Wow! I can’t believe the year is almost over. I’m sure this past year we have all had our share of ups, downs and challenges in different areas of our businesses. Our company was no exception. We had several items that required attention, but the single most important item we focused on was our ROI (Return on Investment). What were we getting for the money we were spending? Were there better ways to invest our money and our time? We decided to start networking with other companies both inside and outside of our industry to see if we could find some answers.

This was a fantastic idea. All we had to do was ask and the information was overwhelming. Many companies and industries are experiencing the same issues and struggles that the pest control industry has this year. Our company was making mistakes that other companies have made and by asking, they shared with us how they overcame them. We were able to apply this information and started to see results. Another benefit of sharing information was the realization that other businesses had the same practices but were more efficient at executing them. So we integrated some of their systems which made our team more productive.

The Nevada Pest Control Association 2010 Expo will be held on Friday, January 29, 2010 at the Orleans Hotel and Casino. There will be over 300 PMP’s attending from five different states, thirty vendors and we will feature three world-class speakers. This will be Nevada’s premier pest control event of the year and I encourage all of our members to attend. The information received from our featured panelists will only enhance your knowledge of the subjects presented. You will have the opportunity to network with your peers and receive answers to questions that you just can’t seem to figure out on your own. The vendors will present the latest products and equipment available for you and your company to use.

Being a member of the NPCA has given me the opportunity to meet and exchange information with many companies in Las Vegas and throughout the United States. With over fifteen years in the industry, networking has proven to be the greatest return on investment that I have experienced. This is your opportunity to network and it takes place in your own backyard. You have everything to gain and NOTHING to lose. I look forward to seeing all of you at the EXPO and getting 2010 started with a positive ROI!
SAY GOODBYE TO YOUR TOUGHEST PESTS

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REDDUCING PESTICIDE EXPOSURE AND RISK

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

The relative danger of exposure to pesticides by service technicians is very low. This is based on three factors.

1) The EPA is aware the products we use are applied in and around structures where people and pets dwell.
2) The pesticide poisoning incidences in our industry is extremely low.
3) Health insurance rates for pesticide applicators are no higher than that of the general public, because the risk factor is low.

Nevertheless, with younger technicians joining our ranks, it only makes sense to take precautions to reduce unnecessary exposure. Their added concerns about pesticides are to be expected.

The following steps may help minimize your exposure to pesticides:
- If any pesticide gets on your hands, wash it off with cold water. Hot water opens skin pores and increases the rate of absorption. Also, the back of the hand absorbs pesticide more readily than the palms.
- Apply Scotch Guard protection to your uniform particularly the pants from the knees down. This waterproofing material will prevent pesticides from absorbing into the clothes. You can wash your uniform three times before reaplying the Scotch Guard.
- Wear a hard hat or bump cap that can be cleaned. Cloth hats absorb pesticides. Overhead pesticide particles can easily drift downward onto your hat.
- When applying material with a compressed sprayer, apply at low pressure to avoid small particles from being created and floating. Do not walk into the area you are treating. Apply material while backing away from the application.
- Store all pesticide concentration and finishing materials in tight containers and place those containers in a second one (ex: large buckets). This way if a holding container breaks or leaks, the spill is contained. Vehicle accidents do happen.
- Repair any leaks on pesticide equipment. This includes compressor, sprayer and dusters. Leaks end up on you.
- Avoid smoking on the job.
- Wear whatever personal protective equipment each pesticide label calls for. Change your clothes daily.
- Clean the steering wheel on your vehicle every few days. It is often neglected.
- When reading a pesticide label, if you do not understand something, ask.

In closing, remember that our industry has an excellent safety record. Let us keep it that way. Be knowledgeable and be careful.

Kills bed bug eggs!
Port of the challenge in solving mouse complaints—especially in commercial buildings such as hotels, restaurants, schools, office buildings and the like—is the difficulty in finding the originating source of a particular mouse infestation. While it’s true at times that a client’s premises may be subject to mice coming in from outside, more often than not, chronic mouse complaints are a result of “resident mice”. Resident mice are those that are established and continue to breed inside the building.

