

# Pesticide Analytical and Response Center

## Pesticide Complaint Standard Operating Procedures

### Purpose

To establish standard operating procedures governing Oregon's response to pesticide use complaints alleging adverse effects to people, animals, or the environment.

### Scope

PARC functions as a centralized location to receive pesticide-related incident information that alleges adverse health effects to people, animals, or the environment. Additionally, PARC identifies trends or problems and makes recommendations for action. Following the receipt of pesticide-related incident information, PARC assists with mobilizing experts at state lead agencies that can investigate the incident. PARC does not conduct investigations.

### Pesticide use concerns

PARC serves to coordinate communications among PARC member agencies when concerns are received about pesticide use activities.

### Receive Complaint

Record complaint information, noting all details necessary to make the appropriate PARC referral(s). The PARC Coordinator will use the PARC document entitled *PARC Member Agency Referral Criteria and Actions*. This document details the specific circumstances under which a PARC member agency will receive a referral.

### Provide information.

Inform the caller that his or her information will be shared with the appropriate PARC member agency within one business day or as soon as practical.

Inform the caller that he or she may expect a follow-up phone call from a PARC member agency within two business days.

If caller is concerned about a forestry-related activity, refer the caller to the Oregon Department of Forestry's website - <http://www.oregon.gov/odf/privateforests/pages/pesticides.aspx>

If caller requests general information about pesticides, provide the contact information for the National Pesticide Information Center (M-F, 8 a.m. to 12 p.m.; 800-858-7378. <http://npic.orst.edu>)

**Updates.** Inform the caller that he or she may contact PARC at his or her convenience for incident updates. Provide PARC's contact information.

### Make referral

Forward complaint to PARC member agencies based upon each agency's referral criteria, including the assigned PARC incident number. Referrals to multiple PARC member agencies will be made simultaneously, so that each member agency will know the other agencies involved; this will facilitate communication and coordination among PARC member agencies during the investigative process. When three or more PARC member agencies are involved in an investigation, PARC will schedule conference calls so that status updates may be provided, as needed. These situations are described in PARC's *Incident Coordination Matrix*.

### Report Results

At the conclusion of the investigation, each agency will submit a summary to PARC. PARC publishes a biennial legislative report that contains analyses of each pesticide-related incident that occurred during the reporting period.

# Oregon Department of Agriculture - Pesticide Complaint Standard Operating Procedures

## Purpose

To promptly respond to pesticide use complaints within ODA's authority (seeking to protect people and the environment from adverse effects of pesticide use while maintaining the availability of pesticides for beneficial uses) and support the Pesticide Analytical and Response Center (PARC) members' investigations by clearly communicating complaint information to PARC and collaborating on investigations. ODA's goal is to complete cases within 180 days of opening.

## Scope

ODA will use the checklist below for pesticide complaints to: gather information from the complainant; provide public information; complete due diligence; and communicate the incident information to PARC.

## Receive Complaint (If referred to ODA, contact the complainant within one business day.)

**Emergency (medical or safety) - get name and phone number - have them call 9-1-1 or Oregon Poison Control (800) 222-1222 immediately.** Call back 12-24 hours later to receive the complaint information.

**Receive complaint.** Listen, acknowledge, and record complaint information. Collect as much specific information as possible:

- Nature of incident
- Date and time of incident
- Type of application
- Name of applicator or responsible party
- Location (type) and address of incident: farm, home, business
- Any adverse effects on humans, animals or the environment
- Contact information for applicator and/or other witnesses or parties involved

Provide ODA Pesticide Complaint form and ask complainant to complete and return.

**Provide information.** Explain the investigative process and general timeline. Provide your direct contact information.

**Site visit.** Set a time to visit the complainant and site.

**Updates.** Explain to the complainant how you will share investigation information and updates as they become available.

