



A publication prepared exclusively for members of the  
National Wildlife Control Operators Association

# NWCOA NEWS

Issue: 36  
Fall

## NEWSLETTER

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President

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## NWCOA PROFESSIONAL ACHIEVEMENT AWARDS

## SEND YOUR NOMINATIONS!

The NWCOA Professional Achievement Awards recognize outstanding individuals each year in our industry. There are four award categories in which to make nominations: Professional of the Year, Wildlife Damage Educator/Researcher of the Year, Volunteer of the Year, and Wildlife/ Industry Vendor or Innovator of the Year. Nomination forms for these awards were sent out to members via email, so be sure to check your inbox! Nominations will be accepted through Thursday, December 31, 2020. The Awards Committee will review the nominations and list of achievements and the winners will be announced at the 2021 Wildlife Expo in Orlando, Florida. Send your votes in today!

### Member Benefits!

Read all about the NWCOA member benefits. See pages 19.

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RYAN HALL

# PRESIDENT'S REPORT

Greetings NWCOA members.

We hope you all have stayed busy over the summer and continue to see steady business as we enter into the Fall and Winter.

Since the last issue, we have continued to develop new member benefits and provide educational resources to stakeholders that members will find engaging and beneficial. Earlier this month, we held our first New Member webinar for WCOs that have joined NWCOA this year. We are adding additional opportunities for all members to connect with NWCOA virtually and have a better understanding on how to maximize your NWCOA membership. Look for those to be scheduled in November and December. For more information please reach out to the NWCOA staff team.

We have several virtual NWCOA certified training course opportunities on the horizon. In December, we will be hosting the Reptile and Amphibian Level I and the Bat Standards Certified courses. In January, we have scheduled the NWCOA Bird Management course. You can register for all of the courses on the NWCOA website at [www.nwcoa.com/events](http://www.nwcoa.com/events).

We are getting excited about this year's 2021 Wildlife Expo being held in Orlando, Florida on February 1-3, 2021! Registration is open and we are finalizing the Expo sessions and speakers. Look for updates on the engaging educational sessions we have planned for you in Orlando. If you've never attended an Expo, I would highly recommend you take a look at the valuable training and networking opportunities being provided in Orlando and consider attending. The Wildlife Expo is an event unlike any other for wildlife control

professionals, with experienced presenters offering insights that are sure to bring value to your business or enhance your knowledge. In addition to the sessions presented during the Expo, NWCOA will once again be offering NWCOA certified



training courses on the two days prior to the conference and the day following the conference. Ahead of the 2021 Expo, on January 31st through February 1st, we will be presenting the Wildlife Control Operator Training Course (WCOTC) and the newly revamped Advanced Wildlife Operator Training Course (AOTC). Following the Expo on February 4th, we will be hosting the NWCOA Rodent Standards Certified and Zoonotic Disease Awareness course. For a complete list of courses and training information, visit the 2021 Wildlife Expo website at [www.nwcoa.com/Wildlife-Expo-2021](http://www.nwcoa.com/Wildlife-Expo-2021).

If you have been putting off attending an Expo, make plans to attend this one! The networking opportunities, ability to test out new technology and products, and hear from the best operators in the industry will guarantee to recoup your investment. We look forward to seeing you there!

Ryan Hall, CWCP, CNI  
President

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# FINDING THE RIGHT WILDLIFE EMPLOYEES

*By Anne Nagro*

**H**iring employees in a tight job market is a challenge. Even harder: finding people in a tight market who also are a good fit for your wildlife control service.

Like general pest and termite technicians, the best wildlife employees are curious problem solvers and committed to customer service.

They also have a few other important traits, said pest management professionals. “You can’t be afraid of ladders; you can’t be afraid of getting on roofs,” said Kevin Hudson, who manages wildlife control services at Advanced Services in Augusta, Ga.

That’s because much of this work involves caulking roofline gaps, screening off high-up roosting areas and gable vents, and sealing entry points that allow critters into attics.

“A lot of pest control technicians and termite technicians, they’re used to working on the ground. It’s a totally different breed of individual that’s working up off a ladder for the majority of the day,” said Joseph Edwards, president, North Fulton Pest Solutions, Alpharetta, Ga.