Resident mice can cause an ebb and flow kind of service history. For example, you may capture or kill several mice with traps and/or baits and the sightings and complaints then decrease and even stop for awhile. Then all of sudden, more complaints. What happened? Are these new mice coming in from the exterior, or are these the young of the resident mice, that have now left the parental nest and are foraging about in their dead parent’s territories? In more cases than not, it’s the latter.

So, as pest professionals, we should make every effort to zero-in on the sources where mice may be harboring inside buildings, and as best as we can, bring our control tools and techniques to those areas. The key to doing this is to focus on those conditions and areas in which the mice are most likely to be nesting and traveling to get to their food every night. On service routes, time is money. So, we need all the tips and tricks we can use to source find mouse infestations. For me, I use the seven following “key words” and phrases:

1. Warmth
Mice are small mammals that are always trying to stay warm. So, nesting in warm spots is essential to their survival. Areas that are constantly warm, or that generate heat are frequently mouse source areas.

2. Shadows
It is no mistake the grayish/black color of the house mouse is that of shadows. Mice are prey species for many many predators, so they try to blend in with the shadows of walls, trees, rocks, and the shadows created by a range of objects inside our buildings. When they travel about, their eyes guide them towards shadows and darkened spots, making these good places to install traps and baits.

3. Cluttered Corners
Obviously, corners help protect mice from being seen. They also protect mice from the cooling effects of wind, air currents, and drafts. Lots of clutter helps to mute any noise they make while gnawing on items or chewing on food, so that they don’t give themselves away.

4. Penetration lines into warm walls, floors, ceilings.
Mice love to follow all kinds of lines for traveling, and migrations from one area to another. Any electrical, cable, or plumbing lines that can take them from one floor to the next, or into a warm utility wall will be used as a highway by mice over, over, and over again. Learn to read the lines of a room, and you learn to source find for mice!

5. Undisturbed cardboard boxes
No surprise: mice love cardboard! It provides great insulation, good noise dampening, absorbs their pheromones for communication and can be shredded for nest materials. When boxes remain undisturbed for weeks or months on end, mice will construct their nests inside the boxes where they will be “content among the contents”.

6. Compressor motor voids (of large commercial equipment)
Compressor voids are very common in many of our commercial facilities and are favorite haunts for mice. These voids offer warmth, darkness, concealment, and are usually not easily accessed by any of the mouse’s enemies (people and their pets).

7. Cabinet and furniture/appliance base voids; especially those within 30 ft. of food supplies.
Similar to the undisturbed boxes and the compressor motor voids, cabinet and furniture voids offer protection, warmth and seclusions. Any voids easily accessible from either the rear, or from below are prone to serving as mouse infestation sources.

Putting the key words to work
For tricky mouse callbacks, or for doing mouse “clean-outs” quickly, always ask the client to point out any type of food or items that are being attacked by mice. Once these have been identified, instead of looking for the mice themselves, or simply putting out some traps or baits along the walls nearby, ask yourself if any of the above seven areas and key words are within 30 ft. radius of the food or attacked area. If so, zero-in on those. Chances are very good you’ll be source finding.

Remember, the house mouse is considered by mammalogists to be the second most successful mammal on earth. It didn’t earn that “distinction” by being a “light weight”. When we go after mice, we need to be more investigator than applicator. That’s the secret.
Please complete the following application. This information will be used for the membership directory.

- Register online at www.nevadapca.org/memberapp.html

Business License # ______________________________________________________________________________________________________
Company Name _____________________________________________________________ Phone _____________________________________
Principal Name ______________________________________________________________ Fax ________________________________________
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Additional Member ___________________________________________ Additional Member ________________________________________
Additional Member ___________________________________________ Additional Member ________________________________________

For additional member name submissions please contact us at (702) 385-1269.

Association Membership Fee: Principles $150 • Operators $35

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 # _______________________________ CVV Code ______________ 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, 5010 S. Decatur Blvd. Suite F, Las Vegas, NV 89118 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
It’s also a great time to do your last minute shopping and planning for next year. When you DO plan for next year, I suggest you bring in many of your employees for the meetings. After all, who is going to be called upon to do the work? Wouldn’t it be nice to include them in the decision making process? It’s a good way to get more realistic goals and, more of a “buy in” from them.

