

Crack & Crevice

OREGON PEST CONTROL ASSOCIATION

Summer 2010

OPCA ELECTS A NEW BOARD OF DIRECTORS:












Outgoing President Bill Larsen, Summit Pest Management, turns over the gavel to newly-elected President, Matt Faulconer, Pest Tech. See Matt's President's Message on Page 2. Matt's first order of business will be a week-end Board of Directors retreat August 21st.



Sue & Bill Larsen at the reception desk in Bend!

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Be sure to support our advertisers. Go to their websites and see what great offers they have for you!!!



From left to right: Mike Adamson, Steve Fisher, Dave Mays, Sue Fisher, Tony Shepherd, Stephanie Hagle, Matt Faulconer, Bill Larsen, Terry Brant, Diane Grant and Mike Mulloy.

Message from your President ... Matt Faulconer



Serving as president of the Oregon Pest Control Association- OPCA, in the next year will be exciting, challenging, and productive. I plan to guide our board of directors in making sound ethical decisions to the betterment of our industry. We have many issues to keep up with in the next year dealing with membership, ethics, public relations, legislation and education. Together we should make progress on all problems facing our association. Having worked in the pest control industry for close to 23 years I hope to provide experience and knowledge to help us reach our goals this next year.

We have some great speakers coming up for our fall beach seminar in Lincoln City, featuring Bobby Corrigan, and we are working on a late fall November date for a half day event in Eugene. My fellow board members are always striving for quality educational events and will always except ideas or help with these beneficial seminars. I will hope to help with this process as I will be attending Pest World 2010 and hope to recruit some speakers for upcoming events. Wish me luck.

It will be one of my personal missions to improve public perception of our industry. I hope to get some local and national resources to create any form of media exposure improving image and knowledge of our industry. The general public needs to be aware of companies not playing by the rules and learn how to shop for the right company. Any kind of improvement in the public relations arena will benefit us all. This process will require revenue which is why we all need to step up and maintain our dues, attend our seminars and ask your neighbor company to join our association and do the same. Membership is vital to our future success.

I want to thank the board and members for the opportunity to serve this next year, I will do my best to keep us moving in the right direction.

Please contact me with any input, questions or just talk about what we are doing as an association. Phone or e-mail works either way for me.

Thank you!

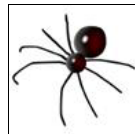
Matthew Faulconer
Pest Tech Inc
pesttechinc.net
pestdetective@oregonfast.net
O: 800-706-2187



Below, posing for Sue & the camera are (l to r): David Ottovich, Ask The Bug Man, Jerry Murphy, Rockwell Labs, Chris Winson, Univar, Scott Harris Bell Labs, and James Rodriguez, J T Eaton. We really appreciate their support of the Bend Conference!



We received this message from Rick Vetter:

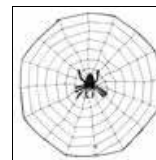


Dear Pacific Northwest Folks:

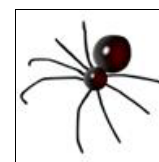
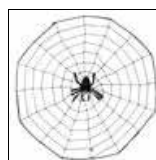
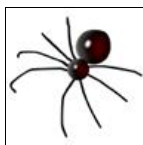
I just received what I am very sure is a BROWN WIDOW and its egg sac> from Kennewick WA. I am VERY interested in additional specimens to determine if this was just a weird transportation or the beginning of an established population and would love to document the spread through the PNW if this indeed happens. I would be very interested in having additional specimens sent my way. Of course I would need collection data to go with it. I have been documenting the spread of the brown widow in southern California. I have gotten a specimen from Sacramento so this spider could be spreading well beyond its previous known area (i.e., Florida) and the northernmost known specimen.