## Investigate Complaint

**Inform Lead Investigator of the complaint.**

**Forward complaint to PARC immediately if adverse health effects to humans, animals, or the environment are alleged.**

**Conduct investigation.** Follow directions in the Investigator Notebook for the appropriate case type. ODA investigators will:

- Collect evidence associated with the complaint.
- Communicate with other involved parties to determine pesticide(s) applied, equipment used, weather conditions, etc.
- Meet with applicator to review application, records, and equipment.
- Coordinate and communicate on issues related to the regulatory and non-regulatory authority of other state or federal partners.
- Document the investigation and submit completed investigations to Case Review/Enforcement.

## Report Results

After completing the investigation or issuing the enforcement document, ODA will provide the result(s) to PARC and interested parties.

# Oregon Health Authority - Pesticide Complaint Standard Operating Procedures

## Purpose

To promptly respond to potential health concerns related to an exposure to pesticides and support the Pesticide Analytical and Response Center (PARC) members' investigations by clearly communicating complaint information to PARC and collaborating on investigations.

## Scope

ORS 433.004 requires healthcare providers (HCP) to report pesticide poisonings, whether diagnosed or "suspected" to the local public health department (LCHD) of their patients' county of residence or the Oregon Health Authority within 24h. ORS 413.042, 431.110, 433.004, 437.010, 616.010 & 624.005 allows the Oregon Health Authority to investigate reportable diseases, including acute pesticide illness and injury (APII) i.e. pesticide poisoning. Per PARC-OHA MOA, PEST provides, as appropriate, information received on actual and alleged reports of human APII.

## Pre-Complaint

Through OHA's Pesticide Exposure Safety & Tracking Program (PEST) website, ensure that sources of APII reports, including HCP, LCHD, and the general public, know to contact Oregon Poison Center (OPC) for urgent health-related pesticide concerns (**800-222-1222**).

## Receive Complaint

For medical emergencies, OHA staff gain name and phone number and refer caller to OPC immediately. [OPC will send report to OHA, per statute, when emergent phase of incident ends, usually in 24-96h.]

Reports of APII mainly come to OHA from PARC, OPC, LHCP or directly from individuals experiencing illness.

## Agency Response

### Discussion of Reported APII

- OHA's overall goal is to identify elements of an "exposure pathway," if present, between the reporter's symptoms, the nature of the exposure, and the toxicology of the pesticide product, if known.
- To develop this pathway, when contact with reporters of APII is made, OHA staff ask questions that will inform data points in the PEST Reported Exposure Pathway i.e. the "PEST EP."
- OHA staff answer questions from reporters for which they can provide knowledgeable responses. Otherwise, staff direct reporters to appropriate resources (like their HCP for any medical question or National Pesticide Information Center).
- If APII reported to OHA directly (i.e. not from PARC), OHA staff explain what PARC is and how it can help before asking reporter (or their parent/guardian, if a minor) for permission to refer their report to PARC. Such permission is needed under confidentiality regulations in Oregon as well as those under federal statutes.

### Timeline for OHA Response to Reports of APII

- Reports with HCP involvement can indicate a high-severity APII and/or serious infringement of regulations not known to PARC investigative agencies, so they are prioritized for follow-up (as soon as possible, but within 3 business days). Follow-up to reports w/o HCP involvement are attempted as soon as possible, but within 5 business days.
- For PARC-referred cases, basic information needed by agencies to initiate investigations is already known. As PEST's EP is likely supplemental to a PARC agency's investigation, follow-up on PARC cases are de-prioritized with the PEST EP's sent within 5 business days of OHA's discussion with reporter.
- Any personal medical information from the report is not sent to PARC, but is retained by OHA.

## Report Results

If the report comes from a PARC case or if the reporter gives PEST informed permission to refer their case to PARC, OHA staff email PEST EP to the PARC Coordinator per the timeline above.

# Oregon Department of Environmental Quality

## Pesticide Complaint Standard Operating Procedures

### Purpose

The Oregon Department of Environmental Quality (ODEQ) administers the regulations of the Clean Water Act (CWA), the Clean Air Act (CAA), Resource Conservation and Recovery Act (RCRA), and Oregon's Groundwater Quality Protection Act. The purpose of this Standard Operating Procedure (SOP) is to describe the process for response to pesticide-related incidents. This document outlines the complaint intake, actions taken by staff during response to the incident, and follow-up with the Pesticide Analytical and Response Center (PARC).