“In most cases if somebody doesn’t already have wildlife experience, we’re better off training individuals who at least have some type of ladder experience. Maybe they’ve been in the roofing industry or the gutter industry; something of that nature,” he said.

The wildlife technicians at Terminix in Dallas are outdoorsmen, said Branch Manager Greg Johnson, who grew up hunting and fishing and still enjoys these activities.

“I know wildlife a little more and a decent part of my staff has that same background,” he said. This experience helps when it comes to managing most animals, except perhaps snakes and armadillos which aren’t so easy to trap, he said.

Likewise, the best wildlife technicians at Clegg’s Pest Control in Durham, N.C., have a background in trapping, a disappearing skill they gained from their fathers or grandfathers, said Phil Clegg Jr., the company’s vice president. “They learned the habits of these animals and how to circumvent these habits,” he said.

Hudson said good wildlife technicians are able to recognize in advance the type of special equipment needed for a job, such as a lift to reach a high peak on a house, so those costs can be built into the job estimate.

“You’ve got to have mechanical ability,” as well, he said. That includes knowing how to handle a drill or to screw in hardware cloth, and “also having the eye to say, ‘Is this aesthetically pleasing or does this look like an ugly patch job?’” said Hudson.

Having proper licensing is a must. Most employees don’t have a Georgia wildlife nuisance trapping license before joining Advanced Services. “It’s something we help them achieve and part of our continuing education within the company,” said

Hudson, who holds study sessions for employees before this exam.

“I cram them on the test. They have to go take the test, pass the test with an 80 or above in order to do this work,” he said. At American City Pest & Termite in Los Angeles, the more experienced pest technicians generally perform live animal trapping because this license from the California Department of Fish and Wildlife is one of the last ones they earn (following several structural pest and agricultural licenses). “It doesn’t have to be that way; it’s just kind of a natural progression,” said Operations Manager Greg Bausch.

Having certified wildlife professionals is key in marketing this service, reported 37 percent of PMPs in the PCT 2019 State of the Wildlife Control Market survey, which was sponsored by Univar Solutions and conducted by independent market research firm Readex Research.

Providing ongoing training and education, however, can be a challenge. In fact, employees’ lack of knowledge of wildlife pests was the number one challenge for companies offering this service, cited 15 percent of PMPs in the survey.

“Just trying to stay on top of things; that may be the biggest threat for us, just internally,” said Hudson, whose staff tries to attend wildlife expos and conferences to stay current with new products and control approaches. “Just like with pest control, I think you can’t put yourself in a box with wildlife. You have to think outside of the box,” he said.

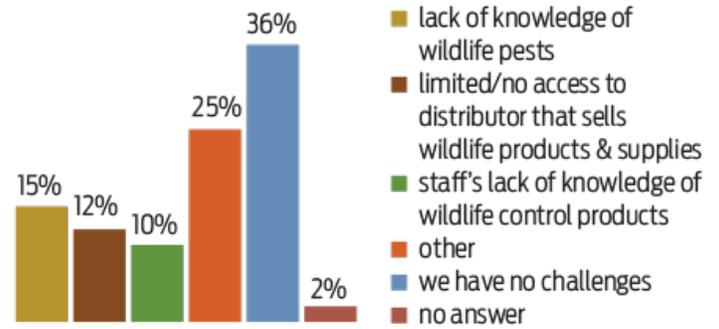
Clegg’s employees get training through the North Carolina Wildlife Resources Commission, online courses and by attending industry meetings.

Safety training is a major focus. “You’ve got to be able to handle and follow and use your PPE (personal protective equipment). You’ve got to be safe when we do it,” reminded Hudson.

That’s especially true when it comes to ladders. “When we’ve got individuals on ladders, we want to make sure they’ve got all the safety equipment and when they’re up on the ladder that they’ve got themselves tethered off to where if they do have a slip they’re not going to fall,” said Edwards. “You make a mistake on the ground it’s one thing but if you make a mistake and you’re 40 feet up in the air, that can be detrimental.”

