Bed Bug Detection
By Richard Cooper Page 12

Scorpion Management
By Dave T. Langston Page 14

Situational Pest Management
By Stoy A. Hedges Page 16
We are right in the middle of our busy season and unfortunately some items of importance get put on hold until we can get to them. The problem is most of us do not get to them until it is too late.

The single most important item to operating a pest control company is a principal license. If you do not have a principal license you cannot legally open or operate a pest control company. NRS 555.3507 states that if a licensee ceases to have a primary principal at each of his business locations in this State for 30 consecutive calendar days, his license for pest control is automatically suspended, without action of the Director, and remains suspended until such time as the licensee obtains a primary principal for each business location.

Dave Barton owner of Pro Tech Pest Control, and very good friend of mine with over 30 years in the pest control industry, had a sudden heart attack and we almost lost him. This shook me up pretty good and started me thinking about what would happen to my company if I was suddenly no longer here. I am the sole principal in my company. My wife who is currently a licensed C-2 operator and I sat down and discussed the issue and made a decision to take the necessary steps for her to obtain her principal license.

I have several employees and they have several family members that rely on the income they receive from our company. If for some reason their income were to suddenly end, it would create a tremendous hardship for all of them. The economy is a very challenging situation over which we only have limited control.

As a principal owner, you have complete control over whether you have a back up principal or not.

I encourage each and every one of you to get an additional principal for your company. I warn you to be careful taking the position of “it will never happen to me”. I spoke to Lee Lawrence at the Dept of Agriculture and he told me that he had seven principals pass away in one year, and three of their companies had no choice but to go out of business. As my friend once said “Life is what happens when you are busy making plans”. If you don’t believe me just ask Dave Barton.
A PMP alleys a residual around the exterior of a building on the weekend for invading millipedes. Monday morning, employees come to work and complain of a foul odor caused by the insecticide. The PMP rushes over fearing the worst. Results: So many millipedes were killed and piled up in stair wells it created a foul odor mistaken for a pesticide. Score one for the PMP.

Dark winged fungus gnats are found by a window next to some large potted plants. The secretary is screaming that the flies are coming from the wet soil and the plants must be removed immediately. A careful inspection reveals she is saving coffee grinds in a bag in her desk. She hopes to use the grinds for her organic gardens. Bingo - the source found.

Every morning for over a week, dead cigarette beetles are found in a soap dish in an upstairs bathroom. The customer reads about wood boring beetles and is convinced she has some coming from her new wooden bathroom cabinet. It turns out the beetles are breeding in a box of paprika in the downstairs hall closet. A bathroom light is left on at night for the child. The beetles fly to the light, hit the light, feign death and fall into the wet soap dish where they get stuck.

Mouse pellets keep showing up in one area of a busy warehouse and are removed daily. The customer tells the PMP he is not doing his job and live mice are still present. In Reality, the mouse droppings were old ones and were brought to the area on pallets from another area where the droppings went unnoticed. You can not determine how “fresh” mouse droppings are within a few hours after they are deposited.

Develop a forensic mind. Look at more than one scenario before implementing your pest management program. Nothing like a good initial inspection.
TIPS FOR SNAP TRAPPING MICE

By Bobby Corrigan, Ph.D
RMC Pest Management Consulting

Advantages of Traps

For mouse infestations inside hotels, restaurants, office buildings, apartments and the like, we have the options of using traps, baits, or combinations of both. As excellent as baits are in general for rodent control, snap trapping programs are sometimes the more effective approach.

For example:
1. You may have situations where the mice need to be eliminated as fast as possible. Consider mice in food accounts, hospitals, schools, or a rodent-phobic homeowner. In such situations, the client may not be willing to wait the 3-12 days it requires for our anticoagulant baits to work.
2. Not all the mice in a mouse family or colony may be attracted to our grain-based baits, or they may not be attracted at that particular time in their daily nutritional needs. When traps are used, you can select the types of food, and you can offer the mice a variety of foods (e.g., proteins vs. carbs vs. novelty).
3. Traps provide to both you and your client positive proof of progress. You can literally count the number of mice captured each day or week. With baits, you may see that a bait block has been “hit”. But you won’t know if the bait was hit by one mouse several times, or by several mice one time.
4. Traps allow you to profile the infestation. For example, you can have insight into whether or not the colony is growing (you are capturing mostly juveniles and a few adults), or is an established infestation and has leveled off (all adults). This is one of the marks of a skilled professional in the field vs. merely being a trap checker.
5. Traps can provide species confirmation. Is the mouse complaint professional in the field vs. merely being a trap checker.

