Protection against pests

Continuous exposure to pest threats

Hygiene pests and germ carriers such as cockroaches, ants, flies, mice, rats and various ectoparasites, including bed bugs and fleas, represent a latent risk for hospitals and nursing facilities. In their unrelenting search for food, pests contaminate medical supplies and equipment such as dressing materials, intravenous drips, syringes, catheters, hygiene sensitive surfaces, and drains or waste bins through feeding, droppings and the skin castings.

The consequences of a pest infestation can be extremely serious for patients already in a vulnerable condition. These often include the transfer of dangerous pathogens, including hepevirus, salmonella or norovirus, and the triggering of infection chains, mycosis allergies and mycotoxicoses. In addition, any evidence of pests inevitably leads to a profound loss of trust on the part of patients or residents, relatives and employees who will typically link an infestation to poor hygiene standards.

The consequences can include a storm of complaints, patient turnover, adverse publicity, loss of revenue and damage to reputation. Added to this, healthcare organizations can face the very real threat of claims for damages and legal prosecution for non-compliance with applicable hygiene laws. At worst, a pest infestation can lead to a high-profile hygiene scandal with the resultant press coverage endangering the organization’s very existence.

Hospitals and nursing facilities are especially vulnerable to pests due to the multitude of access points through constant deliveries, storage and preparation of food, high patient or resident turnover, frequent visitors and structural defects.

Healthcare authorities understand the fundamental importance of pest prevention and control in ensuring a hygienic environment. Increasingly, hospitals and nursing homes can expect inspectors to raise the issue of pest control during inspections and audits as it carries ever-greater weight. It is therefore vital that effective pest control measures are built into your in-house hygiene plans and procedures and Rentokil’s experts can advise you how best to do so.

Consequences of pest infestation in the healthcare sector

- Contamination of wound dressings, drips, bandages, syringes, catheters and other medical equipment where cleanliness is essential;
- Infections resulting in serious medical complications;
- Patient complaints, customer churn and revenue losses;
- Litigation in the event of non-compliance with applicable hygiene or health and safety legislation, which can result in substantial compensation payments;
- High costs of treating a full-blown pest infestation in comparison with the relatively modest cost of a preventative pest control program;
- Damage to the organization’s reputation that may linger for years.
Full Service Capabilities
Doing business with a full service company allows you to reduce suppliers and ensure effective pest control solutions for your business or home. We have dedicated Line of Business Managers to help support our Customers and field Colleagues by providing technical expertise.

Online Pest Management System
Data, pest activity and recommendations will be collected by your Technician, with their handheld computers, in real time ensuring that records are always current. The application is safe, reliable and easily accessible, making it appropriate for recording, storing and auditing valuable information pertaining to any location.

National and Global Account Capabilities
With over 1000+ branch offices, we can provide global, national and regional programs that provide consistent, documented protocols with centralized account management. Our 15 Distribution Centers allow us to deliver the right material and product to the right customer at the right price.

Third Party Expertise
Our team of experts, including 5 PhD’s in Entomology, will ensure that all elements of the Pest Control portion of your Third Party Audit are compliant. Whether it’s British Retail Consortium (BRC), Safe Quality Food (SQF), American Institute of Baking (AIB), NSF International Food Safety, American Sanitation Institute (ASI), Silliker or any other auditor, our entire team will work together to help you achieve the score you require.

Technician Training and Tenure
Our industry leading training program has been developed by our Director of Technical Services and Director of Technical Training – both have PhD’s in Entomology and started their careers at Rentokil as Technicians. Average Technician Tenure of 8 or more years ensures that you have the technical competency to protect your most valuable assets – your facility, people and brand. All of our Technicians are individually State Licensed Applicators.

Innovation
Our products and service offerings have been setting new standards in pest product innovation for over 80 years.

Customer Management Program
Traditionally conducted by an Operations Manager or Branch Manager, each QMP audit demonstrates and ensures that we will deliver what we promise. We have a standardized process to conduct quarterly Quality Assurance Inspections. We also utilize a Net Promoter Survey (Customer Voice Counts) to measure customer loyalty throughout our organization. We value this scoring program as it enables us to understand how our Customers perceive our service. Customer loyalty is measured by a single principle: “How likely is it that you would recommend us to a friend or colleague?” Consistently, our scores outrank our competition.

