

Improving Kids' Environment

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Inept But At Your Service: Can You Trust Your Hardware Store?

By
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Summary

From September 2003 to March 2004, Improving Kids' Environment staff made 45 visits to 39 retail hardware stores serving Indianapolis posing as customers. IKE's goal was to assess how "kid friendly" the stores were based on the advice provided about lead safety and pesticides and the products sold.

Based on IKE's criteria and analysis of seven key indicators, the stores had an overall average score of 29%. The five major chains serving Indianapolis had an overall score as follows:

- Lowes 39%
- Home Depot 39%
- Ace 26%
- Menards 22%
- Do-It-Best 17%

The results are disturbing. They reflect a broad lack of basic knowledge on the part of store clerks and a careless disregard for the health and safety of the store's customers – whether a contractor or a do-it-yourselfer. 80% of the paint department clerks recommended dry sanding to remove paint on a door to a kids' room in a house built in the 1920s. Anyone following the advice would likely create lead dust that could poison a child. Children who are lead poisoned can be permanently brain-damaged possibly leading to learning disorders, lower IQ levels, attention deficit disorders, and violent behavior. Adults doing the work would be at serious risk of lead poisoning as well. A contractor following the advice would commit a Class D felony in Indiana.

Even when asked explicitly whether lead-based paint might be a problem, 53% of the clerks continued to give dangerous advice. Overall, they were so poorly trained that some appeared to be reading the lead hazard warning information and guidance for the first time after being prompted by questions from IKE staff. Many advised IKE to ignore the paint can's lead warning label. Only one clerk seemed to understand the danger posed by lead dust.

Even if a customer knew about lead hazards and was seeking more information or supplies to manage the lead-based paint safely, they would have little luck. No store had basic reference information on lead-safe painting, maintenance or renovation practices on hand. While the larger stores stocked most of the relevant supplies, the supplies were difficult to find and selection poor.

The problem was not limited to the paint department. Customers seeking a pesticide to kill cockroaches would fare little better. 95% of the pesticide department clerks violated Indiana law when they helped IKE select a pesticide to kill cockroaches. 74% of the time the clerks advised the customer to use toxic sprays and foggers to kill cockroaches. While legal to use, these products are less effective and more dangerous to kids than boric acid, enclosed baits or gels. In some cases, the clerks advised using a pesticide in violation of federal pesticide laws. While the potential health effects of a pesticide depend on the type of pesticide and the nature of the exposure, the dangers cannot – and must not – be ignored especially with pesticides that are put into the air.

Recommendations

Remedying the retail hardware store's careless approach to environmental hazards will not be an easy change. The stores will need to train clerks and enhance their product lines. Based on IKEA's experience, the stores will not change until their customers demand improvement. Therefore, IKEA makes the following recommendations.

Retail Hardware Store Owners and Operators

While the survey was conducted in retail hardware stores that serve Indianapolis, IKEA believes the problem is widespread across the nation. Fixing the problem in Indianapolis alone would continue to threaten the health and safety of thousands of child outside of the city. Therefore, IKEA recommends that all stores owners and operators do the following:

- If your employees give advice, ensure that they are trained and competent to give advice. Clerks are usually hired because they communicate well with the customers. Hardware stores have a responsibility to make sure they communicate accurately as well.
- Stock the supplies a customer needs to work safely with lead-based paint hazards.
- Follow the advice of the National Paint and Coatings Association and make the combined EPA brochures "Protect Your Family from Lead Hazards" and "Keep It Clean" Pamphlet (in English and Spanish) available at no cost to all customers.
- Make the outstanding "Lead Paint Safety Field Guide for Painting, Home Maintenance, and Renovation Work" by the U.S. Department of Housing and Urban Development (HUD Field Guide) available to customers and clerks for sale or for reference.
- Require that clerks read the HUD Field Guide and the EPA Pamphlet and be tested to confirm they know the material;
- Require managers and other employees of the paint department to complete awareness training on lead-based paint and lead-safe work practices - possibly through the free retailer training NPCA is offering on-line at <http://www.lead safetraining.org/npca/> or by attending one of their free contractor-focused classes being offered throughout the country (see www.lead safetraining.org for a schedule and locations).
- Comply with Indiana's pesticide consultant rules and provide advice to customers that is safest for children's health.

