

The

ADVOCATE



A Publication of the Missouri Pest Management Association



FROM THE PRESIDENT

My last president's message will begin by thanking the many volunteers that have helped to make this organization great.

I was fortunate to be serving with such talented and hard-working men and women on the MPMA board of directors, and would like to acknowledge, and thank each and every one for their commitment and willingness to serve our Association. Thanks also goes out to the distributors for their monetary support to MPMA and also to our Executive Director, Sandy Boeckman, for all her efforts on our behalf.

I was truly honored to serve as President and to be given the opportunity to serve and give back to an Industry that has been so generous to me over the years.

Congratulations to our incoming president Randy Coleman who will take over at the November annual meeting in St. Louis. If you have not signed up to attend this meeting, please visit our website, www.mopma.org to download the registration forms or call the MPMA office at 573-761-5771 to register. The education committee members, John Myers, Larry Hodson and Janet Preece, have worked very hard to plan this event with the Greater St. Louis Pest Control Association and we encourage everyone to attend.

The education committee is also planning a Winter School for those members that aren't able to attend the annual University of Missouri/Department of Agriculture Road Show. We will have our Recert in February in Springfield at the Oasis Convention Center. Watch your mail for details.

I believe the true benefits of the Association are the relationships that are made, the fantastic educational sessions, and the sharing of ideas and information from our industry leaders. If you are not a member of MPMA, I would like to challenge you to get involved and be part of a strong organization that is for the betterment of our Industry.

Thank you again for having the confidence in me to serve as your president for the past two years. And best of luck in the future, you are in good hands.

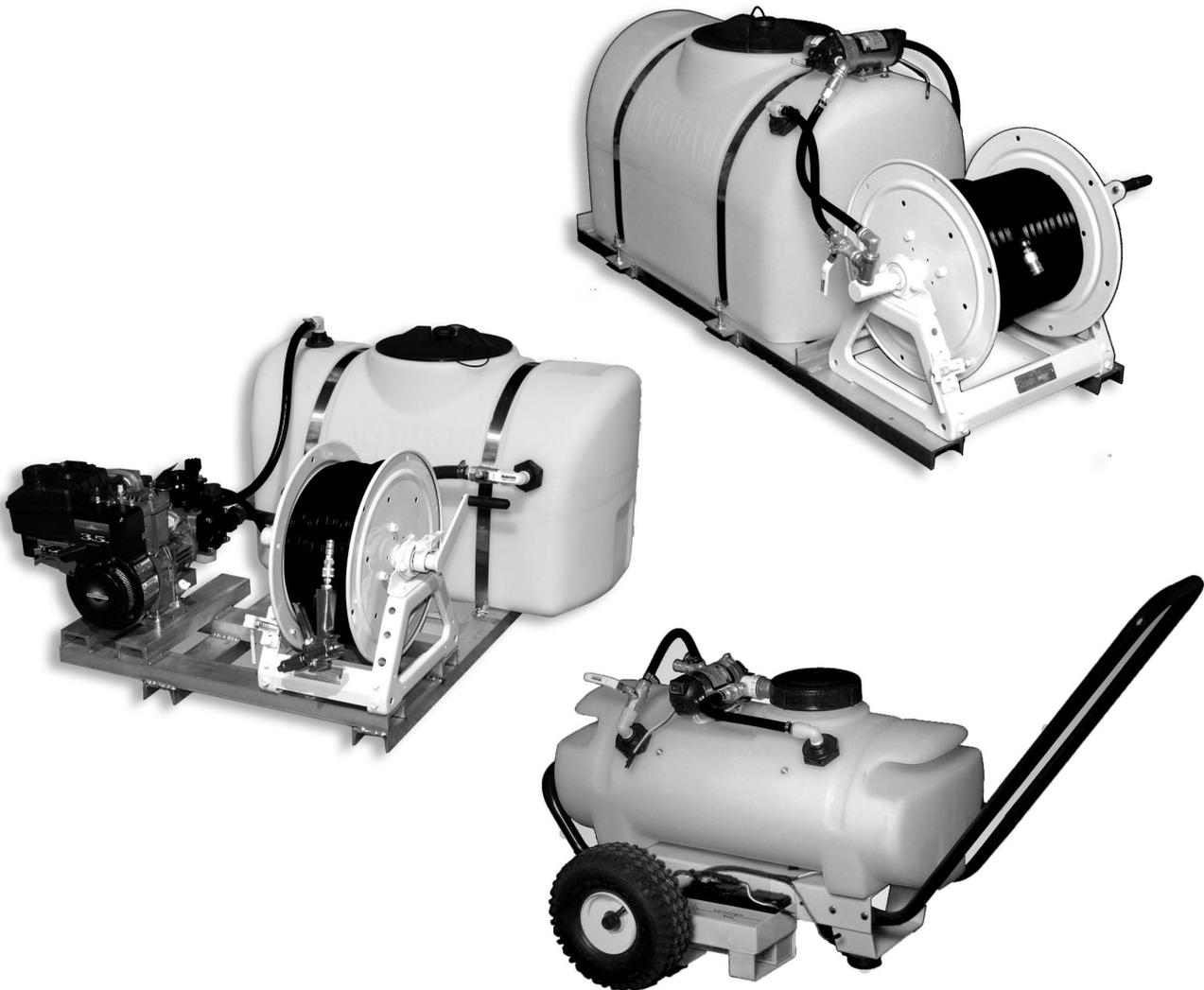
Sincerely,

Mitch

Mitch Clevenger, ACE, MPMA President
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NEWSLETTER OF THE MISSOURI PEST MANAGEMENT ASSOCIATION

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Content & Editorial Policy

News and items and/or letters pertaining to the Pest Management profession are welcomed. The editor has the right to edit or reject all material received. An address and telephone number where the writer may be reached during normal business hours should also be included for verification purposes.

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No responsibility is assumed for errors, misquotes or deletions as to this publication's content.

Distribution Changes

The Advocate is published four times per year - January, April, July and October.

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- April Issue - March 15
- July Issue - June 15
- October Issue - September 15

Advertising

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<u>Size</u>	<u>One Issue</u>	<u>Four Issues</u>
Quarter Page	\$69.00/issue	\$240.00
Half Page	\$131.00/issue	\$500.00
Full Page	\$203.00/issue	\$750.00

Call for special Allied Member discount pricing at MPMA, 573-761-5771.

Address & Other Changes

Notify MPMA if you change your address or company name. Write to MPMA, 722 E. Capitol Avenue, Jefferson City, MO 65101 or call 573-761-5771.

