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PRESIDENT'S MESSAGE:

Captain's log Star Date February 17th, 2020. Weather: still cold. Daylight hours: slightly longer. Patience with Chicago winter: almost depleted. By the time you read this I hope that the snow has melted and doesn't return, unlikely but there's always a new hope.

To get some positivity up in here, I am so thrilled to announce GCPMA has brought some new blood to our board. New talent that will bring a different perspective to our team and valuable contributions to the organization: Ben Channon (McCloud), Josh Groen (Groen's Wildlife), Keith Kenley (Chicago Pests). They will be taking on responsibilities in Education, Entertainment, and Scholarships. As our board evolves with new leadership, we will be better positioned to face the challenges that come our way as long-time board members retire from their posts.

One of those retiring will include me. This is my 4th and last year serving as GCPMA's President. I have been involved in this great organization as soon as I entered the industry as a wide eyed 25 year-old, who didn't know her head from her...you fill in the blank. We have many items in the works to continue to improve your GCPMA experience including top of the line continuing education seminars, some new dazzling entertainment and networking opportunities, and more diligent effort to get scholarship money into the hands of our members' families.

For those of you that renewed your GCPMA membership we want to say thank you! Without your commitment and membership we wouldn't be able to deliver all the services you need to run your business better. If you haven't renewed please do so ASAP on our website (gcpma.com) to continue your benefits with us.

Be safe out there, go forth and prosper!

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Production: Stellar Graphics
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The WILD Life

BY JANE PEIFER, *Ampest Exterminating & Wildlife Control*

'What's it like to be a Honey Bee'

You're a honeybee.

Despite being around 700,000 times smaller than the average human, you've got more of almost everything. Instead of four articulated limbs, you have six, each with six segments. (Your bee's knees, sadly, don't exist.) You're exceptionally hairy. A shock of bristly setae covers your body and face to help you keep warm, collect pollen, and even detect movement. Your straw-like tongue stretches far beyond the end of your jaw, but has no taste buds on it. Instead, you "taste" with other, specialized hairs, called sensillae, that you use to sense the chemicals that brush against particular parts of your body.

You've got five eyes. Two of them, called compound eyes and made up of 6,900 tiny lenses, take up about half your face. Each lens sends you a different "pixel," which you use to see the world around you. The colors you see are different. Red looks like black to you and your three "primary" colors are blue, green, and ultraviolet. You detect motion insanely well, but outlines are fuzzy and images blocky, like a stained-glass window. Your three other eyes detect only changes in light to tell you quickly if something dangerous is swooping your way.

Now that you're a honeybee you can do all kinds of things you couldn't before. Your four wings move at 11,400 strokes per minute. You can sense chemicals in the air. You're fluent in waggle dance, which is a particular figure-eight dance that allows you tell the other members of your colony where the nectar supplies are.

All honeybees are social and cooperative insects. A hive's inhabitants are generally divided into three types:

Workers

Workers are the only bees that most people ever see. These bees are females that are not sexually developed. Workers forage for food (pollen and

nectar from flowers), build and protect the hive, clean, circulate air by beating their wings, and perform many other societal functions. The average worker lives for just five to six weeks.

The Queen

The queen's job is simple—laying the eggs that will spawn the hive's next generation of bees. There is usually only a single queen in a hive. The queen can live up to five years and lays up to 2,500 eggs a day. If the queen dies, workers will create a new queen by feeding one of the female larvae an exclusive diet of a food called "royal jelly." This elixir enables the worker to develop into a fertile queen. Queens also regulate the hive's activities by producing chemicals that guide the behavior of the other bees.

Drones

Male bees are called drones—the third class of honeybee. Several hundred drones live in each hive during the spring and summer, but they are expelled for the winter months when the hive goes into a lean survival mode.

Life in the Hive

Contrary to popular belief, honeybees do not build an external structure that contains their hive. They love to live in hollow spaces, whether that means a hollow tree, an empty fallen log, or in a traditional man-made bee hive.

They do, however, build the inside of their hive. Honeybees make their own special wax (beeswax), which they use to create perfect little hexagons inside their home. These little cubbyholes are called cells, and in them, the bees store everything from eggs, to pollen, to honey.