You’re in safe hands with our Technical Department
- Our Technical Team tests manufacturers’ claims and ensures the preparations our Technicians use are effective against the pests they face;
- In-depth knowledge of all relevant laws and audit standards;
- Full and complete documentation that leaves no question marks;
- PestNetOnline - web-based reporting that includes comprehensive audit checklists, pest infestation logs, trend analysis and much, much more;
- Independent QA inspections and pre-audit reports by members of the management team;
- Ongoing Technical training to ensure we deliver industry leading solutions and service;
- Committed to quality management;
- Environmentally-responsible products and processes;
- Information to improve awareness to detect signs of pest activity at an early stage;
- Rentokil is fully insured for your added peace of mind.
Optimal customized Rentokil system solutions are used according to the pest group and sensitivity of the area of the building to be protected.

**Risk Levels**

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Low</td>
<td>Medium</td>
<td>High</td>
<td>Very High</td>
</tr>
</tbody>
</table>

**Risks to your property:**

- **Pests:**
  - Birds
  - Cockroaches and Crawling Insects
  - Flying Insects
  - Termites
  - Rodents
  - Stored Product and Textile Pests
  - Bed Bugs
Optimal customized Rentokil system solutions are used according to the pest group and sensitivity of the area of the building to be protected.

Risk Levels:
1. Low
2. Medium
3. High
4. Very High

Our Solutions:
- Bed Bug Control Services
- Bioremediation Services
- Termite Services
- Bird Control Services
- Vegetation Management Services
Holistic protection of care facilities from pests

**Bed Bug Services**

As the experts in pest control, Rentokil’s proactive approach to bed bugs involves education, early detection and proven elimination methods. Our team of professionals are trained to understand the biological and behavioral nature of this elusive pest.

Our solutions to eliminate bed bugs involve combinations of the following services:
- Human Inspection
- K-9 Detection
- Conventional Treatment
- Mattress Encasements
- Entotherm Technology
- Fumigation
- Steam Remediation

**Control of Flying Insects**

The risk of contamination of food through flying insects such as houseflies, bluebottles or mosquitoes is particularly high in the industrial-scale kitchens of hospitals and nursing facilities.

Rentokil offers a wide range of high performance UV flytraps that attract insects by UVA light and hygienically encapsulate them. The product range includes the Luminus 3 model, which works much more effectively and is more hygienic than conventional electronic devices since there is no insect debris or unsightly catch trays.

All Rentokil UV flytraps use patented adhesive film technology to reduce the risk of flies entering and contaminating scrub rooms, operating rooms and other sensitive areas.

Rentokil Luminos units achieve very high catch rates and our method of proving their effectiveness has been verified by SINTEF, the independent Scandinavian research organization.

**Control of Rodents**

Norway and Roof rats and house mice are carriers of various viral and bacterial pathogens and represent a serious risk for hospitals and nursing homes. Rentokil’s approach is to conduct a structural analysis of all vulnerable areas to identify locations for the systematic placement of bait, preventing rodents from accessing the building interior. We recommend that joints, cracks and holes in walls, ceilings and doors are sealed at the same time to avoid giving rodents a route into the building.

Rentokil offers a number of solutions including the fixing of bristle strips to external doors, monitoring systems for early detection of pest activity, and non-toxic treatments to prevent infestations in high risk zones – such as the delivery and waste area, kitchen, food storage, utility room and basement. This ensures that not only are legal requirements and hygiene standards met, but specific control measures are only required for acute infestations.

Rentokil’s RADAR system combine both detection and control, incorporating electronic monitoring and simultaneous extermination with CO₂ – ideal for highly sensitive areas of the building as well as utility and server rooms.

**Control of Stored Product Insects and Textile Pests**

Food supplies and raw materials in kitchens, warehouses and storerooms attract storage pests such as cheese, flour, cocoa or warehouse moths and biscuit or flour beetles. These cause contamination through feces, webs, skin castings and feeding, causing considerable damage and loss of food.

