



PESTICIDE MISAPPLICATION EMPTIES CALL CENTER

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| Background | <p>A call center for a regional utility hired a pest control service, which sprayed a pesticide in a manner that was contrary to label instructions. Over the next 24 hours, several call center employees were sent to the hospital with respiratory, skin and other illnesses.</p> |
| Our Approach | <p>Patrick Rafferty was retained to conduct an emergency indoor air quality investigation. Key personnel were interviewed, including the facility and human resources managers, and line supervisors of effected employees. He secured product labels, MSDS, and on-line toxicity information for the pesticide ingredients. Witnesses to the application of the pesticide were interviewed, the results of which indicated that the pesticide was applied contrary to label instructions. A specialty industrial hygiene laboratory was quickly identified that could analyze surface wipe samples and air samples on a quick-turnaround basis, the results of which identified active ingredient residues on surfaces that employees were likely to contact directly.</p> <p>Sample results were used to verify and document the decontamination of surfaces. Post-cleanup samples were collected to verify the effectiveness of the decontamination.</p> |
| Benefits and Added Value | <p>Mr. Rafferty rapid response enabled the problem to be pinpointed quickly so the employer could reassign employees to another facility. The identification of a reliable laboratory that could analyze the samples on a rush basis helped move the cleanup forward so the workforce could return to their worksite quickly and with confidence that the contaminant had been removed.</p> |