NATIONAL PEST MANAGEMENT ASSOCIATION

COVID-19
UPDATES & RESOURCES

www.pestcontrolcoronavirus.com
Performing Pest Management in Challenging Times
Nicole Kirwan-Keefe
Clark Pest Control, Lodi, California

www.pestcontrolcoronavirus.com
COVID-19 Response

March 31, 2020

March 19, 2020 - CA Statewide Shelter-in-Place ordered
Operational Response

I will touch on several key operational points at a high level; if you’d like further information or insight, please send in a question and I will be happy to elaborate.

Remote office, Social distancing:

• Whether the office holds 4 people or 100, we feel it is best to keep as many people home as possible. Minimize employees congregating in a single location whenever possible.
  • Remote Customer service, admin, corporate staff, and leadership (as able)
  • Branch service technician remote management – taking chemical to the field, learning and meetings via zoom, least branch contact possible
Operational Response

Business Impacts:

• **WDO** hit hardest, working to drive business while being mindful of the crisis – tone deaf to push too much.
  - Softer messaging in email blast, on social media – “educating” on how we can still safely inspect and protect their homes.

• **Commercial** is seeing temporary closures and account changes but we expect that to turnaround quickly – rodent and roach inbound contacts are climbing quickly as human activity slows.
  - Outbound messaging that we need to maintain at least an exterior perimeter service to protect the structure – continuity plans in place and being outbound messaged to key customers.

• Asking **stops (cancellations) to please skip (cycle change)** instead and we will maintain their guarantee – our hope is this will pass and we won’t have to resell these accounts.
  - Currently skips are at roughly .8% of our customer base and we are very hopeful for a quick turnaround.

• **Exterior service** has always been our focus in serving our customers, but it is crucial in these times. We service the interior for free by request only and have currently limited interior services to critical interior services only.

• **Lead traffic** is slightly slower than we had momentum for in February and the start of March but is **still good**. We are creating specials to lock in recurring sales on as many of these contacts as possible so that we can capitalize quickly on the traffic and build the business.
  - We are only dispatching estimates for specialty pests, we are **selling over the phone and sending technicians only to perform starts** for general pest. Minimizing all contact points possible as a business.
Operational Response

Community efforts:
• Switching to **reusable gloves** to donate all available nitrile to first responders
  • 550+ boxes donated already.
  • A reminder on reusable PPE best practices was sent to all users.
• **Volunteering any spare man hours** in order to keep staff working full-time – food banks, meals on wheels, delivering groceries, free services (2 already started service afterward), etc.
  • We will internally share Clark in the community updates regularly.

Employees are taking immense pride in our community efforts.
Operational Response

Communication:

• Consistent leadership calls hosted on zoom as new information becomes available, which is multiple days per week. We hope to calm fears by creating a team response and ensure everyone is empowered with the latest information on the crisis and how the company is handling it.

• Confirming all employees that may be out in the community for Clark have a company badge and letter stating our CISA critical infrastructure/essential business status as well as copy of CISA document with our industry listed under public works.

• We have a webpage in place stating our response to the pandemic and are blogging our reaction to the crisis and how we plan to safely function as critical infrastructure.

• We have residential and commercial outbound pieces (FAQs) available for customers. Samples to follow.
To Whom it May Concern:

The individual in possession of this letter works in the Public Works industry, specifically pest control, and must travel to and from work and engage in his or her work activities, regardless of the time of day, as an employee in a sector that has been deemed by order of this municipality, state and/or the U.S. Government as providing an essential service critical to the infrastructure of the United States.

The pest control industry is essential to the safety, health, and sanitation of the United States. As such, exterminators have been designated as Essential Critical Infrastructure Workers by the Department of Homeland Security. Specifically, on March 19, 2020, the Cybersecurity and Infrastructure Security Agency (CISA) released guidance to help state and local jurisdictions and the private sector identify and manage their essential workforce while responding to COVID-19, Homeland Security National Letter (Exterminators listed on page 9 under Public Works Sector)

It is therefore the policy of the United States government that the pest control industry continues to function with minimal disruption in the event of emergency. As such, the individual in possession of this letter is a “critical infrastructure employee” of the pest control industry and should be considered exempt from local restrictions such as curfews, shelter in place orders, and other mobility restrictions when reporting to, returning from, or performing his or her work activities.

