March 2014 – Issue 240

Indiana Pest Management Association, Inc.

MARK YOUR CALENDAR – IPMA SUMMER MEETING

July 11-13, 2014
Indianapolis Hilton Downtown
CCH Meeting – Saturday, July 12

STEVE DURNIL/IPMA FAMILY SCHOLARSHIP

Applications are due – April 30, 2014

See application form in your December Newsletter at:

http://extension.entm.purdue.edu/IPMA/newsletter

or download application form at:

http://extension.entm.purdue.edu/IPMA/includes/pdfs/SteveDurnil_IPMAScholarship.pdf

INDIANA PEST MANAGEMENT ASSOCIATION, INC. TRAINING SESSION

WARSAW MEETING • MARCH 27, 2014
8:00 A.M. – 4:30 P.M. • Registration begins at 7:30 a.m.

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See page 14 for details.
See page 10 for registration form.

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Gary Bennett
Indiana Pest Management Association
Department of Entomology
Purdue University
901 W. State Street
West Lafayette, IN 47907-2054
Phone: 765-494-4564 or FAX: 494-2152
email: gbennett@purdue.edu

Sandy Lindsey, Editor
34145 Brown Bayou
Wesley Chapel, FL 33543
Phone/FAX: 813-782-7079
email: r_s_lindsey@hotmail.com

2013-14 Officers

Scott Robbins, President
Action Pest Control
4 E. National Hwy.
Washingon, IN 47501
(812)254-3059
email: scottr@actionpest.com

Ray Siegel, Past President
POW Pest Control
P.O. Box 200
Linden, IN 47955
(765)426-8612
email: ray.siegel@powpest.net

Mark Swihart, Vice President
Ace Pest Control
P. O. Box 383
North Webster, IN 46555
(574) 834-2834
FAX: (574) -834-2925
(1 year, Northern Region)
email: markace255@gmail.com

Gary Bennett, Secretary
Department of Entomology
Purdue University
Smith Hall
901 W. State Street
W. Lafayette, IN 47907-2089
(765) 494-4564
FAX: 494-2152
email: gbennett@purdue.edu

2013-14 Directors

John Walton
Arab Termite and Pest Control
1066 E. Diamond Avenue
Evansville, IN 47711
(812) 423-4455
FAX: (812) 423-1123
(2 years, Southern Region)
email: jwalton@arab-ev.com

Carrie Campbell
Hatfield Pest Control Service
601 Washington Street
LaPort, IN 46350
(219) 362-7444
Fax: (219) 362-9449
(3 years, Northern Region)
email: carrie@hatfieldpest.com

Scott Glaze
Arab Termite and Pest Control
P.O. Box 1233
Kokomo, IN 46901-1233
(765) 452-2929
Fax: (765) 452-8687
(2 years, At Large)
email: scott@arabkokomo.com

Sarah Florey
Arab Termite and Pest Control
912 W. Main Street
Crawfordsville,IN 47933
(765)362-7707
FAX: 362-9369
(1 year, Central Region)
email: arabpestcontrol@sbcglobal.net

Tim Kaforke
Univar U.S.A.
7425 E. 30th Street
Indianapolis, IN 46219
(800)382-4867
FAX: (317)546-8054
(1 year, Allied)
email: tim.kaforke@univar.usa.com

Judy Logsdon
Rid-A-Pest
4615 N. Shadeland Avenue
Indianapolis, IN 46225
(317) 547-3838
(1 year, At Large)
email: ridapest@comcast.net

TIPS TO MOTIVATE YOUR TEAM*

Consistent Communication. Communicate with your sales team in regular coaching sessions, in person, by phone and email. This includes ride-a-longs to work one-on-one, talk about goals and show you support their efforts.

Ask Your Team. Tap into your sales team's motivations by knowing what's important to them – ask them. Involve your sales team in strategy meetings. Brainstorm. Show trust and welcome their ideas. This will demonstrate how you value their input and they will want to participate more.

Goals. Now incorporate some of their ideas into your sales strategy and goals. This gives them a sense of ownership. They helped develop these strategies and goals, so now they truly are THEIR's, not a number put up on a board by someone else. Pair your salespeople into teams. Having an accountability partner will motivate and build a sense of camaraderie.

