



QualityPro Public Health

Standards for Rodent Service Certification



Want a way to demonstrate your rodent services meet a standard of excellence? Submit your rodent service protocols, service agreements and marketing materials that demonstrate the following components of a rodent management program are in place every time you are hired to do rodent control to qualitypro@pestworld.org.

Prerequisites: Company must be QualityPro accredited and in good standing. Rodent services are not performed as one-time services (with no follow-up).

Submit the following information with your submission:

- For each county you service, submit a list of which of the following rodent species are present:
 - Mice
 - House Mouse (*Mus musculus*)
 - White-Footed and/or Deer Mouse (*Peromyscus spp.*)
 - Rats
 - Norway Rat (*Rattus norvegicus*)
 - Roof Rat (*Rattus rattus*)
 - Pack Rat (*Neotoma*)
- Submit a copy of the educational information that the customer receives. Information must:
 - describe local rodent situation,
 - detail the customer's role in control of the target pest as part of an Integrated Pest Management (IPM) program, and
 - offer general guidance on cleaning up after rodents following the CDC guidelines.
Educational information must be given to the customer directly (print or electronic). Use of CDC- or university-based information is acceptable and encouraged.
- Submit the scope of service that the customer receives. It must outline the responsibilities of all parties and state that the company makes no guarantee that the service will prevent damage caused by rodent or that the purchaser or any persons at the service location will not be bitten by rodents, experience unpleasant odors, see rodents or flies, or become infected by rodent transmitted diseases. *The company must retain a copy of the customer's acknowledgement of their responsibilities regarding the service for a minimum of 2 years.*
- Submit a blank service record/ticket/report that shows evidence that each service record that is held by both the company and the customer will include:
 - Service address
 - The applicator's name, business address, and pesticide applicator certification number (if applicable)
 - Service date, time of day, and weather conditions
 - Product name & concentration or Environmental Protection Agency registration number
 - Signs of pests found and identification of target pest using the common or scientific names above
 - Pest conducive conditions
 - Number of bait stations present
 - Amount of rodenticide product applied per station/area and reason for rodenticide application (old bait damaged by rodent consumption, mold, insect consumption, etc.)

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- Number and type of traps (for any traps that have gone off document catches vs misses)
 - A space for recommendations for the account manager/homeowner.
Service records must be available to the client and kept by the company for a minimum of 2 years.
- Submit a list of PPE and any safety information provided to employees who are performing this service. At a minimum, this must include:
- Guidance for heat exposure,
 - Guidance for trips/falls,
 - Guidance for carrying weight,
 - Guidance for ladder safety,
 - Guidance for preventing disease carried by rodents in service area,
 - Guidance for working in confined spaces,
 - Guidance for encountering dogs/pets,
 - Guidance on using a respirator (fit test, care & maintenance), and
 - Proper PPE for the service described.
- Submit a list of inspections tools that technicians will have on-hand to perform service. At a minimum, must include:
- PPE (knee pads, gloves, respirators, bump hat, coveralls),
 - Flashlight,
 - Ruler,
 - Probing device,
 - Camera (can include personal or company cell phone),
 - Inspection mirror,
 - Keys to unlock all bait stations, and
 - Multi-tool including screwdriver.
- Submit any documentation that describes, to your staff, how to perform the service (e.g. service protocol, service records, company training/policy, and scope of service/service agreements). They must demonstrate an IPM approach to rodent control including the following:
- Before beginning service, company will utilize appropriate map scale and/or area-wide inspection to identify nearby rodent habitats and conducive conditions.
 - The initial part of each service includes an inspection by a technician to identify infestations and pest conducive conditions, the findings of which will be made available to the account representative and the on-site contact (if they are not the same person).
 - Procedure for exterior inspection includes a list of at least 20 conditions/locations for which a PMP must look.
 - Procedure for interior inspection includes a list of at least 10 conditions for which a PMP must look.
 - Procedure for monitor placement/service.
 - Service must describe non-chemical control efforts targeting both rodents and rodent conducive conditions and whether the company and/or the customer is responsible for exclusion.
 - Service protocol and service agreement describes what constitutes an active infestation that requires action.
 - Control measures should be justified by documentation of at least 2 different signs of active infestation of target species or one sign in abundance.
Control measures without documentation of 2 signs may be justified by site-specific surveillance data on pest pressure and patterns of infestation that is clearly linked to the biology of the target rodent.
 - Service protocol should list conditions that would prevent rodenticide application, including:
 - Cannot place in a way they are accessible to children.
 - Cannot place in a way they are accessible to nontarget animals.

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- The submission includes processes/guidance and justification for choosing and using chemical interventions.
Note: Processes will be evaluated under the strictest interpretation of the label.
- The service protocol gives guidance on placement of rodent control equipment based on a detailed inspection. Devices are placed in areas of observed rodent activity, or where conditions are conducive to rodents due to the presence of food, water, shelter or warmth.
If protocol requires rodent control equipment be placed at set distances this is acceptable in addition to evidence-based placement, but justification must be given (i.e. required by account auditing scheme).
- The service includes an in-person follow-up to evaluate the efficacy of control actions. The follow-up does not need to include a visual check of every control device.

If the account has no activity, the minimum service frequency is:

	Residential	Commercial
Consumable (ex. bait)	Quarterly	Quarterly
Mechanical (ex. snap trap)	Quarterly	Quarterly

If the account has activity, the minimum service frequency is:

	Residential	Commercial
Consumable (ex. bait)	2 Weeks	2 Weeks
Mechanical (ex. snap trap)	Weekly	Weekly

Note: electronic monitoring is acceptable for analyzing activity and informing inspections, but in-person follow-up must be part of the service protocol. If you are using electronic monitoring, please submit your protocol for using this technology including follow-up procedures and response times when activity occurs.

- The submission includes a quality assurance plan that specifies what the technician should do differently if problem has not improved or resolved at the follow-up. Quality assurance plan must include instructions for the technician to begin documenting gender and approximate age (juvenile vs. adult) of killed rodents if the infestation is not resolved within 6 weeks.
- The submission includes procedures and expectations for situations in which the customer does not or is not able to implement recommendations.
- Service protocol addresses cleaning up the evidence left behind by rodents (e.g. urine, droppings, etc.). *Regardless of who is responsible for cleaning up the evidence, QualityPro recommends following the CDC guidelines at: <https://www.cdc.gov/rodents/cleaning/index.html>.*
- The submission includes guidance that trapped, live rodents should be humanely exterminated onsite or transported to a non-customer location to be humanely euthanized and properly disposed of. *Refer to local and state guidelines for approved methods.*
- The submission includes an (at minimum) annual review of site data (trend reports) and re-allocation of control efforts based on the data.

Applicator and Sales Personnel Training Requirements

- All employees who will use rodenticide for rodent service must hold the applicable license from the state. No documentation is required to get the service certified, but in an audit, the license of the applicator on the service record will be verified.
- All individuals who perform this certified service must pass the QualityPro public health core exam and rodent specialty exam at www.npmatrain.org.
- A refresher exam or continuing education credits may be required to maintain this certification in the future.