

**THE STATUS OF
THE RODENT MARKET**

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**CREATING A PEST
MANAGEMENT PLAYBOOK**

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OPERATION BUG STOP

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PRESIDENT'S MESSAGE



By Rick Rupkey
 NPMA President
 702-664-9066
pres@nevadapma.org

It is both with a sense of honor and urgency that I find myself writing this address to you as the first President of the new Nevada Pest Management Association. Behind us is the hard work and dedication of many of our colleagues, who laid the groundwork of the former Association. George Botta, Steve Vachs and John Perins have now stepped back, after putting forth a great effort to advance the goals of our industry. For this we are truly thankful and sincerely appreciative.

Our new officers include Joey Toth, Vice President, Pitbull Pest Control and Misty Goodroad, Secretary, Innovative Pest Management. Their skills will prove invaluable to getting this new organization up and running. We will be recruiting individuals to assist in the creation of committees to drive our goals of bringing our new association a higher level of professionalism and service than it has ever known.

We must immediately get to work organizing the body of this new Association. By establishing a Bylaw Committee, we must clearly define how this organization will operate and how it will perpetuate itself. I would ask for at least four volunteers for this pressing project. We will also be establishing an Education Committee with the goal of creating an even better dynamic at the Pest Expo, an already fabulous educational event. We want to use input from our vendors and attendees and make it representative of our new Association.

We have a significant challenge at the State legislature in the form of legislation designed to redefine how and when some of our products are utilized related to pollinator health. This will be the work of the second committee we will be forming, the Legislative Committee, whose goal will be to defend our industry before the State Legislature as well as the Department of Agriculture.

It is my goal to immediately reach out to the Department of Agriculture with the goal of bringing

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HIGHLIGHTS I GLEANED OUT OF BELL LABORATORY'S REPORT ON THE STATUS OF THE RODENT MARKET



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

There is no longer a distinct season for rodent control. You can and should do it all year round.

- Rodent exclusion is one of the most effective procedures to implement to create a workable program that the customers will be happy with. Only 10% of PMP's use this as a primary source of control. This means that 90% of PMP's are just not doing it!! Why? The survey also shows 35% of PMP firms feel their technicians need better training in exclusion methods. Well, where are they going to obtain that training? You have to put the training in for the service and sales staff. Work with your current distributors and manufacturers to request this training. Let them know you need it. There are some companies whose income is growing in leaps and bounds because of rodent proofing, while others sit back and do nothing.
- One challenge is keeping the existing technicians on regular route work and still fitting in the time needed to do rodent proofing. To me, it requires a two-fold solution. Train the technicians to do small short time

President's Message - Continued from page 3

them back into the room. Working together, side by side, we can bring our issues forward together. We should be standing shoulder to shoulder on the challenges facing the protection of the public, not as adversaries. I will personally seek out a meeting with the Directory of Agriculture and request that he designate a representative to our Association to help facilitate a new relationship.

This is only the beginning of what promises to be a busy and productive year ahead. Again, I thank you for all of your support and the confidence you have placed in me to direct this organization at this critical juncture. These committees need you and your ideas to make the Nevada Pest Management Association thrive. Call me, e-mail or even come by my office to find out how you can be part of the solution. I look forward to meeting you. Let's get to work!

work and bring in the leads for large time-consuming work. Select one or two employees to build a rodent-proofing route.

- Either hire a carpenter/handyman and/or utilize the skills already exhibited by technicians doing termite and carpenter ant repair work.
- The need to control rodents continues to grow. Sometimes the cost to rodent proof a large apartment or office building is greater than the rodent killing portion. Why not offer rodent proofing? Who knows better what and how to do this than your own people?
- Basically our industry has no idea how the new EPA regulations or over-the-counter sales will affect their business. 37% say it will help (the eternal optimists) and 42% say it will not cause an impact. PMP's are in the service business. Provide adequate service, including debris removal, rodent proofing, rodenticides and non-chemical killing material (traps, glue boards).

Do it right and your business will grow.

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



Lloyd Merritt Smigel

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.

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CREATING A PEST MANAGEMENT PLAYBOOK



By Sylvia Kenmuir

*Board Certified Entomologist,
Training and Strategic Marketing
Director, Target Specialty Products*

Super Bowl weekend in Las Vegas started off on a Friday with the Annual NPCA Expo followed by the “big” game on Sunday. This year’s Expo was once again an incredible opportunity to network and learn. As far as the football game on Sunday, it was very exciting and still has many of us scratching our heads wondering, “What was Seattle’s head coach, Pete Carroll, thinking on that last play?” Monday comes all too quickly and for some of us the first question that might come along is, “What was new and what did I learn at the Expo?” Whether the information is on new pests, products or management strategies, the most common way we can retain this information is by note taking. It is at these events that you can start to update your “pest management playbook” with new information and skills.

