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INTEGRATED PEST MANAGEMENT GOLF ACCREDITATION PROGRAM (Ontario)

POLICIES AND PROCEDURES

Accepted by the IPM Council of Canada Board of Directors
November 1, 2016

This document replaces all previously published versions.

IPM Council of Canada

The Council

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Integrated Pest Management (IPM) is a process that uses all necessary techniques to suppress pests effectively, economically and in an environmentally sound manner. IPM involves planning and managing ecosystems to prevent organisms from becoming pests. This requires identifying potential pest problems through monitoring and recording weather and pest population levels and establishing thresholds to make treatment decisions to reduce pest populations to acceptable levels. Management strategies may include a combination of biological, physical, cultural, mechanical, behavioral and chemical controls. Equally important is evaluating the effectiveness of the treatments.

The IPM Council of Canada (the Council) brings together industry associations and groups committed to having IPM as the standard in turf, landscape care, structural and public works vegetation management. The Council believes that science has shown IPM ensures environmental sustainability and minimizes the requirement for pesticides.

The Council consists of two representatives from various industry groups with only one vote per industry sector. This ensures that no one sector can have undue influence over the decisions of the Council. The Council is responsible for the general administration of the IPM Accreditation Program.

Members of the Council include but are not limited to, the following groups:

- International Society of Arboriculture
- CropLife Canada
- Landscape Ontario Horticultural Trades Association
- National Golf Course Owners Association
- Ontario Golf Superintendents Association
- Ontario Parks Association
- Ontario Vegetation Management Association
- Structural Pest Management Association of Ontario
- Sports Turf Canada

The IPM Accreditation program is available in both official languages of English and French.

The IPM Advisory Committee

The IPM Advisory Committee is the expert committee responsible for the development and content of the IPM Accreditation Program. Duties include, but are not limited to, the review of study materials, examination questions, auditor qualifications and educational opportunities offering continuing education credits. Members of the committee include the following:

- Minimum of two (2) members of the IPM Council Board. This must include representatives from industry sectors affected by government regulation.
- OMAFRA and/or MNR staff person with IPM expertise
- MOE staff member
- Minimum of one (1) IPM researcher/academic.

1.0 General Definitions

Accreditation – Level 1 – A registered golf facility attains *Accreditation – Level 1* when a PASS rating is achieved on the desk review audit and the annual golf facility registration fee is paid in full.

Accreditation – Level 2 – A registered golf facility attains *Accreditation – Level 2* when a PASS rating is achieved on a minimum of two annual desk review audits; and a PASS rating is achieved on the on-site audit; and the annual golf facility registration fee is paid in full. A golf course is accredited, in accordance with Section 18(1) of Ontario Regulation 63/09 once *Accreditation – Level 2* is achieved.

Appeals Committee – the Executive Committee of the Council, as a multi-disciplinary subset of the Council Board of Directors, with knowledge in the IPM Accreditation process and no direct involvement with the granting of certification or accreditation, shall act as the Appeals Committee for the adjudication of any disputes.

Continuing Education Credit (CEC) – unit assigned to 60minutes of IPM-related educational opportunities that have been approved by the IPM Advisory Committee.

Golf Course – a playing field, designed for the game of golf, comprised of a series of golf holes, each consisting of a teeing ground, fairway, rough, putting green and hazard areas. A golf course may also include a practice range and practice greens.

Golf Facility – a business entity owning or operating one or more golf courses located at one physical address and having no more than one grounds maintenance operation.

Golf Facility Owner/Owner's Representative – The owner or person authorized by the golf facility to be responsible for the golf facility's registration and accreditation in the IPM Accreditation Program.

Registered Golf Facility – a golf facility that has paid the golf facility annual registration fee and has a designated IPM Certified Agent. Golf facilities must be registered to attain or retain any accreditation level. All golf facilities are issued a unique registration number and listed on the IPM Council of Canada's website.

Integrated Pest Management (IPM) – a process that uses all necessary techniques to suppress pests effectively, economically and in an environmentally sound manner. IPM involves planning and managing ecosystems to prevent organisms from becoming pests. This requires identifying potential pest problems through monitoring and recording weather and pest population levels and establishing thresholds to make treatment decisions to reduce pest populations to acceptable levels. Management strategies may include a combination of biological, physical, cultural, and chemical controls. Equally important is evaluating the effectiveness of the treatments.

IPM Accreditation Program (IPMAP) – a program to recognize both golf facilities and employees that have demonstrated a knowledge and commitment to the principles of IPM through a process of certification, auditing and professional development.

