

# Pest Management Canada 2019

March 7-9 • Calgary, Alberta

The Westin Calgary  
www.pestworldcanada.net

Presented by



CPMA - ACGP  
CANADIAN PEST MANAGEMENT ASSOCIATION  
ASSOCIATION CANADIENNE DE LA GESTION PESTICIDAIRE



PMAA  
Pest Management Association of Alberta



NPMA  
National Pest Management Association  
Our Mission is Your Protection

## Program of Events

T=Technical Session | M=Business & Management Session | R=Regulatory

### Thursday, March 7

- 2:00pm 6:00pm **Registration Open**
- 2:00pm 6:00pm **ACE Testing** (requires prior ESA approval. For more information email [cpma@pestworld.org](mailto:cpma@pestworld.org))
- 5:00pm 6:00pm **Professional Women in Pest Management (PWIPM) Interest Meeting**  
(free, registration required) | Hosted and sponsored by Gardex
- 6:00pm 7:00pm **Welcome Reception in Exhibit Hall**

### Friday, March 8

#### Owners and Managers Day

- 7:00am 5:30pm **Registration Open**
- 8:15am 10:00am **Opening General Session and Keynote: "Lasting Results Through Focus and Team Work"**  
*Dennis Taekema, Success Mentor and Co-Founder of Forzani Business Solutions*  
Kick off PMC with a session that's sure to fire you up and re-ignite your passion for business success. In this session, you'll learn the habits of winning teams, the team mindset for success and the Master Key to effective training.
- 10:00am 10:15am **Refreshment Break & Exhibits**
- 10:15am 11:15am **"First Things First" in Marketing" M**  
*Cynthia A. Mannes, Executive Director, Professional Pest Management Alliance*  
How to use your marketing muscle to grow your business. From media relations to social media. The digital media world is becoming more complex every day. In this session you'll learn how to use your digital assets, what's new with Facebook algorithms and why you need to know.
- 11:15am 12:15pm **Lunch in Exhibits**
- 12:15pm 1:30pm **NPMA/CPMA Update M**  
*Dominique M. Stumpf CAE, CMP, Chief Executive Officer, National Pest Management Association (NPMA)*  
*Sandy Costa, President of CPMA, GreenLeaf Pest Control*  
With unlimited professional pest photos, discount programs, access to entomologists, and more, CPMA members receive access to nearly 50 programs and services through CPMA benefits and our partnership with NPMA. In this session you will learn about CPMA, NPMA, and QualityPro and the ways you can grow your business with the association.
- 1:30pm 2:30pm **How to Double Your Profits in the Next 90 days Without Marketing M**  
*Dennis Taekema, Co-Founder of Forzani Business Solutions*  
In this session, you'll learn applicable strategies for your business including asking the numbers simple, fun and easy and how to make more money and get your time back while building a legacy business.
- 2:30pm 3:00pm **Refreshment Break & Exhibits**
- 3:00pm 4:00pm **Regulatory Update R**  
*Andrea Sawatzky, PMRA Health Canada*  
Navigating the regulatory landscape can be challenging for pest management professionals. In this informative session, find out how to keep your firm in compliance, the latest initiatives at PMRA, and learn what's on the agenda for the future.
- 4:00pm 5:00pm **Non-Chemical Control Methods for Bed Bugs T**  
*Dini Miller, Ph.D., Virginia Polytechnic and State University*  
Common sense, non-chemical control methods can be an effective supplement to any bed bug management program. In this session, learn about the options for non-chemical control methods, what works and the best practices for employing them as part of your bed bug control program.
- 5:00pm 6:00pm **PMAA Annual Membership Meeting**
- 6:00pm 7:00pm **Exhibit Hall Reception**
- 7:00pm 10:00pm **PMC Nite!**

## Saturday, March 9 **Technician's Day**

7:00am 3:00pm **Registration Open**

7:30am 8:30am **Breakfast & Exhibits**

8:30am 9:30am **Work Smarter Not Harder: Unlocking the Power to Control German Cockroach Infestations T**

*Dini Miller, Ph.D., Virginia Polytechnic and State University*

German cockroach jobs can be challenging and time consuming because they often require extensive homeowner involvement to prepare the treatment site. But, what if it was possible to eliminate infestations without any of the preparation work from your clients? Don't miss this innovative talk by industry icon Dr. Dini Miller as she discusses the latest advancements in German cockroach management techniques that will save you time and money when facing this challenging pest. This session promises to deliver strategies to help you to unlock the power to control even the most challenging infestations – don't miss this ground-breaking talk!

9:30am 10:00am **Refreshment Break in Exhibits**

10:00am 11:00am **The Curious Case of the Dark-Eyed Fruit Fly: What PMPs Need To Know To Stop This Frustrating Pest T**

*Dusana Bondy, Abell Pest Control, Etobicoke, ON*

Despite being widely distributed across North America, the dark-eyed fruit fly is a relatively unknown pest among PMPs. Misidentification and lack of background information have created a major barrier for PMPs when trying to gain control. This session will focus on biology and important differences between other similar species of flies to shed some light on this frustrating fly.

11:00am 12:15pm **Safety – A Real Life Look at the Importance of Safety Programs in the Pest Control Industry T**

*Dennis Jenkins, ABC Home and Commercial Services, Dallas, Texas*

Safety in the workplace remains one of the most important focuses in the pest control industry. A safe work environment not only reduces accidents on the job, but it also produces happy employees while reducing business costs. Don't miss this engaging session as Dennis Jenkins shares how he uses real-life experiences to shape how he has built a safety culture in the workplace that lasts.

12:15pm 1:30pm **Lunch in Exhibits**

1:30pm 2:30pm **Birds – Get it Right the First Time T**

*Alan Roniss, Bird Control Expert, Bird B Gone*

Bird control can be very lucrative but call backs are costly. Choosing the best solution for the project at hand will save you money and headaches. One product or solution does not work in every situation. From exclusion products, to ledge products, to sensory products to remediation/reduction techniques, we go over the pros and cons of every tool available.

2:45pm 3:45pm **Ticks : Biology and Personal Protection T**

*Dr. Kateryn Rochon, Professor of Veterinary and Wildlife Entomology, University of Manitoba*

A crash course on tick biology and some tips for identifying the most common ticks that like to feed on humans and pets like wood ticks and blacklegged ticks. The session will also cover some basics of tick surveillance, important information on personal protection, and tick-borne diseases.

3:45pm 4:45pm **Thinking Outside the Box: A Non-Traditional Approach to Controlling Carpenter Ants T**

*Michael Bentley, Ph.D., BCE, National Pest Management Association, Fairfax, VA*

Each year, ants top the list as the number one nuisance pest. Carpenter ants hold a special place among pest ants because they are capable of causing costly structural damage to homes and businesses. Don't miss this exciting session that takes you into the world of carpenter ants to understand why these costly insects are so difficult to control, and how to avoid the most common management mistakes. It's time to understand the science behind controlling America's number one nuisance pest!

