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Production: Stellar Graphics
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Training

A Message from the President

– Sara McGuire

So we all blinked and summer is over. Falling leaves, pumpkins, ramped up rodent management is upon us. Hopefully everyone is putting to bed a successful summer and rolling into a strong fall.

By the time you're reading this MOTM will most likely have already passed but GCPMA still has one amazing event in December that will be worth your while to attend, our annual dinner. This year we will be changing the venue to Weber Grill in Lombard and we will have a great speaker for your enjoyment. Please bring your significant other and join us for a great night! We want to thank everyone for an amazing year so far and for making GCPMA such a meaningful organization.

My message this quarter will be short: onboarding. We always talk generically about continued "training" but how we bring on new employees from Day 1 can set the stage for success or failure of that employee. This month I lost my corporate trainer and although we wished her all the luck in the world we suddenly had a huge gap in one of the most important processes in the business; and most undervalued. Onboarding and training are often viewed as second class citizens to getting warm bodies on routes, getting the work down, and keeping the machine running.

A technician's first days and weeks at your company will send a powerful message about your culture and who you want to be in the industry. In today's difficult labor market it important that your onboarding is not only well organized and clear, but that you set the tone for how that technician can contribute to their own success and the success of the entire organization. "What's in it for me" and "What's the big picture".

If your employee walks away during training confused about what their role is, what is expected of them, what they should be learning, you have failed to onboard a long term quality player. If your employee doesn't have the tools to do their job, doesn't have support during the training process, or is frustrated with promises that go unfulfilled, you have failed in developing a long term quality player. Not only could you be setting yourself up to put a toxic employee in front of your valuable customers but you probably will have an open route again in a few months. "69% of employees are more likely to stay with a company for three years if they experienced great onboarding"

No matter how small your company is, onboard with thoughtfulness.

Please let me know how else you need GCPMA to support you and your business, email smcguire@smithereen.com

*Go forth, drive safe, kill pests,
and have an outrageously
successful Fall season.*

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A MEETING OF THE MINDS XI

WHEN: Wednesday, September 20, 2017

WHERE: Holiday Inn Hotel and
Convention Center
18501 S. Harlem, Tinley Park, Illinois

CEUS: 6 Credit Hours

The GCPMA education committee has been busy planning this great event.

GCPMA's premier annual conference, Meeting of the Minds XI, is scheduled for September 20th at the Holiday Inn/Tinley Park Convention Center. This conference includes Continental breakfast and lunch.

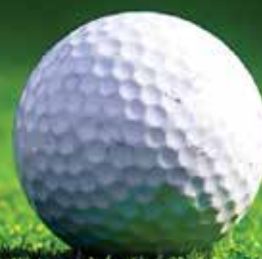
The Speakers Are As Follows:

- ✓ Dr. Faith Oi
- ✓ Dr. Stephen Kells
- ✓ Dr. Jamel Sandige
- ✓ Dr. Michael Potter

Hope To See You There!

Please Be Sure To Register At GCPMA.com • You Won't Want To Miss This Great Annual Event!

Golf Outing... Thank You To All June 22, 2017 *That Participated!*



*White Pines Golf Club
Bensenville, IL*

Winning Foresome: Danny Yunez
Dave Johnson
Billy Longmire
Don Kaufman

Longest Drive: Gary Dady

Closest to the Pin: Danny Yunez

The WILD Life

By Jane Peifer,
Ampest Exterminating & Wildlife Control

'Bats are myth-understood'

There may be more myths about bats than any other animal. Some people think bats are blind bloodsuckers that fly into your hair and carry rabies. In fact, these flying mammals are extremely useful to humans and are gentle, intelligent creatures. Out of nearly 1,000 bat species, only three feeds on blood, and it is usually that of cattle.



Bats Are Among The Most Unique And Fascinating Of All Animals.

No other mammals can fly. Bats use echolocation to find flying insects at night much like sonar helps ships locate objects under

water. Bats also have good night vision. They are not blind, as myth would have it.

While Midwestern bats feed exclusively on insects, consuming many pest species, they prefer to expend the least amount of energy to obtain the most food. Thus, bats typically capture larger insects, such as night-flying moths, and do not live up to their reputation for controlling mosquitoes.

Correctly considered beneficial animals, in certain situations bats, however, pose a threat to human health.

Histoplasmosis is a disease associated with bat guano and bird droppings. When droppings accumulate for years, a fungus (*Histoplasma capsulatum*) can grow and produce spores that may cause histoplasmosis when inhaled. Where bat or bird droppings accumulate, in an attic for example, care should be taken to avoid contracting this disease. Clean up generally involves wetting the droppings before removal and wearing personal protective equipment, including a HEPA-equipped respirator or self-contained breathing apparatus (SCBA). Removal of large amounts of guano or droppings from structures should be left to experienced professionals familiar with proper removal procedures.