Please be assured our company is monitoring the various “Shelter in Place” and Emergency Orders issued by states and local municipalities and have verified our compliance with those directives and with the federal determination that pest control is deemed an essential service.

If you have any questions about our employee’s activities or operations in your jurisdiction, please call 866-238-0013.

Respectfully,
Christopher A. Gorecki
Rollins - Vice President Operational Support
The number-one priority at Clark Pest Control is protecting the world where our employees and customers live, work, and play. We are closely monitoring the current coronavirus (COVID-19) outbreak, and our top priority is keeping our employees and customers safe.

Our organization has had a longstanding partnership with the Centers for Disease Control and Prevention (CDC), and has spawned multiple public health and educational initiatives involving pest-related health risks. In addition to following the guidance of the Centers for Disease Control and Prevention and the World Health Organization (WHO), we already have policies and procedures in place across our business to address issues that may arise during this outbreak and potential pandemic events.

As counties across California and Nevada issue shelter-in-place orders to protect their citizens, only essential business functions are to remain in service. To date, all such orders issued have specifically cited that pest control is essential to infrastructure and should remain in service. At this time, Clark Pest Control will continue to serve our valued customers while taking every precaution to maintain the health and safety of our employees, their families, and our customers.

As always, your Clark Pest Control service includes interior services upon request. In order to limit exposure for employees and customers alike, we will suspend any non-emergency interior services until further notice.

FREQUENTLY ASKED QUESTIONS/TALKING POINTS – RESIDENTIAL SERVICES

Is it safe for you to be servicing my home?
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. We plan to complete an exterior service at your home. This will include performing a comprehensive exterior inspection to identify possible pest entry points, performing a preventive perimeter treatment, eliminating accessible wasp nests, and removing spiders and cobwebs.

How do I know that you will not infect me 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, provide health and hygiene best practices intraviruses (CIV), 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. We plan to complete an exterior service at your home, which helps us with social distancing.

Why do I need the service?
Since many people are exercising “social distancing,” they are spending more time at home, and providing pest protection is essential for the protection of your family’s health and safety. During this time of year, many insects are emerging, and it is important to maintain control of these pests.

- 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 the home 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 can 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 they go unchecked without treatments applied.

What type of service are you going to do?
If an interior service is not wanted, I will focus on the exterior of your home. This will include performing a comprehensive exterior inspection to identify possible pest entry points, performing a preventive perimeter treatment, eliminating accessible wasp nests, and removing spiders and cobwebs.
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.

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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.
At Clark Pest Control, we are very proud to be a member of the essential business infrastructure that can step up to serve our community through this difficult crisis that we are all facing together. Those of us in the pest management industry are a key component of the health and safety infrastructure of the communities where we live and serve.

In our line of work, we use a lot of personal protective equipment (PPE). We believe that some of the PPE we keep in stock might be better used by health and safety workers who are caring for people during this pandemic. With this in mind, we will immediately begin analyzing all of our PPE stock. We will be looking for disposable items on hand that can be replaced by us with reusable PPE, along with any nonessential PPE that we can donate. We want to help everyone make it through the trying times ahead.

We’d also like to invite our industry peers to join us to do the same. We are connected statewide by Pest Control Operators of California (PCOC), and we hope that they can help us distribute this message, as a call to action, to all of our friends and peers in the industry to donate all nonessential PPE and switch to reusable PPE. Doing this will allow items like disposable nitrile gloves, which are often used out of convenience in our industry and could potentially help save lives, to be donated to healthcare workers.

As an industry, we have always collaborated to help raise the bar in caring for our communities. This will be no different. We are certain that we can all come together and make a real impact.

Visit [www.donateppe.org](http://www.donateppe.org) for information on donating in your area.

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**Guidelines and Best Practices for Reusable PPE (Gloves)**

Most personal protective equipment (PPE) is designed to be used once by one person before being disposed of safely. However, reusable PPE can be used multiple times. Please be aware that PPE has a shelf life, and cannot be used indefinitely.

Please read the directions for all PPE in question; make sure it is in fact reusable. If it is reusable, follow the appropriate care instructions issued by the manufacturer. If there is a doubt, please consult with your local management, supervisor, or qualified person who can assess PPE readiness and make that determination to use or replace.

