PREMIER ISSUE

Cockroaches?
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The Garage Mouse
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After months of hard work and a tremendous amount of support I am proud and honored to present the first issue of the Nevada Pest Control Association Magazine. The Nevada Pest Control industry has been asking for answers to many questions and we are off to a great start.

We have retained Dr. Austin Frishman and Dr. Bobby Corrigan to help answer your technical questions and Lloyd Smigel, Business Management Consultant, to help address those business questions. The Nevada Department of Agriculture will be providing us with the latest in legislative and compliance issues. Additionally, Jeff Knight, our own state entomologist will be giving us information on the latest bug and rodent issues in Nevada.

The Nevada Pest Control Association Magazine has been created to bring you information that will allow you to be better Pest Management Professionals. We have brought you some of the most respected professionals in our industry and we are also bringing associate members on board that will enhance your business as well.

As President of our Nevada Pest Control Association, your officers are Steve Vach, Vice President and George Botta, Secretary/Treasurer. We are active in the Pest Control Industry and understand the challenges that we all face. The number one factor in building a better industry is communication. The need to communicate is essential to the growth of our association, and Steve, George and I are available to anyone who has questions or suggestions that will benefit the association and our industry.

I am eager to hear your ideas about how we can make the NPCA better and want to applaud those that were willing to come forward and communicate their concerns. This magazine is the direct result of those who were willing to ask for the help they need. It is also just the beginning. This is our industry and the challenge ahead is to bring our services to a new level. We can do it with your help.

I realize that most of the operators in Nevada have only a few employees. I will try extra hard to make our association responsive to their needs as well as the larger companies. It wasn’t too long ago that I myself was a one man operation. If we can help you grow and learn how to expand more professionally - we all win.

It is difficult to run a business and it is complicated by new products, laws and regulations. Add to that the problems of working and finding personnel - there is a lot to keep up with and learn. We will be here to keep you updated and help you with your problems and issues. We are all in this together.

We are the professionals of the Nevada Pest Control Industry. Join us so that we can all grow and profit together.
INITIAL COCKROACH PEST MANAGEMENT PROGRAM FAILED? HERE’S WHAT TO DO

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

German cockroaches are on the way back. We see them rebounding in apartments and commercial accounts. We need to be more alert for new infestations. If you do not eliminate the problem within one or two visits, it is time to re-evaluate what you are doing.

Do not go back and retreat the same way. It failed the first time. It will fail again.

Avoid space treating large areas with a flushing agent. It kills cockroaches present at the time. It will fail again.

Do not go back and retreat the same way. It failed the first time. It will fail again.

Avoid spraying over your cockroach bait. Look for warm, moist and hard to reach areas. Think 3D.

Cockroaches hide in suspended ceilings and just below wet areas. Do not confuse your control program just to where the client says they saw cockroaches. Always go further out and double check for yourself.

If cockroach control were that easy, the public could do it themselves. Nobody said cockroach control was easy. It is not brain surgery, but it does require know-how and some good old-fashioned sweat.

If huge numbers of cockroaches are present on the initial visit, you are doing.

Don’t go back to the same areas where you have found cockroaches. Use a flushing agent and ULV (space treat) inside the plastic.

If you have an old stove in a commercial account no longer in use, you may want to consider removing it. It can wrap it in plastic and ULV (space treat) inside the plastic.

If you have not eliminated the problem within one or two visits, it is time to re-evaluate what you are doing.

Many of the companies that were “THINKING” about hiring me don’t really know the truth or, worse yet, know that they will have to change or admit to someone that they don’t know what they are doing. So … rather than correct the situation and/or be embarrassed, they continue on their trek.

By the way, this is applicable to large companies as well. They don’t want to face the truth. Rather than go in there and operate, they keep putting little bandages on the wounds hoping the bleeding will stop. It doesn’t.

I have been evaluating companies for over 20 years now and have been in the business for 34 years. An OUTSIDE view of the company is often a lot different from looking in from the inside. I have a few more years before I go into semi-retirement (or semi-consciousness, whichever comes first).

To date the most important thing I have learned is that many of my clients “GET IT” and kick butt. They got out of their “RUT” and moved forward.