Perhaps the greatest health risk from bats is rabies. In Illinois, rabies is found in bats more than any other wildlife species. Yet it should be noted that typically less

than 5 percent of bats tested for rabies are found to be rabid. In the bat population as a whole, the percentage of rabid bats is much smaller – less than 1 percent.

Rabies is a viral disease causing encephalitis (brain inflammation) in humans and animals. Humans can become infected when bitten by a rabid bat. Transmission also can occur when an infected bat's saliva (but not blood, urine or feces unless these are mixed with spinal fluid – as can happen when a bat is beaten or crushed) comes in contact with a person's eye, nose, mouth, a scratch or wound. Contact with aerosolized bat saliva, especially where large numbers of bats are roosting, also can transmit rabies to humans, although this type of transmission is quite rare.

Of less importance are parasites associated with bats. Fleas, lice, mites and bat bugs can infest bats, birds and other animals. Some may transmit diseases to humans. If the host animals are killed or leave their nests or roosts, the parasites look for alternate hosts and may wander into the living spaces of structures. They may bite people and domestic animals, but most parasites cannot live long away from their preferred hosts. Control can often be accomplished by simply vacuuming the parasites and carefully discarding the vacuumed material. Sometimes, bat parasites such as bat bugs may have to be eliminated by application of pesticides labeled for this purpose.

HANDLING BAT EMERGENCIES:

Bats flying outside at night pose little risk. However, bats flying outside in daytime, flopping around on the ground, landing on or near someone, or roosting in accessible locations should be avoided, as should any bat found indoors. Bats typically enter structures in spring. Buildings, where bats may be roosting, should be inspected at this time. During daylight hours, inspect attics, rafters, walls, chimneys, porches and cellars for roosting bats, bat guano, crystallized urine or musty ammonia odor. Also inspect for exterior openings that will allow bats to enter the structure.

If a bat is found indoors, the structure should be thoroughly inspected for the presence of roosting bats. Structure-infesting bats pose a health risk and must be prevented from entering occupied rooms. When bats are

found roosting inside a structure, the building should be inspected for routes by which the bats might gain access to the living quarters. Such passageways might include ductwork, false ceilings, attic doors, chimney, holes in walls, and gaps around pipes and wiring. Every effort should be made to seal openings large enough for bats to squeeze through which is typically 1/2" or larger.

Rabid bats may exhibit no obvious abnormalities, so all contact with bats should be avoided. Where there is a likelihood of encountering bats, such as at children's outdoor camps, people should be instructed not to touch bats. Similarly, people should NOT be allowed to occupy a room in which bats are found, until it is certain that no bats remain in the room and that the room has been sealed to prevent their re-entry.

Any bat suspected of having physical contact with a person should be captured and submitted for rabies testing. Bats can be captured using gloves, by netting, or by covering them with a box or can, then sliding a piece of cardboard or other stiff material under the container to trap the bat inside. It is advisable to wear heavy leather gloves to avoid bites and scratches. Your local health department, animal control office or veterinarian can assist you with submitting the bat to a laboratory for rabies testing. If the bat tests negative, rabies treatment can be avoided.

If a bat bites or has physical contact with a person, the wound or contact area should be washed immediately with soap and water. Unfortunately, bat bites and scratches are small and may go unnoticed. In certain situations, it may be impossible to know if contact with a bat has occurred. These situations occur when a bat is found in the same room with a sleeping person, infant or young child, persons with diminished sensory or mental capacity, or persons under the influence of alcohol or drugs. Whenever a bat has physical contact with a person, or is suspected of coming in contact with a person, the bat should be captured, if possible, and the incident should be reported immediately to a physician and local health authority to assess the need for rabies treatment.

The incubation period (time from exposure to appearance of symptoms) varies from days to years, but is usually one to three months. The initial symptoms of rabies in humans may be flu-like and progress to anxiety, confusion, agitation, insomnia, hallucinations, delirium and other abnormal behavior. To be effective, treatment should begin as soon as possible after exposure. Once symptoms appear, rabies is almost always fatal, although a recent experimental treatment appears promising.

BAT EXCLUSION:



Big Brown Bat

Like most birds and other wildlife, all 12 species of bats inhabiting Illinois are protected by law. Species most commonly found in structures include the little brown bat (*Myotis lucifugus*) and big brown bat (*Eptesicus fuscus*). These species have a wingspan of less than

12 inches and weigh ½ ounce or less. Four other species are classified as endangered species. It is unlawful to harm or kill a bat. Only under special circumstances are permits to kill bats granted by the Illinois Department of Natural Resources.

Popular "home remedies" for eliminating bats are temporary, ineffective, and/or illegal. No pesticides are registered for bat control. Moth crystals (naphthalene) can be temporarily effective, but the typical attic requires three to five pounds to be used and changed every few weeks. Other types of repellents may not be registered for use as bat repellents and therefore cannot legally be used to harm or repel bats. Bright lights, as well as fans and air-conditioners (used to cool down the roosting area), may be effective but temporary controls. In addition, ultrasonic and electromagnetic devices do not effectively repel bats, rodents or insect pests, despite advertising claims.

