

# Palmetto PESTalk

The official publication of the South Carolina Pest Control Association

## Message From The President

Fall is upon us and our "busy season" is over. I know the bugs are not crawling and flying like they were in the warmer months but there is certainly still plenty to do. I have spoken to other competitors and we all agree that we are still running as hard as we were; our focus is just in different places than before. We all can certainly step back and take a quick breath but we are all focused on closing out the year on a good note and ramping up for our cold seasonal services.

The summer conference in July was another success. It was good to see everyone there and I think we would all agree that we had some fun. There were good educational sessions for those that attended as well as receptions with vendors at their booths. It is great to interact with everyone in the industry whether they are vendors or competitors. There was certainly quality time by the pool and on the beach as well. I found myself in some interstate bocci ball competition, which of course was won by South Carolina. If you were not able to attend this year I would certainly put it on your calendar for next summer. It is truly a great event worth going to and I promise you will not be disappointed if you go.

The association is currently looking at alternative sites for the Winter meeting held annually in Columbia. We have heard through the surveys provided by Clemson that this was something that was wanted by our members. Currently

we are looking at the Greenville area as an alternative destination as well as the Charleston area. A search committee has been formed and has already started with site visits. The idea is to cycle to these three locations on an annual basis. It would give these areas the chance to bring more local companies to the meeting as well as mixing up the venue to have an alternative meeting place. Once we nail down the area and sites we will let you know.


I was also able to attend the Greater Charleston Pest Control Association's fall meeting last week. I was amazed at the number of attendees there as well as the quality of the speakers and overall meeting. It was the first time I had attended and to say I was impressed would be an understatement for sure. Great job to all who helped put the meeting together.

In closing I would like to thank my fellow board members for their work on various committees. I know it takes



**Scott Fortson**

*President of the  
SC Pest Control Association*

time away from their business but it is certainly important work. Anyone who is not a member of the association and see's a board member out please stop and ask them what the benefits of being a member of the association are. We truly think that if you are not a member you are missing out on some great opportunities. I hope everyone has a great fall season. 

Regards,  
Scott Fortson

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# Notes from the Executive Director



**Jim Wright**

*Executive Director of the SC Pest Control Association*

Well, now that summer is officially over, I hope that you are looking forward to the opportunity to regroup for the fall season. The NPMA meeting is fast approaching and I hope that you are planning to make the trip to Phoenix. Looking at the program there are plenty of important topics from bed bugs to cyber security for you and your businesses.

Speaking of bed bugs a recent survey by the University of Kentucky and the NPMA reported that bed bugs continue to be a major part of our industry.

According to the survey over 80% of the respondents indicated that their bed bug business has grown in 2013. This survey also points to a couple of other important highlights like most companies by a wide margin use insecticides to treat these infestations which is noteworthy because the use pattern alone on a wide scale will cause very close scrutiny by the regulatory community (state and federal). Also, some companies report that the bed bug business is consuming up to 50% of their time but representing 10% of their revenue. Additionally, it was noted that smaller cities in the south are seeing an uptick in bed bug infestations. This is important since many of you have not been faced with having to deal with this pest for your customers however this may change drastically in the near future.

The EPA continues to focus federal regulatory efforts to protect pollinators. Bee protection will likely be one of the biggest regulatory issues in the coming year. My advice is for you to pay attention to this issue because it will impact the structural pest control industry. If any of you are currently making outdoor pesticide applications (e.g., general pest control or mosquito control) the pollinator issue will absolutely impact how you make these applications. The take home message is that we hope that you will retain the ability to make these applications and if so, it is almost certain there will be further restrictions placed on how, when and where you make them. I will stay close to this issue and keep you posted.

Finally, you will recall that I reported to you in the last PesTalk that OSHA has changed their hazard communication requirements and the deadline for training your employees



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is December 31, 2013. The NPMA has the requisite training available online at <http://www.npmapestworld.org/publicpolicy/hazcomm.cfm>. Simply, log in to the NPMA website and click on the training link. You will have to set up an account to be allowed access to this but this process is straightforward.

If there are things that the SCPCA can do for you please, let us know. 

Best regards...