Many of you will have completed, at best, a mediocre year. We can sit back and justifiably it by the economy, turnover, gas prices, taxes, the greedy competitors, etc. Now is not the time to seek blame, but rather to think about how you are going to move forward from here. There is an old saying, “It is better to have a target and to miss it than not to have a target and hit it.” It is you who has to lead your company and all good leaders have a plan on how to get there.

I work with many companies on Strategic Planning. It is hard work. The biggest problem that I see out is that there are many people set goals either too high or too low. The goals have to be realistic and attainable. It has to be reviewed and tracked at least weekly. The old “out of sight - out of mind” saying is true. Instead of singing the blues – now is the time to set your new course. Go for it and have a great New Year.

It’s time to worry about gifts and holiday cheer and religious commitments and social commitments and money and weather and, of course, if we invite Uncle Bert will Aunt Gladys come to the party.

Many businesses get the blues. To me, it is a good time to thank your clients (buy them a new car or a new card). It’s a time to reflect with each of your personnel. Sit down with them and ask, “How are things going?” “How was your year here?” “Did you make money?” If not – what can we do about this next year? By Lloyd Merritt Smigel

HOLIDAY BLUES

Business during the last two weeks of the year generally goes into limbo. People become lethargic and don’t want to make decisions. It’s time to worry about gifts and holiday cheer and religious commitments and social commitments and money and weather and, of course, if we invite Uncle Bert will Aunt Gladys come to the party.

Many businesses get the blues. To me, it is a good time to thank your clients (buy them a new car or a new card). It’s a time to reflect with each of your personnel. Sit down with them and ask, “How are things going?” “How was your year here?” “Did you make money?” If not – what can we do about this next year?
because bed bugs are nocturnal, hiding in cryptic locations during the day, the bugs are rarely seen until the infestation becomes very large. Once infestations have become well established, bed bugs are much more difficult and costly to eliminate and pose a greater risk of migrating to surrounding units.

The level of cooperation is often directly correlated to how well-established the population is:

Tenant cooperation is an important component of a bed bug management effort. Low level infestations are often limited to a single bed or bedroom, requiring little cooperation from tenants, i.e., removing items from beneath beds and hot laundering linen. On the other hand, well established infestations are more likely to have spread throughout the structure, infesting furniture, personal items, carpets, floor boards, and decorative moldings. The more “entrenched” the bugs become, the greater the level of cooperation necessary, i.e., emptying of closets, reduction of clutter, changing of storage practices etc.

Movement of bed bugs from infested units to surrounding units is a serious problem.

Bed bugs will readily move from one unit to the next in a multi-occupancy setting. Movement of bugs between units can be either active or passive. Active movement occurs when tenants frequently visit or stay in neighboring units. Passive movement refers to the natural migration of bed bugs from one unit to the next and is most likely influenced by population size and survival pressure (from pest management practices). It is important to understand that once a bed bug infestation has been identified, one or more of the surrounding units may also be infested, or become infested, before the primary infestation that was identified has been eliminated.

Vacating a unit prior to the complete elimination of bed bugs spells trouble!

Bed bugs can survive for up to a year or more without receiving a blood meal. When not feeding, they remain inactive hiding in their favorite refuges. While not a medical threat, bed bugs can cause significant hardship in the form of emotional distress and financial burden. Property managers have been caught off guard and found themselves challenging to absorb the unanticipated costs associated with controlling bed bug infestations, while individuals living in infested structures have found the stress caused by this tiny insect to be more than they could handle. The end result - strained budgets, broken leases, unhappy tenants and, in some cases, litigation.

In most cases, tenants suffering from bed bug infestations are being viewed as victims and judges have had little patience for property managers that have not taken the appropriate steps to correctly deal with infestations. A defense that worked reasonably well for defendants has been to claim ignorance, relying on the newness of bed bugs to argue why this or that wasn’t done. In the past, this defense has proven effective, causing plaintiffs to settle out of court rather than take their chances in a trial. Unfortunately for property owners/managers, those days are over.

Property owners/managers will find themselves hard pressed to convince a judge or jury that they didn’t have information available to them to take a proactive stance or implement all of the correct steps when responding to a tenant reporting bed bugs. This is particularly true in the Northeast where bed bugs have been a serious problem for at least the past five years. In fact, even in parts of the country where bed bugs are just emerging and are truly a new problem, lack of awareness is not likely to be an acceptable excuse, due to the incredible amount of national press along with the availability of resources on the internet. In 2008 it should be clear to all, that bed bugs are here to stay. Unfortunately for property owners/managers, those days are over.

