

# Coronavirus Operations Update for Pest Management Operators

Members,

As you know, over the past several days as more information on the Coronavirus (COVID-19) is being disseminated by the federal, state and local governments, there has been a push to classify industries as essential or non-essential. Those deemed as essential can continue to operate as more quarantines and restrictions are put in place. Both NPMA and MPMA firmly believes that structural pest control is an essential industry that must continue to provide the valuable services we offer during this pandemic. To that end, NPMA has crafted a [letter](#) which is being shared with CDC, Homeland Security, Governors, EPA, ASPCRO, AAPCO and The League of Cities.

If you'd like to customize this letter and share with your local municipalities or others feel free to do so. We also want to clarify that it is your decision to do what works best for your company, your employees, and your customers. We all want to ensure that we have the ability to continue protecting the public from pests and their associated disease and destruction.

Following are recommendations for pest management operators during the COVID-19 outbreak:

## **COVID-19 OPERATIONS PLAN**

- Create and communicate a COVID-19 operations plan to your team, you can use this one as a template.
- No longer accept solicitations or cold callers at your places of business.
- Distribute the [COVID-19 CDC](#) fact sheet to all employees.
- Customize NPMA's [letter](#) above about pest control being an essential service and send to your employees and customers who are questioning whether they should continue service.
- Add a banner to your website or facebook page that includes answers to common questions about your company's response to the coronavirus pandemic.
- Register for the NPMA COVID-19 webinar on Friday at <https://register.gotowebinar.com/register/9009478947974019853>
- Check the NPMAs Coronavirus toolbox at <https://npmapestworld.org/member-center/coronavirus-update/>
- Continue to communicate with your employees and customers as events develop and unfold.
- Routinely check the Michigan.gov coronavirus <https://www.michigan.gov/coronavirus> for up to the minute announcements

## **KEY INFORMATION ON MDARD AND LEGISLATION EFFORTS**

- MDARD has closed all certification testing for the foreseeable future. MPMA's own Bill Welsh is working with MDARD to provide waivers for new employees until testing resumes. We do not currently have an ETA on when that will be.
- Some customers may now be asking about UVL, etc... treatments for disinfectant and sanitization of their properties. MDARD requires a 5B Microbial Pest Management certification to do so.
- MPMA is lobbying Senator VanderWall to leave the pest control industry on the list of essential services.

### **RECOMMENDED HEALTH AND SAFETY GUIDELINES FOR MEMBERS AND YOUR ORGANIZATION:**

- Stay home if you are sick.
  - Those with acute symptoms of respiratory illness should stay home and not come to work until they are free of fever (less than 100.4 degree temperature) and any other symptoms (continuous coughing, shortness of breath, etc.) for at least 24 hours without the use of fever-reducing or other symptom-altering medicines (e.g. cough medicines, ibuprofen)
  - Check with your medical provider to see if you can obtain a COVID-19/Coronavirus should you feel you need to be tested.
  - Call or visit your provider's website prior to visiting public health care facilities.
  - If an employee or member of an employee's household tests positive for COVID-19, the employee should remain under the care of a medical professional, quarantined or self- ' quarantined as recommended by a medical professional and inform their manager.
- Employees should notify their manager immediately if they are not feeling well and/or experiencing flu-like symptoms.
- Wear the applicable PPE at all times while working on a customer's property or when handling materials that require PPE.
- Practice proper personal hygiene:
  - Do not shake hands with coworkers or customers.
  - Wash your hands often with soap and water for at least 20 seconds.
  - If soap and water are not available, use an alcohol-based hand sanitizer for at least 20 seconds.
  - Clean and disinfect frequently touched objects and surfaces.
  - Cover your mouth and nose with a tissue or your sleeve when coughing or sneezing. Throw away the tissue immediately and wash your hands.
  - Avoid exposure to others who are ill.
  - Sanitize hands before entering and driving the vehicle.

### **RECOMMENDED SERVICE GUIDELINES TO HELP COMBAT THE SPREAD OF CORONAVIRUS:**

- Technicians should only come to the office as necessary, such as to replenish supplies or to turn-in paperwork. When and where possible, allow them to start and end their days at home.

- Office-based employees with concerns about coming into the office should work directly with management to identify alternatives where possible.
- For existing customers, outside service should be the standard default: If a customer requests interior service, ask to postpone doing so for a few weeks. If the customer insists on inside service due a serious pest problem needing immediate attention and if the technician feels comfortable going inside, wear personal protective gear:
  - Disposable Respirator N95 Face masks;
  - Goggles/safety glasses;
  - Disposable gloves: Wear gloves not only for pesticide applications, but for all services. Put the gloves on as soon as you stop your service vehicle and remember to follow CDC recommendations to not touch your face while wearing the gloves and performing service. When you arrive back at your vehicle, sanitize the items you used while still wearing the gloves; Remove the gloves by inverting them inside out and dispose of them.
  - Shoe Covers
- Technicians should only get signatures upon service completion when absolutely necessary.