

Introduction

The Ministry of Environment recently amended the *Integrated Pest Management Regulation* (IPMR) to further regulate the sale and use of pesticides. **The amendments come into force on July 1, 2016.**

These changes are intended to increase interaction between pesticide vendors and customers at the point of sale. This is to improve the knowledge of pesticide users and to promote the use of Integrated Pest Management and the responsible use of pesticides.

Sample Script

The following sample script is an example of a conversation a certified pesticide dispenser might have with a customer. It is not intended to be representative of all possible interactions with customers. Different conversations may be needed in different circumstances in order to meet the new requirements of the IPMR that will come into force on July 1, 2016.

Setting: Pesticides stored in a locked cabinet out on the sales floor.

Dispenser: Hi, how can I help you today?

Customer: I want to buy Product X.

Dispenser: Ok. Before I can sell Product X to you, the province requires us to talk about a few things. First of all, I need to check that your intended use of the pesticide is covered on the product label. What pest are you intending to treat?

Customer: I want to treat dandelions in my lawn. There are only a few dandelions in my back yard but my front yard is heavily infested.

Dispenser: Okay, dandelions are listed on the Product X label. But Integrated Pest Management or IPM is a great way of preventing and managing pests. Applying IPM can help you have a healthier lawn, which will result in fewer dandelions germinating. Would you like more information about IPM?

Customer: Yes, I would like to learn more about IPM. So spraying Product X on my lawn is not the only way to control dandelions?

Dispenser: No, there are lots of other things you can do.

Dispenser: As a first step you should prevent dandelions by keeping your lawn healthy. For example, cutting your grass higher, aerating and over-seeding to reduce bare ground can all prevent dandelions from establishing. Keep an eye out for the emergence of dandelions and other weeds. You should decide how many dandelions you can tolerate before you treat. Based on your description, Product X is appropriate to treat dandelions in your front yard. However, your back yard may not require a pesticide treatment if there are just a few dandelions. It may be

Key Points – After July 1, 2016:

- ➔ Certified dispensers must interact with customers prior to the purchase of all pesticides (except for Schedule 2).
- ➔ Dispensers must confirm that the pesticide is appropriate for its intended use according to the label instructions.
- ➔ Dispensers must advise the customer that a provincial licence or certificate may be required to use the pesticide.
- ➔ Dispensers must advise the customer that municipal bylaws may restrict the use of the pesticide.
- ➔ The new requirements will not come into force until July 1, 2016.
- ➔ For more information about the required interaction with customers, see *The Rules Have Changed – A Guide for Pesticide Vendors and Dispensers*.

The Rules Have Changed – *Pesticide Dispenser Customer Interaction Script*

easier and less costly for you to pull them out by hand instead of spraying your entire back yard. Finally, you should evaluate these approaches to determine which combination of techniques work best. *(Dispenser unlocks cabinet and takes out product.)*

Customer: Great. I had no idea there were so many options to prevent dandelions from crowding out my lawn.

Dispenser: Don't forget, it's a legal requirement to only use a pesticide according to the product label. I can also tell you about pesticide safety. Would you like to hear more about this?

Customer: Yes, I'd like to hear more.

Dispenser: Pesticides are safe when used according to the label. The "Precautions" section of the Product X label indicates that you should wear chemical resistant gloves, unlined rubber boots, long-sleeves and pants as a minimum level of personal protective equipment. Wearing this equipment lowers the likelihood of pesticide exposure to the skin.

Customer: Okay. I also understand that I can't use Product X outside of what the label indicates.

Dispenser: You may also require a provincial licence or certificate to lawfully apply the pesticide.

Customer: How do I find out if I need a licence or certificate?

Dispenser: You should go to www.gov.bc.ca/HomePesticideUse. On that website, you can find out about which pesticides you can use without a certificate and which ones you'll need the new Residential Applicator Certificate to apply. The BC government has a free online course that you can take to obtain a Residential Applicator Certificate. The course will work on your mobile device and also has lots more information about Integrated Pest Management and pesticide safety.

Dispenser: I also need to tell you that there may be municipal bylaws that restrict the use of Product X. You can access information about municipal bylaws on the website.

Customer: That makes sense. I guess you can't just spray pesticides everywhere. Do we have a bylaw?

Dispenser: Each municipality may have different bylaws. The website I mentioned will have information on local bylaws but you should verify with your municipality that your pesticide application is allowed.

(Dispenser: hands the product to the customer.)

Customer: Thanks for your help. You've been great!

Dispenser: No problem. Please let me know if you have any other questions!

(Customer walks to till.)

(Dispenser locks up pesticide cabinet.)

For More Information

For more information about the regulation and appropriate use of pesticides in British Columbia, please visit www.gov.bc.ca/PestManagement. Guidance documents for users and vendors of pesticides are available on this website.