Note taking is a skill that is rarely taught in school. The assumption is that it will come naturally or you will learn along the way. Unfortunately this is not true for many of us. We try to capture every sentence in a presentation and never realize there may be better ways to capture important concepts. Trying to write every point leaves many listeners no time or energy to think about what they are actually writing down. Learning to write meaningful notes is an important skill. Not only do good notes help you recall the information that was given, but the act of writing things down will help you recall information better later. Here are some strategies to help you take meaningful notes.

When you start to listen to a talk, only write things that are new to you. Writing things you already know serves no purpose. Write down information that is likely to be of use later. This part takes a little more practice. Here are a few suggestions of points to write down:

Dates, Names and Affiliations - Dates, names and affiliations are important, especially when you’re trying to communicate or recall a new study that was done. Knowing the name of the researcher, or what university did the studies, will help you look up that information later if you need it.

Terminologies and their Definitions - Learning and

using technical terms like “sebum” instead of rodent rub marks when describing the rodent pathways elevates your vocabulary as a professional. Write down words that you are unfamiliar with to look the definition up later or to confirm what you thought the word meant in context of the lecture.

Pros and Cons - We often see new data on product efficacy or a new treatment strategy. Writing the pros and cons gives you the information you need when weighing out whether or not you want to consider using those options.

Emails and Contact Info -It’s sometimes difficult to go up and talk to speakers after they present because of time constraints. Be sure to write down how to contact the speaker. If something is not clear, try to email them. Most speakers will gladly answer emails to clarify points they have made in a presentation.

The actual recording of notes has come a long way, and we all see more tablets than ever at CEU events. An electronic tablet (example: Microsoft Surface) or laptop makes it easier to pass along information. Since notes are already typed, they can be reviewed and sent out to the team in a reasonable amount of time after an event. When actually taking notes, many people prefer to use the outlining method of bullet points or numerals. This helps to put a “stacking” relationship (hierarchy) between the idea and the data presented.

For example:

- Rodent Management
- Sanitation
- Rodent proofing
- Population reduction

For some lectures, outlining has its limitations. The relationship between ideas isn’t always clear, and the presenter might jump around a lot. In these situations you do the best you can.

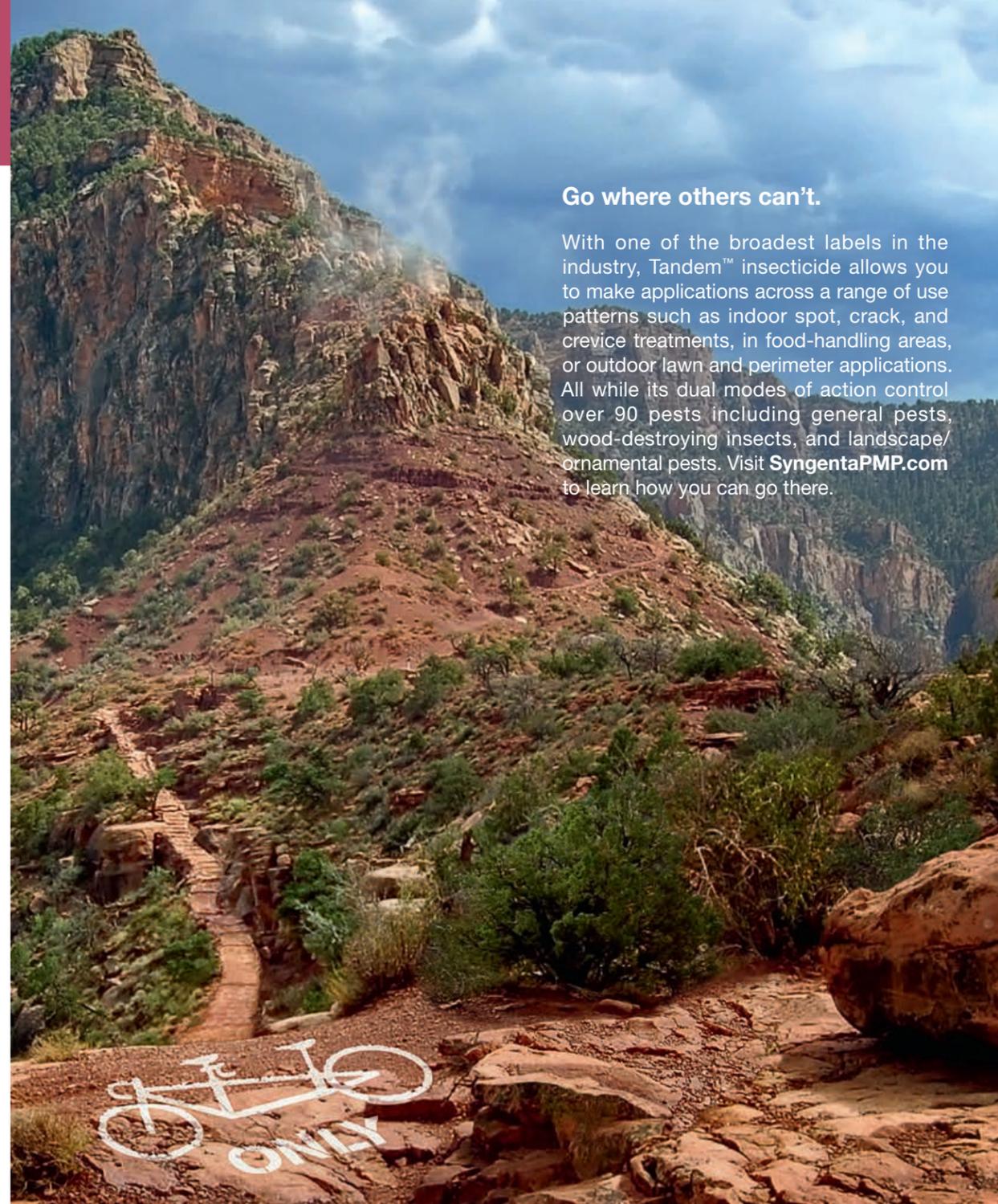
Common practices at many events are individuals taking pictures of slides. First, make sure it is allowed at the event as some speakers do not allow the “recording” of their presentations. If the speaker approves of photos and/or recordings, only take pictures of items that are hard to write down. An example would be pictures of data charts. Taking pictures of every slide may not allow you time to think about what the speakers was actually saying. Many of these photos come out blurry and you can miss key points. The other reality is we will rarely have the time to go back and look at each slide again.