Store Customers

Until the hardware stores decide to take control of the problem, customers should:

- Beware. Don't trust the advice you get from your store clerk until the stores take responsibility for their employees.
- Demand more. Insist that stores train their clerks and recommend the use of lead-safe work practices and the supplies to implement those practices in the store.
- Provide feedback to the stores through their website's customer service line
 - Menards – www.menards.com
 - Lowes – www.lowes.com
 - Home Depot – www.homedepot.com
 - Ace Hardware – www.acehardware.com
 - Do-It-Best Hardware – www.doitbest.com
 - True Value Hardware – www.truevalue.com
 - Sears Hardware – www.sears.com

- File complaints with the Indiana State Chemist when pesticide advice is given without a warning sign present or when the advice is dangerous. Contact 800-893-6637 or see details for *filing a complaint* under the “Pesticide Section” at www.isco.purdue.edu.
- Provide IKE with the results of your visit by entering your experiences – good or bad – on IKE’s website at www.ikecoalition.org/stores.
- Contact Improving Kids’ Environment at 317-442-3973 or neltner@ikecoalition.org if you have questions or concerns about a hardware store’s response to your questions about lead-based paint, pesticides or other environmental hazards.

Community Health Advocates

Community health advocates who want to improve community health should reproduce the survey in their community. Based on IKE’s survey, it is difficult to determine what motivates the stores. But if the stores perceived that they will be evaluated on a routine basis across the nation, they may accept responsibility for training employees, holding clerks accountable, and providing essential supplies. Contact Tom Neltner of Improving Kids’ Environment at 317-442-3973 or neltner@ikecoalition.org to discuss how to get it done in your community.

Specific Results on Key Indicators

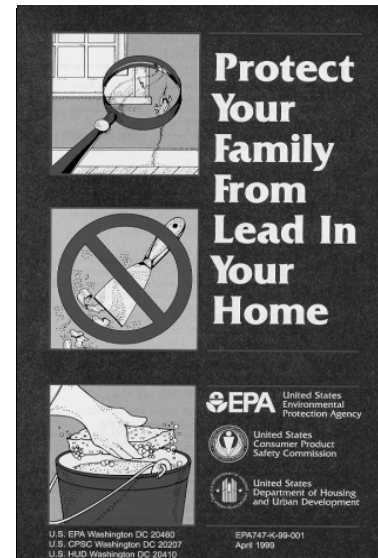
Lead-Based Paint and Lead Hazards

EPA “Protect Your Family From Lead in Your Home” Pamphlet
Since 1996, the federal government has made the Environmental Protection Agency’s (EPA) “Protect Your Family From Lead in Your Home” Pamphlet (EPA Pamphlet) the primary document to explain to people the dangers of lead-based paint and lead dust. In residential property built before 1978, [landlords must give a copy to tenants; sellers must give it to buyers; and contractors disturbing more than two square feet of interior paint must give a copy to owners and occupants.](#)

In 2003, the [National Paint and Coatings Association \(NPCA\) agreed in a settlement with 50 state attorney generals](#) to have its member paint manufacturers distribute the pamphlet to paint retailers and encourage them to offer customer the pamphlet to customers for free.

Therefore, IKE believes it should be standard practice that retail hardware stores display the pamphlet and offer it to customers for free. During its store visits, IKE found the following:

- Only 46% (18 of 39) of the retail hardware stores had the EPA Pamphlet available for free to customers.
- Most of the pamphlets were from National Paint and Coatings Association. The version includes a “Keep It Clean” summary and is in both Spanish and English.
- No clerk appeared to have read through the pamphlet in advance since no one demonstrated any familiarity with its layout or details.
- A 100% score in the list below indicates that all of the chain’s stores had the EPA Pamphlet on display. The five major retail hardware chains had the following scores:
 - Lowes 100%
 - Home Depot 83%
 - Ace 30%
 - Menards 13%
 - Do-It-Best 0%



Home Test Kits Such as LeadCheck®

[LeadCheck® swabs](#) are the most common home test kit for lead paint on the market. After activating the swab, the consumer can rub the swab on a surface to determine whether lead may be present in paint, dust or other material. The swab turns red if it detects lead. Their relatively low cost and immediate results makes them convenient and popular for consumers and contractors. However, the EPA Pamphlet warns that “consumers should not rely on these tests before doing renovations or to assure safety.”

Since the swabs only indicate that lead is detected, they are not conclusive. If the swabs turn red, EPA encourages contractors, owners, or occupants to use lead-safe work practices or have a lead inspection, risk assessment or clearance examination done by a licensed lead professional. Lead-safe work practices are work practices designed to reduce the generation of dangerous lead dust and make sure the work area

is properly cleaned up. The [“Lead Paint Safety Field Guide for Painting, Home Maintenance, and Renovation Work” by the U.S. Department of Housing and Urban Development \(HUD Field Guide\)](#) provides thorough guidance on lead-safe work practices.