Trapping Tips

Similar to trapping any wild mammal, high success rates in trapping rodents, is part science, part skill and part paying attention to details. Books have been written about trapping. But for the sake of brevity for our Nevada Pest Control Association magazine column, the following are a few of my personal “favorite” field tips that I have found especially helpful over the years when I use traps for mouse clean-outs, or for “tricky” mouse callbacks.

1. Offer the mice a food choice.
   When we dine out or make dinner, we select our foods based on “appetites”. We review menus or we scan our cupboards. It’s actually not that different for wild rodent populations. Even through they are primarily opportunistic foragers, they sometimes pass one food group by and feed on another. They may also be most attracted to those food types they “grew up on” with mom, or that were in her milk, prior to their being weaned.
   So instead of baiting all your traps with peanut butter, chocolate, or any one bait, in cases of clean-outs and callbacks, offer the mice a choice of food groups. The pregnant mouse carrying six pups may pass a peanut butter trap, but respond to a chocolate trap (and vice versa.)
   Good trap lures include peanut butter, oatmeal flakes, corn chips, bird seed, cookies, beef jerky, chocolate syrup, or any food item in the client’s facility in which the mice have shown a preference (e.g., bird seed in a grocery store; snack foods in an office complex, pet food in an apartment, etc.).
   If you are attempting to eliminate a small infestation of mice in a few hotel rooms for instance, you should bait 25 traps, using 5 different food baits. Make sure within any given mouse territory (e.g., 15-30 ft.), all five food baits are offered. A persistent mouse in a room would then encounter five different food enticements as compared to five traps all containing peanut butter.

2. Trapping rodents is like fishing.
   When fishing, the trick to catching many big fish is more about knowing where to cast the lure than which lure you cast. Think of a room as a lake. Where are the fish? With mice, five places are likely to produce good catches:
   - nearby warm locations (e.g., bases of appliances, radiator voids, etc.)
   - among cluttered areas
   - in areas where you notice accumulations of droppings
   - in any cluttered corners of rooms containing mice
   - among cluttered areas

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3. Safety first.
   Traps should never be accessible to any child’s hands or dogs’ paws. Besides, traps are more effective when installed into those shadowy, hard to reach areas, other than spots out in the open which are easily visible. Most times, traps should be invisible to the client.
   So it pays to keep some type of informal list of where your traps are located in case you memory fails you or another technician services the account later.

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The Nevada Pest Control Association (NPCA) is a willing coalition of pest control professionals, allied for the promotion of quality and awareness in the Nevada pest control industry. Each and every member submits themselves to conform to the standards set by the association, meaning that our customers will receive the best service available.

Industry Support and Awareness • Training • Business Operation Support and Professionalism
The Bad Manager

By Lloyd Merritt Smigel
Care Management Consultants

In the past 20 years I have evaluated hundreds of Pest Control Companies. Many of them had really good owners/managers that just needed new training and/or direction. But there have been a few companies that I have interviewed where the owner/manager was just a bad manager.

In one situation, the supervisor was promoted to manager and he really had little or no training for the management position – but he got it. He was totally reactive to situations and did the best he could with them. He didn’t communicate well with his employees. He told me that he didn’t know what he should and should not be talking to his employees about. He had no training on how to hold a meeting, when to have them, etc. He never did any employee evaluations – he didn’t know how to do that.

In this situation, he was a good person – just no training. His employees left because they saw no future and no leadership. He desperately needed more training, but the company did not want to INVEST in him. Later, he left.

Another manager was too tough on his son (who eventually left) as well as everyone else. He told me “I am not here for a popularity contest. I am their boss. They work or get fired. It’s that simple.” Nice guy, huh? This Autocratic Management Style worked very well 50 years ago. I’ve been told that he lost several lawsuits (by former employees) and is out of business now. His son has nothing to do with him and has started his own company.

I have seen my share of Bad Managers. Most managers/owners are not BAD people. Most want their employees to do well and are pretty nice people. Some of them actually let their employees get away with way too much and don’t fire – even when they should and/or have good cause.

The Bad Managers mostly fade away thinking everyone else (except him or herself) was the cause for failure.