If you’re not an electronic person, just use good old fashion paper and pen. Most people taking handwritten notes during a lecture find their handwriting and

Continued on page 8

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FROM HERE TO ETERNITY – THE NEXT GENERATION



By Lloyd Merritt Smigel
Care Management Consultants

until sunset. Hours mean little to them. They work long and hard. I've been very impressed with them. Not to say that there aren't people like that all over, but I am just saying that a high percentage of them come from the Midwest.

World Pest Control is based out of Sylvan Grove, Kansas. They cover a great deal of Kansas and I've met most of them. They are wonderful hard-working people. Sylvan Grove has a population of under 300 people. They know each other, help each other and most of the employees from there and other small towns around there are similar. I love going there. I was brought up in Brooklyn, N.Y. I was a street kid. I had

more than 300 people living on my block. I loved it there. It was difficult for me to change my work ethics from survival to suburbia, and now I look at country life with somewhat of an envious eye.

We are all different. I get that. But over the years I have learned that to succeed you need to be flexible and understanding. Again, I maintain this objective:

By trying to understand and being a bit more compassionate, you increase your success working with others.

Some may call that weak, but it helps create an environment where the employees appreciate your efforts and work harder. This, in turn, helps grow and profit each of you. To me that's not

a weakness – that's strength.

Add to that, your turnover will reduce and you will have less problems because you bend a little – to a point. I'm sort of like the Palm Tree in the storm. I bend but I won't break. Get it?

after this simple exercise.

The most important message is to get in the practice of taking notes to make the most of your learning time. You will grow as a professional from the experience.

So if you're complaining about this next generation, get in line. Your parents probably complained about you, and your kids will complain about their kids, etc. The point is that every generation has a change in values and ethics and morals. It's part of life. I will agree that, for the most part, it is difficult for us to communicate and or adjust to the next generation.

So what do we do? Glad you asked. Work through the differences. If EACH of you meet each other way – it usually works. Keep in mind that this does not relinquish objectives. It just makes life a lot better for both boss and employee (as well as parent and child, I might add).

I have adjusted more than once, as I now work with the last two generations. With age comes experience – not necessarily wisdom, but experience. You try one way and then try another way until you find out what works.

As in all generations, you have good and bad people. The hardest part of being a boss is trying to hire the good ones. You want people who value their families, who are honest, get along with others and have decent work ethics.

I've had many experiences in the Midwest and I find a higher majority of these citizens do have those work ethics. They are people who were brought up on the farm, who got up when the rooster crows and work

“Our youth now love luxury. They have bad manners, contempt for authority; they show disrespect for their elders and love chatter in place of exercise; they no longer rise when elders enter the room; they contradict their parents, chatter before company; gobble up their food and tyrannize their teachers.”

Socrates 347 BC

Kenmuir - Continued from page 6

shorthand difficult to read. Rewriting or typing your notes a day or two later will allow your brain to process the information at a more reasonable pace and you may be surprised how much easier it is to retain information



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OPERATION BUG STOP



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

Pest professionals who have worked bed bug situations at multi-family and at public housing locations know that these situations can be tough. Factors that contribute to making these situations challenging for today's pest professional include the level of cooperation provided by residents, lack of general awareness about bed bugs, communication challenges and other such factors. Pest professionals agree that improvement in these factors will enhance the pest management program results.

