Using Glue Traps for Mouse Control
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Specializing in Pest Control Businesses

The heat of the summer is upon us. As temperatures soar so does the opportunity for new business. Although we aren’t out of the woods yet during this economic recovery, I remain optimistic for an even brighter future and hope your phones are ringing off the hook.

Over the past few months, we contacted our members and asked them to contribute financially to help build the Nevada Pest Control Association’s Legislative Emergency Reserve Fund. The primary purpose of this fund is to provide travel expenses to and from Carson City during legislative sessions. Just last March, Assembly Bill 234 needed immediate attention and the NPCA had to testify on extremely short notice in Carson City. Due to the last minute notification travel was very expensive. Once again, our membership stepped up to the plate and we currently have $2000.00 in our Reserve Fund.

We recently kicked off our Outreach Program with the staff and students of our newly adopted school, Marion Earl Elementary. The purpose of the Outreach Program is to give back to our community and provide economic and volunteer support throughout the school year. One of the hardest hit areas affected by state budget cuts has been our education system. We conducted interviews with several different schools and made a decision to adopt Marion Earl.

On June 7th we had a very successful “Meet and Greet” with the school and several of our members were in attendance and participated in the activities. We served gelato to the surprised students and were able to donate $575.00 towards the school’s Treasure Chest fund. The school is in need of many items such as backpacks, ink toner cartridges, shoes, and clothing for the students. Many children are on the food as-

Continued on page 18
On-the-Job Tips

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A. Compared to snap traps, glue traps are vulnerable to dirt, dust,
Cons

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Pros

Can get the best results with glue traps against mouse infestations.
Let’s examine the pros and cons of using glue traps and how you
can get the best results with glue traps against mouse infestations.

One of the most common tools used in the pest management
industry against the everyday house mouse is the glue trap.
These traps are used because they are inexpensive, easy to
use, and when used carefully based upon good inspections, they can
be an effective trap to round out a mouse IPM program. Still, glue traps
have some unique pros and cons that should be considered prior to
installing them into your accounts. Simply placing out glue traps around
the perimeter of a room and expecting high performance results for
controlling a mouse infestation is not realistic.

Let’s examine the pros and cons of using glue traps and how you
can get the best results with glue traps against mouse infestations.

Pros

A. Glue traps are convenient. A
dozen or more can be easily
carried into an account for
installation.
B. Glue traps offer a 2-in-1 advantage by also acting
as pest monitoring devices
for IPM programs. As every
pest professional knows, on
following service visits glue
traps installed for mice are
sometimes found containing
ants, roaches, ﬂies and a wide
range of other “critters” that
might have become active around the account since the last visit.
In this regard they work as pest sentries for us on a 24/7 basis.

Cons

A. Compared to snap traps, glue traps are vulnerable to dirt, dust,
and water. Unless glue traps are protected with some type of
cover, they can be rendered ineffective.
B. Similarly, the effectiveness of glue traps can be decreased by both
extremes of high and low temperatures. Some alternate models
are available when trapping is necessary for commercial cooler
boxes and other cold environments.

On-the-Job Tips

A. In general, glue traps are best used as kinesthetic traps (i.e., placed
into well-used runways) or when rodents can be tricked into total
commitment to the trap by having them blindly run into, or jump onto,
the trap. They are less effective in areas where rodents can slowly
investigate the object or surface (e.g., inside the immediate opening
of bait stations and in corner locations).

B. Before installing any glue traps, eliminate all scraps of
food and sources of food as possible. This will create hunger in the
mice and thus cause them to “lose caution” and begin to frantically
explore all areas and all types of traps.

C. Once food has been removed, small amounts (e.g., about the size of a
pea) of volatile food baits like vanilla extract, chocolate, molasses,
peanut butter, can be placed in the middle of the trap to help to
attract some rodents to the trap.

D. Glue traps can be placed within the multiple-catch mouse traps.
When this is done, the glue trap prevents mouse escapes from some
MCTs, as well as capturing all of the mouse carcasses, hair, and
feces of captured rodents. The multiple mouse trap in turn, protects
the glue trap from dust, dirt, and moisture.

E. Don’t use glue traps with warped bases. Traps that move when a
rodent steps on the edge of a glue trap can frighten the rodent away.
F. Never handle glue traps containing a captured rodent with your bare
hands. Always, always wear disposable gloves to prevent contact
with ﬂeas, mites or ticks, as well as harmful bacteria or viruses.

Continued on page 18

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HIRING PEOPLE WITHOUT COMPUTER SKILLS?