Postmaster: Send address changes to: 722 E. Capitol Avenue, Jefferson City, MO 65101.

CALENDAR OF EVENTS

November 28-30, 2017
Joint Annual Conference & Exposition with GSLPCA
Hilton St. Louis Frontenac Hotel
St. Louis, MO

February 23, 2018
Recertification and Termite School
Oasis Convention Center
Springfield, MO

March 8, 2018
Board Meeting
MPMA Office

May 17, 2018
Board Meeting
MPMA Office

August 16, 2018
Board Meeting and PAC Fundraisers
MPMA Office

August 17, 2018
August Recertification
Double Tree Hotel
Jefferson City, MO

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LEGISLATIVE DAY REPORT

MARCH 12 - MARCH 16, 2017

I would like to thank the association for allowing me to represent MPMA in Washington, D.C. Here are the highlights of the conferences and my trip to the "Hill".

STATE ASSOCIATION LEADERSHIP FORUM

This year's forum focused on state success stories. Four states volunteered to provide an overview of their success stories. These states included California, Colorado, Georgia, and North Carolina. The presenters were:

- Connie Rogers and Randy Martin from the Georgia Pest Control Association
- Kevin Lemaster from the Colorado Pest Control Association
- Donnie Shelton from the North Carolina Pest Management Association.
- James Steed from the Pest Control Operators of California

Managing state associations can be challenging for the leadership. Each state leader provided an overview of the successful special projects and programs that they have launched.

Georgia Pest Control Association launched the GPCA Guardians, a special group of association partners who are working to advance the mission of the association through annual philanthropic support of key projects.

Kevin Lemasters, President of the Colorado Pest Control Association shared his insights about forming committees and the successful launch of the CPCA Colorado Legislative Luncheon.

CPCA is a small association that struggled to get someone wanting to take the President role. Their board created committees to share the responsibilities of managing areas of the association. Education, Public Policy and scholarship committees now oversee and direct activities for CPCA. In the past, the President was shouldered with most of this work, creating an environment not conducive for

growth. Their committees report each month on their board meeting calls and keeps everyone updated. Over the past two years, their board has experienced healthy leadership growth.

Colorado has a Pesticide Applicators Act that sunsets every 7-9 years. In 2015, as incoming President, they realized their association was not positioned legislatively at the state level. This was an eye-opening experience that left them feeling underprepared. They have begun working to build relationships at the state level and communicate with lobbyists as well. Their Public Policy committee has put together their first Legislative Luncheon to take place on March 28. They already have 15 RSVP's and are looking forward to strengthening their connections with the representatives at the Capitol.

Closing comment-run your association like a business. Don't have one person try and do it all, find out who enjoys something and/or is good at it. Then empower them to get it done. Your association will be better for it.

Donnie Shelton, Vice President of the North Carolina Pest Management Association, discussed a new membership recruitment strategy to recruit new licensees to join the association. He noted that they were losing members and they concentrated their efforts on new licensees who were looking for resources and support. He also noted that they were focused on building a community and including the new members into the community to get them to renew.

James Steed, Treasurer of the Pest Control Operators of California provided an overview of the successful training program, the West Coast Rodent Academy. A hands-on training program with an actual building structure where students can learn about pest management within the environment.

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LEGISLATIVE DAY REPORT

MARCH 12 - MARCH 16, 2017

SPAR

NPMA has organized a Voter Voice Grass Roots using the internet. This is an easy method to contact our legislators and voice our opinions.

State Pre-emption of pesticides-NPMA is attempting to convince all states to regulate pesticides with Pre-emption. When states pre-empt the regulation of pesticides, the states determine the final registration and use of products. For states without pre-emption, local governments can regulate pesticides. The following states do not have pre-emption: Maine, Maryland, Minnesota, Alaska, and Hawaii (Missouri has pre-emption). Most communities that decide to regulate pesticides are liberal, urban, and have low presence of Agriculture.

Presently NPMA is tracking 118 pesticide related Bills that could affect the structural pest management industry in 27 states.

California is pushing to ban rodenticides.

Some states are pushing to reform occupational licenses. The Democrats want to remove fees and criminal record barriers. The Republicans want to lower regulations and promote competition. If a state stops the licensing procedure, the EPA will regulate the states (Arkansas HB155, Texas HB552, WA, OR, & CA HSM 4001) try to harmonize regulations.

MINIMUM WAGE legislation-some states have past law to increase the minimum wage.

State	New Wage	Date
Arizona	\$12/hr	2020
Colorado	\$11/hr	2020
Maine	\$11/hr	2020
Washington	\$13.50/hr	2020
Require paid sick leave		2015

Bed Bug Regulation-Several states have past bed bug regulation bills. In Connecticut, the landlords are

mandated to hire PCOs to treat their properties. This is the best bed bug law for the pest control industry. In California, the law recommends hiring PCOs. The NPMA BMPs are incorporated into the law. In Michigan, the law failed because the tenant's were required to pay for the treatments.

Some states are pushing to require sales tax on services. This was defeated in Missouri and North Carolina last year.

Certification and Training

The new regulations are to be implemented in the next 3-5 years. The state and federal regulators are to meet in April to see how to implement the federal requirements.

The Neonic Ban in Illinois-Thanks to Chris Haggerty, SPAR of Illinois, the neonic ban was defeated.

FUMIGATION STEWARDSHIP

Travis Swope-Griffith Pest Control-In California, the prime contractor must do the inspection, make recommendations, and prep the subcontractor. For fumigation aeration in California, the Title 3 California Code of Regulations requires a safety plan. To aerate, they set up yellow tubes (that vent at the roof level) to remove the fumigant. If the California Aeration Plan is used, one man can do the aeration without wearing a SCBA.

Adam Jones-Massey Services-They do \$50k-\$60k in fumigation. In Florida, armed security guards have to be placed at the fumigation site. Future Florida regulation will require clearance device registration. The University of Florida is studying three clearance devices. All registrants will have line stewardship. Each fumigator must attend a yearly workshop and attendance records must be maintained.

For commodity fumigation, the applicant must write a fumigation management plan. (FMP). The plan

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LEGISLATIVE DAY REPORT

MARCH 12 - MARCH 16, 2017

requires retraining and verification of the retraining. The company must be authorized to use the fumigants. For the customer, there are critical use allowances for methyl bromide. Use of methyl bromide requires face to face review with the customer. There has to be fool proof documentation. The fumigation management plan includes equipment repair and maintenance. The customer has to thoroughly review the Fumigation Management Plan and sign off on it.

