

**A** small group of pest control operators, most of them running their own family businesses, joined with entomologists at North Carolina State College to organize the North Carolina Pest Control Association after they became concerned about the impact that dishonest pest control operators had on their industry. In the first 60 years of the association, it was instrumental in creating a legal structure of laws and regulations governing the safe use of pesticides, training thousands of pest control industry employees, developing the field of urban entomology, and helping pest control operators build their small businesses into stable, multi-generational and multi-branch companies. This history chronicles the story of the dedicated and tenacious individuals who built the association into a premier force in the pest control industry.

DONNA  
ROUVIERE  
ANDERSON

CONTROLLING OUR OWN DESTINY

# Controlling Our Own Destiny

The History of the  
North Carolina Pest Control Association  
1948-2008



Donna Rouviere Anderson

# **Controlling Our Own Destiny**

**The History of the  
North Carolina  
Pest Control Association  
1948-2008**



# **Controlling Our Own Destiny**

The History of the  
North Carolina Pest Control Association  
1948-2008

Donna Rouviere Anderson

© The North Carolina Pest Management  
Association and Donna Rouviere Anderson 2009. All  
rights reserved.

Cover Photo by Forrest Anderson

This book is dedicated to  
the tireless and talented individuals  
who spent countless hours building  
the North Carolina Pest Control Association  
between 1948 and 2008.

# Acknowledgements

*Controlling Our Own Destiny: The History of the North Carolina Pest Control Association, 1948-2008*, is the culmination of many hours spent by dedicated volunteers answering my questions, recounting their experiences, identifying photographs and going through historical documents with me. The outpouring of generous help I received in writing this book was entirely in keeping with the book's theme, which is the story of how a group of competitors overcame their suspicions of each other and cooperated to build North Carolina's flourishing pest control industry.

Because so many of the companies represented in this association are multi-generational family businesses, many people who have been important in this history share the same last names. Thus, it was impossible to use the standard naming convention of referring to people by their last names after the first reference. I have instead referred to people by their first and last names or just their first names as was needed for clarification.

My goal has been to allow the participants in the association's history to tell their story in their own voices with me as the facilitator. For that reason, I have used a writing style that includes many direct quotes and anecdotes. Some of the quotes from the association's newsletters and letters are ungrammatical. To preserve historical accuracy, those spelling and grammatical mistakes were reproduced as they were originally written.

There are seven people without whose help this book could not have been written. Kristin Dodd coordinated the project. She and her father Dee Dodd were unfailingly prompt and helpful in steering me in the right direction, arranging interviews, answering many questions, finding people to help identify photographs, allowing me to interview them, and perusing the finished manuscript. Dr. Charles Wright spent many hours going through materials with me at North Carolina State University's library and answering my questions, locating and providing me with materials from NC State's entomology department, sharing the story of his involvement with the association, and reading and commenting on the manuscript. Jim Lynn sat for several hours of interviews, provided many photographs, documents, and artifacts and answered numerous follow-up questions. Sam Newman, who can be credited with the idea to do the history, also allowed me to interview him and read the manuscript. R.B. Goforth provided much valuable information on the association's early history and identified many photographs. Forrest Anderson took the cover photograph as well as many other photographs in the book. He also scanned dozens of photos and documents and provided the computer support needed to compile the book.

I interviewed a number of other people, many of whom provided valuable written materials and photographs. Jack Roberts, who had the foresight to save the association minutes and charter from the 1950s, spent time going over those materials with me as well as being interviewed about his own involvement. Steve Taylor brought materials from the planning of the winter school to an interview and allowed me to borrow and scan them. Others who I interviewed include Billy Tesh, Chuck Hazelwood, Clarine Lynn, David Dillingham, Don Hamby, Harden Blackwell, Burns Blackwell, Marcy Hege, Mark Harrison, Bob Brock, Fred Jordan, Walt Cooper, Rudy Hillman, Glenn Jernigan and Ray Howell.

Mitch Taylor went through the historical materials in possession of the association and brought important documents to my attention. Lee Smith provided many historical photographs. Mike Waldvogel identified photographs and answered questions. Patty Alder arranged for me to tour and photograph NC State's Structural Pest Management Training & Research Center. Officials at the North Carolina Department of Agriculture were helpful in answering questions.

Without exception, each of these people were courteous, enthusiastic, generous and patient in helping me to understand the organization and the pest control industry, although for most of them this project meant time away from their businesses. In addition to interviews, this book is based on information from the association newsletters, which have been published in various forms since the 1950s, letters and other documents owned by the association and NC State, winter school programs, meeting minutes, financial documents and newspaper accounts. While I also initially consulted documents of the North Carolina Department of Agriculture, I found that the significant state documents also were available in the association newsletters. Most references to them therefore cite the newsletters rather than the original documents because the newsletters also provide an understanding of the context in which decisions were made.

# Contents

Chapter One	1948-1960	Laying the Foundation	1
Chapter Two	1961-1970	Building a Network	27
Chapter Three	1971-1980	The EPA and the State	55
Chapter Four	1981-1990	The Environment and the Law	67
Chapter Five	1991-2000	An Industry in Flux	117
Chapter Six	2001-2008	Window of Stability	157
Presidents of the NCPA			179
Index			180



Left to right, Marvin Scull, Jay Taylor, David Goforth, Walt Wilson and A.T. ( Sol) Best at the signing of the association's charter in 1951.

*“The objects and purposes for which this corporation is formed are as follows:*

*(a) To promote general standards and ethics of the pest control industry.*

*(b) To foster research and diffusion of knowledge of the industry among its membership.*

*(c) To cooperate with the National Pest Control Association and with Governmental and educational authorities for the good of the community and industry.”*

*— Certificate of incorporation of the North Carolina Pest Control Association,  
February 11, 1952*

## Chapter One

# 1948-1960

## Laying the Foundation

**I**N 1939, TWO INDUSTRIOUS YOUNG men, Walter Wilson, Jr., and his friend Bob McNeely started Wilson Exterminating Co. in Winston-Salem, NC. The two spent the \$225 that Bob received as mustering out pay when he left the U.S. Navy to fund the company. Wilson, who had no experience in pest control, spent hours every week at the library, researching pesticide formulas. He took the formulas home, mixed the chemicals in his kitchen, and determined by trial and error which pests they killed and how well they worked.<sup>1</sup> He drove his routes in a Ford Model A.

Meanwhile, three brothers, Dave, Roy and Frank Goforth, who had worked for Orkin Exterminating Co., joined forces to establish their own company, Arrow Exterminating Co. Their offices in Greensboro, Fayetteville and High Point, NC., eventually became three separate businesses.<sup>2</sup>

Wilson and the Goforths were typical of the hard-working, entrepreneurial young men who entered the pest control industry as North Carolina began to urbanize in the years before and after World War II. Most were military veterans from rural or small town backgrounds, who were lucky if they had a high school degree. The businesses they started were small family operations, often with their wives as office managers and bookkeepers. Their children grew up in the businesses. They or the original owners' employees eventually took the businesses over, building them into prosperous, multi-branch firms over the next three generations. Their mutual determination to make their businesses and the industry in general more professional drove the development of today's thriving North Carolina pest control industry. This is the story of the first 60 years of the trade organization they formed as a vehicle to build that industry — the North Carolina Pest Control Association.

In the late 1940s, these men faced an enormous challenge about which most of them had too little knowledge — how to profitably use toxic chemicals to eliminate complex, highly resilient, and unwelcome living creatures from man-made structures while keeping their customers and themselves safe and satisfied.

It was the perfect formula for problems.

“In the beginning, there were no rules of any kind,” Walt Cooper, whose father Charles was in the pest control business before him, said. “Everybody had their own secret formula. There’s no telling what they were breathing, putting in people’s homes. There were no safety standards — mixing it up and putting it in the back of a truck and then going and eating your sandwich, wiping it on your clothes and then sending it through the wash.”<sup>3</sup>

Ethical standards in the industry were likewise hazy. The result was highly publicized incidents of elderly customers victimized by fraudulent pest control operators who claimed to have sprayed the customers' homes to eliminate pests that were either non-existent or not eradicated. Some operators were charging exorbitant fees, recalled Dr. Charles Wright, who was an entomology graduate student at North Carolina State College in the 1950s and went on to become a key figure in the association. Some operators would tell customers that they had found additional pests besides the ones that had prompted customers to hire them.

---

1        **The Tar Heel Pest, November/December 1992.**

2        **Author’s interview with R.B. Goforth, June 30, 2008; author’s interview with Chuck Hazelwood, May 14, 2008.**

3        **Author’s interview with Walt Cooper, May 14, 2008.**

“They would bring out termites. They may even have some in their pockets and bring them out and then the person panicked, especially old people. The operators could get a thousand or two thousand dollars from them, go in and stay for an hour and not do anything,” Dr. Wright said.<sup>4</sup>

“We were working without laws or rules or anything, and a legislator had a relation in Lumberton that a pest control operator wrongly treated. The legislator said, ‘You guys are going to have to have laws and rules.’ He said, ‘You form an association and get that done, or I’m going to make rules that you can’t live by,’” said R.B. Goforth, Roy Goforth’s son, who later served as president of the association.<sup>5</sup>

Walt Wilson, Dave Goforth and other pest control operators who were trying to run honest, responsible businesses also were concerned that bad business practices were creating a bad name for the industry and sowing distrust within it, and they took the legislator’s threat seriously. In 1948, Walt and Dave went to talk the problem over with Dr. Clyde Smith, head of North Carolina State College’s entomology department. The conversation launched a partnership between the pest control industry and entomology department that shaped the future of both.

“Walter Wilson and Dave Goforth came by to see if we could get some legislation to curb the fraudulent operator,” Smith wrote later. “We discussed the problem, but didn’t do anything about it. They came back in 1949. After some discussion we decided to start out by having a PCO [pest control operator] school at State College. It was felt that State College would be a central location and also could be neutral territory where the pest control operators could meet and not let their competition in on any of their secrets.”<sup>6</sup>

Dr. Smith advised Wilson and Goforth to organize the pest control operators to try to “clean up their own house” without legislation. The two men were skeptical of their ability to organize on their own in the atmosphere of suspicion that characterized the industry. Moreover, they recognized that the industry’s problems were greater than just fraudulent operators. Many operators were trying to be honest but were ill-informed about technical and scientific issues. Wilson and Goforth wanted to take the industry to a higher level. Little did they know that they were embarking on a 60-year effort that would transform and develop a vital industry, the field of urban entomology and the lives of thousands of pest control operators, their family members, and their employees.

Far from starting with a well-developed plan, their approach was ad hoc and practical. “One thing led to another, and you fixed this, you fixed that,” Walt Cooper said.<sup>7</sup>

Dr. Smith arranged for NC State to present a two-day short course to provide pest control operators with information and create a meeting place where they could become better acquainted and less wary of each other. In

#### **Walter Wilson**

Walter Wilson Jr. later served as president of the association in 1953 and 1954, and as a member of the North Carolina Structural Pest Commission. His original company eventually had four branches in North Carolina.

“He always had that pipe,” R.B. Goforth remembered of Wilson. “He was a super guy. He was somebody that everybody had to say, ‘What does Walt think?’”

#### **Clyde Smith**

A native of Riverdale, Idaho, Dr. Clyde Smith had a B.S. degree from Utah State Agriculture College in entomology, a masters from Utah State Agricultural College, and a doctorate from Ohio State. He had a background in the biology, life history and control of various insect pests.

At North Carolina State, he worked on major insects and crops in North Carolina. He authored or co-authored more than 130 publications. He played a major role in the development of the entomology department at the university, the overall development of the science of entomology, and the development of the pest control industry and the legal system governing it in North Carolina.

4 Author’s interview with Dr. Charles Wright, June 10, 2008.

5 Interview with R.B. Goforth.

6 Clyde Smith, Dr. Clyde Smith, “What does the N.C. Pest Control Association Mean to You?” after-dinner speech at the 1955 summer meeting, excerpts in possession of the NC State entomology department.

7 Cooper interview.

**FACULTY**

(Administrative)

- J. W. Harrelson, Chancellor, N. C. State College
- J. H. Hilton, Dean, School of Agriculture
- E. W. Ruggles, Director, Division of College Extension
- D. B. Anderson, Head, Division of Biological Sciences
- M. E. Starnes, Assistant Director, Division of College Extension

(Teaching)

- T. M. Dobrovsky, Extension Entomologist
- Walter Dykstra, Assistant Chief Branch of Predator and Rodent Control, Fish and Wildlife Service, U.S.D.I.
- O. H. Fullmer, Professor, Entomology
- G. D. Jones, Extension, Entomologist
- W. M. Kulash, Professor, Entomology
- P. O. Ritcher, Professor, Entomology
- C. F. Smith, Head and Professor, Entomology
- Charles White, Principal Sanitary Engineer, Insect and Rodent Control Section, Sanitary Engineering Division, State Board of Health
- L. G. Whitehead, District Agent, Branch of Predators and Rodent Control, Fish and Wildlife Service, U.S.D.I.

**GENERAL INFORMATION**

N. C. State College is pleased to announce the program for this, the first, Pest Control Operators' School.

This school is designed to be of interest to Pest Control Operators, their suppliers and other persons closely connected with the pest control business.

The program is planned to present the latest available information concerning the material used-both old and new; the habits of the pest to be controlled; methods of application for best results and suggestions of additional fields open to pest control operators.

Keep your service the best possible by using some of the newer materials and methods which will be discussed during this School.

**REGISTRATION**

Registration will be held in Lobby of the State College Y.M.C.A., Tuesday, February 20th from 12:00 Noon to 1:20 P. M.

The Registration Fee is \$5.00 per person, which includes the price of the dinner on Tuesday evening.

All sessions will be held in the Faculty Club Room of the State College Y.M.C.A.

**HOTELS**

Hotel reservations should be made as early as possible at the hotel of your choice - The legislature is in session. Hotels in Raleigh and Six Walter

**PROGRAM**

**PEST CONTROL OPERATORS SCHOOL**

**N. C. STATE COLLEGE**

**FEBRUARY 20-21 1951**

Conducted By

ENTOMOLOGY FACULTY AND ZOOLOGY FACULTY OF THE SCHOOL OF AGRICULTURE

Cooperating with

DIVISION OF COLLEGE EXTENSION

The first PCO school program.

PEST CONTROL OPERATOR'S SCHOOL		
N. C. STATE COLLEGE		
<b>February 20, 1951</b>		
12:00-1:20	REGISTRATION - LOBBY, STATE COLLEGE Y.M.C.A.	
1:20-1:30	ADDRESS OF WELCOME.....	Dean J. H. Hilton
1:30-1:50	OPPORTUNITIES FOR PEST CONTROL OPERATORS.....	Clyde F. Smith
1:50-2:30	FLIES, MOSQUITOES, COCKROACHES, AND ANTS.....	P. O. Ritcher
2:30-3:00	FLEAS, BEDBUGS, LICE, TICKS AND CHIGGERS.....	G. D. Jones
3:00-3:10	Recess	
3:10-3:40	CARPET BEETLES, CLOTHES MOTHS AND SILVER-FISH.....	W. M. Kulash
3:40-4:00	QUESTIONS AND ANSWERS	
4:30-5:30	DINNER MEETING - ROOM A, STATE COLLEGE CAFETERIA - GUEST SPEAKER, WILLIAM O. BRETNER, EXECUTIVE SECRETARY, NATIONAL PEST CONTROL OPERATORS.	Rm 237
<b>February 21, 1951</b>		
9:00-9:40	TERMITES, POWDER POST BEETLES AND OTHER WOOD BORING PESTS.....	T. Dobrovsky
9:40-10:10	INSECTICIDES FOR HOUSEHOLD PEST CONTROL.....	O. H. Fullmer
10:10-10:30	THE RELATIONSHIP OF THE PUBLIC HEALTH SERVICE TO THE PEST CONTROL OPERATORS.....	Charles White
10:30-10:40	Recess	
10:40-11:30	RATS, MICE, AND THEIR CONTROL.....	Walter Dykstra
11:30-11:50	RODENTICIDES - THEIR USES AND HAZARDS.....	L. G. Whitehead
11:50-12:15	QUESTIONS AND ANSWERS	

PEST CONTROL OPERATOR'S SCHOOL

FEBRUARY 20-21, 1951

NAME	COMPANY	ADDRESS
Best, A. T.	Best Exterminating Service	Durham, N. C.
Brown, M. J.	M. & F Exterminator	Mesic, N. C.
Bryson, H. L.	Self	Chapel Hill, N. C.
Carrington, J. R.	Public Health, Pitt County	Greenville, N. C.
Carter, A. H.	Carter Insecticide & Chem. Co.	Wallace, N. C.
Church, L. M.	Getem Mfg. Co., Inc.	Norfolk, Va.
Davis, W. S. (Bill)	Orkin Exterminating Co.	Charlotte, N. C.
Dilda, S. L.	Standard Fertilizer Division of Mathieson Chem. Corp.	Fountain, N. C.
Foster, J. D., Jr.	Arrow Exterminators, Inc.	Greensboro, N. C.
Goforth, D. L.	Arrow Exterminators, Inc.	Greensboro, N. C.
Goforth, Frank	Arrow Exterminators, Inc.	Greensboro, N. C.
Goforth, Roy	Arrow Exterminators, Inc.	Fayetteville, N. C.
Greene, James F.	N. C. Dept. of Agriculture	Raleigh, N. C.
Groves, W. A.	Veteran Exterminating Co., Inc.	Chapel Hill, N. C.
Hamm, L. A.	Orkin Exterminating Co.	Wilson, N. C.
Hatley, J. P.	Arrow Exterminators, Inc.	Norwood, N. C.
Hill, C. B.	Orkin Exterminators, Inc.	Greensboro, N. C.
Hulls, Leon	Wilson Exterminating Co.	Winston Salem, N. C.
Irby, J. H.	Arrow Exterminators, Inc.	Wilson, N. C.
Killough, A. G.	Killo Exterminating Co.	Charlotte, N. C.
Killough, L. E.	Orkin Exterminating Co.	Charlotte, N. C.
Killough, W. J.	Killo Exterminating Co.	Raleigh, N. C.
Lanier, M. F.	Orkin Exterminating Co.	Winston Salem, N. C.
Matthis, Geo. K.	Matthis Wood Preserving Co.	Clinton, N. C.
Maxwell, J. M.	Maxwell Insecticide Co.	Raleigh, N. C.
McClellan, W. C.	Orkin Exterminating Co.	Raleigh, N. C.
Nabern, C. D., Sr.	Best Exterminating Service	Durham, N. C.
Painter, A. O.	Person Insulation, Inc.	Roxboro, N. C.
Plesants, D. M.	Best Exterminating Service	Durham, N. C.
Saul, Marvin S.	Allied Exterminators	Durham, N. C.
Seymour, Geo.	Killo Exterminating Co.	Charlotte, N. C.
Stover, Lloyd	Arrow Exterminators, Inc.	Greensboro, N. C.
Whelan, Helena A.	Prentise Drug & Chemical Co.	New York
Williams, H. G.	Williams Ext. & Chemical Co.	Winston Salem, N. C.
Wilson, Walter H.	Wilson Exterminating Co.	Winston Salem, N. C.
Young, J. M.	Orkin Exterminating Co.	Durham, N. C.
Zow, C. B.	Orkin Exterminating Co.	Asheboro, N. C.

A list of those who attended the first PCO school.

September 1950, in conjunction with planning for the short course, NC State extension entomologist George Jones wrote to Wilson: "We, here at State College in both field work and in research and teaching, believe that pest control work is becoming of increased importance. We believe that our Department can be of considerable assistance to the industry in the state and are anxious to render as much service as we can."<sup>8</sup>

The first short course was held Feb. 20-21, 1951, with about 40 pest control operators present. Dr. Smith conducted the course, the theme of which was "Future Opportunities for Pest Control Operators."

"You have never seen a crowd as suspicious of each other as that crowd was; however, they did agree that it would be logical to have a pest control association in North Carolina, and they set up a temporary committee which

8 Letter from George Jones to Walter Wilson, September 1950, in possession of the North Carolina Pest Control Association.

served as the beginning of your present N.C. Pest control Association," Smith remembered.<sup>9</sup>

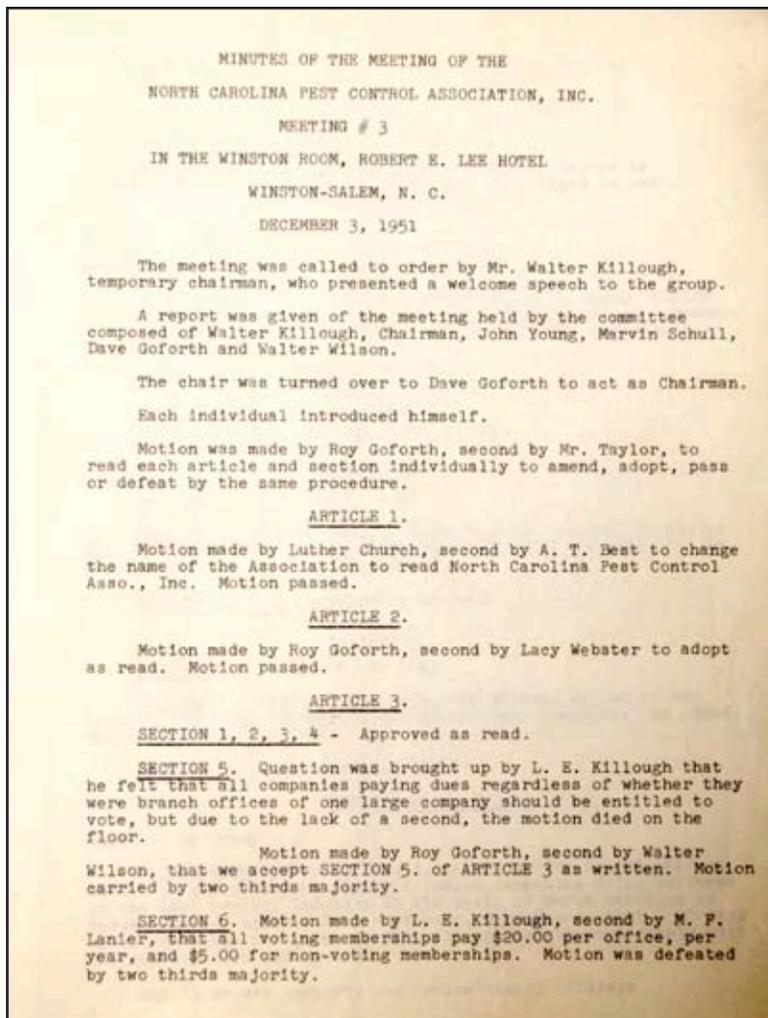
William O. Buetner wrote in a letter to Dr. Smith: "I hasten to drop you these few lines of congratulations because I really feel that a swell job was done by you and the staff in providing the meeting on February 20<sup>th</sup> and 21<sup>st</sup> for the North Carolina PCOs. There is no question in my own mind that every PCO who attended received a great deal of benefit."<sup>10</sup>

After the short course, an information meeting was held in Frank Goforth's hotel room in the Sir Walter Hotel in Raleigh to discuss a constitution and by-laws for a proposed association. The constitution and by-laws for both the National Pest Control Association and the Virginia Pest Control Association were used as guides in the discussion. At a follow-up meeting on March 14, in the Greensboro, NC., office of Orkin Exterminating Co., a tentative constitution and by-laws were approved, and Dr. Clyde Smith and two others were voted in as honorary members.

"Mr. Dave Goforth made the motion that we define pest control as any companies doing business as pest control operators, termite control operators or fumigators and that this be added to the proposed constitution under article 3. This was put to a vote and accepted by the committee," the meeting minutes said.<sup>11</sup>

That fall, during the annual meeting of the National Pest Control Association in Boston, Walter Wilson, Walter Killough, Luther Church, Sr., Henry Glasgow, Sr., Jake Pressman, Ted Oser and William O. Buetner, then head of the National Pest Control Association, met on the mezzanine floor of the Hotel Statler and discussed the challenges and advantages of forming a pest control association in North Carolina. Jake Pressman was asked to set a date for the next meeting to continue the discussion, and he chose Dec. 3, at the Robert E. Lee Hotel in Winston-Salem, N.C.

Twenty-four people attended that meeting, which was called to order by temporary chairman Walter Killough. Dave Goforth chaired the discussion and adoption of an official constitution and by-laws, and John Young acted as secretary. Those present included Marvin Scull, A.T. (Sol) Best, J.P. Hatley, W.G. Williams, Ivey Coward, B.B. Vick-



Above, part of the minutes of the meeting at which the constitution and by-laws were adopted. The minutes indicate that much discussion was held about almost every point. At this meeting, the decision was made to have two membership meetings per year — one at the annual winter school and one in the fall. This was the format for a number of years until the fall meeting was switched to summer.

9 Smith, speech, 3.

10 Letter in possession of the NCPA.

11 March 14, 1951, minutes of organization meeting, in possession of the NCPA.

## The By-Laws and Constitution

The association by-laws and constitution categorized the members into different types:

- Active members were engaged in North Carolina's pest control industry, were in sympathy with the association's purposes and had a business record consistent with its code of ethics. They had either worked for two years as an owner-operator in the industry or had an academic degree in a related field and a year of experience as an owner-operator.
- Limited members, who could not hold office or vote, did not have the qualifications of active members but automatically became active members on completion of the requirements.
- Allied members were suppliers to the pest control industry.
- Honorary members, who could not hold an elective office, vote, and did not pay dues, were primarily academic specialists such as Dr. Smith who were involved in the organization.

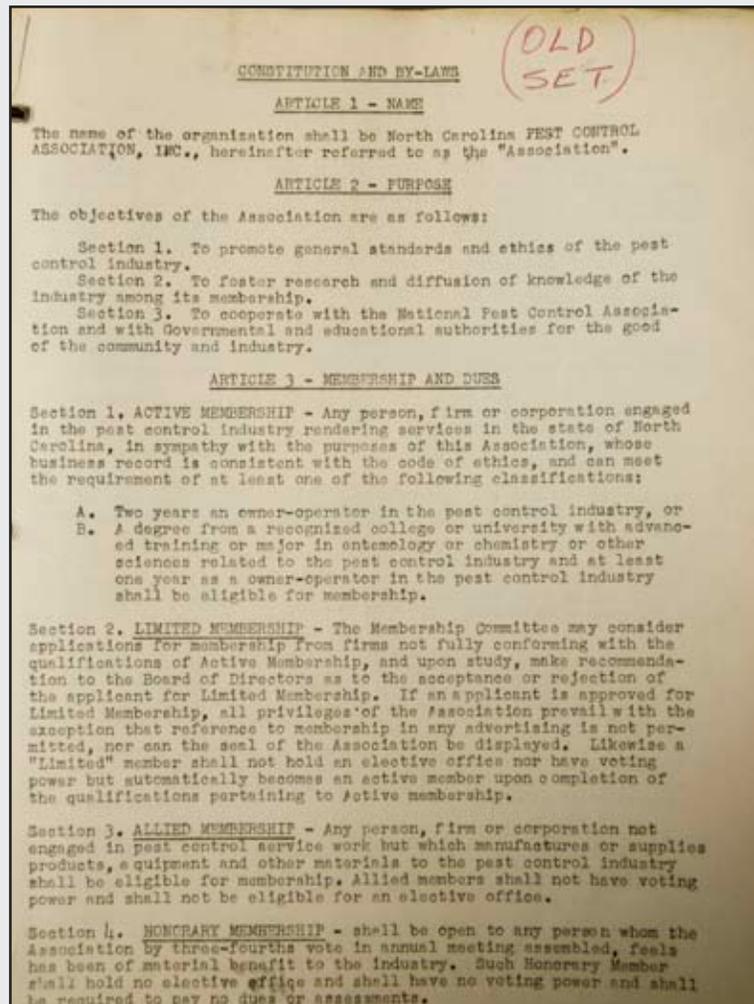
Concerned about large companies gaining too much power in the organization at the expense of small ones, the founding members stipulated that any company with more than one office or branch was entitled to no more than two votes.

"Back in those days, one of the fundamental concerns was that Orkin and Terminix were going to take over the association," said Dee Dodd, whose father was among the early members. "A lot of our current rules and regs come from back in the 50s, like one voting member per company being on the board."

Frank Goforth was quoted in an early history of the association as saying: "One of the toughest bridges the Association had was holding any one company to two votes. One large company refused to join in the early days due to this clause. Another snag was getting the support of the public."

"The toughest thing we had to contend with was fixing the Constitution and By-Laws to give the smallest [operator] protection from the strongest companies, and to sell him on the idea that the power of the Association was in the hands of the membership and not in any group belonging to the Association. Some of the bigger companies would not come in at first because of the Constitution and By-Laws, however, the smaller companies stuck together and would not budge an inch," the history explained.

Officers, which included the president, vice-president and



secretary-treasurer to handle correspondence, keep records and funds, were elected annually, as was the board of directors. Procedures for scheduling and organizing meetings and for committees both standing and temporary were stipulated. Finance, legislative, grievance, insurance, public relations, rodent control, termite control, auditing and education committees were established, as well as a membership committee to investigate the eligibility of each applicant and submit a report to the board of directors on each one. These committees changed over the years as the needs of the organization dictated.

The constitution's ethics section forbade members from using fraudulent or misleading wording or methods in advertising or other marketing. Members should thoroughly analyze their clients' requirements, conscientiously recommend the means best suited for the clients' needs, and render skilled, intelligent, and conscientious service, the section said. It also forbade members from publicly criticizing competitors' business or private affairs.

ory, J.A. Stone, J.W. Taylor, Frank and Roy Goforth, Lacy Webster, L.E. Killough, M.F. Lanier, Charles Di Maria, J.O. Cleary, T.W. Crosby, J.C. McKibben, Luther Church Sr., Walter Wilson, Henry Glasglow, Sr., and Charlie Hill.

The group elected David Goforth as 1952 president, with A.T. Best as vice president and Walter Wilson as secretary and treasurer. The group adopted the name North Carolina Pest Control Association.<sup>12</sup>

An undated copy of the early constitution and by-laws defined the association's purpose as "to promote general standards and ethics of the pest control industry, to foster research and diffusion of knowledge of the industry, to cooperate with the National Pest Control Association and with governmental and educational authorities for the good of the community and industry."

Few organizations over time have remained so faithful to their initial purpose as the NCPCA has over the succeeding 57 years. The three themes of promoting high professional standards, fostering research and education and promoting cooperation with government and educational authorities have defined the organization's history.

On Feb. 22, 1952, the day after the second annual PCO Short Course was held at NC State, the association was incorporated in North Carolina.

The association held its first annual summer meeting in 1952, with just 10 members present. Since then, the association's main annual activities have been the winter school, which has been held every year, and the annual summer meeting. "The association annual meetings had a very small, inconspicuous start over at NC State in one teaching room," Charles Wright recalled.<sup>13</sup>

"It was fairly small. It was hard to get operators to come together. They were spread out, and had very little knowledge, didn't think they needed help," R.B. Goforth said. "There were enough people to come together to help our organization and have schools."<sup>14</sup>

During 1952, the association established banking facilities and acquired membership cards. The notion of regional schools to enable members who could not attend the winter school to receive training closer to home was brought up. This germ of an idea eventually became a thriving program of regional workshops that are a spin-off of the annual winter school.

Walter Wilson was elected president in 1953 and held the post for two years. Charles Wright, who taught for the first time at the 1954 winter school, while he was working on his doctorate degree, recalled: "I taught about brown dog ticks, biology and control. That's what I did my master's degree on. One of the things that impressed me were the few people that were [at the presentation]. Fifteen or 20 people might even be high. It was given over in one Gardner Hall classroom."<sup>15</sup>

---

12 Delia Copley, compiler, *History of the North Carolina Pest Control Association*, unpublished paper.

13 Wright interview.

14 R.B. Goforth interview.

15 Wright interview.



To all to whom these presents shall come, Greeting:

I, *Thad Eure*, Secretary of State of the State of North Carolina, do hereby certify the following and hereto attached ( Three (3) sheets) to be a true copy of the Certificate OF INCORPORATION OF NORTH CAROLINA

PEST CONTROL ASSOCIATION, INC.

and the probates thereon, as the same is taken from and compared with the original filed in this office on the 12th day of February A.D. 1952.

In Witness Whereof, I have hereunto set my hand and affixed my official seal.

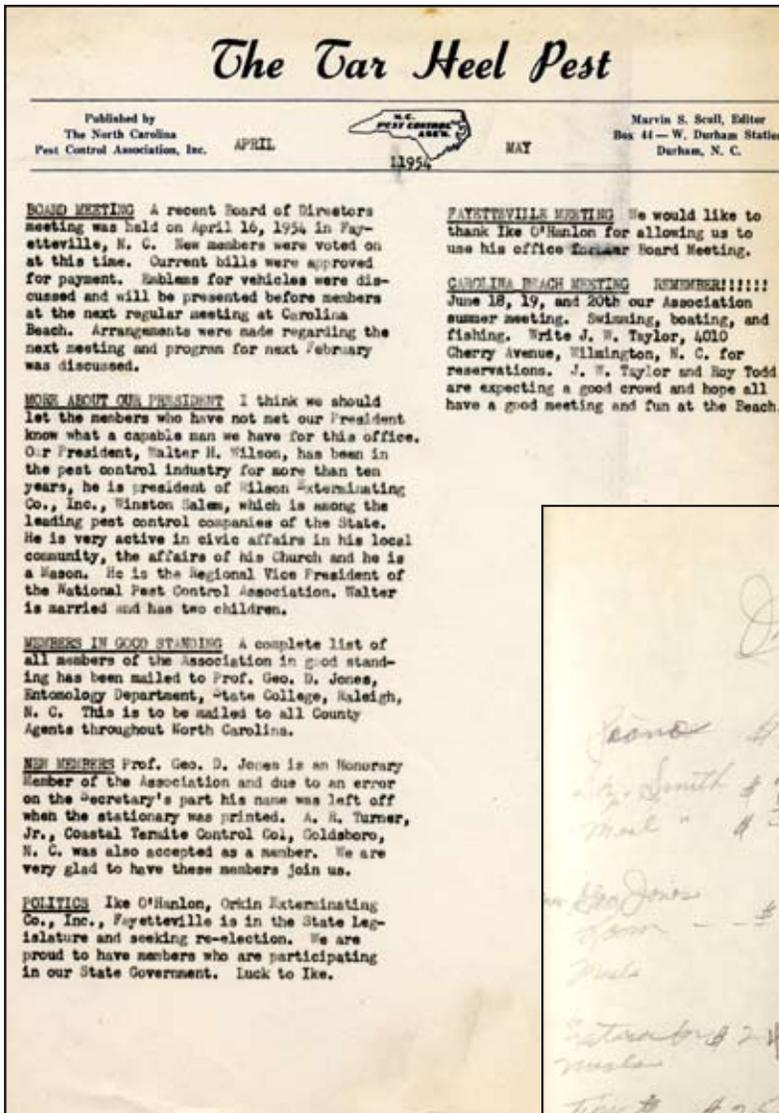
Done in Office, at Raleigh, this 12th day of February in the year of our Lord 1952.

*Thad Eure*  
Secretary of State

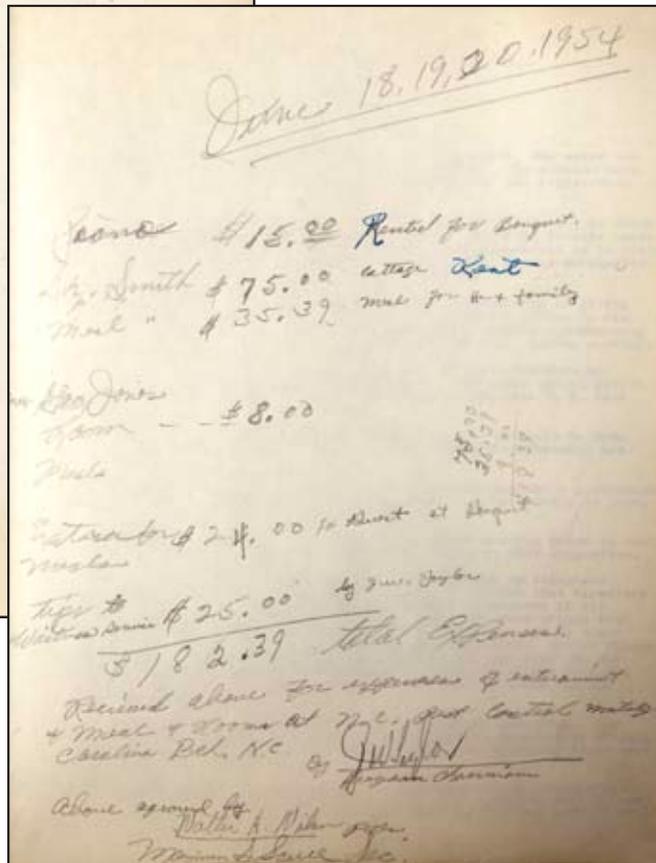


FILED  
1952 FEB 15 AM 11 29  
BY *R. J. B.*  
#300 R. J. B.