## #1 WILDLIFE CHALLENGE

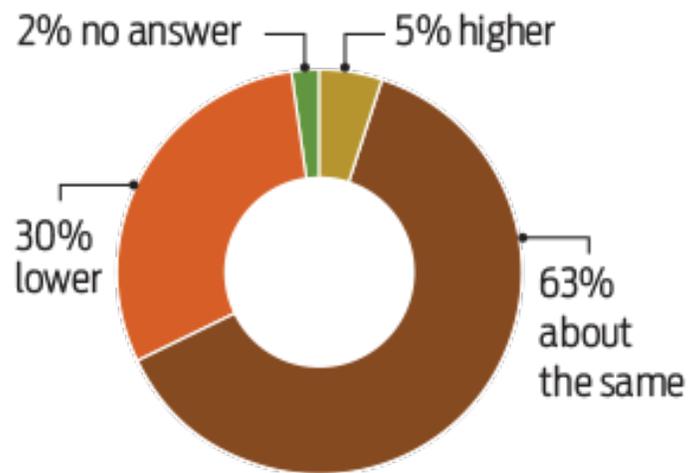
What is the #1 challenge your location faces when it comes to providing wildlife control services for its customers?



Number of respondents: 194; Source: Readex Research

## TECHNICIANS' WILDLIFE INJURIES NEGLIGIBLE

Was the incidence of on-the-job injuries in 2018 higher, lower or about the same for your location's wildlife work as it was for its general pest control work?



Number of respondents: 194; Source: Readex Research

According to the PCT survey, 63 percent of PMPs said the incidence of on-the-job related injuries in 2018 for wildlife control were about the same as for general pest control work.

Reprinted with permission from the September 5, 2019 Annual Wildlife Control Issue. The author is a frequent contributor to PCT.

# BAT TRAPS

*By Charles Holt*

There has recently been an uptick in questions from newer wildlife control operators (WCOs) regarding bat traps. Bat traps are basically an escape valve with a holding chamber. A bat trap puts extra liability on you, the WCO, especially now with White Nose Syndrome (WNS) and COVID-19. Additionally, bat traps without scientific or government approval violate the NWCOA standards for proper handling of bat species.

Historically, bat traps were used as a crutch for poor exclusion. Bats will always return to structures that are not properly excluded. Operators who release bats in another location and say they don't return are kidding themselves. Additionally, bats do not need to be captured as proof to the homeowner or business owner that bats were present. Proper exclusion is the only permanent method for preventing bats from returning to a previously inhabited structure.

Bat traps do have their place as a tool for biologists, researchers and possibly by WCOs/PCOs in cases of rabies or other exposures. As a method of exclusion, however, at best it's outdated or puts bats at risk due to overcrowding or heat stress if not removed promptly. It also adds another level to our already heavy workload. At worst, bat traps are being used to assure poorly executed work, as dead bats tend not to return to a structure no matter how poor the work was performed.

As a reminder, bat exclusion should never be performed during any period when bats do not leave their roost on a regular nightly basis. This includes during maternity season in the summer (typically May – August), hibernation in winter, and during periods of inclement weather. Maternity season dates vary by region and are species-specific. Some areas of the country have passed regulations governing bat exclusion dates, typically between the months between May through August. Please check with your state or wildlife agency for the rules in your area.



Lastly, bat biologists at both the federal and state level are paying attention to the industry. Those individuals will be the ones to suggest policy regulations, rules or new laws on the treatment and handling of bats. Protecting bat colonies and ensuring proper handling of the species is incumbent upon all of us. NWCOA is continuously monitoring state and federal policy or regulatory changes and is committed to safeguarding the wildlife damage management industry through evidence-based standards of handling and care.

If you are new to this work or are unsure about the safe and proper handling of bats, consider attending one of the NWCOA Bat Standards courses offered either online or in-person. The information you'll gain through NWCOA is invaluable.

