2019 CONFERENCE

Co-Sponsored by:
Connecticut Pest Control Association
Delaware Pest Control Association
Maryland State Pest Control Association
New England Pest Management Association
New Jersey Pest Management Association
New York Pest Management Association
Pennsylvania Pest Management Association
Virginia Pest Management Association

Presented by:
National Pest Management Association
Our Mission Is Your Protection

January 23-25
Kalahari Resort & Convention Center
Pocono Manor, PA
WE INVITE YOU TO JOIN US...

for the 2019 Eastern Conference at the Kalahari Resorts & Conventions in Pocono Manor, Pennsylvania. The conference will feature a mix of in-depth management sessions, interactive training, and technical courses featuring the latest research in the pest management industry.

The 2019 Eastern Conference offers...

- More than 13 sessions where you can earn valuable recertification in up to 12 states
- A variety of educational tools needed to grow your business including technical training, management topics and keynote sessions with industry experts
- Networking with over 300 pest management professionals from your region
- An exhibitor showcase which features more than 35 suppliers

KALAHARI RESORT & CONFERENCE CENTER

Join us at Kalahari Resorts in the Pocono Mountains, an authentic African-themed indoor waterpark featuring a retractable roof, stand-up surfing, body boarding, waterslides, a lazy river, family hot tub, and much more!

Settle into one of our beautifully appointed guest rooms, take in one of our many incredible dining options, enjoy the fast-paced action in the Family Entertainment Center, or rejuvenate at Spa Kalahari and salon.

For hotel reservations, please call (877) 525-2427 by Wednesday January 2, 2019 and use group code “National Pest Management Association 2019” to receive the group rate of $119.00 per night. After January 2, 2019, rooms and rates are subject to change.
Bed bugs are routinely considered one of the hardest pests to control and require significant amounts of labor to get the job done. Attend this session to learn tricks and techniques to streamline your bed bug protocols.

**M** The Importance of Diversity in the Workforce  
*Sheila Haddad, NPMA Diversity Committee*  
Implementing diversity in a company drives business and increases profits. It also helps meet the needs of customers - your employees should reflect the diversity of the community to better serve the needs of individual people. Get first-hand advice in this session on how to make your company more diverse and learn about the benefits of having an inclusive workplace.  
*Hosted by the NPMA Diversity Committee*

**T** Reinfesting Wood Destroying Beetles in Structures: Identification, Behavior and Control  
*Ed Freytag, New Orleans Mosquito, Termite and Rodent Control, New Orleans, LA*  
When it comes to wood-destroyers, termites get all of the attention. Join us in this session that will highlight those ‘other’ organisms that damage and destroy structural timbers and furniture. In this session, you will learn how to correctly identify wood destroying beetles by reviewing the tell-tale signs of infestation, including tips to help determine if the beetles are currently active in the structure.
CONCURRENT SESSIONS
11:30 a.m. – 12:30 p.m.
T Unraveling the Underground Mysteries of Termites
Ed Freytag, New Orleans Mosquito, Termite and Rodent Control, New Orleans, LA
Many long-held ‘truths’ about termites have turned out not to be as true as once thought. Pest control and science are constantly changing, so let this session help you stay ahead of the curve on these underground, secretive insects. This highly informative session will cover the latest technologies and advancements in termite control, all while unraveling some of the secrets of this mysterious pest.

M Personality Assessments in the Workplace (Part 1)
Sandy Seay, Ph.D., Sandy Seay Consultants, Inc., Orlando, FL
Hiring the right employee for a position is an incredibly hard task. You can only learn so much during an interview, so personality assessments can be extremely beneficial to try to understand the person and how they will fit with your team. Attend this session to learn how to use personality assessments to your company’s benefit.

T Protecting Fire Sprinkler Systems During Bed Bug Heat Treatments
Bob Upson, National Fire Sprinkler Association, Linthicum, MD
Bed bug heat treatments can raise ambient air temperature in structures to 130 degrees Fahrenheit or higher. Temperatures above 100 degrees can be injurious to fire sprinklers and can cause malfunctions to occur. In this session learn how fire sprinklers work and best practices for protecting fire sprinklers from injury during bed bug heat treatments.

12:30 p.m. – 2:00 p.m.
Lunch & Exhibits

CONCURRENT SESSIONS
2:00 p.m. – 3:00 p.m.
T Are You Label Literate?
Ed Crowe, Penn State Cooperative Extension, State College, PA
Pesticide labels are notoriously long and cumbersome to read. In this session, explore the ins and outs of the pesticide label, taking a look at how specific language on structural pest control labels is interpreted, from both a user and a regulator’s point of view. Don’t miss this enlightening lesson in label language literacy!

M Personality Assessments in the Workplace (Part 2)
Sandy Seay, Ph.D., Sandy Seay Consultants, Inc., Orlando, FL
Personality assessments shouldn’t only be used when hiring an employee – what about those employees who could use some direction in their daily tasks right now? Reports from personality assessments can help both managers and employees see eye to eye with each other and understand more where the other person is coming from. This engaging session will help you see others in a new light and maybe help you learn something new about yourself, too.

3:00 p.m. – 3:15 p.m.
Refreshment Break
CONCURRENT SESSIONS

3:15 p.m. – 4:15 p.m.
T When is a Pest a Pest? Arthropod Diversity Inside Structures
Jim Fredericks, Ph.D., BCE, National Pest Management Association, Fairfax, VA
PCOs realize there are a lot of insects and arthropods indoors, but research has lacked real data on this information – until now. Explore the diversity of pest and non-pest insects found inside structures in this session reviewing the latest data regarding the insects that are living right under our noses and the factors that cause people to classify them as pests.

