



Indiana Pest Management Association, Inc.

MOTIVATING 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 sales person 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 providing 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.

Sales Tips. Most sales tips provided by The Pest Sales Training Company are directed at the salespeople themselves, provoking thought by providing ideas and motivating tips on how to succeed out there in the trenches. It’s important for PCO’s to have a consistent method of sharing these monthly tips with their team. Whether it’s forwarding the email, reading it aloud at your meetings, or printing it and putting it in their office mail slot, be sure to utilize this tool. How does your company communicate this information?

**From Pest Sales Trainer, January 2012*

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**Indiana Pest Management Association
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• Full page \$250
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MINUTES – PURDUE MEETING

- Meeting called to order by President Zeigler. Minutes approved as printed.
- Treasurer's report read and approved.
- Training – Scott Robbins is planning for a March 9 training in Evansville. Dave Edwards plans a fall training session. Tim Kaporke will organize a training meeting this spring at the Turf Training Center. Mark Swihart is planning a session for the spring of 2013.
- Summer Meeting – Syed Shah reported on the July 14-15 meeting at the Indianapolis Hilton Downtown. There will be a hog roast Friday evening following the golf outing.
- Liaison – Issues related to spill reporting and doing pest control close to water were discussed. Greg Long reported that insurance rules for applicators are being studied. The bed bug issue is still at the forefront of discussions and licensing of bed bug canine inspectors is getting attention. The next Pesticide Review Board meeting is February 29 at the Tippecanoe County Extension Office.
- Public Relations – Kevin Puetz reported new photographs for our exhibit are being sought.
- Hall of Fame – Greg Campbell announced Greg Long as the newest member of the Hall.
- Meeting adjourned.



WHY IS MY BODY FALLING APART?

Have you ever wondered why your body begins to fall apart and seems to do so at an alarming pace? Often, one system starts to fail, which can trigger a cascade of disease that begins to wash away both health and quality of life. Here are a few reasons why your body begins to fall apart that – more importantly – represent opportunities to begin recapturing your health.

- **Accumulated injury**

We live in a world that is subject to the second law of thermodynamics, which states that everything - including your body after age 20 – is in a state of increasing disorder unless energy is expended to maintain the system. So, what are the implications?

Each day, we are bombarded with potential threats (e.g. the food we eat, excessive physical and/or mental stress, toxins, radiation) to the health of our cells. Once cells are damaged, it is up to your body to begin repairing them – but if the damage is excessive or if your system is not healthy, some of the cells are left unrepaired. Slowly over time, the amount of damage accumulates, often without any symptoms until a tipping point is reached. This is the point when disease manifests in the form of symptoms and represents years of accumulated injury and damage.

- **Diet**

In the game of life, diet is king. The food you eat is never neutral. It either promotes healthy cells and repairs damage or it causes cell injury, damage and disease. Over the past 100 years, the average Western diet has gradually slid down the slippery slope of taste and pleasure, and today is vastly different than that of our grandparents. In 1900, for example, the average person ate five pounds of sugar in a year, didn't drink soda, ate 131 pounds of homegrown vegetables and consumed very little oil. Compare this to the year 2000 when the average person consumed 200 pounds of sugar, 53 gallons of soda, 11 pounds of homegrown vegetables and 30 pounds of refined oils. The differences are staggering and highlight the dangerous state of the Western diet.

- **Activity**

Your body was built to move; movement actually promotes healthy cells and a healthy body. DNA is activated by movement and stimulates cell repair, generation and health, inactivity creates an environment that leads to impaired healing, tissue degeneration, imbalance and disease in multiple systems. Once again, modern society has changed the way we live and work, and has created a sedentary culture. Today, we try to find time in our schedule

to exercise compared to our ancestors who looked to find times for physical rest.

- **Stress**

Stress has always been a part of humans' lives throughout the ages. Some forms of stress (eustress) push us to improve in areas such as exercise and education. Other forms of stress (distress) insidiously damage our cells and accelerate the disease process. Living in a 24-hour, seven-day a week culture creates unnatural stressors and often deprives us of opportunities to escape, release and re-gather before moving forward. Dr. Hans Selye is the father of modern stress research, and his studies proved that external mental and emotional stressors produce significant and potentially damaging effects on the body – especially when the stressors are applied over a long period of time.

From It's Good To Be Well, Dr. Scott Stoll, Eat Right America.

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INVASIVE INSECTS

Dozens of foreign insects and plant diseases slipped undetected into the United States in the years after September 11, when authorities were so focused on preventing another attack that they overlooked a pest explosion that threatened the quality of the nation's food supply. At the time, hundreds of agricultural scientists responsible for stopping invasive species at the border were reassigned to anti-terrorism duties in the newly formed Homeland Security Department – a move that scientists say cost billions of dollars in crop damage and eradication efforts.