Exclusion remains the best way to prevent and control bats in a structure. Bats can be excluded by sealing exterior openings larger than ½-inch, using caulk, expandable foam, plywood, mortar, metal flashing, steel wool or ¼-inch mesh screen or netting. Make sure doors, windows and vents have screens and are securely framed; chimneys are capped; and gaps around utility lines are plugged.

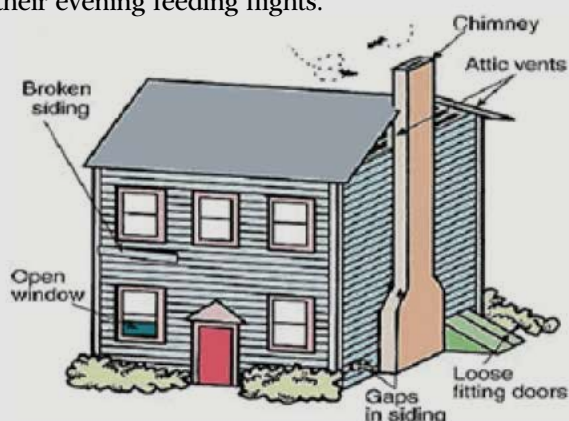
In May and June, one or two "pups" are born to pregnant bats in Illinois. By the end of July, the young bats have taken wing, though they will continue to nurse until able to feed themselves exclusively on insects. Most bats, especially those in northern Illinois, leave their roosting places in September and early October to migrate south where they will overwinter in caves, rocky ledges and cliffs, and occasionally accessible walls and attics. Therefore, bat entry points in structures are best sealed during the months of September through April, when no bats are present. Proper exclusion at this time will prevent bats from entering the structure in spring. Only at certain times can exclusion be performed while bats are roosting within the structure. This involves sealing openings after the young bats are old enough to fly (August or later in Illinois).



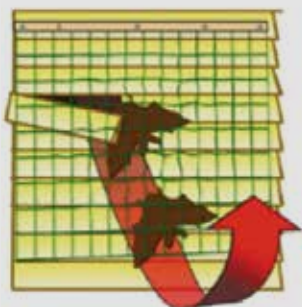


Some skill is required to identify all entry points and to apply exclusion materials to openings. Openings through which bats are entering and exiting a structure may be identified from inside the structure by entering the roosting area, an attic for example, on a sunny day when light can be seen

through the openings. Another method is to turn on a bright light in the attic at night and look for light escaping through the openings on the building's exterior. Dark stains may be seen around and beneath openings used by bats. These result from bat guano and from "rub marks" where oils and dirt accumulate as bats pass through the openings. Yet another method of finding bat entry points is to watch for bats leaving the structure at dusk to make their evening feeding flights.



When all openings are identified, a "one-way valve" can be applied to each opening. One-way devices are those that allow bats to leave the structure, and prevent them from reentering. These can be as simple as a sheet of plastic or plastic bag attached above the opening and allowed to hang flush against the building's exterior. The plastic should be wider than the opening and long enough to hang at least one foot below it. The sides (but not the bottom) of the plastic can be attached to the building by staples or duct tape, to prevent wind from lifting the flap. At dusk, the bats will find their way out beneath the plastic flap, but will not be able to lift the flap to reenter the structure.



Similar devices can be constructed from screening or polypropylene netting of ¼-inch mesh, or a short length of PVC pipe can be positioned in the opening. A tube sock should be fitted around the outside end of the pipe and allowed to hang down with the toe cut out. Bats will exit

the pipe and crawl through the sock to get out but will not be able to reenter through the collapsed opening in the toe of the sock. Once all resident bats have exited the structure, the one-way devices can be removed and the openings immediately sealed as described above. Again, this type of exclusion should NOT be performed when young bats, incapable of flying, are present (typically May-July).

Although exclusion is the best way to rid structures of bats, knowledge and timing are critical for effective "bat proofing." Especially in older construction, there may be several bat entry points that can be difficult to discover. If all openings are not found and sealed, bat problems will continue. Installing sealing materials and one-way devices can also be difficult because bat entry points are often several feet off the ground, requiring the use of ladders (note that falling is a much more common accident than being bitten by a rabid bat). For these reasons, bat exclusion may be best left to professionals. A list of wildlife control specialists, who may be familiar with bat exclusion procedures, can be obtained from the University of Illinois Extension's Web Page **Living with Wildlife**.

This article is published on the Illinois Department of Public Health's website.

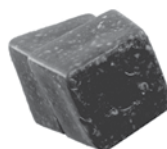
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Preventing Rear-End Collisions

By Roger A. Teal
North Division and Franchise Safety Manager - Terminix

Rear-End Collisions Are Often The Most Costly Type Of Accident Due To The Capacity To Cause Serious Injuries.