Jim



# The Urban Entomologist Report

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**Dr. Eric P. Benson**

*Urban Extension Entomologist*  
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Associations are interesting. People associate other people with things, or things with other things. Recently, I have been watching my 18 month old granddaughter begin to make associations and verbalize her first impressions. For example, when Lucy now sees my 21 year old son, her uncle, she says "Jeep, Jeep, Jeep," and she looks for Corey's Jeep. When Lucy sees my wife, she says "bubbles, bath, bubbles, bath," and takes Lisa's hand to guide her to the tub. When Lucy sees me, she says "ohball, ohball, ohball" (football, football, football), and points to the TV.

Perhaps in a perfect world, Lucy would associate us with more noble things than Jeeps, bubbles and football, but that's the way it is. Good or bad, right or wrong, people make associations, and Lucy is

demonstrating the power of first impressions. My son likes his Jeep, my wife likes giving Lucy bubble baths and I like football, but these are not what we would think of as our primary identities in life. Lucy is a toddler, just learning about the world. Her view is young, but isn't any first impression a young impression? When you first meet someone, you don't have the background or the depth of knowledge of that person to fully know what he or she is like.



The importance of first impressions far predates Lucy and me. For example, in 403 AD, Saint Jerome was asked for

CLEMSON, continued on page 4

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advice by a young mother named Laeta on raising her infant daughter. Jerome wrote a long letter to Laeta in which he stated, "Early impressions are hard to eradicate from the mind. When once wool has been dyed purple, who can restore it to its previous whiteness? An unused jar long retains the taste and smell of that with which it is first filled."

Wow. While I need to be careful not to leap from toddlers to theology, my point is that first impressions are powerful and can be lasting. Being in the service industry, our client's, or more importantly, our potential client's first impressions of us are critical. That moment in the present can set the course of our future interactions with that individual. At Clemson, I was recently involved with the interviews of three candidates for a faculty position. While I was familiar with their outstanding accomplishments

from vitae and recommendation letters, I was still influenced by our first direct interactions. Right or wrong, the way they dressed, talked and interacted with me and others in our Entomology program was very important. Likewise, the first impression we made with each candidate was important to them.

As we get older, we may have a tendency to not care what others think; but, if we work in a job that serves others, first impressions will always be critical. No matter how accomplished you are, you need to be on your game every day for people to have positive associations with you when you first interact. With Lucy, I hope one day she'll associate me with more than football. Yet it is pretty sweet when she sits with me and watches football after taking a bubble bath. For now, I will take her first impression of me as her grandfather and look forward to making many more memories together.



Sign up for ATT and MTT Workshops.

**Still Some Room in the Final 2013 ATT and MTT Workshops**

The next **Apprentice Termite Technician (ATT) program** will be held on **October 24 – 25** at the Sandhill Research and Education Center in Columbia. The next **Master Termite Technician (MTT) program** will be held at the same location on **November 7 – 8**. There are a few more slots in each

CLEMSON, continued on page 5

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program for registrants, but the classes are nearly full. If you would like to participate in either the ATT or MTT look at the registration material on the **SCPCA website** (<http://www.scPCA.net/>) or contact Jackie via email at [jells@clemson.edu](mailto:jells@clemson.edu) or by phone at 864-656-5048.

**Full House for the WIR**

A one-day workshop for Wood Infestation Reports was conducted on September 27 at the Lake House at the Sandhill Research and Education Center in Columbia, SC. The house was packed with over 40 participants. Changes in the WIR form and the approaching end for recertification credits seem to be driving enrollment.

Each year, we do two WIR trainings. The fall workshop is usually at the Sandhill REC while our spring workshop is usually somewhere else in SC. While

we haven't set the date and location for the spring 2014 workshop, we will probably do training somewhere in the Low Country. Check future issues of Pestalk for details on the spring 2014 WIR.

**Spiders, Spiders, Spiders!**

Almost every year, there seems to be a "bug" everyone is seeing. Some years it is mosquitoes, or millipedes or ants or whatever. This fall, the top critter award goes to spiders. While I don't have data on why spiders seem so prolific this year, I do have the calls and emails to show a lot of people getting tangled up with them. My best guess is that the wet spring we had in SC was good for insect populations which in turn were good for spiders. While many spider species abound, the orb weavers seem to be the most numerous this fall.