The association's Certificate of Incorporation said it was a non-stock, non-profit organization, called the North Carolina Pest Control Association, Inc., with its principal office in Greensboro, NC. The incorporators were listed as D.L. Goforth, S.J. Stern Jr., and Alice M. Bray, all of Greensboro.



A 1954 issue of The Tar Heel Pest and financial notes from the 1954 summer meeting.



The second summer meeting was held in August 1953 at Carolina Beach, with eight members who were all on the board of directors. Dr. Smith spoke on the need for a qualified person at NC State to research insects that affected both man and animals.

By April 1954, members were receiving The Tar Heel Pest, an association newsletter edited by Marvin Scull. The newsletter did not become a monthly publication until March 1955, when Delia Copley took over as editor. In June 1954, the association tackled its first public issue — Yellow Pages telephone directory advertising. At the time, the Southern Bell Telephone Co. insisted on multiple listings for pest control companies, who were listed under pest control, but also listings such as extermination and fumigation which the operators chafed at having to pay for. This issue was not resolved until the 1960s.

In between boating, fishing and swimming, the 17 members who attended the summer meeting that year adopted an official NCPA insignia for use on decals and advertising to identify a pest control company as an association member. The members discussed standardization of termite control procedures and formed a com-

January 2, 1953

Gentlemen:

In December, 1951, we organized a North Carolina Pest Control Association. We have twenty-six active members at the present. It is our desire to have every reliable PGO in the state of North Carolina to become an active member in the association.

You will find enclosed an application for membership. I certainly hope you will see fit to fill out and return this application.

There will be a PGO school February 24 and 25 at State College, Raleigh, North Carolina. Regardless of whether or not you become a member of the North Carolina Pest Control Association I hope you will attend this school.

Very truly yours,

Walter H. Wilson, Sec. & Treas.  
N.C. Pest Control Association

WHW/sm

Left, a 1953 letter from Walter Wilson seeking members for the association. Below, an early membership application. Minutes of early meetings indicate that the association founders spent a great deal of time recruiting new members and screening membership applications.

APPLICATION FOR MEMBERSHIP

NORTH CAROLINA PEST CONTROL ASSOCIATION, INC.

(Please type or print)

Date

In behalf of

(Name of Firm)

(Street, City, Zone No. and State)

I, \_\_\_\_\_ make application  
(Individual) (Title)

for Active ( ), Limited ( ), Allied ( ), membership in the NORTH CAROLINA PEST CONTROL ASSOCIATION, and agree, if elected, to comply with the CONSTITUTION and BY-LAWS and will represent our Company at meetings and other activities of the ASSOCIATION.

A check, drawn to the order of the NORTH CAROLINA PEST CONTROL ASSOCIATION, in amount of \$ \_\_\_\_\_ in payment of dues accompanies this application (See reverse side for particulars.)

The Following Information is Necessary:

1. N. C. Structural Pest Control License number \_\_\_\_\_

2. Qualifications: (See reverse side and specify under which classification application for membership is made or other reasons why consideration should be given for approval of this application. Please mention school, college, university or other training and degree, if any, of the representative.)

3. When established and under present ownership:--give year \_\_\_\_\_ Individual, Partnership, Corporation. (Cross out those which DO NOT apply)

4. Engage in: (Please Check) General Pest Control, which means only those services commonly referred to as insecticide treatments by means of powders and liquids or raticides, etc. ( ); Fumigating ( ); Termite Control ( ); Moth Proofing ( ); Preparation of and sale of products ( ); Any other special field \_\_\_\_\_; Manufacture and Supply the pest control industry ( ).

5. Two references: (Such as Bank, Firms from whom you purchase, etc.)

6. Proposed or Sponsored by \_\_\_\_\_ (Name and Address)

I/we understand that membership does not become effective until notified by the Secretary.

Applicant sign here: \_\_\_\_\_

\*\*\*\*\*

Not to be filled in by applicant:

Received at Secretary's office \_\_\_\_\_; Submitted to membership committee \_\_\_\_\_

Report from Membership Committee \_\_\_\_\_

I, \_\_\_\_\_ make application  
(Individual) (Title)

for Active ( ), Limited ( ), Allied ( ), membership in the NORTH CAROLINA PEST CONTROL ASSOCIATION, and agree, if elected, to comply with the CONSTITUTION and BY-LAWS and will represent our Company at meetings and other activities of the ASSOCIATION.

A check, drawn to the order of the NORTH CAROLINA PEST CONTROL ASSOCIATION, in amount of \$ \_\_\_\_\_ in payment of dues accompanies this application (See reverse side for particulars.)

The Following Information is Necessary:

1. N. C. Structural Pest Control License number \_\_\_\_\_

2. Qualifications: (See reverse side and specify under which classification application for membership is made or other reasons why consideration should be given for approval of this application. Please mention school, college, university or other training and degree, if any, of the representative.)

3. When established and under present ownership:--give year \_\_\_\_\_ Individual, Partnership, Corporation. (Cross out those which DO NOT apply)

4. Engage in: (Please Check) General Pest Control, which means only those services commonly referred to as insecticide treatments by means of powders and liquids or raticides, etc. ( ); Fumigating ( ); Termite Control ( ); Moth Proofing ( ); Preparation of and sale of products ( ); Any other special field \_\_\_\_\_; Manufacture and Supply the pest control industry ( ).

5. Two references: (Such as Bank, Firms from whom you purchase, etc.)

6. Proposed or Sponsored by \_\_\_\_\_ (Name and Address)

I/we understand that membership does not become effective until notified by the Secretary.

Applicant sign here: \_\_\_\_\_

\*\*\*\*\*

Not to be filled in by applicant:

Received at Secretary's office \_\_\_\_\_; Submitted to membership committee \_\_\_\_\_

Report from Membership Committee \_\_\_\_\_

Entered as a Member \_\_\_\_\_ Applicant Notified \_\_\_\_\_

(Application with check drawn to order of the North Carolina Pest Control Association, Inc., and "Statement" form are to be mailed to the Association office.)

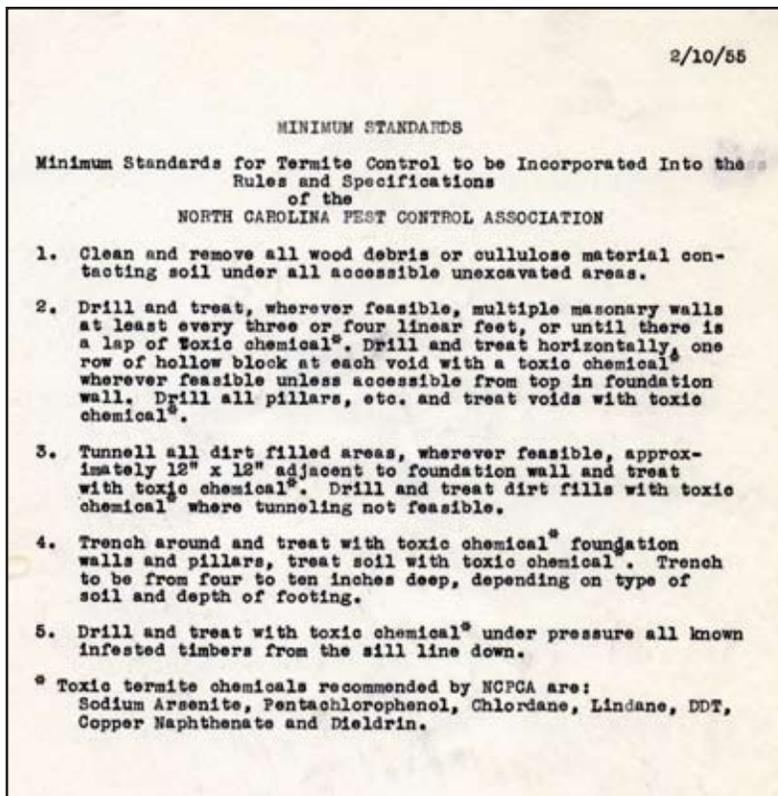
mittee to draw up a set of minimum standards for termite control. This was the beginning of more than half a century of committee work on wood-destroying insect standards.

The year 1955, in which J.W. Taylor was elected president at the winter short course, was a landmark one. Two classes at the short course were on the effects of legislation on pest control operators in other states.<sup>16</sup> At the annual meeting, the members adopted minimum standards for termite control which association members Bill McClellan and Ike O'Hanlon had worked on with Dr. Smith and the State Department of Agriculture. Those standards shortly after became part of the North Carolina Structural Pest Control Act. J.W. Taylor appointed a committee, chaired by Bill McClellan with A.T. Best and Ike O'Hanlon, who was a state legislator, Walter Wilson and Dr. Smith as members to work on state legislation for the pest control industry.

This committee, along with Arnold Schulman and Ted Oser, held a series of meetings to formulate the new law. At a Feb. 17 meeting of the board of directors, Walter Wilson reported that a senator in Robeson County, probably the one mentioned earlier by R.B. Goforth, "is determined to get legislation in his county. He states that some 8 or 10 other counties will follow suit. He further requests that the NCPCA draw up [a] bill and have it ready for him before April 1, 1955. The North Carolina law apparently was very closely modeled on one that had recently passed in Georgia, with some minor changes in the language.

Best wrote on March 25 to Ralph Heal of the National Pest Control Association saying that the board had agreed that Georgia's law was the best it had reviewed. "We have one Senator in the eastern part of the state who is determined to have the pest control industry legislated at least in his county. He is quite stubborn in his determination to accomplish this one thing. It is for this reason that our Association has been working on something constructive to present if and when the time comes."<sup>17</sup>

On April 2, the association approved a bill at a special meeting called for that purpose. The state lacked the money to enforce it, but the association was under pressure to act immediately because the senator had claimed he had support from 32 senators for county legislation if a state law was not passed. Dr. Smith recommended that the association first present a bill with as few requirements as possible in it and worry about how to enforce it afterward. Delia Copley wrote to Heal that the bill was to be presented to the state legislature in the next few days. "It seems to be the lesser of the two evils, the other being individual county legislation."<sup>18</sup>



The first minimum standards for termite control.

16 Pest Control Operators' School program, Jan. 25-26, 1955.

17 Minutes of a board of directors' meeting, March 15, 1955; Best letter in possession of the NCPCA.

18 Minutes of April 2, 1955 special meeting, in possession of Jack Roberts; April 5, 1955 letter in possession of the NCPCA.

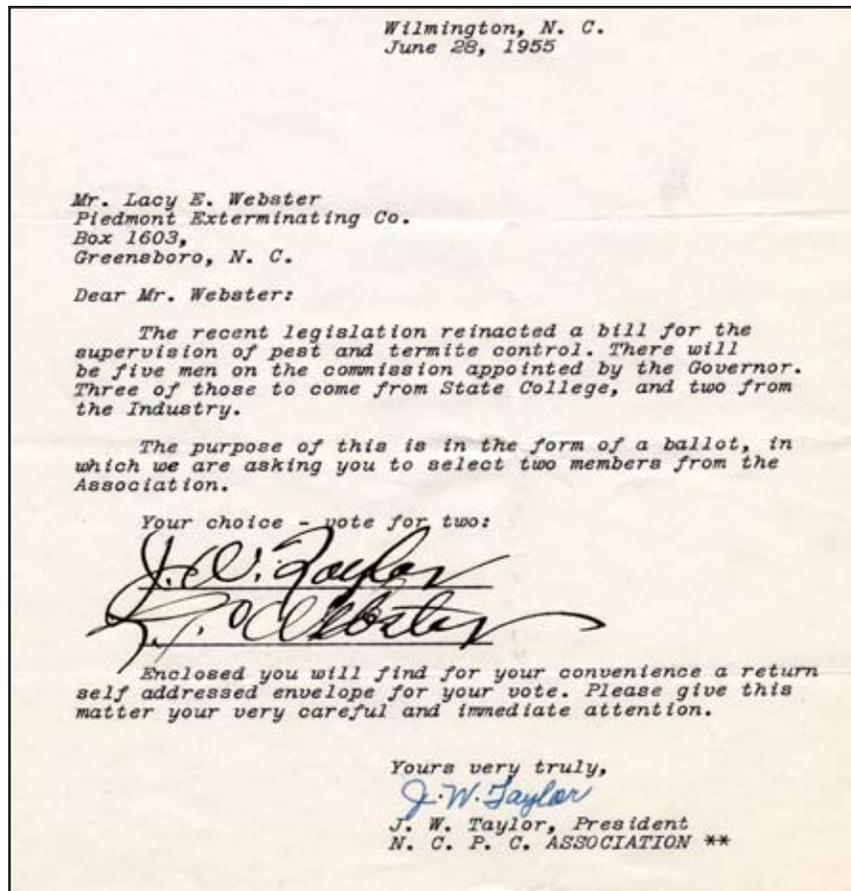


This photo was taken in 1955, probably at the Sir Walter Hotel in Raleigh, the year the law was passed. Most of the identities of the people in the photo are unknown. However, in the left one, front row, left to right, are Tom Gunn, Clyde Smith, and Delia Copley. Walt Wilson is at the far right in the back row. Dr. Smith, Tom Gunn and Walt Wilson also are in the right photo, front row, left, center, and back row, far right respectively.

“We felt that it was better to have one law covering the entire state than many counties with many different laws,” an early history of the NCPA explained.<sup>19</sup>

The Structural Pest Control Act was passed on May 17, 1955, and became effective on July 1, 1955. Delia reported on May 23 to Heal that “the Bill has been made a law. The writing up of the details remains to be done.”<sup>20</sup>

On June 23, President J.W. Taylor reported to the members that the law had been enacted for the supervision of pest and termite control and that a five-member Structural Pest Control Commission appointed by the governor would be named to administer the law. One commission member was to be from NC State, two from the state Department of Agriculture and two from the pest control industry. The law also defined pest control, pesticides and requirements for a license, including an examination



J.W. Taylor’s letter asking members to vote for the first representatives on the Structural Pest Control Commission.

19 History of the NCPA in possession of the NC State entomology department.  
 20 Letter in possession of the NCPA.

and fees, and the inspection process that would enforce the law. J.W. Taylor's letter included a ballot on which members were asked to select two candidates.<sup>21</sup>

Gov. Luther H. Hodges appointed Dr. Smith as the first commission chairman. John Reitzel was appointed from the state Department of Agriculture. A Mr. Brannon of the state Department of Agriculture was appointed for a brief period as well. After he retired, Dr. D.L. Wray replaced him and was named as secretary. Ike O'Hanlon and Walter Wilson were the appointees from the pest control industry. Dr. Smith served on the commission for the next 12 years. Also during 1955, the association revised its constitution and by-laws. The membership decided at the July meeting to pay Dr. Smith's expenses to attend a Purdue short course to get information for future short courses, one of many financial contributions to NC State faculty members' efforts over the years.<sup>22</sup>

Dr. Smith, in an after dinner speech at the summer meeting on "What does the N.C. Pest Control Association Mean To You?" said the first thing he thought of when he heard the speech's topic was "a lot of extra work; it means cooperating with the PCO's in North Carolina."

To PCOs, he said, it meant a winter trip to Raleigh, a tax-deductible summer trip to the mountains or coast, a chance to get in on some of competitors' secrets without letting them in on any, and an opportunity to get paid for ridding their fellow men and their premises of obnoxious vermin, "unless someone underbids me or does it for nothing."<sup>23</sup>



Early members of the association — left to right, David Dodd, Ivey Coward, Delia Copley, Roy Goforth, and Tom Gunn, 1950s.



Commissioner of Agriculture Lynton Ballentine with Dr. Clyde Smith.

21 Letter in possession of the NCPA. This letter appears to have an inaccuracy in that it says three men from NC State would be appointed to the commission. Dr. Charles Wright provided information on the commission's correct configuration and the people who initially served on it.

22 Copley, history.

23 Smith, speech.

Hot on the heels of the new law came the first rules and regulations to enforce it. By Nov. 2, 1955, Dr. Smith issued a notice of a public hearing on the proposed rules. They included definitions of words in the new law, clarifications of details involving licensing examinations for pest control operators, spelling out of a grandfather clause exempting experienced pest control operators from the exams, and license details.

The regulations also established minimum standards for termite control work, and minimum fumigation requirements, which included having two men present and the premises guarded by a watchman against entry, notifying local law enforcement and fire departments, sealing premises, a thorough inspection of the premises to verify no humans or pets were within, written notification to neighbors, warning signs posted conspicuously at all entrances and kept there during the entire fumigation and ventilation period, use of masks by fumigating crews, and making antidotes available. It established requirements for correct usage of chemicals and prohibitions on advertising using the name of the Structural Pest Control Commission or any other government agency.<sup>24</sup>

Tom Gunn of Orkin became association president in 1956, and the association decided to accept only pest control operators with state licenses into its membership.

The association had a booth at the North Carolina Health Association in Charlotte on pesticides used in a food-handling environment. A fog machine, self-propelled aerosol bomb, fumigants, a 15-gallon gasoline-powered sprayer, and dusting and spraying equipment were displayed. The Tar Heel Pest observed that the exhibit prompted many inquiries about pest control related to food handling and processing.<sup>25</sup>



Ralph Heal, National Pest Control Association official who provided assistance in the association's early years.



Attendees at the winter school for pest control operators pose for a photo outside of the Student Union Building at NC State, ca. mid-1950s.

24 Copley, history.

25 The Tar Heel Pest, June 1956.

Fifty people attended the summer meeting in Asheville that year, at which the membership voted to expand to a three-day PCO Short Course the next year. The membership also asked the legislative committee, composed of chairman J.E. Hutto, Sol Best, Ike O'Hanlon, and Dave Goforth, to research and determine a proper procedure to fund enforcement of the pest control law to present to the board of directors before the January 1957 membership meeting.

Fifty-nine people attended the summer meeting on July 26-28 in Asheville, out of 76 members. The association made a profit of \$114.25, Delia Copley wrote in a letter. She noted that both attendance and profits were up from 47 people who attended the year before out of 89 members, with a financial loss of \$59.84.<sup>26</sup> The major topic of discussion was how the law's enforcement was to be funded. The association decided to recommend that license fees be raised. Delia Copley also was elected secretary-treasurer of the association. It was to be six decades before another woman, David Dodd's granddaughter Kristin Dodd, was elected to the board.<sup>27</sup>

In a letter to National Pest Control Association official Ralph Heal the same month, Delia wrote: "Our meeting in Asheville last week was perhaps the most successful one in NCPCA history. The attendance far exceeded our wildest expectation in view of the fact that Asheville is quite a distance from most of the operators in our state. It was amazing the number of people who left the coast and flat country to attend the Asheville meeting. We had one member who rode a bus from Washington to Asheville, a trip of more than fourteen hours. Another interesting thing about our meeting was that we had more ladies to attend this year by far than ever before."<sup>28</sup>

A special exam for pest control operators was scheduled on Sept. 11, 1956. This may have been one of the first licensing exams.<sup>29</sup>

At about this time, Charles Wright, who was a doctoral student in entomology at NC State, was hired as the Structural Pest Control Commission's first state inspector. Charles was doing an assistantship under Clyde Smith at the same time. "Dr. Smith asked if I wanted to be the first inspector for the state, along with doing my graduate school, so I worked about 30 hours a week at that for two years until I finished my PhD. During that time, I was the only one on the staff. I visited all 100 counties, talked with the sheriff's departments, and told them about the law. I also inspected some of the real crooks, companies that had a lot of problems, and they were into court. There was no recourse except the courts at that time.

"Virginia and South Carolina PCOs would come in here and do a lot of work, and then they'd leave. I did a lot of crawling at that time. In Asheville, they had a big theater, and it was coal fired. I had to crawl in there because of a complaint, through the cinders. I thought, 'If I ever get stuck under here, nobody will know.'"

One pest control operator told Wright: "I've got a lot of people in my town who are crooks. You come on up and stay with me, and I'll give you the names and you can go out and check on them." I said, 'No way. I'm not going to stay with you. If I'm going to check someone, I'll check you, too.'"<sup>30</sup>

The Tar Heel Pest noted in an item called "The Wandering Inspector," that "that tall mountaineer from Yankee land, Charles Wright, is getting around. If he hasn't been by your office checking, hang out the Welcome Mat 'cause he'll get to you one day."<sup>31</sup>

Charles' education took a fortunate twist for the pest control industry when his research on peach insects, which required good peach blooms, was derailed by a frost that killed the peaches that year. This fluke of nature forced Wright to change his PhD topic. He chose powder post beetles in structures instead, starting on a career in urban entomology that had a pivotal impact on the pest control industry.

"I went to the summer meetings because I gave talks there. One of the talks I gave was in Myrtle Beach. I gave my talk in the morning. It was on head lice because there was a number of school teachers present. Many of the wives seemed to be school teachers," Charles said.<sup>32</sup>

---

26 Letter in possession of the NCPCA.

27 Minutes of membership meeting, July 18, 1957, in possession of Jack Roberts.

28 Letter in possession of the NCPCA.

29 The Tar Heel Pest, August 1956.

30 Wright interview.

31 The Tar Heel Pest, August 1956.

32 Wright interview.

### **Wood Destroying Organisms**

Various documents in possession of the association indicate that the first Wood Destroying Organisms Report Committee met on Nov. 21, 1955 and in early 1956 in Greensboro to discuss a Wood Destroying Organisms Report required by the Veterans Administration for homes being purchased through VA-endorsed loans. It also considered the possibility of a complete program for all real estate sales, but recommended in a Jan. 18, 1956 report that the association start with a VA loan program and then continue to study a more comprehensive approach.

The committee recommended that the association president submit to the VA's Loan Guaranty Office a proposed standard procedure for houses with VA-endorsed loans. The committee also proposed the adoption of standard forms for all real estate sales, which "will provide the beginning of a program for the industry to follow in the relationship of the industry to governmental agencies, realtors, and property owners in the matter of wood destroying organisms and real estate sales. It will in addition assist in raising the standards of the industry in the state as viewed by all others. There is no doubt that such a program, if it is successful, will tend to increase the volume of business to be done in the state and provide potential termite business throughout all twelve months of the year."

The report was attached to a document that suggested to the VA Loan Guaranty Office that a Wood Destroying Organisms Report by a VA-approved Wood Destroying Organisms Inspector and Authorized Service Company be required on all houses purchased through VA-endorsed loans. The report proposed that only state-licensed companies or operators be approved for this status.

It also recommended that the appraisals requiring reports include a clause that the seller would furnish a Wood Destroying Organisms Report stating that the property had been inspected and found free of visible evidence of infestation and damage by wood destroying organisms.

The report said inspectors should agree to recommend treatment for property in all cases except when inspection revealed no visible evidence of infestation or damage from wood destroying organisms to the property or ground area beneath or immediately adjacent to it, or when the property had been satisfactorily treated and a written non-expired one-year guarantee existed. The property owner should have the option of renewing the guarantee annually for a minimum of five years from completion of the original work.

The association attached a suggested form for VA use to establish such a program and recommended that all companies be required to complete the application and submit it to the VA to be approved as an inspector and service company.

At the 1956 short course, the membership voted to have copies of the report forms sent to members along with a ballot to determine whether the members favored charging for the reports. On Feb. 9, 1956, Delia Copley said in a letter to Adrian Gaynor, chairman of the WDOR committee, that only 22 of 84 ballots had been returned and just four had opposed charging for the report. In a Feb. 23 letter, she lamented: "Sometimes, I have a feeling that there are some who fail to appreciate what some are doing for the good of all concerned.... It is not easy for those who did not attend [the membership meeting] to grasp the importance of your committee or the work that has been done by your committee."

The issue of charging for the report appears to have been decided by the Veterans Administration. Delia wrote to James Nelson of Pest Control Magazine on Jan. 31 that H.A. Ficken, chief of the appraisal section of the VA's loan guaranty division, had announced that the VA would not accept a report unless a charge was made for it.

Documentation for the process of creating the first Wood-Destroying Organisms Report is incomplete. However, the eventual outcome of the committee's deliberations, a standardized Wood-Destroying Organisms Report, is shown to the right, along with a note from Adrian Gaynor asking Delia to send 500 copies of it to him.

\_\_\_\_\_ I am in favor of making a charge for Wood Destroying Organisms Reports.

\_\_\_\_\_ I am not in favor of making a charge for Wood Destroying Organisms Reports.

Return to:

North Carolina Pest Control Association, Inc.  
 Box 611  
 Durham, N. C.

Please check whether Allied, Active or Limited Member:

Allied \_\_\_\_\_  
 Active \_\_\_\_\_  
 Limited \_\_\_\_\_

**NATIONAL PEST CONTROL**  
 250 SUMMIT AVE., P.O. Box 1687  
 GREENSBORO, N. C.  
 ADRIAN J. GAYNOR, MGR. BRADWAY S-3347

*Delia - 12/3/58*  
*Please send me 500 of the Wood Destroying Organisms Report (attached sample) Please send you as possible. Use P.O. Box 1687 for my mailing address. Thanks Adrian*

**WOOD-DESTROYING ORGANISMS REPORT BY N. C. LICENSED PEST CONTROL OPERATOR**

Two copies to be submitted directly to: \_\_\_\_\_ Date: \_\_\_\_\_  
 File No. \_\_\_\_\_

Location of Property \_\_\_\_\_  
 Buyer \_\_\_\_\_  
 Lender \_\_\_\_\_  
 Seller \_\_\_\_\_

**INFESTATION:**  
 Was there evidence of infestation of wood-destroying organisms? Yes.....No..... If answer is "Yes," specify: Termites..... Powder Post Beetles..... Fungi..... Others (specify).....  
 Was infestation active? Yes.....No..... If "No" explain on reverse side.

**DAMAGE:**  
 If infestation was present, were timbers or affected areas damaged sufficiently to cause structural weakness? Yes.....No..... If answer is "Yes," specify: Termites..... Powder Post Beetles..... Fungi..... Others (specify).....  
 Were damaged timbers or affected areas repaired to correct structural weakness? Yes.....No.....

**TREATMENT:**  
 Was house treated for wood-destroying organisms? Yes.....No..... If answer is "Yes," specify: Termites..... Powder Post Beetles..... Fungi..... Others (specify).....  
 If no treatment was found necessary to property, the undersigned agrees to treat, free of charge, for any wood-destroying organisms which may show up within 90 days of date of this report.  
 If treated, this property is covered by a written guarantee covering organisms for which treatment was made. Guarantee extends a minimum of (1) one year from date of this report and is renewable annually for a minimum of (4) four years for \$..... annually.

**MATERIAL:**  
 If house was treated, what chemical was used? .....

I CERTIFY THAT the above statements are true, and the property is now free of any visible signs of active wood-destroying organisms or damage causing a structural weakness to the structural timbers or areas including surface flooring and below, and other visible areas.

A fee of \$.....\* was charged for this inspection and report. A fee of \$..... was charged for this inspection, report, treatment and repairs (if any).

By \_\_\_\_\_  
 Firm \_\_\_\_\_  
 Address \_\_\_\_\_  
 \_\_\_\_\_  
 (City) (State)

\* It has been estimated that a minimum charge of \$10.00 for houses 1,000 square feet and under and \$15.00 for houses over 1,000 square feet is a reasonable fee for this report. Such fees should be borne by the seller.

Form No. 1, April, 1957  
 Remarks: (on back) No..... Yes..... (Over)

Above left, ballot asking members to vote on whether to charge for the WDOR. Above right, a note from Adrian Gaynor asking Delia Copley to send 500 copies of the report. Left, the WDOR report.

# North Carolina Pest Control Association, Inc.

A NON-PROFIT MEMBERSHIP ASSOCIATION  
P. O. BOX 631 DURHAM, N. C.



**OFFICERS**  
EXECUTIVE SECRETARY  
MRS. DELLA COPLAY  
PRESIDENT  
DR. CLYDE F. SMITH  
KARMA ENTOMOLOGICAL, INC.  
FAYETTEVILLE, N. C.  
VICE PRESIDENT  
ALBY GORDON  
MRS. GORDON COMPANY  
GREENVILLE, N. C.  
SECRETARY-TREASURER  
MRS. DELLA COPLAY  
BEST ENTERTAINING SERVICE, INC.  
DURHAM, N. C.  
**BOARD OF DIRECTORS**  
T. H. GARD  
GREEN ENTERTAINING CO., INC.  
RALEIGH, N. C.  
DAVID DODD, JR.  
CAROLINA CHEMICAL AND PEST CONTROL  
MONROE, N. C.  
**HONORARY MEMBERS**  
DR. CLYDE F. SMITH  
MEMBER OF ENTOMOLOGICAL SOCIETY OF AMERICA  
RALEIGH, N. C.  
GORDON GORE  
ENTOMOLOGICAL SOCIETY OF AMERICA  
RALEIGH, N. C.  
E. JAMES KING  
SECT. OF THE NORTH CAROLINA ASSOCIATION OF PROFESSIONAL PEST CONTROL SYSTEMS  
GREENVILLE, N. C.

TO THE NCPCA MEMBERSHIP:

PHIA, Pre-treating, VA Inspections, Title 1 loans, Building and Loan, Insurance Loans. We don't have all the answers. It will take a lawyer and five secretaries to keep you straight. Things are really going to pop and soon for PCO's.

With this in mind, your Board of Directors have decided to have an open meeting. In view of the fact that so many of our meetings are held in Raleigh, I have invited the group to meet next in Monroe. Your Executive Secretary took the ball at this point and as a result Monroe is the site of the next meeting.

FRIDAY, October 4, 1957

3:00 'til Sundown. Meet in lobby of Hotel Monroe for Dove Hunt.  
6:30 - 7:30 - Your own Hospitality Hour (Bring your own) Dodd residence, 903 W. Franklin St.  
7:30 - 8:30 - Dinner - Private Dining Hall, Hotel Monroe, \$1.50 Each (no speaker, no head table)  
8:30 - Board of Directors meeting - all members invited to attend.

SATURDAY, October 5, 1957

Morning hours for those who wish to fish.  
Afternoon, until sundown, for those who wish to dove hunt.

Rates at Hotel Monroe: \$3.50 single; \$5.00 double.

I sincerely believe that everyone will have a good time and learn enough to make the trip profitable. Come at any time, leave when you like, but make the meeting Friday night.

To make the above possible and without a hitch just drop me a card advising - Hotel reservations, single or double, with or without baby sitter; dinner reservations; dove hunting, fishing?????????

We can only take care of those who have been heard from on or before Monday, September 30.

Yours very truly,  
NORTH CAROLINA PEST CONTROL ASSOCIATION, INC.

*David*  
David Dodd, Jr.  
Member, Board of Directors

September 23, 1957

During the late 1950s, there was an on-going demand for standardization, as these documents attest.

March 6, 1958

Mr. J. E. Hutto  
Orkin Exterminating Co., Inc.  
705 N. Church St.  
Rocky Mount, N. C.

Dear Jimmy:

The suggestion you passed along from Dr. Smith is an excellent one and many of us in the Association have been discussing it from time to time and some have already done some work on the idea on their own. At our Board of Directors meeting last October in Monroe there was quite a bit of discussion relative to various forms that are used by the PCO's and the possibility of standardizing them as well as making them available to our membership, as well as other PCO's, through the NCPCA, thus permitting us to make a little money on them.

It seems to me, however, if the forms are to be used by the smaller operators it would be wise to put some of us smaller operators on the committee. Also, it seems that if the forms are to be distributed by me that it would be beneficial to me to serve on the committee. Certainly I have enough to do as it is, but I'm not one to shirk duties or shy away from additional responsibilities.

Mr. H. E. Frye, Raleigh, is very much interested in the forms and so is Mr. A. O. Killough of Charlotte. On a recent trip to Charlotte I talked with him and he has some good ideas that would make him an asset to the committee.

Will you consider the addition of Mr. Frye, Mr. Killough and myself to the committee?

Yours very truly,

NORTH CAROLINA PEST CONTROL ASSOCIATION, INC.

*Della*  
Della Copley, Executive Secretary

CC: Dr. Clyde F. Smith, Raleigh, N. C.

## Carolina Chemical and Pest Control

POST OFFICE BOX 348  
MONROE, NORTH CAROLINA  
March 25, 1958

Dr. Clyde F. Smith  
North Carolina State College  
Entomology, Box 2215  
Raleigh, North Carolina

Dear Dr. Smith:

Thank you for your recent correspondence.

I am getting quite concerned over the variety of specifications for pre-treating that we are running into and am sure that other P. C. O.'s are experiencing the same thing. For instance, you will recall the recent one that you helped me get straightened out, where a referring service at the home was required. It was awarded a contract this week, specifications were drawn by a very reputable concern in Charlotte. Specifications referred to were the same as a U.S.D.A. Form Bulletin, No. \_\_\_\_ last week it was the same situation with the spec. calling for 1200 gallons of insecticide to pretreat 3000 square feet.

It is obvious, as Dave Goforth pointed out recently, that the architects realize the need of adequate control and have no standards to go by and are therefore grasping at any pamphlet or any information that they have on hand.

With the above in mind and with the lack of any other recommendations or standards available at this time, I am going to make a motion at the next Board of Directors Meeting that the "Minimum Specifications for Subterranean Termites Control for Building Under Construction by N. C. Licensed Operators for Wood Destroying Organisms" is adopted by the North Carolina Pest Control Commission be adopted by the North Carolina Pest Control Association, given some identification number or name, made up into brochures and mailed to all architects and members of the Association of General Contractors of America in the state of North Carolina, and architects.

It is highly possible that I am out of line in this suggestion or my thoughts. Furthermore, I would prefer this motion be made by Jimmy Hutto, as President, rather than coming from me. There are possibly some changes or additions that you would like to suggest or there might other ideas of the group.

Cordially yours,

*David*  
David Dodd, Jr.

3027/m

cc: Mr. Walter Wilson  
Mr. David Goforth  
Mr. Jimmy Hutto

MANUFACTURERS OF "BONA BAIT"



In 1956, there were 166 licensed structural pest control operators in the state. The association had 92 members, up from the original charter membership of 19.<sup>33</sup>

Roy Goforth was elected president in 1957. The only other excitement that spring was that Vice President Ivey Coward fumigated a store in Greenville for wasps and people called the fire department because the fog he generated looked like smoke.<sup>34</sup>

Members were asked to contact their legislators to gain support for an appropriation of funds to enforce the state pest control law.<sup>35</sup> At the summer meeting at Nags Head, attended by 30 people, legislative committee chairman J.E. Hutto said the legislative committee had failed to get legislators' support for a \$30,000 state appropriation to finance the state structural pest control program. The other option was self-taxation. He said the committee initially agreed to recommend a fee increase of \$100 per license for each phase of license issued (pest control, wood destroying insects, and fumigation), an increase to \$5 each for operators' identification cards and a tax of one percent of gross business. Subsequently, the committee decided to recommend instead that the license fee be raised from \$25 to \$50 for the first license and \$25 for each additional phase. For about a decade thereafter, the state's program was funded by fees collected from pest control operators.

Compliance with the new rules and regulations came gradually. In October 1957, Dr. Clyde Smith warned members: "We have noticed that very few of the pest control operators are complying with the new regulation which requires the addition of the letters P, F, W following their license number. These letters should appear on the vehicles which are used in pest control work. This is a minor matter but it would simplify the work of the Commission if all of the pest control operators would comply."<sup>36</sup>

A plethora of new clarifications to the state rules and regulations were proposed that year — stipulations for license expiration (the operator must take the exam again), guidelines for record keeping, examination times and places, exam applications, and a requirement that all employees at all offices have identification cards. Proposed rules also included minimum specifications for chemicals, use of substances for floors, interior woodwork and furniture, methods of application and use of fumigants. They specified treatment of houses built on slabs, crawl spaces and basements and minimum specifications for subterranean termite control, as well as that a license was required to control wood destroying organisms.

Harry B. Moore, another graduate student in entomology at NC State, was hired as the second state inspector in 1957. Harry went on to be a professor at NC State and work with the association for many years organizing the winter school.

At the 1958 winter school, at which J.E. Hutto became president, the board agreed that Delia Copley as executive secretary should receive a salary of not more than \$100 a month. More than 115 pest control operators attended the short course.<sup>37</sup>

A letter Delia Copley sent to the 1958 program committee outlined the arrangements for the summer meeting that year, from asking a minister to be invocation speaker at the banquet and asking Roy Kidd to say the opening prayer to fishing trip plans. The orchestra had been arranged for \$50, table flowers and corsages for ladies had been ordered, and Asheville's mayor was to be asked to welcome the group to his city. J.E. Hutto as president should respond, she added.

