The presidential election has come and gone and are we now under new leadership. Whether or not your candidate was elected, the truth is that we had a larger turnout of voters than we have had in many years. Our country was not happy with the current state of affairs and we spoke up. We can all agree that there is strength in numbers.

When the Nevada Department of Agriculture creates new laws and regulations many of us get frustrated and state “Stay out of our industry!” However, when we observe an unlicensed company performing pest control or we need a regulation question answered, who do we call first? We cannot have it both ways. The NDOA is here to stay and as long as we choose to have minimal input in the decision making process they will continue to create laws and regulations as they see fit. The NDOA is willing to work side-by-side with us and it is our duty to bring our influence to the regulatory table.

The Nevada Pest Control Association is creating a stronger voice each and every day we add a new member. We need to be stronger. There are over 450 licensed pest control companies across the state. IS YOUR COMPANY A MEMBER OF THE NEVADA PEST CONTROL ASSOCIATION? Now is the time to step up and make a change.

The 2009 NPCA Expo is January 29th, 2009 at the Orleans Hotel. The cost for the Expo is $150.00 per principal and $25.00 per operator. Your participation in this event will allow you to receive all six CEU credits for 2009 and grant your company a membership into the NPCA and a stronger voice.

The country spoke up on November 5th and voted in record numbers. The current officers and members of the association understand that many issues need to be addressed. We are willing to speak up but we need your support. We need you to come out in record numbers on January 28, 2009 and support our Expo. This is your industry and your voice matters.
ON-THE-JOB TRAINING

By Austin Frishman, Ph.D., B.C.E.
President AMF
Pest Management Services, Inc.

We talk about on-the-job training being so important and it is. Yet this often consists of a technician riding with an experienced technician and “watching” what they do. There is no organized plan as to what the experienced technician should be doing over with their new employee. In addition a supervisor may, for quality control purposes, ride with a technician for a few hours.

To help organize this information, below is presented a 20-point check list that I developed over the years. You can add some of your own pointers as needed.

I would like to note that the check list does not address safety items for the vehicle itself (example: tire pressure props, fluid levels, brakes and paper, rear view mirror, etc.). You can make another list of 25 to 30 points as well.

Practical Pesticide Safety Performance Profile

- Do not smoke on the job
- No cuffs on pants
- Walking away from the spray
- Correct pressure on equipment
- Use correct amount of material
- Using only approved compatible materials
- Applying the correct amount of materials
- Equipment working properly
- Wearing goggles as needed
- Storing pesticides in proper containers
- Proper tools for dispensing pesticide into equipment
- Wash hands before eating and going to the rest room
- Pesticide absorbent material available
- Wear respirator when needed
- Change work clothes daily
- Shower every evening
- Wear proper gloves when handling pesticide concentration
- Wear proper shoes
- No alcohol before and during the job
- No carrying the pesticide concentrate into the account

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- Contains Lambda-Cyhalothrin
- Protects the treated perimeter and restores confidence in pest control programs
- Effective on exposed and hidden pests, and allows a residual that can last up to 2 months

Cyonara 9.7 is labeled for outdoor perimeter pest control, indoors for food handling areas, turf, ornamentals, & animal housing. Make Cyonara 9.7 your superior performing, most cost effective control of your toughest nuisance pests.

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To control your customers’ pest problems—from all angles—your best bet is the team of Termidor® termiticide/insecticide and Phantom® termiticide-insecticide.

Termidor® is applied around your customers' homes along the exterior foundation walls to create a treated area of protection. Its nonrepellent, undetectable technology is effective in eliminating general pest problems.

Phantom® can be applied both inside and outside in cracks and crevices, as well as a spot treatment around penetrations, for excellent year-round control of general pests.

Pests encounter Termidor® and Phantom® whether they’re already inside the home or attempting to enter from outside. Either way, the end result is the same: Superior control of ant, roach, and general pest problems.

For more details, contact Margie Koehler, Senior Sales Specialist, at 951-277-8554 or call 1-877-Termidor.

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In addition to treating general pests inside, Phantom® can be used outside in cracks and crevices and as a spot treatment for complete year-round control. Phantom® is:

- Compatible: Phantom, being a nonrepellent, can be used with both Insect Growth Regulators and baits.
- Undetectable: Pests can’t smell it, taste it or avoid it.
- Flexible: Since it can be reapplied every 28 days, Phantom® is a service-schedule friendly component of any General Pest Control program.
- Newer expanded. Use Phantom® to control many additional nuisance pests, such as bed bugs, house flies, and others.