NPMA ISSUES BRIEFING FOR VISIT ON THE "HILL"

With an impending prediction of 4-8 inches of snow, NPMA had great fear that the government would shut down. On Tuesday, March 14, Lizbe Knote, Bed Bug Battalion and Cape Kil Pest Control Company visited Capital Hill. Fortunately, only 5 inches of snow blanketed Washington, D.C. Although the government opened at 12 noon, Lizbe Knote visited 8 of 10 appointments. Only Congressmen Long and Clay's offices were closed. Ms. Knote did visit these offices on Wednesday, March 15th.

There were four topics of discussion for Legislative Day.

1. Pesticides NPDES Permits & Waters of the United States.
2. Modernize the Endangered Species Act.
3. US EPA Office of Pesticide Program Fund level.
4. Tax Reform: Promote Economic Growth-Enact a Lower Corporate Tax Rate.

Pesticides NPDES Permits & Waters of the United States

The requirement for National Pollutant Discharge Elimination System (NPDES) permits is a result of a 2009 U.S. Sixth Circuit Court of Appeals decision in National Cotton Council v. EPA. The court determined that under the Clean Water Act (CWA) discharges of pollutants (chemical pesticides) into Waters of the United States (WOTUS) require an NPDES permit. The ruling came despite EPA's opposition and argument that pesticides applied in accordance with

the Federal Insecticide, Fungicide and Rodenticide Act (FIFRA) are exempt from CWA's permitting requirements.

The types of pest management services that may require an NPDES permit include:

- Mosquito and Other Flying Insect Pest Control
- Weed and Algae Pest Control
- Animal Pest Control-to control animal pest in water and at the water's edge.

More onerous requirements are triggered if annual applications of pesticides to WOTUS exceed the following thresholds:

- Mosquito & Flying Insects-6,400 acres
- Weed/Algae and Animal Pest Control-20 linear miles or 80 acres

Once a threshold is reached additional reporting requirements are mandatory including a filing Notice of Intent (NOI) with the appropriate agency.

Under FIFRA, human health and environmental impacts are reviewed on all pesticides. Although review and accounting of impacts to water quality and aquatic species is included in every EPA registration. Since registered products have already been thoroughly tested, requiring water permits is duplicative and unnecessary. In addition, EPA's new far reaching definition of Waters of the United States (WOTUS), the need for NPDES permits will exponentially grow because WOTUS will include any water with a significant "nexus" (Path) to navigable waters.

When visiting the "Hill" we asked the Senators to support the Sensible Environmental Protection Act (S340). In the House we asked the Representatives to support the Reducing Regulatory Burdens Act of 2015 (H. 897). These two bills eliminate NPDES permits for lawful applications of pesticides.

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The Senate Bill (S340) has been assigned to the Committee on Environment and Public Works. The House Bill H953, has passed the Committee for Agriculture and is now in the House Transportation and Infrastructure Committee.

MODERNIZE ENDANGERED SPECIES ACT

The Endangered Species Act (ESA) provides for the conservation of species that are endangered or threatened and the conservation of the ecosystems on which they depend. Since the 1980's species are not recovering at an acceptable rate. Only 2.1% of species listed as endangered or threatened have been delisted due to recovery.

When a pesticide is undergoing registration, a consultation between the US EPA and the Department of Interior is required if the pesticide may affect a listed species. This consultation involves the US Fish and Wildlife Services and the National Marine Fisheries Services (the Services).

Unfortunately, the Services and EPA assess the pesticides with different standards and expertise. The Services are not conducting their evaluation in a timely manner due to lack of resources. A recent report found that the Services need an additional \$474 million (25%) increase to complete the present evaluations. This is unnecessary since the EPA has already conducted the ecological and Endangered Species assessments during the registration process.

Overzealous activists are using the ESA to sue the government to stop the registration of public health pesticides.

On the "Hill", I asked the members of Congress to support comprehensive reform of the Endangered Species Act to better protect endangered species with a process that best utilizes government resources and sound science.

US EPA OFFICE OF PESTICIDE PROGRAM FUND LEVEL

The Office of Pesticide Programs (OPP) is the division

of EPA that manages the pesticide registration and registration review process. Since sequestration in 2013, funding for OPP has dropped from \$136 million to \$120 million. This reduction in funding has increased the average approval time of a pesticide by more than 200 days. Since 2003, a portion of the registration process has been funded by the Pesticide Registration Improvement Act (PRIA). PRIA puts in place a fee schedule for manufacturers to provide a more predictable cost to register a product. PRIA is set to expire in September 2017. To complicate matters, the White House has proposed to reduce the EPA budget by 25% (\$6.1 billion) and staffing by 12,400 workers. It is unclear if OPP's funding is included in the 25% reduction, but any additional reductions will cause further delays in pesticide registrations.

On the "Hill" I urged the representatives to support the Pesticide Enhancement Act (HR 1029) and increase the EPA OPP funding levels.

TAX REFORM: PROMOTE ECONOMIC GROWTH- ENACT A LOWER CORPORATE TAX RATE

The current corporate tax rate of 35% is the highest among developed countries. There is a consensus among lawmakers and the public that a lower corporate tax rate will expand the economy, increase investment and stimulate job hiring.

On the "Hill" I asked for a corporate tax rate of 20% and capping the pass through business tax rate to a maximum of 25%.

RESULTS ON THE "HILL"

SENATORS

McCaskill

- NPDES-she is the lead democratic co-sponsor of S340. She is bullish on passage of the bill.
- ESA-refining makes sense needs improvement, however we need to look cautiously on how the ESA is modernized.

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- OPP-Funding Challenge may be cut by ½.
- Tax Reform-definitely supports

Blunt

- NPDES-supports S340.
- ESA-take a look at modernizing ESA. Need to review the Cost of ESA Service
- OPP-Unsure on PRIA. Needs to look to where EPA budget should be cut
- Tax Reform-Supports tax reform

CONGRESSMEN AND CONGRESSWOMEN

Wagner

- NPDES-supports
- ESA-Will look into modernization
- OPP-Will look into
- Tax Reform-this should happen this year

Graves

- NPDES-supports
- ESA-will support
- OPP-will take a look

- Tax Reform-supports

Smith

- NPDES-supports
- ESA-will support
- OPP will take a look
- Tax Reform-supports

Cleaver

- NPDES-will not support
- ESA-will not support
- OPP-will take a look
- Tax reform-will support

Hartzler

- NPDES will eliminate permits
- ESA-preserving the habitat is only remediation method. Need flexibility for other procedures. The white nose syndrome in bats is not controlled by changing the habitat.
- OPP-voted for PRIA
- Tax Reform-want to do it right.

