



Steve Troxler
Commissioner

**North Carolina Department of Agriculture
and Consumer Services**
Structural Pest Control and Pesticides Division

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To: N.C. Pest Management Professionals and Structural Pest Control Industry

From: Structural Pest Control & Pesticides Division-Structural Pest Control Section

Subject: Guidance Document for Structural Pest Control Operations during the COVID-19 (Coronavirus) Pandemic

The Structural Pest Control & Pesticides Division would like to provide guidance and support to Pest Management Professionals and the Structural Pest Control Industry during this COVID-19 pandemic. Please know that the Division and Commissioner Steve Troxler consider Pest Management to be an “essential service” in North Carolina and the Structural Pest Control Industry is being considered as part of the “critical infrastructure” in our state at this time. NCDA&CS COVID-19 resources and information can be found on this web site page:
<http://ncagr.gov/disaster/documents/COVID-19.htm>

The National Pest Management Association also addresses this topic and it also lists COVID-19 resources for Pest Management Professionals on this web site page:
<https://www.pestcontrolcoronavirus.com/>

In response to COVID-19, you probably are already aware that the Division has had to restructure employee’s work schedules, restrict visitors to our headquarters at the Ballentine Building and postpone all Registered Technician (RT) Schools and Exams during this time. Please know that the Division is still able to provide you with support through our web site, emails and phone calls. The following information provides guidance from the Structural Pest Control Section for the foreseeable future:

Structural Pest Control License, Certification & Training Information

-All Structural Pest Control Registered Technician Schools, License & Certification Exams have been postponed through May 31st. This will be reassessed at a later date and please visit our web site frequently for updates. Also, please note that all NCSU Pesticide Schools have been postponed through May 31st.

-No visitors are being allowed to enter our headquarters at the Ballentine Building in Raleigh. Packages may be left on the table in our front entrance vestibule during normal business hours. There are instructions in this area about leaving packages for our staff.

(SPC&PD guidance document cont.')

-Currently we are planning on mailing out License, Certified applicator and RT card renewals as usual in mid-April/May 1. Please visit our web site frequently for updates.

-Since most in-person, training meetings have been postponed or canceled, you may want to visit our web page that lists online courses that are available:

<https://www.ncagr.gov/SPCAP/structural/documents/On-DemandWorkshops19-20March24.pdf>

-Our License & Certification Staff contact information can be found on this page.

<https://www.ncagr.gov/SPCAP/structural/org-chrt.htm>

Structural Pest Control Field Operations Information

-No deviations will be cited for employees who do not obtain RT cards within 75 days of employment due to not being able to attend RT Schools being postponed during this time of postponement.

-Inspectors normal work schedules have been restructured. Routine Inspections are currently being postponed and will be rescheduled for a later date. Request Inspections are being considered on a case by case basis and may be postponed to a later date. We strongly recommend that you work with your customers to resolve issues. Random Inspections with limited human contact may still be performed.

-Inspectors are currently not administering RT Schools, Exams or attending any training meetings in person. Inspectors and Supervisors are available by phone or email for support or any regulatory questions you may have.

-The Division realizes that some Structural Pest Control services and obligations may be curtailed or postponed due to restrictions and limited resources during this time. We recommend that Pest Management Professionals: document these issues, document communication with clients describing these limitations and file all documentation with appropriate contracts/service agreements.

-Structural Pest Control Field Territory Map for contact information:

<https://www.ncagr.gov/SPCAP/structural/documents/SPCmap21220.pdf>

We recommend that you visit the Division's web site frequently for updates during this pandemic and if you have any regulatory questions or concerns during this COVID-19 pandemic please let us know. The Division is committed to helping everyone work together safely during this difficult time for us all.