Most importantly, they are almost always preventable. These collisions involve one vehicle running into the back of another vehicle. Contributing factors of rear end collisions include: Inattentiveness, distraction, speed, and unsafe following distance. A common area for rear-end collisions is at intersections. Rear end Intersection accidents most commonly occur when traffic is slowing or stopped, or when someone is stopped in traffic and shifts their attention. Either scenario results in a collision with the vehicle in front of you. Sometimes serious, sometimes it's just a tap. Either way, both are preventable. When approaching an intersection, be focused and scanning the full area of the intersection

Tips For Prevention:

- Maintain a safe following distance of 4 seconds and adjust for adverse weather conditions or highly congested traffic. Never tailgate.
- Scan the road ahead. Watch for unexpected brake lights, traffic signals, (yellow lights or stale greens) pedestrians, and other vehicles pulling out into the road.
- Slow down well in advance to intersections and toll booths and tap your brakes to alert other drivers behind you. Oil, or fluids leaking from stopped vehicles can cause the road to be slick. Tapping your brakes tests the road surface as well.
- Don't assume that the driver in front of you will proceed through a yellow light.
- Keep a full vehicle length between you and the vehicle in front of you at a traffic light or stop sign. Be alert for vehicles that will pull away from the intersection and then stop suddenly. Allow 2-3 seconds to pass as the vehicle in front of you engages forward. This will create time and space if they should suddenly alter their driving plan.
- Do no roll through intersections.
- Don't make sudden lane changes and always use your turn signal.

- Watch for any traffic signs that may post restrictions, pedestrian crossings and ongoing construction, as these can limit your actions.
- If turning right, check to the left and right before proceeding. Be aware of any vehicles that may have stopped ahead of you for pedestrians and cyclists. Never move your vehicle in a direction you are not looking, ie. turning right while watching left.
- Professional drivers never allow themselves to become distracted while operating a motor vehicle. Distractions include however are not limited to texting, talking on the phone, eating, smoking, and thinking about the next service or sales call while driving.
- The University of Utah provides documentation that validates that texting and talking on the phone while driving is more severe than driving with a blood alcohol concentration of 0.08 % (current legal limit).
- The National Safety Council states that the average text message takes 4.6 seconds with eyes off the road, at 55 mph the vehicle and passengers will travel the length of an entire football field completely blind.
- Studies from the National Highway Traffic Safety Administration, Insurance Institute for Highway Safety, and National Safety Council show that drivers are 4 times more likely to have an accident while talking on the phone – hands-free or not – while driving.

Crossing An Intersection:

- Always hover the brake pedal with your right foot on approach and through an intersection. This practice reduces reaction time by as much as 1 second or about 45 feet of travel at 30 mph.
- Watch for cross traffic
- Don't race a yellow light
- Don't enter an intersection that is backed up, causing you to be sitting in the middle of the intersection
- Don't make lane changes until you are through the intersection.

Remember, professional drivers are in control of their vehicle at all times. If you are following too close or distracted you are not in control of your vehicle.

Rodent Control:

The Importance Of INSPECTIONS

By Sara Knilans — Bell Laboratories, Inc.

Rodent control services produce the highest number of callbacks. While it may be tempting to avoid or rush the initial inspection of the premises, don't! It can't be emphasized enough the importance of conducting this step thoroughly. The inspection, which usually begins outdoors and moves indoors, lays the foundation for the work to follow.

Proper Inspections followed by proper bait/trap placements equals reduced callbacks.

Some key inspection points:

- Interview customers for clues and account history
- Inspections should be three dimensional (up, down and all around)
- Identify what rodents need (food/water, harborage, heat source)
- Identify heaviest pressure areas
- Educate your customer

Examining the common areas is critical in gaining success. Rodents follow lines as pathways in and around buildings. Make sure that areas around pipes and utility lines are sealed to prevent rodents from entering. Identify poor sanitation areas and exclusion opportunities and communicate these to your customer. Void areas such as: Access panels, suspended ceilings, crawl spaces, storage areas and behind equipment.

One of the most common mistakes in rodent control is underestimating the size of the infestation and consequently not putting out enough bait or bait placements. During the inspection you will see different signs of rodents. This information helps you determine the size of the infestation and where rodents are traveling and feeding.

By Conducting A Proper Inspection You Get A Better Idea Of Which Tools To Use And Where To Place Them For Optimum Results.



SCHOLARSHIP WINNERS ANNOUNCEMENT

GCPMA is proud to announce the 2017 Scholarship winners. GCPMA's top priority is its members and that extends to the future of their families.

We also believe that education is a great asset for one's future. Although we had many applicants this year these 3 went above and beyond.

