

**Steps to Becoming
EcoWise Certified
in
IPM Service**



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Becoming EcoWise Certified in IPM Service

Step 1: Determine Eligibility

NOTE: For businesses with multiple offices, each branch office will be separately evaluated and certified. Separate applications are required.

To be eligible for certification your business must be:

1. Licensed for Branch 2 work by the Structural Pest Control Board
2. Registered with the County Agricultural Commissioner in the counties in which your business intends to offer certified IPM services and in good standing with each Agricultural Commissioner
3. Willing to adhere to the “EcoWise Certified IPM Guiding Principles” (see page 6)
4. Willing and able to employ at least one EcoWise Certified IPM Practitioner (see Step 5, page 11) in the company or branch office seeking certification; an EcoWise Certified IPM Practitioner must implement or directly supervise the Certified IPM service
NOTE: Businesses with multiple offices must employ at least one EcoWise Certified IPM Practitioner at each branch office seeking certification.
5. Willing to provide IPM services following the *EcoWise Certified Standards for IPM Certification in Structural Pest Management* (see the EcoWise Certified Handbook)
6. Willing to maintain separate records pertaining to certification and the EcoWise Certified IPM service and hold those records for at least 3 years
7. Willing to permit on-site visits to your place of business to review records of EcoWise Certified services
8. Willing to permit a field audit of your EcoWise Certified IPM service at one or more agreed-upon customer sites and permit interviews with customers

EcoWise Certified IPM Guiding Principles

Knowledge. IPM practitioners understand IPM principles and practices. They can identify important pests and describe life cycles, habits, and conditions that affect populations of those pests.

Communication and outreach. IPM practitioners communicate the IPM approach to their customers and others. Because they recognize that customer cooperation is essential for long-term pest management, IPM practitioners form a partnership with their customers to solve pest problems.

Monitoring and inspection. IPM practitioners use monitoring and inspection to stay fully informed about pest populations and conditions that can lead to pest problems.

Documented performance. IPM practitioners record monitoring and inspection results. They document their performance to justify pest management decisions.

Least-hazardous, effective options. IPM practitioners address issues of pest prevention, sanitation, and pest access, as appropriate, for the first line of defense against pests. IPM practitioners evaluate all pest management options for short- and long-term effectiveness, and for risks to health, the environment, and beneficial or other non-target organisms.

Pesticide applications are made according to need and not by calendar schedule.

Evaluation of performance. IPM practitioners evaluate treatment activities for effectiveness and customer satisfaction.

Continuous improvement. IPM practitioners prepare for changes in pests and pest management techniques, recognizing that improvement involves staying abreast of new technologies and concepts.

Adapted from *IPM Star Evaluation for Structural Pest Management Service Providers and Services*, IPM Institute of North America, Inc., January 2005.

I agree to abide by the above principles.

Signature

Date

Step 2: Attend an Orientation Session

In order to apply for EcoWise certification, you **must attend an orientation session**. Persons attending must include, at minimum:

- a. either the business owner or branch manager **and**
- b. the field representative(s) and/or operator(s) wishing to become EcoWise Certified IPM Practitioners.

These sessions are typically 3 to 4 hours (1 or 2 of those hours are approved for SPCB continuing education hours). The purpose of the Orientation session is to

1. Introduce you to the EcoWise Certified *Standards* (see the EcoWise Certified Handbook)
2. Explain what the Program means by integrated pest management (IPM)
3. Explain the application process
4. Explain what the Program has to offer including resources for customer education
5. Answer any questions you may have

Step 3: Fill out the Business Application

You must complete a business application and attach the supporting documents listed below.

NOTE: No application fee will be charged for anyone completing Certification in 2006.

Supporting Documents

- IPM Protocol for 1 pest your company manages—use the “EcoWise IPM Protocol Form” (See the EcoWise Certified Handbook.)
- A signed copy of the “EcoWise Certified IPM Guiding Principles” (See page 6.)
- Examples of your company’s current inspection, monitoring and treatment record forms
- Examples of any fact sheets, door hangers, or other written material used to provide information to your customers about IPM, sanitation, pest exclusion, habitat modification, or other issues
- Examples of any brochures or other written information for your customers explaining your business or the services you offer

Contact the EcoWise Program Manager, Ted Shapas by phone at 925-820-3631 or by email at ecowisecertified@comcast.net if you have any questions or need help filling out the application or the IPM protocol form.

