



VIRTUAL FALL CONFERENCE

November 12-13, 2020

Technician's
Day

PROGRAM OF EVENTS

THURSDAY, NOVEMBER 12th

Segment 1 sponsored by



8:00 AM – 8:30 AM **Welcome and General Information**

8:30 AM – 9:30 AM **Termites Behave! Termite Behavior and Management Strategies**
Presented by Dr. Tim Husen, BCE, BASF

Ever wonder how termites interact with each other in their colonies? Come learn about how we, as PMP's, can take advantage of their biology with the various chemical control measures we have at our disposal. You can be sure you will leave with some new tips, tricks, and tools in your Pest Management arsenal.

9:40 AM – 10:40 AM **Carpenter Ants**

Presented by Dr. Laurel Hansen, Spokane Fall Community College

Carpenter ants found in Utah will be identified and described, followed by the life cycle of carpenter ants. Parent and satellite nests will be described with examples in structures. Carpenter activities of foraging and trail building will be discussed. Carpenter ant management including 1. Interview, 2 Identification and Biology, 3. Inspection of the exterior and interior and finally 4. management with 1PM and treatment strategies using baits, perimeter sprays, and dusts.

10:50 AM – 11:50 AM **Technology Based Rodent Management**

Presented by Ashley Freeman, Bell Laboratories

Rodent control technology has advanced beyond the search for "a better mousetrap". In recent years, the structural pest control industry has seen rapid advancements in the rodent control arena. This session will cover technological progress in both traditional rodent control measures as well as the newest electronic data driven advancements. Join us for this informative session that will provide insight into how rodent control is adapting to the information age.

11:50 AM – 1:00PM **LUNCH/BREAK**

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1:00 PM – 2:00 PM

Residential IPM

Presented by Eric Payson, Syngenta

This course will discuss and review the principles and history of IPM. Course participants will learn about multifaceted approaches to Urban Pest Management. Non-chemical cultural practices as well as those techniques which result in minimal exposure of non-target organisms will be emphasized. Customer relations and building partnerships to attain acceptable pest levels will round out the program.

2:10 PM – 3:10 PM

Disinfection – The new Standard Service

Presented by Dr. Reid Ipser, Nisus

Disinfection – the process and procedures with recommendations on application. Guidelines for residential and commercial treatments including answers to common questions.

3:30 PM – 4:30 PM

Odorous house ants and other nuisance ants

Presented by Dr. Laurel Hansen, Spokane Fall Community College

Introduction will include the definition of native and exotic ants with their strategies for reproduction. Description and identification of native ants in Utah: Odorous house ants, pavement ants, velvety tree ants, moisture ants, field ants, little black ants, and harvester ants will be presented. Exotic ants that may occur in Utah will be described: Pharaoh ants, Argentine ants, red imported fire ants, ghost ants, and little fire ants. Management discussion will include identification, inspection, and the use of chemicals: baits, dusts, and perimeter sprays.

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FRIDAY NOVEMBER 13th

Segment 3 sponsored by **LIPHA^{TECH}**[®]

- 8:15 AM – 8:30 AM** **Welcome and General Information**
- 8:30 AM – 9:30 AM** **Navigating the Financial Minefields of the Pest Management Industry**
Presented by Dan Gordon, PCO Bookkeepers
Operating both efficiently and profitably are crucial components to overall financial health. In this session, you will learn about the “Operational Hit List” critical to building and maintaining a profitable operation. The “Hit List” provides users a key source of benchmarking and Key Performance Indicators used in: Operational improvement, Internal Analysis, and Forecasting.
- 9:40 AM – 10:40 AM** **Benchmarking a Successful Pest Control Company**
Presented by Dan Gordon, PCO Bookkeepers
Success is not a one-time achievement, it requires constant work and motivation to remain a successful, profitable pest control company.
- 11:00AM – 12:00 PM** **Employee Recruitment**
Presented by Leila Haas, Sprague
Benchmarking a successful pest control company to industry metrics helps evaluate criteria that can accelerate growth and help achieve maximum output.



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