At the Thermal Remediation Conference held at Dallas in early March, the attendees were introduced to **Operation Bug Stop**. **Operation Bug Stop** is provided

as a benefit to pest professionals and their customers through a cooperative effort of Bed Bug General, PJB Pest Management Consulting and Mattress Safe.

Currently, **Operation Bug Stop** provides PDF files which may be printed for use at multi-family type bed bug accounts. An informational bi-fold, six panel pamphlet titled "How You Can Help" provides information and tips on things a resident might do to help with the bed bug program effort. In addition to the pamphlet, there is an **Operation Bug Stop** poster. The intended use of the poster is to increase public awareness about bed bugs and the bed bug program.

The **Operation Bug Stop** poster may be placed in common areas such as laundry rooms, trash compactor rooms and other such rooms where they will be seen by residents. Two lines are provided on the poster where contact information such as an e-mail address, telephone number or website may be placed where residents can get additional bed bug program related information.

Those interested in **Operation Bug Stop** and other related bed bug information can visit www.BedBugGeneral.com and www.pest-consultant.com for additional information.

SMALL FLIES

BY DR. CISSE SPRAGINS - ROCKWELL LABS, LTD.

Fruit flies feed and breed in fermenting material, even very small amounts. Unfortunately, whenever food collects in a crack or crevice, fermentation can occur and the area becomes a breeding site. Drain flies lay their eggs in the organic gunk that tends to build up in drains, particularly ones that are kept moist. Food service and food processing environments are often under significant threat. Unfortunately, the washdown cleaning used in many facilities can make matters worse, pushing moisture and food particles into cracks and crevices.

Small flies are a public health pest. As noted, they emerge from areas which can also support pathogenic bacteria, that can be transmitted to food when the flies land on food. Also, given the small size of the flies, the adult fly bodies can contaminate the food if the flies get caught in or die in the food.

Sanitation is paramount to remove the organic build up. Bio sanitation products, containing microbes that digest organic matter, are the most effective way to clean in moist, high organic load environments. Fruit flies can also be brought in with certain foods, particularly fresh produce.

To kill both adult flies and maggots, **Rockwell Labs BorActin Insecticide Powder** can be used to treat areas with organic build up. The product may be dusted directly, mixed with water and sprayed or mopped, or mixed with water and Rockwell Labs new **OutLAST Pro Foaming Agent** and foamed into drains and other areas. Test data indicates that a mix rate of 4 oz of **BorActin** per gallon of water is sufficient to kill adult flies that land on the organic matter and feed, as well as maggots living in the organic matter. However, dusting the organic matter directly will provide the fastest kill of existing adult flies. **BorActin** can be applied concurrently with bio sanitation measures by blending 4 oz of **BorActin** with each diluted gallon of **InVade Bio Foam**. An IGR may also be blended with the foam mixture if allowed by the IGR label.

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By Robert Leavitt

Nevada Department of Agriculture - Las Vegas Office

New regulations governing the Nevada pest control industry were approved by the state Board of Agriculture on June 4, 2014, the Legislative Commission on October 24, 2014, and then filed with the Secretary of State and went into effect immediately. In order to help understand the new regulations, I have prepared a Question and Answer fact sheet below. The questions reflect real questions pest control operators have asked the Nevada Department of Agriculture (NDA).

Q1: Did industry have a voice in drafting the new regulations?

A1: Many of the proposed regulation changes were based on recommendations from industry. NDA hosted a public workshop on April 17, 2014 and a public hearing May 21, 2014 on the new regulations. Before the workshop and hearing, pest control businesses, operators, RUP certification holders, and the public were invited by public postings and list serve communications to give written comments on the proposed regulations. At the workshop and hearing, attendees were invited to give verbal comments. The proposed regulation changes were also reviewed by the pest control industry representative on the state Board of Agriculture and the President of the Nevada Pest Control Association before they went to the state Board of Agriculture for approval.

Q2: Where do I find the new pest control regulations?

A2: The new regulations will eventually be placed on the Nevada Legislature web site www.leg.state.nv.us in Chapter 555 (555.250 to 555.700). They can also be found under the Law Library; Nevada Register; 2014 Regulations; R033-14A, or at the following www.leg.state.nv.us/register/indexes/2014_NAC_REGISTER_KEYWORD.htm.

Q3: When is NDA going to start enforcing the new regulations?

A3: NDA started enforcing the new regulations as soon as they went into effect.

Q4: What is a Location Principal? Does the Location Principal have to pass a test?

A4: The Location Principal is the person at each pest control business location who is the responsible person between the business location and the NDA. A Location Principal is responsible for the day-to-day pest control operations of that business location. In addition, each pest control business must have a Primary Principal for

each category of licensing. The Location Principal must pass the Principal's exams, but does not need to pass a background check like the Primary Principal.