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Reducing the number of scorpions inside homes, apartments, office and other buildings can best be accomplished by reducing the population outdoors in the surrounding area.

Since scorpions are terrestrial and depend on habitat and food supply to increase their numbers, the more you modify these conditions and remove harborage areas the greater impact you have on the overall population. The lower the outside population, the less number of scorpions will be wandering around and have the opportunity to enter a structure, use your imagination and consult with others.

Sealing the structure as much as possible
• Install weather-stripping around loose fitting doors and windows.
• Caulk around roof eaves, pipes and any other cracks in the building.
• Fill cracks in block walls, stucco and stem wall, around doors and windows.
• Keep window screens in good repair, make sure they fit tightly.
• Use sticky traps to capture, evaluate numbers, and monitor movement of scorpions.
• There is more that you can do to pest-proof a structure, use your imagination and consult with others.

Sealing the structure as much as possible to restrict entry is the first step in reducing scorpion numbers inside homes.

Seal all harborage such as: trash, logs, boards, stones, bricks and other objects from around the building.
• Prune bushes and overhanging tree branches away from the structure.
• Minimize low growing ground cover vegetation and hedges that are close to walls or fences.

• Eliminate plants clinging to walls and fences or growing in trellises that are attached to walls or fences.
• Keep flower pots, trash cans, and similar containers up off the patio, sidewalk or ground surfaces (i.e. small platform on rollers).
• Never bring firewood inside the building unless it is placed directly in the fire.
• Once you or your customer begins using a black light, you will discover the many and varied places scorpions like to hang out.

Conduct night time searches using a Black Light (UV light):
• Scorpions glow brightly under this light and are visible up to several feet away.
• Works best after 9:30 pm and on a warm night (above 70°F).
• Conduct search 1-2 times a week from May-Sept. if possible.
• Use black light to discover where the scorpions are living and finding their food.
• Record numbers found and map the property area to determine treatment decisions and educate clients.
• Black lighting promotes customer confidence and can cause the neighbors to ask about it.
• This is the quickest method of scorpion control and removal from infested areas.
• Injection or spraying with pyrethrum a few minutes before you black light will expose scorpions that are hidden in crevices.
• If you are unable to provide a black light service for your customer, encourage them to purchase the necessary equipment and conduct their own “night time hunts”. You will be surprised at what you and your customer will learn.

Chemical applications:
• Integrated treatments using a combination of liquid, dust, and granular materials will attack the target scorpion in its harbor area as well as eliminate the scorpion’s food source of insects (crickets, cockroaches, etc.).
• Treat the exterior structural base and perimeter walls on a monthly basis. Do this only during the warmer months of the year when scorpions will be active.

• Suspended concentrates and micro-encapsulated materials may be preferred. Consult with your local chemical for dilution rates and label specifications.
• Don’t forget scorpions are nocturnal, so night time applications will be more effective.
• Pin-stream cracks and crevices and other known harbor age areas around the exterior of buildings. Concentrate on those areas with high number of sightings as determined by the data and map that you generated by your black light treatments.

Intensive treatment of the structural base with pyrethrum injection system into the void areas between the exterior and interior walls will force scorpions from their hiding places.
• Dust with a combination of dron and diatomaceous earth on the structural base, in voids and perimeter walls.
• Use sticky traps to determine numbers and movement of scorpions. Also, use these traps to evaluate the effectiveness of your chemical applications.

• Chemical spraying and dusting alone will not reduce or eliminate scorpions, but when combined with pest proofing, habitat modification and black lighting the results can be very impressive to the client.
• Chemical applications should be considered an important and final tool in the arsenal that is needed to reduce the number of scorpions to an acceptable level.