To seal their hive and to protect against diseases, the bees make a substance called propolis. Propolis is a combination of beeswax, honey, and tree resins, and is anti-bacterial, anti-fungal, and anti-viral. It disinfects and protects their hive.





INTERESTING FACTS ABOUT HONEY BEES:

- ▶ Around **80 percent** of all American fruit, vegetable, and seed crops are pollinated by bees.
- ▶ A **single pound of honey** is the lifetime work for about 768 bees, made up of visits to two million flowers.
- ▶ Of 20,000 species of bees, **only 4 make honey**.
- ▶ Regardless of outside temperature, bees maintain a temperature of **92-93 degrees** Fahrenheit in their central brood nests.
- ▶ Honeybees fly at speeds of up to **15 miles an hour**.

SCHOLARSHIP MONEY!



GCPMA is proud to award scholarships to students who are involved in the pest management industry OR whose parents/guardians are employed by a GCPMA member company. The GCPMA



Scholarship Committee reviews all COMPLETE applications and the winning recipients are notified prior to the Fall Semester.

All applications must be postmarked by Thursday, August 15, 2020. Mail Transcripts, sponsor letter and essay in a sealed envelope that is clearly marked to: **Greater Chicago Pest Management Alliance - Scholarship | PO Box 601, Tinley Park, IL 60477**



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PEST MANAGEMENT | VECTOR CONTROL

INSECT LIGHT TRAPS FOR YOUR PEST MANAGEMENT PROGRAM

BY GREG STROHL, *Pest Management Supply*

The purpose of using Insect Light Traps (ILTs), commonly called fly light traps, is to monitor for flying insects and to assist in their control. Your fly trap selection depends on the specific situation. There are electrocuting type units and ones that use glueboards. And they come in all shapes and sizes. There are wall-mounted, ceiling-mounted, corner-mount, free-standing and decorative ones. ILTs also have one to four bulbs, usually emitting 15 watts to 80 watts of UV light output, which is the major factor in a light's attraction range. You will also need to decide if you need shatterproof bulbs in your lights. These traps must be regularly maintained. That is, glueboards should be checked and changed regularly and the bulbs should be changed once per year.

Where light traps are placed is arguably the most important aspect of their use. Often the placement will depend on the actual conditions you are working under. Prior to choosing your lights and where you will place them:

- Consider other light sources that might compete with the trap. Avoid placing your ILT in a brightly lit area.
- For day-flying insects like house flies, install light traps low. Install traps 4 to 5 feet off the floor.
- Ceiling hung light work better for night flying pest like moths.
- In warehouses, install a large wall-mount or ceiling-hung trap 15-25 feet inside of loading dock doors, Install the trap so that it is not directly across from the door and cannot be seen from outside.
- Install fly traps along the path to stored or processed food. Narrow hallways are good installation sites. ILTs are most effective where flying insects are funneled into narrow spaces.
- Make sure nothing is placed in front of the ILT unit. Insects must be able to see the light.

- In food processing areas, place the ILT to draw insects away from the food. Do not install ILTs over exposed food or food prep surfaces.
- In public areas use discreet units that hide the insects that have been caught.



Contact an Insect Light manufacturer representative or distributors to assist you in choosing an ILT for your customers.

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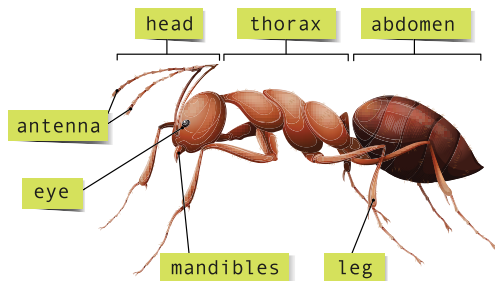
YOU SHOULD KNOW: ANTS

BY JOHN KANE, *Orkin*

You should think of an ant colony as one animal, spraying a trail of foraging ants will barely hurt the colony at all and will not solve the problem. Eliminating queens is the only way to resolve an ant issue.

