

Bed Bug Symposium 2010

One Meeting, Two Locations

November 4 – Victoria

November 5 – Vancouver

BED BUGS

What You Really Need to Know...

Co-presented by:



CPMA - ACGP
CANADIAN PEST MANAGEMENT ASSOCIATION
ASSOCIATION CANADIENNE DE LA GESTION PARASITAIRE



NATIONAL PEST MANAGEMENT ASSOCIATION inc.
International



Canadian Federation of Apartment Associations

Fédération canadienne des associations de propriétaires immobiliers

REGISTER NOW

One form per attendee. Please make copies of this form for additional attendees.

Bed Bug Symposium 2010

Who should attend?

Hoteliers, public health and public housing employees, property managers and owners, college dormitory supervisors, cruise ship administrators, furniture rental facilities, hospital administrators, and anyone working with housing the general public.

Name _____
Company Name _____
Title _____
Address _____
City _____
Province _____ Postal Code _____
E-mail _____
Phone _____
Fax _____

HOW TO REGISTER:

Online: at www.pestworldcanada.net

Fax form to: 866-957-PEST (7378)

Mail form to: Integrated Pest Supplies, Ltd.
#108-360 Edgeworthy Way
New Westminster, BC V3L 5T8

For additional information or questions,
call (866) 630-2762 or (604) 520-9900 or e-mail
cpma@pestworld.org.

REGISTRATION FEES

Registration to the Bed Bug Symposium includes a full day of educational sessions, access to exhibits, refreshment breaks, continental breakfast, and lunch.

REGISTRATION.....	FEE PER PERSON
Early Bird Rate (1st attendee)	\$195 (Ends October 12)
Early Bird Rate (2 or more attendees)	\$145 (Ends October 12)
Regular Rate (1st attendee)	\$225 (After October 12)
Regular Rate (2 or more attendees)	\$175 (After October 12)
Government Rate	\$145
On-Site Rate	\$255

TOTAL AMOUNT DUE\$ _____

PAYMENT INFORMATION

- Check Enclosed (Make payable to SPMABC)
 Visa MasterCard

Credit Card # _____

Exp. date _____ Security code _____

Signature _____

Cancellation Policy: All cancellations and refunds must be received in writing. Refunds will be made on the following schedule:

100% - 4 weeks out	75% - 3 weeks out
50% - 2 weeks out	25% - 1 week out
No refund - less than one week out or no shows	

BED BUGS—What You Really Need to Know...

Bed bug infestations are increasingly showing up in hotels, apartments, dormitories, shelters, homes, public transportation—and virtually any concentrated public area. Bed bugs are an elusive, transient pest. They hitch rides in luggage, boxes, shoes, and other mobile objects. Because of the increased urgency of the issue, the Canadian Pest Management Association and National Pest Management along with the Structural Pest Management Association of British Columbia and the Canadian Federation of Apartments Association,

have put together an educational program designed to help you deal with this difficult issue. From identifying bed bugs to inspection techniques to public affairs issues and the legal ramifications, we have gathered nationally-recognized experts on the bed bug issue to provide management tips, both preventative and corrective, to help you make informed decisions and stay out of the newspaper—and the courtroom. The Bed Bug Symposium Marketplace is an added feature that gives you the opportunity to learn more about products and services.

Who Should Attend?

- Hoteliers
- Property Managers and Owners
- College Dormitory Supervisors
- Public Health and Public Housing Employees
- Cruise Ship Administrators
- Furniture Rental Facility Managers
- Hospital Administrators

PROGRAM OF EVENTS

7:30 a.m. **Registration & Marketplace**

8:30 a.m. – 9 a.m. **Welcome and Introductions**

Representatives from the Canadian Pest Management Association, Structural Pest Management Association of British Columbia, and Canadian Federation of Apartments Association

9 a.m. – 10 a.m.* **Basic Bed Bug Facts: What Are They and Why Are They a Problem Now?**

Gail Getty, University of California, Berkeley
Bed bugs are back—big time. In recent years, property managers and the hospitality industry went from never having seen a bed bug to them now being a common occurrence. This session will give attendees an introduction to this symposium and will provide a broad perspective on the issue of bed bugs.

*9 a.m. – 10:30 a.m. in Victoria

10:00 a.m. – 10:30 a.m. **Refreshment Break & Marketplace**

10:30 a.m. – 11:30 a.m. **Regulatory Challenges and Legal Issues**

Representatives from the Canadian Pest Management Association, Canadian Federation of Apartments Association, and the Tenant Resource & Advisory Centre

This session will cover specific issues related to bed bug management, including the legal right and responsibilities of landlords and tenants, as well as regulatory and public health consequences of a bed bug infestation.

11:30 a.m. – 12:30 p.m. **Bed Bug Control Options and Strategies**

Brett Johnston, Canadian Pest Control, Ltd.
Bed bugs are one of the most challenging pests

to control and they cannot be viewed as just another bug—the control strategy is a process rather than just a single task. However, there are options. This session will discuss what options are available to you, including heat treatments, steam applications, and methods to maximize control—just to name a few.

12:30 p.m. – 1:45 p.m. **Lunch & Marketplace**

1:45 p.m. – 2:30 p.m. **Bed Bug Dogs: How They Work**

Sonal Hache, PCO Services, Inc.; Peter Steinfort, Care Pest & Wildlife Control Ltd.
Detection is the key to success when treating for bed bugs, however due to their elusive nature it may be difficult for a PCO to visually confirm their presence. Properly trained canines detect insects by odor rather than vision, thus being able to inspect areas that are not accessible to human visual inspection. This session will discuss canine abilities (what canines can and cannot do), as well as hiring guidelines for canine services, trainers and purchasing a canine.

2:30 p.m. – 3:30 p.m. **Hands-On: Developing an Action Plan for Your Facility**

Sean Rollo, PCO Services, Inc.
An overwhelming majority of facilities have expressed a need for an action plan, yet there is no national formula available. This session will walk you through the development of an action plan that can be modified for your facility's specific needs. Also, while there are many resources of good information and training tools available to you, this session will give you the guidance that you need to maximize your efficiency while minimizing your time spent on research.

3:30 p.m. – 4:15 p.m. **Ask the Experts & Open Discussion**

Our panel of experts is available to answer your questions in a forum designed for an open discussion. Want your question to be anonymous? No problem. Throughout the day, you will have the option of discretely submitting written questions. Of course, there will be opportunity for those who wish to ask questions directly as well. This is where you will be able to get tips from the experts and have them expand on the day's educational program, as well as share your specific story.

4:15 p.m. – 4:30 p.m. **Concluding Comments**

HOTEL INFO

One Meeting, Two Locations

November 4
Harbour Towers Hotel & Suites
345 Quebec Street
Victoria, BC

For hotel reservations, call (250) 385-2405 by October 4, 2010 to receive the group rate of \$93 per night. After October 4, rooms and rate are subject to availability.

November 5
Fairmont Waterfront
900 Canada Place
Vancouver, BC

For hotel reservations, call (604) 691-1820 by October 4, 2010 and give the code CPMA1110 to receive the group rate of \$169 per night. After October 4, rooms and rate are subject to availability.