



Structural Pest Control Bulletin

Steve Troxler, Commissioner

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EDUCATION: THE KEY TO SUCCESSFUL IPM IN SCHOOLS

By Dr. Godfrey Nalyanya

In previous articles I defined IPM as a proactive and common sense approach of controlling pests that does not rely on pesticides but combines various methods into a comprehensive strategy to control current pest problems and prevent future recurrence. I outlined the methods to combine as i.e. education, sanitation, mechanical, physical, biological and chemical. In this issue of the bulletin, we will examine one method and how it fits in an IPM program. We will examine how educating members of the school community can increase their support and cooperation in IPM programs reduces pest problems and the need for & frequency of pesticide applications. We will also consider the role of pest management professionals in the education aspects of an IPM program.

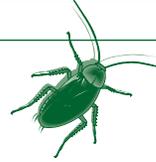
Every year during our IPM training workshops, we ask for participants' comments. PMP's frequently comment that school officials need to be in the IPM class or that we need to ensure that school personnel become aware of the changes or advances in pest control technology so that they can cooperate with pest control companies. PMP's that have school accounts for the past few areas face many challenges when implementing IPM in schools. For example,

(i). Schools do not cooperate with PMP's as they should. The school community in general does not listen to PMP's when recommendations are made to change practices that create an environment conducive to pests. When pests infest these same areas, they panic and demand immediate remedial action, most often spraying. The general attitude is that pest control is not their job.

(ii). Schools do not readily make the sanitation and structural modifications that PMP's recommend.

What these comments indicate is that the schools were used to conventional pest control that did not require much understanding or support from customers. Pesticides were expected to overwhelm pests. Sometimes this happened; other times it did not. But the pest control effort operated more-or-less independently. But in IPM there is reduced reliance on pesticides. Cooperation is required, to provide long-range, effective control with much reduced reliance on pesticides.

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LICENSE / CERTIFICATION RENEWALS MAILED

All license and card renewal **forms** have been mailed. Every year the Division receives several renewals in return mail marked undeliverable or forwarding order expired. Licensees and certified applicators are required to notify the Division of address changes within 10 days. In addition to address changes, some renewals apparently get lost in the mail.

Licensees who fail to renew and continue to work after the expiration date of their license are in violation of the Structural Pest Control Law and will be charged.

If your license is assigned in an inactive status, you must still renew each year and maintain your recertification status. Licensees holding an inactive license are not sent a license certificate. They will, however, receive a letter indicating that the license has been renewed. If you do not receive this letter after renewal of an inactive license, you should contact the Division well before December 31st to ensure that the renewal has been processed.

December 31st is the last date on which licenses and certified applicator cards can be renewed without reexamination.

COMING EVENTS



JULY 2005

July 6, 2005 9:30 AM

Licensee/Certified Applicator Exam
McKimmon Center
Corner of Gorman & Western Blvd.
Raleigh, N.C.
919-733-6100

July 14, 2005 8:30 AM

Registered Technician School
Henderson County Extension Center
740 Glover St.
Hendersonville, N.C.
919-733-6100

July 20, 2005 1:00 PM

Certified Applicator Exam
Cabarrus County Extension Center
715 Cabarrus Ave. West
Concord, N.C.
919-733-6100

July 26, 2005 8:30 AM

Registered Technician School
Forsyth County Extension Center
1450 Fairchild Drive
Winston-Salem, N.C.
919-733-6100

AUGUST 2005

August 2, 2005 9:30 AM

Licensee/Certified Applicator Exam
McKimmon Center
Corner of Gorman & Western Blvd.
Raleigh, N.C.
919-733-6100

August 17, 2005 8:30 AM

Registered Technician School
NCDA&CS Building Room 359
2 West Edenton St.
Raleigh, N.C.
919-733-6100

August 23, 2005 8:30 AM

Registered Technician School
Cabarrus County Extension Center
715 Cabarrus Ave. West
Concord, N.C.
919-733-6100

August 25, 2005 1:00 PM

Certified Applicator Exam
Cumberland County Extension Center
310 East Mountain Drive
Fayetteville, N.C.
919-733-6100

