1403B: Florida Team Member Licensing

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Section: Licensing & Certification
Subject: Florida Team Member Licensing
Approved by: Tony Massey
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Policy Owner: Director Learning & Development

Policy

PURPOSE:

To provide for the maximum level of operational integrity and to comply with Chapter 482 of the Florida Administrative code. There are three license types required for various roles within our company, they are:

Pest Control Identification Card
Wood Destroying Organism (WDO) Endorsement
Urban Landscape Fertilizer License

Pest Control Identification Card

General Manager / Certified Operator in Charge Responsibility

The General Manager/Certified Operator in Charge is to ensure all team members who provide service or sell pest control services obtain, maintain, and carry on their person at all times, an Identification Card and other required licenses as specified by Florida Chapter 482.091 of the Florida Administrative Code. This includes the following:

- Service Technicians
- Inspectors

- Account Managers
- Managers in training
- Service Managers
- Sales Managers
- General Managers
- Quality Assurance Managers
- Division Managers
- Regional Managers
- Any other non-administrative roles

General Manager Duties

Once a team member is approved to start, the General Manager will notify HR of the anticipated start date. On the team member's first day of employment, HR will complete the Employee Status Form (ESF). The General Manager will send the State of Florida Pest Control Identification Card Application to Learning & Development at lmsadmin@masseyservices.com.

Learning & Development Duties

Learning & Development will:

- Upon notification of hire, enter the team member into LicenseHQ and assign a PCID license with a "need" status.
- Upon receipt of the application, apply for the Pest Control Identification Card through the FL eGov licensing portal.
    - The LicenseHQ license status in will be updated to "new filing submitted."
- The processing fee will be paid by department credit card.
- Upon receipt of the new PCID card, forward the emailed copy to the service center for disbursement.
    - The LicenseHQ license will be updated with the license number and expiration date.
    - A pdf copy of the license will be attached to the LicenseHQ record.

All active PCID holders will be renewed as part of the service center license renewal.

Quality Assurance Duties

The Quality Assurance department will provide the following programs to meet state training requirements:

- Basic Training will be provided on a recurring basis. This event will contain the 4 hours of training required to be met within the first six months of employment. This training must be documented on the Identification Card Holder Training Verification and kept in the Team Member's training file.
- Two hours of required annual continuing education. This training must be documented on the Identification Card Holder Training Verification and kept in the Team Member's training file.

Required Training

The team member must then complete the initial training program appropriate to their role, and meet the state minimum training requirements, Chapter 482.091 (3). Failure to apply for an identification card and/or complete the minimum training requirements may result in disciplinary action and/or financial penalty.

- Upon Hire
  - Per Chapter 482.091 (3), 5 days, or 40 hours, of on the jobtraininginthegeneralstandards(Documented on the Fl.DACS form 13665) in each of the following subjects. Activities which do not fall into the following subjects are not eligible for field hours.
    - Federal and state laws that regulate the industry
    - Recognition of pests and pest damage
    - Pesticide labels and label comprehension
    - Pesticide safety
    - Environmental protection
    - Application equipment and techniques
    - Pesticide formulations and actions
    - Emergency procedures and pesticide cleanup, and procedures for immediate reporting of spills and misapplications
    - Basic principles of mathematics, chemistry, toxicology and entomology

        - Non-chemical pest control techniques, including biological, mechanical, and prevention techniques.

    - Complete Basic Training within Six Months of Hire
        - Per Chapter 482.091 (10), each ID card holder must complete 4 hours of classroom training in pesticide safety, integrated pest management, and applicable federal and state laws and rules within 6 months after issuance of the card or must have received such training within 2 years before issuance of the card. This training must be documented on the Identification Card Holder Training Verification and kept in the Team Member's training file.

    - Annually
        - Per Chapter 482.091 (10), each ID card holder must complete 2 hours of classroom training in pesticide safety, integrated pest management, and applicable federal and state laws and rules by the renewal date of the card. This training must be documented on the Identification Card Holder Training Verification and kept in the Team Member's training file.

Subject specific training is provided via Massey University. All training will be tracked using the initial training program's Verifiable Training forms, with a copy kept in the service center training file.

Wood Destroying Organism (WDO) Endorsements

For any/every team member in Florida who performs an inspection(s) for wood-destroying organisms pursuant to Chapter 482.226, the licensee and/or Certified Operator in Charge must apply for an identification card that identifies that team member as having received the special training specified in this subsection in order to perform those inspections pursuant to 482.226.