IPM-Certified Agent (IPM Agent) – the person from each golf facility who is responsible for golf course conformance with the IPM Accreditation Program and has: a valid landscape exterminator's licence; successfully completed the IPM examination and obtained/maintained the required continuing education

credits; and paid the IPM Agent annual registration fee. All IPM Agents are issued a unique IPM Certification number.

IPM Advisory Committee – expert committee of academics, regulators, industry representatives, and other advisors responsible for the development and content of the IPM Accreditation Program.

2.0 IPM Accreditation Program

The IPM Accreditation Program (IPMAP), established in 2003 as a voluntary, industry-led initiative, recognizes companies, park systems, golf courses, lawn bowling clubs, sports fields, and their associated superintendents and management staff, as well as other interested institutions who demonstrate their knowledge of and commitment to the principles of IPM through a process of certification, auditing and professional development. The IPM Accreditation program for golf is comprised of – the Registered Golf Facility (see Section 2.1) and the IPM Certified Agent (see Section 2.2).

2.1 IPM Registered Golf Facilities

The owner/owner's representative of a golf facility is responsible for maintaining the golf facility's annual registration in the IPM Accreditation Program. Current golf facility owner/owner's representative contact and registration status is maintained in a database by the IPM Council of Canada. A list of registered and accredited golf facilities and their *Annual Report – Class 9 Pest Control Product Usage* is available on the Council website and is updated regularly. (see **3.0 Database Management and Access to Information**)

The owner/owner's representative is responsible to ensure that:

- annual golf facility registration form is submitted;
- annual registration fee is paid;
- an IPM Agent is employed or on contract with the golf facility;
- the IPM Council is notified when an IPM Agent leaves the golf facility's employ within ten (10) days;
- the IPM Agent is replaced within 90 days or the following May 31st (see Section 2.1.1);
- all documentation required for the IPM Accreditation Program are completed by the IPM Agent and maintained on site;
- all desk reviews are signed by the owner/ owner's representative in lieu of the IPM Agent (see Section 2.1.1);
- the Annual Desk Review Checklist is signed by both the IPM Agent and the owner/owner's representative;
- the Annual Report – Class 9 Pesticide Usage is signed by both the IPM Agent and the owner/owner's representative.

2.1.1 Annual Golf Facility Registration

Golf facility registration requires submission of an annual golf facility registration form, signed by the owner/owner's representative. The registration form includes the name and IPM certification number of the IPM Agent responsible for golf course conformance with the IPM Accreditation Program and a cheque made out to the *IPM Council of Canada* in the amount of \$800 + HST (\$904). Credit cards are not accepted for the payment of this fee.

Following initial registration, invoices for the annual golf facility registration fee will be sent to all registered golf facilities by May 1st each year. This fee is due by June 1st of each year. Failure to pay the annual registration fee will result in loss of registration/accreditation status and subsequent removal from the list of IPM registered golf facilities on the website on June 30th.

Each golf facility must have at least one IPM Agent to ensure intimate knowledge of the property. However, exceptions will be considered by the Council (see 2.2.1). The golf facility must notify the Council when an IPM Agent is no longer employed with the facility within ten (10) days and must replace the IPM Agent within ninety (90) days or by May 31st of the following golf season, if the staff change occurs in the fall or winter months. The owner/owner's representative is responsible for maintaining all documentation necessary for the annual desk review and must sign all desk review forms in lieu of the IPM Agent during the period when they are operating without an IPM Agent.

2.1.2 Annual Desk Review Audit

Registered golf facilities must submit an annual desk review for audit to ensure conformance with the requirements of the accreditation program.

This review is conducted by an independent third party environmental auditor, as detailed in Section 2.1.3a (hereinafter referred to as the Auditor).

a) Desk Review Audit Criteria

IPM Agents will submit the following records for audit:

- i) *Scouting Form* – minimum of one per calendar week from April 1 – Oct 15th.
- ii) *Pest Control Product Application Form* –for all pest control product applications.
- iii) *Equipment Calibration Forms*- **one** of the calibrations performed each season **plus** any additional calibrations performed due to equipment problems noted during usage.
- iv) *Staff IPM Training Documentation* – for all staff involved in IPM-related duties, excluding IPM Agents.
- v) *Annual Report – Class 9 Pest Control Product Usage*- as required by Ontario Regulation 63/09, signed by both the IPM Agent and the owner/owner's representative.
- vi) *Annual Desk Review Audit Submission Checklist*- documenting all IPM Agents on-site and all submitted desk review forms.

b) Desk Review Submission

All materials required for the desk review must be up-loaded to a password-protected website for confidential downloading by the assigned Auditor.