Q5: If my business has an office in Las Vegas and a branch in Reno or Elko, do I need a Location Principal? Who selects the Location Principal?

A5: The Primary Principal can be located at any of the business locations and by default will be the Location Principal at that location in his/her licensed categories. A Location Principal is needed at any other business location where there is no Primary Principal. Each pest control business will have only one Primary Principal per category of licensing. The pest control business selects the Location Principal.

Q6: I only spray for weeds, do the new regulations affect me?

A6: For companies and operators who do weed control for hire or who advertise to do weed control in the Urban and Structural field, there is a new Weeds category, combining the weed portion of the old Ornamental and Turf category with the old Right of Way category. Except for the exemption described briefly below, this new Weeds category is required for spraying for weeds for hire in residential and commercial lawns and turf, highway and railroad rights-of-way, golf courses, airport rights-of-way, tank farms and other industrial sites, and all other commercial and industrial settings (except aquatic weeds which are in the Aquatic Pest category). Operators licensed in the old categories before December 31, 2014 will be grandfathered into the new Weeds category, but going forward, new operators who intend to do weed control will have to pass a Weeds category exam. (The "Farmer-Owner and Gardener Exemption" from pest control licensing [Nevada Revised Statutes 555.277] applies to farmer-owners and gardeners who meet specific criteria for doing pest control. In practice, this exemption is often used by landscape companies to do weed control in lawns in residential and commercial settings. These criteria include, but are not limited to, no advertising for pest control, use of hand-powered applicators only, and no specific weed or pest control contracts; that is, the weed or pest control must be part of a larger landscape service contract).

Q7: What's left of the old Ornamental and Turf category? I've heard there is a new Study Manual; where do I find it?

A7: The old Ornamental and Turf category minus the weed control component is now called the Limited

Continued on page 14

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Continued from page 12

Landscape category. Operators licensed in this category can control insect pests, vertebrate pests, and plant diseases and use plant growth regulators on ornamentals, trees, and turf in urban areas, including fruit trees that are not used for commercial purposes. For the study manual, NDA recommends certain chapters from Landscape Maintenance Pest Control published by the University of California. It costs about \$30 and can be ordered from the following web site: <http://anrcatalog.ucdavis.edu/Details.aspx?itemNo=3493> Some Nevada pest control dealers may also carry copies for sale.

Q8: What's a vertebrate category? Can I still do rodent control on farms and ranches for hire?

A8: Yes, the vertebrate category under the Agricultural Ground field of licensing includes rodent pests and pest birds for hire on farms, ranches, and rangeland, including fumigation for burrowing rodents at these sites. For rodent control in urban settings including apartments, homes, hotels, industrial sites and institutional sites, the Industrial and Institutional is the appropriate category. If vertebrate pests are damaging ornamentals and turf then the Limited Landscape would be the appropriate category (see question number seven above for more information on the Limited Landscape category). However, neither of these categories allow the use of fumigants in urban settings. A Fumigation (C4) license would be required for fumigating burrowing rodents in the urban environment. Be aware there are recent changes to the federal and state registered labels for phosphine fumigants for rodent control in burrows that are not part of the recent Nevada regulations changes, but will be enforced by NDA.

Q9: The Restricted Use Pesticide (RUP) Certification fee was doubled. Why? Have other fees also been raised?

A9: Like everything else, the cost of administering the program has gone up since the fee was last raised more than 10 years ago. Although RUP Certification fees have been raised, the RUP Certificate is renewed once every four years, so the increase amounts to only \$6.25 per year. All other fees remain the same.

Q10: Has the number of Continuing Education hours required to renew my license changed?

A10: The Continuing Education hour requirement remains the same. Six hours of NDA-approved Continuing Education have proven to be adequate to keep the Nevada pest control industry up to date with new label changes, new technology, and new

environmental regulations.

Q11: What has changed in the regulations about the application of pyrethroid insecticides?

A11: Nevada regulations have not changed in regards to the application of pyrethroid insecticides; however, some federal and state registered labels were updated about two years ago limiting or prohibiting broadcast applications to "hardscape" sites such as driveways and sidewalks in order to minimize run-off into municipal water systems. NDA's role is to enforce the updated federal and state registered product labels.

Q12: I heard NDA was getting ready to accept electronic forms, is that true?

A12: NDA is committed to developing electronic versions of its forms and is endeavoring to streamline on-line submission of forms and fee payments in the near future. The new regulations give NDA the authority to accept electronic pest control forms, payments, and electronic signatures in the future.

Q13: I see the term "spot treatments" on some pesticide labels but I've never quite known what a "spot" is. How big is a "spot"?

A13: The label term "spot treatment" was very loosely defined which made it difficult to interpret or enforce. The term "spot treatment" has been defined in the new regulations as follows: "the application of pesticide to a spot or two or more noncontiguous spots, the total coverage of which does not exceed one-tenth of the size of the total treatment area. The size of each individual spot for indoor applications must not exceed 2 square feet and for outdoor applications must not exceed 4 square feet." If the pesticide label you are using allows for a "spot treatment" and the applicator performs a "spot treatment", then in your pest control treatment records, it is required that the term "spot treatment" be followed by a clear description of the spot treated area.