In my opinion, Bad Managers are the same as bad employees – they have to change or go.

What people have to understand in the Pest Control Service business is that managers are only as good as the people they hire and INVEST in training – they will do well.

So, in effect, WE (in management) are at the mercy of our employees as much as they are at the mercy of us managers. In my opinion, that’s a fair balance.

When the Bad Manager thinks he or she is better than the employees (Me yell - you jump), they will have lawsuits and turnover. I see it happen over and over.

One of the areas that I look at in a company evaluation is "who are the potential leaders/managers for this company?" Who is moving forward? Where is the future talent? Is there a training program for this person?

Bad Managers often don’t care about things like that. That is THEIR job. If they want to expand and/or grow – it is all on THEIR shoulders with no help. Not a good idea.

Most of the failing Good Managers just have no plan. They don’t know what to do. They don’t know where to turn. When I have worked with these managers, we set up the plan and follow up to make sure we are following the plan.

On the other hand, Bad Managers generally go under or sell when things get too hot. Five years later, they usually regret their decisions.

Most of the Bad Managers don’t realize that they are a bad manager. No one (except me) will tell them that. Why? Because in the past, someone did tell them that, they got fired and word spreads. They need to learn the truth and either make the suggested changes or face their own consequences. It’s a choice.

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The CHanging World of Bed Bug Detection

By Richard Cooper
Technical Director
Cooper Pest Control

Until recently, devices for the early detection and/or monitoring of bed bugs have not been available. However this is beginning to change. Several devices have recently been developed that will play a role in bed bug management efforts moving forward. The purpose of this article is to educate readers about the importance of early detection and to familiarize them with the changing landscape in the world of bed bug detection as it relates to the multifamily housing industry.

The Importance of Early Detection

Bed bugs are cryptic insects that hide in areas where they are not likely to be detected and come out to feed on the blood of people while they lay fast asleep. Their bite is painless and once they are done feeding they retreat back to the secretive hiding places. In addition, many people do not develop bite symptoms until they have been bitten a number of times. The onset of the symptoms is often delayed by a week or more. Even when bite symptoms do appear, they are often mistaken for mosquito bites, poison ivy or some other type of reaction other than bed bugs. For all of these reasons, bed bug infestations often go undetected for several months or more. This is very unfortunate, because early detection is absolutely critical when it comes to eliminating infestations in an efficient and economical manner. When bed bugs are identified shortly after they have been introduced, infestations tend to be localized and can often be easily eliminated in just one or two visits. However, the longer an infestation goes undetected, the more complex the problem becomes and the more difficult it is to control. As infestations increase in size, adult females have a tendency to disperse away from the rest of the population. As the females disperse, they deposit eggs in a wide variety of locations. Once this happens, the population distribution goes from being isolated to becoming wide-spread and unpredictable. The cost of eliminating a well established infestation can become very expensive. A high level of tenant cooperation is often required in order to deal with bed bugs that have spread throughout the unit and into clothing and other personal belongings.

Detection Methods to Date

Visual inspection is the most common method for detecting bed bug activity. This method has significant limitations and low level infestations are easily missed. Another method that is growing in popularity is the use of bed bug sniffing dogs (canine scent detection). However, like visual inspections, it also has limitations and cannot be relied upon as an absolute indicator of the presence or absence of live bed bugs. Despite the limitations of these two inspection methods, infestations are often declared “eliminated” based upon the results of an inspection. Drawing such a conclusion can lead to additional aggravation, expense, and liability exposure when low level infestations are missed.

New Detection Tools on the Way

Several new detection tools have recently been developed and are becoming available in the marketplace. To date, all of the devices available target the host-seeking portion of the population using one or more methods to lure bugs as they seek a blood meal. Two high tech devices have been developed (CDC 3000 and NightWatch™) that use a combination of CO2, heat, and chemical lures to mimic mammalian respiration and odor. The CDC 3000, manufactured by Cimex Science retails for $1,000 per unit. The NightWatch™, manufactured by BioSensory®, is expected to cost somewhere between $400 and $500. Both of these detection devices require an additional expense to operate as CO2 and chemical lures must also be purchased. A third device, the Climbup™ insect interceptor, has been developed and is both simple and economical. The Climbup™ device is a pitfall trap that is placed under the legs of beds and upholstered furniture and intercepts bugs as they travel to these areas to seek a blood meal. Bugs are able to climb up into the device, but then fall into a well where they become trapped. Due to their economical nature, approximately $5 per device, these devices can be deployed on a larger scale and can be used to continuously monitor bed bug activity. Other monitoring devices are being developed but are not yet available.