Orb weave spiders (also called garden spiders) are very common, and are fun to watch. They catch insects and other



*Golden silk spider, Nephila clavipes*

small animals in very elaborate webs. In the fall when they reach full maturity, the spiders and webs can be very large. There are many different kinds of orb weaver spiders in South Carolina. They are large and often dramatically colored. One of the largest and most spectacular species is the golden silk spider, *Nephila clavipes*. As their name suggests, these spider spin webs of golden silk. While

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there are videos of golden silk spiders catching and eating small birds, these spiders and other orb weaver species do not have dangerous venom. They rarely bite people and their venom is not dangerous like that of brown recluse or black widow spiders. Unless an individual is highly allergic to venoms, orb weave spider bites are generally no worse than a bee sting.

Orb weaver spiders are rarely an indoor pest. They may enter buildings if doors and windows do not seal tightly or if there are screens in poor repair. They will also build webs around lights, especially on porches and entry ways. They ultimately die when the first frosts hit. If possible, you and your clients should consider not killing them. If removal is necessary, simply removing their web with a web-broom can go a long way for control. If insecticides are

used, the spiders need to be sprayed directly on their web or in nearby cracks and crevices where they tend to hide during the day for good control.

**Mind Your Anobiids**

We recently had a homeowner bring beetles to a county Extension office for identification. The beetles were identified by a pest control operator as an Anobiid powderpost beetles. The recommendation from the PCO was to rip out kitchen walls, replace studs, insulation and drywall. The PCO thought the beetles were being attracted to moisture in the walls. Fortunately, the county agent at the office had a Master's degree in Entomology. The agent quickly identified them as drugstore beetles, one of the most common beetles we receive for identification. While drugstore beetles are in the same insect family as common powderpost beetles, they are a pantry pest, not a wood boring pest.



Powderpost beetle

Both drugstore beetles and anobiid powderpost beetles can be similar in shape, color and size. The most distinctive feature of drugstore beetles is the last 3 segments of their antennae which are enlarged and look like the teeth on a saw. Anobiid powderpost beetles, of which there are many species, tend to have more variable antennal shapes. In addition to looking at the species, a thorough inspection is needed. Anobiid powderpost beetles

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will be infesting wood somewhere in the structure. Drugstore beetles can infest and damage a lot of products such as breakfast foods, breads, flour, dog food, dried fruit, dried vegetables, spices, nuts, drugs, hair, horn, leather and almost anything else organic in nature. However, they do not infest or damage structural wood.

Resource books, such as the Mallis Handbook of Pest Control or the National Pest Management Field Guide to Structural Pests provide great information to help you identify drugstore beetles and other pantry pest beetles from wood-boring beetles. If you need help making an identification of the beetles (or any pest), consider

bringing the specimens to your local county Extension office. At some offices, you may be fortunate enough to find an entomologist on staff. If your specimens cannot be identified at the local county office, they will send them to Clemson University where we can make the identification and provide recommendations. 



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## “I’m Sorry”

By Lloyd Merritt Smigel

Have you ever been wrong? Fortunately, that has never happened to me. O.K. that was wrong.

The point is that we ALL have been wrong. It’s called LIFE. Nobody is perfect.

Next point.

How do you handle being wrong? To me, it’s pretty easy. I say “I was wrong, sorry.” And move on.

For some reason, I have run across many situations where the boss never apologizes and/or is never wrong. “I may be the boss but I am never wrong.”

Simply put – “Bull----!!”

If your ego is so big that you can’t admit a mistake – you need some professional help.

Ironically, when a boss (sincerely) apologizes, the employees actually gain

respect for him or her. It is sort of a good Leadership sign. The boss is human! (Oh God, not that!).

Why some of these ‘never wrong’ people have this great fear of admitting mistakes is beyond me. I DO know that I had worked for one of these people and amongst us peons, he was a joke. We all laughed (at him – behind his back) and joked about “Mr. Perfect”.

He had little respect and when we were told to do something that we knew was wrong – we did it so that, in the end, HE would get into trouble with his bosses. We were simply doing our job. Pretty weird, eh?

Sort of poetic justice.

Of course he played the card that we were not listening to him and misinterpreted what he told us to do. But when it became obvious that there

was a trend forming that all twenty of us consistently ‘misinterpreted’ what he said and we all were firm in what he told us – it was soon that he was replaced by someone who was a better ‘communicator’.