Here are a few keys to maintaining your reusable PPE:

- **Daily Inspection:** Always check PPE for faults, damage, wear and tear, and dirt or soiling.
- **Test:** Make sure PPE is working the way it was designed to function.
- **Clean:** Make sure PPE is cleaned and disinfected, if appropriate.
  - Clean PPE before each day of reuse according to the instructions from the PPE manufacturer, unless the pesticide labeling specifies other requirements.
  - If there are no such instructions or requirements, wash PPE thoroughly in detergent and hot water, and do so separately from other items.
  - Dry the clean PPE thoroughly before it is stored, or put it in a well-ventilated place to dry.
  - Store clean PPE separately from personal clothing and away from pesticide-contaminated areas.
- **Ensure readiness:** Make sure PPE is fully prepared for use.
  - Is it dry after having been cleaned?
  - Is it the right temperature?
  - Also, make sure PPE is fully compatible with any other equipment the user will be wearing at the same time.
- **Repair:** If PPE has been damaged, replace it.

The personal protective equipment we rely upon helps keep us safe as we work. Always treat it with respect and care, and remember that the first word in PPE is “personal,” which means that for best results, your PPE is best only used by you. Stay safe.
Let Clark carry your groceries home!

We know how much the current COVID-19 crisis has made life difficult for many of our customers. It’s especially been tough for seniors and people with medical issues who can’t take the risk of going into public places. So, for those valued customers who haven’t been able to go shopping safely since the order to shelter in place, we’d like to help.

Here’s how it works: Order your groceries or products online from Safeway or Target to be picked up the following day, let us know the store where your order will be, and a Clark representative will pick it up and deliver it directly to your home. If you have worries about safety and sanitary issues, please know that our Clark employees are highly trained to work in environments that demand disciplined sanitary measures, and we will be handling your order while wearing personal protective equipment, so that you can rest assured.

Call or text us at (xxx) xxx-xxxx or email us at address@clarkpestdotcom, let us know what time your order will be available for pickup, and let us take care of the rest. It’s our way of showing you how much we value your business.
Performing Pest Management in Challenging Times

Claudia Riegel
City of New Orleans Mosquito, Termite and Rodent Control Board

www.pestcontrolcoronavirus.com
Rodent Control during the COVID-19 Pandemic

Claudia Riegel, Timmy Madere, Houston Bates and Philip Smith
City of New Orleans Mosquito and Termite Control Board
Current Situation

- Businesses are closed or operating with limited services
- Less overall trash and garbage generated in commercial areas
- Few people are on the streets
- City services may be reduced
- Stay at home policy
- Social distancing
- Risk to frontline employees
Pest Control is considered an **Essential Service** in Louisiana

- Pest control plays an essential role in protecting health and property
- Some cancellation of services
  - Cost
  - Social distancing
- Looking for ways continue services
• Tap into municipal resources
• Target your customers via social media
• Pest control matters
COVID19: Rats Jumping Ship: The USS RatGravy Train. W/O the once daily/dependable, nutritious, & quick-hit garbage (i.e., Rat's Trifecta), some panicked rat populatns carrying their own "issues" are in-fighting/killing, dispersing openly, & invading blds under door gaps 😧أخلاقنا في ن징arning today at 5:45
Strategies
An integrated Pest Management Approach

• Public education
  • General public, businesses, industry, public agencies
• Rodent inspections and surveillance
• Sanitation, Sanitation, Sanitation
• Exclusion (rodent-proofing)
• Population Reduction
  • Trapping
  • Rodenticides
Storm drain baiting
Bait stations on the sidewalks
PMP stepped up to assist with their customers
Working with Health Inspectors
Remediation of a homeless encampment
The Plan (at least for today)

- Storm drain baiting/bait station consumption map to determine the hotspots
- Expand services in other areas
- Work with the city/school at feeding centers
- Homeless encampments, use of CO2
- Public education for residents
- Ensure employees have PPE and use it correctly
Performing Pest Management in Challenging Times
Billy Olesen, ACE
Pest Stop, Olympia, Washington

www.pestcontrolcoronavirus.com
COVID-19 IN WASHINGTON STATE

- Jan. 20th - 35-year-old man, who had traveled to Wuhan, China, returned to Washington state.
- February 29th - first death from Covid-19 reported in the Washington and the US.
- March 12th - Schools K-12 ordered to Shut down for 6 weeks.
- March 23rd - Governor orders “Stay Home Order” to take affect on March 26th and to last a minimum of 14 days.
- Today 219 deaths and 5,187 confirmed cases in Washington State.
PEST CONTROL INDUSTRY-RESPONSE

• NPMA immediately started working with WSPMA to limit impacts to our industry.
• Worked with NPMA to push out a Voter Voice to have pest control listed as an Essential Service. 480 emails sent.
• Members reached out to local cities and health departments to explain the importance of pest control and our industry during this time.
• Governor issued a “Stay Home Order” and Pest Control was listed as an Essential Service.
OUR COMPANY RESPONSE – CUSTOMERS

- Sent a letter out to all current customers, explaining what we are doing to protect/limit them to any possible exposure to Covid-19. Requested they call with any issues or leave us a note on the door with regards to any issues they maybe having.

