

PEST MANAGEMENT



CANADA

MARCH 6-8
TORONTO, ONTARIO



PRESENTED BY





The Canadian Pest Management Association (CPMA) is proud to present Pest Management Canada 2018, featuring two days of networking, education, exhibits, and your opportunity to meet with fellow pest management professionals from across the region.

SHERATON TORONTO AIRPORT HOTEL

SPMAO has arranged for discounted room rates at \$189. The rate will be offered until February 12th, thereafter based on availability. You can book your rooms by calling 1-800-932-7058, stating that you are part of the NPMA 2018 CPMA 76th Annual Convention or simply quoting the group code 'NC02AB'.

THE EXHIBIT HALL

The exhibit hall is a one-stop-shop for all of your business needs. Shop for new products, network with vendors and discover the latest technology in the world of pest management.

Who will exhibit at Pest Management Canada 2018?

- Manufacturers and Distributors of Products and Equipment for Pest and Wildlife Control
- General Services and Products for Small Businesses

For more information on exhibiting, contact Megan Moloney at mmoloney@pestworld.org.



SCHEDULE OF EVENTS

SESSION KEY: **M** = management track **T** = technical track

TUESDAY, MARCH 6




2:00 p.m. - 6:00 p.m.
Registration

2:00 p.m. - 6:00 p.m.
ACE Testing



5:00 p.m. - 6:00 p.m.
PWIPM Interest Meeting
Sponsored by 



6:00 p.m. - 7:00 p.m.
Welcome Reception in Exhibit Hall
Sponsored by  Bayer  

WEDNESDAY, MARCH 7

7:00 a.m. - 5:30 p.m.
Registration

7:00 a.m. - 8:00 a.m.
Continental Breakfast in Exhibits

8:00 a.m. - 10:00 a.m.
M Opening General Session
Bobby Corrigan, Ph.D.

10:00 a.m. - 10:15 a.m.
Refreshment Break
Sponsored by  



10:15 a.m. - 11:15 a.m.

M Living on Purpose
Allen Ritter

Our respective teams are getting younger and younger. Our business challenges are getting more and more challenging. The biggest success differentiator for companies in the future will not be strategies or technology - but creating an engaged and inspired workforce. Those who can do so - will win. We must consider adjusting our teaching methods and consider new "benefits" now available. In this session, learn how to address the practical connection between building personal momentum and realizing powerful professional progress.

11:15 a.m. - 12:15 p.m.
Lunch in Exhibit Hall

12:15 p.m. - 1:30 p.m.
M CPMA Benefits: Getting the Most Out of Your Membership

Allison Allen, National Pest Management Association, Fairfax, VA; Andrew Bray, Canadian Pest Management Association; Sandy Costa, CPMA President, GreenLeaf Pest Control, Bradford, ON
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.

1:30 p.m. - 2:30 p.m.

M Business Issues: Navigating the Financial Minefields of the Pest Management Industry

Dan Gordon

Operating both efficiently and profitably are crucial components to overall financial health. In this session, you will learn about the "Operational Hit List" critical to building and maintaining a profitable operation. The "Hit List" provides users a key source of benchmarking and Key Performance Indicators used in, operational improvement, internal analysis and; forecasting.

2:30 p.m. - 3:00 p.m.

Refreshment Break

Sponsored by



3:00 p.m. - 4:00 p.m.

M Insurance Issues Impacting Your Business

Chuck Tindol, Allgood Pest Solutions

4:00 p.m. - 5:00 p.m.

M Regulatory Update

Yadvinder Bhuller, PMRA; Kaitlin Thomson, PMRA/MOE; Tom Cowan, MOE

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.

5:00 p.m. - 6:00 p.m.

SPMAO Annual Membership Meeting

6:00 p.m. - 7:00 p.m.

Happy Hour in Exhibit Hall

7:00 p.m. - 10:00 p.m.

Pest Management Canada Casino Night & Silent Auction

Sponsored by



Bayer

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THURSDAY, MARCH 8 TECHNICIAN'S DAY

7:00 a.m. - 3:00 p.m.
Registration

7:30 a.m. - 8:30 a.m.
Continental Breakfast & Exhibit Hall

8:30 a.m. - 9:30 a.m.
T Rodents
Bobby Corrigan, Ph.D.