Give immediate feedback. Salespeople love accolades. Don't wait until you have the time to give the compliment or feedback. Waiting a couple of weeks to recognize a salesperson does not generate the same response as instant recognition. And broadcast this success to your entire organization. Success breeds success and momentum to take that positive attitude to the next client, close the business and add revenue to the bottom line of your company.

Solid Coaching. Most salespeople focus solely on the doing side without focusing on how to best manage their mindset and attitude. If success in selling depended only on what one did, then every salesperson that followed a certain step-by-step selling process should perform at the exact same level. This is obviously not the case. That's where an effective selling coach comes in. Sales coaching isn't only about provided step-by-step selling process to follow and track progress, it's about coaching the core of the individual, the mindset, which then affects what one does and who one becomes.

*Pest Sales Trainer, January 2013.

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ARROW EXTERMINATORS

RESEARCH TAKES A BITE OUT OF BUGS*

Bugs Have a bad rep-----and for good reason.

There's the gross factor: They're creepy and crawly and show up in places we don't want them. There's the fear factor: Many of them sting and bite, and often are on us before we know it. And there's the destruction factor: They transmit diseases such as malaria, West Nile virus and Lyme disease, they damage homes and other structures, and they consume crop plants.

But what if we could take away the disease, the ability to hurt crops or transmit disease, or the aggression that leads to stings and bites? Would bees, ticks and flies shed those bad reputations?

Probably not. But Purdue Agricultural researchers are making headway in neutralizing the things that give insects their infamous reputations. While observable results are still likely years away, they're much closer than they would have been without modern genomics.

Genomics allows scientists to study the entirety of an organism's genetic code at once, flushing out significant genetic markers and mutations that can give important clues about biological functions.

It has eliminated painstaking searches that previously took years to identify single genes and determine their functions. Scientists would have to identify a gene, knock it out, and then cross the plant or animal that has a muted gene with another plant or animal. The offspring would be observed, and the researcher would try to determine what characteristic was affected by the loss of the target gene.

Benevolent Bees

Greg Hunt, a behavioral geneticist, doesn't want to keep bees from reproducing, but he does want to find out whether it's possible to make their offspring less aggressive.

For years there have been stories of Africanized "killer" bees moving into North America. Those bees are highly defensive and are likely to sting when disturbed. But European bees are gentler and don't often sting. "If you cross a bee that stings a lot with a kind that is gentle you can see how the DNA sorts out in the next generation of bees," Hunt says.

Hunt has found that crossing aggressive Africanized bees with their gentler European counterparts can make the offspring less aggressive – but not always.

To his surprise, bees that are hybrids between European and Africanized are just as aggressive as the African type when the father is European, the bees are intermediate in their stinging behavior. "Genetically, these crosses are the same," Hunt says. "We suppose there's an epigenetic (change in how gene is expressed) phenomenon going on."

What that says to Hunt is that genes might be expressed differently based on which parent passes a gene to an offspring. Usually, these sorts of traits are limited in organisms to early embryonic stages, Hunt says, but that's not what he is seeing in the bees.

The finding has Hunt looking deeper to see if single nucleotide polymorphisms—the building blocks that make up DNA—can be used to measure the expression of genes inherited from the mother or the father.

What Hunt is doing is basic science, far from the stage where his work can be applied to creating gentler bees. But he says it's one of the most important steps along the path of getting to those observable results.

"How that translates to application is difficult to see right now," Hunt says. "Even in curing diseases, which people talked about early on, it hasn't happened yet. But it will. We're at the trying-to-understand phase because all of this is still so new. But we're getting there."

Hunt compares genomics to a toolbox. The understanding of a particular gene is a tool that goes into that toolbox. When you get enough tools, you can start building. Trying to build before all the tools are there would be like trying to build a house with just a hammer and some nails but no saw, measuring tape or other necessary tools.

Tackling Ticks

Catherine Hill, a Purdue medical entomologist, is using genomics to expand her ticks toolbox. She's spent more than a year now analyzing the tick's genome sequence.

Ticks are carriers of Lyme disease, the most common vector-borne disease in the United States, meaning it is transferred via bite from an infected tick to humans and other vertebrates such as rodents, dogs and deer. Lyme disease can cause a rash, fever, chills, body aches and joint swelling. If caught early and treated with antibiotics, the disease can be cured, but in some people symptoms can linger for years.