- Suspended/reschedule all interior services, unless there’s an active infestation requiring immediate treatment.

- All interior services must be scheduled through the office, we then craft a plan to limit technician customer interaction.

- New contracts are sent via email and we ask the customer to reply stating they accept the terms.
• Education has been key – using CDC information and adopting their recommendations.
• Our employees have embraced the ability to continue working and doing so with confidence.
• We provide all the tools to do the job safely. (Gloves, hand sanitizer, N-95 masks, etc.)
• All interior treatments are currently voluntary meaning if the Technician doesn’t feel safe or comfortable, they can refuse risk free.
PUBLIC PERCEPTIONS—THINGS TO THINK ABOUT...

• People on Facebook, Instagram, Snapchat, and other social media platforms have recently started targeting people and companies not observing social distancing or proper hygiene practices in Washington State.

• We decided to combat this by making sure that making sure we are observing proper practices openly in public. (i.e.: Staff will use gloves at the gas pump, and when handling anything outside their control.)

• If or when someone forgets, as we all do, we also have hand sanitizer in the trucks, and it should be used in full view. We are to be an example. (Accidently shake someone’s hands offer them some hand sanitizer.)
AFFECTS ON OUR BUSINESS IN WASHINGTON

- Customer cancelation has been low, and our customers have/are continued to renew their services.
- New sales first two week have been up but dropped these last two weeks.

My thoughts:
Washington is currently about 2 weeks ahead and we likely benefited from a slower response that is just recently causing nation wide panic.
MOVING FORWARD

• Stay updated with any changes in restrictions or new CDC recommendations via the CDC, State Governor’s websites and federally at NPMA’s dedicated site: pestcontrolcoronavirus.org

• Continue promoting the critical importance of pest control in everyone’s lives.

• Support small businesses and reach out to each other.

• Continue to support NPMA, PPMA, and your local associations.

*The business climate in Washington State is currently very supportive and how we act during this time will be remembered.*
BILLY OLESEN, ACE

• CEO/Pest Stop, Olympia, WA
• Email: billy@peststop.com
Performing Pest Management in Challenging Times
Billy Tesh
Pest Management Systems, Inc., Greensboro, North Carolina

www.pestcontrolcoronavirus.com
OUR STEPS

Performing Pest Management in Challenging Times
Training the Staff

• Having an all hands discussion about protocols, HR, and pertinent factual content

• During the most recent trying time we had a 10-slide Power Point explaining how our staff can protect themselves and our customers.
Inform Your Customers

• Make your customers aware of your operations status after you have trained your staff.

• Provide factual information pertinent in the eyes of the customer on all channels (social, web, email, phone, PR)

• In the most recent event we created a clear concise video explaining what our customers can expect from us.
Take Extra Care of Your Customers

- There will be some customers that require special attention.
- During the current crisis, our customers who own hotels, restaurants, and bars were especially hurt. We decided to help them out by providing their pest control at no cost for the month of April.
CURRENT TRENDS
(Previous Year Comparison Feb. 1st through Mar. 27th)

• Web Traffic Up a Total of 3%
• Online Leads Up a Total of 11%
• Revenue Up a Total of 6%
• Inbound phone calls up 25%.
• Online Service Request + 127%
• Minimal Number of Skips/Cancels
• Regulatory agencies are adapting and working with the industry with social distancing.
Association Support

The time and resources spent making sure that our industry remains an essential business.
Planning for the Worst

• Having a plan in place that covers the following:
  - Your Operational Protocols
    - Managing Employee Interactions
  - Internal Communication Protocols
    - Using tools like Zoom or Join.Me
  - Customer Communication Protocols
    - Scripts for skips/cancels
  - Human Resources
Disinfection Services

Is this a productive new line of business?
THANK YOU!
Federal and State Updates

Ashley Amidon
VP, Public Policy, NPMA

Jake Plevelich
Director, Public Policy, NPMA

www.pestcontrolcoronavirus.com
Federal:
The CARES Act: What’s Changed
Small Business: Exemptions & Funding
The CARES Act: what has changed?