**Daniel Peifer
Logan Novak
Alyssa Galassini**

*THANK YOU TO ALL THAT APPLIED AND WE
HOPE TO SEE DOUBLE NEXT YEAR.*



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HOW THINGS HAVE CHANGED

By Carl Hinderer —
Sales Administrative Manager Environmental Sciences

A few decades ago, a very important part of training for our industry was safety training. In many states this is also known as core training. Technicians back then used insecticides that were easily adsorbed through the skin and used at much higher concentrations than today. Many of us can still remember vaponal headaches that were caused by the smell from driving around in a hot car in the summer time. This was the time before we had trucks to separate us from the chemicals that we used and air conditioning was very uncommon for route vehicles.

Fast forward to today. We now use some materials in structural pest control that are in the form of baits that do not need to be mixed or ever touched by the applicator. The actives are much less toxic to mammals and some are even used on or in animals for flea control. Additionally, we now have some materials available to us that do not need a signal word due to low toxicity.

However, one thing that does not change is the need to read and understand the label on the product that you are using. Of course, there are still products available to us that will kill us outright such as fumigants. But a lot of what we use today is less toxic and our exposure is generally to less active ingredient than in the past. But that does not mean that we can ignore the safety warnings on labels.

What has also changed in the scrutiny of the work we do and the professionalism that we must show during our pesticide applications. A pest management company in Ohio got caught up in a labor dispute between the caretakers of a government building and the union. Six months after the application, a security video showed the technician spraying the top of a chair cushion for bedbugs and the product was not labelled for that application. That resulted in a \$5000 fine. Labels are the law and they must be read and followed.

When I conduct a training session on labels, I always ask my trainees to draw a circle. I then tell them that I want to have them draw a picture of something that they see almost every day, the head of a penny. They must do this from memory. Then we take an oral quiz with a show of hands about their drawing. First, most people agree that Abraham Lincoln is on the head of a penny. Whether he faces left or right usually divides the class 50-50. Most people remember that there is a year and a mint mark. Some people get "In God We Trust" and almost no one remembers the word "Liberty". My point is that no matter how well you "think" you know something, like a pesticide label, you may not have enough recollection to keep you out of regulatory hot water.

Do you know there are insecticide labels that have fleas listed but you cannot broadcast the material on rugs or carpeting? Another very popular insecticide requires you to always wear long sleeves, long pants, shoes and socks along with rubber gloves when applying. Do you know if your label says must, should, or may? Did you know that the manufacturer of the product is under no obligation, legal or otherwise, to notify the distributor or the end user of a label change?

The bottom line is that although we use less toxic materials today than we have in the past, we are also being held to a higher standard of safety and scrutiny than ever before. Your customer may have already gone online to read the label of the product that you are using. So, before you have to explain your actions recorded on some activist's phone, be certain that you know the label of the product inside and out so that you can confidently say this is why I did what I did. Remember the old saying, "The Label is the Law".

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How To Keep Your Customers

— By Bill Dyra, Univar

Every few years or so, I ask customers of all sizes about how they keep customers?



While a growing business constantly needs customers, many managers and owners claim the focus or priority should be to please your existing customer base. Owners have said that if they fail to retain and take care of current customers and nurture

customer relationships often stall in their growing of their business. Almost all managers and owners say “it costs much more to gain a new customer than it does to keep an existing one.” If companies ignore their existing customers, those clients are more likely to be influenced by competitor’s calls, marketing, and advertising on social media. Owners also think that the loss of customers tends to come without warning.... by the time you find out they have canceled, it’s usually too late to do anything about it. Losing customers affects every area of your business, especially your ability to grow.

Here Are A Few Ideas Owners And Managers Use To Retain Customers For Life:

- Know and control your cancellation rate. Most believe cancellations should be kept under 2%. If you don’t track it you can’t control it!
- Don’t postpone service calls. Missed stops of clients usually end up being a cancellation down the road.
- Communicate with your customer base. By remaining in contact, companies are sending a message to customers that they are important to their business. Many pest control companies have no marketing departments but send emails and use all social media platforms.
- Almost all companies mention training of their employees. But very few talk about companywide, customer service training. I would add this to your quarterly training with the focus on exceeding customer expectations. A few PCO’s have ride-a-longs, and use recordings of incoming calls for assessments of office personal and training.
- I have found that companies with a high level of retention of customers spend time, proper training, and a percentage of their revenue in not losing customers.

Per many managers... if you prioritize the customer experience, you will generate greater profits for less money spend to acquire new business. Remember, the profitability of every business is directly linked to customer retention; which I believe includes cross training, extra sales and add-on sales, renewals, and referrals from existing customers. Customer relationships maybe your most valuable asset, protect it from your competition.



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Preflight Checklist

Save Time, Save Money,
Serve Customers

— By Andrew Greess

Every pilot has a checklist and goes through a pre-flight routine BEFORE taking his or her plane into the air. The checklist helps the pilot find problems on the ground, where they can be more easily and safely resolved. I believe Pest Management technicians should do the same thing.