Q14: I've decided to take some time off from pest control (moving out of state temporarily, going to college, any reason). Can I keep my pest control operator's license until I return?

A14: Under the new regulations, you can apply for an "inactive license". The inactive license is good indefinitely as long as you fulfill the continuing education requirement every year, file the paperwork, and pay the required fee annually.

Q15: My business is constantly being undercut by unlicensed operators. What is the NDA doing about this?

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MR. PEST CONTROL QUESTIONS

The Bigger Picture

QUESTION:

Rodents are not going into a bait station and consuming bait. They go around and over it. How can I control activity? I've used Contrac Blox and soft bait.

ANSWER:

If we're talking about rats and a newly placed bait station, it might be a matter of patience until they're ready to go inside. Or, it may be size - some rats are too big for low profile bait stations. Does your program consist of anything besides this one or other bait stations? The rats might better accept food baits on snap traps. If we're talking about mice, then wind-up multiple catch traps are another option in place of bait stations. Glue trays can also be placed in mouse runways. There are a number of options beyond rodenticides. What to choose depends on which rodent and what else is happening in the environment

Wrong Way Rats

QUESTION:

What can we do if rats are coming from a toilet in a new building and the exterior perimeter has bait stations installed?

ANSWER:

Rats coming up a toilet are from the sewer system, which is infested or may need repair. The exterior bait stations are not really going to help this situation. The best suggestion is to try to trap the rat in the bathroom. Ideally, the bathroom would be out of service, so hopefully it isn't the only one available. Set snap traps in the bathroom, keep the door closed and check daily. It may not be a quick solution, but you will not find the recommendation to corner a rat in small space and beat it with a stick here. If the problem continues, then the building and/or city need to look into the sewer system.

Ratsmart

QUESTION:

I have been dealing with an ongoing roof rat issue at a pet store in a strip mall. I've tried T-Rex traps baited with a wide variety of baits including the dog food they eat the most. I catch some on glue traps but just young ones. The adults avoid all traps and the problem is getting worse. Another company services the strip mall and I only service the pet store. Any suggestions?

ANSWER:

You may not be setting the traps where they need to be based on rub marks and droppings or you may not be setting enough traps. Have you inspected the ceiling?

I'd definitely try sweet baits since roof rats like fruit and don't have those options in a pet store. Switch to bar snap traps because they can be prebaited, which is baiting the trap without setting it. Set the traps after you see that rats have started accepting the bait. If they don't accept sweet baits, I'm willing to bet that the traps are not where they need to be. They need to be set on established runways or they won't get a rat's attention. I don't know how often you're visiting the pet store, but it needs to be checked daily if you want to get ahead of the infestation. Hope this helps.

Symptom Relief

QUESTION:

Our company uses Contrac Blox, Fastrac and Terad₃. With Contrac, vitamin K₁ is the antidote. However, for Fastrac and Terad₃, there is no antidote, only treatment programs for sub-lethal ingestions. What are they?

ANSWER:

Bromethalin (Fastrac) and cholecalciferol (Terad₃) are the two rodenticide active ingredients that do not have counteractive antidotes. Instead, accidental poisonings are treated with supportive therapies aimed at relieving the poisoning symptoms. It's like cold medicines. They don't kill the cold virus, but they stop the symptoms of sneezing, coughing, runny nose, etc. A symptom of bromethalin poisoning is fluid buildup, so a patient might be given a diuretic like powdered charcoal to eliminate water from the body. Cholecalciferol causes hypercalcemia, which is too much calcium in the blood. Sodium sulfate or cortisone reduce calcium in the blood and may be prescribed.

Squirrels with Non-Bushy Tails

QUESTION:

I have a customer with a roof rat infestation that I seemed to have under control, but in the last two months the problem has come back. To give you an idea of what's going on, the house itself has no heavy vegetation around, just grass. I have sealed up every entry point that I could find. I also have four bait stations around the perimeter that have had no activity. There is heavy activity in the attic even though there are no trees nearby that they could use to gain access to the roof. I came to the conclusion that they may be coming up through broken sewer lines. So the customer and I call a big plumbing company and the tech that came out said that he could not inspect with a camera the pipes in the wall where the owner has heard noise and I suspect they may be entering into the house. So I would like to know, one, if it is possible and two, what can I do? I feel I have hit a wall!

