

# Pest Connection

*Tips For a Pest-Free Business*

VOL 17 ISSUE 6



*Cockroaches are drawn to environments offering harborage, water and food—as seen in the photos—it’s the perfect environment for an infestation.*

## Sorry, We’re Closed Restaurant Suffers from Cockroach Infestation

by Kyle Kornacki

Known as one of the most resilient and difficult insects to treat in the world, a cockroach infestation can be disastrous for restaurant owners. A health inspection revealing an infestation can cause your restaurant to close, and a customer seeing a single pest can result in lost business. This is why restaurant owners need the most dedicated and thorough pest control professionals to protect their brand.

### **The Issue**

The owner of a local restaurant received multiple reports of cockroach sightings. He had been using a national pest control provider who grew complacent and appeared either unaware, or unconcerned that the roach issue was worsening. According to the owner, response time was a major issue. Also, the service was often conducted during business hours, making it difficult to treat the premises thoroughly.

### **Roach Infestation Worsens**

After months of ineffective treatments, the owner’s worst nightmare occurred. On Christmas day, a cockroach scurried across a table of fourteen. The family immediately left. Fed up, the owner enlisted Batzner to help him rebuild his brand.

### **Our Inspection**

During the initial inspection, live roaches were discovered in the kitchen, on the service counter, and in the dish room, with evidence of cockroach activity present in other areas as well.

Keith Loewus, Batzner Commercial Account Executive stated, “The previous company didn’t use any type of monitoring. Simple monitors like glue traps help identify the type of insect you’re dealing with, as well as pinpointing the source of the infestation. We strategically placed monitors throughout the restaurant allowing us to narrow down the source of the problem.”

Overlooked by the prior provider, several issues were noted providing entry points, harborage, food, and water:

- Missing and cracked baseboards throughout the kitchen, allowing entry
- Debris build-up (food, paper, and cardboard) providing a food source and harborage
- Standing water by dishwasher (water source)
- Cracks in the floor, trapping food/grease/debris
- Damaged base wall tiles, allowing debris and mop water to accumulate under tile

Educating the owner on the necessity of fixing them was the first step taken to reduce the infestation.

### **Our Service Strategy**

We deployed a team of four service professionals for the initial clean-out, including Dave Kusnierek, a District Service Manager and Associate Certified Entomologist with over 35 years of

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## Fall Invader Prevention — Service Required Before First Frost

by Julie Breuer

**What are fall invaders?** Fall, or occasional invaders, are a group of insects that invade structures *occasionally* in fall, often finding themselves inside buildings when weather conditions become threatening to their survival. They include Asian lady beetles, boxelder bugs, and stink bugs.

**What time of year are they most active?** Active year-round, fall invaders spend the majority of their time outdoors. However, you are likely to notice them inside during fall months as they search for a place to overwinter.

**Why should I care about them in the fall?** As autumn approaches, they are looking

for a cool, dry place to snooze over the winter. In September and October, they tend to group together on sunny exterior walls of south-facing buildings, seeking out warmth. Upon landing on buildings, they make their way through tiny cracks and crevices looking for protected places to hibernate.

**How do I prevent them from moving in?** The best way to control fall invaders is to seal or repair any cracks and crevices (around windows, eaves, doors, insulation and siding). Pay close attention to places where pipes and wires enter your building. Batzner's exterior barrier treatment focuses on preventing fall invaders from overwintering.

**IMPORTANT - Why should I have service before the first frost?** If preventive treatment is not completed before the first frost, they will be able to enter the building and overwinter until sunny, late winter or early spring days start to happen and temperatures begin to warm up. They slowly start emerging from behind baseboards, walls, attics, and suspended ceilings. This is why, even though *Frosty the Snowman* may still be standing strong outside, pests mysteriously appear in the middle of winter.

Schedule service before the first frost and keep fall invaders where they belong—outside! ♦

### Featured Pest

#### Asian Lady Beetles More Than a Nuisance

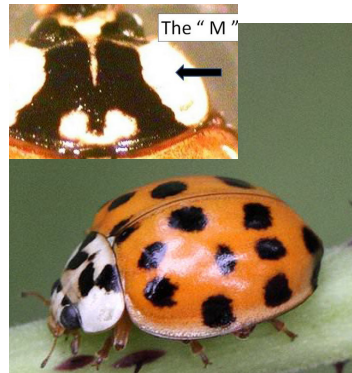
by Tiffany Tenley

##### Unladylike Behavior

Looks can be deceiving. These are not the friendly ladybugs that childhood books, costumes and characters depict. These beetles are an imported variety from Asia, known as the Asian lady beetle. Most importantly, they're known to cause health issues while overwintering in homes. Notice the defining "M"-shape mark on the head.