By Lloyd Merritt Smigel
Care Management Consultants

This is a dilemma. Sort of like hiring a mechanic that doesn’t know computers. Sure they know how to fix some parts of the car and how to fix the older cars, but times have changed.

Yes, we still have many ‘old timers’ (me being one) that would rather not work with computers, but I do realize that it is part of business now.

I’m not about to fire people who are assets to my company if they don’t have computer skills. However, I certainly will be looking for new people who DO have computer skills.

I have had techs that ran routes from the homes with the help of our tracking through computers. We have customers scheduling and paying through the computer. We schedule through the computer. We track chemical usage through the computer and on and on and on.

The computer has woven into the pest control industry at all levels. Sure, you can still run without them, but for how long?

I have hired people who were not computer literate but were willing to learn and we actually sent them to take some courses. They did well because they had a brain and were willing to use it. I like that.

In today’s world, we need to know how to use, at least, the basics in computers. There are plenty of highly qualified people out there looking for a job. It is time for us to select the better ones. With such a high unemployment rate – it shouldn’t be hard to find that.

I am O.K. with training, but they do have to show both and interest and desire to learn and be willing to stick with it.

Many Sales Proposals are given over the internet. Even the Yellow Pages have yellowpages.com. They know the Yellow Pages is a thing of the past. Yes, you can survive without computers, but you will not be as efficient or effective as you could be with a computer.

Several companies I know are paying for computer courses for their people to take. Many are taking computer classes on line. The point is that they are converting their personnel to become better equipped to handle the job.

Most companies now ask questions to every applicant about their computer skills. What programs they are familiar with, are they willing to take computer courses, etc.

Again, I am not saying to fire personnel who do not have computer literacy. I am saying to try to convert them and, at the same time hire people who have those computer skills. The older employees who do not and will not adjust to change will either prove their effectiveness without computer skills – or will not.

If they’re good – we keep them. Simple as that.

Some of those older computer challenged employees are still quite valuable.
in order to spot the challenges and obstacles that so often prevent and is detail oriented while still being able to think “outside of the box”

This is why the bed bug technician must be one that will follow protocol. Bed bug protocols tend to be very involved with lots of detail. For about the results of their efforts.

Even in low level bed bug infestations. Regardless of whether there are away on its own. That simple of an approach may not be good enough few bait placements to take care of a problem that is likely to have gone away on its own. That simple of an approach may not be good enough even in low level bed bug infestations. Regardless of whether there are only a few bed bugs or a severe infestation, it is critical that you identify a technician that not only enjoys bed bug work but also truly cares about the results of their efforts.

This Isn’t Your Everyday Protocol

Bed bug protocols tend to be very involved with lots of detail. For this reason the bed bug technician must be one that will follow protocol and is detail oriented while still being able to think “outside of the box” in order to spot the challenges and obstacles that so often prevent the elimination of the last few bugs. A common mistake that is often made by pest control companies is that they approach quality control with bed bug technicians the same way they would with a general pest technician. Many companies will wait three to six months or more to ride along with a technician as a form of quality control. This is a recipe for disaster when it comes to bed bug control. When you hand a general pest protocol to a standard technician, over time they may begin to take shortcuts typically due to observations they make in the field and because they’ve made them before and the bugs always seem to go away. Most bed bug protocols cannot absorb “shortcuts” the same way a general pest protocol may be able to and you may quickly see callbacks on the rise if shortcuts begin happening. Furthermore, the litigious nature of bed bug work does not lend itself to shortcuts. The bottom line is that bed bug service is extremely detailed and without your managers intimately involved with the technicians, the self-discipline required to avoid taking shortcuts coupled with the necessary problem solving skills may not be present and an increase in callbacks may be quick to follow.

Route Techs or Bed Bug Specialists

This is one of the most difficult decisions a business is faced with when deciding how to approach bed bug work. Do you want everyone to be trained on bed bug work so you can remain flexible and maintain efficiency or do you want to appoint specialists who truly understand the bug and gain insight from performing a large number of services? By training everyone on bed bug service you can remain as efficient as possible by having the technician responsible for a given area service a bed bug account sold in their vicinity. Efficiencies can be critical when talking about profitability and this approach can save on fuel and time. That being said, anyone who has performed bed bug work and takes a progressive approach knows that the amount of equipment required to service bed bugs can quickly add up. Is there enough room on every technician service vehicle to fit everything required? If you roll your bed bug protocol out to everyone do you have technicians servicing accounts that are so worried about the possibility of taking bed bugs home with them that they are unwilling to get intimate with the job? Can you really trust every technician to provide a detail oriented service where callbacks can be costly for both your business and your client?