"Gee, but there is still a lot of work to be done – it will mean burning mid-nite oil, but I love it and will do the best I can to have everything done so that these last minute details will be cut to a minimum," Delia said. "We're attempting something different for our group — a dance. Please do all you can to encourage other members to attend the entire convention and to bring their wife or girl friend. We want this to be the finest of it's kind in our history and certainly want enough ladies present to make the dance a worthwhile venture on our part and an enjoyable occasion for all." The summer meeting came off as planned on June 19-21 at the Battery Park Hotel in Asheville, including a dance with live orchestra.<sup>38</sup>

---

33 The Tar Heel Pest, December 1956.

34 The Tar Heel Pest, May 1957.

35 Minutes of board of directors meeting, Jan. 14, 1957, in possession of Jack Roberts.

36 The Tar Heel Pest, October 1957.

37 Letter from Delia Copley to James Nelson of Pest Control Magazine, Feb. 8, 1958. In possession of the NCPCA.

38 Letter from Delia Copley in possession of the NCPCA.

### **Grievance Committee**

David Dodd was in for a turbulent year as president in 1959. The minutes of the association in the 1950s indicate that the members took their role as guardians of ethics in the profession very seriously. Much of the meetings was taken up with considering membership applications. For various reasons, some members were not accepted, others were given only limited membership, or some were tossed out of the association after having been accepted. The grievance committee, to which members could take complaints about the professional conduct of other members, appeared to be quite active. The most prominent case, in 1959, involved accusations that Orkin Exterminating Co. had violated the association's ethics code. The case was significant because Orkin had at least 18-20 members and was very involved in the association's leadership. The case left David "very upset," his son Dee Dodd remembered.

The main evidence in the case resides in a file in the association's archives. It is incomplete, and no living members have been found who recall all the details. The file contains full-page newspaper ads produced by Orkin and printed in March and April 1959. The ads advertised a new termiticide called Orkil. The file also contains a May 9, 1959 Report of the Grievance Committee saying that committee chairman Adrian Gaynor received a letter on April 10 from David Goforth accusing Orkin of using misleading advertising contrary to the association's code of ethics. David wrote to Adrian that "I am of the opinion that you have no other alternative other than calling a meeting of the entire Committee for disposition of said grievance."

He suggested that Adrian investigate what action if any had been taken in other states concerning Orkin's advertising and the Structural Pest Control Commission's attitude toward it.

He promised that Adrian would have the backing of the membership, adding, "We should all have an open mind on this subject and assume that Orkin is innocence (sp.) until proven or found guilty."

On April 15, W.C. McClellan wrote to Adrian accusing Orkin representatives of "using political influence and possibly underhanded tactics to get one of their representatives appointed to the commission." He also complained about Orkin's advertising and said Orkin had been called before the state commission. Two days later, David Dodd wrote to Gaynor saying that he had spent two hours with Orkin representative Tom Gunn in Gunn's office and Tom planned to write a reply to the complaints. Tom told David that Orkin had met with the Structural Pest Control Commission about the advertising, which was released by Orkin in Atlanta, Ga., without the approval of Orkin's North Carolina staff. Orkin had complied with Tom's request that the company modify future advertising.

"In view of the fact that present ads are still unsatisfactory as far as the Association is concerned and they are being questioned, Mr. Gunn is going to request the Atlanta office to drop all newspaper advertising in this state. It is true that the damage has been done, however Tom pointed out that this was not in his jurisdiction," David Dodd wrote. "They regret the reactions of the Association and will guard against further breaches of ethics again."

On the complaint of Orkin trying to use its influence to get an appointment on the Structural Pest Control Commission, "the matter has been discussed from the Governor's office all the way down the line and that unless there is some new charge or evidence that he has no knowledge of, there is nothing that can be accomplished in re-opening a discussion of the matter. It therefore occurs to me, and Tom is apparently of about the same opinion, that the evidence in item one speaks for itself and item two is no new accusation."

On April 27, four days before the grievance committee was to meet, Tom wrote to David saying that because of the "unwarranted and untruthful aspersions against myself and my company, I herewith tender the resignation of all North Carolina Pest Control Association Memberships held by the Orkin Exterminating Company effective this date."

The meeting proceeded on May 1, with no Orkin representatives. The committee concluded there was sufficient evidence on the advertising to necessitate disciplinary action and that Orkin's refusal to

appear at the meeting "was an arrogant indifference to the association" and disciplinary action against Orkin should be taken.

On May 2, David wrote to Tom saying the resignations "will not be accepted at this time. I hope that you have reconsidered and will give me permission to destroy your letter of April 27th." David said he had not attended the meeting and did not know what had transpired at it.

Five days later, Tom wrote back that Orkin would not reconsider. On June 9, the association board voted unanimously to accept Orkin's resignation. Orkin did not appear on the July 9, 1959 membership roster. It did not again rejoin the organization for a number of years.

**A dramatic Scientific Triumph in Termite Control**

**BACKED BY AN UNMATCHED TERMITE GUARANTEE**

We have just completed our momentous advance for the control of termites.

1. The foundation of DDD—the most effective termiticide available.
2. The world's strongest security bonded guarantee against future termite damage.

DDD, meaning dibutyltin (active principle), is the deadliest known killer of termites. Yet, it will not harm anything, is non-staining, non-flammable, and has no disagreeable odor. DDD kills termites on contact and sets up a chemical guarantee barrier that protects your property.

With the foundation of DDD, an Orkin exclusive, the Orkin Exterminating Company is able to offer an unequalled security bonded guarantee against future termite damage.

**ORIL**  
A Chemical Breakthrough in Termite Control!

IT IS AN ORKIN EXCLUSIVE... IT IS A CHEMICAL BREAKTHROUGH... IT IS A CHEMICAL BREAKTHROUGH... IT IS A CHEMICAL BREAKTHROUGH...

**FREE INSPECTION**  
Call "OTTO" the ORKIN MAN  
BR 5-3316

**ORKIN EXTERMINATING CO., INC.**  
202 E. HENDERSON AVE., GREENSBORO, N. C.

**ORKIN**  
SINCE 1901

**WORLD'S LARGEST PEST CONTROL COMPANY**

*March 1, 1959*

**"It's Murder!"**

It's New, It's Orkin's, It's...

**ORKIL**  
powerful new termite chemical  
Years of no extra cost when Orkin protects your property

**FREE INSPECTION**  
Call "OTTO" the ORKIN MAN  
BR 5-3316  
202 E. HENDERSON AVE.  
**ORKIN**  
SINCE 1901  
ORKIN EXTERMINATING CO., INC.  
202 E. HENDERSON AVE. GREENSBORO, N. C. 27401  
PH. 5-3316

**WORLD'S LARGEST PEST CONTROL COMPANY**

*April 2, 1959*

Good News for Home Owners, Bad News for Termites

Orkil has just completed an unparalleled breakthrough in termite control with the development of:

1. Orkil, powerful new termite chemical.
2. The world's strongest security bonded guarantee covering DDD, not ORKIL, as termiticide.

Orkil is the outgrowth of the continuous laboratory and field research made possible by Orkin's size and resources. It's trouble to termites... kills on contact and sets up a lasting chemical barrier that protects your property.

And Orkil makes possible Orkin's unmatched guarantee. Orkin's bonded guarantee includes a definite commitment to inspect your property at least once a year and include protective against future termite damage up to \$1,000.00. The guarantee is backed by one of the world's largest bonding and insurance companies with assets in excess of \$200,000,000.

If anyone else offers similar protection, ask your insurance agent or attorney to review the actual bond to determine your rights as a beneficiary.

Because Orkil and the unmatched Orkin guarantee, Orkin guarantee includes within-their liability insurance coverage. And it brings you more than half a century of experience by an organization with assets in excess of \$1,000,000,000 and the top rating of AAA-1.

Inspected by all standards, Orkil termite control is your most economical protection.

**Be sure your home is safe. Get Orkin's free inspection**

Two steps to full relative termite control: (1) call Orkin and (2) call "OTTO", the Orkin Man, to inspect your property without any obligation.

It takes a trained technician to determine the extent of an infestation, find adults and egg masses, search for hidden moisture and treatment use non-pesticidal completely satisfactory. Ask for the name of Orkin's nearest termite expert.

2-010-100-1000

Tom Gunn appeared at a July 14, 1961 meeting of the association's board of directors, according to the minutes of that meeting.

"Dave Dodd advised Mr. Gunn that if Orkin desired to apply for membership to submit normal application. Mr. Gunn advised that at the time of Orkin's withdrawal it was against his objection; and expressed his personal desire to get back into the organization."

In the 1960s, Orkin resumed its involvement in the organization.

The Orkin ads that were questioned.

The Structural Pest Control Act was amended on July 1 to include more details on how the state's structural pest control program should work. A 1958 copy of it includes a description of the commission's five members — a representative of the state Agriculture Department's entomology division, an NC State entomology faculty member, a representative of the state Department of Agriculture and two members of the pest control industry who were North Carolina residents and from different companies. Members' terms were set at three years. The governor was to appoint replacements from the industry. The commission was to elect annually from its membership a chairman by a majority vote. Each member was to receive seven dollars per diem plus travel expenses while doing commission work. Amendments as well as rules and regulations defined the qualifications for pest control operators' licenses. A license holder must have two years of experience in the industry, one or more years of training in specialized pest control, or a degree in entomology, sanitary or public health engineering or related subjects with practical experience in structural pest control work. The operator must have practical experience and knowledge of scientific and practical facts underlying the practice of structural pest control and control of wood-destroying organisms or fumigation. Applicants must pass an oral or written examination. A minimum of two examinations would be held annually, with a \$25 fee for the exam. A license was not transferable and could be revoked for misrepresentation for the purpose of defrauding, knowingly making false statements, failure to give the commission true information regarding methods and materials used or work performed, failure to pay registration fees, or any misrepresentation in an application for a license. The annual license fee was set at \$50.<sup>39</sup>

Not all of the association's members were pleased with some of the appointments to the Structural Pest Control Commission. In a July 25 letter to David Dodd Jr., Delia said that she agreed with the idea of sending a petition to the governor protesting "the fact that the wishes of the majority were ignored in the recent appointment to the Commission," but also believed that "the Governor, by virtue of the fact that he is the Governor, has the distinct privilege of appointing whomever he sees fit to fill the vacancy on the Commission and [I] have every respect for him."<sup>40</sup>

Charles Wright, meanwhile, had completed his doctorate and went to work for Walter Wilson's company as technical director for five years, another career move that later proved fortuitous for the state's pest control industry. "Walt Wilson was a fine person. He could occasionally get excited, and he could be very demanding at times, but he was a good person. It was good that I went there because I actually got field experience. I learned what to do, and the books were not always correct. If any pest control technicians had problems on their routes, I was the one to go out and see what was wrong."

Wright learned to treat all kinds of structures, from chicken farms to fine houses with gold-plated fixtures and bowling alleys in the basement. Rats were eliminated at chicken farms by putting cyanide gas in their burrows. "When they come out, you'd club the rats."

In one memorable experience, a theater with padded seats became infested with bedbugs, which patrons would take home with them after sitting in the seats. "We had to treat every seat in that place."<sup>41</sup>

The association had made strides toward overcoming the initial atmosphere of distrust and animosity that had characterized the industry in the early 1950s, but personal conflicts occasionally spilled over into the association's work. Stormy relations between Delia Copley and Sol Best boiled over in late 1958, when she wrote in a letter to Clyde Smith, David Goforth and Fred Shelton, with carbon copies to Sol Best and J.E. Hutto, that Sol had accused her of actions that had never occurred and had told her the membership had severely criticized her handling of The Tar Heel Pest and "no longer appreciate my efforts to keep the little publication going."

Delia gave Smith a list of seven charitable organizations in which she held positions, and wrote, "Frankly if I were as bad as Sol would have people believe, I don't think I'd be elected to positions of responsibility in any of the above groups." In the Christmas 1958 issue of The Tar Heel Pest, Delia announced the conclusion of her five-year stint as editor of The Tar Heel Pest. The members decided at the Jan. 7, 1959, membership meeting to abolish the position of executive secretary which Delia had held.<sup>42</sup>

---

39 1958 amended version of the Structural Pest Control Act in possession of the NCPA.

40 Letter in possession of the NCPA.

41 Wright interview.

42 Letter in possession of the NCPA; The Tar Heel Pest, Christmas 1958; Minutes of the Jan. 7, 1959 meeting in possession of the NCPA.

David Dodd Jr. became association president in 1959. The short course was held on Jan. 6-8 at the N.C. State College Union building. Members, who had to find their own accommodations in Raleigh, had been told in advance that they could reserve a room in the area for \$1.50 per night with linen furnished. A new public relations program was announced and the members discussed appointing a public relations committee to study hiring a public relations firm at a cost of up to \$500 for the year.

On June 26-27, 12 members of the North Carolina association attended the first Tri-State Pest Control Convention held for North and South Carolina and Georgia pest control operators.<sup>43</sup> That year, the association also held its traditional summer meeting at the Morehead Biltmore Hotel in Morehead City. Eighty-one people, including spouses and children, attended.

“If you happen to be a small operator like me, leave the janitor in charge,” newsletter editor H.E. Frye advised before the meeting. “The gents may wear sports shirts and Bermuda shorts if they so desire to all meetings with the exception of the banquet.”

The members agreed at the summer meeting to substitute the Tri-State Convention for the association’s summer meeting in the future. Each of the three states involved was to hold its own summer membership meeting in conjunction with the convention. At the summer meeting, annual dues were raised from \$10 to \$20 and a revised constitution and by-laws were approved, with a more detailed spelling out of membership procedures and a change in the committees.

The summer meeting was “more like a Fraternity party than a group of competitors,” the July issue of *The Tar Heel Pest* observed. “This was made possible by the realization that all of us were there for common causes, namely to exchange ideas, raise our standards even higher, attend to necessary association business, obtain what factual information we could and relax as we saw fit.

“Your President brought up the point that if the Association was going to continue to grow in stature and recognition, that among other things, we should have standards in excess of minimum standards set up by the Pest Control Commission,” the newsletter said. The members authorized David Dodd to appoint a committee to study such standards. A panel discussion at the meeting included a lively exchange on Orkil, the insecticide formulated for Orkin and highlighted in the controversial ads mentioned earlier (see pages 23-24).

On the socializing at the meeting, the editor, who said he personally hadn’t drunk anything stronger than a Coke for seven years, joked that some members of the association “really believe in the use of chemicals.”

The first and only wedding that occurred at a summer meeting happened on July 25 in the Governor’s Suite at the Morehead-Biltmore when Delia Copley and Sol Best put aside their differences and got married. David Dodd gave the bride in marriage and Walter Wilson was the best man. Guests included members of the association. Dee Dodd, who as a 12-year-old boy was the ring bearer, recalled that the marriage between the two competitors did not last long, although both members’ involvement in the association continued.<sup>44</sup>

In 1959, Dee had other things on his mind besides weddings.

“Dad was president in ‘59. He had the presidential suite at the Ocean Forest and he wouldn’t let us go to the Saturday night band, so at about 10 at night, a bunch of us got together and had our own party at the presidential suite and discovered how to do room service. He was real proud of us,” said Dee.<sup>45</sup>

During the fall, the Structural Pest Control Commission approved several changes in the law that had been proposed by the association. “I feel that we are all indebted to the entire Commission for the consideration, changes, and deletions that were made in these regulations upon request from the Pest Control Association.... We can all live with and abide by the New Standards, if we do this I don’t believe it will be necessary to make further changes of this nature for a long time,” the newsletter said.<sup>46</sup>

The world’s leading authority on termites, Dr. Thomas A. Snyder, spoke at the tenth annual winter school on Feb. 2-4, 1960. The supper and business meeting at the Red Wolfe Restaurant cost \$1.50 per meal, with hotel rates between \$3.50 and \$7. Television was 75 cents extra per day. Pest control operators complained to Charles Wright during this era that they had to stay in Clayton, about 40 minutes from Raleigh, because there were insufficient accommodations in Raleigh.

---

43      **The Tar Heel Pest, June 1959.**

44      **The Tar Heel Pests, summer 1959.**

45      **Author’s group interview with Dee Dodd, Bob Brock, Fred Jordan, and Sam Newman, June 18, 2008.**

46      **The Tar Heel Pest, November 1959.**

Marvin Scull was elected president that year, and all past presidents were presented with plaques. Two different 1960 membership rosters show the association had 72-74 members.<sup>47</sup>

The newsletter reported in the fall of 1959 that NC State was starting a one- or two-year course for pest control operators, and predicted: "The day is coming when each Pest Control Operator in North Carolina will need to have in his employment, men who are college trained, and the sooner we accept this fact the better off we all will be from every angle, mainly dollar wise."<sup>48</sup>

The course, which began in 1960, was to play a key part in shaping the industry. Many of the pest control operators who later became leaders in the industry and association went through the course. The association started its first scholarship program, for students attending the school.

Despite the efforts of the past decade, Dr. Smith asked Marvin Scull in a letter on Nov. 29 to look over an article he had prepared for release to the newspapers about the continuing problem of "gyp artists" working in pest control in North Carolina. The article said there had been many recent reports of unlicensed operators, mainly in the eastern part of the state, pretending to control termites and wood-boring beetles.

"They particularly prey on elderly people and widows in rural areas who are less likely to check behind the gyp artists after the work is completed. Scare tactics are used to obtain jobs. These parasites have been known to prey upon the same victim as many as five or six times if they feel that they can obtain more money each time."

They typically treated a building underneath to control termites and claimed that they had to use many times the estimated chemical. They did the same in attics, whether pests were present or not. "The control measures used by these fake companies are of little or no value. These quacks usually palm off impressive-looking guarantees but make themselves scarce when trouble shows up later. Usually, the addresses given on their contracts are fictitious."

The article noted the state's requirements that pest control operators have a license and comply with state laws, and urged consumers to make sure anyone who offered to give a free inspection for pests had a pest control license number displayed on his vehicle and an unexpired identification card.<sup>49</sup>

Obviously, the association still had much work to do.

---

47 Membership rosters in possession of the NCPA.

48 The Tar Heel Pests, November 1959.

49 Clyde Smith, 1960 article in possession of the NC State entomology department.





This photograph, probably taken in the 1960s, includes some of the main leadership of the association during the mid-1960s. Left to right, back row, C.E. Nixon, 1966 President Frank Goforth, 1961 President Sol Best, 1964 President Bob Hutchcraft; front row, 1962 President Bill McClellan and 1963 President Ivey Coward.

*"I believe the publication of this book [Silent Spring by Rachel Carson] will hasten the day that we will have the 'Prescription type entomology' of which I spoke at the first short course some 13 years ago. The 'prescription type entomology' will mean that only 'licensed' operators will be allowed to use certain chemicals.... If we accept the premise that use of pesticides will be controlled at a future date, it behooves each of you to get your shop in order so that you can meet and beat the challenge.*

*"In the future, those businesses that survive must have technically trained men. I know that some of you in this room are operating your businesses without technically trained personnel. You have learned what you know the hard way, through the school of hard knocks, and many of you have graduated 'cum laude.' This route to success is going to be much harder in the future. In fact it may be virtually impossible. Some of you may find it difficult to survive under future competition unless you and/or some of your staff are trained."*

— Dr. Clyde Smith, 1963

# Chapter Two

## 1961-1970

### Building a Network

**W**ITH THE BASIC FOUNDATION FOR THE industry in place, the association, the NC State entomology department, and the state Structural Pest Control Commission spent the 1960s building an increasingly sophisticated support network of education, regulations, and scientific research. Rachel Carson's 1962 best-selling critique of the pesticide industry, *Silent Spring*, helped spur these efforts even as it launched the environmental movement.

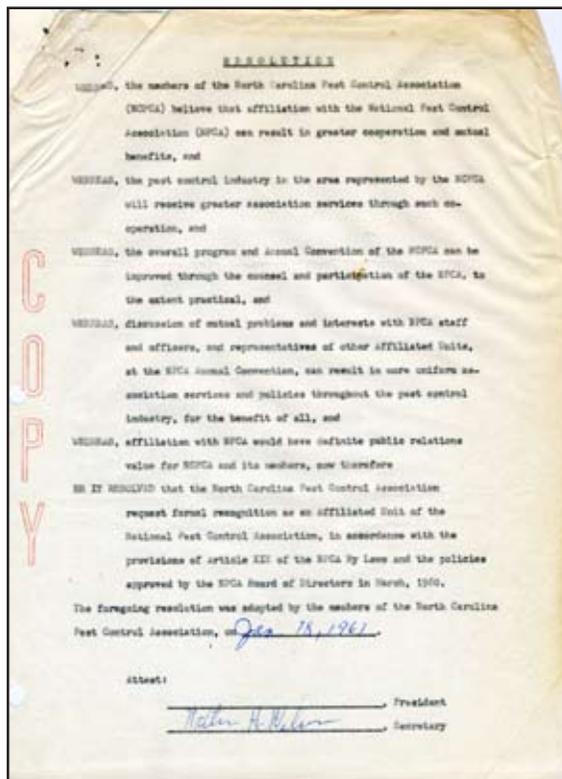
Most of the association's members during the 1960s ran small family businesses that reflected the fledgling nature of the industry and the modest financial circumstances of its practitioners.

At the 1961 winter school at NC State's College Union Building, "we used the facilities upstairs," Bob Brock remembered. "A lot of people from the college were there and the regulatory people, and of course, the pest control operators. There were at least 50 to 60 people attending these meetings. There was no training for separate phases of pest control as there was later, so everyone stayed in the same room and received more general training."<sup>50</sup>

A.T. (Sol) Best was elected president that year. Sixty-three banquet tickets were sold, for \$3 each. The total cost of the banquet was \$255.75.

Walter Wilson was elected PCO of the Year by secret ballot at that year's summer meeting. The association also established an affiliation with the National Pest Control Association in 1961.<sup>51</sup>

Below, a membership card, ca. 1960s. Right, a resolution to affiliate with the National Pest Control Association.



50 Brock, group interview.

51 Minutes of the summer members' meeting, Aug. 5, 1961, in possession of Jack Roberts.

With no executive secretary, publication of *The Tar Heel Pest* apparently lagged until David Dodd reactivated it in 1962, when W.C. McClellan was president: "In event you have not already guessed, it is Dodd at the keyboard again.... I have agreed to work on this issue only with the generous help of [Marvin] Scull, [Sol] Best, and [probably Joseph]Creonte."

Under David's editorship, *The Tar Heel Pest* was newsy and lively, and he frequently ribbed various members. In an undated 1962 edition, he wrote that he was sending out a complimentary copy to all licensed pest control operators "who we feel will make GOOD Association members – Yes, you guessed it, a certain Company & branches are not receiving this as they have done nothing to indicate that they would make good members."

He did not name the company, however.

"In 1959 it cost us app. \$50 per month to publish and mail the *Tar Heel Pest*. Last year under my name I mailed a few issues of 'Memos to P.C.O's' this too cost about \$50 per mailing. THEREFORE I almost swallowed my tobacco when 'Bob' Hutchcraft told 'Dave' Goforth at the last general meeting that this publication could be turned out for about \$10 per issue. Perhaps this is the way our good friend 'Bob' gets some of his other quotations."

He added in defense of Bob, that had some other pest control operators been present, the price quoted might have been \$5.

"Louie Killough has started having PCOs in Charlotte to his office for coffee, cookies and a bull session on their troubles. Why can't we do this over the entire state? How can you ask a man to pass the butter at a Dutch supper and still be made [sp.] with him?" Dodd questioned in the January 1962 issue, in which he also noted that Rudy Howell had been named as the new chief state inspector.<sup>52</sup>

R.B. Goforth edited the June 26, 1963 edition of *The Tar Heel Pest*, which by this time included ads by suppliers and pest control companies on the back page. The newsletter offered condolences to Charles Wright on the loss of his parents in an automobile accident.<sup>53</sup>

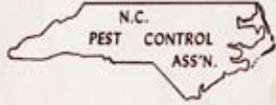


Left-right, Pest control operators T.C. Smith, Arnold Hamm, NC professor Charles Wright, and pest control operator Kenneth Lee. Below, left to right, Dr. Clyde Smith looks on as 1963 President Ivey Coward presents a scholarship check to Kenneth Lee.



52      **The Tar Heel Pest, undated 1962, January 1962.**

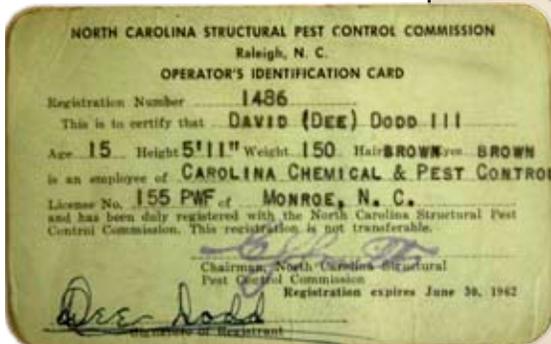
53      **The Tar Heel Pest, June 26, 1963.**

<p><b>PARTICIPANTS</b></p> <p>A. T. Best President, North Carolina Pest Control Association</p> <p>W. E. Blasingame State Entomologist of Georgia Atlanta, Ga.</p> <p>Glenn H. Darnette President, Georgia Pest Control Association</p> <p>Lee E. Chambers President, Abridge &amp; Chambers, Inc. Virginia Beach, Va.</p> <p>David Dodd President, Carolina Chemical &amp; Pest Control, Inc. Monroe, N. C.</p> <p>Dr. E. A. Falls Consultant and Professor of Economics N. C. State College Raleigh, N. C.</p> <p>Herman L. Folkes President, Gata Exterminators Atlanta, Ga.</p> <p>Dr. J. M. Grayson Head, Department of Entomology V. P. I. Blacksburg, Va.</p> <p>F. Reeves Gruesette President, South Carolina Pest Control Association</p> <p>H. B. Johnson Officer in Charge Forest Insect Laboratory Forest Service U. S. D. A. Gulfport, Mississippi</p> <p>H. J. Kowal Chief, Division of Forest Insect Research Southeastern Forest Experiment Station Forest Service U. S. D. A. Asheville, N. C.</p> <p>Dr. J. K. Reed Professor of Entomology Clemson College Clemson, S. C.</p> <p>Dr. Clyde F. Smith Head, Entomology Department N. C. State College Raleigh, N. C.</p> <p>Myrna W. Smith President Hill-Smith Systems Memphis, Tennessee.</p>	<p><b>PROGRAM COMMITTEE</b></p> <p>Joe Kowal, Chairman</p> <p>John Young</p> <p>Dave Dodd</p> <p>H. E. Frye</p> <p>W. O. Deason</p> <p>Jim Gasque</p>	<p><b>THIRD ANNUAL</b></p> <p>Tri-State Convention</p> <p><b>North Carolina, South Carolina and Georgia</b></p> <p><b>Pest Control Associations</b></p> <p>Grove Park Inn</p> <p>Asheville, N. C.</p> <p>1961 Hosts</p> <p>August 3-4-5, 1961</p> 
--	---	---

The summer meetings during this period were held on a tri-state basis, and alternated between North and South Carolina and Georgia. Typically, they included a golf tournament, sea cruise, luau, and dance. Dee Dodd, who attended summer meetings and other association events with his father as a teenager, remembered that he learned to identify both bugs and hands of poker from the association leaders at the events. Below is Dee's operator's identification card, issued when he was 15.

**HAWAIIAN LUAU BUFFET BANQUET  
TRI-STATE PEST CONTROL MEETING  
OCEAN FOREST HOTEL  
MYRTLE BEACH, SOUTH CAROLINA  
AUGUST 9, 1963 - 8:00 P. M.**

Ripe Olives	Stuffed Olives	Pellon Ring
Sliced Tomatoes	Relishes	Cucumber
Shrimp with Fried Rice	Chicken Lailani	
Sweet & Pungent Pork Chops		
Polynesian Spare Ribs		
Drunken Lobster	Fried Banana	
Sweet Potato Hawaiian	Steamboat Round Of Beef	
Salad Bowls - -	Chicken Salad	South Sea
Stuffed Banana-coconut	Rainbow	
Pineapple	Filling with Fruit	
Desserts: Banana-Coconut on Shell		
Coconut Custard Pie, Banana Cream Pie		
Pineapple Cake	South Sea Island	
Jelly Rolls	Coconut Jelly Rolls	
Assorted Fresh Fruit		



### The Exams

A pest control operator was required to get a state license in W, or Wood-destroying insects, P or pest control, and, if he was involved in fumigation, an F phase license, in order to do pest control work in North Carolina. With the exception of operators who were already in business at the time the law was passed in 1955, that meant that all operators had to take an exam.

Operators would study on their own and attend the winter school to prepare for the exams.

"You'd study your heart out, and you'd go up to the big building and you'd take a 100-question test. If you made 69, you went home and studied some more. It was a very hard test to pass," said Sam Newman. "You can't operate a pest control business in this state unless somebody has taken and passed these tests."

"It still has about a 35 percent pass rate," Dee Dodd said. Efforts to change it have improved pass rates only by about three or four percent since the exam was initiated.

The exam has 70 written questions and 30 insect identification questions on it, some of which are the same ones that have been on the test for 30 or 40 years, Fred Jordan noted. The insect samples are so old that they have changed colors, "but you still have to identify them."

11

PRACTICE PROBLEMS

1. A greenhouse has a width of 26 feet at the base, rises 7 ft. on each side, and then slopes to a peak in the center where the top ridge is 14 feet above the floor. The greenhouse is 76 feet long. Directions for fumigating state that you must use one pound of the fumigant per 1,000 cu. ft. How many pounds will you need for your greenhouse?
2. A cylinder-shaped silo is to be fumigated. The diameter is 20 feet and the height is 40 feet. The directions call for using 1 pound of fumigant per 1,000 cu. ft. How many pounds will you need to fumigate the silo?
3. You have a 25% dieldrin emulsifiable concentrate containing 2 lbs. active ingredient per gallon. How much will be needed to make up 50 gallons of 0.5% dieldrin spray emulsion?
4. You wish to apply aldrin at the rate of 2 lbs. per acre. You have 1,000 sq. ft. to treat and plan to use 50 gallons of spray. You have 25% aldrin emulsifiable concentrate (containing 2 lbs. active ingredient per gallon) on hand. How many ounces of this should you add to water to make the 50 gallons of spray?
5. How many ounces of 25% diazinon emulsifiable concentrate should you add to water to make 3 gallons of a 1% diazinon spray emulsion?
6. You have 57% malathion emulsifiable concentrate containing 5 lbs. of the active ingredient per gallon. How much of this should you add to water to make 50 gallons of a 2% malathion spray?
7. How much 50% malathion wettable powder would you need to prepare 50 gallons of a 2% malathion spray?
8. You wish to treat an area with 5% malathion dust. Directions call for applying 5 lbs. of malathion per acre. Your area is 2,000 sq. ft. How much dust should you apply?
9. In problem 8, suppose you had only 25% malathion wettable powder and were told to use that as a spray at the same rate as the dust. That is, you must apply 5 lbs. of malathion per acre. How much 25% malathion wettable powder would you need to make 50 gallons of spray to apply to the 2,000 sq. ft.?
10. You added 2 gallons of 25% aldrin emulsifiable concentrate (2 lbs. active ingredient per gallon) to enough water to make 100 gallons of spray. What concentration (%) of aldrin was in your spray?

10. 0.5% spray	5. 19.35 ounces
9. 0.93 lbs.	4. 2.968 ounces
8. 4.55 lbs.	3. 1 gallon
7. 16 lbs.	2. 12.56 lbs.
6. 1.6 gallons	1. 20.7 lbs.

A practice exam from 1963.

Pitching the value of the new two-year pest control course at NC State, Clyde Smith spoke at the 1963 Tri-State summer meeting about the release of *Silent Spring* the year before. Carson's book, now widely credited with having helped start the environmental movement, documented the detrimental effects of pesticides on the environment, particularly the effect of DDT in causing bird shells to be thin.

"While this book is biased, distorts the facts in many cases, and fails to tell the complete story, it has been of immense value in arousing the general public concerning the use of pesticides," Smith told the association's members. "I believe the publication of this book will hasten the day that we will have the 'Prescription type entomology' of which I spoke at the first short course some 13 years ago. The 'prescription type entomology' will mean that only 'licensed' operators will be allowed to use certain chemicals.... If we accept the premise that use of pesticides will be controlled at a future date, it behooves each of you to get your shop in order so that you can meet and beat the challenge.

"In the future, those businesses that survive must have technically trained men. I know that some of you in this room are operating your businesses without technically trained personnel. You have learned what you know the hard way, through the school of hard knocks, and many of you have graduated 'cum laude.' This route to success is going to be much harder in the future. In fact it may be virtually impossible. Some of you may find it difficult to survive under future competition unless you and/or some of your staff are trained."

Dr. Smith noted that most of the training for N.C. State's two-year pest control course was conducted by Charles Wright and Harry Moore.<sup>54</sup> Before the two-year course, very few people who were involved in the industry had any higher education beyond high school, said Charles Wright. "But they would come to these winter schools and they would see what they didn't know and what was available."

The two-year course was the beginning of a drive toward formal higher education in the pest control industry. Many of the men who later became prominent in the industry and served as presidents of the association went through the course — among them Bob Brock, who was in the first class; Jack Roberts, who graduated in 1964;

ROUTINE INSPECTION OF RECORDS AND EQUIPMENT

COMPANY: \_\_\_\_\_ DATE: \_\_\_\_\_

LICENSEE: \_\_\_\_\_ LICENSE NO: \_\_\_\_\_

A. EQUIPMENT: ADEQUATE \_\_\_\_\_, INADEQUATE \_\_\_\_\_, NOT INSPECTED \_\_\_\_\_, LICENSE NUMBER \_\_\_\_\_

DISPLAYED: YES \_\_\_\_\_, NO \_\_\_\_\_, NOT DETERMINED \_\_\_\_\_, IF YES, PROPERLY \_\_\_\_\_, IMPROPERLY \_\_\_\_\_.

REMARKS: \_\_\_\_\_

B. RECORDS ON WORK: PLAN \_\_\_\_\_, SPECIFICATIONS \_\_\_\_\_, CONTRACT \_\_\_\_\_, OTHER: NO AGREEMENT

GUARANTEE FOR \_\_\_\_\_ YEAR(S). REMARKS: \_\_\_\_\_

— MAJOR DISCREPANCIES

C. COMPLAINTS OR REMARKS BY LICENSEES: \_\_\_\_\_

INSPECTOR \_\_\_\_\_ DATE \_\_\_\_\_

D. LIST OF JOBS FOR USE IN INSPECTIONS:

NAME AND ADDRESS	DATE & TREATMENT	REMARKS
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____

This 1963 sample inspection report used by state inspectors is marked in red "major discrepancies," the state's designation for problems which a pest control operator was required to correct or face fines or possible license revocation.

54 Clyde Smith, *What's New and What's News?*, speech given Aug. 8-10, 1963 at the Tri-State summer meeting. Copy in possession of the NC State entomology department.

David Dillingham, who went through the course at his uncle's suggestion, went to work for pest control operator Les May in Jackson, NC, and then bought him out years later; and others.

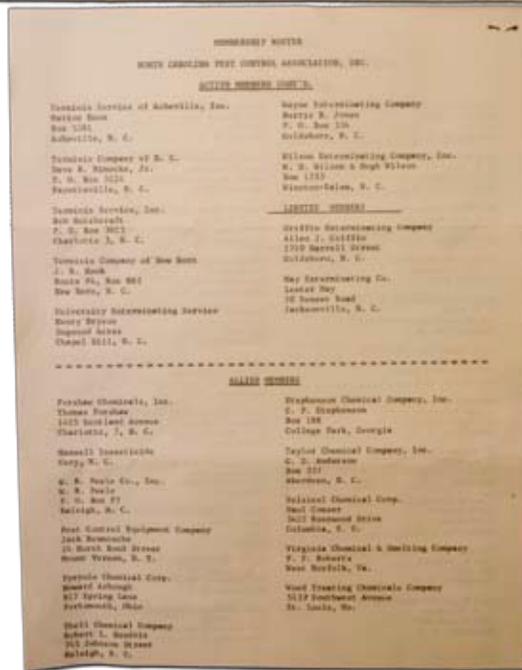
"It was excellent, and with the guidance and help of Drs. Wright and Moore, I got through it barely," David said.<sup>55</sup>

"Students went through the two-year program, graduated, and went to work with pest control firms. Some of them eventually formed their own pest control companies," Charles Wright said. "I taught five different courses in the two-year program. I advised students in the two-year program in pest control," in addition to working with general agriculture and graduate students. Indeed, Charles became the hub of a network that included the two-year school, the pest control association, urban entomology research that eventually placed the university at the forefront in the field, the winter PCO schools, and the state Structural Pest Control Commission. After Harry Moore received his PhD in 1964, the two men worked together in a process that evolved into a successful support system for pest control operators.

