

# **Integrated Pest Management (IPM) Model Scope of Services**

When negotiating a **building-wide** pest control service agreement with a pest management professional (PMP), give this model **Integrated Pest Management (IPM)** scope of services to the vendor for reference. The model is a useful template for developing a customized scope of services that includes required services for any property.

Pest Management Professional: _____
Building Management: _____
Property Name and Address: _____
Period of Service: _____ (date) to _____ (date)

## Scope of Services:

### Initial IPM Inspection:

PMP will conduct initial interior and exterior inspection and provide a written report that identifies problem areas and recommends structural, sanitary and/or procedural modifications to reduce pests' access to food, water and shelter.

### IPM Monitoring Plan:

PMP will submit a monitoring plan for building manager approval in advance of any contracted work. The plan will include:

1. An ongoing monitoring proposal for all locations where there is an active infestation, pest evidence or conditions potentially leading to infestation
2. Meetings or calls after treatment of infested areas
3. Recommended procedures for unit turnover

Visits will occur \_\_\_\_\_ (ex: monthly, weekly, etc.).

The PMP will inspect the following areas during each service visit:

\_\_\_\_\_ (ex: unit #, exterior, basement, etc.)

### IPM Services:

Treatment services will include:

- Sealing openings, cracks, crevices, entry points and other locations with pests/pest debris or where food and/or water can collect
- Removing pests, debris, food and dust with High Efficiency Particulate Air (HEPA) vacuuming and steam cleaners
- PMP will use wet cleaning methods when removing rodent nests and nesting materials to prevent spreading allergens and pest waste during removal
- Applying approved gel, baits and pesticides as specified in the *Pesticide Use* section below, and only as needed
- Placing sticky traps and other monitoring devices in appropriate locations and monitoring pest activities
- Communicating findings to building manager or designated agent as outlined in *Recordkeeping* section

## Service Descriptions:

### 1. Emphasis on Non-Pesticide Methods

- i. Standard use of non-pesticide methods as first and primary means of pest control
- ii. Standard use of portable HEPA vacuums rather than pesticide sprays for initial cleanouts of cockroach infestations
- iii. Standard use of trapping devices rather than pesticide sprays for indoor fly control

### 2. Insect Control

- i. Application of Insecticides to Cracks and Crevices: Insecticides will be applied ONLY in "crack and crevice" treatments. Formulated insecticide will not be visible to a bystander during or after the application process.
  - a. All labor and materials will be furnished to provide control of roaches, ants, silverfish and rodents.
  - b. All harborage areas (i.e., cabinets, sinks, closets, pantries) and cracks, crevices and breeding sites where pests have been identified will be treated with roach bait gels.
  - c. Roach bait gels will be odorless, non-volatile and will not produce airborne particles. They will be designed for use in sensitive areas and residents will not need to remove edibles or dishes from cabinets or vacate premises during application.
  - d. During each service visit, special attention will be paid to kitchen and bath areas, including spaces beneath sinks, counters, appliances, etc.
- ii. Application of Sprays or Insecticides to Exposed Surfaces: Fogging is prohibited and the application of spray insecticides to exposed surfaces will be limited. If use is required, PMP will obtain approval from the building manager prior to any application of insecticide to an exposed surface or application of a spray treatment. PMP will ensure resident and employee safety and employ necessary precautions for the containment of the pesticide to the site of application. No surface application or space spraying will be conducted while resident(s) or personnel are present.
- iii. Insecticide Bait Formulations: Bait formulations will be the standard pesticide technology for cockroach and ant control, with alternate formulations restricted to unique situations where baits are not practical.
- iv. Monitoring: Sticky traps will be used to guide and evaluate indoor insect control efforts where necessary.