Before getting into the truck and heading to the first stop, a few minutes spent checking equipment can save time and money, as well as preventing downtime that impacts productivity and profitability, and hinders your ability to provide timely service to Clients.

Here's the key point. If you are going to have an equipment problem, I believe you are better off having the problem at your office (or at home if the vehicle is taken home), rather than in the field. At the office, you are better prepared to make a repair, clean up a chemical spill, find a replacement part, substitute a piece of equipment, make a management decision on how best to proceed, etc. Conversely, in the field, repairs are more difficult, time-consuming and expensive, and the impact of a chemical spill can be disastrous.

I recommend you create a custom Pre-flight Checklist based on your Company's truck and equipment.

First, some Caveats:

- If exposed to freezing temperatures, let equipment warm up so any ice will thaw. Running frozen equipment will cause damage, leading to leaks, downtime and increased repair expenses.
- Follow label directions. Do not apply pesticides incorrectly when testing your sprayer. If you don't want to spray product as part of your test, spray back into the tank (for power sprayers) or into another sprayer (for manual sprayers).

Technicians should report any problems or exceptions they find to their supervisor.

Supervisors should have a vehicle inspection checklist that includes all the items on the technician checklist plus additional items that are critical to your company's success.

These few minutes in the morning spent checking equipment, will prove to be the most productive of your entire day.

You can download a sample Preflight Checklist here: <https://www.qspray.com/preflightchecklist/>

Andrew Greess is a Pest Control Equipment Expert, equipment columnist for PMP & PCT Magazines, and President of Qspray.com, the industry's leading pest control equipment website.

Here Are Some Ideas To Get You Started On Your Checklist:

Manual Equipment (Hand Sprayers & Backpacks):

- ✓ Look for puddles. Pump up your sprayer.
- ✓ Does the sprayer hold pressure?
- ✓ Are there any leaks?
- ✓ Does the sprayer spray properly?
- ✓ Does the sprayer shut off properly?
- ✓ Is the spray pattern intact?

Power Equipment:

- ✓ Look for fluids anywhere they are NOT supposed to be.
- ✓ Check your filter. Clean it, if necessary. Check o-ring for swelling which may prevent an airtight seal.
- ✓ Pull 20-30 feet of hose off your reel and inspect for wear. Most hose leaks occur in this area.

Gas Rig:

- ✓ Check to ensure engine has gas and oil.
- ✓ Inspect pull cord for wear.
- ✓ Inspect belts for wear.
- ✓ Ensure there is water in the tank, so the pump is not damaged by being run dry.
- ✓ Start your rig. Let the rig build pressure.
- ✓ Check your pressure gauge for proper operating range.
- ✓ Listen to pump and motor for abnormal noises.

Additional Checks:

- ✓ Check for leaks.
- ✓ Check all hoses.
- ✓ Check pump.
- ✓ Check all fittings and clamps for leaks.
- ✓ Check tank output fitting for leak.
- ✓ Check hose reel swivel for leaks.
- ✓ Check spray gun for leaks.
- ✓ Use the gun to spray material back into tank. Again observe the system for proper operation
- ✓ Rewind the hose on the reel to test the reel for proper operation.
- ✓ Test any electrical components for proper operation (e.g., electric pump, electric rewind hose reel)

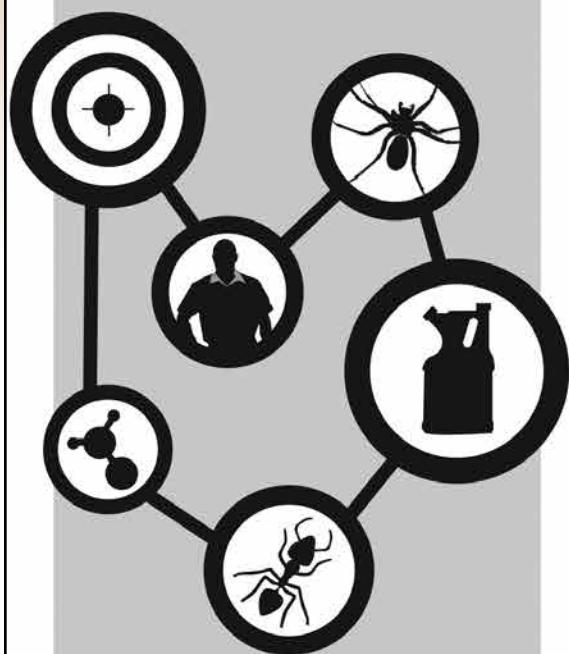
Other Equipment & Supplies:

- ✓ Ensure enough extra gas for the day's stops.
- ✓ Ensure enough chemicals for the day's stops.
- ✓ Ensure label/msds for the products on truck.
- ✓ Ensure enough supplies for the day's stops.
- ✓ Ensure proper PPE (personal protective equipment) on truck.
- ✓ Ensure spill control supplies on truck.
- ✓ Ensure required equipment on truck.