Therefore, IKEA believes it is essential that retail hardware stores offer LeadCheck® swabs or an equivalent product for sale to its customers. During its store visits, IKEA found the following:

- Only 44% (17 of 39) of the retail hardware stores sold the LeadCheck® swabs or its equivalent. Only one store sold a product other than the LeadCheck® swabs. It sold a Pro-Lab “Lead-Dust Kit for Paint and Dust”®. The kits provides instructions and supplies to test a floor or a window sill for lead dust. Wipes with the sampled dust are sent to a laboratory and the results compared to EPA standards. While not providing the immediate feedback of the LeadCheck® swabs, the dust wipes method provides a better measure of the risk to children’s health from lead.
- The clerks do not understand how to use the home test kits or their limitations. Despite EPA’s warning about the home test kits, only one clerk gave any kind of disclaimer saying it would not penetrate through latex paint. All others implied that it could conclusively determine whether lead-based paint was present.
- A 100% score in the list below indicates that all of the chain’s stores had the LeadCheck® swab or its equivalent for sale. The five major retail hardware chains had the following scores:
 - Lowes 78%
 - Menards 63%
 - Home Depot 50%
 - Ace 20%
 - Do-It-Best 0%

Initial Advice Regarding Paint Surface Preparation

An Indiana contractor or landlord who is dry sanding, dry scraping, or burning paint inside residential property built before 1960 commits a Class D felony unless a licensed lead inspector or risk assessor confirms in writing that the paint is not lead-based paint. The law applies to homeowners if a guest is present or lead-poisoned child lives there. See [IC 13-17-14](#) or [326 IAC 23-5-1](#). HUD also prohibits these dangerous work practices on projects it funds. See [24 CFR 35.140](#).

IKE believes that any advice that calls for dry sanding or dry scraping is dangerous advice and unacceptable. This is a very low threshold for acceptability since it falls far short of lead-safe work practices. Following “acceptable advice” can easily result in a lead poisoned child or adult.

To evaluate the retail hardware stores, IKE asked paint department clerks to provide advice to repaint a wood door to a child’s room in an old house. The paint was described as brittle and peeling from the wood. If the clerk asked about the age of the home, IKE said that it was built in the 1920s. Usually the clerk only asked about the home’s age after IKE first asked whether lead-based paint might be a problem. IKE found the following.

- Only 20% of the clerks gave acceptable advice.
- 36 of the 45 clerks recommended dry sanding of the old paint.
- Many clerks had no idea about lead-based paint or lead hazards. The box on the next page provides of the disturbing advice given to IKE staff.
- Only at one Home Depot and one Ace Hardware store did any clerk give sound advice with any confidence. Only the clerk at Central Ace Hardware had a good understanding of lead dust hazards and lead-safe work practices.

- A 100% score on the list below indicates that all of the chain's clerks recommended something other than dry sanding or dry scraping old paint. The five major retail hardware chains had the following scores:
 - Menards 27%
 - Ace 25%
 - Home Depot 22%
 - Do-It-Best 20%
 - Lowes 8%

Advice When Asked About Lead-Based Paint

The [2003 National Paint and Coatings Association - State Attorneys General Agreement on Lead Warnings](#) required that cans of consumer paint packaged after September 30, 2003 have a label on the lid stating "WARNING! If you scrape, sand or remove old paint, you may release lead dust. LEAD IS TOXIC. Contact the National Lead Information Hotline at 1-800-424-LEAD or log on to www.epa.gov/lead." By January 2004, most of the paint cans in retail hardware stores had this label.

IKE wanted to give the 32 clerks that initially advised dry sanding or dry scraping of old paint a chance to correct their advice. IKE asked these clerks whether the customer should worry about lead-based paint. Usually, the issue came up when the clerk showed IKE a can of primer and IKE asked about the Lead Warning statement on the lid.