Submission of the annual desk review material is the responsibility of the registered golf facility. The golf facility must ensure that their designated IPM Agent has completed and electronically signed all desk review forms as well as the desk review audit checklist, as being complete and accurate when submitting information. Additionally, the Annual Report – Class 9 Pest Control Product Usage must be signed by both the IPM Agent and the owner/owner's representative.

IPMAP will record receipt of desk review documentation and will check it for completeness. Once deemed complete, the Auditor will be notified that the desk review is ready for audit. Incomplete or incorrect submissions will result in a delay of the desk review audit. All uploaded desk review material will be digitally archived for a period of five (5) years.

Upon notification, the Auditor will check again for completeness of submission. Any discrepancy or missing items will result in a delay of the desk review audit process. The Auditor will under no circumstances begin an audit of a desk review that is incomplete or unsigned.

A notice will be sent by IPMAP to all IPM Agents in October of each year reminding them to submit the necessary documents for the annual desk review audit by Jan. 31st. Any late submissions will be charged a late fee of \$150 + HST. **No desk reviews will be accepted after May 31st**, resulting in a loss of accreditation status.

IPMAP will provide the Council with an annual report of audit status for each registered golf facility before the annual registration fee invoices are sent in May of each year. A letter will accompany the invoice informing any registered golf facilities that do not submit the necessary desk review material that they will lose their accreditation status and this will be reflected on the IPM Council website.

c) Desk Review Audit Ratings and Results

Ratings will not be published or distributed to anyone other than the Auditor, the Council administrator, IPMAP, and in the case of an appeal, the Appeals Committee of the IPM Council.

PASS = 75% or greater

REQUIRES WRITTEN FOLLOW-UP = 51-74% (golf facility has fifteen (15) days to respond to reported deficiencies and ninety (90) days to correct deficiencies to achieve passing grade)

FAIL = 50% or less

The Auditor will examine the submission to verify conformance with the desk review audit criteria as set out in 2.1.2 a.

The Auditor will document the results of the desk review audit in the desk review report and will forward an electronic copy of the report to the Council. The Council will send a signed copy to the golf facility and to IPMAP to be placed into the golf facility's file. A desk review rating of PASS will result in the golf facility receiving *Accreditation – Level 1*.

If deficiencies are identified, the Auditor will outline what follow-up action is required to correct deficiencies. The golf facility must respond to the Auditor within fifteen (15) days and provide the necessary follow-up information directly to the Auditor within ninety (90) days. Once all deficiencies, if any, have been corrected, the Auditor will advise the golf facility and the Council of the golf facility having achieved *Accreditation – Level 1*.

All registered golf facilities previously achieving *Accreditation – Level 1* must continue to obtain a PASS rating on their subsequent annual desk reviews to maintain their accreditation status. Accredited golf facilities have ninety (90) days to correct any deficiencies identified in an annual desk review audit, before their accreditation status is lost. (see 4.0 for reinstatement procedure) Failure to submit required desk review documents in the timeframe described above, results in loss of accreditation status i.e. Accreditation - Level 2 downgraded to Accreditation - Level 1; or Accreditation - Level 1 downgraded to Registered. Any changes in the accreditation status of the golf facility will be reflected on the IPM Council website.

The loss of accreditation status of the golf facility does not affect the certification status of the IPM Agent. As long as the IPM Agent remains in good standing with the Council by paying their annual registration fee and submitting proof of the necessary annual CECs, the IPM Agent remains certified. However, the IPM Agent is responsible for submitting the necessary documentation to maintain the accreditation status of the registered golf facility.

2.1.3 On-site Audit

Golf facilities that have successfully completed the desk review audit must submit to an on-site audit at least once every three years that may occur at any time of the year. The on-site audit is conducted by a certified environmental auditor as designated by the Canadian Environmental Certification Approvals Board (CECAB).

a) Purpose and Scope

The on-site audit is designed to verify information submitted on annual desk reviews. The auditor will examine annual desk review forms that the golf course has submitted for audit during the previous two to three seasons and will compare the desk review material to management records found on-site. Focus will be on the previous year's desk review, but the auditor, at their discretion, may request to examine desk review submissions since the golf facility joined the program or since the last on-site audit.

b) Role and Qualifications of Certified Environmental Auditor (Auditor)

The certified environmental auditor shall have relevant work experience and have one of the following designations: Environmental Management System Auditor EMS(A), Environmental Management System Lead Auditor EMS(LA), Certified Environmental Auditor (CEA) or Canadian Certified Environmental Practitioner (CCEP).

c) On-Site Audit Process

The Auditor will follow a standardized audit form that is designed to verify information submitted on annual desk reviews.