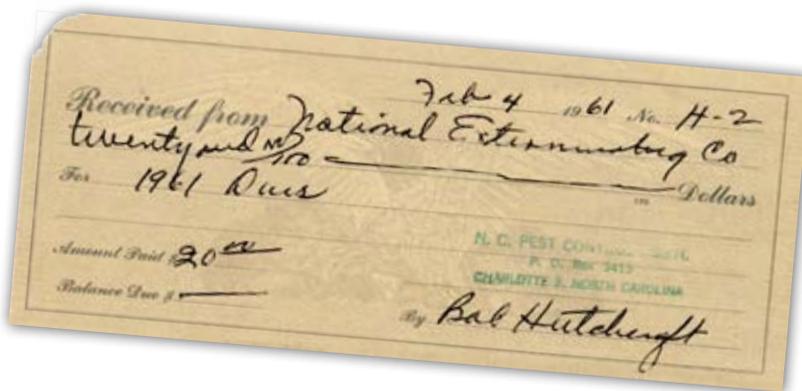
Many of the courses in the two-year school had field labs which Charles would teach by contacting pest control firms and asking them if they had a job he could take his students out on. "I would say, 'I need a rat control job.' Harry Moore would do the same with termites. We even got some of the jobs through faculty members. He'd go out and treat their houses."

"We worked from the mountains to the coast," he said. "When we'd travel, we'd talk with pest control operators."

Working with researcher Ross Leidy in the lab to analyze his samples, Charles and his assistant, Gene Dupree, treated houses over the years with chlordane, Dursban and other registered insecticides. They put food out before treating, and then took it back to Ross's lab on ice for him to analyze and determine whether or not it was contaminated. He also analyzed air samples. In addition, pest control companies would go out and treat houses, and Charles and Gene would sample them for insecticides. "Some of them were sampled for up to eight years to find out if there was excessive contamination in the air. We found out that there was no problem."



A 1964 membership roster and 1961 dues check.



55 Author's interview with David Dillingham, May 14, 2008.

Charles published and gave seminars on the findings. “We had the first national air monitoring conference here because of the research that Ross and I were doing. I gave a seminar, for example, at DOW [Chemical]. It was standing room only. People were standing around against the walls. One of the people at Dow said, ‘Some of that work you’ve done has changed the industry.’ At that time period, NC State University was the only university doing and publishing on indoor sampling for insecticides.”

Through publishing and corresponding with other entomologists and experts in the pest control field, Charles identified people who were experts and asked them to speak at the winter schools. “We got speakers from all over, from California, Texas, Maryland, Purdue several times. I’d find a person who was real good in household spiders and have him in from Kentucky. We had National Pest Control Association people, consultants.”

One of Charles’ students went on to head up the urban entomology program at Purdue University, which became another leader in the field.

Charles’ research also attracted pesticide manufacturers who provided him with grants to do research on their products. “One said, ‘If those tests look bad on my product, are you going to publish it?’ I said, ‘Yes, I publish all research results.’”

Charles served for 18 years as a university representative on the Structural Pest Control Commission, which meant writing exams for the different phases of pest control work for which people were seeking licensing — fumigation, pest control, and wood-destroying organisms.

“Many of the commission members at the beginning did not feel that they were qualified,” Charles said. “I was the technical person from the university. That’s how I got involved in a lot of it. Dr. Moore did wood-destroying insects, and I did the pest control.”

Pest control operator Bob McNeely also was involved with the wood-destroying insect program. “From practical experience, he knew it and he was good,” Charles said. His son, Scott, “took two courses under me. I knew

### Yellow Pages Listings

In the August 1962 issue of *The Tar Heel Pest*, David Dodd asked members to weigh in on what single heading they would like to advertise under in the Yellow Pages — pest control, exterminating, or termite control.

The association in October 1963 persuaded South Bell Telephone Co. to list pest control operators under a single listing — Exterminating and Fumigating (Pest Control). In addition, the following cross-references were established:

FUMIGATING — SEE EXTERMINATING & FUMIGATING (PEST CONTROL)

PEST CONTROL — SEE EXTERMINATING & FUMIGATING (PEST CONTROL)

TERMITE CONTROL — SEE EXTERMINATING & FUMIGATING (PEST CONTROL)

“The above results is something that only could be done through an association. ... There is quite a few things our association can do with the independent operator and for him if all band together and join up. This is the only way possible at the time being that a small operator has an opportunity to compete with the larger companies and chain organizations,” *The Tar Heel Pest* noted jubilantly.

The association’s 1963 president, Ivey Coward, wrote in the newsletter: “It looks as if the effort put forth by our group here in North Carolina, united with other Pest Control Associations, has born fruit. The Telephone Company has agreed to relieve us of this undue hardship of multiple listing in the Telephone Directory.”

Coward estimated that the single listing saved pest control operators between \$75,000 and \$100,000 annually on Yellow Pages advertising.

“The Independent Telephone Exchanges still have to be convinced that our industry desires single listing in their yellow page directory advertising as it has in Southern Bell directories. This, since it is on a regional basis, is properly a responsibility of the Regional Vice Presidents,” he said.

“At one time, the yellow pages were really socking it to us,” Bob Brock recalled. “You had a listing under pest control, termite control, rodent control, and for each one of those you had to buy an ad, so we got our muscle together and told them we wanted one listing under pest control.”

Scott when he was in diapers. I've seen so many people in the industry grow up."

The commission work "got boring at times and other times, it got pretty fractious. I was more or less in the middle trying to keep things on keel. I was always the vice chairman, and any time the chairman was gone, I took over. Some wanted a strict and others a lenient interpretation of the law."

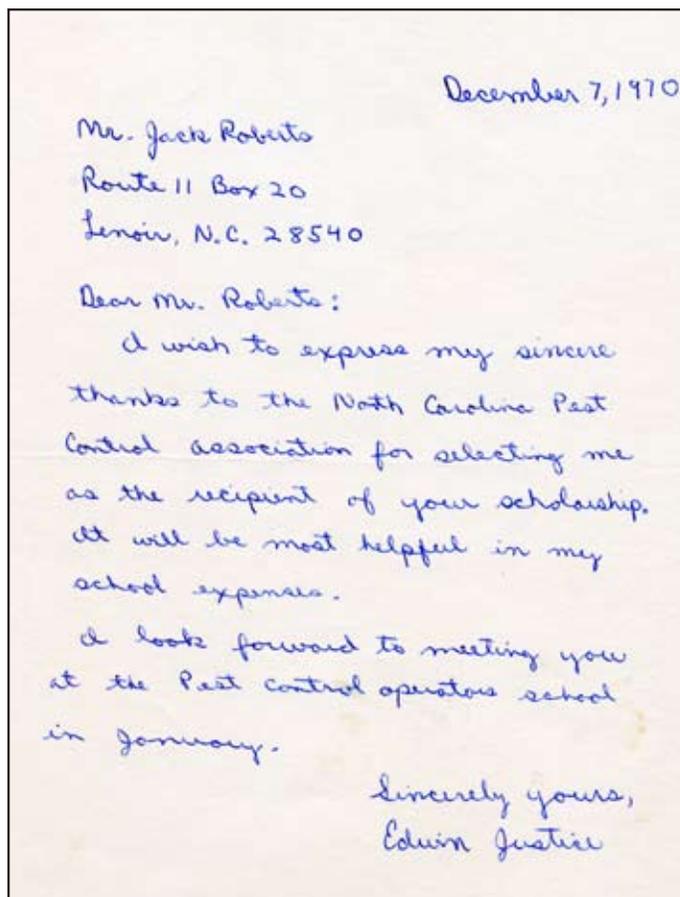
North Carolina's population began to migrate toward metropolitan areas in the 1950s and 1960s, setting the stage for a population explosion that began in the 1980s. Between the 1960s and 2000, the state doubled in population. As the society urbanized, there was a demand for more information on how to eradicate insects in urban buildings, Charles said.

"Someone would write to NC State and ask how to get rid of white ants, for example, and the department head would get the letter. 'He would say, write an article on this.' The person assigned would go and find whatever literature he could and write a popular-type article." As a result, the body of knowledge about urban entomology grew.

When confronted with a problem the university's personnel did not know the answer to, "we'd go to a specialist or we would write to someone in another state, our peers. We built a network, with the commission, the association, our peers. Most of the commission members didn't know other entomologists, but we did. We would go to national schools every so often and meet with them, and we got to know the few throughout the country."

The number of entomologists nationwide was so small that at one national meeting, Dr. Rudy Hillmann gave a paper and Charles was the only one in the audience besides the moderator. "He just talked to the room."

By the time Charles retired in 1993, however, national entomology meetings lasted a day and a half, with concurrent sessions going on and 10- and 15-minute papers being presented. "That's how it grew from the mid-60s to 70s to say 1990."



Top, Gene Lynn, the 1965 association president, presents a scholarship to two-year pest control student George Holtzman as Frank Goforth looks on. Above, a 1970 thank you note from a student is typical of ones the association received for scholarships in the 1960s and 1970s.



Participants at a winter school in the 1960s. All of them could not be identified. Among those who are pictured are, counting from left to right, 9. Charles Wright, 13. Frank Goforth, 16. William Penick, 30. Arnold Hamm, 43. David Dodd, 45. may be Bill McClellan, 51. Randall Hewitt, 57. David Dillingham, 61. Bob Brock, 63. Lester May, 65. Jack Roberts, 75. Fred Winkler, 77. Delia Copley, 81. Cal Stephenson.

The specialty of urban entomology was industry driven, growing as the pest control industry developed and the nation urbanized. “I would also go to the National Pest Control Association meetings, and I got to know these old timers. They’d go back to their states and encourage people to become involved. Gradually it built up professionally.”<sup>56</sup>

“Harry Moore and Charles Wright were the biggest influence as far as training in the state of North Carolina that there’s ever been. They put programs together for us to sit through and listen and be trained and ask questions. Charlie Wright was the world’s best public trainer and speaker. Everybody loved that man. Charlie Wright is a modest man, but he had the biggest influence on my career of anyone as far as gaining knowledge of what I need to take back to be an operator,” Sam Newman said.<sup>57</sup>

Jim Lynn, the son of the association’s 1965 president, Gene Lynn, recalled: “One of the first times I remember going to the pest control school was I was probably 13 or 14 years old, and we had the meeting at the old Sir Walter Hotel. They had real low ceilings and Dr. Wright. He’s about 6 foot 7 and all I can remember is the ceiling being right on his head.”

Jim began working for his father during the summers when he was 15 years old in the mid-1960s. He is typical of second-generation pest control operators who grew up working in their fathers’ businesses and later went through the two-year school. The association had a small budget in the 1960s and “in the board of directors meetings, I can tell you that they would fight like dogs over a nickel. We don’t have that situation now, but the president then didn’t get any traveling expenses.”

This situation persisted from the 1950s until the 1990s, he said. “When I came through as president in 1990, I got two rooms for the year and then I could turn in an expense account, but most of us didn’t. The rest of it was volunteering your own time and basically a lot of the expenses came out of your own pocket.”

The main meetings remained the winter school, the summer meeting, and regional workshops. “A lot of times the president would try to make all these workshops.”<sup>58</sup>

The members were so cost conscious that the board voted in February 1963, the year Ivey Coward was president, to refund \$10 of the \$20 annual dues to people who had already paid it.

---

56 Wright interview.

57 Newman, group interview.

58 Author’s interview with Jim Lynn, May 22, 2008.

### The Lady Bugs

Because of changes in the tax laws, wives of PCOs could not deduct their expenses for the summer conventions in the mid-1960s. To get around this, 16 wives of pest control operators met on Friday morning, Aug. 9, 1963 in the T.V. room at the Ocean Forest Hotel at Myrtle Beach, S.C., where the Tri-State Convention was held, and organized an affiliate association for spouses of pest control operators. Dubbed the Ladybugs by their first vice president, Clarine Lynn, the group elected Bess Forshaw president.

"We really didn't do much," Clarine said. "It never did go anywhere. It just played out. We just didn't have anything to talk about. We enjoyed each other's company, but it wasn't something to form an organization from."

The banquet at the winter school would be a hootenanny at "the lovely new State Faculty Club organized by the Ladybugs," Frank Goforth noted in the January 1964 newsletter. The banquet was \$5 per person and included door prizes and souvenirs. "All you freeloaders, here's your chance."

Mary C. Ivey, a Ladybug, provided a whiff of 1960s pop culture with a pitch for the Ladybugs in the April 1964 issue of *The Tar Heel Pest*: 'I want to hold your hand' but have \$4.00 in it for our first years dues. Then at the (summer) Asheville meeting it cannot be said of you 'I Saw Her Standing There.' 'It won't Be Long' till August is here. Don't be a 'Little Baby' and say, 'Don't Bother Me.' You will not miss the \$4.00 but you will miss the fun. Even though the money is saying to you, 'Hold Me Tight,' the organization will not be complete 'Till There Was You.' Come on girls, get in the swing, join up. 'All I've Got To Do' is sit back, collect your dues and mail membership cards.

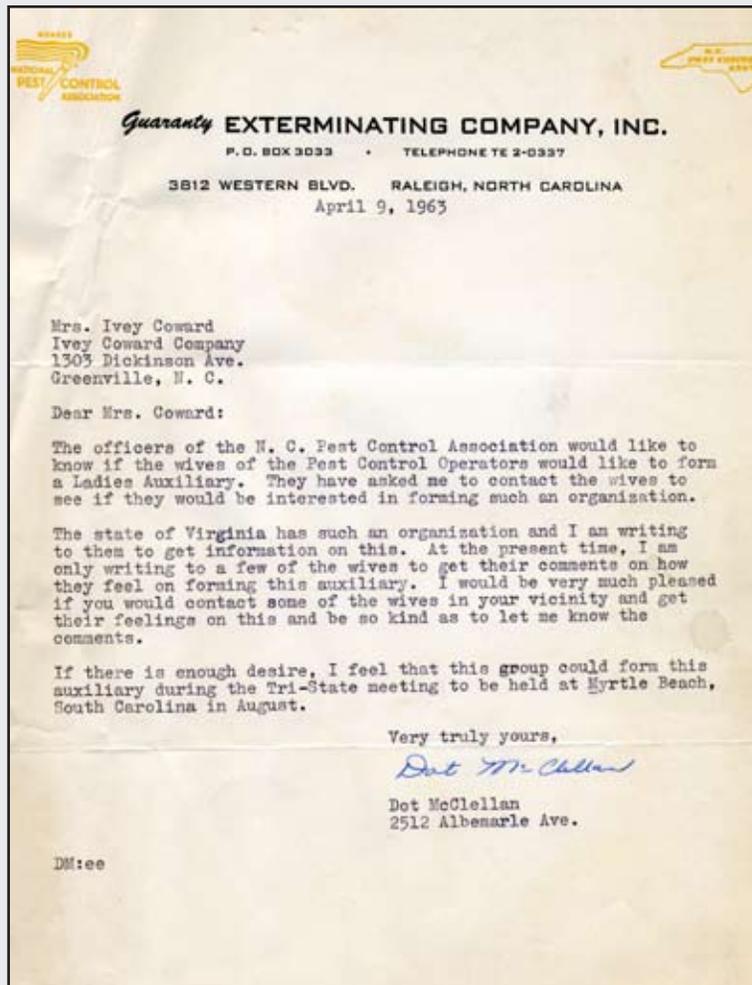
'All My Loving,'

Mary C. Ivey

Ladybugs

P.S. All you Beatle fans can easily see a little snitching was done from the Beatles' song titles."

The October 1965 newsletter said eight members of the Ladybugs attended the Tri-State Convention that year. The group decided to auction items to each other at the winter school to provide aid for students.





The founding members of the Ladybugs are shown above in a photograph. Not all of their identities are known. On the back row, right, is Mrs. Clyde Smith. Front row, far left is Dot McClellan and far right is Clarine Lynn. Below, a roster of the association's founding members and, opposite page, a letter about organizing the group.

- Charter Members For Real Ladybugs*
- |   |  |
|---|--|
| Mrs. Ethel Best (Best Estimating Co.)<br>P.O. Box 631<br>Durham N. C.                       | Mrs. Clarine Lynn (Surety Est. Co.)<br>Millmont Rd.<br>Raleigh N. C.               |
| Mrs. Louise Conrad (Voye Conrad Co.)<br>1710 N. Selk. St. Ext.<br>Greenville N. C.          | Mrs. Dot McLehler (Surety Est. Co.)<br>2512 Albemarle Ave.<br>Raleigh N. C.        |
| Mrs. Daisy Eskin (Eskin Textile Control)<br>P.O. Box 161<br>East Spencer N. C.              | Mrs. Edith Parrnell (Cavalier Est.)<br>210 Facility Dr.<br>Fayetteville N. C.      |
| Mrs. Bess Fardson (Fardson Chemical)<br>P.O. Box 6055<br>Charlotte N. C.                    | Mrs. Beren Rose (Fardson Chemical)<br>1617 Purnell St.<br>Charlotte N. C.          |
| Mrs. Patsy Goforth (Arrow Est. Co.)<br>708 Rush Road<br>Fayetteville N. C.                  | Mrs. Patsy A. Schull (Allied Est.)<br>702 E. Howard St.<br>Durham N. C.            |
| Mrs. Patsy Hendrix (Shell Chemical)<br>204 Harwood Dr.<br>Raleigh N. C.                     | Mrs. Alice Wood (Eskin Textile Control)<br>333 Club House Dr.<br>Sellingburg N. C. |
| Mrs. Bess Holloway (Holloway Est. Co.)<br>1101 W. Cumberland St.<br>Durham N. C.            | <u>Other Members</u>   |
| Mrs. Edith Hoops (Textile Co. of N. Carr)<br>3106 Tenth Rd.<br>New Bern N. C.               | Mrs. Louise Webb (Candler Chemical)<br>201 Johnston St.<br>Powers N. C.            |
| Mrs. Patsy Hitchcraft (Textile Co. of Charlotte)<br>3116 Northampton Dr.<br>Charlotte N. C. | Mrs. Betty Taylor (Taylor Est.)<br>2415 Harrison St.<br>Wilmington N. C.           |
| Patsy C. Voye (Voye Est. Co.)<br>3308 N. Tryon St.<br>Charlotte N. C.                       | Mrs. J. F. Goforth (Go-Forth Est.)<br>P.O. Box 602<br>High Point N. C.             |

- Anonymous Members
- Mrs. Floe Dawson (Dawson Textile & Post Control)  
P.O. Box 391  
Kinston N. C.
- Mrs. Clyde Smith  
% Dr. Clyde Smith  
N. C. State College  
Raleigh N. C.

“I want to say we have some of the most honest people I know in the association,” Frank Goforth noted in *The Tar Heel Pest*. “I received four or five letters asking me if I made a mistake by a check being included with the *Tar Heel Pest*. . . . That was what the check was for.”<sup>59</sup>

The dues, Bob Brock said, would seesaw up and down during the 1960s. “They’d say, ‘What are we going to do with all this money?’ They probably had 300 dollars. They’d cut the dues down.”<sup>60</sup>

The reduction in the dues rate never lasted long. “On the ten dollars yearly dues we are going to run out of money next year without a doubt unless we close up and do nothing,” the newsletter predicted glumly in announcing that an amendment would be introduced at the annual 1964 meeting to raise the dues back up to \$20.<sup>61</sup>

R.B. Goforth became involved in the association in 1964-65, and began to work his way up through regional vice president, then secretary, vice president and president through the chairs. At the winter school, “mostly, we wore ties,” he said. “We had a lot of arguments. Some wanted to do it this way and some another. We had a lot of fights. Some of the guys, I wouldn’t want to meet at night, because I didn’t trust them. I’m serious. It was cutthroat, about anything you wanted to disagree on and just have a real go at it. I can’t remember what the fights were about. They didn’t know procedures and they always wanted to ask questions about why you did it this way and why we had to pay so much money. It was just a standard early parliamentary organization put together by people that had to do something. We had some good people that were coming up, and as you can see, the presidents did a super job. We had no problems with the fact that we were competitors.

“We were doing accounts back in those days for \$4 and \$5 and we weren’t making a lot of money. Most were not affluent people,” he said.<sup>62</sup>

“There was a lot of people that would cuss under their breath at somebody. He underbid me on a job. But it was camaraderie. We got along real good,” Bob Brock said.<sup>63</sup>

During the 1960s, pricing was a constant issue. Pest control operators were sensitive to any company that undercut others in price. The Dec. 1965 newsletter reported that Orkin Exterminating Co. was raising its price on pest and termite control work. “Prices over the past twenty years have gone down rather than up with everything else spiraling due to inflation. We are paying more for labor, materials, insurance and almost everything that we use in our routine work. It is hoped that other companies will follow suit in this general price raise. This, of course, is up to you and what you feel like your services are worth. We do not think it is exactly ethical to try to undermine this price raise. However, I would like to point out one confusing part of this move by Orkin. They seem to be taking new accounts at a lower price than other companies are quoting.”<sup>64</sup>



Left-right, unknown, Bob Hutchcraft, Sol Best, Charles Pearsall, and Marvin Scull. This photo was taken in the 1960s.

- 
- 59     **The Tar Heel Pest, May 28, 1963, Nov. 1963.**  
60     **Brock, group interview.**  
61     **The Tar Heel Pest, Dec. 1963.**  
62     **R.B. Goforth interview.**  
63     **Brock, group interview.**  
64     **The Tar Heel Pest, Dec. 1965.**

Despite the squabbles over money, many of the association members were generous about contributing to an on-going fund for scholarships for students who were attending both the two-year pest control and the four-year entomology courses at NC State. In 1965, 24 people in the association contributed \$2,900 to a loan fund for students. Documents from the 1960s include many letters from students expressing their gratitude for the annual scholarships given to pest control students at NC State. The scholarships were partly a response to a general shortage of trained personnel in the 1960s.

“Our growing population is supporting many new industries which are draining off the available, capable service men and managers. The government and many of these industries offer favorable salary schedules, fringe benefits, extended sick leaves, etc.,” the newsletter lamented. Twenty students graduated from the two-year pest control curriculum through June 1965. Nine of them were employed in North Carolina in 1966, three were in the armed forces, two were insecticide salesmen, two were engaged in pest control in other states, one was a custom applicator of insecticides, one was a technician in the NC State entomology department, and one was a graduate student. Only one student had gone into another line of work.

“All past recipients of the North Carolina Pest Control Association Scholarship are engaged in commercial pest control in North Carolina. Gentlemen, this is money well spent,” the newsletter said.<sup>65</sup>

Competition over the officers’ positions was sometimes fierce during this period. The newsletter noted in December 1965 that the officers’ nominating committee would publish its recommendations on the next year’s officers in the next issue. “This will avoid anyone’s accusing the committee of steam rolling techniques as has been done in the past. We have had just about as many officers elected from nominations from the floor as via the nominating committee.”

“It took a long time back then to vote in a new president, for some reason. It was very competitive. There was a procedure, but a lot of people would nominate from the floor. They wanted their buddy elected, or didn’t like that guy. He’s an exterminator in my home town, and I don’t want him to be president, but people became more professional and more educated,” Sam Newman said of the 1960s.<sup>66</sup>

In 1964, Dr. Clyde Smith resigned as head of the NC State entomology department after 13 years of involvement with the association.

“Dr. Clyde Smith was a man that did more than any other one man in helping to organize the North Carolina Pest Control Association along with Bill Buetner of the National Association. He gave us leadership and know-how in setting up our North Carolina Pest Control Association, as well as setting up the North Carolina State College Short Course for the sole benefit of the operators of Pest Control in this area. He has worked hard and been successful in maintaining one of the top short courses in the country,” The Tar Heel Pest said.

“It is with great pleasure that the editor of the Tar Heel Pest pays tribute to Dr. Clyde Smith.... The average man on the street does not even know how much he has been benefited by the work of Dr. Clyde Smith in the area of exterminating and pest control.

“I understand he has accepted appointment for another year as chairman of the North Carolina Structural Pest Control Commission and I hope that means that he still intends to stay with us in North Carolina in research and other fields that he may choose.” Dr. Edward Smith became the new head of the entomology department.<sup>67</sup>

Orkin managers gradually resumed involvement in the association during the 1960s. However, Sam Newman, who joined the association in about 1965-66, said he fought a continuing stigma among members against representatives of large companies such as Orkin and Terminix. “I was a Terminix man. All these people looked at us a little funny. But we were sincere, and we proved that we wanted to be a part of the association and we were there not to promote Terminix, but to promote Sam Newman’s involvement in the association and try to work up to a leadership post.”<sup>68</sup>

Ivey Coward wrote in the January 1964 issue of The Tar Heel Pest: “For the sake of your businesses get yourselves registered for this short course the 4<sup>th</sup>, 5<sup>th</sup>, and 6<sup>th</sup> of February. Gentlemen, I feel that education is vital to all of us as P.C.O’s. I will give you one or two reasons for you to be concerned with.

---

65 The Tar Heel Pest, April 1966.

66 The Tar Heel Pest, Dec. 1965, Sam Newman interview.

67 The Tar Heel Pest, Nov. 1963.

68 Sam Newman, group interview.

“You have all heard of the book “Silent Spring” by Rachel Carson that kicked off her anti-pesticide crusade over a year ago. Well, it has created so much interest that it has activated a committee known as the ‘President’s Scientific Advisory Committee,” which issued a report called the Weisner Report. “The findings of this committee will effect all of us members as well as non-members. I think that we can admit that the P.C.O.’s are at a cross road and that the battle of the ages could be closer than we think, and will be fought and decided once and for all between the ignorant and intellect. That is why I have felt the need to increase myself and my employees with more knowledge of the jobs that we are called upon to do, so far as new pesticide laws are concerned. I think the findings of the P.S.A. Committee will weigh heavily whether for or against P.C.O.’s everywhere.

“Gentlemen, I may seem to make it sound to you, that you and I as P.C.O.’s stand alone or out in the cold. This my friends is not the case. We have people at the National level representing us in each round. These people are trying to sell us and present us to these committees as professionals. These people will need all the support they can get from us and the best support can come from the Association. So let’s join the Association now and be counted among the professionals by our salesmen. This responsibility to become a member of the Association and increase yourself in knowledge rests upon your shoulders. So be sure and attend this short course this year, and if not before at this time get applications filled out for membership and be counted among the progressive P.C.O.’s in their labors in the 1964 administration. I send a special invitation to the non-member P.C.O.’s down here in the eastern part of North Carolina. I was disappointed last year to find no P.C.O.’s except members of my own company east of Wilson, N.C. represented at the short course. Fellows, let’s break this ugly record.”<sup>69</sup>

Rachel Carson’s book worried some customers at the time, Bob Brock remembered. “They had read the book, and it was pretty scary. People thought all the birds were going to die in the U.S., and the animals and the children. Pesticides are poison, but when they’re applied properly, they’re safe. That’s what was happening. Probably someone had applied it in a way that was not safe, and she got all these stories. I don’t know if she blew them out of proportion or made them more scary than they were, but it got the public’s attention. It kind of died down, like most things do.”

The major issue was farmers misusing pesticides, Sam Newman said. “The old farmers used to say if one ounce would kill it, I’m going to use ten ounces to make sure they all die. So they used ten times more material than was necessary and it was misuse.”<sup>70</sup>

Pest control operators were told at the February 1964 winter school that the American Cancer Society had declared the pesticides Aldrin and Dieldrin to be carcinogenic.

“We are clearly entering a period of transition in our industry... What we as individuals do now to prepare ourselves and what we as an association do now, will greatly influence the future of Pest Control in North Carolina. Will we become professionals or will we stay as tradesmen? The future of the Pest Control Industry depends on how we meet the challenge. It is up to you as an individual. Unless we make radical improvements, the future is dark. It is suggested that the improvement of our Industry Image be discussed in detail at your Regional Meetings,” The Tar Heel Pest declared.<sup>71</sup>

The industry’s image had improved dramatically, but was a continuing concern. The association regularly published accounts in the newsletter of pest control operators whose licenses were suspended for violation of state rules and regulations.

In the April 1964 newsletter, David Dodd reported on a national meeting he had attended with Dr. Clyde Smith: “Standards, minimum specifications, insurance regulations and other requirements of the 16-18 states involved are so different that I cannot visualize ... uniform standards that would be satisfactory to all.” He added that there also were differences in working conditions between states.

“Over a period of years, I have found Dr. Clyde Smith and myself were not in accord in our thinking about 50% of the time. However, in this meeting I was really proud of his working knowledge of our industry as compared to the rest of this august group of PhD’s who did not seem to me to really understand what it was all about,” David noted.<sup>72</sup>

---

69 Tar Heel Pest, Jan. 1964.

70 Bob Brock and Sam Newman, group interview.

71 The Tar Heel Pest, Feb. 1964.

72 The Tar Heel Pest, April 1965.

The summer meetings were intended to be more relaxed than the winter schools. Some of the pest control operators had summer cottages at the beach and would get together there, Charles Wright recalled. Members golfed, had a volleyball tournament, toured the local sights at the venue they met at, swam, and partied at the hotel where the meeting was held, in addition to having a bit of training and a membership meeting. Some members complained about decisions made at this meeting, which fewer members could attend than the meeting held at the winter school.

“It would just be impossible to ever hold a meeting where there was 100% representation of our membership... There is nothing that anyone can do to hold up any official action of the Association in these meetings providing there is a quorum, which there always has been. Our only advice then would be either attend yourself or send an official representative from your company with duly authorized proxy,” the newsletter responded.<sup>73</sup>

At the winter school and summer meetings, “there was a group that partied. I didn’t drink, so I didn’t party like that. I had a different lifestyle,” Charles Wright said. Controversy over whether to allow liquor at the meetings was on-going in the 1960s, Jim Lynn recalled, because some people liked to drink and others were conservative Baptists who didn’t want to go to the banquet if it included alcohol.

Jim remembered vividly going to summer meetings and other industry-related events with his father while he was growing up. At one meeting at Appalachian State, “Daddy broke a gallon of Jack Daniels or something in the hallway and about had a fit because it was a dry county. We used to be notorious. Everywhere there was a meeting anywhere, you’d find liquor. Our state was known as ‘We’ll drink any state under the table anywhere anytime.’”

One well-known partying incident involved Jim’s father Gene Lynn and Les May at the Sir Walter Hotel in Raleigh one evening at the winter school. “I guess that was about the first time that Gene had gone and taken a collection from one of the suppliers to buy alcohol, which they had never permitted before,” said his wife Clarine.

“You’ve got to know Les and you’ve got to know Gene. They argued all the time. If something was just as black as it could be, one would say it was white. Most of the time, it was for fun.”

“They got about three sheets to the wind, and they got into an argument over something,” Jim said. They were nine floors up. “Daddy and Les opened the windows up and they were threatening to throw each other out the windows, drunk as a bunch of skunks.”

“The next morning, Les approached Gene and said, ‘We’re never going to argue again as long as we live, because you know what? One of us could have been laying out there dead because we’d been drinking.’ From that day on, never did they get in another argument. They thought the world of each other. We continued to be friends until they died. They might have disagreed, but they never argued,” Clarine said.<sup>74</sup>

Gene Lynn was elected president in 1965.

The Tar Heel Pests that year were a mix of personal news such as members who had had car accidents and industry news — on topics such as the termite swarming season, the death of three people from an accidental pesticide poisoning, and the importance of grounding electrical equipment, washing chemicals off the skin promptly, avoiding climbing on rickety objects, wearing protective gear, and carrying first aid kits on trucks. The Nov. 1965 newsletter noted that rodenticides containing DDT should not be placed within 18 feet of products destined for human consumption. It also advised members of the importance of having liability insurance. In an open letter to Dr. Smith, Gene Lynn wrote expressing appreciation for the time Dr. Smith had contributed to the association’s welfare and “our confidence in administration of the affairs of the Structural Pest Control Commission by you and its other members.

“We know your tenure on the Commission has been long and sometimes difficult. We thank you for your fair administration of this Commission and, further, for your sincere efforts in our behalf.”<sup>75</sup>

Gene addressed the chronic problem of attendance at regional meetings, writing that the attendance and quality of the meetings was improving. The first regional meeting he had attended as president had three people present. By November, he attended one with 13 people. Charles Wright, who made presentations at regional workshops, recalled one at a nice steakhouse. “There was this partition and there were cracks in it. The Pest Control Association was trying to have a meeting and talk, and people over on the other side were enjoying their steaks and partying

---

73      **The Tar Heel Pest, May 1965.**

74      **Author’s interview with Clarine Lynn, July 2008, Jim Lynn interview.**

75      **The Tar Heel Pest, Nov. 1965.**

I. H. O'Hanlon  
Philip Malins

**ANTEX EXTERMINATING CO., INC.**  
COMPLETE PEST CONTROL SERVICE  
DIAL 485-2193 • 406 WASHINGTON DRIVE • P. O. BOX 475  
FAYETTEVILLE, N. C.

4th STREET • RE-9-86

December 14, 1966

Mr. Walter H. Wilson  
Wilson Pest Control Company  
401 West End Boulevard  
Winston-Salem, N. C. 27102

Dear Walter:

Your letter of December 8 received regarding a bill in the '67 General Assembly, requesting additional funds for the enforcement of work supervised by the North Carolina Structural Pest Control Commission. It is my belief that we would stand a better chance of receiving such funds if such was included in the budget of the North Carolina Department of Agriculture. Mr. John Reitzel, Assistant Commissioner of Agriculture, would be quite familiar with the best way of including this in the Commission's request. I deem it advisable that Mr. Reitzel be contacted immediately, and if necessary, for the amount requested to be included in a supplemental budget appropriation.

With kindest personal regards.

Yours sincerely,  
*I. H. O'Hanlon*  
I. H. O'Hanlon

IHO'H:rf

December 23, 1966

Mr. Frank Goforth  
Go-Forth Exterminating Co.  
100 S. Main Street  
High Point, N. C.

Dear Frank:

Find enclosed letter and the final draft from Bob Wilson. I hope each member will proof read it.

If this final draft is correct, I assume that the Legislative Committee has fulfilled our assignment, since it is my understanding that you will make the contact to have it introduced in the Legislature.

This has been a very co-operative committee, and if there is anything further we can do, we will be glad to do it.

Merry Christmas and A Happy New Year.

Sincerely yours,  
Walter Wilson  
Chairman of Legislative Committee

WV: ve  
cc: Robert B. Wilson  
All Legislative Committee Members

Letters involving the revised pest control law.

76 Wright interview.

on the other side, and the noise was going right through.”<sup>76</sup>

The mid and late 1960s were active years for the association's legislative committee chaired by Walter Wilson because of major amendments to the North Carolina Pest Control Act to change the way that the state structural pest control enforcement was funded and because of revisions to the state rules and regulations.

The May 1965 newsletter noted: “One member of the House did have every intention of introducing a bill that would have cost each pest control operator a considerable sum per year. A Commission meeting was called and with the full cooperation of the Association, it was decided to explain that it was the opinion of all concerned that there existed adequate laws and regulations concerning the subject. We appreciate the fact that this member of the house did not see fit to pursue the matter further.”

“Many thanks to the Honorable I.H. O'Hanlon, Representative of the legislature of Cumberland County. As far as this industry is concerned 'Ike' is our representative at large and has done an excellent job of keeping abreast and advising us of what is going on in the legislative halls of our great state. 'Ike' has also proven that he is willing at all times to support the wishes of the Association. We might not show it but it is appreciated.

“I have learned to live with our Law without too much inconvenience. I believe it has opened up wide new areas of business for the pest control operator. To some degree it has given a neutral body a chance to say what is right or wrong in customer relations which has helped a lot of companies when

the customer was asking or expecting too much.

"I think that we have abused this business about as bad as any other group when it comes to pretreating for termites. In this area we have not, as a whole, carried the responsibility that we should have."<sup>77</sup>

On Nov. 16, 1965, Walter Wilson wrote to Gene Lynn saying he had received a letter dated Nov. 11, 1965 from pest control operator Charlie Pearsall saying a committee had been appointed to study the law and recommend any necessary changes. "I assume a copy of this letter is my notification that I am chairman of the committee. (first I have heard of it)."