Pest infestations will also produce heat and moisture, creating an ideal breeding ground for dangerous mold spores. In patient or resident rooms, it is common to have recurrent infestations of textile pests such as clothes and fur moths as well as carpet beetles, fur and larder beetles. These will typically attack high-value goods such as furs, carpets, woolen goods and books. The rapid turnover of patients and residents with their personal belongings exacerbates the situation.

To prevent any infestation spreading rapidly around the entire building, extreme vigilance by kitchen and cleaning staff is necessary. Rentokil offers a wide range of systems for the monitoring and control of stored product insects and textile pests. These include glue traps with species-specific pheromone bait and pheromone traps that allow efficient monitoring and control of the pest population in line with hygiene legislation and HACCP principles.
Control of Crawling Insects

Cockroaches and ants as well as ectoparasites such as fleas and bed bugs are among the most dangerous hygiene pests, transmitting dangerous germs through contact or excrement.

In their constant search for food, ants can infest festering wounds and dressings, IV drips, sterile bandages, syringes, catheters and even corpses. They are known to crawl under bandages, infesting patients who have recently had surgery, infants and the critically ill. They can also eat their way through sealed food and drug packaging. Ants can sometimes be responsible for hospital-acquired infections.

Bed bugs occur primarily in patients’ rooms or laundry areas, while fleas can be present practically everywhere. All parasites meet their food needs through human blood and in the process can transmit pathogens to patients and residents. In addition, allergies, secondary bacterial infections and skin irritations can occur.

Control of Bird Pests

The building facade of a healthcare institution or nursing home should convey an image of quality and cleanliness to current and future patients or residents. Foul-smelling pigeon droppings on facades, window ledges and balconies destroy this impression, being associated with filthy and poor hygiene. Bird droppings also damage the building’s exterior and corrode roofs, while nesting material often clogs rain gutters and drains.

Pigeons and other birds transmit human pathogenic viral and bacterial pathogens such as ornithosis, listeriosis, salmonellosis, as well as various parasites such as pigeon ticks, bird mites, bed bugs and fleas, which in the absence of their host animals affect patients and residents. Excrement also poses significant health risks, especially when dried micro particles contaminate the air and are inhaled by humans.

Rentokil can inspect and report on the scale of established parasites and professionally clean and disinfect contaminated surfaces. We also offer a range of electric, wire, steel and netting systems to suit all types of building that deter birds from approaching, inhabiting and nesting.

Termite Control

Termite Control starts with a careful evaluation of the entire property. Our Representative will identify any conditions that can attract termites and suggest simple steps to minimize those conditions.

If termites are present, we develop a customized treatment plan based on the requirements of your property, the severity of the problem and your location. The principle behind the Rentokil Defense is to weaken and address existing infestation and reduce the chance that they will reinfest in the future.

If there’s no sign of termites, we will provide suggestions on how to guard against them for complete peace of mind.

Vegetation Management Services

VMS eliminates unwanted vegetation around your facility. Not only is unwanted vegetation unattractive, it can also pose serious health, fire and safety hazards.

Removing unwanted vegetation eliminates harborage areas for mice, rats and other pests. It also improves safety for employees, vendors and tenants by removing hazards contributing to safer work environments. Other benefits include reduced labor and equipment needs required to hand trim fence lines and building perimeters, and improved accessibility by opening access to transformers, fuel storage areas, fire hydrants, emergency exits, etc. We also remove dangerous and invasive plants such as poison ivy, multi-flora rose, sumac and other irritant and allergy causing vegetation.
Hygiene laws and pests

Section 36 of the Infection Protection Act requires healthcare organizations to take appropriate structural, logistical and control measures to prevent pest infestations:

- **Structural measures** - Avoiding the creation of pest harborages in the construction process and eliminating any harborages found

- **Logistical measures** - Ensuring that the food supply as well as waste management and laundry disposal are managed in a way that minimizes the risk of pest infestation

- **Control measures** - Regular monitoring conducted by a certified pest control expert to detect any pest activity

According to Section 17, Clause 2 of the Infection Protection Act, the following steps must be taken to prevent the spread of pathogens if a pest infestation is discovered:

- **Identification and planning** - Determine the species, affected areas and the extent of infestation and draw up a treatment strategy that includes building plans