The consequences come home to consumers in the form of higher grocery prices, substandard produce and the risk of environmental damage from chemicals needed to combat the pests.

An Associated Press analysis of inspection records found that border-protection officials were so engrossed in stopping terrorists that they all but ignored the country's exposure to destructive new insects and infections.

"Whether they know it or not, every person in the country is affected by this, whether by the quality or cost of their food, the pesticide residue on food, or not being able to enjoy the outdoors because beetles are killing off the trees," said Mark Hoddle, a specialist in invasive species at the University of California, Riverside.

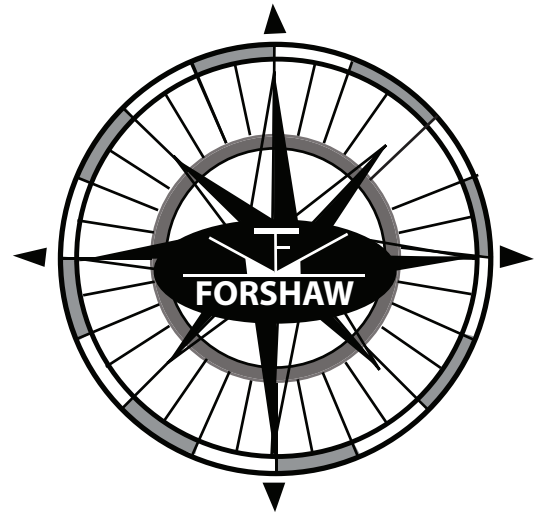
Homeland Security officials acknowledge making mistakes and say they are stepping up agricultural inspections at border checkpoints, airports and seaports. Invasive species have been sneaking into North America since Europeans arrived on the continent, and many were established long before September 11. But the abrupt shift in focus that followed the attacks caused a steep decline in agricultural inspections that allowed more pests to invade American farms and forests.

Using the Freedom of Information Act, the AP obtained data on border inspections covering 2001 to 2010. The analysis showed that the number of inspections, along with the number of foreign species that were stopped, fell dramatically in the years after the Homeland Security Department was formed.

Over much of the same period, the number of crop threatening pests that entered the U.S. spiked from eight in 1999 to at least 30 last year.

**From Associated Press and the USDA, by Tracie Cone.*

Resources for PMPs



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IPMA SUMMER MEETING July 14-15, 2012

Indianapolis Hilton Downtown
Friday Golf - Followed by a
Hog Roast

Training Program Speakers:
Mr. Scott Robbins
Dr. Kurt Saltzmann
Dr. Tim Gibb

Topics
Bed Bugs



INDIANA PESTICIDE APPLICATIONS AND THE NATIONAL POLLUTANT DISCHARGE ELIMINATION SYSTEM (NPDES)

1. How do the newly implemented NPDES permit requirements under the Clean Water Act impact pesticide applications in Indiana? According to a 2009 U.S. Court ruling, any pesticide (herbicide, weed killer, insecticide, algaecide, mosquito adulticide, larvicide, molluskicide, disinfectant, etc.), applied in, over, or near U.S. waters that results in at least some pesticide residue entering that water is considered a point source discharge of a pollutant and requires NPDES permit coverage to remain in compliance with the Clean Water Act.

2. Do any pesticide applications near water not require an NPDES permit? Yes, the Clean Water Act specifically exempts agricultural field storm water runoff from the permit requirement. So any pesticide residues carried by storm water from agricultural fields into lakes, ponds, streams, ditches, etc. do not require a permit.

3. So what does "near" water mean? Unfortunately there is no federal or state definition of "near" for purposes of NPDES permit compliance. A good rule of thumb would be, with the exception of agricultural storm water runoff, any pesticide applications made near enough to result in drift or overspray getting into water should be considered "near."

4. What type of NPDES permit is required in Indiana? Indiana law provides that NPDES permits can either be individual (one site or one applicator or one application) or general. To facilitate numerous impacted applicators that routinely apply pesticides on many different sites, Indiana has developed a Pesticide General Permit (PGP). Coverage under the PGP will address most of a pesticide applicator's NPDES compliance needs in Indiana.

5. Which pesticide applications are covered by the Pesticide General Permit (PGP)? Common pesticide application use patterns covered by the PGP include:

- a. Both larviciding and adulticiding for mosquitoes and black flies.
- b. Aquatic weed and algae control in water or at the water's edge, including Indiana Department of Natural Resources (IDNR) managed and permitted applications, and applications to private ponds.
- c. Weed control at water's edge in right-of-way or easement maintenance work.
- d. Nuisance and trash fish, lamprey, or mollusk (i.e. zebra mussel) control.
- e. Aerial or ground applications to forest canopies over water (i.e. Gypsy moth control).
- f. Pesticide applications in designated Outstanding State Resource Waters (OSRW) that do not degrade the water quality (see items #13 and #14 for details).