Customer communication is critical for complete scorpion management. The PCO is vital in educating the customer as to scorpion behavior, where scorpions live, and conditions that promote scorpion population growth. In addition, the customer can be informed and prepared to expect an increase in daytime scorpion sightings for a short time following the start of chemical treatment strategies. A similar increase in activity can be expected during warmer weather, rain and monsoon occurrences. Through communication of accurate scorpion information the PCO can build a trust with the customer that could last for several years and stimulate referrals. That trust may be needed a few weeks or months later when it becomes necessary to explain to the client that patience may be required before the scorpion numbers can be reduced to a level that will be tolerated.

Now that Temprid™ is here, things will never be the same. Temprid delivers unsurpassed ant control and is the only perimeter pest product you’ll ever need. The dual mode of action works systemically and on contact. In fact, Temprid controls ant food sources better than the #1 ant control product. And with our flexible label, this broad spectrum insecticide can be applied indoors and out. So get ready to enter a zone of fewer callbacks and increased profits. Satisfaction guaranteed. As always, you’re Backed by Bayer™ And that means our team of professionals is your team of professionals. All of our research and support is to ensure you have the most effective products available. Superior products and superior support – only from Bayer. To learn more about our latest innovation, visit Backedbybayer.com.
SPIDER-PROOFING TECHNIQUES

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

Spiders, with a few exceptions, are innocuous pests, preferring to live in the vicinity of urban and suburban life, unnoticed by most people. These fascinating arachnids live their lives for two purposes: to find food and to mate and pass along their genetic makeup. In accomplishing these two goals, spiders invariably invade our space — they cannot be avoided.

You Can’t Fight the Wind. Called ballooning, this act is how spiders disperse to new areas, areas where abundant food is hopefully available. Hundreds, possibly thousands of spiderlings might bombard a home or other building over the course of the summer. If insects are abundant around such buildings, then more spiders survive and breed thus resulting in a pest control issue for the building’s occupants.

Technique #1: Who turned out the lights? Stopping the migration of these spiderlings to the building is impossible, but the numbers of spiders surviving and thriving may be reduced by limiting the presence of the insects on which they feed, particularly flying insects. Homeowners can be advised to switch to yellow “bug lite” bulbs while businesses should switch the fixtures on the building to low-pressure sodium vapor lamps, if possible. Such steps are extremely important for those structures located along lakes, ponds, rivers, creeks, and fields where nighttime insects will be abundant.

Technique #2: Hey, where’s my house? Another contributing factor for the presence of spiders is abundant harborage. Chief among these is heavy ground covers, such as ivy and monkey grass. Such thick vegetation retains moisture and organic debris — two requisites for thriving insect populations. Minimizing thick ground covers, especially near the building, and removing piles of items, such as lumber, rocks, and bricks, eliminates potential harborage for all types of hunting spiders, brown recluse spiders, and some web-builders, especially the comb-footed species including the black widow.

Technique #3: Sweep em off and move em out. Because web-building spiderlings can’t be prevented from landing on a building, a regular schedule of spider web removal on the exterior can help keep such spiders to a minimum. Although a few spiders will also be present, frequent sweeping combined with changing of lighting as outlined above brings the spider presence down to a level most customers can accept. A vacuum can be useful when large numbers of web-builders are found.

Technique #4: We hear you knocking but you can’t come in. Despite the best efforts involving the above three techniques, some spiders will be found around every building and could manage to come inside. Sealing cracks and holes in exterior walls excludes spiders, especially hunting spiders, from entering. Keeping doors closed is important in screening out spiderlings floating on the breeze and adult spiders from wandering into the garage or through overhead doors. All foundation and attic vents should have tight-fitting insect screens.

Technique #5: Sure is dry in here. Spiders thrive in moist or humid environments conducive to insect survival. Crawspaces and attics with adequate ventilation have few spiders while those with little air movement may house dozens, if not hundreds, of spiders and their insect prey. Attics depend on a sufficient number of soffit vents as well as roof top vents to draw air through the soffits. Crawspaces may have issues other than enough foundation vents, such as ground to floor clearance, standing water, and drainage issues. Vapor barriers, pea gravel, and sump pumps may be necessary for many crawspaces to control moisture, thus making the space less hospitable for spiders.

Summary. At least three of the five techniques described above are necessary components of any structural insect control program. Minimizing insect populations through environmental methods is pivotal to also controlling spiders around a structure. Ultimately, some types of treatments may be necessary to resolve specific spider problems, especially where dangerous spider species are involved. By involving the customer to address the issues discussed here, the goal of a relatively spider-free home or building will be closer to reality.