Continued on page 18

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MR. PEST CONTROL QUESTIONS

Mr. Pest Control - Continued from page 16

ANSWER:

Roof rats don't just depend on trees to get them into buildings. In some ways, roof rats behave like tree squirrels and they'll both use utility lines and fences to get into attics. I'd inspect the areas where utility lines and fences meet the building for rub marks. It's also important to sit and watch the rats as they leave and enter the building. Sometimes our minds can't imagine the things that rats do. You can try to observe them first thing in the morning or you can ask the customer to do this in the evening. This will probably be the most valuable use of time because I don't think that roof rats would be coming from the sewer in suburban areas. Once you see how they're getting in and out, you can seal the openings after they've been removed from the attic.

Dog Eat Rat World

QUESTION:

If a home has dogs and they have a rodent problem and we bait using a rodenticide, what happens if the rodents die from the rodenticide and the dogs eat the dead rodents? Will the dogs be affected? Will the dogs die?

ANSWER:

The answer depends on the rodenticide applied and the amount ingested. There is a higher risk of secondary poisoning with the second generation/single dose anticoagulants because rodents can consume a lethal dose in one feeding and may continue feeding until they die. Single dose anticoagulants allow more active ingredient to accumulate in a rodent's body which can then be consumed along with the rodent. This does not guarantee that an animal that eats a poisoned rodent will die. It depends on physiology and body weight. The same amount of active ingredient required to kill a rodent may not be the same amount required to kill a dog. The heavier the animal, the more poisoned rodents it would need to consume in order to receive a lethal dose. So the answer is yes, it's possible for dogs to be affected or die from consuming poisoned rodents, but the severity depends on the rodenticide applied, the weight of the dog and the amount of rodents consumed.

Between Points A and B

QUESTION:

What is the home range of a Norway rat and a roof rat from their nesting place?

ANSWER:

The average for commensal rats is a 25-100 foot radius, but the reality is that it depends on how close a food

source is located. If a rat can find food within 10 feet of its nest, it has no reason to go further in search of food. But if it has to go beyond 100 feet in search of food, then it will. It depends on the situation and it's important not to limit your mindset to textbook numbers.

Appetite and Environment

QUESTION:

What is the recommended follow up time for bait stations?

ANSWER:

There really isn't a set time period because it depends on the level of rodent infestation and where the bait stations are located. The expectation is that bait remains available and in good condition. If the stations are located in a hot and humid environment, you may only get a couple of weeks of fresh bait. If there's a large infestation that eats through a lot of bait, the stations may need to be checked every few days to replenish the bait. As long as a salesperson from another pest management company has nothing to say about the quantity and condition of the bait in your bait stations, you're in good shape. The key is that you stick to the service schedule promised to a customer after you've determined the appropriate frequency for their location.

Want to see more questions and answers? Visit PestWeb.com or follow @MrPestControl on Twitter®.

Please note, Mr. Pest Control is answering questions supplied by PMP customers across North America. The answers are generated from industry and manufacturer-provided information. The answer may not be specific to the laws and regulations for your State, Province, Territory or Country. In addition, products mentioned may not be registered and/or available in all areas. Check with your local Univar ProCenter for specific information to your area. Always read and follow label directions.

Regulatory Corner - Continued from page 14

A15: The new regulations clarify and strengthen the NDA's authority to keep unlicensed operators out of the marketplace by increasing the Director's authority to levy administrative penalties against unlicensed individuals and businesses.

Q16: My Primary Principal is retiring soon. Do I have to scramble to find a new one?

A16: Except toward year end, your business has 120 days to have a new Primary Principal in place. The length of time was extended to give adequate time to process the background check and other paperwork. Be aware that this 120-day period does not apply if a business loses its Primary Principal before relicensing at

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FROM THE CLAIMS FILE



By Andy McGinty, EVP/COO
LIPCA Insurance

The following article surrounds claims stories from actual claims handled in the LIPCA Claims Office. Some of the stories are funny, outrageous, scary, sad and unexplainable. We truly believe that pest management and lawn professionals learn from these stories. The industry can use these occurrences and questions at the end for employee training sessions and/or for their own businesses to try and avoid the same mistakes others have made over the years.

Our insured put a house under a termite contract about 1.5 years ago. The contract in question was your typical termite damage warranty. It was a pretty good contract but could have been stronger to protect his business, but that's another story. A graph was done, but the original evidence of termite activity/damage was not listed. Anyway, the customer calls one day and says he has live termites. Our insured goes out and verifies the infestation and finds isolated infestation/damage on one wall inside the home. This was a routine type of claim that PMP's see over time that perform termite work.

Here is the curveball. Our insured discusses with the customer, causation, how the area is going to be treated and how the repairs are going to be handled. Again, this was a pretty routine situation which a lot of PMP's have tried to handle on their own without involving their insurance company. Happens every day.

What does not happen every day is the insured telling the customer to go ahead and take care of the damages and send the PMP the bill as "he will take care all the damage". This is a common mistake that unfortunately happens more often than you think. To add more color to this story is the insured is related to the homeowner and did not expect anything more than a bill for the damage our insured witnessed that day. As you have guessed, the bill sent to our insured by the customer/relative was a little more than what was anticipated. Our insured was expecting a bill of less than \$5,000 and the bill received was approximately \$40,000. For those keeping track, that is 8 times the amount the insured was expecting to pay.

