HURRY & RESERVE YOUR SEAT FOR THE 2016 PEST EXPO.
See Page 13 for details.

SPIDERS IN THE DESERT
By Rick Vetter, Page 6

DUST IN THE ...WHERE?
By Stuart Mitchell & Andy McGinty, Page 8

TIPS FOR BED BUG VICTIMS
By Paul J. Bello, Page 12
Tekko™ Pro Insect Growth Regulator Concentrate from Control Solutions provides effective, long-term control of listed pests including cockroaches, fleas, flies, mosquitoes, gnats, crickets, litter beetles, and ants. Tekko Pro is formulated with Combination Chemistry™, which combines two active ingredients with two modes of action into one innovative product. Tekko Pro contains two insect growth regulator active ingredients: Pyriproxyfen, a juvenile hormone analog and Nevaluron, a chitin synthesis inhibitor. Tekko Pro prevents listed cockroaches from developing into egg-laying adults. One treatment inhibits reinfestation of listed cockroaches for six months. So for listed insects; Tekko Pro may be a serial killer.

Contact your local distributor, CSI rep or visit www.controlsolutionsinc.com

Remember, trends occur only if a few companies try something new and it works and is profitable. Positive word spreads quickly and others jump on board. Here are some of the top trends today offering income.

Pest proofing, covering insects and rodents, not giving it lip service -- but going out and selling it. Assign specific crews to do so. Talk to your distributors for ideas of what is working.

Soft rodenticide baits -- Sales are prospering as bait acceptance has improved.

Increase in the use of pheromone traps for destroying and/or pinpointing pantry pest problems. This is true for commercial and residential accounts.

Expanding services into wildlife management, including bird specialty work. Some of this work brings in five figures or more. Cleaning solar panels, removing invasive bird nests from telephone lines and bird proofing are in increasing demand.

Fly management in commercial buildings includes the use of insect light traps, scheduled drain cleaning, enzyme foam treatments, installation of air curtains and more use of fly paper.

Bed bug maintenance programs and heat chambers are available for persons desiring such treatments after traveling.

If you are not sure how to initiate such programs, ask for advice. Call NPMA and request help via the NPMA mentor program. They will hook you up with another PMP in a different area of the country who will share their knowledge with you.

It sometimes feels uncomfortable to try new things. If you get too comfortable in what you did yesterday, tomorrow may become extinct for your company. McDonalds used to only serve only hamburgers. That changed to include chicken and fish. They did not do breakfast. That changed to breakfast served until 11:00 A.M. Now they are going to serve breakfast all day long! Competition forces you to make bold moves. What is your next move?
IT’S LONELY AT THE TOP

By Lloyd Merritt Smigel
Care Management Consultants

When the boss gets a new car or vacations all summer long, and his or her employees cannot get a 50 cent an hour raise because “We’re going through hard times right now.” – There’s a problem.

True, it IS your company and YOUR money but it is not exactly PERCEIVED that way. If you have problems at home – no one wants to hear about YOUR problems, but they do expect your caring about theirs. If you can’t afford that big vacation this year because of added insurance costs, no one cares.

Therefore, it’s lonely at the top. So suck it up and move on. It is what it is. Each man (or woman) is for themselves and their families. So what?

Right or wrong – it’s life. Sort of the way you feel about yourself and your family. We all live in our own worlds and everything revolves around it. It took me a long time to figure that out. But once I did, life was easier.

When I had my own offices, I used to look at my lowest paid employee and go over their pay to see how WE can move it forward. By consistently moving my lowest paid employee upwards – everyone usually did well.

Another bonus to that is when the annual review came it rarely involved pay, as that was an ongoing effort by both of us.

When I reviewed pay with the lowest paid individual, we discussed how WE can move forward. Be it Sales, Office or Service, there was always a way to create incentives that would help the company and, in turn, would allow me to increase pay through salary, hourly and/or bonus structure.

It’s management’s obligation to create the environment where the employee and company can both grow and profit. It takes time and thought to do this. When the employee feels that they have no control over their earnings and/or future – they then have a job – not a career. If they want to advance for their own benefit as well as their families and you create no path – generally, the good ones will leave to better themselves and the bad ones will stay.