- Senate released text on 3/19: **247 pages, $1 trillion**
- New text released 3/23: **880 pages $2.2 trillion**

Significant increases in many areas of the text, and it will likely take some time before all ramifications are known.
**Checks mailed to individuals:** All calculations would be based on the 2018 tax filings. A $1,200 tax rebate ($2,400 for married couples) would be sent to people who earned $75,000 ($150,000 for married couples), with a gradual decrease in the check as income rises, with those earning above $99,000 ($198,000 for married couples) getting nothing. Lower-income people would receive less, as taxpayers with little or no income tax liability but at least $2,500 of qualifying income would be eligible for a minimum rebate check of $600 ($1,200 married). There is also a $500 per child credit.

**Update:** This version removes the minimum rebate check of $600 for those with no tax liability, meaning that low income households would see significantly less benefit from this bill.
**Small Business Loans:** The bill allocates up to $300 billion to provide additional loans for small businesses (defined as 500 employees or under) for up to $10 million per business. Items that can be covered by the loan include: payroll support (including paid sick, medical, or family leave, and costs related to the continuation of group health care benefits during those periods of leave) employee salaries, mortgage payments, rent, utilities and any other debt obligations that were incurred before the covered period. Eligibility for a loan will only be based on whether the borrower was in operation on March 1, 2020 and had employees for whom the borrower paid salaries and payroll taxes. Fees related to the loans will be “removed or reduced to the extent possible” and prepayment penalties removed.

**Update:** The bill now directs the SBA to provide Economic Injury Disaster Loans (EIDL) to small businesses, covering the same categories above. This is available in all states and territories. Also included is $10 billion in direct grants for businesses that do not qualify for the EIDL program, and $17 billion to have SBA step in and make six months of principle and interest payments for all SBA backed business loans.
Small Business Loans: The bill allocates up to $300 billion to provide additional loans for small businesses (defined as 500 employees or under) for up to $10 million per business. Items that can be covered by the loan include: payroll support (including paid sick, medical, or family leave, and costs related to the continuation of group health care benefits during those periods of leave) employee salaries, mortgage payments, rent, utilities and any other debt obligations that were incurred before the covered period. Eligibility for a loan will only be based on whether the borrower was in operation on March 1, 2020 and had employees for whom the borrower paid salaries and payroll taxes. Fees related to the loans will be “removed or reduced to the extent possible” and prepayment penalties removed.

Update cont’d: Loan forgiveness is available for employers that demonstrate the loans were used to cover employee pay/rent/mortgage/utility and have retained employees through the life of the loan. The agreement also includes $350 billion that would establish lending programs for small businesses, but only for those who keep their payrolls steady through the crisis. Small businesses that pledge to keep their workers would also receive cash-flow assistance structured as federally guaranteed loans. If the employer continued to pay its workers for the duration of the crisis, those loans would be forgiven.
Congress & COVID-19: The CARES Act

**Taxes:**

  
  **Update:** The Administration has formalized this decision already.

- Corporations and individuals can postpone estimated tax payments until October 15, 2020.
  
  **Updated:** Removed

- Employers and self-employed individuals can defer payment of the employer share of the Social Security tax. The deferred employment tax can be paid over 2 years, with half due by December 31, 2021 and the other half by December 31, 2022.

- Net operating losses from 18/19/20 can be carried back 5 years and would temporarily remove the taxable income limitation to allow an NOL to fully offset income. This would also modify the loss limitation applicable to pass-through businesses and sole proprietors, so they can benefit from the NOL carryback rule.

- Temporarily increases the amount of interest expense businesses are allowed to deduct on their tax returns, by increasing from 30% limitation to 50% of the taxable income for 2019 and 2020.

**Update:** Businesses would get a tax credit for keeping idled workers on their payrolls during the coronavirus pandemic, so long as the businesses meet certain criteria. They would get a refund for half of what they spend on wages, up to $5,000 per worker. To qualify, businesses have to prove they took a 50 percent loss compared to the same quarter in years past. And to keep companies from double-dipping on aid under the bill, employers won’t be able to get special SBA loans if they opt for the tax credit.
FMLA/Sick Leave: This bill would amend HR 2601 by changing the amount an employer would be required to pay under FMLA leave (leave granted if an employee is not able to work due to a child being home due to closures of school/daycare from COVID-19). Under HR 2601 the cap is $2000, under The CARES Act the cap is $10,000.