### Scope

DEQ's objective when responding to a complaint is to work cooperatively with the Oregon Department of Agriculture and other agencies to determine if there is a violation of the general pesticide permit (2300 permit), a possible misuse of a pesticide that has impacted a public drinking water source or ground water or improper disposal of solid waste containing pesticides. This SOP addresses complaint, intake, and initiation of investigation.

**\*\*\*Record the action date and the person's name who completed it in the boxes along the left.\*\*\***

### Receive Complaint (If referred to ODEQ, contact the complainant within two business days.)

	<b>Emergency (medical or safety)</b> - get name and phone number - <b>have them call 9-1-1 or Oregon Poison Control (800) 222-1222 immediately.</b> Forward name and number to PARC. For spills that are not medical emergencies, contact the Oregon Emergency Response System (OERS) at 1-800-452-0311. If other incident, continue to next step.
--	--

	<b>Receive complaint.</b> Listen, acknowledge, and record complaint information into the complaint database and complete all entry fields following standard operating procedures. (Enter "NA" if no information exists.)
--	---

	<p><b>Provide information.</b> Explain what will happen, when it will happen, whom the contact person is and his or her phone number, and share background information. Use this checklist and these specifics:</p> <ul style="list-style-type: none"> <li>• Call health care provider for non-emergency health issues.</li> <li>• <u>Confidential health information should only be given to the Pesticide Analytical and Response Center (PARC) (844) 688-7272 or your medical provider.</u></li> <li>• The Department of Environmental Quality will investigate complaints within its authority.</li> <li>• We will send your incident report to PARC within one business day, which ensures the agencies responsible for investigating harm to people, property, or the environment receive the information.</li> <li>• If you would like more information about pesticide use and regulation, here are some helpful links:             <ul style="list-style-type: none"> <li>- National Pesticide Information Center (NPIC) - <a href="http://npic.orst.edu/">http://npic.orst.edu/</a></li> <li>- Oregon Department of Forestry: <a href="http://www.oregon.gov/odf/privateforests/pages/pesticides.aspx">http://www.oregon.gov/odf/privateforests/pages/pesticides.aspx</a></li> <li>- Oregon Department of Agriculture: <a href="http://www.oregon.gov/ODA/programs/Pesticides/Pages/PARC.aspx">http://www.oregon.gov/ODA/programs/Pesticides/Pages/PARC.aspx</a></li> <li>- Oregon Health Authority: <a href="https://public.health.oregon.gov/HealthyEnvironments/HealthyNeighborhoods/Pesticides/Pages/index.aspx">https://public.health.oregon.gov/HealthyEnvironments/HealthyNeighborhoods/Pesticides/Pages/index.aspx</a></li> </ul> </li> </ul>
--	---

	<b>Assign complaint.</b> Assign complaint to DEQ regional contact, PARC Coordinator and DEQ PARC Representative.
--	--

### Investigate Complaint

	<b>Review complaint.</b> DEQ regional contact reviews complaint, completes the pesticide incident worksheet and coordinates with PARC on DEQ interests of groundwater and public drinking water protection, 2300 permits and solid waste management.
--	--

	<b>Open an investigation.</b> Attach documentation to complaints database and open investigation as appropriate based on findings from pesticide incident worksheet. Notify DEQ PARC representative of status and appropriate follow-up.
--	--

### Report Results

	The Department will share information from the investigation with PARC and interested parties within five business days.
--	--

# Oregon Department of Forestry - Pesticide Complaint Standard Operating Procedures

## Purpose

To promptly respond to pesticide use complaints within the Department's authority, which involves protecting natural resources on forest lands, and support the Pesticide Analytical and Response Center (PARC) members' investigations by clearly communicating complaint information to PARC and collaborating on investigations.