**Characteristics** - Asian lady beetles will seek out shelter during cooler months, mainly fall. Once they find an entry point into a home, they will stay put over the winter, only to emerge again in spring.

**Behavior** - They tend to congregate on sunny, south sides of buildings, and are attracted to dark colors, such



Asian Lady Beetle



Ladybug

as screens. As a defense, they secrete a foul smelling, yellow fluid, which stains cloth, walls, floors, etc.

**Appearance** - Adults are 1/4 inch long, reddish-orange with black spots and boast an "M"-shape marking on their head.

##### HEALTH RISKS

They tend to bite at will, and can pose potential health risks; especially when an infestation occurs. Reactions can vary from a mild cough or eye irritation, to asthma or pink eye. Young children tend to be especially affected with upper respiratory problems. Precautions should be taken while removing Asian lady beetles, preventing direct contact with skin and eyes.

##### DIY or PROFESSIONAL APPLICATION?

Treating Asian lady beetles can be extremely difficult. *Self-treatments can be ineffective and costly. Once they enter a home, they tend to hide in cracks and crevices, making it nearly impossible to ensure complete eradication.* However, when treated in the fall, prior to them overwintering, professional application can be quite effective in avoiding infestations leading to health risks.

##### IMPORTANT FALL SERVICE REMINDER

Treatment before the first frost is essential for preventing fall invaders from overwintering in your home. Schedule treatment before an infestation takes hold of your house. ♦

# Ask the Experts

Featuring advice from Mike Chapel,  
Service Manager and Master Technician

Have a question? Reach out to us on Facebook, Twitter, or via our website!



**Q:** We found thousands of dead flies surrounding our medical clinic. Where did they come from?

**A:** Mike Chapel, Batzner Service Manager and Master Technician, attributes a freshwater source, humidity and bright lights to creating the perfect environment for caddisflies to congregate (swarm). Following up with a service call to inspect the premises, Chapel discovered several thousand dead caddisflies surrounding the concrete building.



As seen in his video [youtu.be/IQ-gHXKi8Po](https://youtu.be/IQ-gHXKi8Po), the flies formed an outline around the building only to be broken up by an occasional cluster packed in the corners of windows and doorways.

Although caddisflies are not unusual this time of season, the sheer numbers, as seen in this case, were.

**Why this site?** Situated near a river, and illuminated by spotlights bordering the building and in the parking lot, the flies were drawn from their river habitat to the building. Warm, humid nights are when mobile swarms of caddisflies can be seen flying toward bright lights.

However, many buildings near rivers will never experience a swarm of caddisflies because the freshwater habitat may not possess the right chemical balance or plant life for the larvae to exist.

**Cycle of Life** - Caddisflies help balance out the ecosystem by disposing of animal and plant debris and provide a food source for other animals, such as fish, birds, lizards, frogs, spiders, dragonflies and bats.

**Treatment** - Insect light traps inside the building, along with exterior perimeter treatments, helped to reduce the numbers while preventing them from getting inside. Exclusionary measures included; ensuring window and door seals were tight, and cracks and crevices were repaired.

Sincerely,

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experience. They assessed the situation and reassured the owner that it was nothing they hadn't seen before. The service took place when the restaurant was closed, which was important because it allowed them to fully inspect and effectively treat all areas without obstruction.

Involved in the treatment was Master and ACE Certified Service Professional, Rob VanWilligen, who reported, "The previous company was largely using baits, which can be ineffective, especially if they aren't mixing up the type of baits used. Batzner, on the other hand, uses a mix of different products and Insect Growth Regulators, as well as fog injection into wall voids to reach areas where the roaches hide." Using a variety of products prevents populations from building a resistance to the treatments being applied.

The inspection and initial clean-out treatment had revealed the main source of the infestation to be the wall behind the grills, so service calls regularly included a dust product injected into drilled holes in the wall, in addition to other treatments.

## Results

By spending extra time at the location, the team was able to perform a thorough treatment that paid off against the cockroach infestation. VanWilligen explains, "The extra time and effort we spend on our treatments means we can get to every crack and crevice. This is important because those hard to reach places are where the roaches hide."

Read more case studies at [batzner.com/case-studies](http://batzner.com/case-studies) ♦

## Save the Date

28th Annual Food Safety & Pest Management Seminar

Thursday, March 15, 2018 | 7:30AM - 4:00PM

Featuring Guest Speaker, Bobby Corrigan





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