6. What types of pesticide applications are not covered by the PGP? Pesticide applications or discharges not covered by the PGP include those applications:

- a. To agricultural land for terrestrial crops (ag storm water runoff is exempt);
- b. That violate the pesticide label use directions;
- c. That violate any Indiana pesticide laws or regulations;
- d. To waters designated as impaired for that pesticide active ingredient (note: there currently are no waters designated as impaired for the products in use today);
- e. To Outstanding State Resource Waters (OSRW) that degrade water quality (see items #13 and #14 for details);
- f. Within a pesticide application setback area established by the Office of Indiana State Chemist or the Indiana Pesticide Review Board (note: there currently are no established setbacks in Indiana);
- g. That violate an Indiana Department of Environmental Management (IDEM) established water quality standard (note: use of currently registered pesticides according to label directions should not violate any current water quality standards); and
- h. Covered by another (individual) NPDES permit

7. If my business, organization, or agency makes any of the pesticide applications described in item #5 how do we ensure we are covered by the PGP? PGP coverage is automatic, and you are in compliance if you do all of the following:

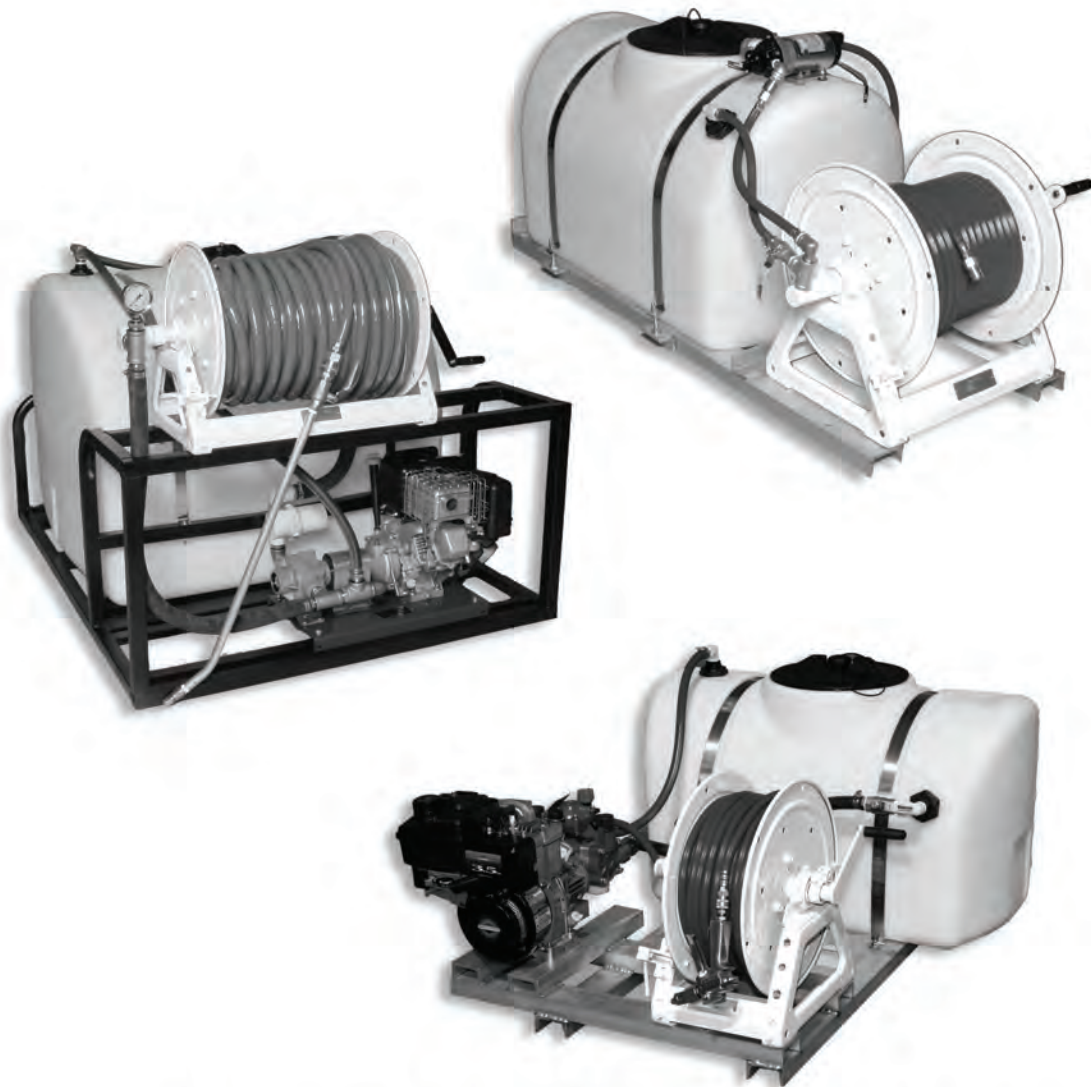
- a. Keep your pesticide application license current. If you are a commercial for-hire firm with a pesticide business license or if you are a government agency/entity or a not-for-hire business that makes your own pesticide applications, make sure you keep all of your pesticide licenses and those of all your certified and licensed employees up to date and effective.
- b. Follow the pesticide label use directions and restrictions for the products you are using. Remember the label is the law.
- c. Follow all of the Indiana pesticide laws and regulations for pesticide use (certification and licensing requirements, use and application restrictions, recordkeeping requirements, direct supervision requirements, storage requirements, disposal restrictions, etc.).
- d. Report any pesticide spills or leaks that may enter water immediately (as soon as you know about it) to the Indiana Department of Environmental Management (IDEM) at (888)233-7745 and to the National Response Center (NRC)