Rick Vetter
Department of Entomology
Univ. Calif. Riverside
Riverside, CA 92521 USA

fax 951-827-3086
if sending something by UPS, add:
"3401 Watkins Drive" to the address



Vetter-related websites for:
BROWN RECLUSE SPIDER INFO:
<http://spiders.ucr.edu>



hobo spider ID guide pep.wsu.edu/pdf/PLS116_1.pdf

GREG BAUMANN LEAVES NPMA:

After 18 years of service on the staff of NPMA, Greg Baumann will serve as Orkin's Director of Technical Services. Most recently, Gret was vice president, technical services for NPMA. In his new position with Orkin, Greg will provide technical support and guidance primarily to Orkin's new and ongoing marketing initiatives.

"Greg has been a tremendous asset to the organization and its membership for nearly two decades," said NPMA Executive Vice President Rob Lederer. "While we are sorry to see Greg leave, we congratulate him on this new opportunity and wish him nothing but the best of luck ."



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Portland, OR

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OPCA FALL BEACH PARTY GOLF TOURNAMENT

FRIDAY, SEPTEMBER 10, 2010

CHINOOK WINDS GOLF RESORT

3245 NE 50TH STREET LINCOLN CITY, OREGON 97367 541-994-8442

REGISTRATION FORM

COMPANY NAME: _____

Golfers: _____

Please indicate your choice of box lunch. A beverage cart will be available on the course.

Black Forest Ham

Thinly sliced Ham and Cheddar Cheese, Baby Greens, Tomato and Apricot Honey Mustard Dressing served on a Hoagie Roll. Served with Chef's Red Skin Potato Salad, Apple, fresh baked Cookie, Potato Chips and choice of Soda or Bottled Water.

Sliced Roast Beef

Sliced Roast Beef topped with Red Onion, Tomato, Romaine Lettuce & Horseradish Mayonnaise served on a Hoagie Roll. Served with Chef's Red Skin Potato Salad, Apple, fresh baked Cookie, Potato Chips and choice of Soda or Bottled Water.

Sliced Chicken Breast

Lettuce, Tomato and Swiss Cheese served on a Hoagie Roll. Served with Chef's Red Skin Potato Salad, Apple, fresh baked Cookie, Potato Chips and choice of Soda or Bottled Water.

Tuna Salad Sandwich

Tuna Salad on Honey Wheat Bread with Celery, Mayonnaise, Lettuce and Tomato. Served with Chef's Red Skin Potato Salad, Apple, fresh baked Cookie, Potato Chips and choice of Soda or Bottled Water.

Southwest Roast Beef Wrap

Slow roasted Beef with Lettuce, Tomatoes, and Cheddar Cheese served with a Chipotle Mayonnaise. Served with Chef's Red Skin Potato Salad, Apple, fresh baked Cookie, Potato Chips and choice of Soda or Bottled Water.

Complete the registration form on Page 7 of this newsletter

buzz kill



**FAST & EASY CONTROL
OF WASPS & HORNETS**



Wasp-X

Introducing Wasp-X™, a wasp and hornet aerosol from Zoëcon containing a new active ingredient to the pest control market—Etofenprox. Wasp-X™ aerosol spray kills on contact and continues to kill with a residual activity that completely eliminates the nest. Wasp-X™ aerosol spray is a real buzz kill for wasps and hornets. For more information contact your distributor, call 800.248.7763 or visit www.zoëcon.com/waspx.



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JOIN US IN LINCOLN CITY SEPTEMBER 10-11, 2010



Schedule of Events for the Weekend:

Friday, September 10, 2010

Fall Beach Golf Tournament:

The 4-man scramble golf game will be a shotgun start at 10:00 am at the Chinook Winds Golf Resort, 3245 NE 50th St in Lincoln City 97367, 541-994-8442. Call Dave Ottovich EARLY to reserve your spot. The cost will be \$65, which includes cart, range balls, green fees and a great box lunch. Check in **no later than 9:30.**

Bottom Fishing:

Not a golfer??? Join us for a 5-hour bottom fishing trip aboard a Tradewinds Charter Boat. Fish for Ling Cod, Sea Bass and other assorted Rockfish. The boat will depart from Newport at 9:00 am and return about 2:00 pm. If we have over 7 fishermen, the cost will be \$65.00 per person. They provide the pole, bait & tackle, plus coffee. An Oregon fishing license is required. Bring an ice chest and your lunch. Crabbing is available for \$12.00 extra per pot up to 3 crab pots. An Oregon shellfish license is required for the crabbing (licenses sold there). More information will be provided as we get closer. If you are interested, please let Sue know as soon as possible (1-800-656-6722) and check the box on the registration form.