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**FLORIDA**

# WILDLIFE EXPO



**FEBRUARY 1-3, 2021**

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## SESSION HIGHLIGHTS

- **The Cost of Poor Documentation**  
Dominique Sauvage
- **Logistics, Scheduling and Ways to Streamline Business**  
Sarah O'Banion
- **Managing Large Projects**  
Jon Cischke
- **Soffit to Roof Return Metal Fabrication**  
Jay Vincent

## NWCOA TRAINING COURSES OFFERED

- **Advanced Wildlife Control Operator Training Course** (revamped!)
- **Wildlife Control Operator Training Course**
- **Zoonotic Disease Awareness**
- **Rodent Standards Certified**

**REGISTER ONLINE**

[www.nwcoa.com/wildlife-expo-2021](http://www.nwcoa.com/wildlife-expo-2021)



A centerpiece of the meeting is the Exhibit Hall — the largest tradeshow dedicated to wildlife and nuisance bird management. During the program there are several events held in the Exhibit Hall that allow you ample time to meet with vendors and test out new products in an intimate setting.



Visit with friends and colleagues during our Annual NWCOA Banquet & Awards Ceremony. Celebrate the end of another successful Wildlife Expo and congratulate those members awarded Vendor/Innovator of the Year, Volunteer of the Year, Educator of the Year, Professional of the Year, and the Legacy Award.

In conjunction with the Wildlife Expo, NWCOA is offering Certified Professional Training Courses for technicians. After completion of any course, the student will receive credentials, use of the logo mark in marketing materials, and a certificate of completion. These courses are offered at an additional fee and you can select which ones you would like to attend on the registration form.





### **Thanks for camping out!**

Thank you to everyone that could make the trip to our training event held on August 21 - 22, 2020. We enjoyed camping out and thanks to all of you NWCOA staff and volunteers for making it happen. We're proud to help support NWCOA as a Platinum Sponsor for 2020 and look forward to working with you all for many years to come. It has been a pleasure watching NWCOA grow and we greatly appreciate the hard work you all put in to provide training to wildlife control professionals around the country and setting standards for integrity and competency. I was extremely happy to see some local Wisconsin, Minnesota and Illinois companies get some more training and becoming more involved with NWCOA. Thanks for making it happen despite everything going on in the world today.

Take care,

Kyle Smith

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# NWCOA TRAINING AND CERTIFICATIONS



We've almost rounded out the 2020 NWCOA certified training events. Despite COVID-19, we had good attendance this Fall with online events for the Wildlife Control Operator Training Course (WCOTC), Zoonotic Disease Awareness, Bat Standards Certified and for in-person events held in Wisconsin and Indiana. NWCOA has started planning for the 2021 training events with both in-person and online training opportunities. Stay up to date on upcoming NWCOA certified training course dates on the NWCOA website at [www.nwcoa.com/events](http://www.nwcoa.com/events). We will continue to fill in the details of these training opportunities and provide updated information to the members via the newsletter, email communication, social media and mailers.

Start your planning now! Take advantage of training being offered throughout the year and also let us know how we can better reach WCOs in your area with NWCOA certified training events. NWCOA's series of wildlife related training courses are designed to promote best practices, teach technical skills, and to educate attendees on the science, research and practical reasoning behind nuisance animal damage control. NWCOA training includes not just how to perform wildlife control services, but also focuses on regulatory requirements, humane treatment of animals, safety and disease.

In the upcoming Winter, Spring and Summer, NWCOA will be hosting 8-10 regional or online training events along with three days of training and certification courses at the 2021 Wildlife Expo in Orlando, Florida. The following outline of events is tentative pending further details on dates, locations and course offerings.

## WINTER TRAINING EVENTS

### December 4th

Reptiles & Amphibian Course (online)

### December 9th

Bat Standards Certified (online)

### January 11th

Certified Bird Management (online)

### Jan 30th – Feb 1st

Advanced Wildlife Control Operator Training Course (Orlando, FL)

Wildlife Control Operator Training Course (Orlando, FL)

### February 4th

Zoonotic Disease Awareness (Orlando, FL)

### February 4th

Rodent Standards Certified (Orlando, FL)

### February

Shooting In Sensitive Environments, Level 1

## SPRING TRAINING EVENTS

### March

Structural Bat Management

### April

Shooting in Sensitive Environments



## NWCOA UPDATE BEHIND THE SCENES

It's been a busy few months for the NWCOA board and staff team. We are grateful for all our members and your dedication to the industry. We hope that you have been able to take advantage of the many member benefits NWCOA has to offer. Our team continues to be available for all your member resource and benefit needs during this time. Please do not hesitate to reach out if we can be of assistance to you or your staff. Below are a few updates from our team.

