

1 PESTICIDE SAFETY

How do Hispanic workers view pesticides? Do they routinely wear personal protective equipment? Their culture can impact their view of chemicals while having safety ramifications.

3 RISKY BUSINESS: A Q&A
INSURANCE PRIMER

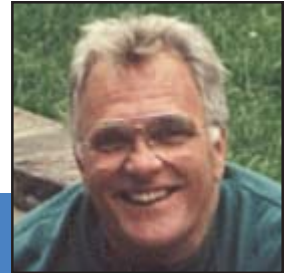
Are you in charge of your insurance program? What are some common questions about protecting your business? Here's a Q&A primer from the experts at Hortica.

4 HAZ COM: COMMON
OSHA CITATIONS

Information must be available about the identities and hazards of chemicals in the workplace. Here are some common violations in the green industry.

THE ONE-STOP SOURCE FOR GREEN INDUSTRY SAFETY AND RISK MANAGEMENT

Hispanic Workers and Pesticides: How Culture Affects Safety



by Sam Steel
National Safety Council

Safety culture has different meanings in the workplace. It can refer to the safety culture inherent within an organization (e.g. safety climate or organizational safety), or it can refer to the culture (beliefs and values) that your workers bring to work with them each day. Should there be a more distinct definition of employee safety culture versus the corporate safety culture?

Hispanic workers, it can be argued, have a set of beliefs and values that can impact their safety and health in the horticultural workplace. And it's important to separate corporate safety culture, which is usually dictated by company management, from employee safety culture. And although the corporate safety culture may be deemed to be proactive and well-supported through management's commitment, the workers may be "unsafely" left behind when their native culture is not considered.

Pesticides and how they're viewed

Some Hispanic workers may have roots in rural and agrarian Mexican communities where pesticides (Spanish translation, *pesticidas*) are not considered to be a human poison. Rather, they are believed to be more *medicinal* in nature, and local doctors may prescribe them for human hygiene purposes. The translation? Workers may not take seriously the health effects of direct contact with pesticides.

Contact with pesticides, and more specifically the *routes of entry* of pesticides into the body, can be a difficult concept for some workers to understand. While a few may know that the absorption of pesticides is by far the most active route of entry (up to 85 percent of all chemicals entering the body are absorbed), most Hispanic workers do not understand this. Many believe that the protective nature of skin will prevent poisons from getting into the body. Absorption through the skin, into the bloodstream, and then eventually into the central nervous system, can be a difficult concept for workers to grasp.

Training essentials

Language translation is an obstacle that you need to overcome when developing and delivering effective chemical safety training for Hispanic workers. The training staff needs to carefully translate words into a Spanish dialect that the workers can understand. Also use a large amount of illustrations and pictures to show your safety points. This will be the first step in providing an understandable training experience.

Some groups of Hispanic workers do not consider the use of personal protective equipment (PPE) to be necessary. Some view certain types of PPE to be unacceptable because

continued on page 2



Insurance specialists for the horticultural industry™
Produced in partnership with Hortica

Hispanic Workers and Safety

continued from page 1

it makes them look silly. Nuisance masks are one example. When dusts and other respirable materials are potential air contaminants that workers will be breathing, nuisance masks are justified. To encourage workers to wear these masks and other safety devices, trainers should be people *the workers trust*.

To quiz or not to quiz?

How will trainers determine whether workers understand the information that has been presented? It's generally not a good idea to quiz individual workers in a group training session. Many workers may not want to verbally respond to a trainer's question in front of fellow workers. A wrong response could easily translate into ridicule by their fellow workers, with their previously established status within the worker group placed in jeopardy. Good trainers make it clear that there are no wrong answers (or dumb questions), and

this will also encourage more students to participate.

Asking Hispanic workers to respond to questions in front of company management is also not an effective tool to determine if they understand safety information. Any wrong answer or response when managers are present is considered to be a very sensitive issue that could indicate to their bosses that they are not very intelligent. Workers like to remain anonymous. Remember this when giving feedback.

A less threatening atmosphere is also helpful. An example is when you offer refreshments and/or lunch after a training session. This type of environment will encourage one-on-one communication and can provide insight into how well the information was understood. It can also help clear up any misunderstandings.

Sam Steel, Ed.D, is a former landscape contractor and is the agricultural safety specialist for the National Safety Council in Itasca, Illinois. He can be reached at steels@nsc.org.

CHECKLIST

A positive learning experience can include the following:

- Use lots of pictures, graphs and illustrations and fewer words.
- Don't single out individual workers with difficult questions.
- Don't rush through training materials. You might lose some of the workers along the way.
- Praise workers who speak up and ask questions.
- Show your enthusiasm for the training...it will surely rub off on the workers.

PRESIDENT
Peter Orum

PRESIDENT-ELECT
Buzz Bertolero

EXECUTIVE VICE PRESIDENT
Robert J. Dolibois, CAE

EDITOR
Laura Coyne

ASSISTANT EDITOR
Amanda Flynn

The Bottom Line is published bimonthly by the American Nursery & Landscape Association as a service to its grower, landscape specialist, garden center retailer, landscape distribution and supplier members. Readers are welcome to send comments, questions and copy for publication consideration to: anlbottomline@yahoo.com and address changes to newsletters@anla.org. Phone 202.789.2900; fax 202.789.1893. Copy is accepted continuously, with absolute deadlines for particular issues. Publishing of *The Bottom Line* is partially underwritten by support from Hortica, insurance specialists for the horticultural industry.

BLS Report on Injuries Available

The Census of Fatal Occupational Injuries, the nation's primary source of data on fatal work injuries, has developed a chartbook that is now available.