Wilson called a meeting for Nov. 23 at his office and offered to buy anyone's lunch who arrived by 12:30. "I missed my first general membership meeting of the North Carolina Pest Control Association in Atlanta and I do not know what this committee is supposed to do. I am definitely depending on you committee members to bring your suggestions for this first meeting," he wrote to the committee, which included Drs. Wright and Clyde Smith as consultants as well as Ike O'Hanlon, Dr. Ralph Killough, R.B. Goforth Jr., and Bob Brock.<sup>78</sup>

A Jan. 31, 1966 letter written by Lester May expressed the concerns of many of the association members: "In the five years that I have been associated with the industry, I have met some wonderful people and have also learned that many have [a] 'dog eat dog' philosophy: the majority of these never attend the short courses nor the district meetings.

"We are all in agreement that the industry should be put on a professional level. Gentlemen, as long as the laws of this state are of such that a man can be dismissed from the job pumping gas at a service station due to incompetency and yet be hired by a supposedly reputable exterminating company to take over a pest control route, when on his own admission [he] knows neither what he is using nor the effects of the chemical. Then, may I ask, how will we ever, in the eyes of the public, come to the professional level that we all desire?"

May recommended deleting the grandfather's clause allowing people who had been in business when the original law was passed to avoid participating in the state licensing procedures. On revoked licenses, he wrote: "We have a commission set up of the most capable men in or associated with the industry. If this commission finds it necessary to revoke a man's license, there should be a law stating the length of time of suspension and what is necessary to return to the industry. If an individual is so poor an operator, that the commission finds fit to revoke his license, then he should be examined prior to reinstatement."

May also decried "outlandishly low prices I have heard quoted by some of our operators." The prices were an admission of shoddy and incompetent workmanship and a slap in the face to professional ethics because it was impossible to properly treat a structure for the low prices quoted to builders, he said. One operator proposed to



OFFICERS 1966 N C P C A	
Carl Rhodes	-Regional Vice-President
Eugene Lynn	-Immediate Past President
S. G. Flowers	-Regional Vice-President
J. F. Goforth	-President
Hugh Wilson	-Regional Vice-President
L. A. Hamm	-Vice-President
Dr. Ralph Killough	-Regional Vice-President

This photo and list of officers appeared in the Tar Heel Pest in February 1966.

77 The Tar Heel Pest, May 1965.

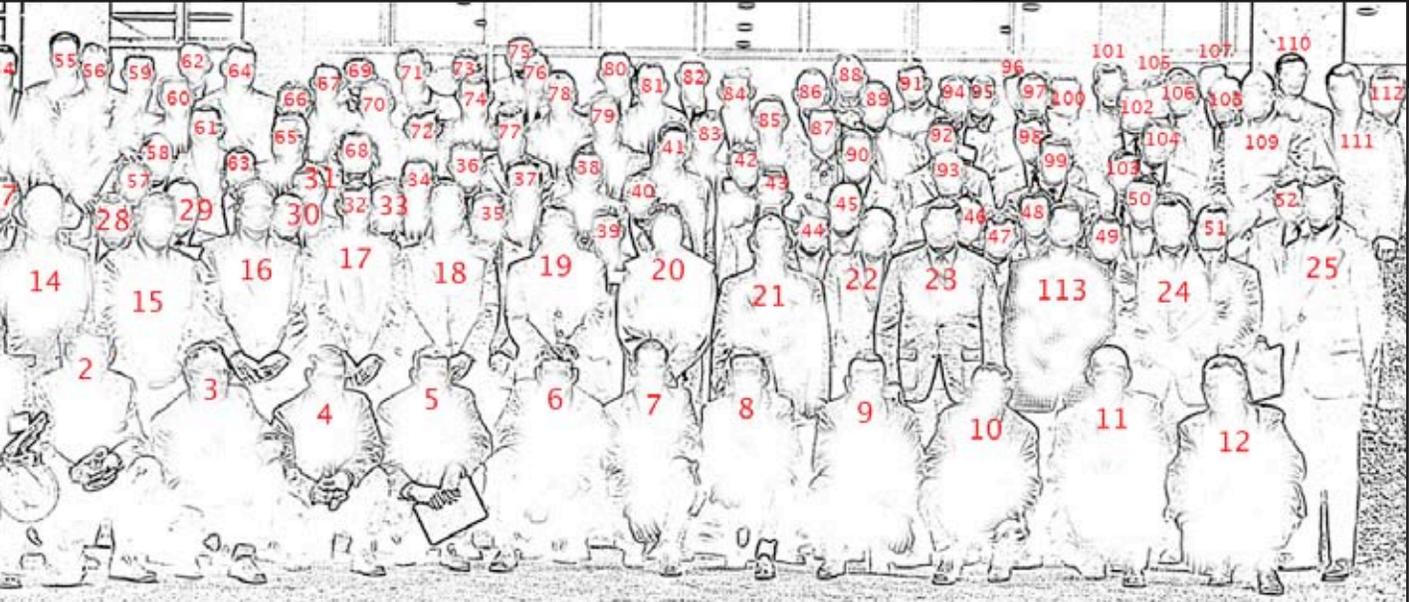
78 Letters in possession of the NCPCA.



This photograph is of attendees at the pest control school in about 1965. Attempts to identify many of those in the picture were not successful, but Jack Roberts , Charles Wright and R.B. Goforth identified the following people. Use the numbered key to the right to match the name to the individual.

3. Dave Goforth, 4. Ellis Smith, 8. Randall Hewitt, 9. Blan Cockerham, 11. T.C. Smith, 15. Charles Efird, 18. S.G. Flowers, 20. Delia Copley, 21. Lacy Webster, 23. Kenneth Lee, 26. A.G. or Walter Killough, 29. Charles Efird, 30. W.C. Bill McClellan, 31. Clarence Smith, 33. Tom Gunn, 34. Sol Best, 43. Jimmy Clayton, 45. Frank Goforth, 47. Mike Walder, 48. Pat Brock, 52. Sam Bowyer, 54. Doug Mampe, 63. Jimmy Hutto, 65. Ivey Coward, 75. Charles Wright, 78. William Ivey, 80. Harry Moore, 82. Gary Robertson, 83. Charles Pearsall, 84. J.T. Hatley, 85. Walt Wilson, 86. Arnold Hamm, 87. Hugh Wilson, 89. Marvin Scull, 90. Bob McNeely, 93. William "Cotton" Penick, 95. Fletcher Spillman, 96. Bob Brock, 99. Jack Roberts, 100. Gene Lynn, 101. Ralph Killough, 103. David Dillingham, 104. R.B. Goforth, 110. Walter McDuffie.





treat five buildings for two cents per square foot. "If this operator can add, subtract and multiply, he could see in an instant that he cannot treat for that price unless he cuts a sharp corner, and in this business, there is only one corner, 'chemicals.'"

"I personally feel that there is a great need for some changes in our present laws governing pest control operators. However, I also feel that these changes [need to] be thoroughly researched, discussed and presented to the association for comment before being submitted to any legislators for action.

"I am most willing to assist this committee in any way in the preparation of proposed law changes. Sincerely, Lester May."<sup>79</sup>

Meeting at Dr. Clyde Smith's office in Raleigh on March 1, 1966, the legislative committee, including Wilson, R.B. Goforth, Jr., Ike O'Hanlon, Dr. Smith, Charles Wright, Bill McClellan and a Mr. Helms from Orkin ploughed through a long list of items that had come up for possible changes. Among them were whether pest control operators had the authority to make financial responsibility a part of the rules and regulations. The group decided to leave the grandfather clause alone for the time being. It also decided that the commission had the power to add to the rules and regulations a time period during which it might revoke a license.

The most important issue was where the state would get the money to better enforce the rules and regulations. Ike O'Hanlon offered to have the Attorney General's office write into a new bill the money to enable the commission to see that the law was enforced. However, "it was the opinion of practically everyone present that the legislature would not provide the extra money needed by the commission."<sup>80</sup>

By June 16, 1966, the legislative committee had decided to ask the Legislature to furnish the money to enforce the law as well as to require each licensee to show financial responsibility such as public liability and property damage insurance and also provide some form of collateral for termite work. The committee recommended that the definitions of insecticides, rodenticides, repellents and fumigants be clarified and other definitions added, that the per diem for commissioners be changed, and that the identification card carried by pest control employees be changed so that the issue of one would depend on a serviceman keeping up his qualifications.

"Before then, we didn't have to buy liability insurance to protect the consumer," Sam Newman said. "This was passed that we could not renew our license until we showed proof that we had general liability insurance."

On Aug. 6, 1966, in between playing golf, a boat trip to Fort Sumter, a harbor cruise and a dance, the 21 members at the summer meeting in Charleston, S.C., discussed the changes in the state law. The pest control operators paid \$20 each for the summer meeting, with an extra \$10 for their wives and \$7.50 each for their children. Hotels ranged from \$8 to \$11 each.

In the Oct. 20, 1966 newsletter, President Frank Goforth, in his column "Let's be Frank," observed: "I think that everyone is beginning to see that we are not trying to slip anything through, but only to try to improve the law and to make it as workable as possible for everyone that wants to treat the public fair. This work will be voted on December 5, 1966, Monday at 11 a.m. in Winston Salem."

Twenty-four members at the meeting accepted the changes.<sup>81</sup>

"I was also surprised in the apathy of so many members of our association, when it came to rewriting the pest control law. We are so independent that it could be our worst enemy," Frank wrote in his final message as president. L. Arnold Hamm was elected president at the 1967 winter school, for which 106 people registered. Thirty companies, including Orkin, were on a membership list during this time.<sup>82</sup>

The March 1967 newsletter reported that the association had received word that a state legislator was greatly concerned about the law changes, and association members had held a meeting in Raleigh, presumably with the legislator, about a pest control company that had been charged with fraud.

On March 24, 1967, James A. Graham, commissioner of the State Department of Agriculture, wrote to Walter Wilson that there was a need for statutory revisions of the Structural Pest Control Act of 1955 because the commission did not have the funds to pay the salary and travel expenses of inspectors solely from funds derived from fees collected for issuing licenses and identification cards, and conducting examinations.

---

79 Letter in possession of the NCPA.

80 Letter in possession of the NCPA.

81 The Tar Heel Pest, Oct. 20, 1966, Dec. 6, 1966 letter from attorney Robert Wilson to Walter Wilson, in possession of the NCPA.

82 The Tar Heel Pest, Feb. 1967.

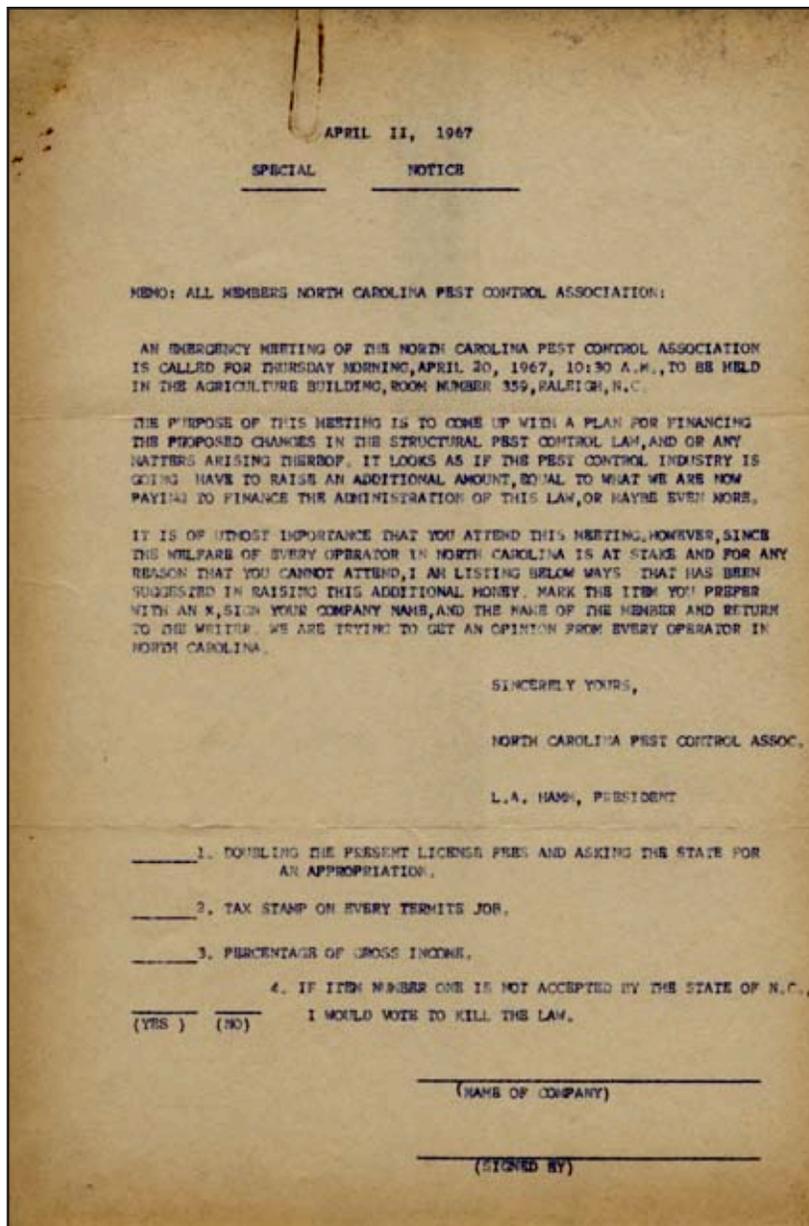
During the 1965-66 fiscal year, out of more than 30,000 buildings treated annually in North Carolina for subterranean termites, the two inspectors were able to make only 500 inspections of buildings treated by licensed pest control operators, Graham said. The commission had just one inspector, the other having been discharged because of lack of funds. Continual inspections of the work, records and equipment of 240 licensed structural pest control operators was essential to insure full compliance with the law and rules and regulations. To enforce the law, the commission needed a minimum of five inspectors, which would cost \$100,000, Graham claimed. He added that he was requesting that the General Assembly consider a source of revenue based either on a consumer tax on structural pest control sales or a direct appropriation from state funds to enforce the act. Otherwise, "I respectfully request that the Commissioner of Agriculture be relieved of the responsibility of enforcing the Act."<sup>83</sup>

Ray Howell, who at the time was a state inspector, said: "We got to the point that we couldn't cover the state." The commission began to operate in the red, and needed a new source of funding.<sup>84</sup>

Graham's letter touched off a series of meetings and negotiations between the legislature, commission, and the association.

"It looks like the pest control industry is going to have to raise an additional amount equal to what we are now paying to finance the administration of this law. Or maybe even more," the April 1967 newsletter lamented. Possibilities were doubling present license fees, asking the state for an additional appropriation, putting a tax stamp on every termite job, or taxing operators for an additional percentage of gross income.

Among the 1967 association papers is an undated one insisting that the association oppose a bill that would have required pest control operators to collect one percent of their inspection fees to finance the commission's policing



The association held a flurry of meetings to reach a satisfactory solution to the state's need to fund the structural pest control inspectors.

83 Letter in possession of the NCPA.

84 Author's interview with Ray Howell, Nov. 2008.

Arnie's Corner - cont'd page 1

One item of great importance is the new bill which the Association voted to enter into State Legislation. Your Legislative Committee has already had one meeting on this and now looks as if there will be others. You will be informed as progress is made.

Appointments to committees have been mailed. Get on the Band Wagon and let's make the Association a part of YOUR business.

President  
L. ARNOLD HAMM

Word has been received of the death of James Irby, Irby Exterminators, Raeford, N.C. He is survived by his wife Dorothy Irby of Raeford. Our deepest sympathy to his family.

BACKYARD GARDENER - TV PROGRAM

A live program from the Raleigh studio, seen on Channels 2 and 4 each Thursday evening at 8:00 PM. The Backyard Gardener is a new television feature program conducted by the NC Agriculture Extension Service.

The panel of experts are John Harris, Specialist in Charge of Horticulture; J. E. Wells, Extension Plant Pathologist; and R. L. Robertson, Extension Entomologist.

The program begins March 16 and runs through June 1st.

The number to call is 755-2177 while on the air or write Backyard Gardener, P.O. Box 5546, Raleigh

N. C. Pest Control Association Officers



Pictured here are the officers who will serve you during the year 1967. Left to right they are:

- Richard Ramsey ----- Region 1
- Walter Killough ----- Region 4
- Frank Goforth ----- Past President
- Bob Brock ----- Region 2
- Charles Pearsall ----- Vice President
- L. Arnold Hamm ----- President
- George Tilley ----- Region 3
- S. G. Flowers ----- Region 5
- Not present - R.B. Goforth ---- Sec.-Treas.

This photo of the officers in the association ran in the March 1967 newsletter.

efforts. If the industry did \$20 million worth of business per year, the commission would have \$200,000 for policing. If a company's gross income were \$100,000, it would have to pay \$1,000 for the tax.

"Gentlemen, it is understood that the industry does not want a tax as high as 1% on the gross. If the Regional Vice Presidents will contact the operators, all operators, in their area to fight this particular bill, it can be defeated. Organization is important to do this," the paper said.

"We, the below signed, are opposed to House Bill #1077, whereby the State of N.C. is to [be] levied on pest control company contracts at 1 per cent of gross income annually for inspection. We, the undersigned, also believe that this derived amount of money is too much to operate the commission."<sup>85</sup>

A copy of the funding proposal said it was introduced as an amendment to the Structural Pest Control Act in the 1967 session. The bill stipulated that the fee might be reduced to no less than half of one percent of the total charge, excluding sales tax, of the services performed by a licensee. It should never exceed one percent. If the operators did not collect the tax, they were to be penalized at the rate of not less than five percent or more than 25 percent or their license revoked.

After a public hearing on the proposal, the state Agriculture Department decided it needed less money to enforce the law than it had estimated. The state's proposed budget would have required \$90,000 in 1966-67. The association counter proposed, slashing the proposed budget to \$58,000. In the end, Ray Howell recalled, the pest control operators did not have to pay anything to support the division because the structural pest control law was amended in 1967 to avoid that. The new law created within the state Department of Agriculture the Structural Pest Control Division, and placed the responsibility for administration of the law under the state commissioner of agriculture. It abolished the North Carolina Structural Pest Control Commission and created a five-member

85 Document in possession of the NCPA.

Structural Pest Control Committee. This legislative move opened the way for the division to receive state appropriations, which the previous commission had not done. The commissioner of agriculture was to appoint two committee members; two were appointed by the governor from the pest control industry; and the dean of the School of Agriculture at NC State University was to appoint one committee member from the university's entomology faculty. The director of the Structural Pest Control Division was to serve as secretary to the committee.

The Committee was authorized under the new law to suspend and revoke licenses, make rules and regulations regarding structural pest control as necessary to protect the public's interests, health, and safety, and to certify applicants who qualified for licenses. The law also specified that the committee report annually to the Board of Agriculture the results of all committee hearings and the division's financial status.

The grandfather clause allowing anyone who had been in business prior to 1955 to avoid taking the license exams was phased out of the law, although those who already had a license received under the grandfather clause were allowed to continue to operate.

The new Structural Pest Control Committee held its first meeting on Sept. 22, 1967, in the Agriculture Building in Raleigh. The members were John L. Reitzel, assistant commissioner of agriculture, J. Hawley Pool, a member of the State Board of Agriculture, pest control operators Ike O'Hanlon and J. Killough, and Charles Wright from NC State.

A Dec. 6, 1967 letter from John Reitzel to R.B. Goforth, Jr., secretary-treasurer of the association, noted that pest control operators must carry an identification card for which they must apply along with a license within 30 days of being hired.<sup>86</sup>

The division used the additional funds to employ four inspectors and a stenographer, who licensed 228 pest control operators, did 809 inspections, and convicted four people by December 1967.<sup>87</sup>

R.B. Goforth was elected president at the 1968 annual meeting. At a May 6 board of directors meeting in Greensboro, he presented two proposals for a group insurance plan including life insurance and medical benefits. The association chose one by Nationwide. Sam Newman also recalled that the National Pest Control Association set up a group insurance program that lasted until the early 1980s, when the cost of claims went beyond the means to pay. Since then, pest control operators have procured insurance on their own.

"It was very, very reasonable," Bob Brock said. "It was good insurance, but it eventually faded. I guess the claims were too expensive and they just got out of the business."<sup>88</sup>

The 1969 winter school, held Jan. 7-9, cost \$20 per person, including the banquet. That year's association president, Lacy Webster, wrote a statement to the state Board of Agriculture that indicates the level of training available at the time to pest control operators and the type of chemicals that were used:

"Our Association has deemed it a privilege to work closely with the North Carolina State University for the common good of the pest control operators and the citizens of North Carolina. The training and assistance we have received have been invaluable aids to those of us in the pest control industry. The general public has been the recipient of these benefits when they purchase pest control services from these trained operators.

"Several years ago members of the North Carolina Pest Control Association indicated their interest in having workshops designed for the training of their servicemen. As a result of this interest North Carolina State University has initiated such training workshops within the past year. Many pest control firms in North Carolina conduct training sessions for their own personnel so their men will be more qualified in the safe use of the various pesticides in their daily work.

"The National Pest Control Association provides a constant flow of technical releases, service letters and other information on pesticides, their current approval usages and safety practices. Individual firms also provide current information on pesticides and their correct use to company employees.

"Many homeowners, most small businesses, industrial plants, hospitals, universities and other establishments have regular pest control service to prevent the introduction of pests and to control those introduced. In many instances satisfactory control of certain pests occurred using DDT or one of the other chlorinated hydrocarbons currently under consideration. These pesticides, as recommended by the Federal government and used in and

---

86 Letter in possession of the NCPA.

87 The Tar Heel Pest, Dec. 1967.

88 Newman and Brock, group interview.

TAR HEEL PEST . . . Insert -

The first meeting supporting the new program presented by the North Carolina State Extension Department was held in Region V (Lester May, VP) on April 16, 1969. Hereunder are the minutes of this meeting as recorded by Mrs. Lester (Marge) May:

"With nine companies represented, the fifth Region held a regional meeting at the Country Squire, Kennansville, N. C., on April 16th. This was the 'Pilot' project of the Entomology Department of N. C. State, which the Board of Directors of the North Carolina Pest Control Association approved at their February meeting in Greensboro.

The guest speakers at the program were Dr. G. T. Weekman, Dr. Harry Moore and Dr. Charles G. Wright of the Entomology Department of North Carolina State University, Raleigh. Dr. Weekman explained to those present (34 operators and servicemen) that the Extension Department of the University would like to take their program into all regions of the state at least twice a year. These programs would be of the matter and material the industry thought was necessary for their particular area. Training sessions would be six hours long and would need at least 30 guaranteed attendance in a suitable place at a time and date agreeable with the professors and the sponsors. Suggested places for these sessions would be local high schools or Community Colleges.

Material covered at this meeting was exemplary of the proposed one-day training sessions. Dr. Moore spoke on the identification of the Oriental and German cockroach, noting that it is necessary for the operators to be able to identify all stages of roaches to know how to treat the particular situation. In the regular training session identification of the American, Brown, Australian, Smoky-brown, German, Wood, Oriental and the Brown-banded roaches would be taught, plus their biology and control.

Dr. Wright spoke on the control and application techniques including safety and care of equipment. This subject would also be covered in detail at the regular training sessions.

It was noted that Dr. Moore and Dr. Wright have been reassigned to be able to go out into the state for training where and when needed. These sessions would NOT eliminate the short courses at Raleigh. The reasons for these sessions in the regions would be to counteract the fact that in seventeen years, it is generally the same people and companies present for the short courses; these regional training sessions would help to instruct more operators and servicemen throughout the state on pest control and wood-de - stroying organisms or whatever subject is needed.

Mr. Lacy Webster, President N. C. P. C. A., spoke on the needs of the industry throughout the state, pointing out that N. C. State is trying to help the PCO's. The need for money to help sponsor this type of training program and to help the University publish material needed for the 'Urban and Industrial Pests' of North Carolina was discussed. Pres. Webster asked members present to vote their opinion on raising annual dues to \$20.00 a year; this extra \$5.00 to be used directly to help defray the expense of publishing the material needed to expand the book. Of the eight member companies present, six voted 'yea'.

Pres. Webster also reminded the operators that as of May 21st, the USDA has outlawed the use of phosphorus paste around the home. It may be used in commercial buildings provided that a sign stating same is posted on the building.

This topic brought up the subject of future legislation that will probably come to North Carolina; i.e., certain pesticides, herbicides, etc. will come under regulation, probably federal, and that definitely certain materials will be banned -- all chlorinated hydrocarbons. This would very definitely effect the industry! Dr. Weekman stated that the University at Raleigh has already set up a 'Pesticide Advisory Committee' to remove the objectionable chemicals from use. He stated very emphatically that the industry members should make up their minds to give up those chemicals not essential to the industry and keep only those that we do need. True, that using a substitute may be more expensive, it is more feasible to switch to a more expensive chemical that would meet approval and stay in business than to stick to that which would be outlawed and go out of business. It is hoped that the industry will work in cooperation with the University in forming any necessary bills for legislation and also for additional funds (which can be obtained with enough support of the industry, going through proper channels). It was generally agreed by those present that there is a definite need for the industry members and University officials to work together. Dr. Weekman further stated that at this time no action is needed; however, if the industry should want to meet with University officials in the future to discuss necessary legislation and/or needs in general, he would be glad to meet with the industry members at a future date - say at their Summer meeting or at a time agreeable to both parties.

It was requested of those present to let their officers know of their opinions and evaluation of such a program as discussed so that the school officials may start making their plans for the time and training materials needed. After the meeting several of those present stated that they believe this type specialized training program should be kept inside the industry, otherwise each home may have their own pest control operator.

Companies represented were: Bender, Holloman, Terminix of Kinston and New Bern, Home, Flowers, Taylor, Mincey, Piedmont and May.

Three new applications for the NCPA were obtained after the meeting. Mr. J. W. Taylor, Sr., one of the first presidents of the association, was present at this meeting."

A mixer and dinner followed the meeting.

YOUR EDITOR believes this to be one of the most beneficial programs ever to come along for the Pest Control Operators of North Carolina.

Regional Vice Presidents should contact Dr. G. T. Weekman to arrange for this program to be presented in their area.

R. E. (Bob) Brock,

Vice President, NCPA

# The Tar Heel Pest

PROMOTING THE ART AND SCIENCE OF PROFESSIONAL PEST CONTROL IN NORTH CAROLINA

June 1969

Published By The N. C. Pest Control Assn., Inc.

Vol. V, No. 1

## N. C. Pest Control Association Officers



**New Officers Elected For The North Carolina Pest Control Assn., Inc. 1969-70. Left to right they are: R. B. Goforth, Jr., Past President; Jack Roberts, Sec-Treas.; Bob Brock, Vice-President; Paul Baird, Region 4 V.P.; Lacy Webster, President; Hugh Wilson, Region 3, V.P.; Lester May, Region 5, V.P. Not present—Bland Cockerham, Region 1, V.P.**

around buildings, are applied to selective sites where prior experience has shown the pest to be present. Pesticides in most instances are not applied as an overall treatment to wide areas of buildings in commercial pest control.

“We appreciate your recognition of the need for using chlorinated hydrocarbons (chlordane, dieldrin, Aldrin, and Heptachlor) for termites and other wood-destroying organisms. There are no satisfactory substitutes for these materials and their usage.

“Further, experience has shown that there are uses of other chlorinated hydrocarbons in commercial pest control for which no other satisfactory control exists. The control recommendations referred to in the prior sentence mentioned hereafter are uses approved by various Federal agencies. These uses are:

A. Chlorinated hydrocarbon insecticides for the following insects.

1. Rats, fleas = (10 % DDT in rodent burrows).
2. Bedbugs – Lindane.
3. Non-resistant brown dog ticks – Chlordane, Dieldane, and Lindane.
4. Certain ants, non-resistant cockroaches, fabric pests and ectoparasites – DDT.
5. House mice – DDT tracking powder.
6. Bats in structures, house mice, bats in structures.

B. House mice – DDT tracking powder.

C. Bats in structures – DDT.

“We respectfully request that consideration be given to the above statement of the North Carolina Pest Control Association and enclosed attachments.

“This statement is presented for the purpose of requesting continuance of federally approved uses of chlorinated hydrocarbons for the effective control of household and in structural pest [control] in a safe manner by licensed firms and their qualified employees in the State of North Carolina.”<sup>89</sup>

Chlorinated hydrocarbons, especially chlordane, were the termiticide of choice.

“In the 60s, I remember Daddy getting all upset because chlordane went up to 25 cents a gallon and we just knew we were going to lose business, but I can go back and look at contracts that we signed in the 60s and we’re charging the same amount of money that we did then,” Jim Lynn said.

In the 1960s, houses had to be drilled on the inside and outside of the foundation to get chemicals down in the footers to keep termites out. The entire foundation had to be treated. Porches had to be trenched underneath, so “it was nothing to spend three days trying to tunnel a porch. We were charging three or four hundred dollars for a job that would take two or three days. Now, we charge four hundred dollars or anywhere from five hundred to a thousand for newer technology and of course it only takes half a day to treat the average size house.”<sup>90</sup>

Bob Brock was president of the association in 1970. One hundred people attended the summer meeting at Wrightsville beach, “and that was a big deal,” he said. There was a golf tournament and a luau by the pool. “We’d throw each other in the pool. We’d go down to the beach and play and have a dance at the hotel. It was all fun, but it was educational, too. The summer meetings were a time for friends in the industry to get together and have a party, but to have it so you could write that expense off, you’d do a little bit of training. It was a vacation paid for because we had the training.”<sup>91</sup>

The association received a letter in late 1970 from Ralph Heal, National Pest Control Association executive secretary, saying that the structural pest control industry was faced with a loss of public liability insurance protection because of the application of a contamination or pollution exclusion to the policies of insurance firms belonging to the Bureau of Casualty Underwriters. The exclusion would be applicable to almost all applications of pesticides by the industry, Heal said. That meant that pest control operators’ public liability insurance was of little value. While this type of insurance issue did not become serious for several years, it was a harbinger of the storm that was about to break over environmental issues.<sup>92</sup>

---

89 Letter in possession of the NC State entomology department.

90 Jim Lynn interview.

91 Bob Brock, group interview.

92 Dec. 18, 1970 Letter in possession of the NCPA.

## Defining a Technician

TO PARAPHRASE an old saying, no one can be all things to all people. If a survey were taken, however, we suspect the pest control technician would rank high on the list in versatility of service to a wide range of people.

As a pest control technician, you are: An entomologist, a taxonomist, a formulation chemist and a sanitation engineer. You are expected to be a mechanic, a salesman, be polite, courteous, clean, neat, expedient and resourceful.

You must be a safe driver and a fast worker.

You are expected to lie on your back, shimmy through a crawl-space, through dust, dirt and cobwebs and then be neat and clean for the next call.

You must soothe irate customers and upset housewives. You must be willing to work nights, Sundays and holidays on rooftops and in basements. You freeze in the winter and sweat in the summer.

As a pest control technician, you are a diplomat with a spray gun in hand and a chemical engineer with mud on your face. You're a businessman with a flashlight and a bait in your pocket.

You must have eyes like a hawk and be expected to see in the dark. You must be strong as an ox, have the determination of an athlete and the constitution of a thoroughbred.

And in a normal day, you can be expected to service a private residence, a hospital, a grocery store, a warehouse and a food processing plant, only to return to the office to hear the boss say, "What took you so long."



NORTH CAROLINA PEST CONTROL ASSOCIATION  
OFFICERS FOR 1972

Shown above, left to right; seated, Past President Bill McClellan and President Les May; standing, Region V Vice-President Winston S. Wheeler, Secretary-Treasurer Fletcher Spillman, Vice-President Jack Roberts, and Region I Vice-President C. E. Nixon. Not shown, Region II Vice-President Tom Hinson, Region III Vice-President George Tilley and Region IV Vice-President T. C. Smith.

Left, an item from the December 1974 issue of *The Tar Heel Pest*. Above, the 1972 officers of the association.

*"We had to come to an agreement of how the rules and regulations were going to be written. It was tooth and nails. If it wasn't for the activity of the association, the division would have written so many packs of laws, rules and regulations and treatment procedures that we just couldn't operate. We wanted to be like Walter Wilson and those people. We wanted to be regulated, because that helped us to become professionals, but we wanted to be regulated so that it didn't hamstring running our business."*

—Sam Newman

# Chapter Three

## 1971-1980

### The EPA and the State

**O**N DEC. 2, 1970, AN event occurred in Washington, D.C. that was to change the future of North Carolina pest control operators in far-reaching ways. U.S. President Richard Nixon signed into law the act creating the U.S. Environmental Protection Agency, charged with protecting human health and safeguarding the natural environment. One of the most visible results of the growing environmental movement, the EPA was launched amid an avalanche of television programs, symposia, and “teach-ins” that posed alarming questions such as “Can Man Survive?” and gave the planet a mere decade to avert environmental disaster. Twenty million Americans had demonstrated in the first Earth Day celebration on April 1970 in a volatile atmosphere in which oil-coated ducks were dumped on the U.S. Department of Interior’s steps and demonstrators dragged dead fish down the street, yelling, “This could be you!” The media portrayed the EPA’s first administrator, William D. Ruckelshaus, as a knight out to do battle with the polluters of America. Among the EPA’s early targets were pesticides.

By 1972, the EPA was empowered to regulate the manufacture, labeling and use of pesticides and herbicides in both interstate and intrastate commerce. Under federal law, highly toxic chemicals could be used only by licensed applicators. The maximum penalty for misuse was a \$25,000 fine and one year in prison.

The fact that North Carolina already had a strict structural pest control law mercifully limited the impact of changes made in the state to comply with the EPA. One of the biggest changes was that the EPA imposed educational requirements on pest control operators. Printed for the first time on the program of the 1972 school, held on Jan. 12-14, was the following paragraph: “Persons satisfactorily completing this course will be awarded 1.3 Continuing Education (C.E.) Units. These C.E. Units are a part of a new nationwide system to provide a uniform measure of attainment in non-credit educational programs. A permanent record of your C.E. Unit attainments will be kept by the NCSU Division of Continuing Education. Individuals, firms and professional organizations can use compilations of C.E. Units as desired to provide measures or recognition of non-credit educational achievements.”<sup>93</sup>

“When the EPA got involved, they funded every state division,” said Jack Roberts, who was the 1973 association president. “One thing that came out of that is continued education units. The continued education credits to renew your license and your certification card were part of the EPA requirement. Still are.”<sup>94</sup>

The EPA worked through the state Structural Pest Control Division to set up the certification system, but the training was carried out at a variety of different venues including the winter school and regional workshops. The organizers of the training courses applied to the state division to get their courses approved as EPA certification courses. It took a couple of years for schools and suppliers to adjust their training and get it approved through the state Structural Pest Control Committee so that they could provide continued education credits, Sam Newman said.<sup>95</sup>

Jim Lynn remembered going to Tennessee with his father Gene Lynn, T.C. Smith and half a dozen other men to get certification credits. “We actually came through the first certification programs, and you had to be a certified

---

93 1972 school program, in possession of the North Carolina State University Library.

94 Roberts interview.

95 Newman, group interview.

applicant before you could be a licensee. You had to go through the program, then take the test and then come back home and go back to work.”<sup>96</sup>

In 1973 for the first time, the winter school held a class on the Environmental Protection Agency as well as one on how to read a pesticide label and one on the Occupational Safety and Health Act, which went into effect in 1972 and also had an impact on the pest control industry.