Membership renewal notices for the 2021 fiscal year will be sent to each member starting mid-November. Membership in NWCOA runs from January 1st through December 31st of each year, so these notices are just an initial reminder that your membership with NWCOA will need to be renewed prior to December 31st. Please contact our office should you have any questions about your membership or the renewal process.

Since the last issue, we have updated and launched the consumer pages of the NWCOA website. Consumers can now navigate the website for the member directory, locate information on nuisance wildlife, and contact a NWCOA member with a wildlife issue. If you have any feedback or additional information that should be included on the web pages, please send us an email to [info@nwcoa.com](mailto:info@nwcoa.com).

Last month, NWCOA participated in the NPMA PestWorld event as an online exhibitor. We thank each of you who "stopped by" our booth to chat with us and get more information about NWCOA. Congratulations to Marty Roberts for winning our Wildlife Expo giveaway!

Lastly, we are looking forward to seeing everyone at the upcoming 2021 NWCOA/NPMA Wildlife Expo! Next year's event will be held in Orlando, Florida at the Caribe Royale hotel. Early bird registration rates are good through December 15, 2020, so register now! The schedule with session information and speakers has been finalized and posted to the Wildlife Expo webpage. Check it out at [www.nwcoa.com/wildlife-expo-2021](http://www.nwcoa.com/wildlife-expo-2021). Do not miss this opportunity to network with fellow operators, test out new industry products in the exhibit hall, and learn from leading industry professionals. We look forward to seeing you!

*NWCOA Staff*



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*Thank you Vendor Members!*

# VOTE FOR A SOLID INVESTMENT STRATEGY

*By Edward Jones*

Election Day was a little more than a week ago. As a citizen, you may feel the results will affect many aspects of life in this country. But as an investor, your situation probably won't change after the votes are counted.

No matter who wins, the financial markets may well show some politically driven volatility, but that often happens around elections, and it typically doesn't last long. But what about the longer term? How might changes in policy and new legislation affect your investment outlook?

To begin, keep in mind that many campaign promises remain just that – promises. And even when some of them are enacted, any ultimate legislation may be quite different from what was proposed on the campaign trail.

Still, sometime in the future, we could see election-related changes that could affect your investment strategy. For example, over the years, we've seen many adjustments in the tax rates of capital gains and stock dividends, and it's likely these rates will change again one day. When that happens, you may need to look at the equities portion of your portfolio to see if you want to make some adjustments.

Many other changes, though, are hard to predict. It's possible that future legislation could affect specific industries, either positively or negatively. Such moves could also influence the way you look at certain investments, but if you have a diversified portfolio that contains a broad mix of stocks, bonds and other securities, any actions affecting one particular industry probably won't cause you to significantly adjust holdings invested in other sectors.

In any case, while it may be a good idea to keep an eye open for things like tax rate changes or how new policies may affect different market segments, your main emphasis, in terms of your investment decisions, should remain on your goals and what you need to do to achieve them.



At least once each year, review your portfolio carefully to make sure your investments are aligned with your goals, whether they are short-term (a new car, a long vacation and so on) or long-term (such as college for your children or a comfortable retirement). Periodically, depending on what's happening in your life and the progress of your investment portfolio, you may need to evaluate your goals to ensure they're prioritized appropriately to help keep you on track toward achieving what's most important to you.

Over time, your goals may change, too. Perhaps you've decided that instead of retiring early and traveling around the world, you now want to turn your hobby into a business. Changing this goal may require a different investment strategy. Or you might change your mind about where you want to live – instead of staying in your home, as originally planned, you might downsize and move to a different area. Your goals may change in many ways, all of which may warrant updating your investment strategies.

Here's the key point: You're the one electing to make these changes. No matter what happens in this or any other election, be sure to "vote" for the strategies that have the potential for a winning outcome.



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