The average employee believes that you are probably profiting about 40-50% (or more) of what you bring in. If you do a $1,000 termite job – they think you are profiting about $400 - $500 or more. They have little concept of insurance, electricity bills, phone bills, State and Federal Taxes, Attorney Fees, etc. etc. If you share a P&L with them and they see you are only making 5-20% profit, it may help them understand what life is really like owning your own business. I’m not trying to look for pity as a boss, but rather understanding.

Many sales and service people go into their own business and fail. They fail because they had to learn the hard way what business is really about. They had to learn how the government controls so much of ‘free’ enterprise.

I’m not complaining. The point is that until employees learn what really happens at the top – it will be lonely at the top. The more we teach our employees the more they (and we) can both grow and profit.

Change in the economy means we have to work SMARTER not HARDER!

Our economy has changed and we have to change with it. I am still involved with the Discovery retreats, which are designed to help you make the necessary changes to advance in this economy not just stay afloat or be happy to make payroll.

It is time for YOU to invest in YOU and LEARN what you need to know to establish a PLAN to move forward.

If you stand still, you will be trampled to death.

Call Terry NOW for consulting information and to order Lloyd’s latest book, Bug People to Business People at (760) 751-0336 or email: terrycare@att.net

For Retreat Information, please contact Dena at (760) 941-8140

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After the game, the king and pawn go into the same box.

Italian Proverb

Made in the USA
Spiders in the Desert

Spiders are an interesting group for the pest control industry. They don’t inflict damage to homes or spread disease as do creatures such as termites, carpenter ants, filth flies, and fleas. However, they are often one of the top three most common reasons why a home owner requests pest management services. Except for the overblown, perceived threat of medical importance of a few species, spiders are mostly a nuisance, making disheveled webs in the corners of rooms, suggesting bad housekeeping skills. Even educating home owners that, overall, spiders are actually beneficial for humanity does little to reduce their desire to have these eight-legged guests obliterated.

Although Nevada is a large state with mostly water-stressed environments, 88% of its human population is centered in Clark (73%) and Washoe (15%) counties with most of the population drawn being in and around Las Vegas. Therefore, most of the Nevada spider issues should be regarding invasion of homes by desert spiders.

The spider of greatest concern should be the western black widow. The mature female widow’s coloration of a red hourglass on a shiny black body is very familiar to most non-arachnologists (although that doesn’t stop people from creatively misidentifying harmless dark spiders with reddish-orange spots as black widows). However, when black widows emerge from the egg sac, the young spiderlings look nothing like the mother. They have tan legs and cephalothorax (the body part to which the legs attach) and a white abdomen with black spots. As they mature, the white abdomen turns into white stripes, the background color starts to darken and the spider exhibits the more typical widow coloration. Males retain the coloration of the juveniles, have much smaller abdomens and are not commonly identified correctly.

Window spiderlings balloon so on warm days when there are updrafts and the spiders are still small, they emit silk from the back end of their abdomen, the silk eventually catches the wind like a parachute and the spiders float off like aerial plankton, traveling a few feet to miles before landing and starting their lives. This is the mechanism how they can reinfest a home and is the reason why constant pest management is necessary for the control of black widow spiders.

Black widows are not typically found inside homes. They usually take up residence outside on patio furniture and barbecues and inside garages where there is lots of insect traffic (i.e., by the doors and vents). Bites by black widows typically manifest in systemic signs and symptoms of envenomation. There may be some redness where the bite occurred and red lines streaming away from the bite site but not much more on the skin surface. However, much of the expression will be in severe pain often radiating through the back, rigid stomach muscles that can be mistaken for appendicitis, and localized sweating. In regard to the sweating, only one limb may sweat while the other body parts are dry. In Australia, one account of a bite from their widow spider reported a puddle developing on the emergency room floor as the bite victim’s leg dripped sweat. Antivenom is available and appears to counteract the widow venom within 30 minutes or so. The danger the spiders pose is correlated with size, the bigger the widow spider, the more severe a bite can be because the bigger widows have longer fangs, stronger biting musculature and more venom to inject.