The program, which is conducted by the Bureau of Labor Statistics (BLS) in partnership with state agencies, covers the years 1995-1999 and provides valuable information to make workplaces safer for all workers.

The chartbook presents these data in an easily accessible format—more charts and graphs than text or analysis—that will be useful to anyone interested in learning more about fatal occupational injuries.

The chartbook is divided into three sections; each begins with a short overview of the data which is followed by more specific data presentations. The information includes sources of fatal injuries and specific workers involved.

Single copies of the print version of *Fatal Occupational Injuries in the United States, 1995-1999: A Chartbook* are available. To obtain a copy, send an email to blsdata_staff@bls.gov with your mailing address included; or mail a request to the Office of Publications and Special Studies, U.S. Department of Labor, Bureau of Labor Statistics, Washington, D.C. 20212. Or call 202-691-5200.

Want to Avoid Risky Business?

Check Out This Q&A Insurance Primer

To help demystify some insurance topics, here are some common questions business owners might have about this important aspect of their business. These answers were provided by John Hodapp and Brent Bates, senior vice presidents of Hortica Insurance at the 2005 ANLA Management Clinic.

How can I best utilize my insurance agent?

- Meet with him or her at least once a year.
- Discuss exposure changes such as new equipment or changes to your facilities or operations as they occur.

- Stay personally involved. Don't delegate all insurance issues to someone else in your organization.

- Ask for simple explanations to confusing insurance buzzwords and jargon. Put the burden on your agent to explain things to you.

What types of insurance coverages do I need that I may not be aware of?

- Nursery Crop "Buy Up" covers up to 75% of your loss to crops versus CAT only coverage which covers at most 27.5%.
- Pesticide/Herbicide Applications – needed if you spray "off site."
- Chemical Drift - needed if you spray on "your" premises.
- Employment Practices Liability Insurance – needed if you have employees.

Why should all incidents be reported in a timely manner?

- Claims you don't think are covered may be.
- Minor injuries could be far more serious than initially believed.

"If you're a manager or owner, don't delegate insurance issues. Stay involved. And meet with your broker at least once a year."

- You may be liable for losses that don't initially appear to be your fault.
- In order for your claims to be processed promptly so you receive payments due you in a timely manner.
- To enable a timely investigation which helps defend claims and/or limit damages.
- You may be limiting or voiding coverage by reporting late.
- As in the case of workers compensation injuries, the report may be required by law.

What are some attributes of desirable insurance customers?

- Understand that premium is directly related to claims experience.
- Work diligently to prevent avoidable losses.
- Actively communicate with their insurance carrier to minimize the extent of losses that do occur.

- Place great emphasis on driver selection, monitoring and retention.
- Do not operate as a "for hire" trucking firm.
- Provide only safe employee housing.
- Demonstrate the ability to evaluate which risks to retain and which risks to insure against.
- Emphasize workplace safety through employee training programs.
- Treat their insurance company as a partner rather than a vendor.
- Effectively manage their equipment theft exposure.
- Do not jeopardize their business automobile coverage by insuring purely "personal use" vehicles on the company policy.

For more information, contact *Hortica*:
 800-851-7740
 800-233-3642 FAX
sales@hortica-insurance.com
www.hortica-insurance.com

Have an Idea?

If you have an idea for the newsletter regarding a safety or risk management topic, please send an email to anlabottomline@yahoo.com. Please put "Bottom Line" in the subject line. Thanks, and we look forward to hearing from you.

The Editors

Haz Com: Common Citations in the Green Industry

More than 30 million American workers are exposed to hazardous chemicals in their workplaces. The Hazard Communication Standard (HCS) covers some 650,000 hazardous chemical products found in more than 3 million establishments.

The standard defined

To ensure chemical safety in the workplace, information must be available about the identities and hazards of the chemicals. For all industries, the Haz Com Standard is the second most cited OSHA standard with \$1.3 million in penalties assessed in 2003.

OSHA has found these common problems in the Haz Com area:

- * Failure to develop and maintain a written program
- * Failure to conduct employee training
- * Failure to have a material safety data sheet for each hazardous chemical
- * Failure to label each container with the identity of the hazardous chemical

Findings in the green industry

What violations are common in the green industry? OSHA looked at SIC codes 0181 (Nurseries) and 5261 (Garden centers) and tabulated citations from January 2003 through February 2005 and shared that information with us. Here are three examples of what OSHA cited green industry businesses for:

- The most common citations were businesses that have not met the minimum requirements of the Hazard Communication Standard, such as training employees, having a written hazard communication program, and being sure chemical containers are properly labeled with their contents and safety information.
- OSHA also found personal protective equipment issues, especially in regard to respiratory protection. PPE should be provided for the eyes, face, head and extremities. Protective clothing,

respiratory devices, protective shields and barriers shall be provided and maintained in a sanitary and reliable condition.

- OSHA discovered problems related to portable fire extinguishers. The requirements of this section apply to the placement, use, maintenance and testing of portable fire extinguishers provided for the use of employees. Portable fire extinguishers are subjected to an annual maintenance check, and that check needs to be recorded and retained for one year.

For more information

OSHA has a technical link page on its Web page that is devoted to hazard communication issues: www.osha.gov/SLTC/hazardcommunications/index.html. The Web page provides easy access to guidance materials, answers to frequently asked questions, and sources of additional information. OSHA believes further efforts are necessary to enhance the quality of hazard information and training provided to employers and employees.

-
- American Nursery & Landscape Association
 - 1000 Vermont Avenue NW, Suite 300
 - Washington, DC 20005