At the conclusion of the on-site audit, the Auditor will provide verbal feedback. This will be followed by a written report indicating conformance or non-conformance. The golf facility must respond to the auditor within fifteen (15) days and will have ninety (90) days to correct any deficiency to be eligible for accreditation within that season.

The Auditor is responsible for any required follow-up with the golf facility to correct deficiency(ies). A return site visit by the Auditor, as a result of a deficiency, will be chargeable to the golf facility at the rate of \$150/hr plus expenses.

The Auditor will provide the Council with a summary report from the audit and any follow up visits will be recorded in the Council's database to monitor accreditation status.

d) Frequency and Duration

The on-site audit of an accredited golf facility will take place a minimum of once every three years. If an on-site audit is requested by the golf facility, prior to the scheduled three-year period, it will be chargeable to the golf facility at the rate of \$150/hr. plus expenses.

Registered or accredited golf facilities will be given a minimum two (2) weeks notice of an on-site audit. The auditor will coordinate the scheduling of the on-site audit with the IPM Agent. All efforts will be made to accommodate both parties in scheduling the on-site audit. Any cancellations by the golf facility within 48 hours of the agreed upon time will be subject to a rescheduling fee of \$500 + HST, that must be paid before the rescheduled audit can be performed. Failure to comply with the required on-audit process will result in a FAIL grade and the loss of Level 2 Accreditation status.

The on-site audit is designed to be completed within a three to four-hour timeframe.

e) On-Site Audit Rating and Results

Ratings will not be published or distributed to anyone other than the Auditor, the Council administrator, IPMAP, and in the case of an appeal, the Appeals Committee of the IPM Council.

PASS = 75% or greater

REQUIRES WRITTEN FOLLOW-UP = 51-74% (golf facility has fifteen (15) days to respond to reported deficiencies and ninety (90) days to correct deficiencies to achieve passing grade)

FAIL = 50% or less or requires follow-up visit by the auditor at golf course expense to meet the minimum 75% grade to achieve a passing grade.

An on-site audit rating of PASS will result in the golf facility achieving *Accreditation - Level 2*. Accreditation - Level 2 does not signify the end of the accreditation process. The accredited golf facility must continue to submit the necessary annual desk review material, as described in 2.1.2; remain in good standing with the Council by paying their annual registration fee on time; continue to employ an IPM Agent who remains in good standing with the Council by paying the annual IPM Agent registration fee and maintaining the necessary annual CECs.

Failure to conform with any of these conditions will result in the registered golf course losing their accreditation status. As with all conformance issues associated with the IPM Accreditation program, the golf facility will have ninety (90) days to satisfy the conformance issue before losing their accreditation status and having this loss reflected on the IPM Council website. (see 4.0 for reinstatement procedure)

2.2 IPM Certified Agents

An IPM Agent is the person from each golf facility who is responsible for golf course conformance with the IPM Accreditation Program and has:

- obtained their landscape exterminator's licence;
- successfully completed the IPM examination
- has maintained the required continuing education credits; and
- paid the IPM Agent annual registration fee.

The IPM Agent is responsible for ensuring all annual desk review audit forms are complete and accurate and must be present for all on-site audits.

2.2.1 IPM Certified Agents Acting For More Than One Property

Each golf facility must have at least one IPM Agent to ensure intimate knowledge of the property. However, exceptions will be considered by the Council for requests to act as the IPM Agent for more than one facility if the following criteria are met:

- Golf facilities are all small operations,
- Must be responsible for all reporting functions required under the IPM Accreditation, and
- Must ensure scouting is performed a minimum of once per calendar week at each golf facility

IPM Agents wishing to act as the IPM Agent for more than one golf facility must ensure they have obtained the appropriate pesticide licencing required under O. Reg. 63/09 and submit a formal written request to the IPMAP at the University of Guelph, Ridgetown Campus that includes assurances that all the above conditions will be met.

This request must include:

- Name and IPM Certification number of the IPM Agent.
- Name and address of all of the golf facilities where the IPM Agent is requesting to assume responsibilities for the IPM Accreditation program.
- Statement that the IPM Agent is willing to be personally responsible for all reporting for each golf facility required by the IPM Accreditation Program.
- Statement that personnel at each golf facility involved in IPM-related activities will be properly trained, if applicable.
- Signature of the IPM Agent.
- Signature of golf facility owners/managers of each golf facility.