He was replaced by a good guy who actually asked for our input and often took it. We felt like we were part of a team, as opposed to being in just a job. He was well liked, he admitted mistakes

and moved on – he got our input and eventually he was promoted (Over the first never wrong boss) and one of us got promoted as well. It wasn’t me, which was (obviously wrong) at that time. But I did get a promotion the next time around. The guy who got the promotion (instead of me) was more qualified and deserved it. (that hurt).

Last week I had to call back a company that was supposed to schedule an appointment with me yesterday. They never called so I called them again. The administrative assistant (who used to be called a secretary) was totally honest with me. She said, “I’m sorry, I got real busy yesterday afternoon and simply forgot. I’m sorry.”

I was floored by her honesty. I LOVED it!!!

I told her that “I can not tell you how refreshing that was to hear. You accepted the responsibility and apologized. Don’t ever change.”

She said, “Over the years I found that simply by telling the truth – I can sleep easier at night.”

I wanted to hire her. We rescheduled and that was the end of that. I would certainly recommend her company. If, on the other hand, she made up some lame excuse, I probably would not recommend the company.

So it is up to you to decide what kind of boss you are. What kind of person you are.



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*Lloyd Merritt Smigel*

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## Upcoming Events

### 2013 Termite Technician Schools

**Location:** Clemson Institute for Community and Economic Development, Sandhill Research and Education Center, Columbia, SC [[Click for Directions](#)]

**Date/Costs:** See class details below

#### Apprentice Termite Technician School XL

**Oct. 24-25, 2013** — \$165/members; \$250/non-members

#### Master Termite Technician School L

**November 7-8, 2013** — \$250/members; \$300/non-members

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If you have questions or need further assistance, contact **Jackie Ellis** at 864-656-5048.

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**Details coming this Fall.**



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### Executive Director

Jim Wright  
P.O. Box 1407, Camden, SC 29021  
Email: jwright@scpca.net  
Phone: 803.420.6321

## Board Members .....

### Region I (Piedmont)

Richard Borden | *Term expires: 2/15*  
Borden Pest Control  
P.O. Box 6402, North Augusta, SC 29861  
Email: richard@bordenpestcontrol.com  
Phone: (803) 278-1070

Laura Corbin | *Term expires 2/14*  
Spencer Pest Control  
P.O. Box 5676, Greenville, SC 29607  
Email: Laura.corbin@spencerpest.com  
Phone: (864) 232-2406

### Region II (Piedmont-Upper Midlands)

Mike Davis | *Term expires: 2/14*  
Black Pest Prevention  
P.O. Box 242307, Charlotte, NC 28224  
Email: mdavis@blackpest.com  
Phone: 707.522.9222

Jon Neigenfind | *Term expires: 2/15*  
Pioneer Services  
1610 Pioneer Rd. York, SC 29745  
Email: Service4uxl@aol.com  
Phone: (803) 628-0003

### Region III (Pee Dee – North Coast)

Lennie Johnson | *Term expires: 2/14*  
Lanes Professional Pest Elimination  
P.O. Box 14973, Surfside Beach, SC 29587  
Email: ljohnson@getlanes.com  
Phone: 843.238.9995

Roger Harris | *Term expires: 2/13*  
Harris Pest Control  
P.O. Box 12299, Florence, SC 29504  
Email: harrispestinc@aol.com  
Phone: 843.665.4325

### IV (Midlands-CSRA)

Rick Bell | *Term expires: 2/15*  
Arrow Exterminators  
P.O. Box 500219, Atlanta, GA 30150  
Email: rbell@arrowexterminators.com  
Phone: (770) 552-4943

Glenn Matthews | *Term expires: 2/14*  
Modern Exterminating  
2119 Gadsden Street, Columbia SC 29201  
Email: gmatthewsiii@aol.com  
Phone: 803.796.2315

### Region V (Low Country)

Brad Drawdy | *Term expires: 2/14*  
Apex of Edisto Pest Management, Inc.  
P.O. Box 415, Edisto Island, SC 29438  
Email: apexofedisto@msn.com  
Phone: 843.869.9006

Bobby Townsend | *Term Expires 2/13*  
Atlantic, Inc.  
P.O. Box 12760, Charleston, SC 29422  
Email: townbug1@aol.com  
Phone: (843) 795-4010

### Allied Representative

John Loesch | *Term expires: 2/13 (One Term)*  
BASF  
1926 Kiln Court, Mt. Pleasant, SC 29466  
Email: john.loesch@basf.com  
Phone: 843.849.7349