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at (800)424-8802. IDEM and NRC will advise you of any necessary follow-up reporting.

e. Report any alleged adverse incidents in water (i.e. fish kills) that may be associated with any of your applications, spills, or leaks immediately to IDEM at (888) 233-7745. IDEM will advise you of any necessary follow-up reporting.

f. Allow for entry and inspection of your operation by IDEM or OISC, as needed.

8. Are all applicators, businesses, & agencies eligible for coverage under PGP? No, only licensed entities making pesticide applications as part of the use patterns described in item #5 are covered by the PGP. Those applicators and businesses must have certification and licensing in categories 2 (forest pest management), 3b (turf management), 5 (aquatic pest management), 6 (industrial management), 7a (general pest management), 8 (mosquito management), or 11 (aerial application). Those licensing categories cover the impacted pesticide use patterns listed in item #5.

9. So, if we do all of the things listed in item #5, does PGP coverage require that we file any paperwork like a Notice of Intent (NOI) or a Pesticide Discharge Management Plan (PDMP)? No additional paperwork or filings with any agency is required if you have a pesticide license issued by the Office of Indiana State Chemist (OISC), and you comply with all of the PGP conditions listed in item #5.

10. If my business, organization, or agency does not have the pesticide licensing described in item #8 can our pesticide applications still be covered by the PGP? Yes, your pesticide applications can still be covered by the PGP, but you may also be required to file a Notice of Intent (NOI) with IDEM and may be required to develop, keep on file, and produce for an IDEM or OISC inspector, a copy of a Pesticide Discharge Management Plan (PDMP). See item #11 for additional pesticide users who may be exempted from paperwork filing requirements.

11. Who all is not required to submit a Notice of Intent (NOI) for PGP coverage? The following businesses, organizations, agencies, and individuals are not required to file an NOI with IDEM for PGP coverage.

a. Those licensed pesticide users in the licensing categories described in item #8.

b. Users operating under an Indiana Department of Natural Resources permit.

c. Pesticide users applying pesticides as part of research and development.

d. Mosquito adulticide users treating less than 6400 acres per calendar year.

e. Forest canopy pesticide users treating less than 6400 acres per calendar year.

f. Aquatic weed and nuisance aquatic animal pesticide users treating less than 80 acres of water per calendar year.

g. Aquatic weed and right-of-way pesticide users

treating less than 20 linear miles of drainage ditch or water edge per calendar year.

12. Who is required to submit an NOI to IDEM for PGP coverage? Any business, organization, agency or individual that applies pesticides to, over, or near water and is not identified in item #11 must file an NOI and develop a PDMP.

13. It seems that we need to treat pesticide applications in or near Outstanding State Resource Waters (OSRW) a little differently. Where can I find a listing of where those state waters are located? A map illustrating the locations of Indiana's OSRW is available under the NPDES link on the OISC website at www.isco.purdue.edu. In addition, following is a written description of those waters:

- The Blue River in Washington, Crawford and Harrison Counties, from river mile 57.0 to river mile 11.5.

- The North Fork of Wildcat Creek in Carroll and Tippecanoe Counties, from river mile 43.11 to river mile 4.82.

- The South Fork of Wildcat Creek in Tippecanoe County, from river mile 10.21 to river mile 0.00.

- Cedar Creek in Allen and DeKalb counties, from river mile 13.7 to its confluence with the St. Joseph River.

- The Indiana portion of the open waters of Lake Michigan.

- All waters incorporated in the Indiana Dunes National Lakeshore.

14. If I do intend to apply pesticides in or near OSRW what should I do? It is probably best that you first contact the IDEM NPDES Permits Branch, Catherine Hess at (317) 232-8704 or chess@idem.in.gov to discuss your plans. IDEM staff can walk you through any necessary permitting procedures to insure that you remain in compliance with the state clean water laws.