Understanding the Limitations of Detection Devices

As with visual detection and canine scent detection, the new monitoring devices have limitations. Pest management professionals and property owners should exercise care in the conclusions that are drawn when devices are deployed. Obviously if even one bug is captured, it can be concluded that bed bugs are still present in the structure. However, the converse is not true. And a trap catch of zero cannot be used as grounds for declaring that a dwelling is free of bed bugs. There are a number of reasons why this is true. First it is important to recognize that all of the devices that are currently available are only targeting the portion of the population of bugs that are seeking a blood meal. In addition bed bugs often go several days to a week or more between blood meals. Thus only a fraction of the actual population will be receptive to the monitor at the time it is placed out. Competition is also a concern. Both the CDC 3000 and the NightWatch™ employ the use of artificial lures and are competing directly with the actual host (otherwise known as your tenant). The Climbup™ insect interceptor, on the other hand, uses the sleeping host as the lure, intercepting bugs as they travel to the beds and sofas to feed upon the person as they lay asleep.

How Will Detection Technology Fit In?

Despite their limitations, bed bug detection devices will play a very important role in community based bed bug management programs. For example, in senior living communities, bed bugs often are introduced, infestations tend to be localized and can often be easily eliminated in just one or two visits. However, the longer an infestation is captured, it can be concluded that bed bugs are still present in the structure. However, the converse is not true. And a trap catch of zero cannot be used as grounds for declaring that a dwelling is free of bed bugs. There are a number of reasons why this is true. First it is important to recognize that all of the devices that are currently available are only targeting the portion of the population of bugs that are seeking a blood meal. In addition bed bugs often go several days to a week or more between blood meals. Thus only a fraction of the actual population will be receptive to the monitor at the time it is placed out. Competition is also a concern. Both the CDC 3000 and the NightWatch™ employ the use of artificial lures and are competing directly with the actual host (otherwise known as your tenant). The Climbup™ insect interceptor, on the other hand, uses the sleeping host as the lure, intercepting bugs as they travel to the beds and sofas to feed upon the person as they lay asleep.

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Ray Hageman
Accurate Quality Services
Krum, Texas

Continued on page 16
and utilize them as a total management package.

All of the control options that are currently known integrates both short and long term management.

It's More Than Just Bird Control Products...
SITUATIONAL PEST MANAGEMENT: THE RIGHT APPROACH

Stoy A. Hedges, B.C.E., R.S.
Manager, Technical Services

Structural pest management is a service business. The “service” being offered is the control of urban pests in and around structures. Our customers expect — rightfully so — that when a service professional visits their home or business, the pest infestation will be gone within a reasonable amount of time. Upon beginning any service, the goal of a service professional is to find and control current pest infestations. Obviously, other factors are also involved in quality service, such as on-time service delivery, a professional appearance, and being courteous.

Which of the following is more professional: (1) a service professional who serves customers by ensuring that at least some treatment is applied in every room of the customer’s building, or (2) a professional who talks to the customer, inspects to find where pests are or may be living, and then applies treatments to those sites where pests are or may be living? If you’re a service professional, which one are you?

Each building is different, even those which may be similarly or may be living, and then applies treatments to those sites where pests are or may be living. If you’re a service professional, which one are you?

Bed Bug Detection - Continued from page 12

good undetected by the elderly residents. This leads to well-established populations that are difficult and expensive to control and can quickly spread to other units within the community. However, the proactive use of an inexpensive device like the Climbup™ insect interceptor on beds and sofas can provide the foundation of an ongoing facility-wide early detection program that can be monitored by property management and staff or the pest management vendor. Similarly, Climbup™ devices can be used to monitor units that are adjacent to a known infestation to aid in the early detection of bed bugs that may migrate from the infested unit. This device can even play a role in infested units, not only to monitor bed bug activity, but also to provide another level of protection for the occupants. Every bug that is intercepted and captured is a bug that was in route to feed on the occupant and directly impacts the number of bites experienced by the tenant.