Hill hopes new advances can be made through better understanding of the carrier and transmitter of the disease. "We really don't understand much about ticks and how they transmit Lyme disease at all," Hill says. "We're desperate to find new ways to diagnose it or control ticks."

Hill has been working on understanding how ticks transmit Lyme disease for several years, but getting a genome sequence has opened the door for much quicker analyses of tick genes and their functions.

"It used to be like fishing in the dark. You just dangled a hook out there and hoped to catch something," Hill says. "I can find the right genes in several months, whereas using he old way—the reverse way—might have taken years."

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WATCH THOSE EMPLOYEE HOURS*

As you adjust to the economy and level of business, cost of labor is a "bottom line" factor continually tweaked and evaluated. For some companies, that means trimming back on hours for employees. For others, that means asking fewer employees to do more.

Be careful if you are the second kind of company!

Double-income couples average 91 hours per week working. Women are more likely to become managers and professionals, and put in the same hours these days as male counterparts.

According to the New York based Families and Work Institute, the average employee is being asked to do more so companies can hold off hiring until the economy improves.

Jobs in the Pest Control Industry already entail many factors that put stress on employees: longer-than average time in vehicles, exposure to heat and cold, handling chemicals, working in enclosed spaces, etc.

It may make business sense to ask an employee to put in extra work as opposed to hiring new employees. However, that extra time adds up quickly over a period of time and places stress on those employees.

Monitor real hours employees work over a period of a month or so and see if anyone is working an unusual amount of time. If so, make sure they can handle the workload, that their stress levels are being managed and that they are not making personal sacrifices impacting them negatively to work the extra hours.

Good employees often leave a company or decrease productivity simply because they are working too much. Often they do not realize the stress extra hours put on them.

Just pay attention and help your employees help you! It's that simple. If an employee tells you they are being overworked, take them seriously and evaluate.

*Reprinted from Kansas Pest Control Association News, 2013

INDIANA PEST MANAGEMENT ASSOCIATION FACEBOOK

The link is: **IndianaPMA@groups.facebook.com** or **https://www.facebook.com/groups/IndianaPMA/**

Scott Glaze has organized an IPMA facebook. "If we get some good activity there is a possibility we can create a full Facebook page", says Scott..

For additional information you can contact him at
Arab Termite & Pest Control
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scott@arabkokomo.com

Phone: 765-452-2929 or 1-800-559-5051
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RESEARCH TAKES A BITE OUT OF BUGS*

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Hill says understanding the genome could also lead to better insecticides that could target a tick's nervous system. The hope is that finding biological functions that ate particular only to ticks would lead to the development of insecticides that are deadly to those ticks but not to humans or other organisms.

One of the biggest misconceptions in genomics is that one gene controls a function and that simply eliminating the gene solves the problem. But genes play complicated roles in myriad biological processes that need to be understood first.

It's not possible to simply find the gene that causes bees to sting. A variety of genes, maybe even a combination, might control the behavioral characteristics that cause a bee to sting.

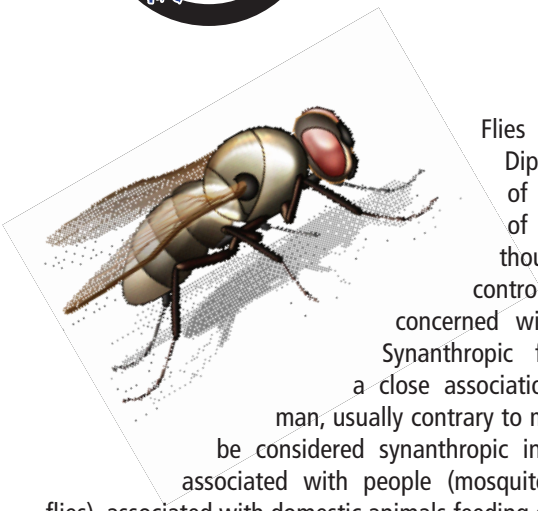
While Hill says it should take little time to find the genes, understanding the biological processes is what takes time.

"I've heard people liken genome sequencing to chopping up a book and then piecing the words into sentences, sentences into paragraphs and paragraphs into pages," Hill says. "We're at the sentences-into-paragraphs stage right now."

It's those later stages, when scientists are putting paragraphs onto pages, that people might see bees without fearing stings and ticks without fearing Lyme disease.