SEPTEMBER 2005

September 7, 2005 9:30 AM

Licensee/Certified Applicator Exam
McKimmon Center
Corner of Gorman & Western Blvd.
Raleigh, N.C.
919-733-6100

September 8, 2005 1:00 PM

Certified Applicator Exam
New Hanover County Extension Center
6206 Oleander Drive
Wilmington, N.C.
919-733-6100

September 13, 2005 8:30 AM

Registered Technician School
Senator Bob Martin Ag. Ctr.
2900 N.C. Hwy. 125 South
Williamston, N.C.
919-733-6100

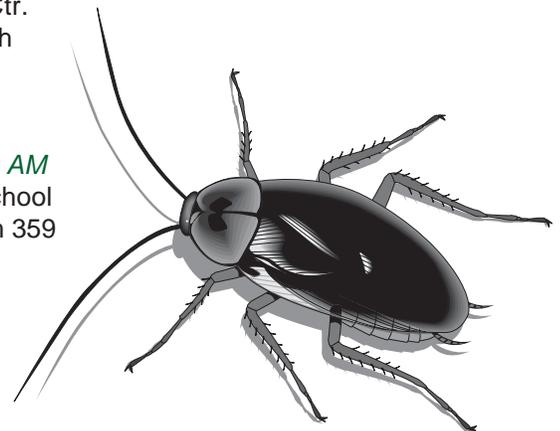
September 28, 2005 8:30 AM

Registered Technician School
NCDA&CS Building Room 359
2 West Edenton St.
Raleigh, N.C.
919-733-6100

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The N.C. Structural Pest Control Committee held a meeting on April 19, 2005 at the N.C. State Fairgrounds in Raleigh, N.C.

The committee approved the following settlement agreements with structural pest control operators:

- Leo G. Lamoureux of Atlantic Termite Control Co. in Cherryville agreed to pay \$1,600 and attend and complete the N.C. Pest Control Association's Wood Destroying Insect Report Accreditation class for issuing an inaccurate WDIR at a residence in Shelby and for not completing the terms of a contract. On the WDIR, Lamoureux did not indicate all termite evidence, failed to indicate powder post beetle evidence and did not list cellulose debris as conducive to termites. Lamoureux treated the outside of the house, but failed to return and finish treatment in the crawl space.

- Bobby Ray, owner of Tri-Star Unlimited in Dallas, and Thomas W. Cox agreed to pay \$2,000 each for failing to monitor the First Line Termite Defense System on 17 accounts. The committee agreed to suspend \$1,500 of the penalty for each man if all employees of Tri-Star Unlimited (except Cox) attend the N.C. Department of Agriculture and Consumer Services' Structural Pest Control Division's Registered Technician training course, if Ray and Cox perform quality control checks on all projects performed under Cox's license and if NCDA&CS performs four inspections of the business over the next year. Ray and Cox also agreed to pay the suspended amount should the Division discover any significant violation of applicable N.C. laws or regulations during its inspection.

- Wayne A. Taylor of Bruce-Terminix in Stokesdale, denied wrongdoing, but agreed to pay \$1,200 for failing to issue a written proposal for termite treatment at a house in Greensboro, for completing an inaccurate WDIR and for returning to the house to apply treatment without authorization. In addition, Taylor applied a termiticide in violation of the label directions.

- In the same case, Roy B. Perdew, assistant manager of Bruce-Terminix, denied wrongdoing, but agreed to pay \$400 for failing to adequately supervise the structural pest control activities of his employees. The committee will suspend the \$400 penalty if Perdew holds a two-hour training session for all employees of Bruce-Terminix's Stokesdale office engaged in structural pest control jobs.

- Zeb Armstrong of Armstrong Pest Control Inc. in Clover, S.C., agreed to pay \$2,000 for performing structural pest control work in North Carolina without a N.C. Structural Pest Control License. Armstrong admitted to performing one pest control job in North Carolina before seeking his license.