Luetkemeyer

- NPDES-voted for Reducing Regulatory Burdens Act in last Congress & Co-sponsored the bill.
- ESA-agrees to modernize. The Act is to Sunset. There is much advocacy support to reform the Act.
- OPP-wants reauthorization of PRIA. He believes the cut to EPA will be to defund the Green Climate Program
- Tax Reform-He supports

Long

- NPDES-supports
- ESA-Wants to modernize
- OPP-Take a look at the funding. The National Parks fails or Montana countyFails when industry is not in a county.
- Tax Reform-supports

Clay

- Left literature. The contact had to study books at the Library of Congress.



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SYNGENTA INTRODUCES NEXT-GENERATION COCKROACH CONTROL

Adding to its high-performing portfolio of solutions for cockroach control, Syngenta has launched [Advion[®] Evolution and Optigard[®] Cockroach Gel Baits](#). These products offer pest management professionals advanced cockroach control with enhanced bait matrices and differentiated active ingredients (a.i.s).



Advion Evolution features the proven performance of *indoxacarb*, the same a.i. found in Advion Cockroach gel bait. Its enhanced bait matrix is highly attractive to cockroaches, resulting in increased feeding and faster kill for the toughest-to-control populations.

Optigard Cockroach features a unique a.i., *emamectin benzoate*, which affects cockroaches at two different target sites. This helps provide a critical tool to control cockroaches while following good resistance management practices.

Cockroaches know a lot about flavor. That's why the enhanced bait matrices and differentiated a.i.s found in Advion Evolution and Optigard Cockroach make them ideal rotational partners with each other.

The average life cycle of a German cockroach is three months. It is recommended that products be rotated every three months to match this cycle.

For more information about Advion Evolution and Optigard Cockroach, visit www.SyngentaPMP.com/CockroachSolutions.

CENTRAL GARDEN & PET ANNOUNCES EXECUTIVE

Central Garden & Pet Company (NASDAQ:CENT) (NASDAQ:CENTA), a leading innovator, marketer and producer of quality branded products for the lawn and garden and pet supplies markets, today announced the appointment of Trevor Thorley as Senior Vice President & General Manager of its Professional Brands business unit.

Thorley most recently worked at Eurodrip USA as the Chief Executive Officer & Global Executive Team member. Formerly he held positions at Engage Agro USA LLC as President & joint owner, AMVAC Chemical as Chief Operating Officer & Executive Vice President, Sumitomo Chemical as Executive Officer and Crop Protection General Manager for the Americas region, and various roles of increasing responsibility with Bayer Corporation's Agriculture Division. He holds an Upper Second Class Honors Degree in Crop Science, Agriculture from Newcastle University in England and conducted post graduate research and development trials in Agriculture at Wye College, London University in England.

Thorley will report to Kay Schwichtenberg, Executive Vice President of Public & Animal Health. Schwichtenberg commented, "Trevor has a wealth of experience in the professional products market, driving innovation through to commercial success, both in creating alliances as well as marketing branded products. We are thrilled to have him join the Central team."

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2018 PEST PARTNERSSM 365 PROGRAM FROM SYNGENTA FEATURES YEARLONG SAVINGS, PLUS NEW BONUS REBATES

- PMPs have until March 31, 2018 to qualify for the program
- Qualifiers can earn more rebates with early orders and on select cockroach gel baits
- Program participants can extend payment terms on select products through July 6, 2018 with SummerPay[™]

To continue improving purchasing solutions for Pest Management Professionals (PMPs) and their businesses, Syngenta launched its 2018 PestPartnersSM 365 Program on October 1, 2017. The program allows PMPs to plan their product purchases so they can earn rebate savings all year long, instead of limiting rebates to monthly or seasonal deals.

To qualify, PMPs can purchase Syngenta products from any Authorized Syngenta Channel Partner during the Qualification Period (Oct. 1, 2017 - March 31, 2018). Their total purchases during the Qualification Period will determine their rebate level (Partner, Silver, Gold, Platinum or Diamond) and the corresponding rebates they'll receive on all Syngenta purchases made during the Program Year (Oct. 1, 2017 - Sept. 30, 2018).

"PMPs should be able to earn rebates on product purchases, no matter what time of year it is," said Pat Willenbrock, head of marketing for Professional Pest Management (PPM) at Syngenta in North America. "Our unique program structure allows PMPs to choose a purchasing pattern that can be tailored for their specific business operations, while still allowing them to reap the rewards of rebates year-round."

New to the program this year is the opportunity for PMPs to earn a Cockroach Gel Bait Bonus. PMPs who purchase at least 400 syringes of select Syngenta cockroach gel baits (Advion[®] Evolution, Optigard[®] Cockroach and the Advion Cockroach Master Shipper) during the Qualification Period can earn a \$0.25 rebate per syringe. To take advantage of this bonus, they must qualify for at least the Partner level (a Base Rebate Total of at least \$200) by March 31, 2018.

PMPs can also take advantage of their fourth quarter purchases by qualifying for a one-time Early Order Bonus rebate. Starting October 1, 2017, those who purchase enough product to qualify for at least the Silver level (a Base Rebate Total of at least \$500) by December 7, 2017, will earn an Early Order Bonus rebate. After the offer ends, PMPs can continue to qualify for an even higher rebate level with additional product purchases through March 31, 2018.

The PestPartners 365 Program also gives PMPs the option to defer payment on select product purchases with SummerPay[™]. Payment terms are offered until July 6, 2018, giving PMPs a way to keep their cash flow in check throughout the year.

"Cash flow is important to PMPs," said Steve Dorer, market manager for PPM at Syngenta, North America. "With SummerPay, PMPs can defer product payments for several months, while using products and generating income."

To learn more about the PestPartners 365 Program from Syngenta, visit PestPartners365.com.

ASSOCIATE CERTIFIED ENTOMOLOGIST (ACE) PROGRAM

Being ACE certified can give you and your company the edge it needs to compete successfully with other pest control providers. Many public and private institutions require independent certification for their pest control contractors, and increasingly the general public is seeking expert providers for every service.

The Associate Certified Entomologist (ACE) program is offered to those with training and professional field experience in structural pest management. It's rapidly becoming the industry-standard for pest management professionals, growing at an average of 35% a year since the program's introduction.

Who can become an ACE?

ACE applicants without a bachelor's degree in entomology need to:

- Have 5 years' experience (only 3 required for those with an entomology degree)
- Hold a current U.S. pesticide applicator's license
- Pass a rigorous examination
- Sign the ACE Code of Ethics
- Maintain a minimum number of CEUs annually (upon passing the exam)
- Market yourself as a cut above: Make sure your name is listed in the roster of other ACEs in your area -www.entocert.org/roster.