Bed Bugs - Continued from page 12

familiar with the signs and symptoms of bed bugs and can identify an infestation during inspections or when speaking with tenants.

Educate tenants and staff members that they are expected to cooperate with, and follow, recommendations provided by the pest management professional.

Check surrounding units whenever a bed bug infestation has been identified or is suspected.

One or more of the surrounding units could be the source of the infestation that was reported; conversely they could be a victim of a surrounding unit infestation.

Continue inspecting surrounding units in adjacent units have been eliminated to ensure that bed bugs that migrate after the initial infestation do not go undetected.

Encase mattresses and box springs in surrounding units to prevent infestation of beds and to promote early detection of migration.

Encasements of all mattresses and box springs in units that share common walls with a known infestation can prevent the infestation of mattresses and box springs in the event that bugs migrate from the infested unit.

Encasements can greatly facilitate the early detection of bed bugs by restricting their movement to the exterior of the encasement where they can be easily detected and dealt with. Without encasements, low level populations are easily missed as the bugs remain well hidden inside of box springs.

Continued on page 18
By Lee Lawrence  
Nevada Department of Agriculture - Sparks Office

I think it is safe to say that at some point in our careers we have, or will, face some sort of pesticide use complaint. A complaint may stem from something as simple as someone concerned about their dog walking on recently treated turf, to someone who is taken to the emergency room for observation because of a pesticide exposure. In any case, there are questions or concerns about pesticide use. It is in everyone’s best interest to remember to be honest and professional when responding to complaints. As a licensed professional, how you handle questions concerning the use of potentially harmful chemicals can make a big difference in the public’s perception of how safe pest control is and their trust in you to do things correctly. Handling complaints about pesticide use can be one of the most challenging aspects of pest control.

During my tenure with the NDOA, I have dealt with many people concerned about pesticides and their use in public settings and the environment. On occasion I have received phone calls from upset citizens who felt they were not treated well while inquiring about a pesticide application or using certain products. Their voices were raised, their questions were ignored, or unprofessional responses were made. When dealing with people I have noticed they seemed to respond well to some approaches, while other approaches tended to worsen their concerns. The following is a basic list of “dos” and “don’ts” I use on a regular basis when handling phone calls or interactions with citizens who felt they were not treated well while inquiring about pesticides and their use in public settings and the environment.

1. Listen! Always listen to someone before responding. Never interrupt them halfway through their statement; listen to them completely before responding. Some people just want to be heard. Giving someone the courtesy of politely listening to them demonstrates your professionalism and often aids in diffusing or preventing further complaints.

2. Depending upon the situation, calmly explain that all of the pesticides your company uses are registered by the Environmental Protection Agency (EPA) and the NDOA; and that the NDOA regulates the use of these pesticides. Complaints are part of our business. How we handle them is a true test of our professionalism and commitment to our industry.

3. Politely show your pest control license and give your name and the number of your company’s primary principal. This information is required to identify the company's name and contact information.

4. Never ignore someone or tell them you have the “right” to perform your job, despite what they think.

5. When necessary, make sure your primary principal follows up with someone on a phone call to the concerned individual.

6. Cooperate with chemically sensitive individuals. There are a number of ways to cooperate with people. Many companies are skilled at working out arrangements that will virtually eliminate the possibility of pesticide exposure to these people. This may involve working around their schedules, such as making applications after hours or on weekends, or calling them before spraying the outside of their neighbor's house, allowing them time to close their windows, bring in their animals and leave the area for a few hours if they wish.

7. Remain calm. The previous suggestions are basic and relatively easy to follow. However, under stressful situations when people are angry or upset, it is easy to forget these suggestions. So remember to remain calm. If you get angry or get an “attitude” it will only worsen the situation.

8. “The best way to handle a problem is to prevent it.” To prevent problems, make absolutely certain you are familiar with the information on the pesticide label and follow its directions. Make sure you are familiar with your surroundings, what is happening around you at the time of the application. Try to anticipate any problems that could occur and take the necessary steps to prevent them from occurring.