The IPMAP at University of Guelph, Ridgetown Campus (IPMAP) is responsible for the administration of the examination process and maintenance of IPM Agent contact information and CEC status. This information is maintained by IPMAP on a database and shared with the Council. It is the responsibility of the IPM Certified Agent to inform the IPMAP of the golf facility(ies) they are acting on behalf of prior to each season and within 10 days when there is a change in employment.

A list of registered and accredited golf facilities with their designated IPM Agents is available on the Council website at: www.ipmcouncilcanada.org. (see **3.0 Database Management and Access to Information**)

2.2.2 IPM Examination

The IPM Agent must demonstrate knowledge of IPM, as it relates to golf courses, by successfully completing the approved IPM examination.

a) Examination Registration

Applicants may apply by telephone, fax, mail, e-mail or online to:

IPM Accreditation Program (IPMAP)

c/o University of Guelph, Ridgetown Campus

120 Main Street East

Ridgetown, ON N0P 2C0

Telephone: 1-866-385-4762 or 519-674-1538

Fax: 519-674-1585 rcipmap@uoguelph.ca

Applicants must pre-register for the examination and payment of \$250 must accompany the application. Payment may be submitted by credit card (Visa, MasterCard), cheque or money order payable to: **University of Guelph**. Written confirmation of registration and receipt of payment is provided to each applicant. Further information can be found at:

www.ontarioipm.com

Examination Study Materials

Applicants are responsible for obtaining their own study material. All applicants must be familiar with Ontario Regulation 63/09 made under the Pesticides Act. It can be downloaded at:

http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_090063_e.htm

Current study materials for golf and specialty turf managers are:

- OMAFRA Publication #384: "Protection Guide for Turfgrass"
 - OMAFRA Publication #845: "Integrated Pest Management for Turf"
 - IPM Council of Canada's IPM Golf Accreditation Program – Policies and Procedures
- OMAFRA Publications are available for download on the Ontario Ministry of Agriculture, Food and Rural Affairs website at: <http://www.omafra.gov.on.ca/>

Applicants with technical questions concerning the content of the study material will be directed to the authors of the material or other government or industry experts.

b) Examination Scheduling

Examinations are conducted by IPMAP throughout the province of Ontario such that no applicant will have to wait more than 60 days from the date his/her application was received to write the IPM examination in his/her region (based on 6 provincial regions). A regularly updated schedule of examination locations and dates is posted on www.ontarioipm.com. Additional examination dates can be arranged through IPMAP with a minimum of 10 applicants in a region.

c) Examination Procedure

IPMAP provides an invigilator to conduct the examinations according to the University of Guelph examination protocols.

A minimum of two different versions of the examination will be available from a pool of questions developed by the IPM Advisory Committee to ensure security. These will be refreshed regularly and the pool of questions will be reviewed a minimum of every three years.

The examination is a 90-minute, closed book exam consisting of 80 multiple choice questions. Applicants must achieve a passing grade of 75% (60 of 80 questions correct).

Applicants must return all examination material (exam, answer sheet etc.) to the exam invigilator upon leaving the exam centre. A certification number will not be issued to anyone failing to do so.

d) Examination Results

All examinations will be marked by IPMAP staff. Results will be sent to applicants within ten (10) working days following the examination. Upon receipt of proof of a valid landscape exterminator licence and payment of IPM Agent annual registration fee, IPMAP will issue certification numbers to all applicants who successfully complete the examination.

Examination results are confidential and will be disclosed only by mail sent to the applicant. Scores or pass/fail status will not be disclosed via fax, phone or email. Examination results are only released to the applicant and only to the address stated on the application.

IPMAP will send notification to applicants who were unsuccessful in the examination within ten (10) working days following the exam date and explain the procedure for re-examination. Unsuccessful applicants may re-write the exam ONCE within six months at a reduced charge of \$50. Subsequent attempts will be charged at the \$250 examination fee.

e) Examination Irregularities

Applicants who find what they consider to be an error or ambiguity in an exam question must inform the invigilator at the time of the exam and write to the IPMAP c/o University of Guelph, Ridgetown Campus, 120 Main Street East, Ridgetown ON, N0P 2C0 immediately following the exam. The Council will send a written response to the applicant after the inquiry has been reviewed.