Despite the prompt by IKE, most hardware stores still did not provide adequate advice:

- 47% of the clerks maintained that sanding was appropriate. See quotes on previous page for examples the clerk's reasoning.
- Many of the clerks who corrected the advice referred to the EPA Pamphlet to help the customer understand how to deal with the hazard. None of these clerks appeared to have read the pamphlet previously.
- Of the clerks continuing to give dangerous advice, most suggested that a respirator would provide adequate protection from lead dust. While a respirator provides some protection from lead dust, the lead dust settles on the floor and other surfaces. If it is not cleaned up, it will poison the residents, especially young children.
- A Menard's clerk initially gave out acceptable advice but then changed her advice from chemical stripping to dry sanding when asked about lead-based paint. Apparently worried about exposing the customer to lead in the liquid stripper, she sold the customer sandpaper.
- Home Depot puts a product label on the lid of one quart cans

Quotes from retail store clerks to IKE in 2004 when asked about the potential for lead hazards in repairing a door in a house built in the 1920s.

"Don't worry about lead paint. It wasn't used on such an old house. Go ahead and sand the paint."

"The lead warning on the can is from a 20-year old legal settlement. But just to be sure, use sand paper instead of a chemical stripper to remove the old paint."

"Sand the paint. Don't worry about lead."

"Sand the paint. Just make sure your kid's don't eat the chips."

"Old paint won't make lead dust."

"Check the paint with denatured alcohol to find out if it is lead-based paint."

"Ignore the warnings. That is just a CYA move by the industry."

"We have test kits out here somewhere but I can never seem to find them."

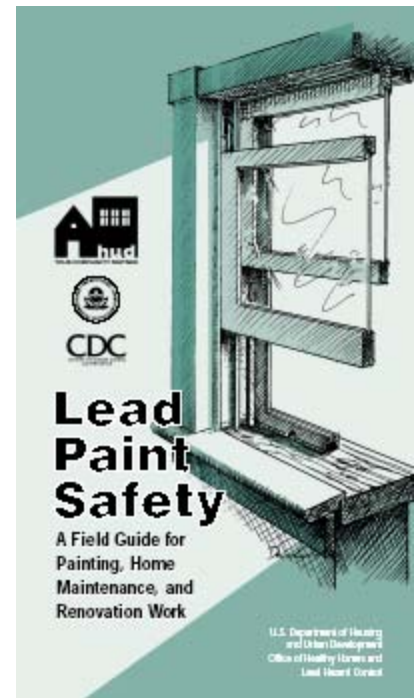
of paint that makes the lead warning label.

- A 100% score in the list below indicates that all of the chain's clerks changed their advice from the incorrect dry sanding or dry scraping old paint answer to the correct response. The five major retail hardware chains had the following scores:
 - Ace 67%
 - Lowes 56%
 - Home Depot 40%
 - Menards 38%
 - Do-It-Best 25%

Other Issues Related to Lead-Hazards

To properly serve their customers, retail hardware stores need to provide guidance on lead-safe work practices and stock the supplies needed to use these practices. Based on its survey of 39 stores, IKE found the following:

- None of the stores had the outstanding "Lead Paint Safety Field Guide for Painting, Home Maintenance, and Renovation Work" by the U.S. Department of Housing and Urban Development (HUD Field Guide) for sale or for reference.
- Lowes, and Home Depot usually stocked the required supplies for lead-safe work practices, but the supplies were difficult to find. The supplies at the other stores could not be found despite the assistance of a clerk.
- Using EPA and HUD training materials for guidance, IKE believes that essential supplies include:
 - *High Efficiency Particulate Air (HEPA) Vacuum* – HEPA vacuums are essential to clean up lead dust in the home. Only Lowes and Home Depot stocked a good selection of HEPA vacuums. Ace and Do-It-Best stores did not appear stock any HEPA vacuums suitable for lead dust cleanup.
 - *Boot Covers or Tack Pads* – Lead dust gets on the shoes of workers and can be tracked around the home without taking care to control it. Plastic boot covers or sheets of plastic covered with a sticky substance work best. Only Lowes and Home Depot consistently stocked either of these supplies.
 - *Six-mil Thick Plastic* – Lead-safe work practices usually involves wet methods. Plastic sheeting is needed to protect floors and furnishings from water. It usually takes plastic that is six millimeters thick to stop water from leaking through.



Pesticide and Pesticide-Treated Products

Public Notification Signs

In January 2001, the Indiana Registered Pesticide Consultant Rule - [357 IAC 1-9](#) - became effective in Indiana. It requires retail establishments that provide advice on the selection and use of pesticides to:

1. Have a pesticide consultant for each location registered with the Office of the Indiana State Chemist.
2. Post a notice in an area that employees will see to stating that pesticide selection and use advice may be provided only by employees that have completed the required pesticide consultant employee training.
3. Post a sign in the public area to notify the pesticide customer of the customer's ultimate responsibility to read and follow the directions on the pesticide label.