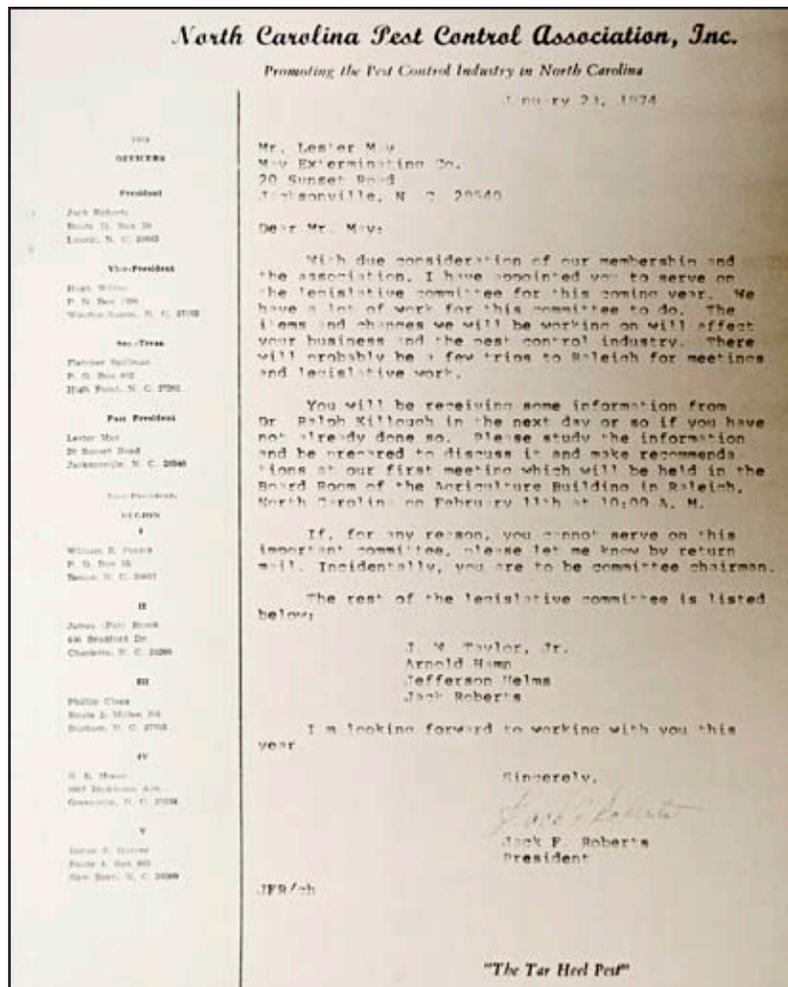
The 1974 summer meeting included a presentation on EPA certification standards. In late 1974, the association agreed to changes in the state law needed to bring it into compliance with EPA regulations. The state legislature changed the law in 1975. The January 1975 winter school included a review of the new law as well as presentations on the EPA and its label restrictions. The school was divided in separate sessions for service technicians and owners and supervisors. The EPA regulations required pest control operators to take an exam before they could be certified and would not recognize the grandfather clause under which many of the older pest control operators had gotten their licenses without having to take an exam in the 1950s.

Under the new regulations, the licensing exam including label and labeling comprehension, safety, environment, pests, pesticides, equipment, application techniques, laws and regulations was still required of pest control operators.<sup>97</sup> After passing the exam, they were thenceforth also required to get on-going training for which they could accumulate continuing education credits to maintain their licenses. In addition, employees of licensed pest control operators had to have one of three designations. A registered technician could work under a licensee without being certified. One step up from registered was being a certified technician. This required a half-day training course in wood-destroying insects or W, pest control or P, or Fumigation or F, in addition to completing a core class on insect identification and pesticides. The highest level was a licensed pest control operator. Before the EPA got involved, people in the pest control industry did not have the certification training requirements. By 1976, the winter school was specifically designed to provide certification under the new EPA requirements.

“You get one point per hour of training, and depending on whether you’re certified or licensed, there’s different amounts of CEUs [Continuing Education Units]. They work in five-year increments and there’s different phases — W [Wood-destroying Insects], P [pest control] and fumigations,” Dee Dodd said. “I’m a P and W, I dropped the F,

96 Jim Lynn interview.

97 1975 winter school program in possession of the NC State University Library; The Tar Heel Pest, June 1975.



“Incidentally, you will be committee chairman,” Jack Roberts wrote in this letter to Les May appointing him to the legislative committee in 1974. The EPA brought changes that necessitated revisions to the state law.

western union		Telegram	
NO. WDS - CL. OF SVC.	PD. OR COLL.	CASH NO.	CHARGE TO THE ACCOUNT OF
			<input type="checkbox"/> OVER NIGHT TELEGRAM UNLESS BOX ABOVE IS CHECKED THIS MESSAGE WILL BE SENT AS A TELEGRAM
Send the following message, subject to the terms on back hereof, which are hereby agreed to			
TO	LARRY CARLS		CARE OF OR APT. NO.
STREET & NO.	Velsicol Chemical Corp.		TELEPHONE
CITY & STATE	341 E. Ohio St., Chicago, Ill.		ZIP CODE
<p>North Carolina Pest Control Association wants your firm to represent us in the Chlorox and Dieldrin hearing. We are an active participant as an intervenor. Our witness is Lester May. Our area of testimony is Safety. <del>The</del> message being sent to Sellers &amp; Connor Law Firm, Washington, D.C.</p> <p>N. C. P. C. A. Fletcher Spillman President</p>			
SENDER'S TEL. NO.	NAME & ADDRESS		

A telegram sent to Larry Carls of Velsicol Chemical Corp. by 1975 President Fletcher Spillman on hearings involving the federal regulations.

so I have to acquire over a five-year period 15 continuing education units. You don't have to retake the licensing test. You sit on these training seminars, and you have to accumulate the units four out of the five years. You can't get them all in one year so it keeps you going back all the time. In some cases, you can get manufacturers' reps to come to your office and do the training.<sup>98</sup>

The 1976 winter school was a landmark one because after June 30, 1976, the federal government required that restricted-use pesticides be applied under the direct supervision of people who were certified. "The 26th Annual Pest Control Technicians' School is specifically designed to do one thing — get you certified," The Tar Heel Pest reported beforehand. "This short course will feature two and one-half days of intensive instruction followed by the certification exam on the afternoon of the third day."

"Each CEU awarded represents ten contact hours of participation in an organized continuing education experience under responsible sponsorship, capable direction, and qualified instruction. A minimum of 100 percent attendance of program instruction will be expected to an individual to be awarded CEUs. A record of CEUs earned may be obtained by writing the registrar, NCSU, Raleigh, N.C. 27607."<sup>99</sup>

The winter school from 1976 on had the central purpose of providing certification training. In addition to three separate concurrent sessions, the 1976 PCO school held classes on labels, laws and regulations and protecting

98 Dodd, group interview.

99 The Tar Heel Pest, December 1975.

the environment. The school had the largest registration ever — 244 people. The association at the time had 145 members, less than half of the total of 360 licensed companies in North Carolina.<sup>100</sup>

Jack Roberts recalled: “The ones that came under the grandfather clause were in business when the rules came into effect. It was changed that they started having to take the exam. Some of the old timers were scared to death that they were going to be put out of business.”<sup>101</sup>

Since then, people entering the pest control industry have had to take the exam and then keep current on their license with certification credits. In order to take the exam to get a license, they have to have two years practical experience at a pest control company or a related college degree. The continuing certification credits made the annual schools at which the credits were obtained crucial because “everybody has to have some kind of CCUs in order to maintain their certification and license,” Jack explained.

A joint decision by the EPA and the Structural Pest Control Committee that those who had been licensed by written examination would not be required to take the written examination for certification was announced at the general session on Monday morning of the 1976 school. Of the 357 licensees in the state, 70 were under the grandfather clause and had never taken the exam.

“They made all the ones that had been grandfathered take the test one day. Dad [David Dodd, who had been grandfathered] was quite upset about that,” Dee Dodd said. “They got them in a room. I guess there were about 30 of them, and they said, ‘If you don’t pass it, don’t worry. We’ll let you take it again, but we just want to see how you’re going to do on it.’ So all 30 of them went over and took the certification test, and I think 20 out of 30 passed the first time, but they got them all through eventually.”

The newsletter reported that a total of 119 people took the first certification examination at the state fairgrounds and 83.9 percent, or 105, passed, among them the ones Dee mentioned who had been grandfathered in. The NCSU extension service later took the pre-certification course to all areas of the state, giving the certification exam following the course.

“The multiple choice questions [on the exam] were made by college professors going back to Dr. Wright and all four choices are excellent ones,” Dee Dodd said. Most of his employees had taken the certification exam. “It really makes them feel a sense of accomplishment. They may have to take it three or four times. I give them a raise, and it’s a professional accomplishment.”

Also at the 1976 school, 25-year attendance awards were given to Delia Copley, Frank Goforth, and W.C. McClellan. Boyce Black, Blan Cockerham, Tom Gunn and Ray W. Killough received 15-year awards.<sup>102</sup>

The 1976 newsletters were filled with news on the industry’s adjustments to the EPA’s requirements. EPA Administrator Russell Train established a pesticide policy committee to make recommendations to the EPA relating to pest control and food handling. In May, the newsletter warned that 25-30 people had still not taken the certification exam, and that failure to take and pass it would mean an automatic revocation of their license under the grandfather clause on July 1. In August, the newsletter reported on a national fight with the EPA over whether it had the right to enter and check property, including trucks, without the owner’s consent.<sup>103</sup>

The EPA also had other impacts, among them required changes to the state rules and regulations and heightening public awareness of the environment. The April 1974 newsletter outlined a ten-point national program designed to educate the consumer public on the value of professional pest control services. The program was needed because “we must capitalize on today’s pressing ecological and consumer concerns by building demand for professional pest control services.” The goal, the newsletter said, was so that “people will view (1) pest control as a vital service (2) performed by ecologically-aware professionals (3) to protect man’s health and property.”<sup>104</sup> The June 1974 newsletter noted that the EPA required pest control operators to use chemicals according to their labels. This restriction was not new in North Carolina, said Dee Dodd, who had heard the phrase “the label is the law” from childhood up.<sup>105</sup>

---

100 The Tar Heel Pest, February 1976.

101 Roberts interview.

102 The Tar Heel Pest, March 1976.

103 See copies of The Tar Heel Pest for the summer months of 1976.

104 The Tar Heel Pest, April 1974.

105 The Tar Heel Pest, June 1974; Dodd, group interview.

Another product of the environmental movement, the Occupational Safety and Health Act, went into effect in 1972 in response to 14,000 annual deaths and 2 million injuries from workplace hazards in the United States. This affected the pest control industry because pesticides are poisons, and a chemical revolution during the 1960s had introduced new chemical compounds whose health effects were not well understood. A growing awareness of the environmental impact of these chemicals led to labor union pressure to pass a comprehensive occupational health and safety bill. The act created the Occupational Safety and Health Administration (OSHA), an agency in the Department of Labor that has authority to set and enforce workplace health and safety standards. The act requires employers to maintain conditions necessary to protect workers on the job and allows the agency to act if there is a recognized, correctable hazard that could cause serious harm or death. OSHA, while its procedures did affect the pest control industry, turned out to be less intrusive than it might have been because its main focus has been on hazards such as toxic chemical spills, fires, and explosions rather than on regulating procedures.

The act requires employers to report to OSHA if an employee dies in a work-related accident or three or more employees are hospitalized as a result of a work-related incident. It permits OSHA inspectors to inspect any workplace covered by the act during regular working hours and to notify workers of hazards in the workplace. It requires record keeping on chemicals and the posting of safety data sheets.

The passing of the act inspired an initial flurry of activity in the pest control industry. The Tar Heel Pest advertised one-day conferences on OSHA by the Home Builders Association, and advised employers that they should be aware of their responsibilities under it. "It requires that each employer, including PCOs, must keep a record of all occupational injuries and illnesses for his employees. Every employer must keep the record up-to-date, have them available to government representatives and post a summary of all occupational injuries and illness at the conclusion of the calendar year. Records must be maintained for not less than three years following the end of the fiscal year.

"Any employee or his representative who believes that a violation of a job safety or health standard exists may request an inspection by sending a signed, written notice to the Department of Labor. Willful or repeated violation of the Act's requirements may insure penalties of up to \$10,000 for each violation. An employer may be penalized up to \$1,000 each day that the violation persists. Labor Department safety inspectors may enter, at any reasonable

## The Tar Heel Pest

PROMOTING THE ART AND SCIENCE OF PROFESSIONAL PEST CONTROL IN NORTH CAROLINA

April, 1974 Published by the N. C. Pest Control Assn., Inc. VOL. IX, No. 2

---

### REORGANIZATION OF PEST CONTROL RELATED ACTIVITIES

From: William A. Wilder, Jr., Assistant Commissioner  
 Subject: Reorganization of Pest Control Related Activities

There has recently been a reorganization of all structural pest, plant pest, pesticide and apilary functions within the Office of Consumer Services of the North Carolina Department of Agriculture. The newly established Pest Control Division will consist of the former Entomology Division and Structural Pest Control Division as well as the administrative and enforcement elements of the Pesticide Branch of the Analytical Division. Mr. A. S. Elder will retain the title of State Entomologist and will serve as Director of the Pest Control Division.

Key staff positions will be as follows:  
 Mr. William B. Buffalos, Chief Pesticide Officer  
 Mr. Rudolph E. Howell, Chief Structural Pest Officer  
 Mr. Howard M. Singletary, Jr., Chief Plant Pest Officer  
 Mr. James F. Greene, Chief Biological Officer

All field operations will be conducted from three district offices to better serve the citizens and industry of agriculture in North Carolina. An organizational chart and address list for key individuals is listed below.

**KEY ADDRESSES:**

Director and staff: 364 Agriculture Building P. O. Box 27647 Raleigh, North Carolina 27611 Tel. (919) 829-3556	Western District: 5-2 Post Office Building P. O. Box 806 Asheville, North Carolina 28802 Tel. (704) 254-0961, ext. 642	
Central District: 465 Agriculture Building P. O. Box 27647 Raleigh, North Carolina 27611 Tel. (919) 829-3556	Eastern District: 204 Federal Building P. O. Box 1823 Goldsboro, North Carolina 27530 Tel. (919) 735-1941	

In 1974, the state Structural Pest Control Division went through the above reorganization, reported in The Tar Heel Pest.

time, any establishment covered by the Act to inspect the premises. Inspectors can also question privately any employer or employee.

“All employers were required to post in a prominent place a poster furnished them by the Department of Labor. Each employee has the duty to comply with all safety and health standards, rules, orders, and regulations which are applicable to his own actions and conduct,” the newsletter advised.

Raymond Boylston, Jr., director of the North Carolina State Department of Labors’ OSHA, ordered inspections of several firms in North Carolina and compiled a manual and slides based on the inspections to help pest control operators comply with the requirements of the North Carolina OSHA plan. The manual was to be used as an insert in the NPCA *Profit Through Safety* manual. His agency planned to provide each of the state’s licensed pest control operators with a copy of the manual and conduct a series of five-hour training meetings illustrated with slides and comments concerning the inspections at five locations.<sup>106</sup>

Despite the crucial environmental issues, the 1970s were one of the most difficult eras to get pest control operators involved in the association. “We had a Tar Heel Pest probably every other month,” Bob Brock observed.<sup>107</sup>

Part of the reason may have been general waning interest in the profession. Jim Lynn graduated from the two-year pest control school in 1972. Dr. Wright “was my advisor through my whole process there, so we have a very good relationship, and we’ve had that for years and years through the association.” When Jim went through the school, it had about 50 people in it. However, the NC State entomology department discontinued the urban pest control course in 1974 because of a lack of students enrolling in it. Pest control was then taught as agricultural pest control.

The structural pest control course “was discontinued for a while, and it took a long time to build it back up again,” Jim Lynn said.<sup>108</sup>

Walt Cooper, whose father Charles was in the association, pointed to the 1970s recession as a reason for the lack of involvement. Some 1970s association meetings were “based on who had enough money to go out and eat.”<sup>109</sup>

Thirteen members were at the 1972 Tri-State summer meeting in Charleston, S.C. The association had \$976.51 in checking and another \$4,430.02 in savings accounts.<sup>110</sup> R.B. Goforth recalled that he disliked the summer meetings during the 1970s because more business was done at them than at the annual winter meeting which more members attended. “In fact, I dropped out of the association for a while, three or four years, because of that, and I just didn’t think the leadership was there. One of the distributors asked me to come back because they were having problems, so I said okay.”<sup>111</sup>

During the 1970s, people also tired of going to the summer meetings because the custom was to go to the mountains one year and the coast the next. There weren’t many choices in the mountains, Jim Lynn said. “We’d been to Cherokee. We’d been to Boone, and that kind of burns out real easy, so we started going back down to the coast, to Wrightsville. Myrtle Beach has the amusement park and restaurants. Back in the 60s and 70s, try to go to Boone, North Carolina, and find a big restaurant that can handle a couple of hundred people. It just didn’t happen.”<sup>112</sup>

Les May was elected 1972 president at a meeting attended by only 15 members.<sup>113</sup> Les lamented that only two committees had been working, although all of the chairmen had been notified of their committees’ duties and members. The regional vice presidents needed to set up an evening meeting with a Dutch dinner, he said.

“Our industry is our life and livelihood; our association was organized to help the people of the industry. This can only be accomplished if the elected officers and appointed chairman do what they stated in January they would do on accepting their particular office — be willing to give some of their time and efforts for the betterment of our association and industry. For years, many of you have talked about getting our association going and moving ahead; now this responsibility has been put into your hands, and so far, nothing has been done to even try to accomplish this. With the exception of the Tri-State and the membership committees, everyone else so far has been

---

106 The Tar Heel Pest, June 1974.

107 Brock, group interview.

108 Lynn interview.

109 Cooper interview.

110 The Tar Heel Pest, Oct. 1972.

111 R.B. Goforth interview.

112 Jim Lynn interview.

113 The Tar Heel Pest, April 1972.

content apparently to 'let the other guy do it.' It is high time that you regional Vice-Presidents and committee chairmen prove yourselves capable of the jobs you have voluntarily taken on."<sup>114</sup>

Because of a lack of people willing to get involved, three men served as president for two years — Jack Roberts in 1973 and 1974, Phil Clegg in 1976 and 1977, and Hugh Wilson in 1978 and 1979.

Sam Newman had been in the association for six or seven years when he was asked to be a regional vice president, a post that he served in for 15 years. "That's when they still didn't trust a Terminix man to become secretary-treasurer, vice president, president. So I stayed down here doing my job as a regional vice president, gaining the confidence of my peers."

Sam did not begin to move up in the leadership until he left Terminix in 1981. As regional vice president, Sam's major responsibility was to arrange the location, collect the fees and do the paperwork for regional workshops held after the winter school, usually in March. He also served on the board, including every committee except for the public relations committee.

For several years, he helped organize the winter schools, and then he and Jack Roberts served on the rules and regulations committee for ten years starting in 1974. Their role was to work with the Structural Pest Control Division in revising and updating the state's rules and regulations to reflect changes in the industry.

They faced "the same issues we have now — government interference, some of the rules got obsolete and we were always updating them. There was always an issue that this is the way that we thought the rules should read and how we should be drilling a house, and we were always butting heads with the director of the division," Sam said.

"We had to come to an agreement of how the rules and regulations were going to be written. It was tooth and nails. If it wasn't for the activity of the association, the division would have written so many packs of laws, rules and regulations and treatment procedures that we just couldn't operate. We wanted to be like Walter Wilson and those people. We wanted to be regulated, because that helped us to become professionals, but we wanted to be regulated so that it didn't hamstring running our business."

The rules and regulations committee would negotiate changes with the Structural Pest Control Division, and would then present recommendations to the general membership for approval. "Nothing can be approved or advance until the general membership has a vote," Sam said. "Sometimes you would work on a rule change for three years before you would get ready to ask for approval."

The committee work took a great deal of time away from committee members' own businesses, he said. "It hurt. It's time away from making a sale, making renewals, getting a route done. The history shows us that other people did it before us. I was never paid a dime for my time. We all knew that it was a volunteer position that we were in, and we had to take it and work with that to the end to complete rules changes. We'd have many meetings at somebody's house, on my deck."<sup>115</sup>

"It took quite a bit of time," Jack Roberts said. "I don't know how many months we worked on it before we got the regulations like they are. It's quite time consuming. It takes a lot of dedication to get all that worked out, and I was just one person on the committee. There were five or six people."

Jack also helped formulate exam questions to get a pool of questions so the licensing exams could be made up randomly from them and somebody couldn't take the test over and over again and memorize the questions, which was what people were doing.<sup>116</sup>

New rules and regulations required licensed fumigators to notify the Structural Pest Control Committee by telephone five days in advance of the date of fumigation on each residential structure. The committee asked the enforcement agency to inspect each residence before, during and after the fumigation operation to determine compliance with the rules and regulations. The committee also adopted a policy on inspections under which operators who had been inspected and who had problems on 25 to 50 percent of their inspected work must go to see the state inspector involved and discuss procedures for improving the pest control work. Operators who had major discrepancies on 50 percent or more of their jobs on initial inspection would be notified to appear at an informal hearing before the Committee to discuss the quality of their work. In addition, a routine inspection would be made within four months of jobs treated during the four-month period. If the results of these inspections revealed

---

114     **The Tar Heel Pest, June 1972.**

115     **Newman, group interview.**

116     **Roberts interview.**

that the operator had major discrepancies on 50 percent or more of his jobs, the operator would be notified to appear again at a formal hearing before the Committee and show cause why his license should not be revoked.<sup>117</sup>

The regional vice president's system was based on a state system that divided the pest control operators into regions, Jim Lynn said. However, the problem was that one region may have covered a highly populated urban area and the regional vice president had to work himself to death, whereas in the western part of the state, there might be a region where the regional vice president had very little to do. Over the years, some regional workshops would have 15 people in them, where as others would have 60 or 70. "We realized we had to change things around so we had 30 going to this program and 30 going to that program and 30 going to this program. We would take that map and rework it for our own benefit. It's been changed probably half a dozen times or more. We were trying to get the most people to go to the closest workshops."

A new Wood Infestation Report (FHA Form 2053) was required for all FHA inspections after July 1, 1974. The Structural Pest Control Committee agreed to publish a set of guidelines on the form so that all pest control operators would be making decisions according to the same set of standards. The association agreed that a charge of \$35-\$50 should be made for an inspection and filling out the form.<sup>118</sup>

The association continued to support Dr. Charles Wright's work and annual scholarships for NC State students. In 1972, Secretary-Treasurer Fletcher Spillman wrote to Charles telling him the association had approved a \$700 grant to be used for an applied research program and an industrial and urban pest program for the year.<sup>119</sup> An August 3, 1972 letter from Robert N. Wood, assistant director of the North Carolina Agricultural Foundation, Inc., at NC State, thanked Jack Roberts, then secretary-treasurer of the association, for providing \$300 to be used for two scholarships of \$150 each for students enrolled in the Agricultural Institute Program at NC State.<sup>120</sup>

In response to the environmental issues, changes were proposed in 1975 to the association's constitution and bylaws to add that one of the purposes of the association was to "promote a broader understanding and acceptance of the Pest Control Industry as indispensable to the health, comfort, safety and convenience of the public.

"Section 4 To encourage, establish and maintain high standards of competence, knowledge and performance.

"Section 5 To promote a closer and friendlier relationship among those engaged in the industry."

The life membership requirement was amended to allow a retired pest control operator who had been active in the association for 20 years to be a lifetime member. Lifetime members would not be required to pay dues and were not given voting privileges. J.W. Taylor, a charter member, was elected as a life member shortly before his death on Feb. 17, 1974.<sup>121</sup>

In 1975, William A. Wilder, an assistant commissioner of the N.C. Department of Agriculture, was elected chairman of the Structural Pest Control Committee, replacing retiring assistant commissioner John L. Reitzel, and the Structural Pest Control Committee decided to meet on the third Tuesday of every month.<sup>122</sup>

That summer, the association's legislative committee fought a proposal to increase fees paid by pest control operators. The Tar Heel Pest complained in May:

"If those in the Department of Agriculture, Pest Control Division, need more money to build their individual 'empire' let them look NOT to Structural Pest Control operators who are now carrying the largest burden of fees in the state of North Carolina, but to those pesticide applicators who pay a mere \$125.00 for all phases of their license. Let the pesticide applicators kick in another \$77,000.00 to the operating fund before anyone talks of raising our fees.

"Budget-minded? Then give us back our old system of 5 QUALIFIED inspectors.... This old system was able to make over 1,000 more inspections each year; know where the field inspectors were on any given day; were able to verify all reports to the committee.

"THIS IS ELECTION YEAR!! Raise your voices and scream to high heaven from our office all the way to Raleigh. Let it be known far and wide that you will not stand for a raise in fees for our industry... Let them know that we want, we demand qualified inspectors who actually know the rules and regulations of our industry..."

---

117 The Tar Heel Pest, Jan. 1977.

118 The Tar Heel Pest, June 1974.

119 Letter in possession of the NCPCA.

120 Letter in possession of the NCPCA.

121 The Tar Heel Pest, March 1974.

122 The Tar Heel Pest, March 1975.

“The Structural pest operators paid 79 percent, or \$104,572.00 of the fees in the fiscal year 1974-75. 1,110 pesticide applicators, at the same time, paid in \$27,500.00 while only 354 pest control operators paid the majority. Our industry which makes up only 24.34 percent of the combined licensees are paying 79 percent of the state fees.”

Pest control operators complained about inspectors not knowing the rules and regulations and the division not cooperating with the operators. “Why is one company inspected more than others? Why has one company not been inspected in over two years?”<sup>123</sup>

Association President Phil Clegg and the legislative committee met with State Department of Agriculture Commissioner Jim Graham to air the industry’s grievances, and the result was a restructuring. The Structural Pest Control Department was moved out of the Pesticide Division and became a separate division with the sole responsibility of administering the structural pest control program. The new division had a director, Rudolph Howell; Ray Howell as western area supervisor; six field inspectors and two secretaries. William Wilder, the assistant commissioner of agriculture, was to supervise the division. The system was similar to the state’s structure years earlier.

“We are happy to have Rudy Howell as our Structural Pest Control Director,” the newsletter opined. “This is a giant step in the right direction.”<sup>124</sup>

More than 80 members, wives and guests attended the August 1976 summer meeting in Asheville at the Grove Park Inn, during which Walter Wilson and Sol Best were voted as life members. Members received good news at their membership meeting when Commissioner Graham announced that there would be no increase in fees originating from his office. North Carolina’s pest control law needed to be opened up, President Clegg told the members, because a case had come up in court that nearly caused the law to be declared unconstitutional. The problem was that the word “reasonable” in the law was too vague. “We have to put in some specifics that the committee can go by. Inspectors were checking company vehicles without getting permission from the driver or company. We need outside legal help.”

He added that it was risky to open the law, because something might be added to it that would not benefit the industry.<sup>125</sup>

In November 1975, the association had 157 members. A record 319 people attended the 1977 winter school despite snow and ice, again motivated by the EPA requirements. Sessions at the school that qualified for CEUs had met at least one of the following criteria required by the EPA — label and labeling comprehension; safety; environmental factors and the consequences of use and misuse of pesticides; pests; types of pesticides and formulations, including hazards associated with residues; equipment use; application techniques; and laws and regulations. Examinations administered at the end of each qualifying session were required to earn CEUs.

Walter J. Killough of Raleigh received a 25-year attendance award. Alan Leopold, general manager of the National Pest Control Association, briefed the pest control operators about the three federal agencies that could inspect their operations – the EPA, OSHA, and the Internal Revenue Service. An IRS agent carried with him a statement specifying what he was to check, and the pest control operators were advised to show him that and nothing else. They were told that management should accompany an OSHA inspector on his check of the premises, not a secretary or receptionist. The EPA could inspect vehicles, work, equipment, disposal and records, and was prosecuting people, Leopold said, adding that the pest control industry believed that the EPA’s interpretation of the law exceeded both the letter and intent of it.<sup>126</sup>

The school convened amid a move to pass the amendment that opened the Structural Pest Control Act.

“URGENT!!! All members of the North Carolina Pest Control Association are asked to telephone and/or see their Representative to the State Legislature immediately! Tell him you want his support of House Bill No. 64. Your support along with that of the Department of Agriculture will greatly enhance the passing of this bill,” the newsletter urged. On Feb. 17, 1977, members of the association’s legislative committee, William Wilder, and Rudy Howell met with the state House Agriculture Sub-Committee about the bill. It was changed to deny inspectors the benefits of law-enforcement officers’ retirement and benefit fund and to comply with EPA and FIFRA (Federal Insecticide Fungicide and Rodenticide Act) requirements. The House subcommittee members assured association representa-

---

123     **The Tar Heel Pest, May 1977.**

124     **The Tar Heel Pest, Aug. 1976.**

125     **The Tar Heel Pest, Aug. 1976.**

126     **The Tar Heel Pest, Jan. 1977**

tive Lester May that the bill would be approved by the House Agriculture Committee and easily go through both the House and Senate.

“HOWEVER... each NCPA member is urged to call and/or see his local member of the House of Representatives and ask his support of Substitute House Bill 64. DO IT TODAY!” the newsletter advised.

The bill faced opposition in the General Assembly over a section giving state inspectors police powers to arrest with or without a warrant a person who committed a violation in their presence and who did not have a valid operator’s or certified applicator’s identification card. Some state representatives also felt that the Structural Pest Control Division should be 100 percent self-supporting through the pest control operator’s fees paid to the state. The newsletter pointed out that a survey of fees charged in 1974 by states with structural pest control laws demonstrated that North Carolina’s license fee of \$100 was twice any other state’s, North Carolina had the highest fee for a re-exam, and had one of the highest for an identification card. The fees paid by the industry for 1976-1977 were \$96,370.00, \$125,000 short of the state division’s estimated 1977-78 budget of \$221,000.

“Pest Control operators must contact their legislators! We are paying higher license fees than any other industry in the State of North Carolina.... 384 Structural Pest Control Operators paid in \$96,370.00 (average \$250.96 per operator) while over 3,000 licensed pesticide applicators paid in less than \$80,000.00 (average \$26.66).”

“Our inspection system is really consumer-oriented. The inspections held on the pest control operator is for the consumer’s protection. A large percentage of time is spent by inspectors taking unlicensed operators to court, here again for the consumer’s benefit not ours, and the culprit is back in business the next day,” the newsletter said.

The legislative committee, after lengthy discussions with state legislators and William Wilder, “met in closed session and voted to oppose any increase in fees whatsoever.”

The newsletter gave a list of legislators on the appropriations committee and asked members to contact them and “let them know, and emphasize this... We will not tolerate any increase in fees! Stand Up and Fight! Each and every pest control operator in the state of North Carolina must take immediate action to prevent the General Assembly from raising our fees paid to the state! There are several members of the Appropriations Committee that are determined to make the Structural Pest Control Division self supporting by making the Licensed pest control operators pay the entire budget submitted to the committee by the Department of Agriculture for the Structural Pest Division.” This would add \$325.67 to the amount paid per licensee to meet the estimated budget for 1977-1978.<sup>127</sup>

The newsletter reported in November 1977 that North Carolina was well ahead of most states in its training, certification and re-certification programs. The 1978 winter school concentrated on recertification requirements, the rules and regulations and how to cope with an EPA inspection and with required paperwork. On Jan. 17 for the first time, the technicians’ portion of the school held evening sessions. Hugh Wilson was elected president.

In late 1978, the association went through a period of conflict with the state Structural Pest Control Division which prompted the resignation of the newsletter editor, Marge May. She wrote in January 1978: “One thing I have learned in the pest control industry over the past fourteen years is a need for open communications between the industry and the ‘powers’ of Raleigh. This is a vital and absolute must for the progress and growth of the industry and the Association.

“From May when I stepped on some Big Toes by questioning some reports until November when my resignation and the reason for it became known in Raleigh, there was no communication at all. Even the appointment of Dr. Ralph Killough was withheld until a friend of the industry pleaded for the release of this important news on your behalf.

“For the good of the industry and the Association there is only one thing I can do. Resign as Editor, Tar Heel Pest. I strongly urge your new president to appoint someone to this post who can obtain the needed information from and is able to get along with the OMNIPOTENT BEINGS.

“I have thoroughly enjoyed meeting the members of the Association and working for them. It has been a real pleasure to be associated with this outstanding organization and it is with deep regret that I take this step.”<sup>128</sup>

The November 1980 newsletter reported that the association’s board had met with Commissioner Jim Graham on Oct. 27, 1980, to discuss the Structural Pest Control Division and the industry. Graham made several assurances to the association: Division Director Rudolph Howell would maintain an open-door policy; there

---

127 The Tar Heel Pest, Jan, March, May 1977.

128 The Tar Heel Pest, January 1978.

would be unrestricted communications between the division and industry; the present EPA grant would be checked out to see if there were sufficient grounds to warrant its retention; and there would not be an increase in industry fees.

Graham promised that when an industry opening on the Structural Pest Control Committee occurred and the association voted on a replacement, he would personally take the associations' nominations to the governor.

"After the meeting, the board agreed that it had been moderately satisfactory and at this point would adopt a wait-and-see policy," The Tar Heel Pest observed.

The association had on-going problems maintaining communication with the Structural Pest Control Division during the late 1970s, Sam Newman recalled. When Rudy Howell became the director of the Structural Pest Control Division, he was "very active and very smart."

He "would come out to your office if you wanted to and train your employees. We had him in Greensboro one day, but as he got older, he kind of withdrew. He'd stay behind a closed door, and that created a lot of concern statewide that you couldn't get answers to your questions from Rudy. So at an association board meeting in Raleigh, we decided to go as a board to sit down with Jim Graham in his office to discuss the non-responsive things that Rudy wasn't feeding back to us. We sat there at the board meeting, worked out our plan of action, and my big mouth again,

'we want you to be the spokesman.' So I called Mr. Graham and set up an appointment [and told him] that all board members were coming over to address a grievance against Rudy Howell. Jim says, 'Come on over. I'm going to get Rudy up here,' and Rudy came to that meeting. We sat there for two hours giving our views of what the division wasn't doing and wasn't getting back the information that we needed. Jim Graham took charge of the meeting. He says, 'Rudy, these boys have got a valid complaint.' He said, 'Can you do your job? Will you do your job? Will you open the door and start returning phone calls?' And Rudy says, 'Yes, I will. It'll be different,' and it was different until he retired. It was two or three years before he retired."<sup>129</sup>

After Rudy Howell retired, Ray Howell became the head of the division. Carl Falco eventually succeed him as division head.

The 1978 and 1979 records of the association are sparse. Don Hamby, who got involved in 1975, recalled: "Unfortunately, there was a period of time from about '78, '81, '82 that we didn't have a whole lot of stuff going on."<sup>130</sup>

In early 1978, a letter to members proposed that the board of directors appoint a salaried executive secretary and specify his or her duties. George Robbins was elected president in 1980. William Wilder, assistant agriculture commissioner, retired and David S. McLeod replaced him on the Structural Pest Control Committee.<sup>131</sup> This era brought new faces who would have a decisive effect on its future.

### Research Help

Charles Wright said in a letter published in the newsletter in October 1977 that he had obtained a long-term goal, the hiring of a research technician to work with him on urban and industrial pest research projects. Charles later recalled how that crucial help came about. Pest control operator Lester May was "great to cooperate with us and helped on a lot of research."

Every once in a while, he would call Charles and say, "Charlie, what do you need most up there in the program?" I said, 'I need a technician, but I'll never have one.'

"He said, 'We'll see about that.' The first thing I knew, he knew a legislator from Onslow County and there was a bill introduced and passed creating money for a technician for me, plus support. That's the type of thing he did."

"Dave Nimicks of Terminix would call me every so often and say, 'What do you need?' We didn't have much money for equipment. He bought a complete termite set so we could go out and treat. They bought air sampling equipment for the sampling project that we had. Over different times, they gave money to our projects out here. They gave us really great support. If I didn't have their help, I couldn't have done these things out in the field," Charles said.

129 The Tar Heel Pest, Nov. 1980; Newman, group interview.

130 Author's interview with Don Hamby, May 14, 2008.

131 The Tar Heel Pest, Nov. 1980.

# Some chemicals made to kill termites hurt humans

By MICHAEL WEISSKOPF  
A Times-Warner Post news service

When Christine Carpenter discovered termites swarming behind her living room curtains in April 1985, the manager of her Annapolis, Va., condominium called a local exterminator.

The pests were driven out, but so was Carpenter. Suffering from fatigue, nausea, blurred vision, spasms, choking and depression, Carpenter fled the \$80,000 town house six months after it was treated with chlordane, a termite killer regarded by environmentalists and some doctors as a far more serious threat to public health and property than the wood-eating insect.

Chlordane and three chemically related poisons were banned as agricultural pesticides by the Environmental Protection Agency in 1978 after studies linked them to cancer in mice. Later studies showed they cause neurological, reproductive and blood disorders.

The agency permitted their use for termite control, saying people were not normally exposed to termiticides, which are supposed to be injected underground where the insects nest.

Experiences such as Carpenter's have fueled a national campaign to ban use of the chemicals against termites and algal blooms — denied by manufacturers — that represent the nation's least known but most dangerous source of indoor air pollution. The EPA is reviewing its regulations.

Among specific problems attributed to the chemicals in recent years are a fatal cancer in Connecticut; miscarriages in Virginia; the District of Columbia and South Carolina; bone-marrow diseases in Michigan; and the bulldozing of a New York house so contaminated that cleanup costs were estimated at almost triple its appraised value.

The chemicals are blamed for contaminating a substantial portion of the 1.5 million U.S. homes treated every year, sometimes making the risk of cancer an estimated thousands of times higher than the federal government considers acceptable.

John Dine, 46, and his husband, Tom, 47, whose Chevy Chase, Md., home once registered chlordane levels 10 times higher than guidelines from the National Academy of Sciences, sold it last month for \$100,000 less than its appraised value

after informing the buyers of its contamination problems.