15. If I do need to file an NOI and develop and maintain a PDMP is there a form for developing my PDMP? Yes, OISC has developed a model PDMP form that should assist you in developing your own PDMP. Fill out the form and keep it on file. This model PDMP form and details about filing an NOI can be found under the "NPDES" link on the OISC website at www.isco.purdue.edu.

16. Does this PGP cover pesticide applications that I may make in other states? No, this PGP is limited to your pesticide applications in Indiana or on federal lands located in Indiana. For details on pesticide NPDES permit requirements in other states you will need to contact the designated water agency for that state. That will most likely be the environmental agency for that state. It should be noted that while the purpose and intent of the permitting requirements in each state will be very similar, the actual requirements for compliance may be significantly different from one state to the next.

17. If I do not meet the requirements for PGP coverage in

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to or near Indiana waters? Yes, if your pesticide applications are not covered by the PGP you are still eligible to apply for an individual NPDES permit. You should contact the IDEM Permits Branch, Catherine Hess at (317)232-8704 or chess@idem.in.gov for details on obtaining an individual permit. Remember, any of your pesticide applications to or over Indiana waters must be covered by either the PGP or an individual permit to be in compliance with the requirements under the Clean Water Act.

18. What is the effective date for the pesticide NPDES permitting requirements? The Indiana PGP became effective October 31, 2011 and will expire on October 30, 2016. So, as long as you comply with all of the terms of the permit during that time period, your pesticide applications will be covered.

19. If my business, organization, or employer does not apply pesticides to water but contracts others to do so for us, what are we required to do? Assuming you are contracting only with properly licensed pesticide businesses as described in item #8, you are not required to do anything additional. However, if you or your employees or associates are not certified and licensed as pesticide applicators and you are not hiring a licensed business to apply the pesticides, you must comply with the NOI and PDMP requirements described in item #12.

20. Where can I get a copy of the actual IDEM PGP if I want to reference it myself? Like most documents related to the PGP, copies are available under the "NPDES" link on the OISC website at www.isco.purdue.edu.

21. I heard that the U.S. Congress is still working on potential changes to the Clean Water Act that would eliminate the current pesticide NPDES requirements discussed in this document. Is that true? It is true that there are some in Congress that support and are discussing the elimination of this overlapping and seemingly duplicative set of requirements between federal pesticide law and federal clean water law. However, based on our experience to date, we believe that anticipating any Congressional action on this issue before next pesticide application season is probably not a wise approach. Therefore, both IDEM and OISC are encouraging you take note of the described PGP requirements to insure continued compliance under both laws.

22. Who can I contact for additional details on NPDES permitting in Indiana? After visiting the "NPDES" link at www.isco.purdue.edu, if you still have questions about the information in this document you may contact Dave Scott at OISC at (765) 494-1492 or scottde@purdue.edu or to Catherine Hess at IDEM at (317) 232-8704 or chess@idem.in.gov.

*From Office of Indiana State Chemist, January 2012.



IPMA SUMMER MEETING July 14-15, 2012

**Indianapolis Hilton Downtown
Friday Golf - Followed by a
Hog Roast**

Training Program Speakers:

Mr. Scott Robbins

Dr. Kurt Saltzmann

Dr. Tim Gibb

**Topics
Bed Bugs**



REDUCE YOUR WORKERS' COMPENSATION LOSSES

Keeping your workplace safe not only protects the health of your employees, it helps reduce workers' compensation losses – and protects your bottom line. But for pest management professionals (PMPs), the job can be more difficult. Your technicians are on the road traveling to homes and businesses where they don't always know the environment or what hazards they'll find. While these off-site visits certainly presents challenges for workplace safety, there are steps you can take to improve safety and reduce your workers' comp losses.

First, make sure your technicians are properly trained in the use of equipment and pesticides they use. This can improve safety whether they are visiting a new customer's location or a business with which they are familiar. Driver safety is also important. Before hiring employees who will be driving, verify their driver's license, do reference and background checks, review their Motor Vehicle Record (MVR) and give them physical, road and written tests. Know who you are putting behind the wheel. Then, once employed, provide safe driving courses with defensive driving tactics and regular refresher courses.

Preparation is Key

Prepare your technicians the best that you can before they travel to unfamiliar locations. These steps can help ensure their safety:

- Make sure technicians know what is expected of them each day. Prepare a schedule for the day, have good driving directions for each job, and give them adequate time to reach each location on time and ready for the service.
- Before sending out your team, get as many details as possible about the premises to be treated.
- Make your technicians aware of hazards so they are prepared for what might exist on a worksite. For example, pets, crawlspaces and attic access can all present unseen dangers in homes. In restaurants, busy kitchens have such potential dangers as stoves, ovens, garbage receptacles and even food spills on the floor.
- Consider the physical requirements of a job before assigning the job to a specific technician. Make sure he or she has the proper uniform, shoes and communications devices each day.
- Ensure good communications and supervision by communicating regularly with technicians during the course of the day.