First things first: what kind of ant is it? There are about 580 different kinds in North America; some will have multiple queens, some may nest in abandoned plumbing or even piles of dirty clothes, some may be attracted to dirty bandages and even get inside IV tubes in hospitals!

For easy identification, it's important that you have a good hand-lens. A good hand lens is compact, and has several swiveling lenses to increase magnification as needed. Here is a hand lens that works well and only costs \$1.50 from bioquip.com (catalog # 1129H). **Features that help identify ants are the shapes of the head, antenna, thorax, and the number of 'nodes' on the petiole.**



With specimen in hand and hand-lens, consult your **NPMA bluebook** or other identification guide. You may feel pressured by the customer for an instant identification, but

just excuse yourself and say you'll take a closer look using the equipment in your truck and will be right back. Count the number of nodes on the petiole, look at the thorax and head to see if they are smooth, sloped, or have grooves or spines, you may also need to look at the shape and number of segments on the antenna. But with a good hand-lens and ant guide, you should have your identification quickly. Don't make an assumption, take a close look! What looks like a pavement ant (single queen) might be an odorous house ant (multiple queen), and it makes a big difference. Carpenter ants come in many sizes, and can have as many as 2 to 25 satellite colonies within a home, and during certain months will not be foraging much (making baits ineffective)! Knowing the species can make all the difference in choosing an effective approach.

Some information about the ant that can affect service method:

- Single or multiple queens? Nests Indoors / Outdoors / Both?
- What is it foraging for during the seasons (carbs / proteins)
- Moisture requirements, and preferred nesting sites
- Time of day when they're most active
- Emergence times during the year (swarming)
- Is it a biting/stinging ant (example: fire ants)?
- Is it a actually a pest species? Or could it be one of many important seed dispersers not normally found indoors?

Once you know what ant you're dealing with:

INDOORS

Interview the customer to determine:

- Areas of observed ant activity, how many ants?
- Cultural factors such as brining firewood in, potted plants, etc.
- What have the ants been most attracted to?
- History of the house (leaks, plumbing, pests)

Try to follow worker trails and locate the nest if you can. The nest may be inside a potted plant, wall voids, furnitures, beneath the slab, roof shingling, and many other places. With carpenter ants look for sawdust excavation piles. Areas of high moisture will also be more likely to host ants. If there are only a few ants seen, the nest is probably outside; if winged swarmers are found, a nest is probably inside. Bait is effective in that it is slow to kill; so ants have the chance to harvest it, return to their nest, and feed it to other ants and possibly the queen. Place bait discretely in areas likely to be visited by a foraging ant (but not a dog or infant!), and/or along a foraging trail. Do not disrupt foraging trails if you are using them to deliver bait to the nest. This is where good customer communication comes in! The customer just wants you to "spray", but that's not usually an effective course of action. Let them know what you are doing and why, and advise them that it may take up to two weeks to obtain control but that ultimately it will be more effective than just spraying the visible ants. In areas where you cannot bait foraging trails, trails can be wiped away with detergent and a damp cloth.

After baiting, concentrate on identifying and sealing any points of entry. Dusts can be used in structural voids where ants are likely to travel. Place monitors in likely areas to track ongoing activity. Typically, you should not be spraying indoors for ants. Spraying can be done to disrupt communication between parent and satellite colonies (carpenter ants), but will not by itself eliminate ants unless the nest is drenched.

OUTDOORS

Inspect the property for foraging workers and likely nest areas.

Use foraging workers to help you find the nest if you can. A small amount of bait or honey, or even a freshly dead insect!, can be placed, and once the ant is loaded, they will return to their nest and can be followed while doing so. For many ants (especially carpenter ants), the nest may be off property, and baiting may be the only solution in those cases.

Bait along trails of foraging workers and other likely areas.

For this purpose Advion Ant Bait gel, Maxforce Quantum, or Maxforce Carpenter Ant bait are solid choices. Physical changes to the exterior may also aid in reducing ants, such as trimming trees and plants away from the structure, sealing up entry points and the like.

Apply a structural barrier such as Termidor (2X per year only at any account!) around the perimeter and potential entry-ways (doors/windows/soffits). If the nest is discovered, it may be drenched according to label, safety, and whether it's appropriate for that species (e.g. for carpenter ants you may use a dust or foam within the nest galleries).