The next spider to consider is in the recluse genus. Brown recluse spiderlings are not native to the western United States and are not indigenous to Nevada. However, the desert recluse is a relative of the brown recluse and its range extends northward to include the southern tip of the state including Las Vegas and surrounding areas. There are no additional native populations of recluse spider in Nevada. The desert recluse should be considered medically important however, it still is not as dangerous as people make it out to be. One of the problems in identifying the desert recluse is that it looks somewhat different than the brown recluse. Whereas the brown recluse has pigmentation in the head region, giving a good impression of a violin mark, this pigment is very slight or missing in a desert recluse. So a desert recluse is often uniformly tan. To add even more confusion to the equation, many spiders in the desert are uniformly tan so it would be very easy to misidentify common, harmless Nevada desert spiders as desert recluses and vice versa.

Although recluse bites can cause skin lesions, the spider’s reputation greatly precedes itself. Throughout North America, physicians and the general public blame spiders in general and recluse spiders in particular for causing all kinds of nasty skin lesions. This often occurs in areas of North America where no recluse spiders are present.

Continued on page 16

Go where others can’t.

With one of the broadest labels in the industry, Tandem™ insecticide allows you to make applications across a range of use patterns such as indoor spot, crack, and crevice treatments, in food-handling areas, or outdoor from entry points and perimeter applications. All while its dual modes of action control over 90 pests including general pests, wood destroying insects, and landscape ornamental pests. Visit SyngentaPMP.com to learn how you can go there.

Tandem Insecticide

Continued on page 16
ver approximately the last 2 years, we have observed that while in the pursuit of structural pests such as bed bugs, fleas, and other influential insects, inappropriate or counter-labeler use of dust formulations has resulted in a significant increase of both claims and lawsuits.

Throughout the U.S., whether performed by pest management professionals or wildlife damage control professionals (licensed and certified to apply a dust formulation), some applications have resulted in third party and/or consumers filing complaints with the courts and/or regulatory agencies. Claims are not limited to certain areas of the country. We have handled, or helped PMPs handle, exposures in all four corners of the country.

We are hopeful the following information will help with the technical side of applying dust products. More importantly, we offer simple ways to help mitigate claims and/or suits that are becoming more frequent every year.

Let’s start with the types of claims/suits we are receiving. We can then delve into some pragmatic information about dust applications that you may want to implement within your company and with your employees. There is one common “statement” that we constantly hear with “dusting” or dust application claims. It is made by about every dusting expert and regulatory official as well as anyone involved with the claimant or plaintiff.

“If the consumer can see the dust, you used too much!” Of course there are some that disagree, but when you have a number of credible experts testifying to this statement being true, it does make it difficult for your defense. Here is a prime example:

“We have a condo that was treated for fleas. Got a call well into the claim that too much dust was used and the state was called in. The state inspector wrote up a report that too much dust was used and the resident moved out for close to six months! The unit had to be cleaned three times and we were not informed until after the 3rd time the condo was to be treated (another issue about reporting claims early). Needless to say, this certain consumer was very, very particular about any residue of any kind. Since this claim is still ongoing, we will leave other issues out of the article for defense purposes. The bottom line is this claimant stated that the dust caused her property damage and bodily injury.

Here is the kicker. There were two other condos that were also treated with dust resulting in the same complaints. This time we were able to get on it from the start. And guess what? Even though you could see dust in isolated areas, swab and air samples came back with normal results. Therefore they basically have no claim. It is our understanding that the other condo that had to be treated three times (per residents demands) was in the same shape. Right now, we have one claim where we have demands well over $100K for one condo and $0 for the other 2 units.

So how can that be? Three condos with the same alleged conditions, but such different results? Again who was involved and when? On the claims side, it is so easy. If you have an insurance person or expert in litigation that knows these exposures, CALL THEM! That is everything!

We have had other dusting situations that turned out to be nothing. Some even under the insured’s deductible. But this is all after the fact. Now let’s focus on ways to mitigate or totally avoid these claims in the first place.

Dust formulations, when applied correctly or per labeler directions, are exceptionally effective in the reduction and elimination of pest pressures. However, nowhere on a dust insecticide label have I ever read, “apply per resident’s demands” or “applications should be per the property owners’ and/or residents’ requirements.” There “treat if you feel like it.” So why do it?