9:30 a.m. - 10:00 a.m.
Refreshment Break
Sponsored by



10:00 a.m. - 11:00 a.m.
T Safety
Sean Rollo

In recent years we have seen many changes to our products, as well as, the laws and regulations surrounding their use and application. This session will serve to bring these changes to light in clear and concise language to ensure an understanding of what is expected. The aim of this presentation is to ensure public, applicator, and environmental safety while preserving the integrity and reputation of your business.

11:00 a.m. - 12:15 p.m.

T The Cost of Professionalism
Len Patkau, Abell, Calgary, Alberta BC
Sales and Service, you can't have one without the other. Great service is expected by customers, but service can't happen until someone makes the sale. Focus on the cost of providing a professional service that will meet and exceed customer expectations. Nobody wins when selling on price alone.

12:15 p.m. - 1:30 p.m.
Lunch in the Exhibit Hall

1:30 p.m. - 2:30 p.m.

T How Insecticide Resistance in the Bed Bug Impacts the Pest Management Professional
Brittany Campbell, National Pest Management Association, Fairfax, VA
The common bed bug is one of the most important urban pests in North America. Insecticide resistance against several active ingredients has been identified in bed bug populations nationwide. This session will provide a look inside the current understanding of how resistance impacts control methods, and how pest management professionals can overcome these challenges.

2:45 p.m. - 3:45 p.m.

T **Wildlife**

Darcy Alkerton, Nuisance Wildlife Control Inc.

In this presentation, we will show the growing need for wildlife control in Canada and how a Pest Management Business can expand their work in this Field. We will provide information on Legal Terms associated with this business and tools required to do so. This will open the door to future training in the field of work of Wildlife Control Operators in Canada.

3:45 p.m. - 4:45 p.m.

T **Cockroaches: New Research on an Old Pest**

Allison Allen, National Pest Management Association, Fairfax, VA

Cockroaches trigger asthma attacks, contaminate food, and are never welcome in your accounts. PMPs need to have a zero-tolerance policy for cockroaches. Complete control is difficult to achieve when the client doesn't feel the same way. In this talk you will get to know the cockroaches that are most likely to infest your accounts and learn how to make an effective battle plan; including what to do when the customer isn't doing their part.

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National Supplier to Pest Management Professionals

PEST MANAGEMENT CANADA 2018

Please print or type clearly. Please complete one form per person. Photocopy form for additional registrants or register online at www.pestworldcanada.net.

Name _____
 Title _____
 Company Name _____
 Address _____
 City _____ State/Province _____ Zip/Postal Code _____
 Phone _____ Fax _____
 E-mail (required) _____
 Emergency Contact _____
 (Name) (Phone)

First time attendee? Yes No

How did you hear about Pest Management Canada?

Meeting Brochure Email from CPMA Email from Provincial Association
 APMA/CPMA/NPMA website Other _____

REGISTRATION FEES

MEMBER REGISTRATION	EARLY BIRD (By 2/21/18)	REGULAR (After 2/21/18)	TOTAL
1st Attendee	\$325	\$350	\$ _____
2nd - 4th Attendees	\$250	\$275	\$ _____
Technicians' Day**	\$95	\$120	\$ _____
NON-MEMBER REGISTRATION	EARLY BIRD (By 2/21/18)	REGULAR (After 2/21/18)	
1st Attendee	\$425	\$450	\$ _____
2nd - 4th Attendees	\$350	\$375	\$ _____
Technicians' Day**	\$195	\$245	\$ _____
Daily Pass (Fri. only, incl. reception)		\$200	\$ _____
Daily Pass (Sat. only)		\$150	\$ _____
TOTAL AMOUNT DUE			\$ _____

Note: Registration fees are in CAD. Full registrations include Friday reception tickets. Register Early! FEES WILL INCREASE ONSITE!

**Technicians' Day prices are only available to companies with at least one (1) person already registered for the full Pest Management Canada 2018 conference.

REFUND POLICY

All refund requests must be sent in writing to cpma@pestworld.org.

Before Feb. 12 = 100% Refund

Feb. 26 - Mar. 4 = 25% Refund

Feb. 12 - 18 = 75% Refund

After Mar. 5 = No Refund

Feb. 19 - 25 = 50% Refund

No Shows = No Refund

PAYMENT INFO

Cheque Enclosed (Cheque # _____) Visa MasterCard

Name on Card _____ Card # _____

Exp. Date _____ Sec. Code _____ Signature _____

	MAIL TO: CPMA 13-3120 Rutherford Rd., Ste. #360 Vaughan, ON L4K 0B2		FAX: 866-957-7378		ONLINE: www.pestworldcanada.net
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