Friday Hospitality – 6:00 pm

Join us in the Murphy Suite at the Chinook Winds Hotel (the old Shilo) for a meet-and-greet reception sponsored by **UNIVAR USA**. This is open to anyone participating in the seminar, so come and say hi!

Saturday, September 11, 2010

PCO's and Home Inspectors have separate sessions. PCO's will hear Bobby Corrigan, nationally well-known authority on rodents, plus a representative from EPA and one from ODA. **7 credits have been approved.** The home inspector program consists of Rene LaMarche from 9:00am – 12:00 noon: "Wood Destroying Organism Damage from Moisture Intrusion". In the afternoon, Rene will conduct a WDO Inspection Laboratory, with a field tour at the facility. **6 ODA credits have been approved** for this session, and 6 CCB credits have been approved. The full agenda for both courses are available on our website: www.opca.org. Our meeting rooms are well inside the convention area, so the entrance is not from the gaming floor, but down the hall, so the smoke will not be the issue it has been in the past.

Accommodations:

Both the Chinook Winds Hotel (the old Shilo) and the Liberty Inn have a block of rooms reserved for Thursday – Saturday, 9/9 – 9/11. The rates at the Chinook are \$89 for the standard rooms and \$109 for a suite. All their rooms are oceanview. The rates at the Liberty Inn are \$89 Thursday night and \$99 Friday and Saturday nights. The Liberty Inn also provides a full breakfast and a direct shuttle to the Casino for the meeting. Be sure to mention OPCA when making your reservations.

To make your reservations, call:

Chinook Winds Hotel: 1-877-423-2241; 1501 NW 40th Pl, Lincoln City, OR 97367

Liberty Inn: 1-877-994-1777; 4990 NE Logan Rd, Lincoln City, OR 97367



OPCA invites you to attend the annual Fall Beach Party Educational Seminar

**September 10-11, 2010
Chinook Winds Resort
1501 NW 40th PI
Lincoln City, Oregon 97367
1-877-423-2241**

Sponsored by Bell Labs – Scott Harris



Weekend sponsors also include:

**Central Life Sciences, Dean Gaiser; J T Eaton, James Rodriguez; Liphatech,
Larry King; Target Specialty Products, Robert DeAngelo; Univar, Chris Winson.**

.....

There are many attractions in the Lincoln City area and everyone loves the beach in the fall. For more information about things to do or places to stay, contact the Lincoln City Visitors Bureau, at **1-800-452-2151**, or Google the Lincoln City Chamber of Commerce and click on the Visitors and Convention Bureau.

Now – grab your camera, make your room reservations, complete your seminar registration, pack the car and bring your family to the Coast for a weekend of fun. Read on for more information and the schedule of events for the weekend.

Watch the OPCA website at www.opca.org for updated information and the complete agenda for the seminar.

OREGON PEST CONTROL ASSOCIATION
PO Box 42042
Eugene, OR 97404
541-461-6649 / 800-656-6722
Fax: 541-461-6768

SEMINAR REGISTRATION FORM – September 10-11, 2010

Company Name _____
 Address, City, State, Zip Code _____
 Phone _____ Fax _____ E-Mail _____
 Attendees Names _____

| <u>Conference Registration Tally Sheet:</u> | Number of People | Total \$ |
|--|------------------|----------|
| Member (1 st attendee) \$130.00 each | _____ | _____ |
| Member (each additional attendee) \$120.00 each | _____ | _____ |
| Non-Member \$150.00 each | _____ | _____ |
| Extra Lunch on Saturday \$ 20.00 each | _____ | _____ |
| Golf Tournament \$ 65.00 each | _____ | _____ |
| Bottom Fishing Trip \$65.00 each | _____ | _____ |
| TOTAL | _____ | _____ |