*By Brian Wallheimer, Purdue Agriculture, 2013

SOLVING FLY PROBLEMS*



Flies belong in the Order Diptera which is one of the largest orders of insects containing thousands of species. Pest control professionals are concerned with what are termed Synanthropic flies. Synanthropy is a close association between flies and man, usually contrary to man's wishes. Flies can be considered synanthropic in three ways, directly associated with people (mosquitoes and other biting flies), associated with domestic animals feeding on the animals or their byproducts (Dung) and those that find suitable shelter and/or food in residences and other structures. Although we may deal with all of these groups from time to time, our primary concern are specific to the third group, those that shelter and feed in human structures.

When developing control programs for flies, we must have one overriding goal, Seek Out The Source. Without finding the source of the flies, control measures will fall short of expectations. Here are a few basic principles when searching for the source.

Know the Fly
Adult flies are dispersed widely throughout the environment but their larvae are found in localized areas, living in a preferred food source. Proper identification of the fly that is causing the problem is critical in providing information regarding the preferred food sources. At a fundamental level, some flies originate outdoors, some commonly originate indoors and some can be found in either area. This information can tell you where to begin your search.

In general small flies such as small fruit flies, drain flies, Phorid flies and fungus gnats breed indoors while large flies, such as house flies, lesser house flies and blow flies breed outdoors. There are always exceptions where small flies originate outdoors and large flies originate indoors but the basic principle provides a starting point.

Each species of fly has preferred food sources. Once the fly is identified, the most likely food sources can be identified. Larvae of the small fruit fly (Drosophila melanogaster) feed on yeasts found in fermenting fruits and vegetables. A search for the source of these flies should start indoors and focus on finding fruit and vegetable residues that can support fermentation. There are several reference books that provide information on food sources for the different fly species.

Use Your Nose
When you know the types of foods that flies prefer, you should use all of your senses to identify breeding sites. Using the small fruit fly example, you would seek out odors that are related to fermentation such as alcohol or "fresh bread" aroma that indicates yeast based fermentation. Phorid and drain flies are often associated with drains and sewage. In this case you would seek out odors that smell like sewage. Experience will help you identify specific odors associated with different flies.

Think Small
Flies do not need much food, so you will be looking for small patches of food. A teaspoon of an appropriate food can produce dozens of small flies. Even large flies require relatively small amounts of food for development. Most fly infestations result from multiple small sources rather than one large one.

If a particular patch of food is a source of flies you will see larvae or pupae in the food material. If you do not find maggots, you do not have a source. Since multiple small sources are often present, do not stop your search after one source is identified. Keep looking, there will be more. Only when adult flies are no longer present you assume you have found all of the sources.

Look for the Unusual
Although we usually find fly activity in spilled food, floor drains, outdoor dumpsters and trash cans, they can originate in less common areas. One often overlooked area is in the collection receptacles of shop vacuums. These are often not cleaned and are used to vacuum food residues. This can result in a perfect breeding site.

If small fruit flies are an issue, look in the drain lines of soda and beer dispensers. These areas often do not have water flow which results in the liquid evaporating, forming a sugary deposit that supports fermentation and flies.

Lesser house flies (Fannia spp.) will often live in bird waste. A recurring issue with Lesser House flies could be the result of pigeons nesting inside or outside of a building. Another source of these flies is human waste that is deposited in shrub and flower plantings around the exterior of buildings.

House flies can live in nutrient laden soil, such as soil that has become soaked in nutrients from a leaking dumpster. Dig through the first inch or two of soil surrounding trash compactors and grease storage and look for pupae. These areas might be overlooked during your surveys.

In conclusion identifying the sources of flies can be challenging but is a skill that can be learned. Finding and eliminating the source is key to eliminating flies. So use all of your senses, all your knowledge, and take the time to Seek Out the Source!