If there is reason to believe that a person has obtained their mark unfairly, the applicant will be notified of the reason for questioning the mark and given an opportunity to provide additional information. If a person is suspected of academic misconduct during an exam, they will be immediately advised of the suspected misconduct by the exam invigilator and a report will be attached to their exam package.

2.2.3 Annual IPM Agent Registration

The IPM Agent is responsible for maintaining their certification in the program by submitting the annual registration fee, current contact information, proof of valid landscape exterminator licence, information related to CECs and the name and address of all golf facilities for whom they are acting as an IPM Agent directly to the IPMAP c/o University of Guelph, Ridgetown Campus. The registration fee for all IPM Agents is \$75 +HST per year.

Annual registration fees are due by June 1st each year. Annual registration fee must be paid in full before annual desk review audits signed by the IPM Agent are accepted.

2.2.4 Continuing Education Credits (CEC)

Starting the year following the year the IPM examination is successfully completed, IPM Agents must maintain and upgrade their knowledge of IPM by obtaining a **minimum of six (6) hours** of IPM-related learning per registration year (June 1-May 31).

IPM Agents may also write the approved IPM examination in lieu of obtaining the necessary CECs. This option is subject to the \$250 examination fee. A score of 75% or better must be obtained on the examination to maintain their status as an IPM Agent.

The IPMAP will assign credit hours to events including seminars, lectures, demonstration projects and on-line learning offered by event organizers such as industry associations, schools, and private entities. Organizers must complete and submit to the IPMAP an application for their event to qualify for CECs within the IPM Accreditation program. Each application is considered by the IPMAP and evaluated based on IPM content and the presenter's qualifications. The application must be submitted a minimum of 4 weeks prior to the event. The application form for CECs is available on-line at www.ontarioipm.com.

One (1) CEC will be awarded for each 60 minutes of IPM-related material. Partial CECs will be awarded for 15-minute increments of IPM-related information. A copy of signed attendance registers or other approved proof of attendance must be submitted to IPMAP c/o University of Guelph, Ridgetown Campus by event organizers within 30 days of the event for CECs to be recognized by the Council. Events may be subject to audit and CECs may be adjusted.

IPM Agents must submit the CEC reporting form for events attended from June 1st to May 31st of the previous registration year before or with their annual registration fee. CEC Reporting Forms will be matched with signed attendance registers submitted to IPMAP by event organizers. IPMAP maintains a database of CECs that each IPM Agent submits for annual certification. IPMAP sends a notice to IPM Agents in late April – early May to submit all CEC reporting forms for the previous registration year along with their annual registration form and fee.

IPM Agents failing to achieve the minimum six (6) hours of IPM-related learning will be required to write the current IPM examination to prove their knowledge of IPM is up-to-date and must pay the \$250 examination fee to maintain their status as an IPM Agent. The exam re-write must be successfully completed by June 1st when the IPM Agent registration is due. Failure to submit proof of required CECs or successful completion of the IPM exam results in the loss of certification status.

2.3 Certification/Registration/Accreditation Status Definitions

Certified – A person becomes an IPM *Certified Agent* (IPM Agent) when they have:

- shown proof of holding a valid Ontario landscape exterminator licence,
- successfully completed the IPM examination and
- paid their annual IPM Agent registration fee in full.

To retain certified status, the IPM Agent must annually:

- complete six (6) hours of approved IPM-related continuing education for each registration year (June 1st - May 31st) or successfully complete the IPM examination with a grade of 75% or better;
- show proof of holding a valid Ontario landscape exterminator licence;
- submit a signed, updated registration form;
- pay the annual registration fee in full;
- submit all necessary documents for all golf facilities they are acting on behalf of as an IPM Certified Agent.

Registered – A golf facility is *registered* when the annual golf facility registration fee is paid in full, a signed and updated annual registration form is submitted and an IPM Agent is designated for the golf facility.

Accreditation – Level 1 – A registered golf facility attains *Accreditation – Level 1* when a PASS rating is achieved on the desk review audit. To retain *Accreditation – Level 1* status, the registered golf facility must continue to submit and pass annual desk reviews.

Accreditation – Level 2 – A registered golf facility attains *Accreditation – Level 2* when a PASS rating is achieved on a minimum of two annual desk review audits; and a PASS rating is achieved on the on-site audit. To retain *Accreditation – Level 2* status, the registered golf facility must continue to submit and pass annual desk reviews and pass on-site audits every three years.

A golf course is accredited, in accordance with Section 18(1) of Ontario Regulation 63/09 once *Accreditation – Level 2* is achieved and must be maintained.