Payment Options:

- * Check enclosed: make payable to OPCA and mail to **PO Box 42042, Eugene, OR 97404**
- * E-mail to opca@opca.org or Fax this form to OPCA 541-461-6768

* **OR...** pay by [] Visa; [] MasterCard. If you choose this option, please provide:

Card Number _____ Exp. Date _____ V code on back _____
 Full address, including Zip Code, where you receive your credit card monthly statement:

 Name on the card: _____

Non-members who join OPCA at this seminar may pay \$130 and save \$20 on their registration fee

Be sure you have

- [] Completed the seminar registration form
- [] Included your payment information
- [] Made your hotel reservations
- [] Told a colleague about the seminar and encouraged him/her to attend

Registrations must be received by September 6, 2010
No cancellation refunds after September 6, 2010

*** Walk-in Registration Fee will be an additional \$20.00 per person**



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Now that Temprid™ is here, things will never be the same. Temprid delivers unsurpassed ant control and is the only perimeter pest product you'll ever need. The dual mode of action works systemically and on contact. In fact, Temprid controls ant food sources better than the #1 ant control product. And with our flexible label, this broad-spectrum insecticide can be applied indoors and out. So get ready to enter a zone of fewer callbacks and increased profits. **Satisfaction guaranteed.** As always, you're Backed by Bayer.™ And that means our team of professionals is your team of professionals. All of our research and support is to ensure you have the most effective products available. Superior products and superior support – only from Bayer. To learn more about our latest innovation, visit BackedbyBayer.com.

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TEMPRID™

It's a beautiful day in Bend June 18th, and we're ready for a fun day on the golf course!!! Folks are checking in, while Golf Chairman David Ottovich goes over his list of players.



There were plenty of these critters to greet the golfers on every hole!



This celebration was for a very long putt accomplished by David's son, Dylan!



A big high-5 in honor of Cyndi Bissell's long drive!!!!



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There's a reason why so many of Northwest Pest Control Operators are insured through Wells Fargo Insurance Services USA, Inc. We take your business personally... and that's how we serve you.

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Phone: 800 944-0403

Fax: 415 986-7036

E-mail: evelyn.lucky@wellsfargo.com

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UPCOMING TRAINING CLASSES:



Pesticide Laws and Safety and Directly Supervised Trainee Review XAGR9801M (CRN 30278) Approved by the Oregon Landscape Contractors Board for eight CEH. Reviews federal and state pesticide laws and the government agencies related to pesticide regulation and safe pesticide use. Helps prepare the student to successfully take Oregon's pesticide certification exams in Laws and Safety and Directly Supervised Trainees categories. Eight hours pesticide recertification credit available. Laurie Gordon, instructor. 8 a.m. - 5 p.m., Friday, September 17. Salem campus, Building 61, Room 102. \$173. Call 503.399.5139 or 503.589.7946 by September 1 to register and receive advance study material. No refunds after September 1. Bring a pencil/pen, paper, calculator, and materials we send to you to class. Exam offered 5:30-8:30 p.m.

General Urban Pest Control XAGR9804B (CRN 41018) A survey of general urban pest control for preparation to pass Oregon's Industrial, Institutional, Health, and Structural: General Pest Control Examination. Fourteen hours pesticide recertification credit available. Mike Hanscom, instructor. 8:30 a.m.-4:30 p.m., Saturdays, October 23 and 30. Salem campus, Building 61, Room 102. \$161. Call 503.399.5139 or 503.589.7946 before October 6 to register and receive advance study material. No refunds after October 6. Bring a pencil/pen, paper, calculator and materials we send to class. Exam offered 5-8 p.m., October 30.