## Scope

The Department will use the checklist and complaint form below for pesticide complaints to: gather information from the complainant; provide public information; complete due diligence; and communicate the complaint to PARC.

**\*\*\*Record the action date and the person's name who completed it in the boxes along the left.\*\*\***

## Pre-complaint

Designate the external pesticide complaint contact.

Designate the external pesticide investigation contact.

## Receive Complaint (If referred to ODF, contact the complainant within one business day.)

**Emergency (medical or safety)** - get name and phone number - **have them call 9-1-1 or Oregon Poison Control (800) 222-1222 immediately**. Call back 12-24 hours later to receive the complaint.

**Receive complaint.** Listen, acknowledge, and record complaint information on the attached form and complete all fields. (Enter NA, if no information exists.)

**Provide information.** Explain what will happen, when it will happen, whom the contact person is and his or her phone number, and share background information. Use this checklist and these specifics:

- Call health care provider for non-emergency health issues.
- Confidential health information should only be given to the Pesticide Analytical and Response Center (PARC) (844) 688-7272 or your medical provider.
- The Department of Forestry will investigate complaints within its authority, which is protecting natural resources on forest lands, and support the other agencies' investigations.
- I will send your report to PARC within one business day which ensures the agencies responsible for investigating harm to people, property, or the environment receive the information.
- If you would like more information about pesticide use and regulation, I can email you some helpful links:
  - Oregon Department of Forestry - <http://www.oregon.gov/odf/privateforests/pages/pesticides.aspx>
  - National Pesticide Information Center (NPIC) - <http://npic.orst.edu/>

**Site visit.** Set a time to visit the person and site.

**Updates.** Set times to share initial and subsequent information updates.

## Investigate Complaint

**Forward complaint to PARC immediately or receive complaint.**

**Does the Department have any regulatory authority?** Circle one Y / N - **IF yes**, continue. **If no**, refer the complaint to and support PARC, and call or visit the person and provide them PARC's phone number.

**Open an investigation.** ODF usually completes investigations in less than four months. Complex investigations may take longer. Department investigators will:

- Maintain the investigation file.
- Visit active operations within one business day of the complaint.
- Visit completed operations as soon as feasible (target: within 3 business days).
- Obtain daily application records.
- Forward daily application records and other investigation information to PARC and others as appropriate.
- Evaluate FPA compliance. Take enforcement action when warranted.
- Document the investigation using the attached form.
- Complete investigation.

## Report Results

After completing the investigation or issuing the enforcement document, whichever is later, the Department will share the result(s) with PARC and interested parties within five business days.

OREGON DEPARTMENT OF FORESTRY

OREGON FOREST PRACTICES ACT COMPLAINT INVESTIGATION REPORT FORM 6-4-1-100

**COMPLAINT** Name:  
**FROM** Organization:  
Address:  
Phone, Email:

**COMPLAINT** Name:  
**RECEIVED** Title:  
**BY** Office:  
Date: Time:  
**RECEIVED** ( ) Phone ( ) Mail  
**VIA** ( ) In Person ( ) Other (explain):

**INVESTIGATED** Name:  
**BY** Title:  
Office:  
Date: Time:

**COMPLAINT** Legal Description:  
**LOCATION** Landowner:  
Stream Name:

**COMPLAINT DESCRIPTION:**

**INVESTIGATION RESULTS--GENERAL:**

**DAMAGE** Type and Extent:  
**OBSERVED** Operator:  
Rules Violated:

**FOLLOW-UP** ( ) Described investigation findings and follow-up action to complainant  
**ACTION** ( ) Citation issued  
( ) Court appearance required  
( ) Repair order issued Date repair to be completed:  
( ) Referred to another agency for investigation

**REMARKS:**

**DISTRIBUTION** ( ) ODF Area Office  
( ) ODF Private Forests Field Support Unit  
( ) ODF Public Information Officer  
( ) Department of Agriculture  
( ) Department of Environmental Quality  
( ) Department of Fish and Wildlife  
( ) Department of Geology and Mineral Industries  
( ) Department of State Lands  
( ) Pesticide Analytical and Response Center  
( ) Other

**SIGNATURE:**

**DATE:**



# Oregon Occupational Safety and Health Administration - Pesticide Complaint Standard Operating Procedures

## Purpose

To promptly respond to reports of occupational pesticide exposure complaints within Oregon OSHA's authority, which involves protecting employees through ensuring safe and healthy workplaces, and support the Pesticide Analytical and Response Center (PARC) members' investigations by clearly communicating complaint information to PARC and collaborating on investigations.