For information on loss of accreditation status due to con-conformance, please see Section 4.0.

2.4 Fee Structure

2.4.1 IPM Agent Fees

Amount	Frequency	Condition
\$250	once	IPM certification examination
\$250	Annual (optional)	IPM certification examination in lieu of completing annually required CECs
\$50	Per exam re-write	Examination re-write after failed attempt within 6 months of original exam.
\$75 + HST	Annual (mandatory) Due – June 1 st	Annual fee for administration of IPM Agent records and tracking of CECs.

All fees associated with the IPM Agents are payable by cheque or credit card to:

IPM Accreditation Program (IPMAP)
University of Guelph, Ridgetown Campus
120 Main Street East,
Ridgetown, ON N0P 2C0

As an academic institution, examination fees paid to University of Guelph are not subject to HST.

2.4.2 IPM Registration Fee for Golf Facilities

Annual registration fees cover the cost of administration of the IPM Accreditation program, annual desk review audits and an on-site audit every three years. All golf facility fees are subject to HST and payable only by cheque to:

IPM Council of Canada
P.O. Box #7, Stn. Main
Milton, ON L9T 2Y3

Amount	Frequency	Condition
\$800 + HST	Annual (mandatory) Due - June 1 st	Annual Golf Facility Registration Fee

3.0 Database Management and Access to Information

The IPMAP manages the database of registered IPM Agents. The Council maintains the database of registered golf facilities.

Both IPMAP and the Council observe strict privacy policies. Personal information, exam results or other examination information will not be released to anyone other than the applicant. Applicants must sign a declaration on their registration form stating that their information may be forwarded to the Council.

Access to database information by members of the Council will be restricted to statistical information. Registered golf courses, IPM Agents and Annual Report – Class 9 Pest Control Product Usage may be listed publicly.

Access to information submitted for audit purposes is restricted to the IPMAP, the Administrator at the Council and the Auditor. The Ontario Ministry of the Environment may be provided audit information to verify a golf facility is in conformance with the IPM Accreditation program, as set out in this document, upon request. In the event of an appeal, only the Appeals Committee, appointed by the Council, will be allowed access to the specific information pertaining to the appellant.

4.0 Non-Conformance

IPM Agent

Non-conformance for the IPM Agent can occur in the following ways:

- Non-payment of annual registration fees to the IPMAP
- Failure to achieve minimum score on the IPM Examination
- Insufficient continuing education credits
- Failure to hold a valid landscape exterminator licence
- Failure to submit all necessary documents for all golf facilities they are acting on behalf of as an IPM Certified Agent.

Non-conformance will result in failure to attain or retain IPM Certification status.

Golf Facility

Non-conformance for the Registered/Accredited Golf Facility can occur in the following ways:

- Non-payment of annual registration fees to the Council
- Failure to submit the annual desk review materials for audit
- Failure to achieve PASS rating on an annual desk review audit
- Failure to achieve PASS rating for an on-site audit

Non-conformance will result in:

- Failure to attain IPM Accreditation, or
- Loss of Accreditation Status, i.e. Accreditation - Level 2 downgraded to Accreditation - Level 1; or Accreditation - Level 1 downgraded to Registered; and
- Accreditation status changed on the Council website.

Any golf facility that has lost their IPM accreditation status due to non-conformance, must first correct any non-conformance and re-apply for accreditation status. An administration fee of \$500 + HST will be assessed to the golf facility for re-registration of the golf facility, **in addition to** the annual registration fee in the IPM Accreditation Program.

4.1 Non-payment of Fees

Annual registration fees must be paid on or before June 1st each year for the IPM Agent to attain or maintain their IPM certification status.

The IPM Agent will not be registered with IPMAP until the following payments are received:

- Examination fee of \$250 or \$50 re-write fee as outlined in **2.2.1. IPM Examination policies and procedures,**
- Annual IPM Agent registration fee of \$75.00 + HST as per **2.4.1. IPM Agent Fees**

Annual registration fees must be paid before June 1st each year for the registered golf facility to attain or maintain their IPM certification status.

The golf facility will not be eligible for an annual desk review audit or on-site audit, nor will accreditation be granted until payment is received for the following:

- Annual golf facility registration fee of \$800 + HST as per **2.4.2. IPM Registration Fee for Golf Facilities.**

4.2 Failure to Achieve Minimum Score on IPM Examination

Applicants must achieve a minimum score of 75% on the IPM Examination in order to achieve certified status. This step must be completed prior to the IPM Agent submitting desk review audit material on behalf of a registered golf facility.