Pesticide Right-of-Way Training XAGR9801P (CRN 30284) This review session is designed to present information about weed biology, identification and control practices; herbicide basics; pesticide application; right-of-way chemicals; and laws and liability in preparation for taking Oregon's Right-of-Way and Regulatory Weed Control licensing exams. No recertification credit will be available. Laurie Gordon, instructor. 9 a.m.-4 p.m., Monday and Wednesday, October 18 and 20. Salem campus, Building 61, Room 102. \$179. Call 503.399.5139 or 503.589.7946 by October 1 to register and receive advance study material. No refunds after October 1. Exam offered 4:30-7:30 p.m., Oct. 20. Prerequisite: Pesticide Laws and Safety and Directly Supervised Trainee Review course or passing score on Laws and Safety exam within the last two years.

naturalresources.chemeketa.edu

GETTING A QUOTE FROM LIPCA IS SO EASY:

- 1) Go to www.lipca.com - fill out our general liability application at our website.
- 2) Email a quote request to info@lipca.com. We will send you our application.
- 3) TELL YOUR AGENT YOU WANT A QUOTE FROM LIPCA!

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- Defense costs outside policy limits (except Alabama)
- Free coverage for blanket additional insureds, waivers for subrogation and blanket primary endorsements
- Help with your documentation, contracts, releases and so much more.....

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Baton Rouge, LA 70808
Office: 800-893-9887
Underwriting Fax: 225-927-3295
Claim Fax: 225-927-3287
Email: info@lipca.com

The Musical Rat Trap



Last month, give or take, we went on a routine rat call, or so it would seem!

At approximately 08:30 hours on a Friday morning, I received a call from a frantic middle-aged woman (a realtor to boot) saying she had several rats in her kitchen. She said she was up on her chair in the middle of her kitchen and would not come down until we arrived to take care of the beasts. A rat was running back and forth in her kitchen as we spoke.

Well, being trained in the art of customer service, I took this as a clue that she wanted us out there STAT. Now, I live for these interesting calls, but with great disappointment, I had to send the #2 Trained Killer out on this one.

After our technician investigated the scene, he found the "little beast" had most likely entered through the cat door and was probably running solo. He cleaned up the droppings and disinfected the scene, concluding that the rat must still be in the kitchen.

The technician decided to set some traps, one of which was placed behind the refrigerator. As the technician moved the refrigerator back into place, he unknowingly dropped his cell phone out of his shirt pocket and it slid underneath the fridge. That evening it was nighty-night for Mr. Rat.

On Saturday morning, I received a call from this customer to say she didn't know we used musical rat traps. Huh? I told her I didn't know that, either, and asked her to explain. She said, "The rat is trapped and the music keeps playing over and over all night and it's driving me crazy! Can you please come out and stop this!" By this time, I was puzzled and thought maybe she was a bit crazy, but I sent someone over right away.

You've probably guessed what happened. The technician's cell phone, which was just adjacent to the rat trap, had been ringing and voicemails were left for him. The cell phone was ringing the alert signal to let him know he had voicemails and it kept playing over and over every several minutes. Since the customer could not see the phone, she just assumed it was the rat trap singing that it had gotten its prey. Boy, did we all have a good laugh about that!

It seems like nothing is just "routine" in this business!

Dave Mays
Bugs Northwest



*****!

Golf is over and it's time for a meet-and-greet social hour. Below, is our chef, chief cook and bottle washer, and chief sponsor of the evening, Paul Heidtke of Terminix/Bend. (on the far left). Thanks also go to Robert DeAngelo and Larry Durant of Target Specialty Products for supplying the sodas.



Above are Terry Brant, Aspen Wildlife Services and Dustin Heidtke, Terminix.

To the right, Glenn Bissell, Alpine Pest Mgmt and Steve Fisher, Fisher Pest Mgmt swap tales





CHLORDANE MENTALITY (Annual Inspections)

Over the years handling pest control claims, we see different trends with the type of claims that are reported by our insureds. Going back to the early nineties most of the claims surrounded termite treatment/contract damage exposures. With Chlordane being taken off the market and treatments afterward, we saw more homes being infested with termites turning into property damage claims. As I got involved after Chlordane, I still did not handle that many situations for our insureds where there were barrier breaches from termites into the structure using that product. This included Formosan termites that started to become a serious issue for the pest management professional.