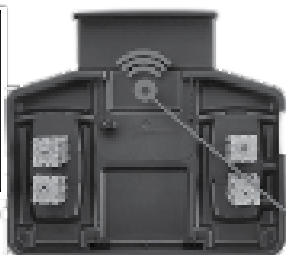
Lastly, when in doubt about the species or best way to proceed, consult your Supervisor or Technical Specialist!



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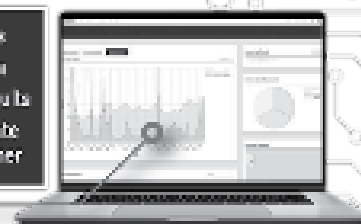
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A PMP HOTEL CHECKLIST FOR UNWANTED GUESTS

CONTRIBUTED BY ZOËCON



It's no secret that hotels are particularly vulnerable to bed bug problems. Chicago is an international destination, which means that bed bugs may also hitchhike alongside travelers in their luggage. With more than 45,000 hotel rooms in Chicago, the abundance of beds and guests checking in daily provide a perfect environment for bed bugs to thrive. From inspecting hotel rooms to post-treatment tactics, following a comprehensive checklist can ensure no more bed bugs, and no callbacks, at hotel accounts.

1 Assess & Inspect:

Adjoining room? Vacant? A lot of furniture? Scan the room and take a mental note of the prep work that's going to be required for that room before getting started with inspection. Next, what's the damage? Slowly pull back covers, looking closely for blood stains and carcasses. It's common to find bed bug activity where guests lay their heads, the top end of the box spring. This is because bed bugs are attracted to the carbon dioxide that their hosts are breathing out at night. Be sure to also check the corner walls, curtains, sofas and any other furniture or fabric.

2 Prep:

This step is extremely important to ensure the treatment is as effective as possible. Bag up all bedding and fabrics in the room for hotel staff. Open up furniture such as dressers and arrange all pieces in a way that will allow for optimal treatment. Finally, once everything is moved, vacuum the entire room.

3 Treat:

Using a mix of products including residuals and aerosols, begin treating the entire room including all furniture, baseboards, under rugs, mirrors, picture frames, under and around box springs, dressers, wall mounts, headboards, face plates over outlets, and adjoining rooms. After treatment, it is recommended to turn the thermostat up to around 80 degrees, a temperature that makes bed bugs comfortable. This

will encourage the bugs to come out of their hiding places and get exposed to the products that were just applied, boosting control efforts.

4 Second Inspection:

How well did treatment go? After 48 hours, perform another inspection. Depending on the severity of the infestation, perform a light treatment to knock down any remaining bed bugs. This can be done by using a low-odor spray that dries quickly so the hotel room can get back to business.

5 Educate:

Depending on existing hotel protocol, educate the hotel staff on what to look out for to prevent as well as locate a bed bug infestation. Share with the staff what the entire life cycle of bed bugs look like since the insects can look different depending on what stage of the cycle they are in.

The problem with bed bugs in hotels only appears to be growing, so having a set protocol in place will help prepare PMPs for these calls in the future. By following these steps, you can help hotel customers keep these costly infestations in check.