While following the directives of the product label, you must be aware of the hidden structural components that may carry a dust formulation from region A to region B. If you apply the product here, it will go where?

A dust formulation particle can be 0.4-10 Qm (micrometer or micron is one millionth of a meter) in size. If one throws a little Brownian motion or physics into the mix, dusts can be either very effective tools or very expensive claims.

Brownian motion or pedesis (Greek meaning “leaping”) is the random motion of particles suspended in a fluid (liquid or gas) resulting from collisions with the quick atoms or molecules in the liquid or gas.

If particles subject to Brownian motion are present in a given medium and there is no preferred direction for random oscillations, then over a period of time, the particles will tend to be spread evenly throughout the medium. For example, if A and B are two adjacent regions and, at the time or t, A contains twice as many particles as B, then at that instant the probability of a particle leaving A to enter B is twice as great as the probability that a particle will leave B to enter A. The physical process in which a substance tends to spread steadily from regions of high concentration to regions of lower concentration is diffusion.

Continued on page 16
This article surrounds the issue of WDOR/WDIRs (WDOR) inspections and decision making. The housing market is almost back in most areas of the country and so are new WDOR claims. The only positive about the housing crunch over the last 5-6 years is we have seen a huge decrease of WDOR claims which is always good. That is starting to change.

With that said, as per the questions listed above, let’s delve into these issues a little more. As for the history (past evidence) of the home, if you have it under contract what should be listed on the WDOR? Again as stated some PMPs think it is important to list everything they can on the WDOR for the users benefit. Again I think this is a very small minority of the industry that does this “history report”. The question is easy – Why do it?

What happens if you list past evidence? What could be some of the problems?:

1. You list a previous infestation but not the other one or two that also occurred in the past years? Yes we handled that claim.
2. Damage was once located in a place that looks to be fixed or it is not readily accessible at the time of your inspection. You mentioned live termites but nothing about past damage. They find out later that the sellers just patched that area (yeah, hard to believe they would do that) but the damage is still there. One of their allegations in that lawsuit was (paraphrasing), “Well you listed past termite activity but you didn’t mention the past damage!” We eventually won on that but insured lost a deductible and now has claim on his loss history.
Society that bed bug problem that cannot be remediated given that may be easier said than done but I've not yet seen a place where bed bugs are hiding. Of course that all that is necessary is that we inspect and treat all the places where bed bugs are hiding. Of course that may be easier said than done but I've not yet seen a bed bug problem that cannot be remediated given that matters worse.
The following tips are provided to get you headed in the right direction:

1. Don't panic! There is no need to panic, become overly distraught or emotionally lose it simply because you have bed bugs. Sure, this is a problem but it's a temporary situation which can be resolved in a time efficient manner provided that the correct steps are taken. Remember that in difficult situations it’s usually best to remain calm such that you can make good decisions.

2. Stop! Don't make rash decisions and don't throw anything out. Bed bug victims often report that they’ve been advised to throw out infested furniture. It is not necessary to throw out furniture (i.e. sofas, chairs, mattresses, box springs and other such items) simply because there are bed bugs. All we need to do is eliminate the bed bugs. Think of it this way, you wouldn’t throw out your dog or cat just cause it has fleas, you’d just do what you needed to do to get rid of the fleas.

4. Educate yourself. One of the very best first steps you can take is to educate yourself such that you know about bed bugs. Utilize the information on credible websites which offer valuable information online for free.

5. Don’t let your bed bugs turn into head bugs! One of the most debilitating effects of bed bugs observed is the anxiety and related psychological toll that bed bugs can inflict upon an individual. We need to remember that these are blood feeding insects and nothing more. Avoid this common mistake. The most common mistake observed is that people make ill-informed decisions and follow poor advice. As previously mentioned, this common mistake can be easily avoided through educating yourself about bed bugs.

Online bed bug informational sources include but are not limited to the following: bedbuggeneral.com • bedbuggerforums.com • cdc.com • pjbpestconsultant.com • University of Florida • University of Kentucky • Rutgers University • University of Minnesota • Virginia Tech University • Local Health Departments.