When I first started in pest control in 1991, many of my “teachers” at that time told me the wonders of using Chlordane. It was cheap to use and if you did a good treatment very little problems occurred.

When a claim did occur on a Chlordane treated structure, one thing that I noticed especially now thinking back was the issue of annual inspections. As I call it, the “Chlordane mentality” of the insured during that time was the product was so good that annual inspections were more of a duty instead of a responsibility. The way the industry did annual inspections back then pales in comparison to what was learned throughout the late nineties into and after 2000. More on that later.

Now I am not here to talk about the products used after Chlordane. There are enough studies across the country that determines the efficacy quotient of those products that speak for itself. What I have noticed is that many of the products used during that time are no longer on the market. Enough said.

Being a half glass full type of person, the best thing that came out of termite treatments in the nineties was the way the industry had to learn about documentation and the way they performed annual inspections. With the increased amount of call backs, claims and complaints by customers to regulators, the pest professional had to wise up and change the way they did business. They had to change from the Chlordane mentality they were so used to and basically get ready for the 21st century.

Through educational venues across the country including speeches by our office, we stressed the importance of documentation and decisions by the PMP on whether certain customers needed to be renewed or not. Year after year we saw vast improvements not only with documentation and customer relations but also with the products used including the baits and non-repellants. The latter is what is important to remember here.

Since we handle our claims in-house, we have good information to track claims and again trends of causation. Across the board, claims are down. I can't speak about all insurers but our loss ratios across the country are the best we have ever had. WDIRs and termite treatment claims are still the vast majority of what is reported but again the loss numbers are way down.

With that good news one trend that we have noticed the last two years or so surrounds the issue of annual inspections on termite treatment contracts. As stated above the products that were introduced and have been in use since around 2000 has been a life saver for the termite pest professional. I hear about the reduction of termite call backs, complaints by customers and of course the reduction of claims.

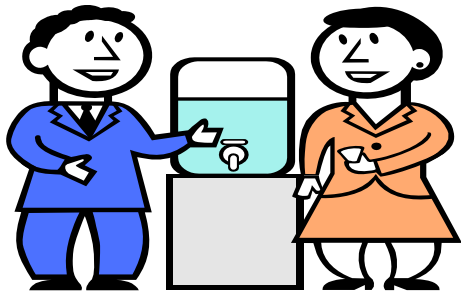
The problems we are seeing are some PMPs in the industry are going back to depending too much on the product and not performing good annual inspections. Also some customers that should not be renewed due to conducive conditions are allowed to stay under contract. I hear “the product is too good and thought it would take care of any infestations.” The renewal inspection notices or forms are not being completed thoroughly and lawyers are using the incomplete information against the insured.

This is a trend that needs to be reversed and quality control measures and training sessions are the perfect remedies. It is important to remember as an owner:

1. Follow up by doing quality control re-inspections on structures recently inspected by technicians. Was the original treatment up to label or state specifications?
2. Review and make sure the graphs are up to date. We are a firm believer that a copy of the graph should be with the inspector on every annual renewal inspection. New landscaping and additions are the key issues here.
3. Are the renewal forms you use adequate? Is there enough or too little information on the document that is sufficient for the way you want to inform your customer?

Continued on page 18

AROUND THE WATER COOLER.....



Dan & Millie Swanson were married in Eugene on Friday, May 14, 2010 at the Irving Grange. Below are Millie, Dan's daughter, Tammy, and Dan.



Below, out-going President Bill Larsen presents a \$500 scholarship award to Aaron Standish, son of Dan & Carolyn Standish, owners of Douglas County Pest Control in Roseburg. Congratulations, Aaron!!!!



**A & A
Pest Control, Inc.**

This is with a saddened heart to announce the passing of a very dear friend, Ted Fauvelle. Ted left us Thursday April 8th, 2010 @ approximately 11:00pm.