### 3. Rodent Control

- i. Trapping: PMP will use trapping as the first method of indoor rodent control. Traps will be out of general view and in protected areas so as not to be affected by routine cleaning and other operations. PMP will check trapping devices on a schedule approved by the building manager. All trapped rodents and all rodent carcasses will be disposed of in an appropriate manner.
- ii. Use of Rodent Bait (rodenticides): When used in conjunction with other structural and mechanical controls, rodent baits are an effective means of providing long-term control with a minimal risk to people, pets and wildlife. The PMP must obtain building manager's approval prior to starting any interior rodenticide treatment. When used indoors, baits will **always** be installed within tamper-resistant bait stations and in out-of-reach areas. All bait stations (inside and outside) will be maintained in accordance with the Environmental Protection Agency's (EPA) regulations, with an emphasis on the safety of non-target organisms and in adherence to the following:
  - a. All bait stations must be placed out of general view, in locations where they will not be disturbed by routine operations.
  - b. The lids of all bait stations must be securely locked or fastened shut.
  - c. All bait stations must be securely attached or anchored to the floor, ground, wall or other immovable surface so that the box cannot be picked up or moved.
  - d. The bait must always be secured in the feeding chamber of the bait station and never placed in the runway or entryways of the bait station.
  - e. All bait stations must be labeled on the inside with the PMP's business name and address, and dated by the PMP at the time of installation and at each follow-up service.
  - f. All bait stations should be numbered and their location marked on a simple floor plan map. The PMP should leave a copy of the map along with the pesticide's label with the building manager.
  - g. Bait stations should be inspected during every service visit for monitoring purposes and to ensure stations are not providing harborage to non-target pests.

When using rodent bait outdoors, the PMP will place loose bait-like pellets or meal deep inside rat burrows. When this is not feasible, the PMP will install bait stations along the paths that rats travel. All rodenticides, regardless of packaging, must be placed either in locations not accessible to children,

pets or wildlife, or in EPA-approved tamper-resistant bait stations. When rodenticide is prohibited in an area such as an organic garden, the PMP will use trapping devices.

#### 4. Pesticide Use

The PMP will adhere to the following rules for pesticide use:

- i. **Approved Products:** Only apply pesticide products that have been included in the IPM Plan and approved in writing by the building manager.
- ii. **Prohibited Products:** Do not use foggers or bombs, organophosphate or chlorinated hydrocarbons pesticides. Do not use broadcast or baseboard spray applications.
- iii. **Pesticide Storage:** Do not store any pesticide products in the buildings specified in the contract.
- iv. **Application by Need:** Apply pesticides according to need and not by schedule. Do not apply pesticides in any inside or outside area unless visual inspection or monitoring devices indicate the presence of pests in that specific area and actionable levels specified in IPM Plan are exceeded.
- v. **Minimization of Risk:** When pesticides are necessary, use only the least hazardous materials, with the most precise application technique, and with the minimum quantity of pesticide necessary to achieve control. Apply pesticides in a manner that is safe and inaccessible to residents and pets.
- vi. **Notification:** Provide a written notice of the intention to apply pesticides at least 24 hours in advance. List rooms, apartments and other areas to be sprayed with insecticides someplace visible, at least 24 hours before application.
- vii. **Emergency Procedures:** In case of emergency situations, request written approval if it is necessary to vary from the above procedures.

#### 5. Recordkeeping

- i. **Recordkeeping Forms:** The PMP will submit to the building manager a signed, dated checklist for each building site visited that will include: record of monitoring device results, list of all actions taken, list of threshold information, location, brand name and active ingredient for any preapproved pesticide product used, and list of problem apartments.
- ii. **Service Updates to Building Management:** PMP will schedule monthly meetings with building manager to provide an update on work performed,

an assessment of existing problem areas and future treatment plans. The PMP will provide an annual summary of pesticide uses, brand names and active ingredients, progress and planned activities for problem infestation areas.

- iii. **Proof of Service Guarantee:** All invoices will be accompanied by proper proof of service, including the date of service, the technician's time of arrival and departure and a detailed report of all services performed, including target pests, method of extermination, chemicals/products used and locations of use. This proof of service is to be verified and signed by either the super or building manager in the case of regular extermination or special common area treatments, or the resident in the case of bedbug and/or any other apartment-specific treatment. Invoices will not be paid unless PMP provides acceptable proof of service.

### ASK FOR PROOF OF QUALIFICATIONS

**License from New York State Department of Environmental Conservation**

**IPM policy and procedures**

*Note: If building management also has an IPM policy for the property, provide a copy to the PMP. It is the responsibility of the PMP to make sure that the services provided are consistent with professional policy and building management policy.*

**References who can speak to PMP's IPM service**