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TEN TIPS FOR NEW BED BUG VICTIMS

By Paul J. Bello
PJB Pest Management Consulting
Author The Bed Bug Combat Manual

No there were, minding your own business when the worst happened, you discovered that you have bed bugs. Maybe you know how you got them, maybe you don’t but, that may seem to matter little now as you focus on what to do right now to address your situation. Of course you want to make the right decisions so that you don’t inadvertently make matters worse. The following tips are provided to get you headed in the right direction:

Don't panic! There is no need to panic, become overly distraught or emotionally lose it simply because you have bed bugs. Sure, this is a problem but it's a temporary situation which can be resolved in a time efficient manner provided that the correct steps are taken. Remember that in difficult situations it’s usually best to remain calm such that you can make good decisions.

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Hire the right pest professional for you. There are various published tips on how to select a pest professional. Do your homework by reading up on this and watching the available brief videos prior to making your purchase decision.

Can’t afford a pro? High quality professional bed bug work can be costly and many folks find that they simply cannot afford to hire a pest professional. However, this doesn’t mean that all is lost simply because you cannot afford a professional. The do-it-yourself approach can be successful provided suitable guidance from a competent, experienced and knowledgeable source is obtained to assure that your efforts are effective.

Where to get help for free. Suitable bed bug advice and assistance is available at no cost from various online sources. Even if you don’t have your own computer, online access is available at your local public library. Sources of such information and help include various government agencies, universities and others. Avoid this common mistake. The most common mistake observed is that people make ill-informed decisions and follow poor advice. As previously mentioned, this common mistake can be easily avoided through educating yourself about bed bugs.

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3. What about conducive conditions? You list some conditions in the past but not all of them. Leaks going on for years but you only list one or use the words “few leaks in the past”. What is a few? Kind of like the extent of damage issue. You state the damage is minor but to the buyer it is major (possible future article).

A few tips that I think will help down the road. The first one is pretty simple when you think about it. JUST PUT DOWN WHAT THE DOCUMENT ASKS. No more and no less. If you lack info you are to document then you are in trouble. If you put too much info it can be just as bad.

The WADOR was written that way for a reason. It is to protect all parties that depend on this document.

Continued on page 13

Whether you agree or not with the current form (most I don’t!) it is the hand you have been dealt. If you put information there that alters the wording it takes away from the strength that is there to protect your company.

But there is one small addition you might consider that we have seen effective on WDORs for years. For those WDORs that are issued on structures you have on a current contract, simply write in the additional comments section on the WADOR, “RECORDS AVAILABLE UPON REQUEST.” When the buyer calls you later and complains that you didn’t list this history or the past evidence, simply let them know that we never got a request for file materials. We have got our insureds out of dozens and dozens of claims and lawsuits over the last decade with that defense. IMPORTANT: make sure you get permission from the current owner of the structure before you send any materials. Again it does not stop all lawsuits but I can tell you in the last 15 or so years where our insureds used this wording on the document; I can count the number of lawsuits on one hand. Good luck!
The Cabinets Aren't Bare

Question: How much time before a person is able to put items back after applying gel bait for cockroaches inside kitchen cabinets – next day, 2 days? Is it necessary to empty all of the cabinet?

Answer: Most cockroach gel baits are limited to crack and crevice applications in food handling areas. If applied properly, then items in kitchen cabinets should not contact gel baits. Since active ingredients are contained within gel baits, it’s not necessary to wait to put items back into cabinets. The cabinets don’t have to be totally emptied prior to treatment either. Just enough to provide access to the cracks and crevices you’d like to treat. If you’re worried about dripping gel bait onto items in the cabinet during application, then go ahead. But a calibrated bait gun would keep you from worrying about drips.

German Specialist

Question: What equipment would you suggest for someone wanting to specialize in German cockroach management? Is wall injection necessary?

Answer: More important than any equipment is the ability to properly inspect and find German cockroach harborage. This is what will define you as a specialist from worrying about drips.