An effective fly control program requires a thorough understanding of fly biology including their development and feeding habits. Taking

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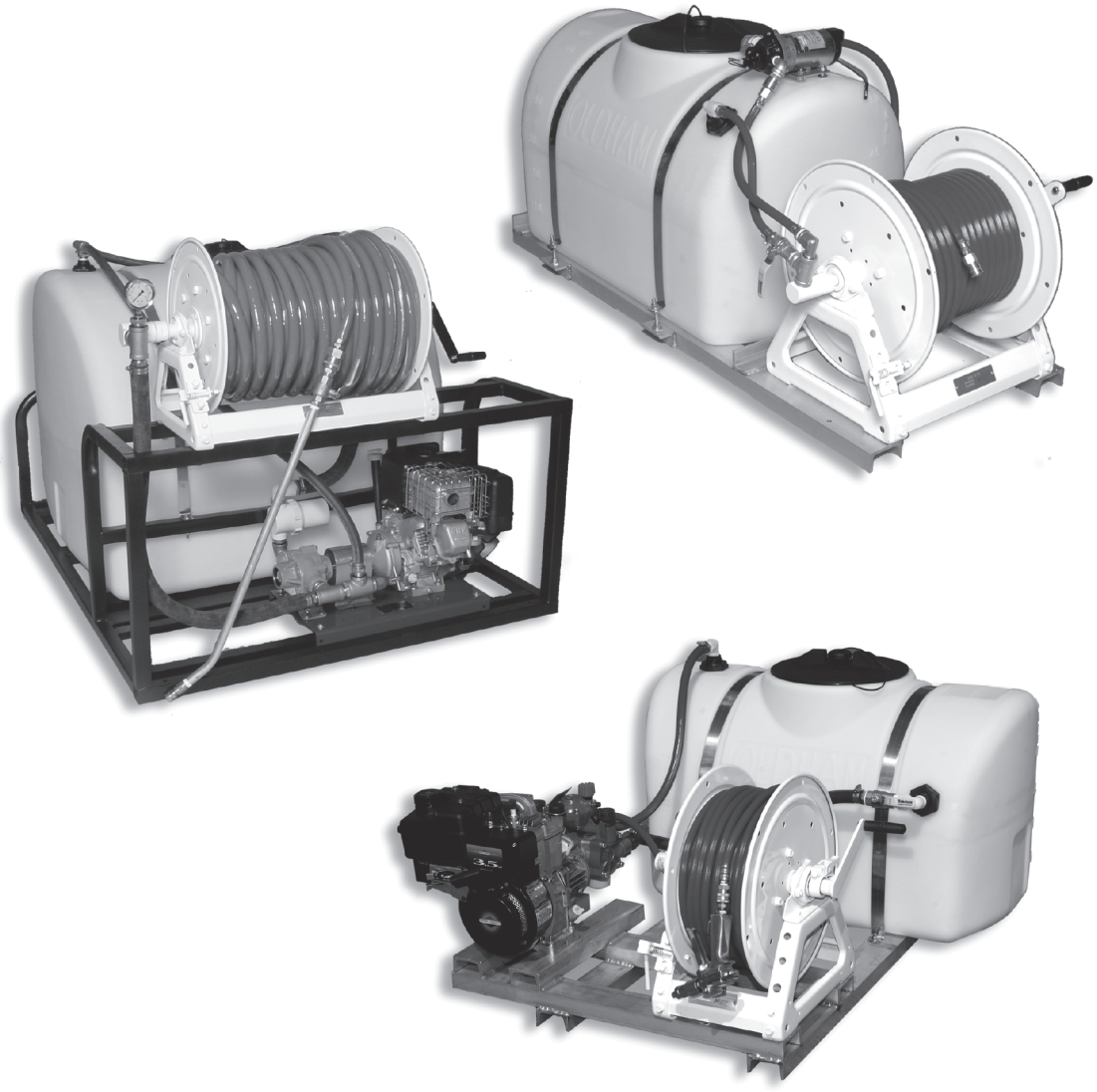

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SOLVING FLY PROBLEMS*

- *Continued from page 7*

an integrated approach to control as well as prevention of infestation in commercial buildings will reduce the risks to products and people. Because, in most situations, no single method or technique will solve the problem, multiple methods must be combined to maximally impact the fly population. I call this approach Stacking the Effects.

An understanding of the biology of flies is critical to the success of a solution program. Because of the food safety and customer relations risks, a solution program that includes adult control measures, but more importantly emphasizes exclusion and finding the source of larval activity at the food source is essential. This type of program takes time and effort, but is the only solution to fly activity.

Flies are so mobile, they require some unique control strategies. While adult flies are the most visible and the stage that can cause the greatest amount of contamination, it is the larval stage that is the key to control. An effective integrated solution will involve strategies to eliminate both larvae and adults. One of the reasons flies have become more prevalent in food preparation establishments is the switch over the years from residual sprays to bait for the control of cockroaches and ants. During treatments for cockroaches and ants, many fly breeding sources were also inadvertently treated, eliminating the larvae.