The high price tag of the other two devices (CDC 3000 & NightWatch™) make it unlikely that they will be deployed on a wide-scale basis, however these devices can play a role as a more targeted tool, particularly in vacant dwellings where bed bugs are suspected. In the absence of an effective control of pest infestations really cannot be accomplished any other way. Learn how to identify the key pests in your area and learn their habits and preferred living conditions. Investigate first to determine where the sources of the infestation are located, then decide on treatments. You will then be using your time, efforts, and treatments to their fullest advantages.

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**The Regulatory Corner**

**Understanding Pesticide Drift**

By Lee Lawrence  
**Nevada Department of Agriculture - Reno Office**

Recently I received an email from a pest control operator asking about pesticide drift and questioning if there is a maximum wind speed that pesticide applications can be made in before his application had to be stopped.

His question is not as simple as to answer as it may appear. There is no “maximum” wind speed listed in Nevada’s pest control regulations. The question about wind speed and drift has been discussed, debated and fought over for years by states and the Environmental Protection Agency (EPA). For this reason the EPA has allowed each state to develop its own regulations about how to handle drift, as long as the states’ regulations are no less stringent than the precautionary statements listed on pesticide labels or the laws contained within the Federal Insecticide Fungicide and Rodenticide Act (FIFRA).

Not every drift complaint investigation is the same. Some cases involve environmental or property damage issues, such as herbicide drift damage on desirable vegetation, or onto automobile paint, etc.

Other issues may involve health concerns due to pesticide drifting onto people or their homes.

Pesticide label directions sometimes vary in their instructions about preventing drift. Some are specific and contain statements like DO NOT DRIFT; whereby no drift is acceptable under any circumstance.

Most people do not experience severe reactions to bee stings. But for those with Multiple Chemical Sensitivity (MCS) to have a reaction. The same can be said about allergies. Pesticide drift may not bother some people, but may cause those with MCS to have a reaction. The same can be said about allergies.

The NDOA receives a complaint about adverse health effects resulting from drift, the department does not attempt to medically diagnose the individual. Instead, an investigation is launched to determine if a drift occurred.

People with Multiple Chemical Sensitivity (MCS) claim to be hypersensitive to small amounts of chemicals. A small amount of pesticide drift may not bother some people, but may cause those with MCS to have a reaction. The same can be said about allergies.

Most people do not experience severe reactions to bee stings. But for some, one sting might be life threatening. When the NDOA receives a complaint about adverse health effects resulting from drift, the department does not attempt to medically diagnose the individual. Instead, an investigation is launched to determine if a drift occurred.

If the suspected pesticide is detected in samples taken from the site where the individual was at the time of the application/drift, then it must be accepted that the pesticide was not substantially confined and drifted in an amount harmful enough to cause adverse health affects.

Drift which causes damage to crops, property, the environment, or results in adverse health affects, is considered to be a “serious violation”, which constitutes a minimum fine of $500.00. Furthermore, customers must understand that if the wind is blowing, their service will have to be rescheduled.

It is important for every applicator to understand what causes drift, how to avoid it and the consequences of it. Be smart, be careful, follow the label directions and do not drift.

**DuPont Announces Arilon™ Insecticide**

DuPont™ Arilon™ insecticide, recently registered by the USEPA, is a new non-repellent insect pest control product that provides broad-spectrum control of common insect pests that are active at both interior and exterior application sites. Test results have shown that applications of DuPont™ Arilon™ insecticide provide excellent control of target ants, cockroaches and other key insect pest species on a wide variety of indoor and outdoor surfaces. The Arilon™ label contains use directions to allow applications in and around both household and commercial/industrial locations.

Formulated as a dry granular concentrate that is diluted with water and then applied, the low-odor, non-clogging, non-staining formulation of Arilon™ is easy to store, carry, prepare, use and clean up after. And while other similar competing insect control products may break down faster in sunlight and other environmental conditions, Arilon™ applied to outdoor surfaces is expected to have excellent residual control over extended periods of time.

For more information about this exciting new product, you can visit www.ProProducts.DuPont.com or contact your local DuPont Sales Representative.

**The miracles of science**

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When you talk about a company’s strength, most people think in terms of number of staff, sales, and locations. At Univar, we think size only equals strength when it translates into a benefit for the customer. Our strength lies in taking the vast resources and extensive relationships we have as a large company and creating unique ways to serve our customers better and help them run their businesses without worry. We're dedicated to making your success our biggest priority, so give us a call. We're ready to deliver.

John Bolanos, Vice President, Univar USA PP&S

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