Remember, when insurance companies evaluate your business for workers' compensation coverage, they look at your past loss experience, including both the frequency of losses and the severity of the losses. This experience determines your rates and your eligibility. By taking proper steps to improve workplace safety – in and out of your offices – you can not only protect your employees' health, but your bottom line.

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IPMA ONLINE

MARCH 2012 --- First issue of the IPMA Newsletter online --- we will need your feedback. We made a trial email announcement several weeks ago and hopefully have resolved issues with incorrect email addresses. Please keep us informed by emailing changes to gbennett@purdue.edu or phoning (765) 494-4564. With members input we continue to make improvements and additions to the site.



GREG LONG INDUCTED INTO THE IPMA HALL OF FAME AT THE 2012 PURDUE PEST MANAGEMENT CONFERENCE



The recipient of this edition of the IPMA Hall of Fame is probably known by everyone here but if you don't know him make sure to introduce yourself to him this week. I can remember a time that doesn't seem like too long ago that this gentleman and a number of other people here, including myself were the "young guns". Now, well let's just say, our gunpowder may be a little damp and our aim ain't what it once

was. But we now have that enviable commodity called knowledge. A lot of our knowledge was gained by coming here to the Purdue Conference which this individual started attending in the very early 1970's. He has served on most of the IPMA committees. He served as a Director on the IPMA Board of Directors and he is a past president of IPMA. He is also a diligent attendee of the Indiana Pesticide Review Board where he is often sought after for his opinions by me and other Board members.

That's not all I have to say about him but I would like him to come forward at this time to be recognized. Greg Long, would you please come up front so we can continue with your induction into the IPMA Hall of Fame? Greg is the owner of Ace Pest Control in Syracuse. Ace Pest Control was founded in 1938 by Howard E. Long Sr., Greg's grandfather. Greg would help "Gramps" when Greg was just 12 years old and continued whenever he wasn't in school. By the way, this was when Ace used a Mercedes as a route vehicle. In about 1970 Howard E. Long, Jr. who we all knew as "Red" and Rosemarie Long, Greg's Mom and Dad joined the business. Greg continued to work at Ace when he wasn't going to college or working at Kroger. Later, Greg joined the family business and after Red's retirement took control of the company. Greg attended his first Purdue Conference in 1973. In 1987 Greg and Red received the first Father and

Son Award for both serving as President of IPMA (known then as Indiana Pest Control Association.) Then in 1996 Ace Pest Control received the State of Indiana's Half Century Business Award. Both of Greg's sons have joined the company meaning someday Ace will be run by a fourth generation.

Greg is very active in his community through the ski patrol AT: Mount Wawasee, the North Webster snowmobile club and their charity sled-a-thons and snowmobile draft races and other contests. Then around the late 1990's Greg started the Annual Lake Erie Fishing Trip for IPMA members originally in Northern Indiana but lately expanding to other parts of the state. Finally, Greg is one of the people I call on for his opinion when, as your representative to the Pesticide Review Board, I need perspectives on issues affecting our industry. Greg, I take a lot of personal pleasure in presenting to you this plaque inducting you into the Indiana Pest Management Hall of Fame.....Congratulations and Welcome. Greg Campbell, Chairman, IPMA Hall of Fame Committee.

NEW MEMBERS

Magnus Pest Management Services; Tim Magnus; 6413 Northbend Court; Avon, IN 46123; Phone: (317) 838-9090; FAX: 838-8043; email: tim@magnuspestmanagement.com; web: www.magnuspestmanagement.com
Russell's Termite and Pest Control; Charles Russell; 757 Vine Drive, Hope, IN 47246; Phone: 812-546-5326; email: woodeaentermit@gmail.com; website: russell'spestcontrol.com
Terminix; Jim Cahill; 5595 W. 74th Street, Indianapolis, IN 46268; Phone: 317-297-8024; FAX: 317-297-8317; email: jcahill@terminix.com;
Terminix; Mark Morris; 5595 W. 74th Street, Indianapolis, IN 46268; Phone: 317-410-3258; FAX: 317-297-8317; email: memorris@terminix.com
Terminix; Robert Green; 5595 W. 74th Street, Indianapolis, IN 46268; Phone: 317-297-8024; FAX: 317-297-8317; email: rgreen@terminix.com
Terminix; Eric Rose; 5595 W. 74th Street, Indianapolis, IN 46268; Phone: 317-297-8024; FAX: 317-297-8317; email: eric.rose@terminix.com

MEMBERSHIPS PENDING

Niles Wildlife Pest Control; Randy Hushower; 58300 Indian Lake Road, Dowagiac, MI 49047; Phone: 269-684-1016; email: rrrhus@gmail.com

MEMBERSHIPS RENEWED

Mole Mountie, Inc.; Chris Hemphill; 8532 W. 1000 S., Fortville, IN 46040; Phone: 317-443-1310; email: info@molemountie.com
Tri-County Pest Control; William Schwab (Karen); P.O. Box 358 Cambridge City, IN 47327; Phone: 765-478-5800; email: theschwabfamily@frontier.net



SPIDER IPM

Spiders are beneficial animals that play an important role in the ecosystem. Unfortunately many people have a visceral aversion to spiders. We do not want to eliminate every spider around a structure. However, when spiders become an issue to one of your customers, you need to consider control options. Remember, spiders do not randomly bite people but rather only bite in self-defense. This means that spider bites are relatively rare.