Needless to say this insured does not have \$40,000

to reimburse the customer/relative. He is now being sued for the damage repair and one of the allegations in the suit is "he will take care of all the damage". Just to be clear to everyone, our insured admits he said this. So the questions that many of you, along with myself, are asking are:

1. How often did the insured keep tabs with the damages and extent of damage? How would you keep tabs on the repairs?

2. Why did the PMP promise the customer/relative "he would take care of all the damage"? Would you make this promise? What about your employees saying this?

3. The contract is only 1.5 years old but the graph is basically blank. How much damage is really owed? Can the insured (or insurance carrier) reduce or mitigate the previous damage or all damage that is being claimed?

4. Do you think there is a coverage issue with the insurance carrier promising to fix damage?

5. How many laps around the track should the insured have to run as punishment?

Consider the questions yourself and discuss with your employees at your training sessions Compare your answers to ours that will be listed in the next edition. Good luck.

Andy McGinty is the EVP/COO of the LIPCA Insurance National Pest and Lawn Program. He has handled thousands of pest control claims and exposures and has reviewed pest industry contracts/documents for over 20yrs. Andy is a speaker at pest and lawn conventions, conferences and CEU venues throughout the United States. He can be reached at 800-893-9887 ext 7016 and/or andy.mcginity@lipca.com

Regulatory Corner - Continued from page 18

the end of the year. All companies must have a Primary Principal in place to renew their business license.

Q17: Who is responsible for cleaning up pesticide spills, me or the NDA?

A17: The new regulations clarify that you are responsible for the pesticides in your possession from the moment you take possession until the moment they are properly applied or disposed of, including clean up after spills.

Q18: Do I have to report pesticide spills, even small ones that are easy to clean up?

A18: In the new regulations there are the following reporting requirements: Report by telephone within

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FROM THE ENTOMOLOGIST'S MICROSCOPE: PEST IDENTIFICATION



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

Bark Beetles

Bark beetles are members of the beetle family Curculionidae or weevils. They can be recognized from other beetles by having a short rostrum or beak (shorter than most of the weevils) and geniculate antennae (much like ants) (Fig 1). The antennae have a distinct club made up of 3 segments. Of the 78 species which occur in Nevada, less than ten are considered pests. Some of these can carry fungi in special structures on their bodies. Some of these fungi, such as the ones that cause Dutch Elm Disease, carried by the Smaller European elm bark beetle (*Scolytus multistriatus* (Marsham)) or Thousand Cankers Disease, carried by the walnut twig beetle (*Pityophthorus juglandis* Blackman) in oak, can kill trees.

The mountain pine beetle (*Dendroctonus ponderosae* Hopkins) and western pine beetle (*Dendroctonus brevicornis* LeConte) are the two main bark beetles that attack our Jeffrey and ponderosa pines across Nevada. Two other bark beetles the fir engraver (*Scolytus ventralis* LeConte) and the Pinyon ips (*Ips paraconfusus/confusus*) attack firs and pinyon pines. Junipers and related trees are attacked by several species of bark beetles in the genus *Phloeosinus*, whereas



Fig 1



Fig 2



Fig 3



Fig 4 Western Pine Beetle

the shothole borer (*Scolytus rugulosus* (Müller)) attacks a variety of hardwoods including a number of fruit and shade tree species.

Attacks start with the female

boring a hole through the bark into the cambial tissue where she mates and begins boring galleries or tunnels in which she lays eggs. These eggs hatch into C-shaped larvae that continue to feed and bore away from the egg site. The shape and design of the galleries are often very specific to the species of bark beetle making them (Fig 2). If enough females attack the tree, the larvae eventually completely cut the cambial tissue and the tree will die. The larvae eventually pupate and emerge as adults. The emergence holes look very much like someone shot the tree with a shotgun, thus the name shothole borer (Fig 3).

Bark beetles primarily attack weakened trees, but if their populations get high enough they can and will successfully attack and kill healthy trees. Keeping trees healthy by proper watering and fertilization is the best way of preventing bark beetle attacks. There are preventative sprays that can be applied to trunks and branches of high value trees and there is a pheromone verbenone, that can be applied to pine trees to prevent the attack of mountain pine beetle. This pheromone basically tells other beetles there are already enough beetles attacking the tree.

Regulatory Corner - Continued from page 20

24 hours to the Director or his or her designee: (a) Any emergency dumps of pesticides by aircraft, and accidents of aircraft loaded with pesticides or ground equipment involving the spillage of pesticides; or (b) The accidental spillage at sites of operations of more than 1 gallon of liquid or 4 pounds of dry weight of unmixed pesticides that are detrimental to persons, wildlife, domestic animals, or crops.

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