Ted Fauvelle was part of The A&A Family for 22 years. Before that he worked for Steve Fisher at Paramount Pest Control. Ted was a pioneer in the Oregon/Washington Pest Control Industry dating back to 1959. Ted was with Ardee Pest Control for 26 years. For those of you that are not familiar with Ardee Pest Control, it was founded back in 1942 in North Portland. Lane Duffey was the Owner and taught Ted the in's & out's of the Pest control Industry.

We are truly going to miss him.

Dan, Robin & Dannielle Reed
A&A Pest Control, Inc.

The picture is Dan Reed (cracking up on your left) with Ted at his recent birthday party.



We are also sad to announce the death of Ed Barnes, previous owner of Barnes Quality Pest Control in Bend. Ed died of pancreatic cancer at the age of 67.

**Pest World 2010 in Hawaii!
5 Nights October 19-24**

Hilton Hawaiian Village Room Rates

- Garden Mountain View Room \$200.00
- Partial Ocean View Room \$218.00
- Ocean View Room \$235.00
- Deluxe Ocean View Room \$253.00
- Deluxe Ocean Front Room \$271.00
- Ali Tower Room \$245.00

All rates are per night with a 5 night minimum stay for 2 & include tax and \$50 Bonus per room - Spa, Dining or Beach Activity Credit!

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Car Rentals available! Condo Stays Available!

Stay Next Door at the Aqua Palm & Spa
City View Room w/ Breakfast \$103.00
All rates are per night with a 5 night minimum stay for 2 & include tax



Oregon Pest Control Association

Members ~ Oregon State

Sample Airline Rate
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\$435.00 Per Person!



~*~ \$50.00 ~ Donation ~*~

Make your reservation with Remarkable Honeymoons and we will donate \$50.00 to OPCA's Scholarship fund!

~*~\$50.00 per package booked!
Minimum 5 night hotel and air package for two.



WA Pest Control Association

Members ~ WA State

Sample Airline Rate
SEA HNL SEA
\$379.00 Per Person!

~*~ Pre and Post Pest World 2010 Stays in Hawaii ~*~

Kauai from \$453 per person
Big Island from \$494 per person
Maui from \$488 per person
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It's to make your plans to attend Pest World '10 in Honolulu, Hawaii.

From business advice to technical information, PestWorld is the single best opportunity you have all year to meet, get to know, and learn from your industry peers, leaders, and suppliers.

At PestWorld 2010, you will:

Network with more than 3,000 other pest management professionals, researchers and vendors from around the world

Discover the latest business trends and learn how to apply these innovative ideas into your business.

Earn valuable recertification credits at more than 75 hours of educational sessions led by world-renowned experts.

Find solutions for your business in the largest pest management industry trade show in the world.

OPTIONAL TOURS

Experience all that Hawaii has to offer during your trip to PestWorld! NPMA has organized several optional tours that showcase the best of the best in Hawaiian history and culture.

Arizona Memorial, USS Missouri and City Tour; East Meets West—A Culinary Tour in Chinatown

Exclusive Makani First-Class Sailing: Star Sunset Dinner & Show Cruise

Bishop Museum & Aloha Tower Marketplace; Grand Circle Island Tour with Dole Plantation

Polynesian Cultural Center

PestWorld 2010 will be held at the Hawaii Convention Center with hotel rooms at the Hilton Hawaiian Village Resort & Spa. Save your spot now with special registration rates available. To make your hotel reservations, call 1-800-HILTONS or (808) 949-4321 to receive the special room rates starting at \$194 per night. Pre- and Post-Show Tours to Maui, Kauai and Oahu will be offered. For more details, visit www.nmpapestworld.org/events.

Questions? Contact NPMA at npma@pestworld.org or visit www.nmpapestworld.org

Also, be sure to check out page 14 for additional local reservation information. Some of the prices beat those of NPMA

KEYNOTE SPEAKERS ANNOUNCED FOR PEST WORLD '10:

The National Pest Management Association (NPMA) is pleased to announce the line-up of captivating keynote speakers at their 77th Annual Convention & Exhibition that will include DeWitt Jones, one of America's top professional photographers, and Colonel Mark W. Tillman who served George W. Bush as pilot of Air Force One from 2001-2009.

