



# Bed Bug Symposium 2010

March 5 – Ottawa, Ontario

# BED BUGS

*What You Really Need to Know...*

Presented by:



**CPMA - ACGP**

CANADIAN PEST MANAGEMENT ASSOCIATION  
ASSOCIATION CANADIENNE DE LA GESTION PARASITAIRE

Co-presented by:



Canadian  
Federation of  
Apartment  
Associations

Fédération  
canadienne des  
associations  
de propriétaires  
immobiliers



**NATIONAL  
PEST  
MANAGEMENT  
ASSOCIATION inc.®**

*International*

# BED BUGS

## *What You Really Need to Know...*

**B**ed bug infestations are on the rise and 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 immediacy and the increased media attention and lawsuits, the Canadian Pest Management Association (CPMA) along with the Canadian Federation of Apartment Associations (CFAA) and the National Pest Management Association (NPMA) have put together an educational program designed to help you deal with the difficult issue of this serious public health pest—bed bugs.

From identifying bed bugs to inspection techniques to public affairs issues and the legal ramifications, we have gathered internationally-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, the rental board and the courtroom.

The Pest Management Canada Exhibit Hall is an added feature that gives you the opportunity to learn more about products and services available to you to prevent and beat a bed bug infestation.

### **Did you know bed bugs...**

- Are predicted to be “the pest of the 21<sup>st</sup> century?”
- Can survive without a blood meal for a year?
- Hitch rides in luggage?
- Lay up to five eggs a day and 500 during a lifetime?
- Hide in mattresses, furniture, electrical outlets, floors, alarm clocks, any crevice of public transportation—and so many other places?

# PROGRAM OF EVENTS

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

**7:30 a.m. – 8:30 a.m.**  
Continental Breakfast & Exhibits

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**8:30 a.m. – 10:30 a.m.**  
Keynote Presentation: The Reality of Bed Bugs

*Dr. Dini Miller, Virginia Polytechnic Institute State University, Blacksburg, Va.*

Bed bugs are back and in recent years, property managers and the hospitality industry went from never having seen a bed bug to now being a common occurrence. Keynote speaker, Dr. Dini Miller, will discuss reasons for resurgence, current status of infestations, legal and psychological effects, public health aspects, and the role of the pest management professional. Identification, inspection and prevention tips will be provided, along with suggestions for dealing with incidents and staying out of the media.

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Technologies

**10:30 a.m. – 10:45 a.m.**  
Refreshment Break

**10:45 a.m. – 12 p.m.**  
Industry Challenges

*John Dickie, CFAA, Ottawa, ON; Brett Johnston, Canadian Pest Control, Ltd., Coquitlam, BC; Vince Lubrano, Best Western International, Albany, N.Y.; Bob Rosenberg, NPMA, Fairfax, Va.*

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. This session will cover specific issues related to bed bug management, including the legal, regulatory and public health consequences of a bed bug infestation. At the conclusion of this session, you will be provided with guidance on how to select an experienced pest professional.

**12 p.m. – 1:30 p.m.**  
Lunch & Exhibits

**1:30 p.m. – 2 p.m.**  
Federal Government Perspective

*Pierre Beauchamp, Pest Management Regulatory Agency, Ottawa, ON (invited)*

Join us for a facilitated dialogue that will enable members of the audience to identify the things they need in terms of policy, and what local and provincial government officials can do to help.

**2 p.m. – 2:45 p.m.**  
Developing an Action Plan

*Sean Rollo, PCO Services, Inc., Burnaby, BC*

There is an overwhelming need for a bed bug action plan, yet no formula is available. Sean will walk you through inspection techniques, what to do when an incident arises, communicating with customers, develop and implement an action plan, ongoing monitoring and prevention, and resources available. This session will give you the guidance you need to maximize your efficiency while minimizing your time spent on research.

**2:45 p.m. – 3 p.m.**  
Refreshment Break & Exhibits

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**FMC**

**3 p.m. – 4 p.m.**  
Ask the Experts

*Panel discussion with industry experts and representatives from CPMA and CFAA*

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. 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.

## HOTEL INFO

### Fairmont Château Laurier Ottawa, Ontario

For hotel reservations at the Fairmont Château Laurier, call (800) 441-1414 or (506) 863-6310 by January 30, 2010 and mention "CPMA" to receive the group rate of \$199 (CAD) per night. After January 30, rooms and rate are subject to availability.

# 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 \_\_\_\_\_

Country \_\_\_\_\_

E-mail \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_



#### HOW TO REGISTER:

**Online:** at [www.pestworldcanada.net](http://www.pestworldcanada.net)

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

**Mail form to:** CPMA, P.O. Box 1748,  
Moncton, NB E1C 9X5, Canada

**For additional information or questions,**  
call 703-352-6762 or e-mail [cpma@pestworld.org](mailto: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 February 18)
Early Bird Rate (2 or more attendees) .....	\$145 (Ends February 18)
Regular Rate (1st attendee) .....	\$225 (After February 18)
Regular Rate (2 or more attendees) .....	\$175 (After February 18)
On-Site Rate .....	\$250

**TOTAL AMOUNT DUE .....**\$ \_\_\_\_\_

### PAYMENT INFORMATION

- Check Enclosed (*Make payable to CPMA*)  
 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	