- Maxwell Herring of Clegg's Termite & Pest Control in Clinton, agreed to pay \$400 for issuing an inaccurate WDIR. The report stated there was no evidence of wood-destroying insects and did not state that part of the structure was inaccessible due to low clearance. An NCDA&CS inspector found evidence of termites in areas of the crawl space. The committee agreed to suspend Herring's fine upon completion of the N.C. Pest Control Association's WDIR Accreditation course.

- Kenneth E. Jordan of Economy Pest Control Service in Fayetteville, agreed to pay \$400 for allowing structural pest control work to be performed under his license after it had expired.

- Michael J. Tate of Ammons A+ Termite & Pest Control in Mooresville, agreed to pay \$1,200 for failing to supervise the structural pest control activities of an employee. NCDA&CS inspectors, responding to a complaint, found pesticides that had been improperly applied by an employee on a preconstruction termite treatment.

- Dennis Gatrell, regional manager of Dodson Pest Control in Hickory, denied wrongdoing, but agreed to pay \$400 for failing to supervise the structural pest control activities of his employees.

- In the same case, Steven Lail and Brandon Williams denied wrongdoing but agreed to pay \$400 each for failing to indicate termite evidence at a property in Hickory. An NCDA&CS inspector, responding to a complaint, found active termites in the crawl spaces and that the crawl spaces had not been properly inspected.

- Raymond D. Fuller of Fuller Pest Management Service Company in Durham agreed to pay \$400 for continuing to perform pest control services after his insurance was cancelled Nov. 6, 2004. After that time Fuller issued three WDIR's and performed two pest control jobs. State law requires pest control operators to maintain insurance for their business.

UNLICENSED PEST CONTROL OPERATOR CHARGED IN LINCOLN COUNTY

On April 11, 2005, Mr. Rodney Lane Allman of 204 Dovefield Dr., Belmont, NC appeared before Judge Black in the District Court of Lincoln County. Mr. Allman was charged for engaging in Structural Pest Control without a North Carolina Structural Pest Control License. North Carolina Department of Agriculture & Consumer Services Structural Pest Control inspectors investigated a citizen complaint on a pre-treatment performed by Mr. Allman. SPCD inspectors found evidence that Mr. Allman had treated the property through his South Carolina Company-Envirosafe Termite & Pest Control. Mr. Allman was found guilty and ordered to pay a \$750.00 fine, pay restitution in the amount of \$350.00 plus additional funds required to have the structure properly treated. Mr. Allman was placed on two years supervised probation and ordered not violate any provision of the N.C. Structural Pest Control Act nor any other laws of N.C. with the exception of minor traffic violations, and to pay court costs.

EDUCATION: THE KEY TO SUCCESSFUL IPM IN SCHOOLS

So how can a PMP mount an educational campaign? Your budget determines the expanse of your educational program. However, it does not have to be expensive to be effective. Integrated Pest Management information can be communicated to schools in many forms: through the IPM logbook, informational brochures & handouts, videos, conversations between technicians and staff, inspection reports, service reports, sanitation reports, and for schools, features in the school newspaper, notes sent home to parents, presentations at school assemblies, PTA and staff meetings. Science teachers may be persuaded to teach students about IPM, perhaps including hands-on experience. A lot of free information on IPM is available from many sources. The School IPM program of NCSU has published brochures and bulletins for this purpose. There are many websites dedicated to provision of IPM information to the pest control industry. To find out more log on to our website <http://schoolipm.ncsu.edu>.

The bottom line is this; unless the school community understands that they have a part to play in IPM and that the success of the IPM program is in their own best interest IPM will not take off. Pest Management Professionals can collaborate with school maintenance departments, child nutrition departments and others to educate the school community about IPM. They should thoroughly educate supervisors and others through the chain of command, such as facilities engineers, teachers, staff and students to gain cooperation, the lynchpin of success.

As a company, (1) take time to develop an education action plan (2) create or acquire relevant educational materials (3) train your technicians in IPM and how to communicate IPM information to clients. As Herbert Spencer once said, the aim of education is not knowledge but action. The action you long for will come after taking time to educate.

—Direct questions or comments to Dr. Godfrey Nalyanya at godfrey_nalyanya@ncsu.edu

1,200 copies of this public document were printed at a cost of \$82.00 or .06 per copy.

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