As you grow you have to LEARN. You have to CHANGE. You, personally have to grow and/or change your attitude and hire people to support your short comings.

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If you really want to know where you stand, look in the mirror. Are you progressive? Afraid to move forward? Or just complacent? Most of you know the answer and some of you may think you know the answer. Interesting…

THE TRUTH - I DON’T WANT TO HEAR IT. DO YOU REALLY WANT TO KNOW THE TRUTH?

By Lloyd Merritt Smigel
Care Management Consultants

Most of my work with smaller companies began with me and the owner leveling with each other. Many have told me that they got to where they are by just hard work and now they are in over their heads. They are not sure what to do to move forward. I love that.

It is hard to get away from there. However, there are many owners that still feel that just hard work will get them ahead. That is very rare.

As you grow you have to LEARN. You have to CHANGE. You, personally have to grow and/or change your attitude and hire people to support your short comings.

After a few visits many of my clients “GET IT” and kick butt. They got out of their “RUT” and moved forward.

Many of the companies that were “THINKING” about hiring me don’t really know the truth or, worse yet, know that they will have to change or admit to someone that they don’t know what they are doing. So … rather than correct the situation and/or be embarrassed, they continue on their trek.

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THE TRUTH - I DON’T WANT TO HEAR IT. DO YOU REALLY WANT TO KNOW THE TRUTH?
THE GARAGE MOUSE

By Dr. Bobby Corrigan
RMC Pest Management Consulting

In Nevada, the common house mouse (Mus musculus) is, without question, one of the top pests PMPs deal with on a routine basis. In this article, let’s consider the mouse in the typical residential setting.

Mice can utilize any part of our homes for their nests. But many times, it is the garage in which they enter and/or become established. Why?

Easy Entry - Even if the garage door is kept pest-tight, it is common for people during the spring and summer months, to leave the garage doors fully or partially open most of the day and up until the time they go to bed at night. Or, when the large garage doors are “down”, in reality, how often are they really “closed”?

Shelter - To an exploring mouse, your client’s garages are essentially substitutes for tree hollows, cool caves, ground burrows, and other types of natural protection.

Food - Mice are drawn into the garages by the food odors that are coming from inside. House pets are often fed in the garage and their food can attract mice. Trash also attracts mice and is a continual temptation for the mouse to enter.

While working inside the garage look outward with the door closed to determine any thin line of light leaking into the garage from the outside. If this is seen, show it to the homeowner, and explain the importance of pest proofing and energy losses. Pest proofing the garage door, or replacing a door sweep is a perfect opportunity for extra business! Pest proofing will also pay off with energy conservation.

When we consider the relationship between the garage and how the mouse can utilize or adapt to the garage, we can better understand how to correct and possibly even prevent pest problems from occurring. We should educate homeowners as to the importance of their role in maintaining garages so as to not attract and encourage mice (and other pests). Of course, by doing so, we practice the Integrated Pest Management (IPM) approach.

Service Tips

1. Nevada pest professionals servicing residential accounts should be aware of the “natural attraction” of the attached garage and its vulnerability to mice. Good inspections and pro-active thinking are always required in this unique room.

2. The installation of permanent mouse monitors (e.g., electronic snap traps) or bait stations within tamper-resistant bait stations (always) provides progressive service for your residential clients.

3. While working inside the garage look outward with the door closed to determine any thin line of light leaking into the garage from the outside. If this is seen, show it to the homeowner, and explain the importance of pest proofing and energy losses. Pest proofing the garage door, or replacing a door sweep is a perfect opportunity for extra business! Pest proofing will also pay off with energy conservation.

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

Industry support and awareness
Training
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Please complete the following application. This information will be used for the membership directory.

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Email Address ____________________________________________________________

Return this application with your check made payable to: Nevada Pest Control Association

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By Lee Lawrence
Nevada Department of Agriculture - Reno Office

From a pest control regulatory standpoint, some of you may have wondered, what’s the number one regulatory issue the NDOA deals with on a day-to-day basis? It may surprise you to learn that it’s not unlicensed pest control companies or complaints from the public, but on a day-to-day basis it’s companies who continue to operate after their pest control insurance has expired, been cancelled or not renewed for some reason.