OFF THE RECORD: DES PLAINES LIBRARY PAYS \$22,500 TO TAKE CARE OF BED BUG PROBLEM

BY TODD WESSELL | on January 1, 2020

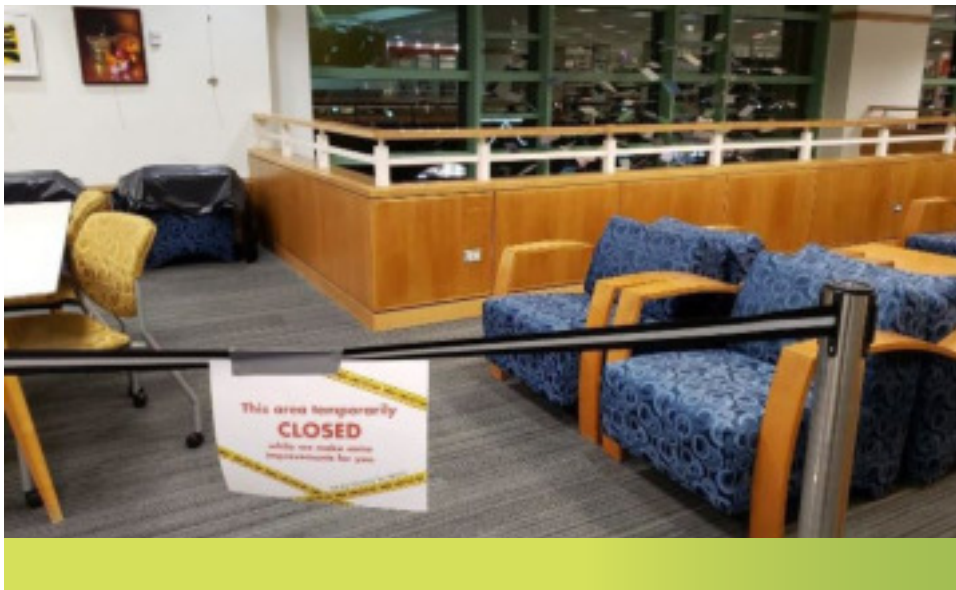
Area affected by beg bugs that was recently closed off at the Des Plaines Public Library.

The Des Plaines Public Library's recent mishandling of showing one of its trustees the door without providing him decent notification, is not the only problem the facility is facing.

Sometime in September bed bugs were discovered inside the four-story building. About two months later, more of the tiny blood sucking insects were spotted on a different floor of the library prompting a call to a pest control company to do what it can get rid of the nasty problem.

A short time after the library was closed at its regular 5 p.m. time on Saturday, Nov. 23, employees of Orkin swooped in and sprayed sections of the facility. The bill to perform the work was \$22,500.

Library Executive Director Jo Bonnell said bed bugs were spotted on two library chairs. The first infestation occurred on the building's fourth floor and the more serious problem happened on the third floor. How big of an area was infected by the bugs is uncertain. Chairs or other furniture where the insects were believed to have lived were covered with plastic bags and the area cordoned off to prevent public use. A posted sign said, "This area is temporarily closed while we make some improvements for you."



When Bonnell was asked whether the bug problem is over, she replied, "I don't have any magical powers. What we do is identify the problem. We have an agreement with Orkin to come in and perform pest control every month." Bonnell also explained that library security and maintenance employees are trained to spot the insect problem.

"Every day a member of the staff checks the premises for bugs," she added. "We're on top of it. We do respond immediately and comprehensively."

Other library officials have told us that getting rid of bed bugs permanently is hard to do. Due to their lasting power and small size they can be tough to spot.

Bed bug sightings in public libraries is not unheard of. Usually, lots of people enter and exit

facilities on a continuous basis oftentimes six or seven times a week. The critters have been known to hitch a ride on someone's clothing, for example.

According to the American Library Association, there are six steps of "bed bug introduction", that include identifying bugs or bug damage, quarantine, inspection and treatment. The insects can be found almost anywhere, including within books, furniture, in small crevices, on bookshelves, and in book drops.

When one of the infected Des Plaines Library chairs was discovered, we were told it was taken outside the library away from patrons. However, a check later on the chair revealed that someone took it.



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WHAT YOUR CUSTOMERS LIKE

BY BILL DYRA, *Account Executive - Univar*



Talking to different PCO Companies everyday I have found a few ways that they use to get their customer to purchase from them at a better price than some of their competitors.

I have always been interested in this and the different ways companies use to get and retain customers along with a few ideas I feel and use that are important in a successful business.

An easy, friendly relationship will work wonders.

When it's easy to do business with someone it makes customers or buyers life a little easier and better for them. If you can provide your customers with an easy friendly relationship in which they can get answers, when they need it, on a timely basis your in your way to a satisfied customer.

Be reliable and dependable.

Most customers I have dealt with like to know that they can rely on you for most if not almost all their answers to buying your products. This, I have found, almost always comes from the history of the relationship.

Very seldom will a customer you sign up drop your company or salesforce for a few pennies. Just make sure they can rely on you all the time.

Be predictable to your customer.