## Scope

Oregon OSHA is involved in pesticide-related events of an occupational nature where exposure occurs while an individual is engaged in gainful employment.

## Representation:

Oregon OSHA is represented on the PARC Board by Oregon OSHA's Pesticide Coordinator. All pesticide complaints are forwarded to the Pesticide Coordinator within 24 hours.

## Receive Complaint

**Receive complaint.** A written or oral report from an employee, employee representative, or other person that an occupational pesticide condition, practice or act exists that could result in an injury or illness to an employee.

**Provide information.** Oregon OSHA will provide the complainant with the following information:

- Describe the complaint process, and that Oregon OSHA has the option of conducting an on-site inspection or conducting an inquiry through letter or phone/fax.
- Inform the complainant that his or her name will be kept confidential at his or her request. To ensure confidentiality the complainant's signature is required according to ORS 654.062(4) of the OSEAct. Electronic submission is considered a signature.
- Oregon OSHA will investigate complaints within its authority, that allege violations of the OSEAct and OSHA standards and support the other agencies' investigations.
- The Pesticide Coordinator will refer the complaint report to PARC within one business day to ensure that agencies responsible for investigating harm to people, property, or the environment receive the information.
- For additional information about pesticide regulations, see these helpful links:
  - Oregon OSHA <http://www.orosha.org/subjects/pesticides.html>
  - National Pesticide Information Center (NPIC) <http://npic.orst.edu/>

Complaints classified as "Imminent Danger" will be responded to within 24 hours; those classified as "Serious" within 5 working days; and for "Other-than-serious" within 30 working days of receipt of the signed Oregon OSHA complaint form.

## Investigate Complaint

The Pesticide Coordinator will forward all pesticide related complaints to PARC within one business day of receipt.

If Oregon OSHA does not have any regulatory authority, the Pesticide Coordinator will forward the complainant's information to PARC within one business day.

**Open an investigation.** Depending on the complexity, obtaining accurate information and completing a thorough investigation may last six months. Compliance officers will:

- Maintain the investigation file.
- Visit operations in accordance with the complaint protocol.
- Interview employees
- Review pesticide application records, and related Oregon OSHA programs.
- Forward daily application records and other investigation information to PARC and others as appropriate.

Evaluate OSHA, Environmental Protection Agency's Worker Protection Standard, and OSEAct compliance.

- Document the investigation.
- Complete investigation. Take enforcement action when warranted.

## Report Results

After issuing the citation or closing the inspection if no citation, notify the complainant as to the investigation outcome, and share the results with PARC.

## Oregon Department of Fish & Wildlife - Pesticide Complaint Standard Operating Procedures

### Purpose

The purpose is to establish uniform procedures to make pesticide-related incident referrals (e.g., notifications to PARC and/or OERS) and to describe ODFW's actions following notification of a pesticide-related incident involving a suspected fish or wildlife poisoning or a spill that affects fish and wildlife and/or their habitat.

### Scope

ODFW will use the procedures in the "Oregon Department of Fish and Wildlife's Standard Operating Procedures for Pesticide-Related Incidents" to the extent practical given available personnel, resources, and technical and safety considerations specific to each incident.

### Receive Complaint (If referred to ODFW, contact the complainant within one business day.)

**Document Initial Information.** Listen, acknowledge, and record complaint information on the Initial Report Form (*see* "Oregon Department of Fish and Wildlife's Standard Operating Procedures for Pesticide-Related Incidents").