The Dines estimate they suffered hundreds of thousands of dollars in losses, including antique furniture and art contaminated by the termiticide, the expense of moving to two rental apartments, rent and cleanup, air testing and medical costs.

The Dines abandoned the \$250,000 six-bedroom house in September 1985 after Joan had a miscarriage and went into premature menopause. Tom's diabetes worsened, one daughter had severe migraines and another developed learning problems.

"Very probably, we are dealing with potent carcinogenic and toxic agents to which tens of millions of Americans are unknowingly exposed over long periods of time in the so-called safety of their homes," said Dr. Samuel Epstein, an international authority on adverse health effects of toxic chemicals.

In the past two years, New York and Massachusetts banned chlordane and its three sister chemicals — heptachlor, aldrin, dieldrin — and the EPA is reviewing the regulatory status of the four substances that together accounted for 95 percent of U.S. termite treatments in 1985.

Optional chemicals are considered less dangerous but are more expensive and thus less attractive to exterminators in controlling pests said to be responsible for about \$750 million in property damage annually.

A spokesman for United Chemical Corp., which manufactures chlordane and heptachlor, said both are safe if properly applied by exterminators and do not cause serious health problems for which they have been blamed.

Carpenter, 53, retired in 1985 after 25 years as a secretary and recalls being "happy as a lark" then in what she called "my sanctuary": her three-story, four-bedroom condominium town house bought seven years earlier for \$41,000.

On April 6, 1985, she noticed thousands of termites behind the living room curtains in what became a plague of biblical proportions.

Two weeks later, exterminators bored holes in the brick base fronting the house and injected chlordane, she said. They also inserted it in holes in the concrete foundation close to air ducts in the basement floor, she said.

Termiticides are to be injected di-

## Greensboro exterminators say chemical has 'bad rap'

By MEREDITH HARKLEY  
Staff Writer

To Billy Tesh, much of the fuss over chlordane is unfounded.

The chemical, the most popular poison in North Carolina for exterminating termites, has been linked to various health problems, including neurological disorders and cancer.

Tesh, a Greensboro pest exterminator and president of the N.C. Pest Control Association, says chlordane has gotten "a bad rap" for those problems. Few people in North Carolina have suffered adverse health consequences from the chemical, he and other industry observers say.

Problems that have arisen, he said, have come about through misapplications that have caused higher levels of exposure to the chemical than are considered safe. Chlordane is safe when injected into the ground, he said. Otherwise, it may not be.

"I've heard stories in the past year where people have applied chlordane for fleas in their house," he said.

"The pesticide, if it's applied correctly, is fine," he said. "The research is there."

Bob West, another Greensboro exterminator, agrees. "The biggest problem with chlordane is people who don't know how to use it."

Chlordane, a chemical used since the 1950s, is available to the general

public and can be found on the counters of many hardware and lawn care stores. Although available under a number of trade names, each product containing chlordane lists it among its active ingredients.

Homeowners who do not follow instructions account for most instances of misapplication, those in the pest control industry said.

There are few immediate health consequences of chlordane exposure, said Harry Moore, an insect specialist at N.C. State University. But prolonged exposure may cause problems.

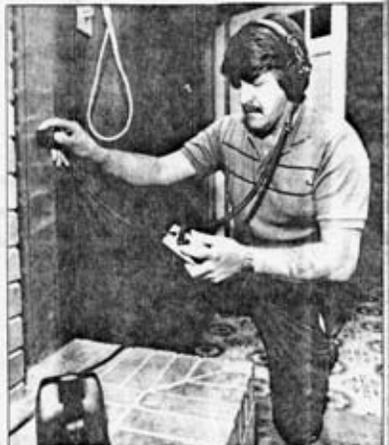
"It would take an extremely high level of chlordane to cause any immediate reaction," he said. "But over a long time, it can be toxic. It builds up in the body."

Chlordane is slow to break down, remaining in the soil for up to 40 years. It is not soluble in water, readily adheres to soil particles and stays in place when injected into the soil. Al Heier, a spokesman for the Environmental Protection Agency in Washington, D.C., said.

Chlordane should cause no problems if correctly administered, Moore said, but data the EPA has collected "indicates to us that there is something there even if properly applied."

By mid-June, he said, the EPA will decide whether to ban chlordane and several similar chemicals, or set out conditions for their use.

Tesh said neither he nor those



Greensboro News & Record  
Exterminator Bob West uses insectoscope to listen for termites

working for him have experienced health problems from chlordane despite working with it daily for years.

Those wishing more information on chlordane can call N.C. State University's Extension Teletips toll

free at 1-800-662-7301 and ask for tape #25. Also, the Guilford and Forsyth county agricultural extension services are offering a workshop on hazardous substances in the home at Ochs-Geigy Corp. May 18 from 9:30 a.m. to 3:30 p.m.

ly underground around a house where bugs nest. They are not to be applied near people or heat or air-conditioning ducts that circulate air throughout a house.

A few hours after the exterminators finished, Carpenter said, she discovered white fluid covering most of the basement utility-room floor.

She threw out a soaked rug and newspapers and mopped the floor, becoming unusually tired. For five months, her once-robust health steadily deteriorated. Small tasks exhausted her. Her spinal column became numb. Her joints hurt. She suffered headaches, nausea, depression, forgetfulness, memory loss,

anxiety, irritability, breathing difficulty and muscle spasms.

"I thought I was falling apart from old age," she said. "The way I was feeling, I knew I was going to end up in a wheelchair, and I cried."

An air sample of her condominium, taken in May, registered chlordane levels of 43 micrograms, more than eight times the academy guideline.

A Velocel official assured her that there was no problem. Local and federal officials were unavailable or unresponsive, she said. Exterminators returned for a curio cury cleanup. Decontamination specialists tore out part of the basement

ceiling and closets without substantially decreasing chlordane levels.

"I thought I was falling apart from old age," she said. "The way I was feeling, I knew I was going to end up in a wheelchair, and I cried."

Finally, she abandoned her "sanctuary" in late September and rented a two-bedroom apartment Annapolis, Va., for \$565 a month.

Faced with rent and mortgage payments and medical bills, Carpenter was forced out of retirement and works as secretary for temporary services agencies. She began regaining her health about nine months after leaving the house but still complains of lingering physical

and emotional problems.

"My life disintegrated," she said. "When you lose everything you worked for, and the people who took it from you with indifference, and you pay taxes to those glorified agencies that do nothing, you carry around a lot of bitterness. The rage inside of me won't go away."

Carpenter said she does not plan to return to her condominium. But she pays the monthly mortgage for fear that her lender will foreclose and resell the property.

"I know the agony and anguish I went through," she said. "I would never let anybody else be hurt by that house."

A 1987 newspaper clipping sums up the environmental controversy in which the association found itself in the 1980s. Environmental issues were among the major battles the industry fought during the decade.

*"We must be ready and willing to do some things that we don't like to do. If we don't take the initiative to provide for the upgrading and training of our industry members, somebody is going to try to do it their way. In order to do it our way, with a minimum of regulation, we are all going to have to give of our services and considerable talents...."*

*"I don't like regulation any more than anybody else but there is a responsibility to the consuming public for our industry to apply chemicals in a safe manner. Many PCO's don't have the resources on a local level to provide for the very basic training for new employees. Pesticides are becoming more and more visible and I think we are on the very edge of a witch hunt to end all witch hunts. Cancer frightens everyone and we must work to assure the public that diseases transmitted by insects and rodents are much more terrible than a perceived, imagined cancer threat."*

— Tom Fortson, 1984 president

## Chapter Four

# 1981-1990

## The Environment and the Law

**W**hen Billy Tesh started working in the pest control industry for his uncle during the summers as a teenager, he had no idea that his choice of work would eventually land him in Washington, D.C., testifying about the environment at Congressional hearings and being quoted by The New York Times. The 1980s, one of the most turbulent decades in the association's history, started quietly enough. Billy graduated from the two-year pest control course at NC State in 1977, joined the association in about 1981 and continued to work for his uncle until 1984.

"My involvement primarily at that time was just coming to some meetings and participating wherever I could. I found that what the association did for me as well as a lot of other industry professionals was it gave us the ability to interact with other professionals... a lot of people who'd been in the industry for a long time. I was able to use them as a mentoring component for my business and they all became real good and close friends. That was one of the most important parts of this organization. Our best friends are in this business with us."

Successful companies can attribute part of their success to building relationships, he observed. "It's not just about turning dollars. It's about being involved with your customers and your employees as you would with your family. Most of the pest control companies are family-oriented companies. They've either been passed down or family members are involved."

Shortly after Billy became a regional vice president in the association, he and his wife started their own business, in which his children have since been involved. Some of his daughters' best friends are pest control operators' sons and daughters that they have grown up with through attending the association's summer meetings, he said.

"At the time, there was a rule that you had to be in business for two years to be on the board, and they changed that that year so you had to have two years of experience. I got real involved with the board and stayed real active on all fronts."<sup>132</sup>

In 1981, James Brock was elected president. The winter school cost \$35 to attend. The Tar Heel Pest had six pages, including several pages of ads. The Aug 13-15, 1981 summer meeting at the Sugar Mountain Resort in western North Carolina kicked off with a golf tournament and included a picnic with apple dunking, darts, sack races, volleyball, badminton, and horseshoe pitching. The registration fee for pest control operators was \$40, and \$25 for their spouses. Hotel rates were \$35, with an extra \$5 for each additional person over 12. Trophies were awarded to the best and worst golf teams. "Whatever your age, your type of music will be played Friday evening as Rusty Smith spins the platters for your dancing enjoyment," The Tar Heel Pest promised.<sup>133</sup>

Walter McDuffie was president in 1982, and Bobby Moffitt in 1983. In 1982 or 1983, Sam Newman recalled, he was chairman of the education committee in charge of the winter school. The topic of money came up, and he asked Dr. Bruce Winston of NC State if the school made a profit. Winston pulled out a printout which showed a profit every year except one, in which the school was snowed out.

"I said, 'Dr. Winston, the association has school expenses. What happens to all that profit?' He says, 'After we pay our expenses, we have to turn it into the general fund. We'll pay your expenses.' That was a surprise to me and it was a surprise to the board when I reported back to them. I called Dr. Winston, and I said, 'Our expenses are about \$4,500.' He said, 'Just submit me an invoice and I'll pay you before I turn the money into the general fund. So year

---

132 Author's interview with Billy Tesh, May 14, 2008.

133 1981 winter school program; The Tar Heel Pest, May 1981.

after year, up until around Fred Jordan's time as president [in 1992]... we got paid."

The August 1982 newsletter reported on that year's summer meeting at Atlantic Beach: "The Tennis Tournament was won by Dave Boyd after favorite Cal Stephenson faltered as his cigar kept burning the strings off his racquet."

The summer meeting was devoted to employee relationship practices that could keep pest control operators from running afoul of government regulations and avoiding litigation pitfalls. A silver tray was presented to Marge May, wife of Lester May, in appreciation of her work as newsletter editor for nine years. Personal computers entered the industry about this time, and the pest control operators listened to a presentation on using them to maintain books and print work orders. "Computers are within the reach of most companies now," the newsletter observed.

The newsletter quoted Harry Moore of NC State as saying that very few operators were applying termiticides at the rates specified on the label. In most cases, less than half of the required volume was being used. "Most of the operators have expressed surprise when confronted with the fact that it takes between 200 and 250 gallons to treat or pretreat an average-sized house, [then 1,500 square feet] with a crawlspace and a carport. The same sized house with a basement or split-level could take even more. This means that the chemical alone costs at least \$50-\$75, no matter how good the price you get from your supplier.

"The conscientious operator who would like to use the specified amount of termiticide cannot at present successfully compete with individuals who cut corners."

There were two solutions — educating the public to know how much chemical should be used and to demand it and the state inspectors taking enough soil samples in the right places and analyzing them.<sup>134</sup>

In the fall of 1982, the association board of directors decided to ask the membership to approve the hiring of an executive secretary. "The Association has long suffered from a lack of continuity in the maintenance of records and financial affairs. This situation must be corrected if the membership is to derive the benefits that should be forthcoming from an association such as ours. The Board of Directors has advertised for and interviewed prospective candidates for the position. The Board will present the candidate they consider best qualified for the job for your approval at the January meeting. Plans for financing the position will also be submitted."<sup>135</sup>

The association hired Marcy Hege for the position.

"The secretary-treasurer had a big job to do before Marcy, all the paper work," Sam Newman recalled. "Every January, the previous secretary-treasurer would back up his truck, unload his truck and put the papers into the new secretary-treasurer's car."

"It got to the point where trying to get a pest control newsletter out – twelve issues – and the general operation was too much," Jim Lynn recalled. "Marcy booked us by the hour."

Marcy was the owner of Association Alternatives, which did association management for a variety of clients. Her original job description indicated that she was responsible to the board of directors and did not have a vote on the board. She was to keep minutes of board and membership meetings, send them to the officers and publish them in the newsletter, give notice of all meetings, handle correspondence, maintain membership records, bill for dues, record payments, send out an annual membership roster, publish the newsletter and solicit ads for it, provide administrative assistance to the officers and act as an ex-officio member of all committees. She was to handle the association's funds, pay bills, provide a monthly financial report to the officers and directors, a semi-annual



Marcy Hege in 2008.

---

134 The Tar Heel Pest, Aug. 1982.

135 The Tar Heel Pest, Dec. 1982.

### **The North Carolina Structural Pest Control Committee**

The April 1982 issue of the newsletter included an explanation of the Structural Pest Control Committee by David McLeod, committee chairman. He described the committee as similar to other boards which licensed and regulated other professions and skilled trades in the state. "Its purpose is to regulate the structural pest control business to ensure a high quality of workmanship and in order to prevent deception, fraud and unfair trade practices."

The committee's main duties were to establish minimum qualifications for structural pest control licenses and certified applicator's cards, establish standards in the form of rules and regulations for structural pest control work, and enforce those standards through the Structural Pest Control Division. The standards were adopted after public hearings, and the division then implemented them through routine investigations and investigations of suspected violations.

"The Division's inspectors and other employees do not discuss pending investigations with the Committee. The Committee hears the evidence of alleged violations for the first time at a hearing with licensee present. Every effort is made to ensure that the licensee received a full and fair hearing," McLeod wrote. "In establishing its policies, the Committee receives input from the structural pest industry, the Division and the general public. The Committee gives consideration to all points of view, and tries to reach a result in the best interest of all concerned parties. The Committee is always willing to hear from anyone with a complaint, a problem, or a suggestion for improving the structural pest program. It is important to keep the lines of communication open. Let us hear from you."

The July 1982 newsletter followed up with an explanation of the procedure the division followed if it received a complaint from the attorney general's office's consumer protection section about a pest control company's work. Normally, the division would inspect the work performed to determine whether it met state standards and report back to the consumer protection section.

The committee and division frequently provided items for the association newsletter. In the May 1982 issue, McLeod warned that many pest control operators were retreating annually with termiticide even though the structures were under continuing contracts, in violation of regulations, as no termiticide labels allowed the complete retreatment of structures already under contract. He also noted that on wood damage insect reports, no damage was too slight to report.

The July newsletter reported that the section had had problems with pest control companies trying to raise reinspection fees when a contract did not specifically allow for the increase. Companies also had allowed consumers to waive their three-day right to cancel which was required by state and federal law.

"We are concerned about the potential abuse of the waiver provision as well as by information which indicates recurring problems involving questionable, high pressure sales tactics including the purchase of temperature vents, jacks, moisture barriers or drainage systems by elderly consumers. Our office will investigate the excessive sale of these items and cautions you to monitor your sales presentations to guard against such problems," the division advised.

"During this time of the year, unlicensed operators seem to come out of the woodwork in the state of North Carolina," the newsletter said, noting that the committee had investigated 59 unlicensed pest control operator incidents since Oct. 1981. Formal charges were filed in the courts against nine, seven of whom were convicted. The newsletter expressed appreciation to legitimate pest control operators whose cooperation was instrumental in the investigation and prosecutions. "We encourage you to continue to report these incidents to the SPC inspector in your area. It is only through our cooperative efforts that we are able to preserve and improve the professional stature of the pest control industry in the state of North Carolina."

### Tidbits from The Tar Heel Pest

The monthly newsletter was full of tips for pest control operators in the early 1980s. A sampling of the topics provides a look at what was on their minds:

- For a pest control materials salesman to say his company used special insecticides exclusive to his company could be misleading because most special formulations were either similar or identical to other formulations.
- Tamper-proof rodent boxes were ones that could not be opened without the use of a tool, in which the bait could not be exposed by picking up, turning over or otherwise manipulating it, and which had an obstruction that prevented children and non-target animals from reaching and removing the bait. Tamper-proof bait boxes were not normally required where access was restricted to authorized personnel. Rodent burrows, interior spaces of walls, attics, and locked crawl spaces were all appropriate areas for non-tamper-proof bait boxes. In retail outlets, shopping malls, and schoolyards maximum efforts should be made to utilize tamper-proof bait boxes.
- An analysis of workers' compensation claims of a large pest control company found that 25 percent of injuries were from falls, 7 percent were pesticides in the eyes, 19 percent were auto accidents (with the fault split evenly between pest control operators and others), 15 percent were back injuries due to lifting, 10 percent were dog bites and insect stings, 14 percent were bumps, scrapes and bumping the head, 8 percent were dermatitis and 3 percent were use of a Roto-Hammer. The newsletter urged pest control operators to be careful on stairs and in slippery and dimly lit areas, watch for loose or wet shingles on houses, and drive carefully.
- The newsletter advised pest control operators to keep pesticides in proper containers, wear protective clothing, goggles, respirators, or rubber gloves when needed, make sure their treating hoses and other equipment were in good repair, and refrain from smoking before washing hands or while wearing contaminated clothes.
- The explosion of new chemicals into the market in the 1980s had an unexpected and not always welcome result. The Tar Heel Pest dealt repeatedly with the issue of insecticides causing color changes on red and beige carpets, noting that chemicals destroyed the dye in carpets and it could not be restored by cleaning and treatments. The newspaper advised pest control operators to carry enough insurance coverage to minimize their losses and keep careful records of pesticide lot numbers and environmental conditions at the time of applications.
- As the suburbs developed, insects invaded new structures. The Surinam cockroach was found in potted plants at several North Carolina shopping malls, the newsletter reported in February 1983.
- Concerns about airborne contamination following termite treatments led pest control operators to investigate various methods of reducing airborne termiticides at treatment sites.
- The March 1983 newsletter announced that the National Pest Control Association had persuaded the EPA to issue a federal register notice reclassifying old rodent bait formulations of .05 percent or less of warfarin and 10 percent or less of zinc phosphide from the acutely toxic to the toxic hazardous waste category. As a result, pest control operators were allowed to dispose of up to 2,200 pounds of the baits in the usual garbage pickup service to be disposed of at an EPA-approved dump site.

financial report to the membership and a projected budget to the board of directors each January. She also was responsible for preparing and submitting taxes.

Marcy, who furnished her own office, was hired on an annual agreement.<sup>136</sup> Her work for the association turned out to be broader than the original job description because she also did event planning and some legislative lobbying work. “I charged them probably \$600 or \$700 a month,” Marcy said. She had two employees and they did the association’s work between the three of them. “I was the figurehead and had a title with the association, and as far as a lot of the members knew, I was the executive secretary.”<sup>137</sup>

“I thought it worked out fine, because the board could not do everything. Marcy did a good job, but they charged for it. I thought they did a wonderful job,” said R.B. Goforth.<sup>138</sup>

Over the next decade during which she worked for the organization, Marcy said, she generally got along well with most of the members, although there was occasional friction with members who did not realize how long it took to do the work for the association. Some members as well as some of the extant meeting minutes also reported occasional frustrations over getting copies of minutes promptly.

Meanwhile, the association received its own complaints from members about its performance. The Dec. 1982 newsletter included a letter to the editor from C. Randall Hewitt saying he had received a statement for renewal of his annual dues for \$25, and for that, he presumed he would get another red ribbon two inches by eight inches with the association’s name on it, a copy of *The Tar Heel Pest*, which he said was mostly advertising, and only once in a while had an article worth reading. He also complained that it was the third week in November and he had not heard of any regional meetings in his area. “I’m still wondering if renewal would be worth it.”<sup>139</sup>

Four hundred people attended the 1983 winter school at the Jane S. McKimmon Continuing Education Center in Raleigh on Jan. 18-20. The association supported sponsoring another three-year doctoral research fellowship at an estimated \$6,000 per year, or a total of \$18,000, to be paid by donations from private pest control companies.<sup>140</sup>

The year 1983 saw the demise of privilege licenses for pest control operators. Prior to that time, every town in North Carolina could insist on a pest control operator who treated structures within its boundaries paying for an annual privilege license.

“It was a big issue at the time because we work in five, six, seven communities and every one of them was trying to hit us for licensing. They were doing it on the gross revenues of the company, not what you did in High Point or Greensboro, so you would be triple taxed or quadruple taxed,” Billy Tesh recalled.<sup>141</sup>

“About four o’clock in the afternoon, back in the early 80s, I got a call from one of my technicians,” Jim Lynn said. “He said, ‘I’m locked up, because I didn’t have a privilege license.’ So I had to drive all the way down to Zebulon to wherever he was and buy a privilege license before they would let him out of jail. That’s when we went back to the legislature and got the law changed so that since we were already committed to pay fees to the state for our operations, we had that part of it dropped. It used to be a hassle. After that, every time he went out on his country run, you didn’t know whether he was going to come back or not.”<sup>142</sup>

Charles Wright also remembered one of his former pest control students crawling out from under a house to be nabbed by the local sheriff because he lacked a privilege license.<sup>143</sup>

“I’m in Jacksonville. I didn’t want to buy a privilege license for Emerald Isle and for Indian Beach,” said David Dillingham. “Every little town had one, and at the time they were \$15, \$20. You may have one or two jobs [in a town], and you had to pay 25 bucks to charge somebody 50 bucks.”<sup>144</sup>

At the annual membership meeting at the winter school, R.B. Goforth reported on the association’s attempts to get local privilege licenses waived for pest control operators. A senator from Fayetteville would introduce a bill in

---

136 *The Tar Heel Pest*, Dec. 1982.

137 Author’s interview with Marcy Hege, June 4, 2008.

138 R.B. Goforth interview.

139 *The Tar Heel Pest*, Dec. 1982.

140 *The Tar Heel Pest*, Feb. 1983.

141 Tesh interview.

142 Lynn interview.

143 Wright interview.

144 Dillingham interview.

300  
1-128

## North Carolina Pest Control Association, Inc.

Promoting the Pest Control Industry in North Carolina

IMPORTANT

!IMPORTANT!

IMPORTANT

March 30, 1983

To: NCPCA Members

Re: Action Needed for Privilege License Tax Legislation Passage

Dear NCPCA Members:

This morning, the Senate Finance Committee gave a favorable report to Senate Bill 152 sponsored by Senator Tony Rand (D-Cumberland). This bill, if passed by the Legislature, would prohibit municipalities from levying privilege license taxes and fees on pest control operators.

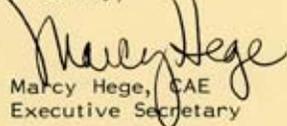
What does this bill mean for you and your business? Currently, pest control businesses may be required to purchase a privilege license in every town, city or municipality in which the business operates. Also, the license category for pest control operators is "unlimited" which means the local governments can set any amount of fee for the license. The bill, as introduced by Senator Rand, would prohibit your being charged for any of these privilege licenses. (To figure up the amount of money your company would save if the bill passes, add up the fees you have spent in the past year for city privilege licenses.)

NCPCA needs your help immediately. On the back of this letter is a list of all the state senators' telephone numbers. Call your senator today and tell him or her that you already are licensed by the Structural Pest Control Division and that your state license fees are the highest in the state. Tell them you would appreciate their support of Senate Bill 152. Answer any questions they may have about your business and be ready to tell them how many cities you currently serve and the amount of privilege fees you have to pay annually. Even if you only have one customer in a municipality, you are still required to pay for the privilege license in that town.

If you have any questions about the bill or what you should say to your Senator, give the NCPCA offices a call at (919) 362-7109. Your support of the Association's position with this bill is appreciated. Its passage will save your business dollars in the coming year.

Thank you for your cooperation and assistance.

Sincerely,

  
Marcy Hege, CAE  
Executive Secretary

CALL TODAY!

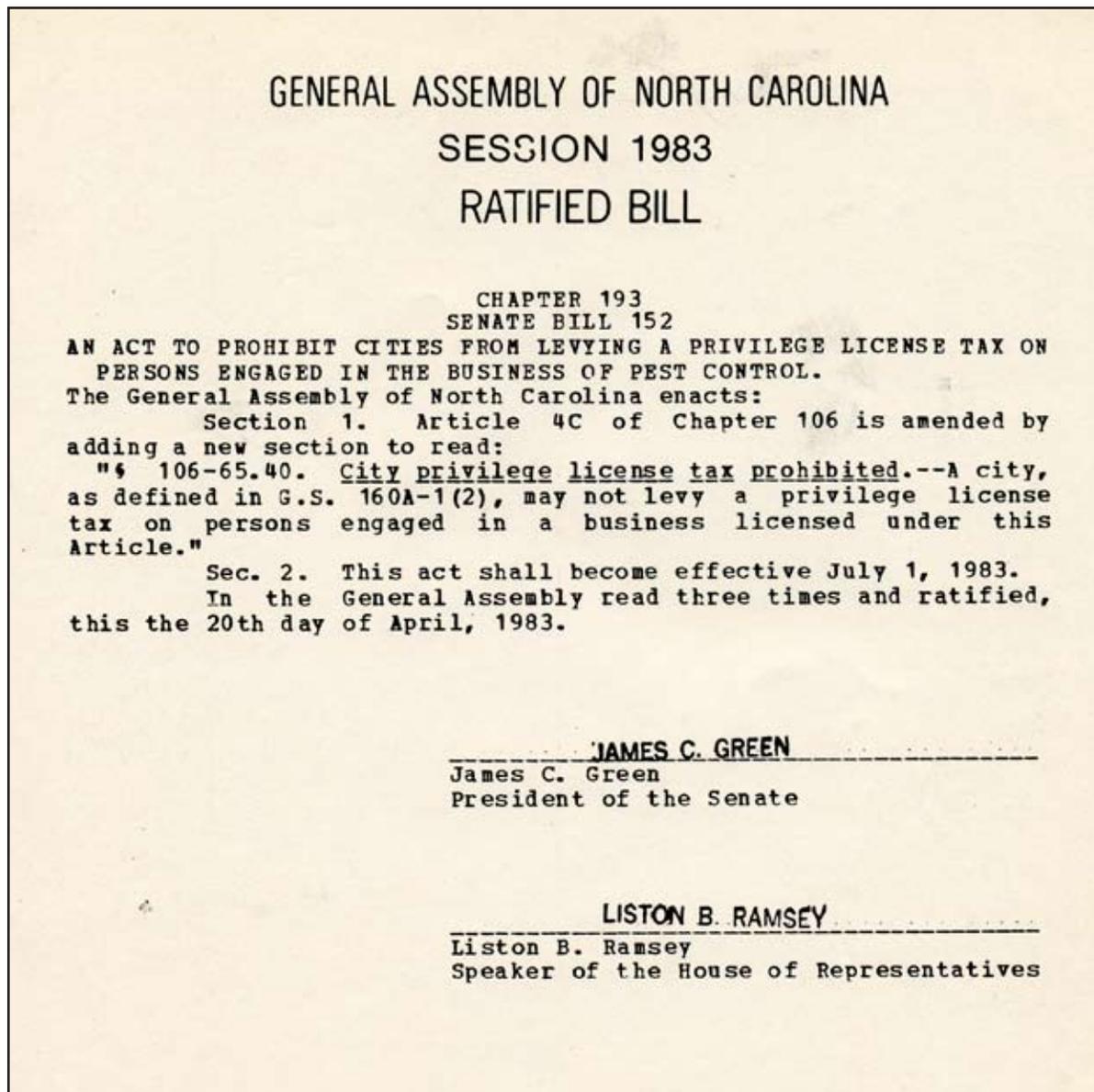
P. S. If you don't know your Senator's name, a blue sheet is also enclosed with this issue of the "Tar Heel Pest" which outlines the N. C. Senatorial districts and a map of the districts.

P.O. Box 1630 • Raleigh, North Carolina 27602 • (919) 362-7109

Letter from Marcy Hege asking members to support the drive to get the privilege licenses revoked.

the state legislature to exclude pest control firms from having to pay local privilege licenses since they must pay state licensing fees, he said, adding that each member of the association would be expected to contact his local representatives when asked.<sup>145</sup>

"I was the main person who got things through. That was not a very difficult job," said R.B. "We looked at the attorneys and the doctors and the bankers. They didn't have to have a license to do business necessarily, so our suggestion was that we pay where our main office was and not have to go into every town and have to pay a privilege license. I said, we're licensed by the state and that should be all we need. So they said okay. The League of Municipalities got involved and they agreed that we pay where our main office is for a privilege license and we'd



The ratified bill revoking privilege licenses.

then be okay to work anywhere in the state. I had an attorney friend that was helping me do that, and I think we communicated with one of our representatives and he pushed it through. They really didn't have anything to argue about, so they said okay."

The newsletter announced jubilantly in April 1983 that Senate Bill 152, prohibiting city and local governments from levying privilege license fees on licensed pest control operators had passed. "The new law will save PCO's both the money and time which was required to comply with the privilege license laws which varied from city to city. Pest Control operators can now do business throughout the state without having to purchase an additional privilege license each time they enter a city to serve a new customer. Think how you can expand your operations with this new law."

The newsletter noted that R.B. Goforth and his committee traveled to Raleigh at least three times to attend various legislative committee meetings as the bill was reviewed, and the association sent letters to every member of the legislature to correct news articles that discussed the impact of the bill on state legislatures. "Region 4 Vice President Charles Cooper assisted in hand-delivering the letters to the Legislature the day the bill was to be discussed and voted upon by the Legislature. Several NCPCA members took time from their busy schedules to come to Raleigh and explain the bill to their representatives and senators. A special thanks goes to each and every NCPCA member who worked to get this bill passed.

"Passage of S.B. 152 proves that the association, with cooperation from the membership, can work to improve business conditions for all pest control operators in the state. ... Membership in the NCPCA doesn't cost... it PAYS!"<sup>146</sup>

"Ever since then, it's stuck," said Billy Tesh. "The reason it's stuck is that attorneys are exempt, real estate agents are exempt. Anyone who's state licensed normally are exempt from those local municipalities taxes."<sup>147</sup>

Jack Roberts commented: "As an association, one of the great accomplishments of the pest control association was eliminating the privilege licenses. We took the fight to the legislature and presented to them that we had to take a state exam, we had to do our certification, we were licensed to do business in the state of North Carolina and we should be exempt from having to pay a privilege license in each and every town. We had to rally everybody to get support for their representatives throughout the state. All localities were involved. Ones that was opposed to it were the ones that were going to lose out on the license fees. We had enough rallying support from everybody in the pest control association through their representatives that we got them on board behind us. Our people today don't know really what we went through to get that accomplished."<sup>148</sup>

R.B. also was in charge of the winter school committee for two years. "I thought it had a great opportunity to bring in people that could do the teaching of some particular things that we were short in, like the new chemicals.



In January 1983, the association voted to provide a \$500 scholarship award to the winner of a state 4-H award whose project was about entomology. If there were no winners in entomology in a given year, the scholarship was not given. Dara Leigh Cox won the award the next year and was given the award to attend a national 4-H congress. The scholarship was made available to the 4-H for about ten years, Jim Lynn said. However, it was only paid two or three times.

Above, Dara receives the award from Jim Lynn, then a regional vice president, and Rudy Hillman of NC State.

In 1987, the association received an award from 4-H for supporting the organization for five years.

146 The Tar Heel Pest, April 1983.

147 Tesh interview.

148 Roberts interview.



This photo of the 1984 officers of the association includes a number of members who were active in leadership positions during the turbulent 1980s and early 1990s. Front row, left to right, Jay Taylor, vice president; Tom Fortson, president; Charles Cooper, secretary-treasurer; Back row, left to right, regional vice presidents Charles Harrison, Ken Wilkinson, and Charles Efrid, immediate Past President Bobby Moffitt, and regional vice presidents Jim Lynn and Billy Tesh.



Jack Roberts, left, receives the 1984 Professionalism Award from Bobby Moffitt at the banquet at the winter school. Members were asked to submit applications for the award in late 1983 and an awards committee chaired by Charles Cooper, with the regional vice presidents as members, made the selection. The award was a gallon-sized B & G sprayer made into a lamp. It was donated by Tom Forshaw of Forshaw Chemicals. After 1984, the award was presented to past presidents as they left office.

We had to teach all the new people that were coming to the school. We'd send our employees to learn."<sup>149</sup>

During the winter school, Marcy Hege recalled, there was always snow or an ice storm. "We'd have a banquet scheduled for Thursday night and the weather would get bad. The other thing that kind of put a wrinkle in their school was when Martin Luther King Day became a holiday because they ran into issues with things being closed." Martin Luther King Day, observed on Monday of the third week in January, was signed into law in 1983, but not universally observed until three years later. After that, the school was still held that week, but it had to adjust for the holiday.<sup>150</sup>

An increasingly litigious environment threatened pest control operators' ability to get liability insurance to the point that the Structural Pest Control Committee added an amendment to regulations which provided for various forms of financial responsibility other than liability insurance in the event that insurance became unavailable. The July 1983 newsletter warned that if an employee applied a pesticide in an unlawful manner, his company was not covered by insurance. "The termiticide that most pest control operators are using now to treat close to wells states categorically on the label not to treat structures containing wells. You or your employees can violate the label unknowingly because of their confusing and conflicting instructions, and having done so, have broken the law. Should an accident occur such as well contamination or an odor complaint that mushrooms into an air-contamination problem, you may not have coverage."<sup>151</sup>

At the summer meeting in Cherokee, the membership took time out from playing golf, watching Indian dancers perform, and taking a guided tour of the Oconaluftee Living Indian Village, Cherokee Museum, and other local sites to approve the purchase of liability insurance for the association officers and directors. About 125 persons attended the meeting, with 28 voting members at the membership meeting. The association authorized funds to file for tax-exempt status for the association and prepare the necessary tax reports.<sup>152</sup>

The North Carolina Pesticide Board adopted a pesticide storage regulation that applied to all commercial pesticide applicators, including pest control operators. The regulation stipulated that they must have a plan filed with the local fire department or emergency services office and maintained for inspection by the Pesticide Board. They also must maintain a current inventory list of the kinds of pesticides they stored by brand name and formulation that must be updated every 30 days. A copy of it must be maintained in a separate location from the storage facility. A commercial pesticide applicator who stored 10,000 pounds or more of restricted use pesticides at any time must submit to the pesticide board a contingency plan describing actions to be taken by storage facility personnel to respond to fires, explosions, spills, or other releases of pesticides or pesticide-contaminated materials into the air, soil, or surface water at the facility. It must be designed to minimize hazards to human health of the environment from any such release of pesticides, the regulation stated.

"In recent years the public awareness of pesticides and other similarly hazardous materials has increased to a level never before seen," the newsletter noted in November. "In an effort to react to this awareness and concern, the North Carolina Department of Crime Control and Public Safety has implemented an Emergency Response Plan for accidents or spills involving hazardous materials. In the event of a pesticide spill, you should immediately notify the Structural Pest Control Division ... at the very least. Additional notifications may be required."

On site, all possible efforts should be made to contain spills using sand or other spill control compounds. In no case should attempts be made to wash spills away as this could contaminate surface or ground waters, which

#### **Past President's Council**

In 1984, President Tom Fortson created a presidents' council of five past presidents to act in an advisory capacity to the board of directors and to be chaired by the immediate past president.

"When the newer boards came in, if there were issues that they weren't comfortable with, they would funnel that over to the Past Presidents Council. The council would meet for three or four days of fishing and talking about the issues. "We'd make a recommendation and bring it back before the board," Jim Lynn said.

149 R.B. Goforth interview.

150 Hege interview.

151 The Tar Heel Pest, July 1983.

152 The Tar Heel Pest, Aug. 1983.

### **Liability Insurance Woes**

"The fact is that consumers are becoming professional plaintiffs. Actual damages don't mean a thing anymore. Everybody is going after emotional and psychological damages and trying to ride the crest of the confusion generated by the N.A.S. [National Academy of Science] and other institutions over the cancer/pesticide issue. Insurance companies don't want our business," association President Tom Fortson wrote in the April 1984 newsletter.