Twenty years with National Geographic photographing stories around the globe has earned DeWitt Jones the reputation as a world-class photojournalist. In the business community, Dewitt's work is also well known as he rose to the forefront of creative marketing by photographing national advertising campaigns for organizations such as Dewar's Scotch, Canon, and United Airlines.

During Friday's General Session, sponsored by BASF Corporation, the audience will hear from Colonel Tillman who served as commander and pilot of Air Force One through multiple national events. Most notable, he protected the President and his staff the day of September 11, 2001 by escaping and evading many potential threats. After 49 foreign trips to 75 countries during his career, Colonel Tillman has many thought-provoking and riveting stories to tell and he continues to mentor others as a consultant in the aerospace industry. He approaches each opportunity with the same personal mantra, "Zero failure doesn't just happen ... successful leaders make it happen."



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PEST AD C&C 2/09

Sue caught up with John Jackson, Jackson Exterminating, to present his \$50 cash, which represented part of his raffle winnings in Hood River.



Dave Mays, Bugs, Northwest and Tom Heard, Orkin at the Gilchrist Suite hospitality hour



Below are John Woodward, BASF and Scott Harris, Bell Labs



Below, are Rob McMaster, Halt Pest Control, Jerry Murphy, Rockwell Labs, and Mike Adamson, Pioneer Pest Management.



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4. Does the current contract need to be updated? Did you do a pretreatment in the 90's and is it time to retreat and issue an updated contract? Is the old contract vague on damages? What about an arbitration clause? Chemical sensitivity wording?

5. Do you have a threshold or a limit of what is acceptable of whether to renew a contract due to conducive conditions, alterations to the structure or other reasons? Did you warn the customer about potential problems leading to termite infestation and they refuse to make corrections year after year? Courts now hold a hard line against the PMP for renewing contracts and accepting renewal payments but are not allowing a defense stating they are not responsible for damages due to conducive conditions.

These are just some of the questions and issues you need to ask yourself when dealing with annual inspections.

Again the industry has come so far in the way they document their files and overall quality control. What the pest professional has learned in the last decade we truly believe is the most detailed and concise in the history of the industry. Put these procedures into your company training sessions and you will be helping yourself when a problem occurs. Please do not fall back to annually inspecting by using "Chlordane mentality" methods.

Andy McGinty is the Executive Vice President/Chief Operating Officer for LIPCA Insurance Agency; he has handled thousands of pest and loss control situations since 1991. You can reach him at 800-893-988, Extension 7016, andy.mcginity@lipca.com or visit www.lipca.com.

OPCA sponsored a Bird Seminar in Eugene on April 17th! The class was instructed by Ian Rowsby with Bird-B-Gone. A good time was had by all, along with some goofiness!



Ian Rowsby—Bird-B-Gone above



Troy & Lloyd of Swanson's

NOW LET'S GET TO WORK!

Below, Douglas Gay holds the netting for measuring!



David & Brandon Ottovich

Herschel, Kolbin & Justin of Good Earth Pest Company



I don't know what Tony Shepherd with Forshaw Distribution is so elated about. He hasn't even started constructing his bird netting project yet. Margaret Gay with Greene Pest Solutions is with him.



The 2 left pictures show team #2 stapling the netting to the frame.

Back to Team #1—stapling the netting to the frame. What's with the instruction manual reading on the far left?



Now that the netting is attached to the frame, to the left, Matt from Pioneer installs the zipper.



To the left is a close-up of the zipper.



Both teams are victorious and the two 6'x6' frames have bird netting installed successfully!!!



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**September 10-11, 2010—Fall Beach Party Seminar
Chinook Winds Resort
Lincoln City, Oregon**

See inside flyers for details and registration form

Details and registration form are also on the website: www.opca.org



That's getting your lunch the hard way!!!!