The importance of having insurance cannot be understated. It’s obvious why companies have insurance, so why do so many companies have difficulty maintaining it? For new or small companies the most obvious reason is that they may not be able to afford it. In which case their policy is cancelled for non-payment of premium. For larger companies, the reason quite often is that their insurance company drops the ball when renewing the policy, which results in the policy eventually being renewed, but which often leaves a gap in coverage. In other words, the company may end up with no coverage for a period of a day or two or up to several weeks! If a claim occurs during a gap in coverage, the potentially disastrous result is that no coverage is available to cover the claim.

Most pest control company owners realize that State law requires them to maintain coverage at all times, and that their pest control license will be automatically suspended if for any reason their insurance coverage ceases (NRS 555.350.2). Companies which continue to operate without insurance, commit “serious violations” of the State’s license requirements and are subject to fines of up to $500.00 per violation count! So far this year several pest control companies have had to pay substantial fines for continuing to operate after their insurance was cancelled.

MAKE SURE YOUR PEST CONTROL INSURANCE IS RENEWED ON TIME!

1. It’s YOUR responsibility to ensure your pest control insurance is renewed on time, not your insurance agent’s.
2. Place a reminder on your calendar at least 6 weeks prior to your policy’s expiration to remind you to contact your insurance agent to make sure everything is in order for the timely renewal of your policy.
3. Pay your premium on time. Insurance providers don’t like payment issues anymore than pest control companies like payment issues from customers.

4. Call your insurance agent two weeks before your policy is to be renewed to ensure that it’s still on track. All too often employee turnover in the insurance industry leaves renewal information with someone who is unfamiliar with the NEVADA CERTIFICATE OF INSURANCE-GROUND APPLICATION FORM, or they don’t realize that this is the only insurance form that can be submitted to the NDOA, or who to fax it to at the NDOA, or the consequences (fines) the pest control company may face if the policy isn’t renewed on time.
5. Explain to your insurance provider the importance of WHY the policy needs to be renewed in a timely manner with no gaps in coverage, and have them agree to send or fax you a copy of the insurance information on the NEVADA CERTIFICATE OF INSURANCE-GROUND APPLICATION FORM, after they have sent or faxed it to the NDOA.

Simple planning and followup with your insurance provider can prevent your company from falling victim to violations which can be easily prevented.

A NEVADA CERTIFICATE OF INSURANCE-GROUND APPLICATION FORM can be downloaded from the NDOA’s website at: http://agri.nv.gov/pco_forms.htm

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For this program, you will be presented with information from outside sources, Brad Barklett, President - Interview Technologies Inc., and information from Greg Croslein, Attorney - Croslein & Associates, as well as Lloyd’s presentation. To receive a complete outline, cost information and registration contact: Becky or Terry at 888-711-3232 or email: terrycare@att.net

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Performance of Cockroach Gels Against Bait-Averse German Cockroaches

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1 Day After Treatment

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Siege®
Maxforce® FC

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

This article usually will focus on a particular pest or problem, but with this being the first I thought a brief introduction would be in order. I became the State Entomologist for the Nevada Department of Agriculture about 16 years ago. I received my B.S. in Pest Management (it was called Pest Control then) from the University of Nevada and my M.S. in Entomology from Utah State University.

Pest identification is always the first step in any management practice. Getting an accurate identification will determine the most effective course of action, if any is needed. This includes knowing the most effective chemical to use and how, when and where to apply it.

If you don’t know what the pest is, the Department and I can help. Specimens can be submitted to any of our offices (Reno, Las Vegas, Elko or Winnemucca), through any Extension office, via mail or email at no charge (something you actually get for your license fee).

If the samples are brought into an office, someone will assist you in filling out the appropriate form and properly preserving the sample. Specimens may be dead or alive. I have received specimens in every kind of container through the years, even a tequila bottle with the insects in the tequila… not generally recommended but will work. Specimens mailed to our Reno office must be dead and dry, packed carefully so they won’t break and if they do the pieces aren’t lost. Our website has the science and technical support that come with it. Contact an authorized distributor and make bait-averse cockroaches a thing of the past.

Pest professionals agree that Phantom® termicide-insecticide is one of the most effective solutions for treating general pests inside and out.

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:

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