Creating bed bug specialists provides the ability to maintain highly skilled technicians who can reduce the time spent on a job by becoming familiar with the protocol and reducing inefficiencies that are commonly encountered by technicians unfamiliar with the protocol. You also reduce the concern about equipment storage by having one or two technicians carry all of the bed bug equipment. Then, if down-time is encountered you can consider filling these technicians days with maintenance work. The downside to this approach is that you have to be willing to absorb the inefficiencies encountered by sending one or two technicians all over your service area to service bed bugs. Also, the rest of the company may become so out-of-touch with bed bug work that if you do lose one of your specialists, training a new one can drastically slow productivity and create chaos while you get a new specialist on board.

Therefore, it is extremely important to not only remain profitable but offer an affordable service to retain our integrity. In addition, it has never been so important to make sure you are providing an effective service to avoid risks from both a legal and public relations perspective. This then leads to important decisions on how you approach bed bug service and what people you will put on the frontlines. The bed bug technician requires a special mix of talents, not necessarily required in other technician roles. The following are some important points you should consider when deciding how to service bed bug accounts and who to train on their control.

For the Love of the Game

For those of you that are sports fans, “for the love of the game” is a commonly used expression when your team is out of contention and the players are playing simply because they like what they do and take pride in the result of their efforts. That is a quality that is critical when choosing a technician to service bed bug accounts. The protocols are detailed and oriented and can be quite involved. The work is exhausting both mentally and physically and can wear down even the most attentive and energetic. In addition, we’ve all serviced that account where an entomophobic homeowner thinks they saw one or two ants and you make a few bait placements to take care of a problem that is likely to have gone away on its own. That simple of an approach may not be good enough even in low level bed bug infestations. Regardless of whether there are only a few bed bugs or a severe infestation, it is critical that you identify a technician that not only enjoys bed bug work but also truly cares about the results of their efforts.

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By Jeffrey White}

Research Entomologist, M.S.

Bed Bug Central

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Target Organisms
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Non-Target Organisms
Because natural enzymes found in insect pests are the key to its biological effectiveness, Arilon® can effectively differentiate between target insect pests and non-target species.

Results: You Can Count On

**Target Organisms**

<table>
<thead>
<tr>
<th>Pest Species</th>
<th>Surface</th>
<th>DAT</th>
<th>Mortality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Odoorous House Ant</td>
<td>Stainless</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>Argentine Ant</td>
<td>Stainless</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>House Cricket</td>
<td>Tie</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>German Cockroach</td>
<td>Vinyl</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>American Cockroach</td>
<td>Vinyl</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>Crazy Ant</td>
<td>Wood</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>Pharaoh Ant</td>
<td>Wood</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>Smokybrown Cockroach</td>
<td>Concrete</td>
<td>2</td>
<td>100%</td>
</tr>
<tr>
<td>Oriental Cockroach</td>
<td>Concrete</td>
<td>2</td>
<td>100%</td>
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**Non-Target Organisms**

<table>
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<td>100%</td>
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**Multi-Pest Summary**

Multi-Pest Control

<table>
<thead>
<tr>
<th>Pest Categories</th>
<th>States and Countries</th>
<th>2008-2009</th>
</tr>
</thead>
</table>

Results: The surfaces in this chart are arranged in order from the least to most porous of structural surfaces. Despite the surface tested or the insect, DuPont™ Arilon® provides 100% control for many key insect pest species in fewer than 2 days.

Sources: BioResearch; Purdue University; Stine-Haskell Research; and Universiti Sains Malaysia, Penang
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Additional Member ___________________________________________ Additional Member ________________________________________

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Ver all of my years in the industry, I have heard thousands of people talk about being bitten by a spider. My question is, “How often does this actually occur?” My feeling is that spiders do not bite people very often, but is there any documented evidence of this. After doing a quick literature search I found some documentation regarding bite rates of spiders and people.

Before looking at the documentation, let’s look at spiders and why they bite. All spiders, with the exception of a couple of minor groups, produce venom. In addition to venom, some spiders will expel digestive juices into the prey.

Spiders use their venom to subdue their prey and in some cases begin the digestion of the prey. Producing venom takes a large amount of the spider’s resources and takes time. The spider Cupiennius salei takes from 8 to 16 days to refill its’ venom glands after using the venom. Venom is a valuable resource to a spider and needs to be used prudently. Random, unprovoked biting of non-prey animals, such as people, is not a prudent use of a valuable resource.

The venom glands of spiders are surrounded by muscles, which mean that the spiders can control the amount of venom injected. One published study demonstrated that individuals inject more venom when they are dealing with larger, more active and difficult to subdue prey while injecting less into smaller, less active prey.