It’s the Knockdown

Question: How can you tell if a product is repellent or non-repellent? I’ve been trying to find information on product labels, SDS and anywhere online and just can’t get a read on what is what. I have a good idea from what I’ve noticed in the field with certain products, but I would love to find a list of active ingredients or products to be able to reference once and for all.

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Works

In general, it’s the pyrethrin and pyrethroid products that are repellent. Most, not all, pyrethrin and pyrethroid active ingredients end in -thrin, as in bifenthrin and deltamethrin. These products usually indicate knockdown properties as well. These are the two giveaways that a product is repellent.

The newer chemistries, like the neonicotinoids, fipronil and indoxacarb (to name a few), are non-repellent. Most product labels are quick to mention that a product is non-repellent and may state that it does not have knockdown properties. The terms “delayed-action”, “transfer” or “sharing” describe non-repellent products as well.

Combination products that contain both repellent and non-repellent active ingredients can go either way. The two can be combined in a formulation that results in a non-repellent product, as in Transport®, which states that it is non-repellent. If the product information mentions knockdown, as does Tempriid®, then it is repellent. You’ll be more flexible over time if you can spot these qualities instead of relying on a list that can be misleading.

MR. PEST CONTROL QUESTIONS

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The newer chemistries, like the neonicotinoids, fipronil and indoxacarb (to name a few), are non-repellent. Most product labels are quick to mention that a product is non-repellent and may state that it does not have knockdown properties. The terms “delayed-action”, “transfer” or “sharing” describe non-repellent products as well.

Combination products that contain both repellent and non-repellent active ingredients can go either way. The two can be combined in a formulation that results in a non-repellent product, as in Transport®, which states that it is non-repellent. If the product information mentions knockdown, as does Tempriid®, then it is repellent. You’ll be more flexible over time if you can spot these qualities instead of relying on a list that can be misleading.

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External physiochemical factors that affect the molecules in a liquid or gas include: Radiation, Temperature, Air/Gas or Fluid Pressure & Density, Light, Color, Sound, Electrical Field, Magnetism, Acidity or Alkalinity (pH).

Now that you are thoroughly confused or enlightened on dust particle movement, the best method to avoid claims is to read, understand, and follow the label. Within their directions, product labels incorporate and balance all dust formulation characteristics.

Pragmatically, and within the IPM template, product labels blend all required information to provide the “How to...” within an environmental assessment.

A duster pulls air into a chamber and through agitation mixes a metered dose of dust per compression application. Avoid inhalation, ingestion, and eye/skin irritation through labeler directed use of PPE.

Dust applications must result in a fine surface film within unexposed and/or inaccessible sites. In pursuit of structural pests, dust applications must approach the IPM goal of environmentally benign as well as the prevention of claims and losses.

Folks, training is everything! Whether in the office or in the field, facilitated training of applicators by licensees or vendors through instructional, hands-on training must be completed and constantly updated. Just as essential as ongoing training is documenting (in writing) the training event topic (noting lecture and/or hands-on training), instructor, date, time and duration, location, attendees, and any pre/post-quiz or pre/post-test results (file with documentation). ATTENDEES MUST SIGN THE TRAINING SHEET FOR VERIFICATION! No documentation, it NEVER happened!

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of any species have been found. Misdiagnosis and overdiagnosis of skin lesions as recluse bites is a big problem in medicine in that there are about 40 medical conditions that cause skin lesions that can be or have been misdiagnosed as recluse bites. Even in regions that have recluse spiders, bites are not very common. The biggest concern when a skin lesion is misdiagnosed as a recluse spider bite is that it could easily be another medical condition which is then treated as a spider bite, the actual condition continues unchecked and the condition is then able to run rampant with potentially dangerous results including death. Some of these medical conditions include: cancer, Lyme disease, leukemia, basal cell carcinoma, necrotizing bacterial infection, anthrax, diabetic ulcer, shingles, bed sores, adverse reaction to medications, burns, poison oak.