Add Items To The Checklist That Are Appropriate For Your Company.



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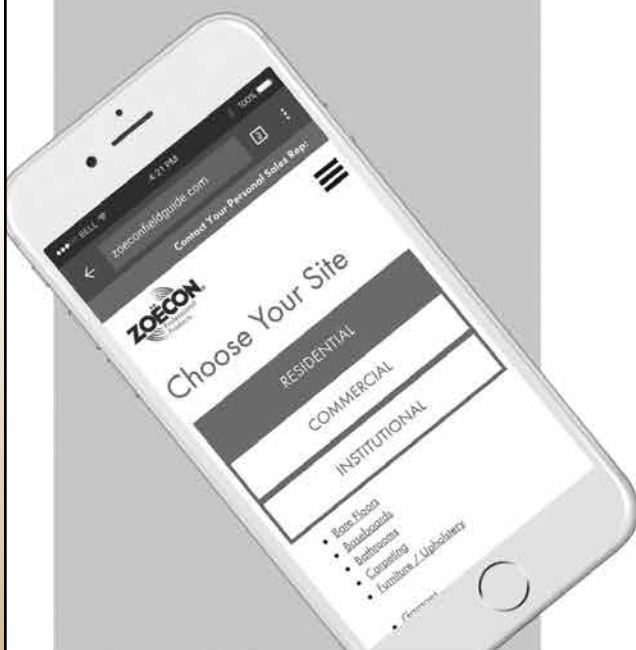


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Visit our booth at PestWorld 2017
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Soft Bait – Rodent Problem Solver

By Ted Bruesch

Technical Support Manager - Liphatech, Inc

Rodenticide Evolution

In the old days, rodent exterminators mixed their own secret blends of food ingredients and poisons. By the 1970s rodenticides were regulated and could only be manufactured by registered companies. Secret and perishable blends of fruits, vegetables, grains and meat were replaced by commercially made blends of grains and flavorings. Some products were made in pellet forms to make them more durable and less messy. Eventually, the dry ingredients were mixed with molten paraffin and poured into molds to create much more weather-resistant blocks. Extruded wax blocks evolved and proved to be more palatable and economical to produce. These small blocks made with grain and other ingredients bound with paraffin have been the mainstay of the industry since their introduction in the 1970s. They are still the most commonly used type of rodenticide bait for commensal rodents. Along the way there have also been various liquid baits, pastes and powders. A few remain today. And then about 2008, along came SOFT BAIT.

Liphatech has two second generation (kills in a single night's feeding) anticoagulant soft bait brands on the market: FirstStrike® (active ingredient – difethialone) and Resolv® (active ingredient – bromadiolone). Recently, we have introduced a non-anticoagulant soft bait called TakeDown™ (active ingredient – bromethalin).

Soft Bait Offers Many Benefits For Rodent Control Professionals:

- Soft baits are, in general, much more palatable than wax blocks. Soft baits often are readily accepted, even when there is unlimited competing food available!
- Because soft baits are packaged in pouches, they do not melt off the securing rods in bait stations, even at 200 degrees F.
- Soft bait cost-per-placement is often lower than that of a wax block.
- Rodents leave fewer crumbs with soft bait than they do with wax blocks. This makes bait station clean-up easier and faster.

When, Where And How To Use Soft Baits

- Use them in routine baiting situations. Their high palatability often causes rodents to accept them sooner than wax blocks.
- Use them to eliminate existing infestations. Again, their palatability causes quicker bait acceptance, so rodents may eat a lethal dose of bait sooner than with wax blocks.
- FirstStrike and Resolv have different blends of inert ingredients. Rodents often have food preferences, so with two flavor blends you have an option for eliminating even the very few rodents that were not attracted to the first product used.
- TakeDown kills faster than an anticoagulant so it is well-suited for situations in which a large population needs to be taken down quickly. However, due to the fast onset of unpleasant symptoms, rodents that do not ingest a lethal dose may become bait shy. It is a good idea to use it for a few weeks at most and then return to an anticoagulant soft bait, which will not trigger bait shyness, to eliminate any stragglers.
- Be ready to experience an increase in rodent feeding in bait stations with soft bait, as more rodents eat more bait than they did when wax blocks were in use.
- Choose the right rodenticide for the situation. If you have been relying solely on wax blocks for a long time and have no feeding activity, don't assume there are no rodents. Switch to a soft bait such as FirstStrike or Resolv for a while to eliminate any surviving rodents.