Therefore, any retail hardware store with clerks providing advice regarding the selection and use of a pesticide must have a sign posted. During its visits, IKE found the following:

- Only 10% of the retail hardware stores had the public notification signs posted.
- A 100% score in the list below indicates that all of the chain's stores had a warning sign posted. The five major retail hardware chains had the following scores:
 - Home Depot 33%
 - Lowes 22%
 - Menards 0%
 - Ace 0%
 - Do-It-Best 0%

Illegal Advice

Where signs were not posted, retail hardware stores are not allowed to give pesticide selection and use advice. IKE evaluated compliance with the law by asking clerks how to get rid of cockroaches in an old home. For example, it would be legal for the clerk to help the customer find a particular product or check a price. IKE found the following:

- Help regarding pesticides was available on 77% of the store visits.
- Advice was given illegally 95% of the time. Only 2 of the 37 clerks providing advice of any sort followed the law. At one Home Depot and one Lowes, the clerk followed the law and stated that the clerk was not allowed to provide advice.
- Most of the visits to Lowes, Menards, and Home Depot occurred after IKE notified the store that it filed a complaint with the Office of the Indiana State Chemist asking the agency to enforce the law.
- A 100% score in the list below indicates that legal advice was always given. The five major retail hardware chains had the following scores:
 - Home Depot 13%
 - Lowes 11%
 - Menards 0%
 - Ace 0%
 - Do-It-Best 0%

Advice Safest for Kids

Pesticides must be used consistent with the EPA-approved label. But the label leaves the user with significant flexibility and room for error, especially for the untrained consumer. In addition, different products pose varying risks to children's health.

IKE supports the goal of reducing exposure to both pests and pesticides. Therefore, IKE recommends against using foggers and sprays because they spread the pesticide in the air residents breathe and usually leave a residue that children can eat as they play on the floor. In addition, foggers and sprays are not particularly effective since they have only a short-term impact on cockroach populations. Finally, sprays do not penetrate most places where cockroaches are found.

IKE believes that the best methods are gels that are injected into cracks where cockroaches are found or manufactured enclosed baits placed near cockroaches infestations. Boric acid is also acceptable when it is applied in places out of reach of children since it has a low toxicity.

IKE considered clerks that recommended sprays or foggers as not giving good advice safest for kids. Based on its 35 visits where clerks provided advice on the selection and use of pesticides to kill cockroaches in a home, IKE found the following:

- 74% of the advice was not good advice that was safest for children.
- The experience at one Lowes store was disturbing. A store clerk directed IKE to a clerk who wore a brown jacket labeled vendor. Based on his nametag, he worked for Scotts® and Ortho®. He dismissed baits, gels and boric acid as ineffective and recommended only an Ortho® spray. The advice was biased towards a single vendor.
- A 100% score in the list below indicates that a chain's clerk always recommended a product safer than sprays or foggers. The five major retail hardware chains had the following scores:
 - Do-It-Best 75%
 - Ace Hardware 43%
 - Home Depot 29%
 - Menards 11%
 - Lowes 0%

Quotes of dangerous or illegal advice from retail store clerks to IKE made in 2004 when asked about methods to control cockroaches in an old home.

“Raid’s bait product releases vapors that go into the air to sterilize cockroaches.”

“We only have a spray for cockroaches. It is not the right season for cockroaches. Come back in the Spring.”

“Use the aerosol spray since it will get other bugs in addition to cockroaches. The fine mist is longer lasting and will get behind the wall where cockroaches might be.”

“Use the lawn and garden spray designed for grubs.”

Quality of Advice Regarding Environmental Hazards by Five Primary Hardware Store Chains Serving Indianapolis