NPMA now offers ACE exam prep courses, which can be taken individually or in all together in a new ACE exam prep track. Click on the links below to sign up today and continue down your road to success.

- [ACE Exam Prep Track](#) (Includes all modules, study aids, and practice exam)
- [Introduction to Pest Groups and Exam Overview](#)
- [Ants](#)
- [Cockroaches](#)
- [Termites](#)



- [Filth-Breeding and Nuisance Flies](#)
- [Mosquitoes and Biting Flies](#)
- [Social Bees and Wasps](#)
- [Solitary Bees and Wasps](#)
- Commensal Pests* (In development, 6/15 completion)

Many individuals recently earned their certification, [click here](#) to view the current list. Please join us in celebrating their accomplishments.

ACE-International Program

In October 2014 the Entomological Society of America (ESA) added a new dimension to the popular Associate Certified Entomologist (ACE) professional credentialing program. ACE is an individual credential earned by those who have demonstrated high levels of professional training and understanding of entomology as it relates to structural pest control. The program includes a rigorous examination that has particular emphasis on the principles and practices of Integrated Pest Management (IPM). No formal academic degree is required for earning the ACE making it a strongly desired certification for the pest management industry.

In September 2013 NPMA endorsed the ACE program and has been helping ESA promote it in the US and around the world. At PestWorld 2014 ESA launched a new international version of the ACE program. There are two primary differences between the US ACE and the international ACE.

1. In the United States, applicants must hold a current pesticide applicator's license in at least one state.
2. Since not all countries require similar licensure, no license is required for international applicants.

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ACE PROGRAM CONTINUED

However, to compensate, all international ACE applicants must take and pass a second examination that focuses on pesticides and pesticide safety.

The exams, which are developed and maintained by ESA, are delivered to applicants in a proctored setting. Most applicants take the exam with an in-person proctor, but increasingly some are making use of a service where they take the exam on their own computer while a proctor observes and monitors them via the computer's webcam.

If you would like to pursue the ACE or ACE-International credential, please visit <http://www.entocert.org/ace-certification>.

The ACE program is managed by the Entomological Society of America, and endorsed by the National Pest Management Association.
www.entocert.org | admin@entocert.org



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See how you can step up insect control with Precor[®] 2625 Premise Spray at Zoecon.com



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CENTRAL LIFE SCIENCES EXPANDS

ZOECON PROFESSIONAL PRODUCTS SALES TEAM WITH MIKE KUNKA

Central Life Sciences welcomes Mike Kunka to the sales team for its Zoëcon Professional Products division. Kunka will be joining the organization as sales representative for Texas and Louisiana and enhancing the team's presence in the south central region of the country. He will oversee professional pest control sales, continuing to provide high quality customer service to current customers in the area and gain traction with new accounts.

"Mike's wealth of experience and industry knowledge make him a key addition to the Central Life Sciences family," said Ed Bredemeyer, director of sales for the western U.S. in the Zoëcon Professional Products division. "His hiring indicates our continued commitment to being a leading company in the pest control industry. I'm confident that Mike will be a great addition to the growing team in the Texas and Louisiana pest management markets."

Kunka joins Central Life Sciences with an extensive background in the pest control industry, having previously worked as a sales representative for Univar, USA. Most recently, he served as the regional sales manager for the International Stock Food Corporation, where he was responsible for developing and managing sales in the Southwest.

Kunka attended Ventura College in Ventura, Calif, and he currently resides in Waco, Texas.

For more information about Central Life Sciences, visit www.centrallifesciences.com.

About Central Life Sciences

Central Life Sciences products are a part of Central Garden & Pet. Central Life Sciences is dedicated to creating healthier environments and making life better for people, plants and animals around the world. As inventors of insect growth regulator technology more than 45 years ago, the founders of Central Life Sciences pioneered biorational pest control: using the insect's chemistry as a means to reduce pest populations.

For more information about the Zoëcon Professional Products division of Central Life Sciences, please visit www.zoecon.com.

Central Life Sciences with design is a registered trademark of Central Garden & Pet Company.

ATTENTION

Effective July 1, 2017

MPMA no longer has their 800 #.

Please call 573.761.5771

M.I.A.

LLOYD MERRITT SMIGEL AND PAT VANHOOSER

“Good morning. Is the Manager in?”

“No, I’m sorry – he is not in right now.”

“Can you tell me what time you expect him in today?”

“I really don’t know.”

“Will he be in tomorrow?”

“I’m really sorry – I just don’t know.”

“Is there someone above him that I can talk to? - The owner perhaps.”

“He IS the owner.”

The poor phone receptionist sounds like an idiot but it is NOT her fault.

Or how about the employee who takes off early for the day or comes in late?

These MIA cases cause much more trouble than you could imagine. The repercussions vary from someone calling another company for service, cancelling their service, a lawsuit, etc. Have you ever seen those in and out boards near the receptionists’ desk that have not been used for years? It’s called accountability.

“Good morning, is the Manager in?”

He is running a bit late this morning, I expect him in about 9 – can I take a message or have him call you – he’s usually pretty prompt about getting back to people.”

See the difference?

“I own this company. I am not accountable to anyone.”

You are right. You have that right to be an egotistical, arrogant owner.

However, boss and employees, in our opinion, have a MUTUAL ACCOUNTABILITY to each other.

In this world you have to EARN respect. In Northern China you can demand it. Whether you are the owner, the employee or even a relative – you are accountable.

The instruction I gave to my assistant was pretty clear. Tell the truth. If I enter a meeting her instruction was to say:

“Lloyd is in a meeting – it should end at 9. Would you like to leave a message, or have me tell him to call you, or is this important and would you like me to interrupt the meeting and get him on the line?”





Lloyd Smigel - guru



Pat VanHooser – 40 year professional PCO

Discovery Retreat upcoming schedule. Mark your calendar today!

Discovery Retreats

For more than 15 years the Discovery Retreats have been run and owned by Lloyd Smigel. If you want the straight scoop from someone who has “been there, done that”, this could be the opportunity to change your business for the better!

Pat VanHooser has held just about every job in the pest management field: technician, trainer, manager, office specialist and janitor. She is a straight forward coach with the answers you may not want to hear - but need to.

Join us in Dallas for upcoming retreats.

