



## FREQUENTLY ASKED QUESTIONS/TALKING POINTS – COMMERCIAL SERVICES

### **Is it safe for you to be servicing my business?**

We continue to monitor and follow the guidance of the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) to ensure the safety of our customers and all our employees as it pertains to the coronavirus (COVID-19). Additionally, we continue to follow policies and procedures we have in place across our business to address issues that may arise in the coming weeks.

### **How do I know that you will not infect me or my employees with the virus?**

Our number-one priority is the protection of all our employees and our customers. We have implemented policies and practices across our business to address current and new issues that may arise in the coming weeks. We instituted travel bans for employees, provided health and hygiene practices information to all employees, and instituted many protection policies for employees and customers (cleaning practices at our branch locations including equipment and vehicles) ensuring personal protective equipment is utilized. We implemented social distancing measures. We have instructed all employees to stay home if they are sick and we are sending reminders.

### **Why are you here if everyone is supposed to be exercising “social distancing”?**

Many states have designated and confirmed that pest control is an essential service, and we can and should continue to protect the public health of our customers and their property. In doing so, we will continue to follow CDC guidelines on social distancing and maintain a minimum six-foot distance from others.

### **My business is shut down. Why do I need service?**

Even though your business is not open, it is still susceptible to pest infestations. It is even more important during this time, as pests will be more active without the daily routines of occupancy, and populations could get severe in a short period of time.

Roof rats spread diseases like salmonellosis through pantry foods contaminated with their droppings. Rats contaminating food or food preparation surfaces can transmit food poisoning. Roof rats become sexually mature between two and five months, producing four to six litters per year that consist of six to eight young each.

**Norway rats** will gnaw away parts of a structure to enlarge a potential entryway, and often burrow their way inside by digging. Older buildings with poor construction and maintenance are at a higher risk for rodent problems. Norway rats can be carriers of various diseases that can transfer to humans through rat urine and feces.

**Mice** can contaminate about 10 times the amount of food they eat, and feed 15 to 20 times per day. They can squeeze through a hole 1/4-inch wide. Mice carry many serious disease pathogens. Most mice species are known for their ability to reproduce very quickly. A single female can produce up to eight litters per year, with an average of six pups per litter.

**German cockroaches** lay 40 eggs at a time, which mature in about two months. Because they reproduce rapidly, infestations quickly become severe. German cockroaches are hardy and fast-moving, and have few natural predators inside human habitats.

**Flies** can carry a variety of disease pathogens harmful to humans. Flies pick up bacteria, fungi, and viruses and then spread these pathogens by contaminating food and water. Drain and fruit fly populations will quickly multiply if gone unchecked without treatments applied.

### **I don't want you in my business – it's not safe.**

I will focus on the exterior of your business. This will include performing a comprehensive exterior inspection to identify possible pest entry points, servicing rodent control devices, performing a preventive perimeter treatment for crawling pests (ants, roaches, etc.), eliminating accessible nests of nuisance pests such as wasps, and removing spiders and cobwebs.