Adult flies can be targeted using a number of different control strategies. Light traps, food traps, baits, space treatments and residual treatments all have a place in a solution to adult flies.

Insect light traps, which rely on the fly's attraction to light, have been shown to be particularly effective indoors. Ultraviolet light is used to attract adult flies to these traps and then capture them using glue boards or electrocuting grids. Placement and maintenance of these traps are critical to their performance. Light traps should be used to intercept immigrating adult flies by creating a "gauntlet" of traps through which flies must travel to reach exposed food. Light traps should never be placed directly above food or food preparation surfaces.

Space treatments for flies are controversial. While pyrethin aerosols will knock down large numbers of adult flies they will not address the larvae. The net result is that they may be impressive displays of insecticide application, they do not address the root causes of the problem and the flies will rapidly return.

Residual treatments can help eliminate flies. Treating breeding sites is very effective where practical. In addition the technique of treating landing zones can augment any program. Landing zone treatments involve applying an appropriately labeled insecticide, as a spot treatment, to areas where flies are congregating or resting. These areas are identified by the presence o flies or their droppings often called fly spots.

While controlling adult flies is a component of a successful solution strategy, it is only a partial solution until the larvae are found and addressed. An enormous number of larvae can exist on a very small food source. Larval site sanitation is critical because general sanitation may miss these small sources, and that failure will lead to a continuation of fly activity. Most of the effort expended in fly larvae control will be in searching for the source. Because the food source may be small it may be difficult and time consuming to find. The key to the control of fly larvae is spending whatever time is required to find the food source. Different flies have different food sources and a knowledge of the type of fly present and the types of food it prefers helps in discovering the source of larval activity.

One new technique in larval elimination is to aid in sanitation by using microbial cleaners to remove these breeding sites. These are not insecticides but cleaners that use microbes that are selected to digest fats, proteins and carbohydrates. Most often these are applied as foams to the food substrate in drains or other areas where food build-up is supporting fly development.

A confounding issue with flies is that the source of the larvae may not be present in the building where the adults are present. This source may be in other areas of the building or in another property altogether. In these cases, exclusion adult control may be the only control measures that can be used. Exclusion is critical to the success of any program.

Exterior control strategies such as food traps, baits and residual treatments can assist in preventing immigration of adult flies. Always inspect the trash areas for fly breeding sources and treat with appropriate materials. Other breeding areas include trash cans for customers and drive through windows where food and drinks are often spilled.

Fly control requires integrating multiple techniques to "Stack the Effects". This process is he only way to gain control of fly issues.

*Jeff Weier, author, Sprague Pest Solutions, Nevada Pest Control Association News

INDIANA PEST MANAGEMENT ASSOCIATION, INC.
TRAINING SESSION

WARSAW, INDIANA • MARCH 27, 2014

REGISTRATION DEADLINE: MARCH 26, 2014

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BUILT TO LAST - EMAIL LISTS*

Successful Email marketing isn't achieved by shooting email blasts from the hip in the hopes you'll hit your target. Instead, businesses should be racking up email subscribers by cultivating their email marketing lists one bulls-eye at a time. Let's take a look at a handful of great practices for accomplishing a rewarding and consistent email marketing campaign.

Offer Content and Insight
Don't just promote your company, product, service or (gulp) self – instead, focus on providing your audience with valuable information, advice or just a fun bit of content for them to read, watch or view.

Offer Incentives
Ger your customers talking about your business by sharing discounts, contests or a little something for free as part of a referral program. Any deal that encourages your marketing email to be forwarded is a potential new customer. Getting new customers is just part of the benefit of offering incentives. It can also help email list retention, to keep subscribers from opting out, because your deals are so good and/or plentiful! In addition, when your customers are offered unique deals that can't be found on your website or in your physical store, it makes them feel special. This gives them a reason to stay subscribed or suggest your business to someone in their social circle.

Make it Easy to Opt-In
Offering a dead simple, fast n' short opt-in-form (that practically does all he work for yur subscriber) on your website, blog, social media site or via QR code is absolutely essential. The more places there are to sign up (i.e. checkout counter, homepage, newsletter, signage, etc.), and the easier it is, the more your email list will grow.