4.3 Failure to Obtain Required Continuing Education Credits (CECs)

IPM Agents must obtain a minimum of six (6) hours of approved IPM-related learning each year in order to maintain certified status and continue to act as the IPM Agent for a golf facility. The IPM Agent may, in lieu of obtaining the required CECs, write the IPM exam to demonstrate knowledge in IPM principles. This option is subject to the examination fee of \$250.

4.4 Failure to Hold a Valid Landscape Exterminator Licence

IPM Agents must have a valid Ontario Landscape Exterminator Licence. Applicants may write the IPM Accreditation exam prior to obtaining their exterminator licence, but must show proof of a valid Landscape Exterminator licence before an IPM certification number is issued.

4.5 Failure to Achieve PASS Rating on a Desk Review or On-Site Audit

a) Registered Golf Facility Seeking Accreditation

Upon notification from the Auditor of incomplete desk review audit submission, the registered golf facility has fifteen (15) days to respond to reported deficiencies and ninety (90) days to correct deficiencies to achieve passing grade. The Auditor shall assess the response and issue a report indicating whether the desk review has passed or failed audit.

At the conclusion of the on-site audit, the Auditor will provide verbal feedback. This will be followed by a written report indicating any non-conformances. The golf facility will have up to ninety (90) days to correct any non-conformances required to achieve a PASS rating to be eligible for Accreditation – Level 2 within that season.

b) Golf Facility with Accreditation - Level 1 or Level 2 Status

Upon written notification from the Auditor of non-conformance, the Accredited Golf Facility shall fifteen (15) days to respond and up to ninety (90) days to correct the deficiency(ies) and give reason to the Auditor. The Auditor shall assess the action taken and issue a report indicating conformance, or non-conformance. Failure to achieve PASS on either a desk review or on-site audit will result in loss of accreditation level as outline in Section 4.0.

5.0 Appeals Process

5.1 Overview

In the event a golf facility fails to achieve a pass rating in either their desk review audit or on-site audit, the Auditor will inform the Council and the golf facility.

The golf facility has the option of appealing the findings of the Auditor by filing a claim with the Council. The Appeals Committee of the IPM Council will convene to review the appeal. The Council Executive Committee is a multi-disciplinary group familiar with the IPM Accreditation process and not directly involved with granting certification or accreditation status and will therefore act as the Appeals Committee.

During the appeal period, the golf facility will have an *Accreditation Pending* status. Following the outcome of the appeal, the registered golf facility will be listed on the Council website with the appropriate accreditation status, as determined by the appeal process.

5.2 Complaint Investigation Procedures

Complaints for ethics violations are filed with the Council and are delegated to the Appeals Committee and the Auditor, if applicable. Anyone may file a complaint. A complaint must be in writing and signed to be considered by the Council. The Appeals Committee Chair will notify the person who filed the complaint, by registered mail, that it has been received.

The Appeals Committee Chair and the Auditor, if applicable, must decide within fifteen (15) days if the complaint filed has sufficient merit to warrant an investigation. If yes, the Chair and the Auditor, if applicable, must establish grounds for an investigation. If no, the complainant will be notified of insufficient grounds to investigate. The Council will also be notified.

Once grounds for an investigation are established, the defendant and the complainant will be notified by registered mail.

The defendant will be provided a copy of the written complaint and be given twenty-one (21) days to respond to the complaint and to provide rebuttal information in writing. Failure to respond within this time period shall be considered a waiver of the right to provide rebuttal information. For golf facility appeals, the Auditor will conduct an investigation on-site audit of the defendant's IPM Accreditation conformance. The cost of the investigation on-site audit will be charged to the defendant at the rate of \$150/hour plus expenses.

The Chair and Auditor, if applicable, will review the rebuttal information and the audit, and within thirty (30) days must do one of the following:

- 1) exonerate the defendant
- 2) write a letter of warning
- 3) suspend the defendant
- 4) revoke accreditation
- 5) extend the investigation

If option 2), 3) or 4) are selected from the list above, the defendant may request a hearing (personal appearance) with the Appeals Committee. The time and place will be set by the Appeals Committee. The Appeals Committee has final and binding authority to revoke accreditation.

Once accreditation is revoked, the golf facility may re-apply for accreditation 12 months after the date of revocation. The applicant will be required to successfully pass both the desk review audit and the on-site audit, at the golf course's expense, as outlined in Section 2.4 Fee Structure.