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Step 4: Send in the Business Application for Review

Mail the application and supporting documents to

Ted Shapas, Program Manager
EcoWise Certified
c/o ABAG
P.O. Box 2050
Oakland, CA 94604-2050

1. The Program Manager will contact you if the review of your applications is successful.
2. If the application review is not successful, the Program Manager will provide you with a letter detailing improvements that need to be made and offering suggestions for doing so. At this point, you also has the opportunity to withdraw from the program and receive half of any fees paid in return.

NOTE: Within 1 year of the date of the Business application, you must complete Steps 5 through 7 to become fully certified.

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Step 5: Have an EcoWise Certified IPM Practitioner on Staff

To become an EcoWise Certified Practitioner, you must be associated with a business that is seeking EcoWise Certification or is already EcoWise Certified and you must:

1. Be licensed at the level of Field Representative or Operator in Branch 2 for at least 2 years.
2. Be willing to adhere to the “EcoWise Certified IPM Guiding Principles”
3. Be willing to provide IPM service following the *EcoWise Certified Standards for IPM Certification in Structural Pest Management*
4. Attend an orientation session
5. Fill out the application for EcoWise Certified IPM Practitioner at the Orientation session.
4. Pay appropriate fees (application fees are waived for anyone completing certification in 2006).
5. Mail in the application to Ted Shapas, Program Manager at the above address
6. Demonstrate IPM knowledge in one of the following ways:

- Pass a written exam

The exam is designed to recognize practicing pest management professionals who have a solid grasp of integrated pest management and applied entomology. You must pass the EcoWise Standards section with a score of at least 80% and the technical section with a score of at least 70%. To arrange a time to take the exam, contact:

Ted Shapas, Program Manager
Phone: (866) 858-6386
Email: ecowisecertified@comcast.net

To prepare for the exam, see the following:

- The Knowledge Requirements for Certified IPM Practitioner (Appendix C of the *EcoWise Certified Standards*), which provide a detailed list of the information covered in the exam.
- The program Study Guide for information not easily found elsewhere.
- The 14-question sample exam (see page 13) which will give you a better understanding of the types of questions and your overall preparedness for the exam.
- Complete Purdue University’s “Intermediate Level Industrial and Urban IPM” correspondence course, or similar approved course
- Hold certification as a Board Certified Entomologist (BCE) *or* an Associate Certified Entomologist (ACE) from the Entomological Society of America
- Hold a Bachelor of Science, Master of Science, *or* Doctoral degree in pest management, applied entomology, urban entomology, or similar approved course of study from an accredited college or university
- Have individually demonstrated compliance with IPM Star certification

NOTE: If you do not pass the exam, the Program Manager will provide you with a written

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report on the number and types of questions you missed, and will be available to make suggestions for further study. If you wish to re-take the exam, the test must be taken no sooner than 30 days, but no more than 1 year later, otherwise you must re-apply to the program. You may take the exam up to 3 times in one calendar year.

Upon becoming an EcoWise Certified IPM Practitioner, you are entitled to use the title “EcoWise Certified IPM Practitioner” in all materials for yourself and in company materials that make reference to you.

On the job, the duties and responsibilities of the EcoWise Certified IPM Practitioner are to

- Provide the initial site assessment and IPM plan for the customer
- Implement the plan or directly supervise the plan’s implementation
- For on-going accounts, visit the site at least once a year

With experience and education you can attain higher levels of certification:

Requirements for Journeyman Level IPM Practitioner

1. Successful completion of Purdue University’s “Intermediate-Level Industrial and Urban IPM” correspondence course
2. Three (3) years experience as an EcoWise Certified IPM Practitioner

An EcoWise Certified IPM Practitioner may petition the certifying agent to accept alternate credentials for promotion to Journeyman Level IPM Practitioner.

Requirements for Master Level IPM Practitioner

1. Certification as an Associate Certified Entomologist (the ACE exam is given by the Entomological Society of America) *OR*
Successful completion of Purdue University’s “Intermediate-Level Industrial and Urban IPM” and “Advanced-Level Industrial and Urban IPM” correspondence courses
2. Five (5) years experience as an EcoWise Certified IPM Practitioner
3. Experience giving presentations on pest management, or experience providing formal training to peers in IPM

An EcoWise Certified IPM Practitioner may petition the certifying agent to accept alternate credentials for promotion to Master Level IPM Practitioner.