Leverage the Power of Social Media
Social media and email marketing make the perfect match. Make sure to use them in conjunction with each other to expand your audience and subscriber base. You can use share buttons on social platforms so your followers can view your emails as well as include share buttons inside your emails so readers can share them with just a click.

Your Call to Action
Don't forget to craft your CTA (call to action) in a compelling manner, informing your customers of the solutions you can provide for them.

Emails are a direct lifeline to your customers; treat this valuable form of communication in a way that benefits both your business and their best interests for maximum marketing success. The constant development of a strong email list is a huge piece of the promotional puzzle and a good handle on it can net nothing less than great results.

*From Active Web Groups, August 2013

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HOW TO PROTECT YOURSELF FROM BED BUG LITIGATION*

PCOs and property managers must work in partnership when managing pest control issues. Both sides must work in a truthful and cooperative nature. It may then seem counter-intuitive to suggest that PCOs must at the same time take steps to protect themselves from lawsuits when the property manager fails to follow sound advice supported by IPM and industry standards. Unfortunately, when tenants bring lawsuits against property managers, the insurers and their lawyers will look to secondary sources of funding the damages, especially in cases where the amount being claimed is significant.

In cases both in Iowa and California involving bed bugs, insurers have either threatened or filed claims against the PCO for contribution. In both cases, the PCOs appear to have documented their advice and supported their work with the treatment records.

The primary focus that the PCO has while conducting their daily affairs must always be guided by IPM and sound documentation practices. This will ordinarily protect the PC from the merits of the lawsuit and payout of damages. This will not prevent the PCO from being sued. In bed bug litigation where verdicts have been reached exceeding $750,000 for an individual case plus threats of multi-million exposure in class action cases, solid pest management practices are essential.

The forgotten element in the chaos is the cost of defense and impact this has on the PCOs day-to-day business model. Insurance companies that cover pest control professionals have policies that should cover the cost of defense and third party claims. However, insurance companies may take a closer look at policy language to avoid coverage and allow them to reserve their rights to deny claims now that it appears that the PCO is in play in stakes litigation. The costs of defense alone can put a PCO out of business; not to mention the time and internal resources it takes to defend a lawsuit from the PCO's standpoint.

In examining both the actual claims and threats associated with bringing the PCO into the litigation between the tenant and property manager, it appears the primary angle the property manager will take is to claim the PCO was negligent in engaging in services that had no reasonable likelihood to succeed or that the PCO was the professional charged in making the overall decisions. In simple terms, the only way for the PCO to have avoided being sued was to walk away from the job with a leer declining services. In basic terms: the PCO should never bid a job that is not designed to succeed.

PCOs are driven by their desire to do what they can to help their customer. If client is unwilling to pay the premium service, many PCOs will still bid a job that will help reduce the pest issue even though it may not eliminate it. Basically, the PCO wants to do a "good deed" and keep the customer happy. While documenting this in the bid and service agreement will be of value in defending a lawsuit, it may not eliminate the exposure from being sued.

PCOs must therefore be vigilant in documenting their advice and explaining in their bid the potential or even likelihood that the service being purchased may not successfully eliminate the pest. Likewise, PCOs should, as a part of their business practice require the customer to sign a declination of services line on their contracts signifying that the customer is declining the recommended treatment in favor of an inferior service. This will help when defending a lawsuit. Unfortunately, PCOs will need to appreciate and understand the litigation risks associated with bidding a job not designed to succeed as opposed to "just walking away". It comes down to a numbers game. Eventually, if you bid enough jobs that are not designed to succeed (even with great documentation), you increase your odds of being sued. Remember that no good deed goes unpunished.

*By Jeff Lipman PMP presents Direct To You

HEALTHY INVESTING HABITS*

We all have habits – some are good, while others aren't. Daily routines such as brushing and flossing your teeth, become habits that can improve your health and longevity. Fortunately, most of us don't need daily investing habits. In fact, checking your portfolio every day is a little like brushing your teeth every hour – much too often – and it can cause unnecessary pain or lead you to act when you shouldn't.

BUT there are six key habits that can improve your chances of success as an investor. As the next year approaches, consider developing – and keeping – these habits.

