SOUTHERN 2019 CONFERENCE

Co-Sponsored by:
Arkansas Pest Management Association
Kentucky Pest Management Association
Tennessee Pest Control Association
Greater Memphis Area Pest Control Association

February 5-6
Hilton Memphis
Memphis, TN

Presented by:
National Pest Management Association
Our Mission Is Your Protection
WE INVITE YOU TO JOIN US...

for the 2019 Southern Conference at the Hilton Memphis in Memphis, Tennessee. 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 Southern Conference offers:

- More than 15 sessions where you can earn valuable recertification in up to 6 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 200 pest management professionals from your region
- An exhibitor showcase that features more than 25 suppliers

HILTON MEMPHIS

The Hilton Memphis hotel is conveniently located in the heart of the East Memphis business district with easy access to Memphis’ most popular attractions.

Relax and rejuvenate in a recently renovated guest room, take in one of our gourmet dining options, enjoy the Fitness center, pool and whirlpool or explore all that Memphis has to offer — the opulence of Elvis Presley’s Graceland and the energy of Beale Street.

To reserve your room at the Hilton Memphis, please call (901) 684-6664 by January 11, and use group code “National Pest Management” to receive the group rate of $140 per night. After January 11th rooms and rates are subject to change.
MONDAY, FEBRUARY 4
2:00 p.m. – 5:00 p.m.
Registration

TUESDAY, FEBRUARY 5
7:00 a.m. – 5:00 p.m.
Registration
7:30 a.m. – 8:30 a.m.
Continental Breakfast and Exhibit
Sponsored by
8:30 a.m. – 9:45 a.m.
T Opening General Session: Newest Challenges in Urban Pest Management
Phil Koehler, Ph.D., University of Florida, Gainesville, FL
It is an exciting time to be in the pest management industry! Pest management is in a constant state of change. The pests are changing. The management techniques are changing. Customer attitudes are changing. So, the industry must constantly adapt to meet customer expectations of a pest free home and workplace. This talk will cover the newest pests to invade the country, and the best methods to control them.
9:45 a.m. – 10:00 a.m.
Refreshment Break

CONCURRENT SESSIONS
10:00 a.m. – 11:00 a.m.
T Kicking Cockroaches to The Curb: Management Strategies Every PMP Should Know
Dan Suiter, Ph.D., University of Georgia, Athens, GA
Cockroaches are more than just a nuisance pest. They 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 wellbeing 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 dangerous pests!

M Adjusting to Today’s World of Mergers and Acquisitions
Dan Gordon, PCO Bookkeepers, Newton, NJ
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.
**CONCURRENT SESSIONS**

11:15 a.m. – 12:15 p.m.

**T** Termite Control from the Past to the Future  
*Phil Koehler, Ph.D., University of Florida, Gainesville, FL*

Termite control has changed drastically over the years, from Abe Lincoln replacing logs in houses to the newest techniques of soil treatment, wood treatment, and baits. Changes have been driven by industry, but also supported by data from researchers. This talk will cover factors that are driving change and more effective termite protection for customers.

**M** When to Start Working on Your Business, Not in It  
*Dan Gordon, PCO Bookkeepers, Newton, NJ*

No matter how big or small your operation, trying to grow your business can be challenging and even overwhelming. When is it time to hire a new employee? How do you set up a plan for growth? What benchmarks are right for your company? Don’t let these challenges stand in the way of your ability to grow your business. Get answers to these and many more questions in this engaging session that walks you through a strategy for success for any size business.

12:15 p.m. – 1:00 p.m.

**Luncheon**  

Sponsored by

**1:00 p.m. – 1:30 p.m.**

**Dessert & Coffee in the Exhibit Hall**  

Sponsored by

**CONCURRENT SESSIONS**

1:30 p.m. – 2:30 p.m.

**T** Stomping Out Stored Product Pests  
*Dan Suiter, Ph.D., University of Georgia, Athens, GA*

The number of stored product pests vastly outnumbers all other structural pest groups. Take this opportunity to reacquaint yourself with the numerous beetles and handful of moths that can quickly drive you crazy. This session will cover what you need to know about stored product pests and offer some new tips and ideas on how to manage them.

**M** How to Make Your Hiring Efforts A Success Story Every Time  
*Shay Runion, Arrow Exterminators, Atlanta, GA; Xavier Cugnon, Arrow Exterminators, Atlanta, GA*

In the pest management industry, your company’s performance is only as good as your team. In today’s increasingly competitive job market, finding and keeping top talent has become more and more difficult. In this must-see session, learn how to recruit, hire and retain star performers to turn your hiring efforts into a success story every time.

**CONCURRENT SESSIONS**

2:45 p.m. – 3:45 p.m.

**T** Pest Control in Dark Spaces: Shedding Light on the Challenges of Crawlspaces  
*Mike Waldvogel, Ph.D., NC State University, Raleigh, NC*

Pest management is never easy. But, when you throw in the additional challenges of controlling pests in the unpredictable environment of dark,
confined crawlspaces, the level of difficulty can increase considerably. Renovations, modifications, energy-efficient improvements, and multiple ownership can make the job even more complicated. This session will talk about the importance of understanding and observing the situation and communicating with customers before you commit to taking on the job.