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PUTTING MOUSE SIGNS TO WORK

By Bobby Corrigan, Ph.D
Rodent Pest Specialist

It isn’t interesting to realize that in the majority of cases, neither ourselves as pest management professionals, nor our clients in their homes or businesses actually see the live mice that get into our buildings. Most times, it is the signs of mice that alert our clients that a mouse, or in some cases, a family of mice has moved into their home or business. Moreover, our clients then often measure the success of our service based on the absence of the signs after we have serviced the account.

So, if it is the signs of rodents upon which we often must rely for confirming their presence and our success at controlling them, let’s review the most common mouse signs that are left by these little “mystery mammals” in our residential and commercial accounts. Then we’ll discuss a few tips as to how we can use mouse signs to get quick control and reduce unexpected call backs.

Textbook vs. On-The-job

In our textbooks, we learn that there can be as many as nine signs associated with indoor mouse infestations: 1) mouse scats (droppings); 2) live mice; 3) dead mice; 4) rodent hair; 5) odor of mice; 6) cat or dog alerts; 7) rodent urine stains; 8) sounds in walls and other areas of the mice scratching, or of their vocalizations (squeaks and squeals); and finally, 9) visible damage (gnawing and eating) to food stuffs or other household items including the color of the rodent trails (blue, green, red, yellow). Mouse droppings are usually about ½ inch in length, but can vary in sizes. When you notice droppings of several different sizes, it’s a good clue to indicate that a breeding population in the account (both old and young mice). If a confirmation must be made as to whether or not a dropping is from a mouse or from some other animal that produces droppings similar to mice (large cockroaches, bats, birds, wallabies, etc.), examine a few droppings under a hand lens or microscope. If they are mouse scats, pelage hair embedded into the fecal pellet will be readily visible.

When analyzing mouse droppings, analyze a few droppings from a few different spots, instead of just one or two droppings from one spot. In this way, you will get the most information about the character of the infestation. Be careful of “swilling the call” on “droppings” that are lying on the floor underneath equipment or in hard to reach sheltered areas in which you are standing, perhaps several feet away. This is important in commercial food establishments.

So, in summary, correctly identifying rodent droppings on the job can save us as your “GPS” for where you should place your snap traps, glue boards, and bait stations. In this way, you are letting the “infestation” speak to you.

Good luck.

On-The-Job Tips

When encountering mouse scats and mouse damage, here are some tips to help you interpret the situation quickly and provide great service in getting control. An adult house mouse on one of your routes in Las Vegas on an average diet of human foods (sorrels, crackers, candy, snack foods, etc.) will produce about 35-50 fecal pellets over a 24 hour period. However, the range can be from 10-100 droppings depending on the age, diet, and the specific building environment. The color of most mouse droppings is black. But as many as 3 have witnessed, they may be a variety of colors depending on food intake including the color of the rodent trails (blue, green, red, yellow).

Most droppings are usually about ½ inch in length, but can vary in sizes.

When analyzing mouse droppings, analyze a few droppings from a few different spots, instead of just one or two droppings from one spot. In this way, you will get the most information about the character of the infestation.

Good luck.

For more information, contact:

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MOLD-CLEAN™ Wood Cleaner & Conditioner

A ready-to-use, pleasantly scented wood & surface cleaner formulated to remove mold & mildew stains and brighten weathered wood.

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A water soluble borate powder that acts as a wood preservative, fungicide and insecticide to control and prevent wood decay, fungi, drywood termites and carpeter ants.

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Please complete the following application. This information will be used for the membership directory.

Business License #: ____________________________________________________________
Company Name: ________________________________________________________________
Contact Name: ___________________________________ Phone ________________________
Address: _____________________________________________________________ State Zip
City: __________________________________________ State: ___________ Zip ___________
Email Address: ______________________________________________________________

Return this application with your check made payable to: Nevada Pest Control Association
Please charge my credit card:  ☑  MC  ☑  Visa  Name on card: ____________________________
Credit Card #: ___________________________ Exp. Date: ___________ Amount: $ __________________

I / We acknowledge the purpose of the sponsorship program of the NPCA and hereby agree(s) to the membership and standards.
Signature: _______________________________ Date: ___________________________

Please mail or fax form to: NPCA, 7764 W. Sahara Ave., Las Vegas, NV 89117
Phone: (702) 385-1269   Fax: (702) 385-1908

Nevada Pest Control Association Membership Benefits
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 economy gets to you. One way or another – you had better make some proactive changes before the credit crunch at 1-888-711-3232 to get more information on it or go seek help someone else. Will be having a seminar entitled “Overcoming a Poor Economy”. Contact Terry; they have to make changes or they may go out of business. In January 2009 I changed and we have to change with the times or we will feel the credit crunch.