- **Application of pest control products and processes** - Using methods and products that have been tested and certified for efficiency and effectiveness

- **Proof of eradication** through the use of monitoring traps

- **Documentation** of the measures taken

As hospitals and nursing facilities store and handle food, they are considered “food businesses” that must take appropriate measures for the prevention, early detection and control of pests in food and food supplies:

- Measures must be taken to prevent or inhibit the contamination by animals and pests

- A thorough pest control program must be in place

- Food must not be subjected to any adverse impact. Adverse impacts include animal pests and their excretions, biocides and pesticides

- Commitment to establish, implement and maintain a self-monitoring system based on HACCP (Hazard Analysis and Critical Control Points) principles
Benefits at a glance

**Expertise in the Healthcare Industry** – For decades Rentokil has been serving thousands of hospitals, healthcare institutions and nursing homes worldwide. As industry experts, we know exactly what it takes to fully and effectively protect vulnerable patients and residents against a wide variety of pests.

**Comprehensive protection** – Drawing on our years of experience in the healthcare sector, Rentokil can identify vulnerabilities in a building’s construction that allow pests to gain access or provide them with a safe harbor. We apply our expert knowledge to assess the risk and develop a tailored solution that provides optimal protection.

**Full service** – Whether you need reliable maintenance services, a fast emergency response, training in pest protection for your employees or inspections by our expert Technical Team as part of an audit program, we can provide all the help you need.

**Local support** – With Rentokil’s extensive national and international branch network, our pest experts live in your local community.

**Central point of contact** – Organizations with multiple sites in different locations can request a single point of contact for all their operations based on a national or international framework agreement.

**Industry leading treatment processes** – We combine proven pest control processes with advanced technologies developed in our world-renowned research laboratory to ensure you always remain one step ahead of pest threats.

**Discretion and flexibility** – Rest assured, Rentokil understands the sensitivity of a pest infestation in a healthcare facility and the need for an urgent response and absolute discretion.

**LEED and Green Certification** – We can assist with LEED Certification and provide green pest management.

---

**PestNetOnline® - All the pest control documentation you need at your fingertips!**

Rentokil offers PestNetOnline, our web-based pest control system. This enables you to monitor all your pest control information 24/7/365.

Our reporting system highlights pest control coverage across your entire property portfolio and highlights any areas with pest infestations or outstanding recommendations. Real-time data and online documentation ensure that your pest control records are always complete and up-to-date, providing a full audit trail to satisfy your requirements.

PestNetOnline® automatically emails a range of reports, tailored to your precise specifications, according to your schedule. These reports not only build a picture of your current pest control situation but also allow you to identify any trends or problem areas.

Call 888-983-8768 or email info@rentokilna.com to request a free brochure.
The Experts in Pest Control

80 years experience. Over 40 countries worldwide. Over 250 pests. Just some of the figures that make Rentokil the leading global pest control specialist. By working closely with you, we will:

Provide peace of mind
We are the market leaders and have extensive industry experience. We use this expertise to proactively manage and advise you on the prevention of pest problems.

Maintain your reputation
We understand the importance of your business reputation. We help you protect this through a consistent and continuous program of protection, customized for your specific needs, and our approach to pest eradication.

Let you do what you do best
Our team of experts will manage your risk from pests, letting you get on with what you do best: Your job.

Provide effective protection
We use cutting-edge technology to guarantee protection to your facility from pest infestation.

Reduce your time, effort and stress
Our flexible offers and pest control program help alleviate stress by giving you the confidence that your pest control issues are being handled by the world’s leading experts.

Let you do what you do best
Our team of experts will manage your risk from pests, letting you get on with what you do best: Your job.

Rentokil North America Pest Control
888-983-8768
www.rentokil.com

Ask about

Rentokil
Ehrlich | Western | Presto-X
Your Local Pest Control Experts

Rentokil
The Experts in Pest Control

Western Exterminator Company
Your Local Pest Control Experts
A Rentokil Company

Rentokil
Los Expertos en Control de Plagas

Experts in Interior Landscapes
www.ambius.com

©2013 Rentokil Pest Control. All rights reserved.