When problems occur and fines are assessed, in some cases the NDOA can mitigate some of the fine amount. For instance, if a tree is killed as a result of herbicide drift, if the pest control company compensates the owner by paying for the loss, the NDOA may be able to deduct the cost of the compensation from the total fine amount. Furthermore, if a fine is assessed to companies that are proactive, notify the department prior to a formal complaint being submitted by a complainant, are honest about their mistakes and cooperate with the NDOA, it will most likely be a lesser amount. This is especially true when the amount of a fine can range from a lower to higher amount.

Working with people in a professional manner aids in reducing complaints and the need for the development of burdensome regulations. Complaints are part of our business. How we handle them is a true test of our professionalism and commitment to our industry.

Upon learning of a tenant’s intention to terminate their lease, conduct a detailed inspection of the unit to determine if visible evidence of bed bugs is present. If bed bugs are detected, the opportunity exists to eliminate the pest prior to the unit being vacated. Provide a central laundry for tenants dealing with bed bug hot laundering of linens, clothing, stuffed animals and other items that can be subjected to a hot drying cycle is one of the most effective methods for treatment of both bugs and eggs associated with items that cannot be treated with pesticides.

One thing that is clear, bed bugs won’t be going away anytime soon. We need to get out in front of the problem. These recommendations should provide the basis for developing a proactive approach for dealing with this growing pest problem.

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

This time of year we often get inquiries about what has killed branches or trees during the summer. While it definitely too late to do anything now, it is a very valuable exercise to determine actions that can be done during the winter or upcoming spring. Many samples of branches are submitted during the pruning process. There are a number of flatheaded borers (Buprestis) that are on our watch list as new invasive species that we want to keep out of Nevada or try to eradicate if they do move in. All of these produce D shaped exit holes in their host and are in the genus Aulacophora (see picture).

The first of these is the emerald ash borer (A. planipennis), a slender bright green beetle that attacks ash trees. It is well established in the Great Lakes area and rapidly spreading through the region. Firewood and nursery stock are the primary means of spreading this beetle within the U.S. There are no other insects that produce D-shaped holes in ash trees.

Another beetle in this genus attacking and killing certain species of oak is the gold spotted oak borer (A. coxalis). It appears that this insect possibly moved up from Mexico into Arizona and California. Also attacking oak and on our watch list is the oak sploder beetle (A. insulata). Two other species of this genus that are well established in Northern Nevada, are the bronze bich borers (A. anxius) and the honeysucker borer (A. difficilis). If you see any oak or ash trees with these characteristic D-shaped, they should be reported immediately to our Department. If samples are taken entire sections of branches (1-2’ in length) should be submitted to rear to adult beetle. It is almost impossible to identify the larvae of these insects except through DNA analysis.

**THE REGULATORY CORNER:**

**PESTICIDE USE COMPLAINTS**

Beds Bugs - Continued from page 16

Conduct complex wide inspections if there is a history of wide spread infestations.

Inspect complex wide inspections if there is a history of wide spread infestations. Inspections can be conducted visually. In some regions, canine scent detection (bed bug sniffing dogs) may also be available. If canine scent services do not exist in your area, teams can be brought in from other parts of the country on a periodic basis. The quality of the inspection may vary significantly based upon the ability and experience of the handler/dog team.

Inspect apartments prior to lease termination.

**FROM THE ENTOMOLOGIST’S MICROSCOPE:**

**PEST IDENTIFICATION**

Controlling rodent populations on the exterior with a rodenticide is an effective alternative for Pest Management Professionals; rats and mice are scavengers and may not enter a bait station to look for a food source if other sources are readily available.

We foresee this problem long ago, and began adding flavorizer to our baits (peanut butter and apple) as an attractant. This combination of seeds (a natural food) and flavor has made our bait highly attractive to rodents.

Cost of bait: You’ll find that our first generation baits are an economic alternative for residential or commercial maintenance programs. A low-cost product makes sense when you are dealing with mold, snails and disposing of unconsombed bait. Our Diphacinone bait blocks have been a staple in the industry for decades. Why? They have been cost-effective and proven to work time and again.

Rat and mouse products are designed to be used in. All of these produce D shaped exit holes

**RODENT BAITING**

**FROM THE ENTOMOLOGIST’S MICROSCOPE:**

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Rat and mouse products are designed to be used in
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