Integrated Pest Management (IPM) is a process where you evaluate the situation, consider your control options and choose the ones that will give you the optimal results. Many years of experience in the industry have demonstrated to me that when you rely on only one tactic to solve a pest problem, you usually fail. With IPM you integrate more than one control measure to create the optimal solution. Some of the types of control measures you can consider for spider control include sanitation, exclusion, mechanical control and chemical control.

Sanitation

You may be wondering how sanitation relates to spiders. We all know that good sanitation is important when controlling cockroaches, flies and rodents, but spiders. Sanitation for spiders involves removing clutter. Most spiders are cryptic and need places to hide. This is especially true of the common funnel web spiders. Keeping areas inside and outside buildings clean will reduce the number of spiders in the area. Sometimes the suggestion is made that removing the spider's food source, insects and other arthropods will cause the spiders to leave. While this sounds reasonable, because spiders are generalist predators and can go for long periods of time without food, it does not work in practice.

Exclusion

Wandering and hunting spiders will enter through cracks and crevices so sealing those will help keep them out. Web building spiders tend to build webs in areas where light is shining through. Sealing any openings where light enters a structure will reduce the number of webs constructed in garages, basements and crawlspaces. Managing the lighting on the exterior of the building can also reduce the number of web building spiders attracted to the building. Another important exclusion measure is vegetation management. Reducing the number of plants near a building will reduce the spider habitat and thus the number of spiders.

Mechanical Control

Mechanical control involves the physical removal of spiders. Removal of spider webs from the outside

of a structure may be all that is needed to satisfy your customer. This can be accomplished with brooms or brushes. There are several types of brushes specifically designed to remove spider webs. Inside, brushes can be used inside garages or basements but vacuums may be a better option indoors. Vacuuming removes the webs as well as any spiders in the webs. All types of webs can be removed including orb webs and funnel webs.

Wandering and hunting spiders can be captured with glue boards. Glue boards placed under furniture, in corners of garages or basements can capture spiders wandering in those areas. Many, but not, all spiders can be captured in this manner.

Chemical Control

Controlling spiders with pesticides, in my experience, is the least effective control measure. For funnel web spiders that wander in search of prey, dusting in appropriate areas, such as under shelving in a garage can be effective. Web building spiders rarely are found on the ground so dusting will be ineffective against them. Direct treatment of webs will kill the spiders on the web but webs are often found in areas that cannot be treated. Treating crawlspaces and attics can help but spiders will often re-establish in those areas after the treatment breaks down. Fogging is generally ineffective against spiders.

Many professionals treat areas where spiders will build webs as a preventative measure. There is little data to support this practice although it may have some effect. In the past we had products available that were based on soaps and when applied to a surface would prevent spiders from attaching their webs to that surface. Unfortunately, most of those materials are no longer available. Spider control can be challenging. The first step is to educate your customer on the beneficial nature of spiders and what they can expect from your control efforts. Think as a professional and integrate the available control measure to get the best results possible.

**From Nevada Pest Control Association News, By Jeff Weier*





A PROCESS FOR EFFECTIVE PERFORMANCE REVIEW

Although performance reviews are often perceived as “scary,” whether you are giving the review or receiving the review, they can be one of the best ways for an organization to engage their staff – if done correctly. AS an employee, performance reviews provide a chance to ask for candid feedback, express likes and dislikes, and gauge performance.

TIPS FOR CONDUCTING REVIEWS

There are five easy steps that Ag Careers.com shares with clients when consulting on conducting effective performance reviews – Preparation, Structure, Discussion (conduct review), Review, and Evaluation:

1. Preparation – Schedule a meeting time with the employee being reviewed. Be sure to them plenty of advanced notice and ensure that you have allotted enough time to conduct the review. AgCareers.com also suggests a quiet location with little distractions – offsite might be a good option. Ask the employee to provide a self-assessment prior to the review and ask others for feedback as appropriate.

2. Structure – Review the employee’s goals and evaluation criteria. Develop comments, including positive feedback as well as constructive criticism that can be shared during the actual review. Use specific examples from the entire evaluation period.