Call Pat for any questions and registration information. 816-888-9146

August 18 and 19, 2017
Family business – making it work If you have friends and family working in your business it can be a nightmare. Let’s fix it! We will also cover “Who’s going to take over when I’m gone?” Unless you plan to stay until you drop dead and don’t care what happens after that – you might want to consider coming to this one!!

November 10 and 11, 2017
The future of pest control – are you ready? Liability, protecting what you have built, new technology – what business will look like in the near future and you need to get ready.

(Continued on page 17)



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55
YEARS

Reliability
Handle all your PM questions
On Time Delivery
Devoted to the PM Industry
Efficient
Satisfaction Guaranteed

M.I.A. CONTINUED

Only a few times has a misguided sales rep said to interrupt and, trust me - I NEVER bought from him.

The point is that I am available. What if it was a customer who thought we poisoned his dog? What if it were a client who never received a call back from the route person, the office person or the supervisor? They are at wits end and you can avoid a potential lawsuit.

We could go on and on about this. No one has the right to be above the decency rule of "Do unto others".

We have worked with many Family operations and some of the friends and relatives who have been hired are some of the biggest abusers of MIA. And they get away with it. When I interview employees almost ALL of them know that these people are 'getting away with that behavior" and if it were up to them - they would have been fired a long time ago. This reaction is normal and it eats away at the owner/managers' leadership abilities. It can run from Jealousy to Favoritism to Discrimination.

It is my hope that those of you who believe that they deserve favoritism and/or those of you that feel you don't have to address it - wake up and smell the roses. It makes you look foolish and usually causes turnover.

Think about it and make the changes you have to make before this cancer hurts the company.



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AND LOCK IT DOWN. FAST.**



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**NEW MAXFORCE® FLEET GIVES YOU QUICK,
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Now you can get the powerful ant control that you've come to expect outdoors in a formulation for indoor use. Introducing Maxforce Fleet, the fipronil-based ant gel that works inside and out. And it comes in a new, thicker formula designed to stand up where you need it.

Learn more at backedbybayer.com/maxforceantsolutions

Available on  iTunes and  Google play: Bayer Maxforce Ant Solutions 

PROTECTING YOUR BUSINESS SO YOU CAN PROTECT YOUR CUSTOMERS

Welcome to the National Pest Management Association! By joining NPMA, your company has become part of an exclusive, global network of pest management professionals.



Members-Only Money-Saving Programs

- > Credit Card Processing
- > Shipping Discounts
- > Gasoline Discounts
- > Human Resources Consulting
- > Enterprise Fleet Management Discounts
- > Graphic & Web Design Services
- > Prescription Drug Discount Card
- > Background Check Discounts
- > Uniform Discounts

Each year, NPMA hosts a number of conferences, meetings and online forums that provide unrivaled opportunities throughout the year for you to make connections with new suppliers, forge alliances with similar service providers, or prepare your company's future leaders.

Nowhere else in the pest management industry will companies find such targeted, valuable forums in which to build personal relationships, share ideas and best practices, and to discover new service lines and marketing strategies.

NPMA delivers proactive and prudent protection to the pest management industry. We protect your business from unfair legislation and regulations. We protect your company's future by providing networking and business opportunities and top-notch employee training. And, with NPMA in your corner, your business is free to focus on what matters most: protecting your customers' health and property.

10 MOST HAUNTED PLACES IN MISSOURI

REPRINTED FROM HAUNTED ROOMS

Missouri is one state that has a large number of very well known hauntings to call its own, including the famous tale of demonic possession on which the famous motion picture *The Exorcist* was based. There are dozens of interesting tales of paranormal activity coming out of the Show Me State, and many of the locations are open to the general public if you are brave enough to pay them a visit.

Let's dig a little bit deeper into 10 of the most haunted places in Missouri:

10. KNOB NOSTER

Knob Noster is a small Missouri town close to Whiteman Air Force Base. As you may or may not be aware, the word knob is an old term for a hill or smaller mountain and this is where the town gets its name. This is also where the local spooky legends are centred. You see, it is said that at one time there was a hermit who lived up on the hill avoiding the rest of the town as much as possible. In fact, he had a slave who would run any errands he had in town. The slave was well liked by the townspeople, so when he went missing they became concerned, especially when the hermit came into town to do his own errands. Some of the locals asked him about the slave, but he simply scowled and stormed off, triggering a rumour that he had murdered the young man. A few days later there was a terrible storm and witnesses saw a lantern moving up the hill just before lightning struck. The following day, the Hermit's body was discovered on the hill, his face frozen in terror! To this day, people still see the light from a lantern bobbing up and down the hillside on stormy nights.

9. JESSE JAMES FARM, KEARNEY

Almost everyone has heard of Jesse James, so it will be no surprise that the James Family's farm has been the scene of a great deal of heartache and violence. This has led to the farm becoming one of the most haunted places in Missouri. The farm is open for public tours where visitors learn how Frank and Jesse James were raised there and how Jesse was beaten and almost hung by Union soldiers searching for his brother Frank. His half brother was also killed on the

farm by a bomb thrown by guards searching for Jesse and Frank.



Jesse was actually buried on the farm following his death and his mother would charge visitors to come to visit his grave and take some pebbles from it. However, his Earthly remains were later relocated to Mt. Olive Cemetery. That certainly hasn't stopped the hauntings. People have reported hearing horses hooves, gunshots and even disembodied voices and whispers around the farm!

8. JEFFERSON BARRACKS & CEMETERY, ST. LOUIS

The Jefferson Barracks in St Louis have been an active military site since 1826. Given its age and the fact that it adjoins the national cemetery, it is no surprise that it is said to be haunted! The cemetery apparently has a little child ghost who wanders aimlessly among the headstones. There are also two ghosts who appear at sundown and acknowledge each other before vanishing again! One is said to be in the clothing of a confederate soldier, while the other is wearing the uniform of a Buffalo Soldier – more specifically the black troop.

In the barracks themselves it seems to be the post headquarters where the paranormal activity is centred. One local soldier spotted a light coming on in one of the rooms one night and went over to the window to check it out. When he looked inside he saw a military officer in 19th century dress sat at a desk writing by candlelight. He then stood up and

(Continued on page 21)

10 MOST HAUNTED PLACES IN MISSOURI CONTINUED

vanished!

7. RAVENSWOOD, BUNCETON

Ravenswood is a grand mansion that was built back in 1880 by Nadine and Charles Leonard. The Leonards were a couple who loved nothing more than entertaining and they would often string lanterns through the trees, hire an orchestra and invite all of their friends to dance the night away. Nadine remained in her beloved home until she died aged 90 years old and it seems that perhaps her spirit has never left. A family servant tried to enter Nadine's bedroom after her death to collect some clothing only to find the door locked from inside! It was agreed that the lock would have to be broken, but by the time the servant returned with the required tools the door was open! Christmas ornaments are often thrown down the stairs, a broken music box randomly plays music despite not having worked for years and some visitors say they can hear music and laughter from the lawns, reminiscent of Nadine's lavish parties!