Sample Certified IPM Practitioner Exam Questions

1. You have received complaints of large black cockroaches in a restaurant. You know you are supposed to locate the source(s) of this infestation so you look first:
 - a. up behind the sink and then high in the warm corners of the room.
 - b. in damp areas such as water christies outside.
 - c. in cracks in the chairs in the office and then high in the cabinets.
 - d. in the dining room because customers have been complaining there

2. Your customer tells you they have small brown cockroaches that are flying around their house. These are most likely German cockroaches (*Blattella germanica*).
T or F

3. Which describes the development of a cockroach?
 - a. egg to nymph to pre adult to adult
 - b. egg to nymph to adult
 - c. egg to larva to pupa to adult
 - d. egg to larvae to adult

4. Baits attract ants, so baits:
 - a. are placed outside where there is ant activity to attract ants out of a building
 - b. may have to be placed inside if the ant colony has moved inside
 - c. are placed outside where there is ant activity and will reduce the potential of ants invading nearby structures.
 - d. all of the above

5. Foraging Argentine ants (*Linepithema humile*) travel long distances and may be living on adjacent properties.
T or F

6. The most important factor in keeping rodents and birds away from buildings is
 - a. exclusion
 - b. using repellants
 - c. using bait
 - d. using traps

7. The three most important pest rodents in Northern California are (circle three):
 - a. Norway rats (*Rattus norvegicus*)
 - b. deer mice (*Peromyscus maniculatus*)
 - c. white-footed mice (*P. spp.*)
 - d. roof rats (*R. rattus*)
 - e. wood rats (*Neotoma spp.*)
 - f. house mice (*Mus domesticus complex, or M. musculus*)
 - g. pack rats (*N. spp.*)

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8. Stressing rodents by removing cover, food and water sources:
 - a. makes them more difficult to control
 - b. makes them easier to control
 - c. makes no difference at all
9. Drugstore beetles (*Stegobium paniceum*) are often found feeding on dried pet food and dog cookies.
T or F
10. Rodenticides are toxic to stored product insect pests.
T or F
11. Which of the below best defines the principles of IPM in one statement
 - a. IPM is a systems approach using multiple strategies
 - b. IPM focuses its strategies on biological controls
 - c. IPM promotes a single strategy for all pest problems
 - d. IPM is the most cost-effective means of killing pests
12. In the EcoWise Program standards, if the certified business loses it's only certified IPM Practitioner, it needs to notify the certifying agent (the program) and may continue to take on new IPM customers.
T or F
13. Revocation of an IPM Practitioner's certification may take place if which of the following occurs
 - a. failure to comply with the EcoWise Program standards
 - b. willfully making a false statement
 - c. incurring serious complaints from customers
 - d. all of the above
14. Which of the following is usually the most significant contribution of pesticide runoff to storm drains from a customer's site
 - a. spot treatments to soil areas around the home
 - b. application of pesticides inside the home
 - c. application of pesticides to paved areas
 - d. none of the above

Answers

- | | |
|------------|-------|
| 1. b | 9. T |
| 2. f | 10. F |
| 3. b | 11. a |
| 4. d. | 12. F |
| 5. T | 13. d |
| 6. a | 14. c |
| 7. a, d, f | |
| 8. b | |

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Step 6: Document 20 IPM Service Visits for 7 Different Customer Sites following the EcoWise Certified Standards

1. Within 1 year of filing a Business Application, you must document 20 IPM Service visits for at least 7 different customer sites. The services must have occurred in the 2 years preceding or 1 year following the date of application.
2. The IPM service visits must follow the *EcoWise Certified Standards* (see Sections ❖101 through ❖105)
3. The IPM service visits must be recorded on an “EcoWise Certified IPM Site Plan and Treatment Record Form” (see the EcoWise Certified Handbook).
The Program has samples of other inspection forms that you may find useful.
4. File the EcoWise IPM Site Plan forms for the Certification Inspector to examine during the Office Visit (see Step 7).