One of the biggest advancements that has surfaced in spider venom toxicology in the last decade is the realization that the bacterial infection MRSA (methicillin-resistant Staphylococcus aureus) is a common, widespread affliction that both the medical community and the general public have been mistaking for spider bites. MRSA is common in places where people interact with each other in high density for long periods of time. Some of these places include prisons, other correctional facilities, nursing homes, long-term health care facilities, military barracks, and high school, collegiate and professional sports locker rooms. On several occasions, a facility requested “spider control” and the pest management professional was able to convince the facility that their problems were bacterial not spider. This allowed the facility to correctly address the problem, the pest control person was a hero and it prevented an uncomfortable situation (i.e., spraying for spiders when it was not a spider-related incident and then getting blamed for continued skin lesions in the building’s occupants due to incompetency).

As a result of the labors of the National Pest Management Association working in conjunction with builders and banks, mortgage lenders typically require that homes undergo wood-destroying pest inspections when homes are bought and sold. In our state, all wood-destroying pest inspectors must have a structural pest control license (often called a C3 license). The U.S. Department of Housing and Urban Development and the NPMA created form NPMA-33 for reporting inspection results. NPMA-33 is a minimal model for wood-destroying pest inspection reports. Here in Nevada, the NDA has developed and adopted a WDPIR that goes above and beyond the minimal requirements. NDA’s WDPIR form is the only form that can be legally used for wood-destroying pest inspections in Nevada. Frequently, two termite inspections are performed for a home when it is sold — one inspection paid for by the seller and one financed by the purchaser. Because NDA must receive a copy of all termite inspections performed by licensed operators, whether they are performed in conjunction with the sale of a house or for any other reason, the agency is in the position to scrutinize reports from different inspections performed on the same property. This may surprise you, but sometimes the WDPIRs present conflicting information. Conflicting reports, complaints, routine regulatory verifications, and particular questions which arise from inspections often prompt NDA investigation. When the NDA investigates conflicting WDPIRs that have been done within the same window of time, on the same property, these investigations sometimes reveal that a structure was inadequately inspected. Reporting errors are of two fundamentally different types — errors pertaining to the actual inspection and errors in completion of the report form. While it’s true that Nevada’s WDPIR form is more comprehensive than the federal regulation, errors pertaining to completing the WDPIR form are relatively simple:

(1) All reports are initially reviewed for completeness and legibility. The mortgage/escrow number may be omitted but all other information requested in the top section of the form is not optional. Company names must be fully recorded and all individuals must be listed by first and last name. Name and address of the property owner should be located and verified at the county assessor’s site (in Clark County the website is clarkcounty nv.gov; in Washoe County the website is washoecounty.us/assessor). NDA does not need to be included in this section as one of the recipients of the report.

(2) The check boxes listed next to four disclaimers printed near the middle of the form help protect

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The form implicitly recognizes that a holistic approach to managing termites includes inspections and taking measures to prevent them by eliminating conducive conditions. No provisions on the federal form are provided for reporting the presence of specific environmental conditions associated with infestations even though these conditions are important aspects of predicting, tracing, and ultimately controlling infestations. A “yes” or “no” choice must be made for each condition listed on the WDPIR. Most of the complaints and conflicts received by the NDA involve the failure to report, or the inadequate reporting of, conditions conducive to infestation. Nevada laws defining each conducive condition are printed on the back of the form.

(5) If any “yes” choice is selected among the infestation or conducive condition categories the inspector must draw a diagram of the structure and explain the diagram in the area entitled “graph explanations.” The diagram should be a free-hand sketch of the structure’s floor plan and show the location of the positive finding. The floorplan needs a relevant landmark or compass direction for orientation. The “explanation” section must be completed when a diagram is made and should be used to explain the diagram.

(6) Nevada law does not require that the entire structure be inspected but information within the WDPIR form implies all areas were subject to inspection unless otherwise noted. The explanation area should be used to list any areas inaccessible for inspection such as an attic or a garage interior that is too filled with storage to allow adequate access. And, as stated, graphs and explanations go hand-in-hand so any explanation must also be accompanied by a drawing.

(7) Attachments of additional graphs, photos and explanations are encouraged. Figures with locations of positive findings and drawing explanations are not limited to the area provided on the form. Inspectors who opt to attach a larger presentation and explanation than can be presented on the form may simply reference the attachments in the graph explanation area, such as, “See attached graph and explanation.”