A team member will not be allowed to independently sell termite protection services, perform WDO inspections, propose WDO services, perform periodic reinspections, or provide retreatments until they have successfully completed one of the following training programs:

- Residential Sales Initial Training
- Termite Initial Training

Note - *The WDO endorsement and training do not fulfill Massey Services' requirements for performing WDO Inspections for real estate transactions. This certification requires completing a*

specialized WDO 13645 Certification Class provided by the Quality Assurance Department.

General Manager Duties

The General Manager will ensure the team member completes the required initial training program as defined by SPP-901. Upon completion, they will submit a fully executed WDO affidavit to the Learning & Development Department. The team member will keep a copy of the application on their person until they receive the new PCID with the WDO endorsement.

Learning & Development Duties

Learning & Development will:

- Upon receipt of the application, apply for the endorsement through the FL eGov licensing portal.
  - The LicenseHQ license status in will be updated to “new filing submitted.”
- Upon receipt of the new PCID card, forward the emailed copy to the service center for disbursement.

Required Training

The team member must complete Initial Training in the detection and control of wood destroying organisms, including but not limited to training in:

1. The biology, behavior, and identification of wood destroying organisms with particular emphasis on ones common in this state and the damage caused by such organisms;
2. The inspection forms used to report any findings; and
3. Applicable federal, state, and local laws or ordinances.

This can be achieved by completing either Termite Initial Training, Termite Basic Training, or Residential Sales Initial Training.

Urban Landscape Commercial Fertilizer Licenses

Any team member applying fertilizer to an urban landscape, as defined by FL Statute 482.1562, must possesses a current Urban Landscape Commercial Fertilizer license. Failure to apply for a license and/or complete the minimum training requirements may result in disciplinary action and/or financial

penalty.

General Manager Responsibilities

If the team member will be applying fertilizer, as defined by FL Statute 482.1562, the General Manager will ensure the team member has completed the FL Green Industries Best Management Practices (GI-BMP) certification program.

- Upon Hire
  - Ensure the team member has successfully completed the required training program.
  - Complete the application for the Limited Urban Fertilizer Applicator.
  - Submit the completed application, along with the FL GI-BMP certificate, to the Learning & Development Department; this process is included in Landscape Initial Training. If the team member applying is not completing Landscape Initial Training, forward the application and certificate via email at lmsadmin@masseyservices.com to the Learning & Development Department.
  - Until the license is received, the team member will carry a copy of the application and BMP certificate on their person.

- LicenseRenewal- every four years
  - Ensure the team member has completed the required training for license renewal.
  - Forward the fully executed renewal form, along with the Record of Attendance for Continuing Education Units form (FDACS-13325), to the Learning & Development department.

Learning & Development Responsibilities

Learning & Development will:

- Upon notification of hire, enter the team member into LicenseHQ and assign a Limited Fertilizer license with a “need” status.
- Upon receipt of the application, apply for the Limited Fertilizer license through the FL eGov licensing portal.
  - The LicenseHQ license status in will be updated to “new filing submitted.”

- The processing fee will be paid by department credit card.

- Upon receipt of the new Limited Fertilizer license, forward the emailed copy to the service center for disbursement.
- The LicenseHQ license will be updated with the license number and expiration date.

Learning & Development will generate a weekly report listing required team members who do not hold a Limited Fertilizer license. Monthly the department will review a list of completed landscape production to identify team members who have completed work but as part of their normal role would not need a license. The department will work with the service center and Quality Assurance to get these team members licensed.

Limited Fertilizer License Renewal

1. Upon receipt of the Record of Attendance for Continuing Education Units form (FDACS-13325), licenses will be renewed via the FL eGov licensing portal.
2. The department will maintain a list of current license holders and expiration dates.
3. Information will be provided to the Quality Assurance department identifying those team members with licenses expiring in the next 120 days.

Quality Assurance Responsibilities

The Quality Assurance department will monitor the team members requiring continuing education and provide the required training programs necessary to meet these needs.

Required Training

- Initial License Application
  - The team member must complete the initial training program appropriate to their role, and meet the state minimum training requirements, Chapter 482.091 (3). In addition, the team member, per FL Statue 403.9338, must successfully complete the FL GI-BMP certification program. This program is included as part of Landscape Initial Training. Failure to apply for an identification card and/or complete the minimum training requirements may result in disciplinary action and/or financial penalty.
- License Renewal

- The team member must complete a total of four hours of continuing education.
  - Two hours must be in core
  - Two hours in limited fertilizer
- This training must be tracked using the Record of Attendance for Continuing Education Units form (FDACS-13325).

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