The question that needs to be asked is, “Why would a spider bite a person?”

Humans are not a food source for spiders. Spiders only bite people when they are threatened. One published study reports that for huntsman spiders, 75% of verified bites occurred when the spiders were handled. Because of this 82% of the bites were found on the extremities, the hands and feet. Even though huntsman spiders are large, with large fangs there were few symptoms due to venom. Most spiders only bite people as a last ditch defense response.

In another study, 2055 Brown Recluse spiders were captured over a 6 month period in a Kansas home, of which over 400 were of the size capable of inflicting an envenomation bite in humans. Despite the large number of venomous spider capable of envenomation, no one was bitten. This speaks to the frequency of unprovoked spider bites.

For a spider bite to occur, several conditions must be present. The spider must have a reason to bite and as we have seen most spiders are not very aggressive and only bite in self-defense. If a spider bites a person, it must have fangs large enough to penetrate the skin. Many adult spiders do not have fangs of sufficient length to penetrate the skin. Even if adult spider fangs can penetrate, the fangs of juvenile spiderlings of the same species may not be able to penetrate. One report states that brown recluse spiders must be 5 mm or larger to produce an envenomation in humans. Finally, even though almost all spiders produce venom, not all venom will elicit a response in humans. Many responses to a spider bite will be localized reactions of the immune system to the foreign proteins injected by the spider. This is the classic swelling, redness and itching that occurs with many biting insects such as mosquitoes, fleas and bedbugs.

The clinical definition of a spider bite is very specific and it is suspected that many lesions or skin conditions are misidentified as spider bites. A clinical definition is spelled out in the scientific literature for a spider bite and consists of three components.

1. Evidence includes discomfort and pain at the bite site immediately after the bite. These conditions are almost universal in spider bites.
2. Collection of the spider at the time of or immediately after the bite
3. Identification of the spider by an expert to verify it is capable of producing the symptoms

When these conditions do not occur the bite diagnosis is suspect and other medical explanations should be investigated.

Based on all of the available information I believe it is reasonable to conclude that random, unprovoked spider bites are rare. The black widow spider is a spider that can cause severe, systemic reactions in people that are bitten. In areas where black widow spiders are common, there are few verified bites. I do not believe that bites from black widow spiders are being overlooked.

One current phenomena surrounding spider bites is the reported occurrence of necrotic ulcers or lesions caused by spider bites, particularly the brown recluse, yellow sac spider and others including the Hobo spider and even wolf spiders. This phenomenon is called necrotic arachnidism and is common in the United States. The ability of Hobo spiders to cause these ulcerations was first reported in the Northwestern United States in the late 1960’s, but has now been shown through venom analysis and other tests to be not a result of bites from these spiders.

Brown Recluse spider bites are diagnosed throughout the country while the range of these spiders is limited to very localized areas. Vetter reports, in the Journal of Medical Entomology, that the Florida State poison control center reported medical diagnosis of 124 Brown recluse bites over a 6 year period while only 11 verified Brown Recluses have been collected in Florida over a 100 year period. Clearly other medical conditions are being misdiagnosed as spider bites.

While there are a handful of spiders whose bites can cause serious reactions in people, spider bites are not that common. Even dangerous spiders are not aggressive and prefer to retreat and escape rather than bite. Random, unprovoked bites are extremely rare or non-existent. Pest management professional should be wary of bite reports and certainly should not exaggerate the frequency of the bites with customers. Exaggerating the occurrence of bites could lead to legal and ethical issues in our industry. Being a generalist predator, spiders are a beneficial organism, however many people have a fear of spiders and their webbing can cause aesthetic concerns which means there will be a need to provide control services for these customers.

For more information please contact Rob Ives (Phone) 713-203-4058 • (Email) rives@controlsolutionsinc.com
for more information or you can visit our website. www.controlsolutionsinc.com
A first, the buzz over social media seemed like an annoying fly circling your head. I admit that even I was skeptical at first as to how useful sites like Facebook could be to small businesses like yours.

What a difference three years make.

I remember first writing about this crazy site called Facebook in 2008 when I sat in the editorial director’s chair at Pest Management Professional magazine. I told people how important it was for them to use this new tool. Less than three years later, I’m running my own company to help you maximize your Facebook (and other social media) goals.

What changed? My understanding of the power of the medium, that’s what. Here are two examples of how Facebook can improve your business’ chances of success.

Imagine, for example, that you do a great service for someone—a service that draws rave reviews from the customer. Your hope is that your business is active on Facebook—on your website, in your ads, even in your emails. If you don’t aggressively promote your presence on Facebook, it won’t work the way you need it—so be vigilant about promoting your presence there.