In fact, they have not had ANY price increases in the past 6 years. The reasoning is that everyone is going through hard times now and if I raise their pay, they will be having a seminar entitled “Overcoming a Poor Economy”. Contact Terry; they have to make changes or they may go out of business. In January 2009 I changed and we have to change with the times or we will feel the credit crunch.

Introducing DuPont® Adviron® Ant Gel

When it comes to ants, you don’t want to know what you’re up against. That’s why there’s now DuPont® Adviron® Ant Gel. New chemistry powered by the MetaActive compound makes Adviron® consistent and reliable. And ants were highly attracted to it. In fact, Adviron® ant gel has more ant species listed on the label than any other ant gel product. The active ingredient in Adviron® has also been classified as reduced-risk by the EPA, so it can be used in many sensitive situations. For more information, call 1-888-40-DuPont (1-888-637-9668) or visit us at proproducts.dupont.com.

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Now one bait controls nearly any ant (even those that are hard to identify).

Exterminate Caller Hang-ups

Many companies have discovered that their decision to implement an on-hold message keeps their callers from hanging up. 52% of callers will hang up within 60 seconds of silence while only 2% hang up with an on-hold message.

Web-Based Technology

Have custom material delivered to your phone system in 24-48 hours. While the average on-hold company requires 2-4 weeks, On-Hold Media Group guarantees the delivery on new material in 24-48 hours. Our record to date is 25 minutes for custom material, and our Web management system allows you to change your message in minutes!

Marketing Campaign

The average business spends 94% of their marketing budget to make their phone ring, and only 6% to handle prospects once they call in. Reinforce your existing marketing campaign – it’s like an employee that never forgets what to say!

Trap Your Callers

While your caller is “captivated” by being placed on-hold, you have a unique and distinct opportunity unlike any other to tell the caller anything that is pertinent to your company. Essentially, you have the equivalent of your very own radio station broadcasting product and service promotions, news, and other information about your business.

Affordability

Our new technology provides an “economy of scale” which enables us to market at or below our competitors’ price point. Over the past two decades, on-hold marketing has emerged as the most cost-effective form of marketing on a dollar-for-dollar basis when compared to other marketing media. Any business can now implement a dynamic on-hold marketing campaign without expensive initial upfront costs.
With cooler weather and shorter days becoming more and more prevalent, the writing of this article comes at a time when pest control in Nevada is beginning to slow down. Soon the winter months will be upon us and many pest control companies will go into “winter mode.” The slower winter months give companies the opportunity to review their previous pest control season, evaluate their performance, and make adjustments for the coming year.

From a regulatory standpoint, this time of the year is one of the busiest for the NDOA. Re-licensing and continuing education efforts take a majority of the NDOA’s pest control program staff’s time. Most pest control company owners and their licensees realize their pest control licenses expire on December 31. Unfortunately, there are always a few who fail to renew their pest control license by the December 31 deadline and continue to operate after their license has expired. The 10 most common excuses I have heard for those who fail to renew their licenses on time but continue to work with expired licenses are:

1. “Someone else forgot…” This excuse is poorly received by the NDOA and usually results in a minimum fine assessment of $500.00.
2. “Someone else forgot to mail in the license renewal application…” This excuse is poorly received by the NDOA and usually results in a minimum fine assessment of $500.00.
3. “I just figured it was ok to be late…” This excuse is poorly received by the NDOA and usually results in a minimum fine assessment of $500.00.
4. “I thought my license was good for 1 year from the date I first got it…” This excuse is poorly received by the NDOA and usually results in a minimum fine assessment of $500.00.
5. “I was going to send in my application, but I just got too busy…” This excuse is poorly received by the NDOA and usually results in a minimum fine assessment of $500.00.
6. “Isn’t there a grace period…” This excuse is poorly received by the NDOA and usually results in a minimum fine assessment of $500.00.
7. “I only did a few jobs without my license and thought that would be ok…” This excuse is poorly received by the NDOA and usually results in a minimum fine assessment of $500.00.
8. “I had to keep working to get enough money to pay for my license…” This excuse is poorly received by the NDOA and usually results in a minimum fine assessment of $500.00.
9. “(One of my Favorites) “Can I just skip it this year…” This excuse is poorly received by the NDOA and usually results in a minimum fine assessment of $500.00.
10. “(My Favorite) I forgot the address, phone number and the location of the NDOA…” This excuse is poorly received by the NDOA and usually results in a minimum fine assessment of $500.00.

As is evident in the NDOA’s response to the excuses listed above, there is really no excuse for working with an expired pest control license. The laws are specific in their requirements regarding the necessity of holding a valid pest control license. Furthermore, some insurance providers may exclude coverage for “illegal acts” and may deny coverage if an accident occurs while a company is knowingly operating illegally without a valid pest control license.