- Make sure you put any rodenticide on the rodents' runway as close to their nest as possible. Rodents will not go out of their way for even the most palatable soft bait. Being out in the open goes against their instincts to protect themselves from predators.
- Replace the rodenticide often enough to keep clean and fresh material available. In and around some accounts there are contaminants floating around in the air which may taint the rodenticide. Fork-lift tire dust, oil mist, exhaust fumes, residues, etc. can all be tasted by rodents, which have an incredible sense of taste. Never spray insecticide on rodenticides and make sure you have no chemicals such as gasoline, perfume or nicotine on your gloves when handling them.
- Make sure you maintain an uninterrupted supply of rodenticide. Rodents are prolific and rapid breeders. Also, some rodents may eat more than what is needed to kill them, resulting in less bait available to kill other members of the population. If a bait station is empty for a few weeks between service visits the population can rebound.
- Manage the risks. Doing too little about a rodent problem carries risks of continued contamination, damage and disease. Traps carry risks such as injured fingers or hands, as well as control failure risks. All rodenticides carry risks of primary or secondary

exposure to non-target animals. Be aware of the situation in and around a rodent control account.

- Soft baits are also palatable to some insects, which can consume quite a bit of material. A repellent pyrethroid insecticide around the bait station can minimize insect feeding. Again, do not spray insecticide on the bait.
- Rodents sometimes shred the paper and bits of it may end up outside the station. This can be solved by removing the bait from the paper pouch and applying it in Liphatech's SST securing device.
- The EPA mandated label language prohibits wax blocks, soft bait and rodenticide in sachets (place packs and pouches) from being used as burrow baits for Norway rats. Fortunately, we have products such as Maki® and Generation® Bulk Pellets and BlueMax™ meal, which are excellent burrow baits.

**Liphatech Is Willing To Help,
Whenever You May Need It.**

Contact Crystal Engle at englec@liphatech.com.



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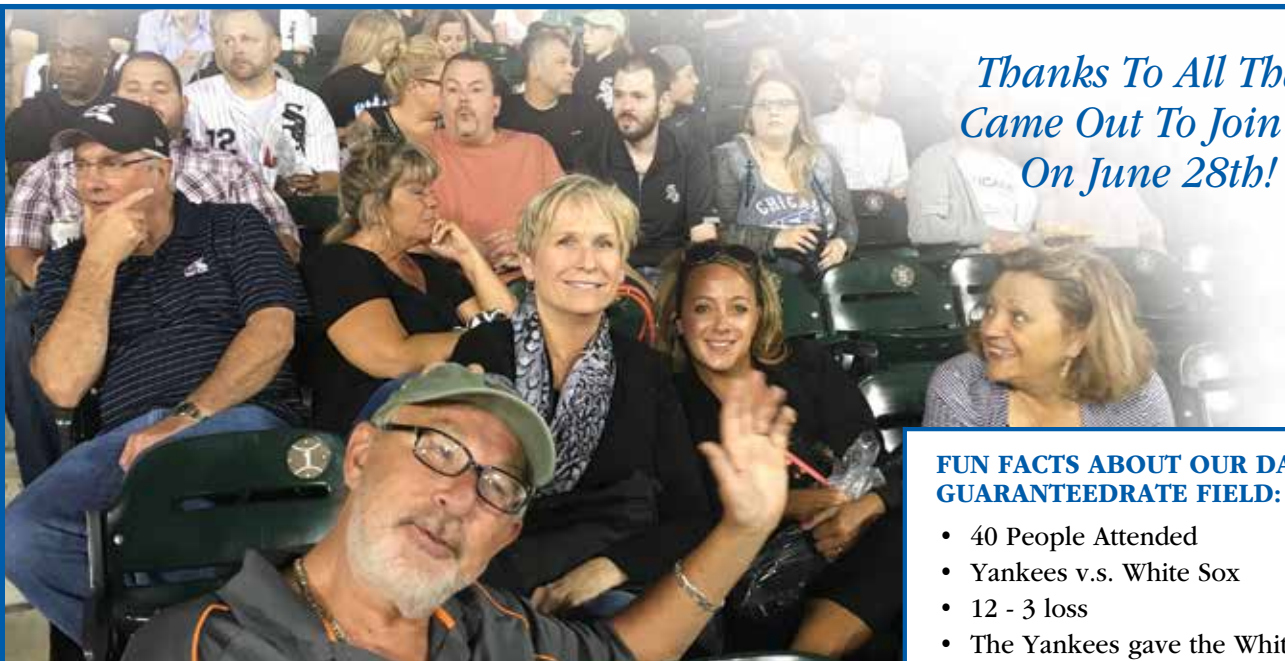


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Annual Holiday Dinner
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Weber Grill Restaurant - Lombard
More information to come at GCPMA.COM!



*Thanks To All That
Came Out To Join Us
On June 28th!*

**FUN FACTS ABOUT OUR DAY AT
GUARANTEEDRATE FIELD:**

- 40 People Attended
- Yankees v.s. White Sox
- 12 - 3 loss
- The Yankees gave the White Sox a spanking. Scoring 5 runs in the 6th inning and 4 runs in the 9th.

2017 GCPMA BASEBALL OUTING