The buzz surrounding Facebook is louder than a hive of angry bees, and it shows no signs of abating any time in the near future. You’d best get on board and use it. Your competitors are, and you don’t want to be left behind.

Andorka is managing partner of Spark Media Strategies, a social-media outsourcing company that focuses on helping pest management professionals achieve their social media goals. He can be reached at fandorka@sparkmediastrategies.com or 216-272-2885.

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At Univar, it is our goal to help each and every one of our customers run their business without worry. Let us know what we can do to make sure we’re delivering that to you.
A s most of you have heard by now, this legislative session will probably go down in the history books as the most difficult on record. The budget for the upcoming fiscal cycle is lean and every agency across the state is feeling the pinch. In an attempt to try and update and change a few pest control laws, AB35 (Assembly Bill 35) was introduced into the legislature. The bill had a number of housekeeping components as well as language designed to revive the requirement that a Primary Principal be required for each business location. The intent of this revision was to give pest control companies the opportunity to expand without the sometimes burdensome requirement of maintaining an individual to act as a Primary Principal at each business location. Pest control business would still be required to have a Primary Principal, but not one at each business location.

Throughout the years, the Nevada Department of Agriculture and the State’s pest control industry have come to realize that with the advances in communication, virtually everyone is only a phone call, email, text, tweet, etc., away. Which make the “supervision” component of requiring a Primary Principle at each business location a bit outdated and less of a concern. These advances combined with the industry’s desire to expand without this restriction are the reasons the NDOA agreed with those in the pest control industry (Nevada Pest Control Association) to submit a bill to this effect for the 2011 legislature. Unfortunately the NDOA was unsuccessful in getting the bill out of committee. The reason for this was most likely due to a combination of time restraints, pressure on legislators to focus on budget issues and to some degree a misunderstanding of the bill’s intent. The next legislative session is in 2013, for which the NDOA, with the industry’s support, will make another try at getting a similar bill passed.

Please understand that nothing has changed regarding the requirement to hold a Primary Principal at each business location.

By Lee Lawrence
Nevada Department of Agriculture - Spars Office

President’s Message
As we were standing out on the playground, it was a pleasure to watch the surprised faces of students eating their gelato and just having a good time. The school counselor, Mrs. Lisa came over to me and said “That is a picture postcard of happiness.” We as an association made that postcard happen and we can continue to make a difference if we all pull together.

As a group we are sure there will be another opportunity to bring assistance to those in need. If you have a desire to help others, please contact the NPCA. In the end it is not only the people you choose and how you train them. More so than with any other pest, success in training requires that not only hurt the company but the client being serviced. For this reason it is essential that managers and trainers are also dynamically within some companies in that many managers or trainers have been working in the pest control industry for decades and their experience is what makes them great trainees. Since bed bugs only started to make their comeback five to ten years ago, many of our managers or trainers are no more experienced than the technicians we have servicing the accounts. This then has technicians asking trainers to look into a problem account when the technicians themselves may have more insight then the person responsible for training them. This can then lead to technicians not knowing who to turn to for help in a problematic account and decisions are made that not only hurt the company but the client being serviced. For this reason it is essential that managers and trainers are also routinely performing bed bug services so that they can gain the skills and confidence in their abilities which will help them serve as a person to turn to when everything else has failed. Maybe more so than with any other pest, success in the world of bed bugs largely starts with the people you choose and how you train them.

Jeffrey White - Bed Bugs

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What About Your Current Managers?
Bed bugs have created an interesting dynamic within some companies in that managers and trainers have been working in the pest control industry for decades and their experiences are what makes them great trainees. Since bed bugs only started to make their comeback five to ten years ago, many of our managers or trainers are no more experienced than the technicians we have servicing the accounts. This then has technicians asking trainers to look into a problem account when the technicians themselves may have more insight then the person responsible for training them. This can then lead to technicians not knowing who to turn to for help in a problematic account and decisions are made that not only hurt the company but the client being serviced. For this reason it is essential that managers and trainers are also routinely helping bed bug services so that they can gain the skills and confidence in their abilities which will help them serve as a person to turn to when everything else has failed. Maybe more so than with any other pest, success in the world of bed bugs largely starts with the people you choose and how you train them.
Univar has the answer.

We also have a Pro Center near you in Las Vegas.

For whatever questions you have about pest management, Univar has the answer. We have the people, the products, the technology and the educational resources you need to better serve your customers and build a stronger business. Learn more at www.PestWeb.com or call (800) 888-4897.

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