To avoid the consequences of operating without a valid pest control license, plan ahead for the expense and the time needed to properly complete the application; and always make sure the NDOA receives your company’s pest control license renewal application by the December 31 deadline. If your company requires assistance with filling out the pest control license renewal application, in southern Nevada contact Jay Steele at (702) 688-4561; in northern Nevada contact Mary Hossay at (775) 688-1180, ext. 253.

As your representative as a Board Member to the Nevada Department of Agriculture, I will monitor all BDR’S (Bill Draft Requests) that are sent to our legislatures, that will impact our industry and will keep you informed through our Nevada Pest Control Association.

Your voices are vital in keeping our industry strong. Our association is growing stronger by the day. Being united will make our voices strong and be heard.

I would like to personally wish each and every one of you a Happy Holiday season and a prosperous New Year.

Dave Barton
And get ready for the fastest, most complete control with Maxforce® FC Magnum.

You’re getting five times more fipronil with Maxforce FC Magnum. You’re also getting the Simply Irresistible™ bait formula that attracts even the most finicky cockroaches. But they don’t have to ingest it. Maxforce Magnum’s ContactX™ technology kills on contact too. This powerful contact kill and the magnified Domino Effect™ make Maxforce FC Magnum the next generation of roach killer bait gel.

And with 10% more bait (33 grams versus 30 grams per reservoir), you’re definitely getting the job done. So whether they eat it, touch it or share it, Maxforce FC Magnum the next generation of roach killer bait gel.

By Jeff B. Knight, Entomologist Nevada Department of Agriculture www.aced.state.nv.us

The Africanized honey bee (AHB) first moved into Nevada in 1998 after a steady northward movement over the last fifty or more years from South America. Originally it was hoped that as the bees moved through Panama they could be stopped but those efforts failed. The bees have caused no human deaths in Nevada but have caused several deaths across the southern United States. Most of the stinging incidents are the result of carelessness, improper attempts at control, or mismanagement of hives.

AHB is the same species of bee as the more common European honey bee. The subspecies can only be separated by using several measurements of various body parts and running that data through a statistical program or by using a method of DNA analysis. The Nevada Department of Agriculture (NDOA) can do quick identification using wing length measurements. Ten forewings are measured and if the average is less than 9mm the bees are most likely AHB. These measurements are taken using a microscope equipped with a camera and software for this purpose. Samples of bees can be submitted to NDOA for identification if needed. Please contact us first on how to properly collect the sample. NDOA considers any unmanaged colonies below the northern Clark County line are considered as being Africanized. AHB can also be found in southern Nye and southern Lincoln counties. NDOA also have regulations requiring beekeepers in these areas to regularly re-queen their colonies to prevent Africanization. Although honey bees are a valuable part of the ecosystem for pollination, AHB colonies in the wrong place can present a serious risk to people and animals and should be controlled, a recent stinging incident in Pahrump resulted in the death of a horse.

The best control for AHB is prevention. Sealing of holes in buildings and utility boxes will help discourage bees from setting in and establishing a colony. If spraying is necessary, proper protection is a must. Sprays with soap water are the most effective method of control. Once the bees are eliminated the remaining wax and honey must be cleaned up to prevent others bees from being attracted to the site.

And for the first time, Maxforce® FC Magnum. You’re getting five times more fipronil with Maxforce FC Magnum. You’re also getting the Simply Irresistible™ bait formula that attracts even the most finicky cockroaches. But they don’t have to ingest it. Maxforce Magnum’s ContactX™ technology kills on contact too. This powerful contact kill and the magnified Domino Effect™ make Maxforce FC Magnum the next generation of roach killer bait gel.

And with 10% more bait (33 grams versus 30 grams per reservoir), you’re definitely getting the job done. So whether they eat it, touch it or share it, Maxforce FC Magnum the next generation of roach killer bait gel.

The Nevada Department of Agriculture (NDOA) has been tracking the AHB movement since 1998. The first reports of AHB came from the Elko area in 1998. As the AHB moved north they eventually established colonies in the Reno Sparks area in 1999. The AHB has now been found in southern Nye and southern Lincoln counties. NDOA also have regulations requiring beekeepers in these areas to regularly re-queen their colonies to prevent Africanization. Although honey bees are a valuable part of the ecosystem for pollination, AHB colonies in the wrong place can present a serious risk to people and animals and should be controlled, a recent stinging incident in Pahrump resulted in the death of a horse.

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John Bolanos, Vice President, Univar USA PP&S