| Store | Totals | Ace | Do-It-Best | Menards | Lowes | Home Depot |
|--|--------------|---------------------|----------------|---------------------|----------------------|---------------------|
| Number of Stores in Central Indiana | 48 | 12 | 11 | 8 | 10 | 7 |
| Number of Stores in Indianapolis | 30 | 10 | 6 ¹ | 4 | 6 | 4 |
| Number Visited At Least Once | 39 | 10 | 6 | 8 | 9 | 6 |
| Number in Areas With Older Housing | 10 | 7 | 2 | 0 | 1 | 0 |
| Lead-Based Paint and Lead Hazards | Score | | | | | |
| EPA Protect Your Family Pamphlet Available | 46% | 3 of 10 | 0 of 6 | 1 of 8 | 9 of 9 | 5 of 6 |
| LeadCheck® Swabs or Equivalent Available | 44% | 2 of 10 | 0 of 6 | 5 of 8 | 7 of 9 | 3 of 6 |
| Gave Acceptable ² Initial Advice | 20% | 2 of 8 ³ | 1 of 5 | 3 of 11 | 1 of 12 | 2 of 9 ⁴ |
| Gave Acceptable Advice When Asked About Lead | 47% | 4 of 6 | 1 of 4 | 3 of 8 ⁵ | 5 of 9 | 2 of 5 |
| Pesticide Advice | Score | | | | | |
| Warning Signs Posted ⁶ | 10% | 0 of 10 | 0 of 6 | 0 of 8 | 2 of 9 | 2 of 6 |
| Legally Gave Selection Advice ⁷ | 5% | 0 of 7 | 0 of 4 | 0 of 9 | 1 of 9 ⁸ | 1 of 8 ⁹ |
| Gave Good Advice Safest for Kids ¹⁰ | 26% | 3 of 7 | 3 of 4 | 1 of 9 | 0 of 8 ¹¹ | 2 of 7 |

¹ Three of the “Do It Best” stores on the website could not be found and one was not retail.

² Acceptable advice means advice that would not result in a contractor violating Indiana law that prohibits dry sanding, dry scraping, or burning of paint in a home built before 1960. See IC 13-17-14 and 326 IAC 23-5-1. U.S. Department of Housing and Urban Development also essentially prohibits these practices on projects it funds. See 24 CFR 35.140. This is a very low threshold for acceptability that falls far short of lead-safe work practices. Following acceptable advice can still result in a lead poisoned child and adult.

³ One clerk gave excellent advice but the store did not have the EPA pamphlet or LeadCheck® swabs.

⁴ One clerk gave excellent advice.

⁵ One clerk advised to used a chemical stripper but switched to sandpaper when asked about lead.

⁶ Required to be posted if pesticide selection and use advice is given. Indiana State Chemist has provided specific language in guidance. See 357 IAC 1-9.

⁷ Warning sign must be posted if pesticide selection and use advice is given. See 357 IAC 1-9.

⁸ One clerk advised that it was illegal for him to give advice and he did not give advice.

⁹ One clerk advised that it was illegal for him to give advice and he did not give advice.

¹⁰ “Good advice safest for kids” means advice that recommends use of gel and enclosed baits or acknowledges limitations of sprays or foggers.

¹¹ Pesticide warning sign posted but advised spraying and fogging as best option.

Methodology and Timeline

The project was conducted in five phases.

- Phase 1 April to August 2003.
Develop survey tool to properly evaluate the quality of the products and the advice provided by a retail store regarding environmental health hazards. After several revisions, those documents were finalized in August 2003.
- Phase 2 September to December 2003
Use the survey tool and conduct store visits on a diverse group of hardware stores to check the survey tool and determine how well the major chains would fare.
- Phase 3 January 2004
Conduct focused surveys on one store from several major chains – Menards, Lowes, Home Depot, Porter Paints, and Sherwin Williams.
- Test ceiling tile from Menards, Lowes and Home Depot for asbestos. No asbestos fibers detected using Polarized Light Microscopy by EMSL Laboratories in Indianapolis. EMSL is certified to analyze asbestos. This issue was dropped from the product survey.
 - File written complaints with the Indiana State Chemist for violations of the Indiana pesticide regulations – 357 IAC 1-9 – at Menards, Lowes, and Home Depot. Send copies of the complaint to the store management. According to the Office of Indiana State Chemist, the stores agreed to submit a written response with a plan for correcting any non-compliance issues statewide by March 5, 2004.
 - File customer service comments with Menards, Lowes and Home Depot via their website informing them about problems and asking for a response. Only Lowes responded but promised follow-up that did not happen.
 - Provide feedback to Sherwin Williams and Porter Paints via previous contacts. Sherwin Williams asked for a hard copy of report. Porter Paints committed to following up with staff. Preliminary checks indicate that Porter Paints has dramatically improved. As result, a comprehensive survey of retail stores focused solely on paint was deferred until June.
 - Provide feedback to the National Paint and Coatings Association. On January 30, 2004, NPCA issued an Action Alert to its members urging members to encourage retailer awareness of lead-safe work practices.
- Phase 4 February to March 2004
- Develop comprehensive list of retail hardware stores serving Indianapolis using the store locator service on chain's websites. See Appendix A.
 - Menards – www.menards.com - 8 stores
 - Lowes – www.lowes.com - 10 stores
 - Home Depot – www.homedepot.com - 7 stores
 - Ace Hardware – www.acehardware.com - 12 stores