**Provide Information.**

- Local ODFW staff will respond within its authority and available resources with either an on-site assessment or technical advice to complaints involving a fish or wildlife poisoning or a spill that affects fish and wildlife and/or their habitat.
- ODFW's policy to investigate natural resource losses is governed by OAR 635-410 (Natural Resource Losses), with further jurisdiction to seek compensation for damages provided under ORS 468B.060 (Liability for Damage to Fish or Wildlife or Habitat) and the Comprehensive Environmental Response, Compensation and Liability Act of 1980 (CERCLA).

### Investigate Complaint

**Notify Response Agencies.** 1) Immediately report pesticide spills to OERS at 1-800-452-0311; 2) Notify the PARC Coordinator at (503) 986-6470, (844) 688-7272, or PARC@oda.state.or.us within one business day of any non-spill incident related to pesticides (e.g., label violations, drift resulting in injury, non-target impacts, etc.) that are alleged to have had an impact on human and/or animal health or the environment (air, soil, or water); 3) Notify the ODFW District Biologist, Watershed/Region Manager, and Natural Resources Damage Assessment (NRDA) Coordinator of pesticide-related incidents involving a suspected fish or wildlife poisoning or a spill that affects fish and wildlife and/or their habitat.

**Respond.** 1) Determine if an on-site response is warranted per OAR 635-410-005 (Natural Resource Losses); 2) Coordinate ODFW's initial field actions, when applicable, with incident command and/or other response agencies; 3) Avoid entering contaminated areas and refrain from any investigation or wildlife rescue until an emergency response agency has determined the identity of any hazardous materials, identified appropriate safety requirements, and authorized entry; 4) Perform initial reconnaissance to determine the severity of impacts to fish, wildlife and their habitat; 5) Advise incident command, if established, of initial response measures to protect fish, wildlife and their habitat; 6) Coordinate any required wildlife rehabilitation response; 7) Keep accurate records of ODFW initial response activities and expenses on the Natural Resource Losses Investigation Report Form (*see* "ODFW's Standard Operating Procedures for Pesticide-Related Incidents"); 8) Coordinate with PARC, other applicable state and federal agencies, and the public throughout an investigation, as appropriate.

**Assess Damage.** 1) Conduct a field investigation, if warranted, for damage assessment (*see* "Draft Natural Resource Losses Response, Investigation and Wildlife Rehabilitation Procedures Manual"); 2) Count or collect samples (primarily dead, dying, or injured fish, aquatic organisms, and wildlife, but may also include water, vegetation, and soil); 3) Ensure the proper care, custody and analysis of samples taken for evidence; 4) Keep accurate records of ODFW field investigation data and expenses; 4) Coordinate with PARC, other applicable state and federal agencies, and the public throughout an investigation.

### Report Results

**Follow Up.** 1) Assist in the Damage Recovery Process described in OAR 635-410-0035 to recover the value of the loss and to restore wildlife productivity, when applicable; 2) Provide investigation forms and reports to PARC as they become available and/or at the conclusion of an investigation and to other interested parties as requested.



# Oregon Department Of Transportation - Pesticide Complaint Standard Operating Procedure

## Purpose

To provide guidance to ODOT to ensure proper internal coordination occurs when pesticide-related incidents are referred to ODOT from PARC, and to ensure appropriate internal communication occurs in order to appropriately refer pesticide-related incidents to PARC.

## Scope

This SOP applies to all ODOT staff and addresses how ODOT will process pesticide-related incident referrals received from PARC and the process by which ODOT refers pesticide-related incidents to PARC.

## Receive Complaint

### Referral from PARC.

- When PARC determines that ODOT should be notified of an alleged or actual pesticide incident on property under ODOT jurisdiction, PARC will either email or call the ODOT Statewide Integrated Vegetation Management (IVM) Coordinator within one business day.

### Source other than PARC.

- ODOT employees refer all known pesticide-related incidents involving alleged impacts to human health, animal health, and/or the environment to the ODOT Statewide IVM Coordinator who will notify PARC by email within one business day.

## Agency Response

Based on the information received from PARC, ODOT will conduct appropriate and timely internal investigations and all related information will be shared with PARC.