Update: FMLA/Paid Leave will be the same as in HR 2601
*New* **Miscellaneous but of interest**
- Extends REAL ID Deadline for States to September 30, 2021.
- It provides up to $150 billion for state and local governments, with no state getting less than $1.5 billion.
- A company could pay up to $5,250 of an employee’s student loan payments each year on a tax-free basis.

*New* **Not in the bill**
- Funds to help oil/gas industry
- Funds for cruise ships
- Full USPS Funding ($10 billion was included as a stop-gap measure, rather than a full bailout of $36 billion)
What’s After The CARES Act?
Multiple members in both parties and houses have already flagged the need for another big package sometime in the next month or so. It is expected to include additional unemployment insurance, additional support of affected industries, additional SNAP support, a bailout of USPS, state and municipal funding and possibly additional checks to Americans.

The support is bipartisan and bicameral although it’s worth noting that the House R minority leader McCarthy is opposed.

NPMA continues to review this proposal and will provide updates as this bill moves through the legislative process.
NPMA Urges DoL to Finalise Small Business Exemptions
NPMA sent a letter to the Department of Labor urging the quick finalization of the exemption process for small businesses under H.R. 6201. These exemptions are for businesses under 25 and 50 employees (depending on the provision) and the Department has said it expects the regulations on exemptions “in April”. The law is set to go into effect on April 2nd, and small businesses across the country need certainty. The pest management industry continues to operate as an essential service in many states and localities, and the Department should allow small businesses to know the rules they will be operating under.

You can view the letter here.
NPMA is a member of the US Chamber of Commerce, which has prepared a guide for small businesses who want to take a small business loan from the Small Business Administration. You can get answers to many of your questions on loan forgiveness and eligibility from the NPMA website.

**A couple things to note about these loans:**

- The borrower will need to use the loan proceeds to retain workers and maintain payroll or make mortgage, lease, and utility payments. This not just a loan for anything you’d like to spend it on.
- Loans can be up to 2.5 x the borrower’s average monthly payroll costs, not to exceed $10 million.
- A borrower is eligible for loan forgiveness equal to the amount the borrower spent on the following items during the 8-week period beginning on the date of the origination of the loan:
  - Payroll costs (using the same definition of payroll costs used to determine loan eligibility)
  - Interest on the mortgage obligation incurred in the ordinary course of business
  - Rent on a leasing agreement
  - Payments on utilities (electricity, gas, water, transportation, telephone, or internet)
  - For borrowers with tipped employees, additional wages paid to those employees
More information on these loans will be available at the Small Business Administration at https://www.sba.gov/

They have information on loan programs for small businesses and a number of resources.
NPMA has reached out with this request to:
- All 50 State Governors and ~30 state legislatures
- Mayors of the 100 Largest Cities in the United States
- State Regulators: AAPCO & ASPCRO
- Conference of Mayors, NASDA, Other groups, etc.
- NPMA has launched 31 Grassroots Campaigns for State Associations
- Member Outreach Has Included Countless Local, State, and Federal Officials
Outcomes:

• Pest control may continue to operate in **ALL 50 states** for these following reasons:
  • State has explicitly listed pest control as essential
  • State has acted on “other businesses” (e.g. banning restaurants, casinos, places of gathering, retail stores, etc.)
  • State has not acted regarding businesses (e.g. Wyoming, Texas)
  • State has not listed pest control explicitly, but we may continue to operate
• NPMA’s efforts and letter are endorsed by AAPCO and ASPCRO (State Regulators)
• Many cities and counties are deeming pest control as essential – check [pestcontrolcoronavirus.com](http://pestcontrolcoronavirus.com) for updates
• **18,420 grassroots messages** sent by 31 state associations since 3/17/20
Licensing and Disinfection Services

Jim Fredericks, PhD, BCE
VP, Technical & Regulatory Affairs, NPMA

www.pestcontrolcoronavirus.com
State Certification and Licensing Update

• Registered Tech, Certification and Licensing Exams

• Antimicrobial Requirements in States

• Visit www.pestcontrolcoronavirus.com for up-to-date information
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