6. THE GOVERNOR'S MANSION, JEFFERSON CITY

The Governor's Mansion has been home to Missouri governors since 1872 with Thomas Crittenden and his family among the first to live there. His beloved daughter Caroline was born there in 1873, but sadly died aged 10 after contracting diphtheria. Governor Crittendom never really was the same after her death. If we fast forward around a century, that is when the first paranormal reports started to come in. A restoration project was underway at the mansion

and one workman was up in the attic. He came downstairs and asked the housekeeper who the little girl was that had been playing up there while he worked was. The housekeeper said that nobody was in the house but him! Upon realizing that his companion was a ghost he refused to return to the mansion!

5. SMALLETT'S CAVE, AVA

There is a small cave in Ava known locally as Smallett's Cave and it is said to be one of the most haunted places in Missouri. In the 1920s two ladies were walking near Spring Creek when a man stepped out from the side of the road. He was headless and had a pair of shoes strung around the stump of his neck and a bible on his shoulder! The women ran off, but a short time later the apparition appeared again this time to two boys out riding. Other reports state that a horse with a headless rider has galloped towards them on the same path. It is said that this is a ghost who lives in Smallett's Cave and that passers by can hear him tapping away as he cobbles shoes. This has earned the apparition the nickname of the headless cobbler!

4. THESPIAN HALL, BOONVILLE

Thespian Hall in Boonville holds the distinction of being the oldest operating theater west of the Appalachians. It was built in 1857 and has served as a theater, a dance hall, a library, a movie theater, a stable, a skating rink, a church and even a Civil War hospital! It is no wonder the building is said to be haunted!

The spirit connected with Thespian Hall has been affectionately dubbed Mrs X. She has been captured in photographs in the theater and has been described as having grey hair, a white collared blouse and a dark skirt. She carries a pocketbook and her face is usually blurred. The first known photograph was taken by the family of an opera singer who had been performing that night. They were able to identify the lady in the picture as their grandmother who had recently passed an who loved the opera. Since then she has

(Continued on page 22)

10 MOST HAUNTED PLACES IN MISSOURI CONTINUED

been spotted frequently sitting in the audience during rehearsals.

Mrs X is not alone in Thespian Hall. Other strange incidents include unexplained ragtime music playing and moving wig stands which will turn themselves to face the mirrors when nobody is in the room!



3. LEMP MANSION, ST. LOUIS

Lemp Mansion is one of the most haunted places in Missouri. It is now a restaurant and bed and breakfast, but originally it was the Lemp Family home. Several members of the Lemp family died in the building under tragic circumstances, so it is no surprise that it is their ghosts who are said to haunt the property. Phantom footsteps, knocking and poltergeist activity are all commonly reported here.

2. ZOMBIE ROAD, ST LOUIS

Zombie Road is perhaps one of the most fascinating and of course one of the most haunted places in Missouri. It was officially known as Lawler Ford Road, but it has been known as Zombie Road since the 1950s. There are many chilling tales that are associated with the road including one about the so called 'zombie killer'. He is supposed to have been a creepy loner who lived in a shack in the woods and would attack young lovers who came to the spot for some alone time! It is not known if there is any truth to this particular legend. Other chilling tales about Zombie Road include ghost sightings, vanishings and strange noises. One of the creepiest is the story of Della Hamilton McCullough, the wife of a local judge

who died in 1876 when she was hit by a train. She is now said to haunt zombie road. However, what Zombie Road is most famous for is the shadow people. There have been several photographs captured by credible witnesses which show large numbers of shadow people standing in the woods by the side of Zombie Road. These are believed to be the souls of Native American orphans who were tortured while at a nearby orphanage in 1913.

1. THE EXORCIST HOUSE, ST. LOUIS

One of the most infamous hauntings in Missouri has to be 'The Exorcist House'. Pretty much everyone has heard of The Exorcist either from the book by William Peter Blatty or from William Friedkin's movie adaptation. What some people don't realize is that The Exorcist was based on a real life case that happened in St Louis. The true story is that a teenage boy who has been dubbed 'Roland Doe' to protect his identity was living in Maryland and played with a Ouija board causing him to be possessed by a demon. It is alleged that some of the bruising on his chest from the attacks spelled out louis, leading his family to believe he should be taken to stay with relatives in St. Louis. Some say that the house in Roanoke Drive where he stayed is still haunted, perhaps stained by the boy's possession!



Missouri Pest Management Association and Greater Saint Louis Pest Control Association **Annual Conference & Exposition**

November 28-30, 2017

Hilton St. Louis Frontenac Hotel, 1335 S. Lindbergh, St. Louis, MO 63131

Agenda

Tuesday, November 28, 2017

5:30 pm MPMA Board Meeting
6:30 pm Exhibitor Set-up

Wednesday, November 29, 2017

7:00 am Registration, Continental Breakfast and Exhibitor Set-Up
8:00 am MPMA General Membership Meeting
8:30 am - 1:00 pm ACE Training
9:00 - 10:00 am **RODENT PEST MANAGEMENT**
10:00 - 11:00 am **FLEA BIOLOGY AND CONTROL**
11:00 - 12:00 noon **PESKY FLIES**
12:00 noon Luncheon with Exhibitors
1:00 - 3:30 pm **PESTIFEROUS LAWSUITS**
3:30 - 4:30 pm **"HOT TOPICS" ROUNDTABLES**
5:00 pm Cocktail Reception with Exhibitors

Thursday, November 30, 2017

7:00 am Registration and Continental Breakfast
8:00 - 9:00 am **THE BEES' "KNEES"**
9:00 - 10:00 am **PERIMETER PEST MANAGEMENT**
10:00 - 10:30 am Break
10:30 - 12:30 am **EVOLUTION OF TERMITE BIOLOGY AND CONTROL AND NEW INNOVATIONS IN TERMITES**
12:30 - 1:00 pm Luncheon with Exhibitors
1:00 - 2:00 am **HISTORY AND DEVELOPMENT OF COCKROACH BAIT TECHNOLOGY AND FUTURE INNOVATIONS**
2:00 - 3:00 pm **PRACTICAL FUMIGATION FOR THE 7A APPLICATOR**
3:00 - 4:00 pm **INSECTICIDE RESISTANCE MECHANISMS AND MANAGEMENT**
4:00 - 4:30 pm **SAFETY**
4:30 - 5:00 pm Missouri Department of Agriculture
5:00 pm Adjourn

FOR MORE INFORMATION

Missouri Pest Management Association, 722 E. Capitol Avenue, Jefferson City, MO 65101, 573-761-5771,
missouripest@gmail.com, <http://www.mopma.org/>

Greater Saint Louis Pest Control Association, PO Box 31755, St. Louis, MO 63131, <http://gslpca.org/>

Registration

(please complete a registration form for each person attending)

Name _____
 Company _____
 Address _____
 City, State _____ Zip _____
 Phone _____ Email _____

Full registration fee includes all conference handouts, all breaks, exhibit hall access, lunch each day, two continental breakfasts and a welcome reception.