(8) Because the WDPIR functions as an unbiased reporting tool supplied and printed by the NDA, each form has a unique number and the form should not be duplicated.

(9) Nevada’s WDPIR must not include any personal or business comments or recommendations such as, “It is recommended that the planter in front of the house be removed.” Treatment recommendations are requested on NPMA-33 but no allowance is made for them on Nevada’s WDPIR. Recommendations developed with clients should not be written on the WDPIR form.

(10) WDPIRs must arrive at NDA’s office within 15 days after the inspection date. The same form may be used for an inspection and treatment report if the treatment occurred within 15 days of the inspection. Otherwise, a second form must be used to describe any treatment information.

(11) Finally, Nevada’s WDPIR clearly states that it is neither a warranty nor guarantee of future infestations. It is a report of conditions at the time of inspection. Considering that evidence of wood-destroying pests can remain undetected, an inspector comment such as, “The structure is ALL CLEAR!” is inappropriate. While completing the form is simple, a thorough inspection of the average home takes a couple hours to complete. The difference between a good inspection and a poor one relies on the dedication and training of the inspector. When you have questions about the WDPIR don’t hesitate to call us at the NDA office. We are always glad to help.

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are not somehow documented or signed-in for verification. We can defend if not verified, but it does give the plaintiffs’ side an issue of fact they can use to confuse a jury.

We are hopeful the above information will be of benefit to your business and your knowledge of dust formulation application exposures. We feel these will be more common types of claims in the foreseeable future. Protect yourselves!

By Stuart Mitchell DO, MPH, BCE & Andy McGinty, LIPCA Insurance EVP/COO

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**Bed Bug Proof**
Patented BugLock® - Stitched Safety Trench
The seal prevents passage of bed bugs into the encasement even if the zipper clasp pulls away from the end stop.

**Customer Proof**
Secure Seal®
Secure Seal locks the encasement onto bedding ensuring that it is not prematurely removed or removed by non-authorized personnel.
Aphids

Aphids are one of the largest families of the order Hemiptera (until recently they were in the order Homoptera). There are over 4400 species of aphids in the world and almost every plant has at least one species of aphid that feeds on it. Some aphids are very selective in the plants they feed on and may only feed on one or two species, whereas others have a very wide host range and may feed on hundreds of different types of plants.

Aphids often occur in large colonies (several hundred individuals) on plants (Fig 1). Most aphids are green in color but may be almost any color including pink, black, blue, or bright orange (Fig 2). Aphids normally have long antennae, a pair of tubes called cornicles or siphunculi and another structure at the tip of the abdomen called a cauda (Fig 2). Siphunculi can range in size from being very long to absent. They are used to excrete various compounds including alarm pheromones. The length and shape of these are an important character in identifying the aphids to species.

The cauda (Fig 2) is also an important structure used in identification, it can be variously shaped and have various numbers of hairs. Aphids have sucking type mouthparts that can vary in size depending on what the feed on. Within a species aphids, may or may not have wings. Winged individuals are produced in response to colony size and season. Most female aphids reproduce parthenogenetically (without males) and give birth to their offspring. Some aphids will produce males during certain times of the year and after mating the females will lay eggs. Under the right conditions aphids can go from a new born to reproducing adult in just a week. During their life cycle aphids may also alternate between the hosts that they feed on. Knowing if an aphid species does this can be very important in its management.

Aphid feeding can cause deformation in plants such as galls and curled or yellow foliage (Fig 3). During feeding many aphids may also transmit various plant diseases in the form of viruses. These viruses are some of the worst plant diseases. During feeding, these insects will often excrete copious amounts of fluids containing sugars. This often causes leaves to be shiny and sticky.

A wide variety of control methods can be used against aphids. These include systemic insecticides, contact insecticides including insecticidal soap, and physical methods such as washing them off of plants. There is also a wide variety of biological controls that are commercially available, such as parasitic wasps, lacewings and ladybird beetles.

By Jeff B. Knight, Entomologist Nevada Department of Agriculture www.agri.state.nv.us
At Univar Environmental Sciences, we’ve got more than just the right products for the job. Our team has the experience and the advice you can count on to help your business thrive. So get in touch today.

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