Set Realistic Goals
Almost everyone knows that goals are a critical element for success in sports, business and other endeavors. It's no different for our investments. It may seem complicated to translate your desires, such as financing your children's education or a comfortable retirement, into the dollar amounts you'll need in the future. However, setting those concrete goals and designing a path toward them are critical steps of the investment process.

Hold No One Investment in Excess
Moderation is the rule, so that you don't find you've concentrated too much in some types of investments while neglecting others that may be more appropriate but out of favor. Your mix of stocks, bonds and short-term investments is one of the most important investment decisions you make since it helps set the speed at which your investments can potentially grow.

If you're going too fast, you can find yourself uncomfortable on the curves, which could mean reducing the percentage you've invested in stocks. But if you're traveling too slowly – with a large amount in bonds and cash – you may be reducing your chances of achieving your goals. Once you've determined the right mix of investments for your situation, it's important to rebalance your portfolio regularly to keep it aligned with your goals.

Don't React Suddenly
Think it through before you make major changes. Some habits are designed to prevent mistakes, and sudden reactions are like slamming on the brakes: You're more likely to skid than stop. It's easy to lose perspective if you're especially worried or excited. And with distance, today's events, which seem to be mountains can actually turn into molehills. For many, the best way to stay on track over time is by regularly adding to investments, helping to take the emotion out of decisions about when to invest.

Be Prepared for the Unexpected
Diversification is one of the best ways to prepare for unexpected market moves, since it means owning different types of stocks as well as bonds with a variety of maturities and issuers. But in addition to preparing for whatever happens in the market, make sure you've considered other ways of protecting your family and your finances.

Stay Patient
Your financial future won't be created in a day, a month or even a year. The power of compounding means time is on your side – and starting sooner gives you more time to work toward achieving your goals.

Schedule Regular Financial Checkups
Market conditions change, and investments are designed so they don't all move together. It's important to review your investments with your Edward Jones financial advisor to help ensure they remain appropriately balance and address any changes in your situation. Remember, in addition to flossing and brushing, checkups with your dentist are critical to your overall dental health. And the end of the year is an excellent time for a financial checkup, especially with the potential for regulatory and tax changes.

*By Kate Warne, Edward Jones, 2013

INDIANA PEST MANAGEMENT ASSOCIATION, INC. TRAINING SESSION

WARSAW MEETING
MARCH 27, 2014 • 8:00 A.M. – 4:30 P.M.

Registration begins at 7:30 a.m.

Wyndam Gardens
2517 E. Center Road (U.S. 30 and Center Road) • Warsaw, IN 46580
PHONE: 574-269-2323
(Lunch is included with registration.)

SEMINAR AGENDA

7:30 – 8:00 a.m.	REGISTRATION
8:00 – 8:15 a.m.	ORIENTATION
8:15 – 9:15 a.m.	Bed Bugs (Scott Robbins (Action Pest Control)
9:15 – 10:15 a.m.	Termites (Tim Kaforke, Univar, U.S.A.)
10:15 – 10:30 a.m.	Break
10:30 – 11:30 a.m.	Ants (Gary Bennett, Purdue)
11:30 a.m. – 12:15 p.m.	State Chemist Update (Jay Kelly)
12:15-1:00 p.m.	Lunch
1:00 – 2:00 p.m.	Moles, Voles & Holes (Rich Williams, Bell Labs)
2:00 – 3:00 p.m.	What Went Wrong (Jay Kelly, Indiana State Chemist's Office)
3:00 – 3:15 p.m.	Break
3:15 – 4:15 p.m.	Commercial Pest Control (Arnold Ramsey, FMC)

CCHs approved for Indiana are as follows: 3A (2); 3B (2); 6 (2); 7A (6); 7B (3); RT (4); 12 (3)
CCHs approved for Michigan are as follows: 7A (7); 7B (7); Core (7)

MUST PRE-REGISTER BY MARCH 26, 2014

IPMA MEMBERS - $65.00
NON-MEMBERS - $100.00
IPMA MEMBERSHIP - $75.00 (NOTE: JOIN THE ASSOCIATION AT THE MEETING AND RECEIVE THE DISCOUNT ON PRICE.)

SEND REGISTRATION TO:
MARK SWIHART
ACE PEST CONTROL
P.O. BOX 383
NORTH WEBSTER, IN 46555-0383

PHONE: 574-834-2834EMAIL: MARK@ACEPESTONLINE.COM

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