NOTE: IPM Star certification will be accepted in lieu of this documentation.

Recordkeeping Requirements in the EcoWise Certified Standards

1. Keep your records so that they can be easily understood.
2. Keep your records with enough detail so they can be readily audited.
3. Your records must demonstrate compliance with EcoWise Certified *Standards*.
4. When your company offers an EcoWise Certified IPM service alongside a non-certified service, you must keep separate records or in some way make EcoWise Certified IPM service records immediately identifiable for evaluation.
5. Records must be available by appointment for inspection and reproduction during normal business hours by the Program Manager or his authorized representative.
6. Records must be maintained for a minimum of 3 years. Longer-term retention can provide useful historical information and reveal patterns that may aid in pest management.
7. Records covering EcoWise Certified pest management must document the practices in Sections 101, 102, 104 and 105 of the *Standards* and any additional information the certifying agent deems necessary. If control measures are necessary, records must indicate a rationale for the control measure. Type and number of pest control devices (e.g., snap traps, glue boards) and type and amount of pesticide must be recorded.
8. Copies of inspection records and recommendations must be provided to customers within a week after each visit.

Recordkeeping requirements are listed in Section 103 of the EcoWise Certified Standards

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Step 7: Schedule an Office Visit and Field Evaluation for your Business

If you have completed the following you are ready to schedule an office visit and field evaluation:

- Attended the Orientation session
- Submitted your application and supporting documents and had them approved
- Documented 20 IPM service visits for at least 7 different customer sites

You must schedule your office visit and field evaluation within a year of the date of your business application or you may have to begin the application process over including paying the application fee.

Contact the Program Manager to schedule your evaluation.

Ted Shapas

Phone: 925-820-3631

Email: ecowisecertified@comcast.net

For your **office visit**, you will need to have the following information available:

- The IPM Site Plan forms on which you recorded your 20 IPM service visits
- The forms you plan to use in your certified service, going forward—at minimum
 - 1) IPM service inspection form(s)
 - 2) an IPM site plan form, and
 - 3) a treatment record form

Note: you can use the forms supplied by the Program or you can make your own forms as long as you record the necessary information.

- Copies of any new or up-dated fact sheets, door hangers and other customer education materials

For your **field evaluation**

1. The inspector will want to observe a typical IPM service
2. The inspector will want to speak to at least one of your IPM service customers

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Step 8: Become Fully EcoWise Certified

The reports from your office visit and field evaluation will be reviewed by the Program Manager who will make the final determination on your certification.

You will be notified by mail of your certification status.

Full certification allows you to

- Advertise your business or your IPM service as EcoWise Certified.
- Have access to marketing and educational materials developed for the Program.
- Be included, free of charge, in the advertising and marketing provided by the Program.
- Have access to the Program Manager for assistance with difficult pest management situations you encounter in your IPM service.
- Have your EcoWise Certified Practitioner (and other staff, if space allows) attend special forums held periodically.

Full certification obligates you to

- Abide by the EcoWise Certified *Standards*
- Adhere to the EcoWise Certified IPM Guiding Principles
- Keep the records required by the *Standards* (see page 15)
- Provide feedback to the Program on problems you encounter in the field with the certification process or adhering to the *Standards*
- Provide suggestions, if you have them, on how to improve the Program

If there are deficiencies in your evaluations, you will receive a letter explaining the problems and notifying you of the date by which you must rectify the deficiencies. The Program Manager will work with you to correct any deficiencies.

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Step 9: Maintain your Business and Practitioner Certifications

To maintain your **business certification**, you must

1. Submit a certification renewal form every 3 years
2. Pay renewal fees (Note: fees have not yet been established.)
3. Schedule an office visit to review your EcoWise Certified IPM service records for the last 3 years and interview your EcoWise Certified IPM Practitioner
4. If necessary, schedule a field evaluation

In the renewal form, you will be asked to provide information about your EcoWise Certified IPM service such as

- What has been done to improve your service
- What has been done to improve customer education and communication with customers
- What kind of staff training has taken place

To maintain your EcoWise Certified **IPM Practitioner certification**, you must

1. Submit a certification renewal form every 3 years
2. Pay renewal fees (Note: fees have not yet been established.)
3. Submit documentation of required hours of approved continuing IPM education every 3 years