## Report Results

The ODOT Statewide IVM Coordinator will ensure accurate and timely information is provided in support of PARC.

# Oregon Poison Center - Pesticide Complaint Standard Operating Procedures

## Purpose

To promptly respond to potential health concerns related to an exposure to pesticides and support the Pesticide Analytical and Response Center (PARC) members' investigations by clearly communicating complaint information to PARC and collaborating on investigations.

## Scope

The Oregon Poison Center (OPC) provides medical information and patient treatment recommendations for patients experiencing an exposure to pesticides. The RNs and Medical Toxicologists of the OPC provide phone consultation including comprehensive assessment and treatment recommendation.

## Receive Complaint:

Contact to the OPC is made through the national Poison Center Emergency number **(800) 222-1222**. All calls are answered 24/7 by Registered Nurses with extensive training in Toxicology. The OPC is utilized by the public as well as health care providers. Once a call is received, a patient assessment is conducted to identify substance and circumstances of exposure, patient history, and clinical condition. Information is collected and entered into the electronic poison center medical record.

## Agency Response

Following patient assessment and data collection, a risk assessment is conducted and treatment recommendation is developed. Low-risk exposures are managed at home with ongoing follow-up and guidance provided by OPC staff through a series of follow-up phone calls. Cases with potential for significant health effects are referred to an appropriate health care facility for further evaluation and treatment. OPC staff work collaboratively with treating health care providers to provide ongoing consultation regarding diagnosis and treatment. OPC staff continues to monitor these patients until discharged home.

## Report Results

Patient and case information collected by the OPC is considered confidential and protected by the provisions of the Federal Health Information Portability and Accountability Act.

De-identified data from the patient record is electronically transmitted to the National Poison Data System (NPDS). NPDS is utilized for national toxicosurveillance by the Centers for Disease Control to identify and track potential sentinel events representing potential public health concerns.

The OPC reports significant symptomatic pesticide exposures to the Pesticide Exposure Safety & Tracking (PEST) program staff of the Oregon Health Authority in compliance with ORS 413.042, 433.004 & 433.006

# Office of State Fire Marshal - Pesticide Complaint Standard Operating Procedures

## Purpose

To provide a policy by which CR2K will respond to notifications of a pesticide incident, how CR2K responds to a request for information from PARC, and to provide a policy for CR2K to refer information regarding a pesticide incident to PARC.

## Scope

This SOP applies to all CR2K staff and addresses how the CR2K Unit processes notifications from PARC of a pesticide incident and how CR2K will process incident referrals.

## Receive Complaint

### Referral from PARC. (Incident at a fixed facility)

- When PARC determines that OSFM/CR2K should be notified of an alleged or actual pesticide incident at a fixed facility, PARC will either email or call both the CR2K contacts listed on the PARC Referral Criteria document.

### Source other than PARC.

- The CR2K staff member will complete the OSFM Pesticide Incident Information Intake Form.
- The CR2K Coordinator will be immediately notified via email.
- The completed form will be forwarded to PARC.

## Agency Response

Based on the information received, the CR2K Program Coordinator will determine what actions CR2K will take to ensure the facility is in compliance with the CR2K reporting requirements. Actions may include:

- On-site inspection
- Desk audit
- CR2K will provide information to the PARC in support of investigations a PARC member agency or agencies may be conducting.

## Report Results

The CR2K Program Coordinator will notify the PARC Coordinator what actions are taken by CR2K.