- Do-It-Best Hardware – www.doitbest.com - 14 stores
- True Value Hardware – www.truevalue.com – 2 stores. *Dropped from survey because there were no stores in Indianapolis and only two in Central Indiana.*
- Sears Hardware – www.sears.com - 4 stores – maybe more stores but website is difficult to use. *Dropped from list because there were too few stores.*
- Narrowed list of stores to visit by:
 - Dropping True Value Hardware and Sears Hardware from the list because they had too few stores.
 - Dropping off four Do-It-Best stores because three could not be found and one was not a retail store.
- Refined survey tool to focus on the key issues:
 - Availability of EPA’s “Protect Your Family” Pamphlet
 - Availability of LeadCheck® swabs or equivalent.
 - Whether contractor following clerk’s advice would violate Indiana law at IC 13-17-14 and 326 IAC 23-5-1. This is a very low threshold that falls far short of lead-safe work practices. Following the advice could still result in a child or adult being lead poisoned.
 - Whether clerk improved the advice after being asked whether lead-based paint is a concern.
 - Whether pesticide warning sign required by 357 IAC 1-9 was posted.
 - Whether pesticide selection or use advice was given where a warning sign was not posted.
 - Whether the advice was reasonable and safest for kids. Baits, gels and boric acid properly used are safer and more effective than foggers and sprays for cockroaches.

Phase 5

March and April 2004

- Prepare report and make it available to the public, retail stores, industry leaders, and regulatory agencies.
- File complaints against additional facilities that may have violated Indiana’s pesticide regulations.

Phase 6

May and June 2004

Revisit stores to determine if there was an improvement in performance. Update report and congratulate stores that have dramatically improved performance.

Appendix A

Hardware Stores in Central Indiana / Indianapolis Area

Home Depot

1. 2225 N. Post Road, Indianapolis, IN 46299, 317-890-8791 – *Visited 10/24/03 & 11/17/03*
2. 4850 Southport Rd., Indianapolis, IN 46237, 317-780-8881 – *Visited 2/2/04 & 3/1/04*
3. 3300 Connor St., Noblesville, IN 46060, 317-774-8087 – *Visited 11/23/03*
4. 9320 Corporation Road, Fishers, IN 46256, 317-915-8534 – *Visited 1/24/04*
5. 3902 High School Rd, Indianapolis, IN 46254, 317-890-9791 – *Visited 1/17/04, 1/19/04 & 1/22/04*
6. 8505 S. S.R. 135, Greenwood, IN 46143, 317-884-3017 – *Visited 3/1/04*
7. 2055 Barrett Dr., Greenfield, IN 46140, 317-468-6820

Lowes

1. [975 Beachway Drive, Indianapolis, IN 46224](#) – *Visited 1/20, 21, & 24/2004*
2. [8850 South Madison Avenue, Indianapolis, IN 46227](#) – *Visited 3/1/04*
3. [14598 Lowes Way, Carmel, IN 46033](#) - *Visited 9/13/03 & 10/24/03*
4. [8801 East 25th Street, Indianapolis, IN 46219](#) – *Visited 10/24/03 & 11/17/03*
5. [6002 North Rural Street, Indianapolis, IN 46220](#) – *Visited 3/2/04*
6. [8440 Michigan Road, Indianapolis, IN 46268](#) – *Visited 3/4/04*
7. [8002 North Shadeland Ave., Indianapolis, IN 46250](#) – *Visited 1/24/04 & 3/2/04*
8. [7893 East U.S. Highway 36, Avon, IN 46123](#) – *Visited 3/4/04*
9. [851 Bridge Street, Mooresville, IN 46158](#) – *Visited 3/4/04*
10. [16800 Mercantile Blvd., Noblesville, IN 46060](#) – *Visited 3/4/04*