The Importance of Diversity in the Workforce
Faye Golden, Cooks Pest Control, Decatur, AL
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.

3:45 p.m. – 4:00 p.m.
Refreshment Break

4:00 p.m. – 5:00 p.m.
T Using the Job Hazard Analysis to Meet OSHA Standards
Jason Burkhart, TruTech Inc., Marietta, GA
The Job Hazard Analysis (JHA) puts pen to paper in identifying risks and outlining steps to mitigate those on the job risks for your team. This is just one of many steps needed to foster a safer work environment. Once the hazards are identified, it is easier to determine if your next steps must follow OSHA General Industry or OSHA Construction guidelines. This session will provide a broad overview of the implementation and benefits of a JHA.

WEDNESDAY, FEBRUARY 6
7:00 a.m. - 3:00 p.m.
Registration

7:30 a.m. - 8:30 a.m.
Continental Breakfast and Exhibits

8:30 a.m. - 9:30 a.m.
T Controlling Kissing Bugs Through Space-Age Technology!
Gabriel Hamer, Ph.D., Texas A&M University, College Station, TX
Triatomine kissing bugs are distributed throughout the southern half of the United States and are vectors of Trypanosoma cruzi, the protozoan that causes Chagas disease in humans and animals. Awareness for these vectors is increasing due to research highlighting the frequency of locally acquired Chagas disease cases among wildlife and people. This exciting session will outline the latest technology utilized by researchers at Texas A&M University to conduct surveillance for kissing bugs using Citizen Science, scent-detecting dogs, and tracking with tiny transmitters. Future options for integrative vector management of kissing bugs will also be covered - don’t miss this innovative session!

9:45 a.m. – 10:45 a.m.
T Common Ant Invaders and How to Stop Them
Karen Vail, Ph.D., University of Tennessee, Knoxville, TN
Year after year, ants are considered by PMPs to be one of the most problematic and difficult to control pests. Despite the fact that only a small percentage of ant species are commonly encountered as pests in homes. Learn how to identify some of the most commonly encountered ants in homes and how to stop them in this must-see session.
10:45 a.m. – 11:00 a.m.
Refreshment Break

11:00 a.m. – 12:00 p.m.
T The Important Role of Rodents in Disease Transmission
Matthew Combs, Fordham University, Bronx, NY

Rats and mice are commercial rodents that live in close association with humans. They gnaw on wires, chew through building materials, burrow in public areas and spoil food. But the greatest threat posed by the human-rodent conflict of shared space and resources are risks to human health. This presentation will review the roles of rodents in current and historical disease outbreaks such as plague and Lyme disease and the pathways that expose humans to rodent-borne pathogens. This session will conclude with a detailed look at how service technicians can reduce risks for their customers and personal protective measures that are needed on the job for safety and well-being.

12:00 p.m. – 1:30 p.m.
Luncheon and Exhibits
Sponsored by

1:30 p.m. – 2:30 p.m.
T Beetles: The Other WDO Pest
Gene White, BCE, Rentokil North America, White Lake, MI

When it comes to wood-destroyers, termites take all 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.

2:30 p.m. – 2:45 p.m.
Refreshment Break

2:45 p.m. – 3:45 p.m.
T The NEW OSHA Silica Rule's Impact on the Pest Control Industry
Brittany Campbell, 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.

4:00 p.m. – 5:00 p.m.
T Regulatory Update: What You Need to Know About Arkansas, Mississippi and Tennessee Rules and Regulations
Seth Dunlap, Arkansas State Plant Board, Little Rock, AR; Russell Kohler, Mississippi Department of Agriculture & Commerce, Mississippi State, MS; Jerry Seabolt, Tennessee Department of Agriculture, Nashville, TN

In this session, representatives from the Arkansas, Mississippi and Tennessee Departments of Agriculture will provide an update on regulations and issues that you need to know to stay up to date and compliant. Don’t miss this valuable chance to hear what your regulators have to say and ask them any questions you have been wondering about.
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, two lunches, two breakfasts, four refreshment breaks. REGISTER EARLY! Fees increase onsite.

**REGISTRATION FEES**

<table>
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<th>Member Registration</th>
<th>Early Bird (By 1/1/19)</th>
<th>Regular (After 1/1/19)</th>
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<td>Each Additional Attendee</td>
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<tr>
<td>Technician’s Day*</td>
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**Total Amount Due** $________

*Must accompany a full registration from your company

**CANCELLATION POLICY**
Refunds will be made on the following schedule. All refund requests must be made in writing.

More than 31 days before the first day of the event: 100% refund
Within 25-31 days before the first day of the event: 75% refund
Within 18-24 days before the first day of the event: 50% Refund
Within 11-17 days before the first day of the event: 25% Refund
Within 10 or less days out: 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: mmercado@pestworld.org
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