## PARC Member Agencies' Investigation Expectations

Program /Agency	Role	Referrals to PARC time frame	Referrals from PARC time frame	Time to contact complainant for investigative purposes	Determine if site visit necessary	Investigation completed
ODA	<a href="#">Regulates the sales, use, and distribution of pesticides within Oregon. Enforces compliance with ORS 634 (State Pesticide Control Act)</a>	PARC is notified by ODA immediately", if death or hospitalization from pesticide exposure. All other referrals to PARC are made within one business day of receipt or as soon as possible.	ALL persons referred from PARC to ODA are contacted within one business day or as staff availability allows.	ALL complainants are contacted within one business day or as staff availability allows.	When ODA initiates an investigation, the site will be visited. Appointments between ODA and complainant(s) are set up during the initial contact; time to visit sites vary.	Goal is to complete investigations within 120 days or less, including issuing of any necessary enforcement action(s)
OR-OSHA	<a href="#">Enforces the state's workplace safety and health rules (ORS 654- Oregon Safe Employment Act, ORS 656 - Workers' Comp, ORS 658 - Employment agencies, Farm Labor contracts, Farmworker Camps, OAR 437)</a>	The Pesticide Coordinator will report to PARC their knowledge of a work related death, castrophe or hospitalization within one business day. All referrals made within one business day.	"Imminent danger"; investigation initiated within 24 hrs. "Serious"; investigation initiated within 5 days.	None mentioned however via personal communication with Or-OSHA's Pesticide Coordinator, IFF necessary to contact complainant, will do so as soon as possible. Investigations do not require the complainant to be contacted.	None mentioned	Goal is to complete investigations within 180 days or less, including issuing of any necessary enforcement action(s)

Program /Agency	Role	Referrals to PARC time frame	Referrals from PARC time frame	Time to contact complainant for investigative purposes	Determine if site visit necessary	
DEQ	<a href="#">Protect the quality of Oregon's environment (soil, water, air) and enforces Clean Air, Clean Water and Resource Conservation and Recovery acts</a>	Referrals to PARC are made within one business day of receipt of pesticide incident information	Within two business days of receipt of pesticide-related complaint, ODEQ and ODA will consult and determine the 'lead' investigative agency.	Complainants will be contacted within two business days of receipt of complaint	None mentioned	Goal is to complete investigations within 90 days, including issuing of any necessary enforcement action(s)
ODFW	<a href="#">Protect and enhance Oregon's fish and wildlife and their habitats. Authority to investigate natural resource losses (OAR 635-410)</a>	Notify PARC "within 24 hours"	None specified	None mentioned	Depends; see Tables 1,2 in ODFW SOP. Determined by OAR 635-410-005	None mentioned; varies by district/type of investigation.

Program /Agency	Role	Referrals to PARC time frame	Referrals from PARC time frame	Time to contact complainant for investigative purposes	Determine if site visit necessary	Investigation closed
ODF	<a href="#">Administer the Oregon Forest Practices Act (ORS 527.610 to 527.770, 527.990 (1), and 527.992)</a>	Within one business day if harm to health or environment reported.	ALL persons referred from PARC to ODF are contacted within one business day or as staff availability allows.	ALL complainants are contacted within one business day or as staff availability allows.	Will visit site within one business day of "ongoing operation." Usually within three business days if operation already completed.	ODF usually completes investigations within 120 days (may be longer in some situations). This does not include any enforcement action(s).
PARC	<a href="#">Receive pesticide-related incident information alleged to have affected people, animals, or the environment. Makes referrals to PARC member agencies. Established in</a>	PARC receives pesticide-related incident information from many sources including: OERS, ODA Pesticide Investigators, PEST program, news media, EPA region 10, ODF, OR-OSHA, DEQ, and others.	Referrals from PARC are made within one business day of receipt of pesticide incident information	PARC does not conduct investigations	PARC does not perform site visits	PARC does not conduct investigations



Program /Agency	Role	Referrals to PARC time frame	Referrals from PARC time frame	Time to contact complainant for investigative purposes	Determine if site visit necessary	Investigation closed
PEST/OHA	<a href="#">Tracks acute human pesticide exposures in Oregon; pesticide poisoning is a mandatory reportable condition (OAR 333-017-000 through 333-018-0015 and OAR 333-019-000)</a>	Depending upon source, referrals to PARC may take up to five business days; permission to refer to PARC is required.	As soon as possible but within five business days of receipt of a PARC referral	As soon as possible but within five business days of receipt of PARC referral	PEST does not perform site visits	PEST does not perform investigations