REGISTRATION FEES

	MEMBER	NON MEMBER
ACE Training - Wednesday, November 29	<input type="checkbox"/> \$85	<input type="checkbox"/> \$100
Entire Conference	<input type="checkbox"/> \$160	<input type="checkbox"/> \$185
One Day - Wednesday, November 29	<input type="checkbox"/> \$85	<input type="checkbox"/> \$110
<i>Wednesday Afternoon Only (includes lunch)</i>	<input type="checkbox"/> \$50	<input type="checkbox"/> \$60
One Day - Thursday, November 30	<input type="checkbox"/> \$85	<input type="checkbox"/> \$110
<i>Thursday Morning Only (includes lunch)</i>	<input type="checkbox"/> \$40	<input type="checkbox"/> \$55
<i>Thursday Afternoon Only</i>	<input type="checkbox"/> \$50	<input type="checkbox"/> \$65

Registrations received after 11/15 add 10% processing fee \$ _____ \$ _____

Total Amount \$ _____

PAYMENT OPTIONS

Check Enclosed Invoice my Company MasterCard/Visa/Discover

Card # _____
 Exp. Date _____ V-Code _____

Mail Registration Form and Payment to MPMA
 722 E. Capitol Avenue, Jefferson City, MO 65101
 Phone: 573-761-5771 ~ Fax: 573-635-7823
 Email: missouripest@gmail.com
No Refunds will be given after November 20, 2017



HOTEL INFORMATION

The Hilton St. Louis Frontenac is the location for the MPMA/GSLPCA Annual Conference and Exposition. The Hilton St. Louis Frontenac is located at 1335 S. Lindbergh, St. Louis, MO 63131. A special hotel rate of \$110.00 single or double occupancy will be available to those participating in the Annual Conference. Deadline for hotel reservations is November 6, 2017. For reservations call 800-325-7800.

AMENITIES

Amenities at the Hilton St. Louis Frontenac include a 24-hour business center and fitness center, free parking and Wi-Fi, onsite restaurant and lounge and room service.

CANCELLATION POLICY

MPMA and GSLPCA reserve the right to cancel this program and return all fees in the event of insufficient registration. A participant may cancel a registration at any time, but a \$25 processing fee will be applied to all refunds. **NO REFUNDS will be given after November 20, 2017.**

RE-CERTIFICATION CREDITS

ARKANSAS

Recertification credit hours have been approved from Arkansas State Plant Board.

ILLINOIS

Recertification credit hours have been approved from Illinois Department of Public Health-Environmental Health Division for 3 credit hours on 11/29 and 6 credit hours on 11/30.

KANSAS

2 hours in 7A Wood-Destroying
1 hour in 7B Stored Products
7 hours in 7E Structural Pests

MISSOURI

Recertification is approved for 7A-General Structural Pest Control, 7B-Termite/WDO Pest Control and 7C-Fumigation Pest Control.

FOR MORE INFORMATION

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722 E. Capitol Avenue
Jefferson City, MO 65101
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Greater Saint Louis Pest Control Association

PO Box 31755
St. Louis, MO 63131
<http://gslpca.org/>

Missouri Pest Management Association Annual **Recertification** & **Golf & Bocce Tournament Fundraiser**

August 17-18, 2017 ~ DoubleTree Hotel ~ Jefferson City, MO



The Golf Tournament winners were Kyle Youngstrom and John McIntosh (picture above), second place was Brian Sundnas and Nathan Wilson and third place went to John Myers and Jeff Archer. (first, second and third places pictured together below)

The Bocce Tournament winners were Mitch Clevenger and Travis Chambers (pictured above) and second place went to Gary Schuessler and Jim Boeckman. (first and second places pictured together below) Both tournaments were a fundraiser for the MPMA PAC.



2017-2018 BOARD OF DIRECTORS

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Elizabeth Knotte

NPMA Update

Janay Rickwalder

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Newsletter/Website

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www.mopma.org



A Publication of the
Missouri Pest Management
Association

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Fax: 573-635-7823
missouripest@gmail.com

2017-2018 MEMBERSHIP RENEWAL/APPLICATION

Dues run July 1 through June 30. Please complete the information listed below, verify information with your signature and mail in the corresponding dues amount. Make check payable to MPMA and mail to: 722 E. Capitol Avenue, Jefferson City, MO 65101. If you have questions, call 573-761-5771.

Company Name: _____

Company Representative: _____

Address: _____

City/State/Zip: _____

Phone: _____ Fax: _____

Email: _____

For Companies with Annual Sales Volume of...	Annual MPMA/NPMA Dues are...
<input type="checkbox"/> \$0 - \$100,000	\$200
<input type="checkbox"/> \$100,001 - \$200,000	\$260
<input type="checkbox"/> \$200,001 - \$500,000	\$366
<input type="checkbox"/> \$500,001 - \$1,000,000	\$680
<input type="checkbox"/> \$1,000,001 - \$2,500,000	\$955

Allied,
Affiliated,
and Limited
Members
 \$125

Signature: _____ Date: _____

- Active Members:** Any person, firm or corporation engaged in pest management service work, for hire to the public at large shall be eligible for membership in this Association.
- Affiliated Members:** Any active member that operates or controls another firm, and/or business location actively engaged in the pest management service business.
- Limited Members:** Any person, firm or corporation not fully conforming with qualifications for Active members. A limited member shall automatically become an Active member upon meeting the qualifications wet forth for Active Membership.
- Allied Members:** Any person, firm or corporation not engaged in pest management service work but which manufactures or supplies products, equipment, materials or provides services used by the pest management industry shall be eligible for Allied membership.
- Honorary Members:** Any person who has made a contribution of material benefit to the pest management industry may become an honorary member by three-fourth (3/4) vote of the members of the Association in annual meeting assembled.