I have also found this is probably based on past relationships. If your sales people have good relationships with them and your company you probably have a edge and major advantage over your competitors to retain and or sell more services to the customer.

Be flexible and responsive always to your customers specialized needs.

Be different than your competitors. Being flexible, on requests virtually always will give you a advantage and most likely the order and many times your sales people may even get a higher price or larger order.

Buyers always watch the bottom line as well a you do. But that does not mean you should have your salesforce give away your services.

You should recognize that giving help can be advise and assistance related to uses and applications, explaining to the customer about the insects or issues they have, and time they should expect improvement. I don't believe you should tell your sales people and techs that by cutting the price your going to give the customer will help realize more business.

Your salesforce should be completely trained, have the knowledge, competence, and always follow up with the customer.

Companies and Sales Reps who are serious about following up on orders, services, making sure that everything's right in the processing of the job often have the opportunity to sell at a higher price upfront.

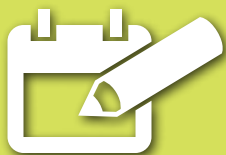
Know your services and product line.

Your customer expects you to know what your selling. If you don't know your own product line of services, prices, your surely not going to be very convincing to your customer as to why they should buy fro you, especially if you asking for a higher priced service.

And honestly I think it's a great idea to know your competitors products, and as much as you can about their company and price structure.

And finally, don't just "wing it".

Be prepared for the sales call. Know your companies services, products, pricing. If you don't prepare for your sales call or know what your customers issues are how do you expect someone to pay your top dollar for your services.



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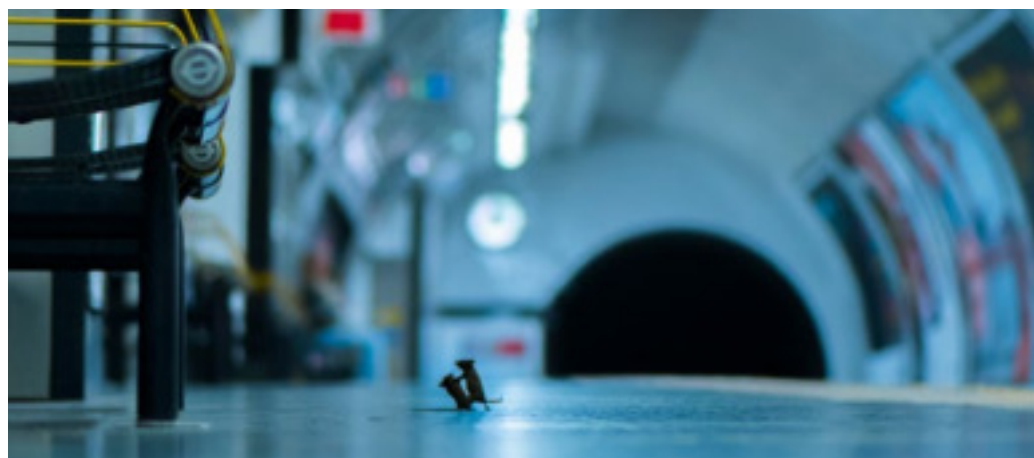
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PHOTO OF MICE SQUABBLING ON SUBWAY PLATFORM WINS PRESTIGIOUS PHOTOGRAPHY AWARD

BY ROB PICHETA, CNN | Updated 12th February 2020



London (CNN) — The sight of two mice scurrying across a London Underground platform in the evening is, to many, an unwelcome feature of life in the city. But a young photographer is hoping his award-winning shot changes that perception.

Sam Rowley's "Station Squabble" has been picked from more than 48,000 images to claim a wildlife photography award from London's Natural History Museum, voted for by the public.

The image features two mice fighting over a few leftover crumbs in a subway station.

"Everybody knows about the mice on the Underground but I don't think anyone's seen them in that light before," Rowley, a 25-year-old researcher at the BBC, told CNN.

He admitted that he got a handful of "strange looks" from commuters while laying on the floor of various central London stations, but added: "People were quite curious — they were quite chatty and nice about the whole thing."

Rowley's winning Wildlife Photographer of the Year LUMIX People's Choice Award submission, revealed February 12, was selected from a shortlist of 25 images.

