



**UPMA**  
Utah Pest Management Association

**Spring Conference**  
Feb.6-7, Salt Lake City

## EDUCATION PROGRAM

Thursday, February 6

7:30 AM	6:00 PM	Registration
7:30 AM	8:30 AM	Breakfast & Exhibits
8:30 AM	9:30 AM	<b>Structure-Infesting Ants and Treatments</b> – <i>Ryan Davis, Utah State University</i> This session will cover Utah’s common structure-infesting ants and their management. Ants covered in this presentation will include carpenter ants, pavement ants, odorous house ants, and field ants.
9:30 AM	10:30 AM	<b>Technician Basics</b> – <i>Heather King, Target</i> We will take a look at the Insect World by exploring morphology and physiology. We will also discuss common insect communication methods and social structures. This course helps us understand the WHY behind some of the most common Pest Management techniques through understanding the INSECT on a deeper level.
10:30 AM	11:00 AM	Refreshment Break & Exhibits
11:00 AM	12:00 PM	<b>"It won't happen to me": Safety Update and What you Need to Know</b> - <i>Sylvia Kenmuir, BASF</i> I didn't know, I didn't have time, I lost my PPE, nothing will happen, etc. One of the worst excuses to have for not working safe is a "it won't happen to me" mindset. This excuse communicates a mindset that is relying on luck to keep safe while on the job. This class will discuss three important safety areas: Label and SDS, PPE and Spill Control.
12:00 PM	1:00 PM	Lunch & Exhibits
1:00 PM	1:15 PM	<b>Annual General Membership Meeting</b>
1:15 PM	2:15 PM	<b>IPM in Housing: The people side of pest management.</b> <i>Allie Allen, BCE, National Pest Management Association</i> Integrated pest management (IPM) is now the standard for pest management services. It is both the least-risk and most effective approach. Shifting service from reactive to proactive usually relies on customer involvement. In this presentation we will go through the steps of IPM in the context of affordable, multifamily housing and discuss strategies for working with people in the toughest situations.
2:15 PM	3:15 PM	<b>Wildlife: Common Species Identification and Management Techniques</b> - <i>Cjay Butters, USDA</i> The majority of nuisance wildlife interactions encountered by pest management professionals are with raccoons, skunks, opossums and squirrels. In this session, learn more about the behaviors exhibited by nuisance wildlife species that make them pests and practical advice regarding traps, baits and removal for the most common critters.
3:15 PM	3:30 PM	Refreshment Break & Exhibits
3:30 PM	4:30 PM	<b>Commercial IPM</b> – <i>Dave Wright, Univar</i> What are some of the most important steps to starting any commercial service that many PMPs overlook? Is there a simple solution to identifying commonly encountered pests? What are your best treatment options for commercial services? Get answers to these questions and more in this informative session that provides a comprehensive overview of how to evaluate, inspect, and treat a range of commercial accounts.
4:30 PM	5:30 PM	<b>Exclusion Workshop</b> – <i>moderated by Kevin Thorn, Thorn Pest Solutions</i> Pest exclusion provides a long term and effective method of preventing pest issues; but to be good at exclusion it takes the right knowledge and practice. This hands-on session will help give you the right skills to keep pests out and be a hero to your clients.



Friday, February 7

7:00 AM	1:00 PM	Registration
7:15 AM	8:15 AM	Breakfast & Exhibits
8:15 AM	9:15 AM	<b>Using the QualityPro Standards to Help Your Company Thrive</b> - <i>Allie Allen, BCE, National Pest Management Association</i> The importance of thorough and complete service records is well-established and known. But there are other parts of your business that should have a thorough paper trail to set you up for success. In this session, learn the key steps of hiring, retaining and exiting employees to minimize your risk. The conversation will include job descriptions, drug-free workplace policies, and how to earn and maintain QualityPro accreditation.
9:15 AM	9:30 AM	Refreshment Break & Exhibits
9:30 AM	10:30 AM	<b>General Liabilities</b> - <i>Andy McGinty, LIPCA Insurance</i> This session will focus on ways to prevent and/or control customer complaints, claims and lawsuits. We will focus on written documents to not only educate the consumer but also protect the pest professional and their companies. Examples of claims and suits will be communicated as well as examples of specific wording on pest forms and other customer documents.
10:30 AM	10:45 AM	Refreshment Break & Exhibits
10:45 AM	11:45 AM	<b>Licensing Requirements, Compliance and the Law</b> - <i>Kaden Tabil, Utah Department of Agriculture</i> This presentation will highlight Utah pesticide laws, provide updates to law changes, and review pesticide cases and violations.
11:00 AM	12:00 PM	Exhibitor Tear Down
11:45 AM	12:30 PM	<b>Closing Remarks</b>

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