M Mergers and Acquisitions: Preparing, Selling, and Transitioning Your Business for Success
Panel of PMP Experts
Mergers and acquisitions of all sizes have become commonplace in today’s pest control industry. But, what does this shift mean for your business or for the pest control industry as a whole? This candid session explores the pros, cons, and everything in between of how M&A’s are on the rise and what that means for this prosperous industry.

4:30 p.m. – 5:30 p.m.
T Cockroaches: Using the Latest Research to Defeat an Ancient Pest
Changlu Wang, Ph.D., Rutgers University, New Brunswick, NJ
Cockroaches spread disease, contaminate food, and can even contribute to respiratory illness. Don’t miss this informative session to learn how you can put an end to cockroach call-backs while protecting the health and well-being of your clients. Find out the best tricks of the trade, and how to turn our knowledge of cockroach behavior into successful control strategies against these ancient pests!

5:30 p.m. – 7:00 p.m.
Eastern Conference Reception

FRIDAY, JANUARY 25

7:30 a.m. – 1:00 p.m.
Registration

7:30 a.m. – 8:30 a.m.
Breakfast & Exhibits

8:30 a.m. – 9:30 a.m.
T Climate Change Impacts on Structural Pest Control
Roberto Pereira, Ph.D., University of Florida, Gainesville, FL
Predicting pest invasions and forecasting pest-borne disease outbreaks before they start? This may sound like the plot of a futuristic novel, but that is exactly what scientists at the University of Florida are working to achieve. Learn how advancements in climate research are shaping our understanding of controlling pests in this informative session.

CONCURRENT SESSIONS

9:30 a.m. – 10:30 a.m.
T Get to Know the Tick: The Most Dangerous Arthropod Vector in North America
Erika Machtinger, Ph.D., Penn State University, State College, PA
Did you know that ticks transmit human pathogens more frequently than any other arthropod in North America, including mosquitoes? Lyme disease alone tops more than 300,000 cases each year, estimated by the CDC. In this exciting session, you’ll gain new approaches to tick control not only in backyards but also in livestock and animal facilities—plus, you’ll learn novel control techniques to give your customers peace of mind.
Benchmarking a Successful Pest Control Company

Dan Gordon, PCO Bookkeepers, Newton, NJ

Success is not a one-time achievement, it requires constant work and motivation to remain a successful, profitable pest control company. Benchmarking a successful pest control company to industry metrics helps evaluate criteria that can accelerate growth and help achieve maximum output. Join in on this session to fine-tune your company and learn what is working from other successful companies.

10:30 a.m. – 10:45 a.m.
Refreshment Break

CONCURRENT SESSIONS

10:45 a.m. – 11:45 a.m.
T The PMP’s Role in Effective Mosquito Control Around Structures
Roberto Pereira, Ph.D., University of Florida, Gainesville, FL

There are special concerns and considerations that you must address when approaching backyard mosquito treatments. This session will cover the latest advancements and information about unique and lucrative mosquito control. You can’t afford to miss out on this great learning opportunity!

M Developing the Next Generation of Managers

Dan Gordon, PCO Bookkeepers, Newton, NJ

Employees are one of the largest investments companies will make and their success directly relates to the success of the company. Learning how to identify someone in your company with management skills can really benefit the company and the loyalty and attitude of the staff that they impact. Whether you are looking internally for new managers or opt for a new hire, you need to attend this session to learn how to develop the next generation of managers.

12:00 p.m. – 1:00 p.m.
T The NEW OSHA Silica Rule’s Impact on the Pest Control Industry
Jim Fredericks, Ph.D., BCE, National Pest Management Association, Fairfax, VA

To keep workers safe, the Occupational Safety and Health Administration (OSHA) implemented a new rule on silica exposure that impacts PMPs that drill into concrete, brick, and mortar. NPMA has created new resources to help you navigate the new rule successfully, as well as an entire toolbox to fit your OSHA training needs. Attend this enlightening session for an overview of respiratory protection in light of the new silica rule and make sure you stay up-to-date on the latest in respiratory safety.
Please print or type clearly. Please complete one form per person. Photocopy form for additional registrants or register online at www.npmapestworld.org.

Name_____________________________________________ Title ______________________________________
Company Name_______________________________________________________________________________
Address______________________________________________________________________________________
City_____________________________________________________ State___________ Zip_________________
Phone_________________________________________ Email_________________________________________

FULL REGISTRATION INCLUDES:  Two days of conference programming, exhibit hall access, one lunch, two breakfasts, three refreshment breaks, and the Eastern Conference Reception. REGISTER EARLY! Fees increase onsite.

REGISTRATION FEES

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CANCELLATION POLICY
Refunds will be made on the following schedule. All refund requests must be made in writing.
Before December 17 ........................................................................................... 100% refund
Between December 18-24 ......................................................................................... 75% refund
Between December 25-31 ......................................................................................... 50% refund
Between January 1-11 .............................................................................................. 25% refund
After January 8/No-shows .................................................................................... No refund

PAYMENT INFO
☐ Check (payable to NPMA) Enclosed ☐ Visa ☐ MasterCard
Name on Card ___________________________ Card # ___________________________
Exp. Date ____________ Sec. Code ____________ Signature ______________________

3 WAYS TO REGISTER

Mail to: NPMA
10460 North Street
Fairfax, VA 22030

Online: www.npmapestworld.org

Email: mmmercado@pestworld.org