Read the full article here:
www.cnn.com/travel/article/wildlife-photographer-peoples-choice-winner-scli-gbr-intl/index.html



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WINDS OF CHANGE

BY GARY PIETRUCHA, *President EnviroSAFE Pest Management*

In past articles, I have documented the process on how an idea becomes a law in this State. Obviously, Illinois has a number of issues that delay a lot of processes. The Pest Control Industry is not insulated from this condition. We have often spoke of house bills that would dramatically affect our business, no matter if you are large or small. The one currently that is on the radar is House Bill 3636, which picked up 2 more sponsors in January of 2020, which reads as follows:

Amends the Illinois Pesticide Act. Authorizes the Director of the Department of Agriculture to classify a pesticide as a restricted use pesticide. Includes pesticides containing a neonicotinoid as a restricted use pesticide. Defines "neonicotinoid". Provides that no pesticide containing a neonicotinoid may be used outdoors on any public land owned or maintained by the State, except for use in structural pest control or abatement of *Agrilus planipennis*. Effective immediately.

Now for those of us who are not Latin Scholars, the word *Agrilus planipennis* is the infamous Emerald Ash Borer, the very insect that the State said "is resistant to pesticides". This statement resulted in the destruction of thousands of healthy trees that COULD have been treated with pesticides to kill the borers. But rather than face the fallout from the uninformed public caused by well funded organizations that still to this very day preach the evils of pesticide use, trees that took, in some cases a half a century to grow, were destroyed at an astronomical expense to the City of Chicago and various suburbs, rather than facing potential law suites from people claiming illness from pesticide treatment. Now, I will say that this is an opinion of mine, but I find it interesting that the law that is

proposed allows the exterior use of neonicotinoids ONLY when it come to the treatment of the Emerald Ash Borer. Remember, imidacloprid is, by far, the most popular and most used pesticide in the world. It has been a proven product that has no issues attached to it. Can you imagine if that was taken away from us? It reminds me of the Dursban issue, which was also the most used pesticide in the world. Chlorpyrifos (Dursban) is the last of the organophosphates that exist in this country. That is amazing. Its only use today is in the Department of Agriculture. According to its manufacturer, Dow AgroSciences, **"Chlorpyrifos is one of the most widely used pest control products in the world. It is authorized for use in about 100 nations, including the U.S., Canada, the United Kingdom, Spain, France, Italy, Japan, Australia and New Zealand, where it is registered for protection of essentially every crop now under cultivation. No other pesticide has been more thoroughly tested.**

So I went online and, not surprisingly, Chlorpyrifos 4E was available from Controlled Solutions. It is a Restricted Use Pesticide with a Warning label on it. None the less, it was available for purchase, up until November 8, 2019, when, with an agreement made with the EPA stated the use of the product must CEASE by December 31, 2020. If you take the time to read all of the legal wrangling going on with a number of our products, you would see just how important it is to use these products according to the label, and the amazing number of organizations that are fighting to remove many of the things we use in our business.

The point is this: This is a sue happy society – you see it every day on television, most recently with the use of Roundup weed killer. Now, as a

consumer, you have probably used this product around your house. Hopefully you read the label. During my career, I have used Paraquat, 2-4 D (which is contained in Agent Orange), and other brands that were considered very hazardous. But again, when used according to the label, there was no issues. These Roundup cases are generated from the public and their careless use of a product. So as you do your job daily, it is imperative that you see what is going on around you that could ultimately affect what you do for a living. Quite frankly, we should be satisfied with the Restricted Use requirement rather than a total ban on the neonicos.

Again, so you know, there are many products that you use on a regular basis that are classified as **neonicotinoids**. Do you know what they are? You would be surprised how many there are. The categories have also dramatically changed, with very few materials remaining. Only 40 years ago (which is a relatively short time) insecticides were categorized as Botanicals, Inorganics, Organophosphates, Carbamates, Chlorninated Hydrocarbons, Fumigants, and Insect Growth Regulators. We still have some, but most are gone. And if you investigate the internet, you will see that there are a lot more anti-pesticide groups than pro-pesticide groups out there.

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