Menards

1. 10555 E. U.S. Hwy 36, Avon, IN 46123 – *Visited 3/4/04*
2. 8301 Windfall Lane, Camby, IN 46113 – *Visited 3/4/04*
3. 2150 E. Greyhound Pass, Carmel, IN 46033 – *Visited 9/13/03 & 10/24/03*
4. 7145 East 96th Street, Indianapolis, IN 46250 – *Visited 1/24/04*
5. 300 South Marlin Drive, Greenwood, IN 46142 – *Visited 3/1/04*
6. 6800 Pendleton Pike, Indianapolis, IN 46226 – *Visited 9/13/03 & 11/26/03*
7. 7140 S. Emerson Avenue, Indianapolis, IN 46237 – *Visited 3/1/04*
8. 6450 Gateway Drive, Indianapolis, IN 46254 – *Visited 1/22/04, 1/23/04 & 1/24/04*

Ace Hardware

1. [Hedlund](#), 2369 E 62nd St, Indianapolis, IN 46220 – *Visited 11/19/03 & 11/26/03*
2. [White's Ace Hardware](#), 8502 Westfield Blvd, Indianapolis, IN – *Visited 3/2/04*
3. [Anderson Hardware Of Indianapolis](#), 3833 N Illinois St, Indianapolis, IN – *Visited 3/2/04*
4. [Eddie's Ace Inc.](#), 441 S Ritter Ave, Indianapolis, IN – *Visited 3/2/04*
5. [Central Ace Hardware](#), 1025 N Arlington Avenue, Indianapolis, IN – *Visited 3/2/04*
6. [Geist Ace Hardware](#), 10941 E 79th St., Indianapolis, IN – *Visited 3/2/04*
7. [Carmel Ace Hardware](#), 731 S Rangeline, Carmel, IN 46032 – *Visited 9/13/03 & 10/24/03*

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8. [Helpful Hardwares](#), 602 Twin Aire Dr., Indianapolis, IN – *Visited 3/1/04*
9. [Central Ace Hardware](#), 5331 W Washington St., Indianapolis, IN – *Visited 3/4/04*
10. [G's Ace Hardware](#), 5002 Madison Unit U-1, Indianapolis, In 46220 – *Visited 3/1/04*
11. [G's Ace Hardware](#), 1285 N State Road 135, Greenwood, IN 46142
12. [Mitch's Incredible Ace](#), 1800 E Main St, Plainfield, IN 46168

Do-It Best Hardware Centers

1. [Sullivan Hardware](#), 7021 N Keystone Ave, Indianapolis, IN 46220, 317-255-9230 – *Visited 11/19/03, 11/26/03, & 3/2/04*
2. [Sullivan Hardware Do It Center](#), 5802 E 71st St., Indianapolis, IN 46220, 317-577-1545 – *Visited 3/2/04*
3. [Sullivan Hardware Do It Express](#), 4838 N Pennsylvania, Indianapolis, IN 46205, 317-924-5040 – *Visited 3/2/04*
4. Interstate Lumber, 2300 N. Sherman Dr., Indianapolis, IN 46218, 317-546-6400 – *Not Found*
5. [ApcO](#), 7543 Winton Dr, Indianapolis, IN 46268, 317-290-0018 – *Not Retail*
6. [Sullivan Hardware Inc](#), 11 East Garner Rd, Brownsburg, IN 46112, 317-858-5500
7. [Fishers Do It Center](#), 11881 Lakeside Dr, Fishers, IN 46038, 317-841-2735
8. [Ami Do It Best](#), 3205 Madison Ave., Indianapolis, IN 46227, 317-788-0008 – *Visited 3/1/04*
9. Century Maintenance Supply, 5201 Park Emerson Dr, Indianapolis, IN 46203, 317-791-7722 – *Not Found*
10. [Southeastern Supply Co Inc](#), 3916 Prospect Street, Indianapolis, IN 46203, 317-359-9551 – *Not Found*
11. New Pal Do It Best, 4083 S Arbor Lane, New Palestine, IN 46163, 317-861-0800
12. [Ferguson Do It Best Hardware](#), 1001 E Main, Plainfield, IN 46168, 317-839-2353
13. Waitt Farm Store, Inc., 1133 East State Rd 32, Westfield, IN 46074, 317-896-1933
14. Cicero Do It Center, 60 W. Jackson St, Cicero, IN 46034 – *Visited 11-23-03.*

Sears Hardware

1. Indianapolis 86th, 1361 W 86th St, Indianapolis, IN 46260, 317-253-3272
2. Carmel, 1122 Keystone Way, Carmel, IN 46032, 317-582-0489 – *Visited 9/13/03 & 10/24/03*
3. Fishers, 11728 Fishers Crossing Dr, Fishers, IN 46038, 317-841-9173

Rehab Resources

1. 3029 E. Washington St, Indianapolis, IN - *Visited 10/22/03*