3. Conduct the Review – This portion of the process should consist of a two-way dialogue. Begin by greeting the employee, explain the purpose of the review, and explain the flow of the meeting. Ask the employee to summarize their self assessment. Follow this with your assessment – articulate your thoughts by considering, “what are the most important points that need to be communicated to the employee about their performance during the review?”

4. Review – During the performance review, be sure to review the core points and clarify the points of agreement as well as differences. Ask the employee if they have any further concerns. Outline any changes or new goals for the next period and follow by assigning times, deadlines and next steps.

5. Evaluation – The final section is to complete the actual evaluation form and assign ratings. You may have a rating system where you look at each competency or

an overall rating system. Share the final evaluation with the employee. There should not be any surprises during a performance review!

When it comes down to it, a performance review should not be used as a time to take out all frustrations and criticisms on an employee – this is how performance reviews got the negative connotation and do nothing for the organization or employee. There should not be any surprises during a performance review!

As a manager, you should be communicating the positive and negative feedback on a regular basis with your employees. Performance reviews should be an opportunity for positive recognition and enforcement of the critical points.

**From Ag Careers Newsletter, December 2011*

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USING GLUE TRAPS FOR MOUSE CONTROL AND MONITORING

One of the most common tools used in the pest management industry against the everyday house mouse is the glue trap. These traps are used because they are inexpensive, easy to use, and when used carefully based upon good inspections, they can be an effective trap to round out a mouse IPMA program. Still, glue traps have some unique pros and cons that should be considered prior to installing them into your accounts. Simply placing out glue traps around the perimeter of a room and expecting high performance results for controlling a mouse infestation is not realistic.

Let's examine the pros and cons of using glue traps and how you can get the best results with glue traps against mouse infestations.

Pros

A. Glue traps are convenient. A dozen or more can be easily carried into an account for installation.

B. Glue traps offer a 2-in-1 advantage by also acting as pest monitoring devices for IPM programs. As every pest professional knows, on following service visits glue traps installed for mice are sometimes found containing ants, roaches, flies and a wide range of other "critters" that might have become active around the account since the last visit. In this regard they work as pest sentries for us on a 24/7 basis.

Cons

A. Compared to snap traps, glue traps are vulnerable to dirt, dust, and water. Unless glue traps are protected with some type of cover, they can be rendered ineffective.

B. Similarly, the effectiveness of glue traps can be decreased by both extremes of high and low temperatures. Some alternate models are available when trapping is necessary for commercial cooler boxes and other cold environments.

• On the-Job Tips

In general, glue traps are best used as kinesthetic traps (i.e., placed into well-used runways) or when rodents can be tricked into total commitment to the trap by having them blindly run into, or jump onto, the trap. They are less effective in areas where rodents can slowly investigate the object or surface (e.g., inside the immediate opening of bait stations and in corner locations).

• Before installing any glue traps, eliminate as many of the scraps of food and sources of food as possible. This will create hunger in the mice and thus cause them to "lose caution" and begin to frantically explore all areas and all types of traps.

• Once food has been removed, small amounts (e.g., about the size of a pea) of volatile food baits like vanilla extract, chocolate, molasses, peanut butter, can be placed in the middle of the trap to help to attract some rodents to the trap.

• Glue traps can be placed within the multiple-catch mouse traps. When this is done, the glue trap prevents mouse escapes from some MCTs, as well as capturing all of the mouse carcasses, hair, and feces of captured rodents. The multiple mouse trap in turn, protects the glue trap from dust, dirt, and moisture

• Don't use glue traps with warped bases. Traps that move when a rodent steps on the edge of a glue trap can frighten the rodent away.

• Never handle glue traps containing a captured rodent with your bare hands. Always, always wear disposable gloves to prevent contact with fleas, mites or ticks, as well as harmful bacteria or viruses.

• Dead-rodent odors on a glue trap will not cause other rodents to avoid the area.

• During the hot summer, glue traps inside service vehicles may need to be stored inside Styrofoam coolers containing ice packs. Otherwise, the hot temperatures will cause the glues to run and leak, creating a mess for the pest professional as well as ruining many traps in just an hour or two.

• Glue traps should never be placed in areas where children or pets may have contact with them. In the event of a child, pet, or adult becoming affixed to a glue trap, ordinary vegetable-cooking oil will separate the glue from the person or pet.

• Finally, clients should be informed to not attempt to collect glue boards with live rodents on the trap. It is not uncommon for mice to be able to make a last gasp effort and bite the hand or finger of someone reaching down to pick up a trap.

In summary, the key to using glue traps both successfully and professionally on our pest management routes is to conduct good inspections first to identify the best location, location, location. And to then consider the several efficacy and safety issues that pertain to the use of glue traps so that you maximize your profits by minimizing your callbacks. Good luck.

**From Nevada Pest Control Association News, by Dr. Bobby Corrigan*