The litigation issues were exacerbated by large losses in the insurance industry because of high interest rates paid on investments in 1982 and 1983. The May-June 1984 newsletter reported that "major difficulties are surfacing to PCOs when insurance companies decide to drop pest control coverage because of frequency and severity of losses, poor management, failure to pay the deductible on a claim, and failure to pay premiums."

The newsletter predicted that pest control companies might be forced to participate in loss control, safety and training programs, accept higher deductibles, move away from offering warranties and guarantees, and take out separate policies for termite inspections and pollution control to obtain coverage.

"PCOs should do everything possible to ensure that they operate a sound, well-managed business, including training, fast follow-up on customer complaints, and involvement in state and national pest control organizations," the newsletter advised.

It urged pest control operators to use a variety of measures such as tamperproof bait stations, mixing chemicals at the shop or vehicle, keeping careful records of chemical use, having a company policy manual, conducting good training programs, and asking customers to fill out questionnaires about allergies, pets, children and other medical problems before doing pesticide treatments.

At the 1985 joint summer meeting, insurance was the hot topic. Insurance agency executive William Savich told pest control operators that one out of every seven pest control firms would be sued in coming years for some form of pesticide misapplication. Despite a good loss ratio on the part of the pest control industry, insurance companies could not make a profit on insuring them, he said. PCOs must institute loss control training programs and avoid offering guarantees and warranties. "You must become identified as environmentalists"

The association researched the possibility of starting its own insurance program, but found it was not feasible.

"One of my pet peeves was insurance," said Jim Lynn. "In fact, there was an era where if you called the Structural Pest Control Division and had a question on insurance, they would refer you to me, because I went through this phase of if anything went to hell in a handbag, it was going to be in my handbag. I went through so many situations with insurance that I finally became an expert on it.

"The issue with the insurance was that this was when a lot of the environmental groups were coming after us and they were talking about how dangerous our chemicals were, so it became a hard market because we were exposed to pesticides especially like chlordane," he said.

The 1986 president, Charles Cooper, wrote in the January-February 1986 newsletter: "At this time, the biggest challenge we have ahead of us is the insurance situation.... Insurance will have to be a main consideration if we are to survive in the future. Insurance will not only be a major factor in training and safety applications but also in more specialized application equipment, storage facilities, and mandatory loss control and prevention training."

An editor's note was added to this message, however. "After this message was written, the Legislature convened and gave the Commissioner of Insurance the power to require companies to offer certain types of insurance. It is too early to tell how this new authority for the insurance Commissioner will affect insurance coverage availability to PCOs." The second page of the newsletter listed 12 companies that were still writing insurance for pest control operators.

The April/May 1986 newsletter said hopefully: "Liability insurance may be getting the attention of Congress and state legislatures. For this reason it behooves our industry to use every precaution possible to prevent an occurrence that could put us in a bad light and be used against us."

Effective April 1, the Insurance Commissioner's Office put into place a market assistance program to help any industry that could not obtain insurance coverage. It was too late for some. The July/August 1986 newsletter reported a decline in membership as some companies sold to other businesses because of insurance and other problems.

"Problems of obtaining insurance seem to have passed, now that the insurance companies have the premiums where they want them. ... It is doubtful that all operators have the coverages that will give them the best protection. This lack of proper coverage has the potential of being a serious problem for the industry down the road," the newsletter said.

"It got down to two companies that would write pest control insurance," Sam Newman recalled. "The insurance industry jumped on the bandwagon and then when it relaxed a little bit that they had to be competitive again, they started looking at the premiums that we paid vs. the claims that they were paying, and they were making 70 percent profit on us. They weren't losing money, they were making big money by writing general liability insurance because the claims weren't near as much as was portrayed in the media and by the lawyers. So it came back to normal, and the premiums, to me they're reasonable."

The October/November 1986 newsletter listed types of insurance coverage pest control operators needed — errors and omissions, pollution and contamination, care, custody and control, complete operations, defense of employees, and defense fees. The association had endorsed a program offered by Seashore Insurance and Associates.

would require extremely costly cleanup operations. "You will be advised of methods of disposal of pesticides and containment materials following notification."<sup>153</sup>

That year, Agriculture Commissioner Jim Graham established a committee to investigate potential or suspected cases of pesticide contamination of water supplies and dwellings and consider practical recommendations for the industry to avoid contamination and insure compliance with federal, state and local requirements for treating near water supplies. Tom Fortson chaired the committee.<sup>154</sup> Tom was elected the 1984 president in a year marked by concerns over environmental issues and the reluctance of insurance companies to provide liability insurance.

"We must be ready and willing to do some things that we don't like to do," he told members in his first message. "If we don't take the initiative to provide for the upgrading and training of our industry members, somebody is going to try to do it their way. In order to do it our way, with a minimum of regulation, we are all going to have to give of our services and considerable talents.... I don't like regulation any more than anybody else but there is a responsibility to the consuming public for our industry to apply chemicals in a safe manner. Many PCO's don't have the resources on a local level to provide for the very basic training for new employees. Pesticides are becoming more and more visible and I think we are on the very edge of a witch hunt to end all witch hunts. Cancer frightens everyone and we must work to assure the public that diseases transmitted by insects and rodents are much more terrible than a perceived, imagined cancer threat."

In 1984, there were 493 licensed pest control operators, 702 certificated applicators and 1,156 holders of operator identification cards in the state. Half of the employees of pest control operators did not have to verify that they had a written knowledge of labels and safety. "That responsibility rightly falls to the licensed PCO who is legally responsible for his employees' training. Members of regulatory bodies in pesticides and health services reported that they are continually dismayed by the lack of knowledge demonstrated by the actual persons applying the pesticide. A complete ignorance of the most basic safety practices!"

---

153     **The Tar Heel Pest, Oct. 1983, Nov. 1983.**

154     **The Tar Heel Pest, Oct. 1983.**

Certification for everyone would be extremely expensive for both business and government, and the sheer logistics in managing it would make it impractical, the newsletter said. However, all employees applying for operators' identification cards should be required to submit an affidavit signed by an approved instructor stating that they had received basic training in safe chemical use, including understanding the label and its legal nature, hazards to the person and public's health through improper pesticide use, and hazards to the environment through improper pesticide use. A training session should be 1-2 hours long. It should be the additional responsibility of the licensee to properly train the applicator in the practical and technical aspects of his job and the licensee's legal responsibility. The newsletter recommended holding monthly training sessions, with instructors coming from the ranks of the association. An instructor would serve for six months to a year as a volunteer.<sup>155</sup>

At that year's winter school, attended by 438 people, New Jersey consultant Dr. Douglass Mampe asked: "How many of you have been sued in the last year or two?" About a half dozen persons timidly raised their hands. His next statement made eyes widen and heads shake: "I predict that in 1985, only six of you will NOT raise your hands!" He urged attendees to keep a log if they suspected a lawsuit and contact their insurance carrier promptly, since many times an insurance company could negotiate a less expensive out-of-court settlement. If a pest control operator was charged with fraud, the insurance company would deny liability, he said.<sup>156</sup>

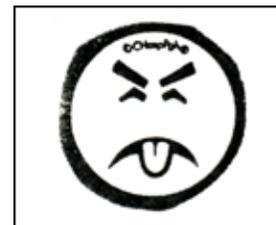
The issue of chemical accidents spilled over into 1984. Tom Fortson noted in the March newsletter that he had met with Environmental Health Services and voiced the industry's concerns about the need for a cooperative effort between that agency, regulatory agencies and pest control operators in quickly cleaning up after an accident to avoid or mitigate contamination. "They expressed their concerns that we as an industry improve our training of applicators so that these accidents can be prevented. They agreed to cooperate in firming up an established protocol for handling all complaints in a consistent manner."<sup>157</sup>

In April, Fortson announced that the Pesticide Board was considering whether to make termiticides a restricted use pesticide. "Do we want it? I don't know the answer. We need to give it careful thought. If regulations took termiticides off the grocery store shelves, what domino effects would that have? You will have to increase the detail of your record keeping on applications. You'll have to possibly increase your storage facilities record keeping when you look at the new storage regulations. You will fall under more strict storage regulations.

"Will it give plaintiffs' lawyers a new hammer with which to beat us operators over the head? (These pesticides are so dangerous that they have been restricted by the State!) Will it just increase the uneasy feeling the public already has acquired with regard to termiticides? It seems that wherever termiticides are concerned, up crops another "risk/benefit" analysis."<sup>158</sup>

Fortson mused that restricting the use of termiticides would require only that a restricted pesticide be applied under the supervision of a certified applicator, which would have little or no impact on the industry. New storage regulations would not be affected and record keeping would not change. The industry would benefit if termiticides were withdrawn from store shelves. "It seems that we have everything to gain! The problem lies in the possibility that if laws were changed to require that restricted-use pesticides be applied by a certified applicator, we would have jumped from the frying pan into the fire. If we cooperate in restricting termiticides, will we get the pins knocked out from under us and have to have our termite technicians certified? The economic drain on us would be unreal.

"My feeling, bottom line, is that we should give our support to the restriction in the use of termiticide. I think the benefits to ourselves and the public are many. For that support, however, we should fight like hell to insure that no change be entertained in the existing laws regarding who can apply the restricted use materials. We are legally responsible now and that is good enough. The burden of requiring that a certified applicator actually applies the termiticide is one which the industry does not deserve."<sup>159</sup>



The July/August 1985 newsletter reported that Mr. Yuk stickers were being provided free by Forshaw Chemicals to members for their customers to label their dangerous household products. Members requested more than 15,000 Mr. Yuk stickers. "It appears that ugly is in . . . Mr. Yuk ugly, that is."

- 
- 155     **The Tar Heel Pest, Jan. 1984.**
  - 156     **The Tar Heel Pest, Jan. 1984.**
  - 157     **The Tar Heel Pest, March 1984.**
  - 158     **The Tar Heel Pest, April 1984.**
  - 159     **The Tar Heel Pest, May 1984.**



The annual summer meetings cemented friendships among those who took an active part in the association. Left to right, back row, Sam Newman and Don Hamby. Front row, Bob Brock and David Dillingham. This photograph may have been taken in 1984, when the four won the golf tournament. During the 1980s, the North and South Carolina pest control associations met together for their annual summer meetings, which more than 200 people typically attended.

In the June issue, however, after the state Pesticide Board met on the restrictions, Fortson announced that he had changed his mind because he had decided that he had favored restricting pesticides for the wrong reasons. "As I understand it, restricted use pesticide classification is reserved for extremely hazardous chemicals that are clearly more dangerous than others. Termiticides are clearly more persistent in the environment than others but a clear and present danger has not been demonstrated as far as acute health effects to anyone as long as the chemicals are used in a proper manner. Even in cases of misuse, I know of no instance (short of someone ingesting the material) where the materials have been proven to have caused any adverse health effects. I find myself on a committee seeking to get more reasonable consideration for air levels of termiticides and defending their safeness on the one hand and on the other hand, knowing that because of their persistent nature, termiticides should not be readily available to the general public."

He suggested that instead members write to manufacturers and ask them to limit distribution to trained professionals or certified applicators.<sup>160</sup>

The July newsletter reported that most complaints to the state involved inaccurate or incomplete Wood-Destroying Insect Reports. In some cases, a pest control operator or his employee was not spending enough time to make a thorough inspection of a structure or even inspecting it at all. An inaccurate or incomplete report increased the pest control operator's liability and the possibility of state disciplinary action, the newsletter warned.<sup>161</sup>

<b>South Carolina and North Carolina Pest Control Associations 1985 Summer Meeting Grove Park Inn Asheville, North Carolina August 1-4, 1985</b>	
<b>Schedule of Events</b>	
<b>Thursday, August 1, 1985</b>	
11:00 a.m.	Registration Desk Open
12:30 p.m.	Golf Tournament - Country Club
12:30 p.m. - 2:00 p.m.	Registration Desk Closed for Lunch
2:00 p.m. - 6:00 p.m.	Registration Desk Open
9:00 a.m. - 6:00 p.m.	Exhibitor Set Up - Heritage Ballroom
7:00 p.m. - 8:30 p.m.	Social in Exhibit Area - Heritage Ballroom
<b>Friday, August 2, 1985</b> Breakfast on your own	
7:30 a.m. - 8:45 a.m.	NCPCA Board of Directors' Meeting
8:45 a.m. - 9:00 a.m.	Welcome and Announcements Heritage Ballroom Bobby Moffit, Moderator
9:00 a.m. - 9:45 a.m.	"Soil Treatments" - Heritage Ballroom Neil Ogg and Jim Wright South Carolina Plant Pest Regulatory Service, Clemson, SC
9:45 a.m. - 10:00 a.m.	Break - Sponsored by Velsicol Chemical Pre-function Area
10:00 a.m. - 10:30 a.m.	"Air Monitoring" - Heritage Ballroom David Nalfziger, Product Development Manager, Dow Chemicals USA, Midland, MI
10:30 a.m. - 11:00 a.m.	"Plenum Treatments" - Heritage Dr. Harry Moore, Department of Entomology, N. C. State University, Raleigh, NC
11:00 a.m. - Noon	"Log Cabins" - Heritage Ballroom Dr. Ben Kissam and Dr. Ted Adkins Department of Entomology, Clemson University, Clemson, SC
Afternoon	On your own
7:00 p.m. - 7:30 p.m.	Poolside Reception
7:30 p.m. until	Steak Fry - Poolside
<b>Saturday, August 3, 1985</b>	
8:00 a.m. - 9:30 a.m.	State Association Business Meetings Coffee, Juice and Danish - Sponsored by Forshaw Chemicals SCPCA - Laurel Suite NCPCA - Heritage Ballroom B
9:30 a.m. - 10:15 a.m.	"The Future of Insurance" - Heritage Ballroom Denny Ford, Moderator
10:15 a.m. - 11:30 a.m.	"Safety" - Heritage Ballroom Bill Blassingame, Stephenson Chemical Co., College Park, GA "How to Handle a Safety Call" Film on Seat Belts
11:30 a.m. - Noon	National Pest Control Association President-Elect Phil Clegg, S. C. Pest Control Association President Gene Kaiser N. C. Pest Control Association President Jay Taylor
Noon	Adjournment
<b>Spouses' Hospitality</b> Dow Chemical USA is hosting a Spouses' Hospitality each morning from 8:00 a.m. until 11:00 a.m. Please check with the Registration Desk for information.	

The program of the 1985 summer meeting.

160 The Tar Heel Pest, June 1984.

161 The Tar Heel Pest, July 1984.

Fortson observed in November: "Unless you are blind, you are aware that every publication you pick up relevant to this industry is hammering away at the negative aspects of our industry. Consumers' right to know, pollution, contamination, cancer, multitudes of contingency fee hungry plaintiff lawyers, insurance policy cancellations, lack of coverage, and unavailability of coverage.

"How do we keep our chins up and maintain a positive attitude about our worth with all this talk about the dark side of pesticides? Well, it ain't easy, but ... [the public] are more determined than ever to use knowledgeable, well-trained PCOs who exhibit to them an understanding and confidence about handling pesticides.

"People begin doubting their own ability to properly handle chemicals and look to professionals," he said. "As long as people congregate, there are going to be pest control problems that the public will not tolerate. These people, more and more, are turning to trained professional appearing PCOs — not less. They are just more demanding. Our obligation is to avail ourselves of training opportunities offered by the various institutions."

About 420 people attended the 1985 annual winter school, which concentrated on cleanup of spills on public roadways, handling pesticide misuse situations, computers in the industry, and moisture control. The association held an auction of chemicals, equipment and other products and services during the school's luncheon. Jay Taylor was elected president. The Safety Committee produced Mr. Yuk stickers for pest control operators to give to their customers to place on poisonous household chemicals.

In January-February 1985, The Tar Heel Pest changed to a much longer format of about 14 pages produced every two months, with advertising rates of \$75 for a full page ad, \$45 for a half page and \$15 for a quarter page.

The Tar Heel Pest in 1985 was full of dire warnings:

Contracting a job that previously had been treated could cause problems for an operator at a later date because if the previous treatment was not done according to the labels, the operator could be accused of violating regulations if samples were taken indicating a pesticide was misused at that site.

Pest control companies should document all training opportunities for their employees as possible evidence later if they were in a lawsuit, develop a company policy manual and document pesticides and equipment used, as well as proper application methods. "Make sure your servicemen read it and get them to sign a statement to that effect."

Pest control operators must cover treated soil with one-half inch of non-treated soil to avoid contamination problems. "It is difficult to treat a house according to label instructions and not exceed the low National Academy of Science guidelines."

Carry a shovel and spill-absorbent material on a truck to minimize spills. If there was a spill, construct a dike to stop runoff from the site. After providing emergency medical treatment, stop the leak by patching the tank or hose with caulk or tape or moving the tank so the leak is above the liquid level. Report spills to the proper authorities. "As little as one pound of technical pesticide must be reported."

The newsletter reported a case in Maine in which a woman reacted severely to chlordane, the standard treatment for termites. To prevent such problems, always read and follow label directions, let customers know there is a good possibility of chemical odors and ask them if they are allergic to chemical odors. Check heating systems. Rod inside trenches and cover them.

Hearings were held in five communities to give citizens an opportunity to comment on a proposed amendment to expand OSHA standards. Pest control operators were told that if an employee requested the identity of a chemical and his owner or manager did not identify it within five working days, the employee would be authorized to refuse to work with the chemical.<sup>162</sup>

### Ride for Research

Gary Marcucci and his entourage biked through North Carolina on his Ride for Research from Philadelphia to Atlanta and the National Pest Control Association's Annual Convention in 1986. The NCPCA hosted him and his touring crew at the Holiday Inn North in Raleigh for lunch. Charles Cooper presented \$500 to Marcucci on behalf of the NCPCA. The funds were collected in response to a mailing from the NCPCA offices.

Pest control operators faced a plethora of new regulations. The NC Pesticide Board added drift control to the state regulations for the ground application of pesticides. Drift is the tendency of pesticides to fall beyond their intended targets because of wind or other weather factors. State OSHA hazard communication (right-to-know) standards were extended to cover virtually all workplaces in North Carolina except those which handled only consumer products or small quantities of hazardous chemicals. At the 1985 summer meeting, members discussed a move by the Pesticide Board to look into contamination of rainwater used to wash vehicles, tanks and other pesticide-related equipment. The General Assembly passed the Hazardous Chemicals Right to Know Act in 1985 to better inform firefighters and citizens of the potential chemical hazards in their communities. It required employers to provide a list of hazardous substances they used to the fire department in municipalities with a population greater than 10,000. The Structural Pest Control Division added a new position — a certification and training coordinator funded through the EPA.

Harvey Gold, executive director of the National Pest Control Association told members at the summer meeting that all across the nation, environmental groups were hiring full-time activists to implement restrictive legislation aimed at the pest control industry.

Association member Phil Clegg was elected president of the National Pest Control Association.<sup>163</sup>

The January-February 1986 newsletter said the association needed a legal counsel to research the industry and develop the legal knowledge to be an expert on its problems. This issue included an article from the NPCA saying: "It is time to be outraged. ... The NPCA has established the Issues Defense Fund to permit ongoing, positive, defense actions around the country to provide our story, the truth, and a legal defense where necessary." The newsletter reported that 22 persons attended a 1986 Advanced Wood Destroying Organisms Institute in February, and that the association was establishing a library of reference and resource materials.<sup>164</sup>

Ray Howell was named director of the Structural Pest Control Division, replacing Rudolph Howell who retired on Jan. 1, 1987.<sup>165</sup>

Clashes over environmental issues were inevitable as North Carolina's urban population grew in the 1980s, Jim Lynn observed. More houses were being constructed in

Membership in NCPCA keeps professionals in close touch with industry events and activities:

- The **Summer Meeting** is held each year and offers business management and educational courses and fellowship among professional peers. The meeting rotates between the mountains and the coast.
- **Regional seminars** are held in the spring and summer throughout the state. Conducted by NCPCA's regional vice presidents, the regional meetings keep PCOs informed of industry activities which will affect the operation of their business. The regional meetings also provide members with an opportunity to offer suggestions and comments regarding NCPCA and its activities.
- The **Tar Heel Pest** is NCPCA's bi-monthly publication which keeps the members up-to-date with industry events, notices of meetings, news articles, technical information and other items of interest to the pest control operator.
- The **Pest Control Technicians' School** is co-sponsored by NCPCA and the NCSU Extension Service. This program offers technical training for industry members.

**ASSOCIATION MEMBERSHIP PAYS . . . JOIN NCPCA TODAY!**

**North Carolina Pest Control Association, Inc.**  
**MEMBERSHIP APPLICATION**

Name of Applicant E. David Dodd, III

Applicant's Company Name CAROLINA TERMITES & PEST CONTROL, INC.

Mailing Address P. O. Box 368

City, State, Zip Code Monroe, North Carolina 28110

Telephone Number 704/283-1527 County Union

Class of Membership Applied For:  Active  Allied  Limited

License Number 1033-W

Annual dues are \$40. There is a one-time initiation fee of \$10 required with the application.

Active membership is for licensed pest control operators with more than two years' experience. Limited membership is available to those pest control operators with less than two years' experience. Allied membership is available to pest control industry suppliers.

I agree to abide by the Constitution and Bylaws of the North Carolina Pest Control Association to which this membership application is directed. A remittance of \$ 10.00 accompanies this application.

Date: January 19, 1987 E. David Dodd III  
Signature of Applicant

Please return this application and your fees to the North Carolina Pest Control Association, P. O. Box 36160, Raleigh, North Carolina 27606. Questions regarding the application should be directed to the NCPCA offices at (919) 851-2901.

A 1980s membership application.

163 The Tar Heel Pest, July-August 1985.

164 The Tar Heel Pest, January-February 1986.

165 The Tar Heel Pest, December 1986-January 1987.

**North Carolina Pest Control Association, Inc.**

Promoting the Pest Control Industry in North Carolina

January 26, 1987

Mr. E. David Dodd, III  
Carolina Termite & Pest Control, Inc.  
P. O. Box 368  
Monroe, North Carolina 28110

Dear Mr. Dodd:

Thank you for applying for membership in the North Carolina Pest Control Association.

Your application will be presented to the membership in the February/March issue of the Tar Heel Pest for review by the membership. If no comments regarding your application are received within thirty days of the publication of the newsletter, you will be admitted to the association as an active member. If comments are received, the Board of Directors will review your application and the comments at its next meeting.

I've enclosed a copy of the 1986 membership directory for your use in contacting NCPCA members. Also enclosed is a current copy of our newsletter.

NCPCA maintains an office in Raleigh. Hours are 8:30 a.m. until 5:00 p.m., Monday through Friday. Please call us at (919) 851-2901 any time you think NCPCA can assist you in your business operations. If you need to call us at night or on weekends, your message will be taken by the answering service and a staff member will be in contact with you regarding your concerns.

Thanks again for applying for membership.

Sincerely,

Anne Hines  
Director of Membership Services

Enclosure

Paperwork associated with a membership application in the 1980s.

April 17, 1987

Mr. E. David Dodd, III  
Carolina Termite & Pest Control, Inc.  
P. O. Box 368  
Monroe, North Carolina 28110

Dear Mr. Dodd:

Congratulations! Your application for membership in the North Carolina Pest Control Association has been approved by the association's membership. You are hereby entitled to all rights and privileges of active membership in NCPCA.

Your NCPCA membership plaque and card are enclosed. Each year, upon payment of your membership fees, you will receive a new date sticker and new membership card. Should you lose the plaque, there will be a charge for replacement.

If you feel NCPCA can be of assistance to you with an industry issue, please give us a call at the NCPCA offices. We look forward to working with you for the improvement of the pest control industry. Thank you for your support of the association.

Sincerely,

Anne Hines  
Director of Membership Services

Enclosures

cc: Billy Tesh, President  
Fred Jordan, Membership Chair  
Seashore Insurance Company

P. O. Box 36160 • Raleigh, North Carolina 27606 • (919) 851-2901

areas that had been woods before, and the industry had grown and become more visible in response. In the 1960s, the Raleigh phone book had half a dozen pest control companies. “Now you open the phone book, and we’re almost second to restaurants as far as how many companies you’ve got.”<sup>166</sup>

In 1987, 26-year-old Billy Tesh was elected association president, the youngest in the association’s history. He was one of about ten presidents elected in the next few years who made the association strong, Steve Taylor, who joined the association in 1983, said. That core of people — Billy, Sam Newman, Charles Efirid, Fred Jordan, Harden Blackwell, David Dillingham, Jimmy Lynn, Dee Dodd and a few others — took the association from “a part-time hodge podge to a professional flourishing association.”

There is a lot to be said about someone being president, Steve said, because it is not a one-year commitment. “It’s an eight or nine-year commitment because you’re going to sit on the board for four or five years, and then” move up through secretary treasurer, vice president and president. “I haven’t missed a board meeting in 25 years. Don Hamby, too.”

Competition has not been much of an issue between these men because “we realize we’re all here to help each other,” he said. “It is unscrupulous, unlicensed and unregulated people that the association has worked against.”

“The year that I was the fortunate president, 1987, was the year all the bills were introduced against us in the legislature,” Billy remembered. “That’s how I got involved in the legislature. We really didn’t have a legislative committee before that that needed to be active because there wasn’t anything legislatively going on.”

In the spring of 1987, a state representative named Bertha, or Bea, Holt joined with two groups, the Environmental Defense Fund and the Agricultural Resource Center in Tarboro to fight the application of pesticides. Holt, a Democrat from Alamance County who was first appointed to the N.C. House of Representatives in 1975 and later won re-election eight times, introduced a bill in the state legislature that would have banned chlordane, the main chemical used in the pest control industry to control termites. The bill also would have required other products to be placed in restricted use pesticide categories. That bill was followed by a series of others aimed at regulating the use of pesticides, including one that would have required stringent posting of signs and notification before and during treatments.

In responding to Holt’s legislative campaign, “we all as an industry learned about the legislative conditions in this state and how they operated,” Billy said. “Myself, Chuck Hazelwood, Charles Efirid, a few other people were in Raleigh every week, especially during the legislative session, because the committees the bills were assigned to would hear information maybe on a Tuesday, so you’d be on the docket to come to Raleigh to testify or be there for any public information or comment. If they didn’t get to you, they’d postpone it to Thursday or maybe Wednesday afternoon, so we had to stay. We ended up spending a lot of time between Greensboro and Raleigh to make sure our industry was represented.”

Billy testified that spring before the House Agriculture Committee and other committees. Most of the time, that committee or a Senate subcommittee handled the bills that impacted the industry, but in some cases it was the Appropriations Committee. “I was asked a lot of questions about why did we think that our industry should be exempt from all of these kinds of regulations because we were killing kids and creating all kinds of problems. It angered me, because they didn’t have their facts together. We stood very strong on the fact that our industry is based on sound science that’s been peer reviewed.”

A group of people from the industry met for two days in Raleigh before that meeting, including a Dow Chemical representative who was helping to defend chlordane. Dow Chemical manufactured the next most common termiticide, Dursban, and company officials knew that if chlordane took a bad hit, they would be next in line. Velsicol, the chlordane manufacturer, refused to participate.

There was no Internet then, so the association leaders went to the NC State Library to gather information. In addition, “we called a lot of people and just said get us any information you have, and I need it immediately.

“We got all the data compiled and one of the things that we found was that the National Academy of Science had found that three things were the primary reason for the extended life in the United States. One was doctors, second was medicine, and third was pest control. Americans’ health was in better condition because they weren’t having to fight diseases that were transmitted by insects and rodents, so the United States has life expectancy much better than other countries. We were able to substantiate that because I had the peer review,” Billy said. “We also had a

lot of other information on the table about how many houses we protect and how we prevent structural damage from termites and insects.

“After that meeting, there was a New York Times reporter that came out and was talking to me, and Representative Bea Holt came out of the room and was pointing her finger at me and said, ‘Why are you here? You don’t know what you’re doing. You’re creating too many problems.’”

The reporter was taking notes.

“I said, ‘Miss Holt, I’m just here to represent the industry and to tell the truth and to be factual about the information, just like it’s your job to listen and disseminate the right information to your colleagues based on sound science,’ so there was kind of a unique New York Times article about how a legislator was going to attack me.

“But that set the tone, because my position as president was only to represent the facts. I stated in front of this committee that if we found a problem as a person and an industry member and a father, I would never subject someone to anything that could create a physical or environmental problem.”

Holt “was the type of person you couldn’t talk to. She was very, very single minded. She was so combative about anything that involved her. She had had a problem with some pest control operator at her house and that’s where we think it started. Then all of a sudden, she became so anti-pesticide, and she got elected to the General Assembly so she had a forum to push that,” said Don Hamby.

“It probably did us the most good because it got us involved and then we understood the political process. The other thing it did was it told the legislators that we weren’t going to take anything for an answer. We wanted scientific information to prevail, and that was my position,” said Billy.

Besides testifying, members of the association lobbied individual legislators heavily. One day, Billy, Jim Lynn, and some of the other members took a facts packet around to various legislators’ offices. “We worked the whole building, and as we were walking out, we heard some lady [Bea Holt] scream. She opened up the window, and here comes our packet out the window about ten stories up,” Jim Lynn said. “We got in situations where the attitude that most of the people had was that we were just happy spray jockeys out trying anything to scam somebody out of a dollar.”

“We created telephone trees because we didn’t have e-mails and all that. Every member of the association filled out a fact sheet of who in the legislature they knew, whether they were a customer, throughout the whole state. We did it at the very beginning of this process because I came up with the idea,” said Billy. “I said, ‘We’ve got to know who knows who because when this bill comes up on the subcommittee, we’ve got to be able to get to them immediately.’”

The telephone tree took the impersonal issues and made them personal, because Billy would call and ask a member to take a particular senator out to lunch, tell him or her about a bill that had come up and ask for support.

“We did that in a grass roots effort, and it was very effective.”

“The public was quite concerned about it and the media hyped it up a lot,” Marcy Hege said. “We had been meeting here in Raleigh about the chlordane issue and how we were going to deal with it, and Don Hamby had been here and one of his customers called him up complaining of headaches. She thought he had treated her house, but he never did the treatment to her house because he was in Raleigh. She jumped to the conclusion because the chlordane treatment had been scheduled. He said, ‘I’ve never been so glad I was in Raleigh because I didn’t do it.’ That was the general feeling. Because I hang out with people who are into environmentalism, they wanted to know how could I deal with people who are in pest control? I said, ‘Well, we’ve got to do something to deal with the pests in the world and I’d rather have someone who has some training in what these chemicals will do going out and making the application rather than myself.’”

Chlordane, said Bob Brock, “was a very versatile safe pesticide. It was wonderful. The farmers would use too much too strong, and it would run into the creeks when it rained and kill fish. It wasn’t the pest control industry. It never was restricted use. You could buy it at Ace Hardware.”

Customers were asking about it. “I would say you have to be out of the house. When it’s dry, it’s safe.”

One of the last days that the General Assembly was in session, the pesticide ban bill came up for consideration, and Velsicol made an agreement that would have allowed chlordane to maintain its position for a few years, but would have restricted the use of all termiticides. That would have been a major problem for the industry, because some chemicals were used only in very small amounts but would have been classified as restricted use because they had termiticide on the label.

Billy called the Velsicol representative, denounced him for not representing the industry as a whole, and hung up on him.

“I was so angry. I called some other leaders and I told them what happened, and I said, ‘I’m going to Raleigh tomorrow and we’re going to defeat the whole bill. We’re not going to concede anything. We came down here and defeated the whole bill, and it was the right thing to do. We stuck together as an industry.’”

“That year, we had six bills introduced against the industry. We defeated every one of them. Then we found out that the legislative arena was where we were going to have to maintain our legislative position over the next few years because these people were not going away. The next few years, we fought a number of bills that were being introduced every year. One of the single best things we did is that we as an industry were able without a high-powered lobbyist to defeat these bills.”

That level of cooperation was possible, he said, because the association members “understand that professionalism outweighs competitiveness. There’s plenty of work. Insects are out there every day and they’re breeding and developing. We don’t need to beat each other up over the business. We need to develop the business.

“At the time, the association didn’t pay for any expenses and I had a new company. We just didn’t have a choice because we knew what the impact would be. [The pesticide ban bill] was a very irresponsible bill that would have cost the citizens of North Carolina a lot of money over the next few years. There was a lot of people that made that commitment,” Billy said. He and Charles Efrid would get a hotel room with two beds and share the cost, because “it was coming out of our pockets — everything, dinners, lunches. Now that’s been corrected, which is good.”

“I did more for this association in 1987-88 than I did for my business,” he said. “I had to, because we were in Raleigh all the time. I look back at it now and say, how did I survive as a company? Some weeks, I spent between 20 and 30 hours down here between travel and being here. Once you got down here, you’d sit in a committee meeting for three and four hours and then you had to make your rounds with the legislators and make sure things were being handled and then you’d go back home. We were winning, which made it nice. There were times when we felt some defeat, because a subcommittee would pass a bill, but it would never get back before the whole House to get passed.”

The environmentalists originally had become upset over a much publicized house in Long Island, New York, that was ordered demolished because of chlordane contamination in 1983.

“Turned out it wasn’t the chlordane that got that house demolished. It was a sister pesticide. Aldrin. Billy Tesh called her [Bea Holt] every step of the way of misinformation and she got tired of being defeated. We burnt our cars up trying to get a handle on what she was trying to do. That issue died,” Sam Newman said.

The state Structural Pest Control Division’s inspection process used a system called major and minor discrepancies to keep records of inspections. “If somebody missed drilling a patio, the division would call that a major discrepancy or a minor discrepancy,” Sam said. The operator had an opportunity to go back and correct that discrepancy within 30 days. “A good operator would get on the ball. He’d go fix that house. If he didn’t, he’d get a second violation and there was a fine attached to that.”

At about the same time as the chlordane ban bill came up, the Environmental Defense Fund went to the Structural Pest Control Division and found 3,000-3,500 files stamped for major discrepancies.

“We had a meeting in Raleigh. [The Environmental Defense Fund] took that and made a big media issue that the division wasn’t enforcing the law because nobody had been punished. It made the evening television news. On the way home, I started thinking about what was a major discrepancy. It was not a public safety issue. He was just getting publicity for his group to get more funding. When I got home, Fran [Sam’s wife] looked in the dictionary and a discrepancy turns out to be a deviation. So today we operate with primary and secondary deviations. That plays a whole lot better in the press. It doesn’t sound as serious. It means the same and the division treats it the same, but our organization took this thought back to the membership and went to the Structural Pest Control Division and got that changed.”

After that, smaller bills were introduced that would have required the posting of notices in public facilities and schools that were being treated for pests and a registry that people who were sensitive to chemicals could register for that would have prevented pesticide treatment within a mile of their house.

“It went on and on and on. There were all these just unrealistic things,” Billy said. “They would have people show up with respirators on and dust masks and they would ask if we had any pesticides with us. Sometimes at that corporate level of the environmental group, they send out a lot of misrepresentation. I’ve joined some of those

groups so I can monitor what they're saying, and a lot of it is incorrect. I don't know who they get to publish that information, but I see a lot of that.

"I'm an environmentalist," Billy said. "I appreciate Mother Nature and I do everything I can to protect it, but I understand the physical balance between insects and nature and households and human beings. We need termites. They do us a tremendous amount of good in returning wood back into organic matter, but they need to stay outside of man-made structures. We don't want to go through the plague again, so containing rats and fleas is important. A lot of diseases and parasites are transmitted by insects. At the same time, we're not introducing pesticides into the environment that can harm people. "

The legislative committee had six or eight people at the time, he said. "We could make ten phone calls and everybody would show up. We would actually outnumber the legislators at some of these meetings. I said early on that we need a large contingency to show the solid condition this industry's in. We don't need to all say anything, but we can all be there. I'm proud of that, because we made some significant changes in the attitude of the legislators."<sup>167</sup>

During that time, the association also held state legislative days. Billy said he learned early on to let legislators who were customers know who he was. "I do work for most all the legislators in our area. Knowing these individuals and letting them know that it isn't about a number on a contract, it's about our relationship — that's what it's all about. They appreciate that, especially when they call you at two o'clock in the morning with a problem and they say, 'What do I do?' And you say, 'I'll be right there.'"

Velsicol ended up making a national agreement with the U.S. Environmental Protection Agency to withdraw chlordane from the market. This decision had major impact, "but it didn't affect us as much at a state level as some of those state bills would have done, because some of those bills also crossed the boundaries and went to other areas of our industry which would have made it more difficult."

In the September/October 1987 newsletter, Billy announced Velsicol's decision and noted that it had been judged the most effective way of reducing liability and satisfying the EPA. "Still we must understand that the research is positive and it is a proven safe termiticide when applied correctly," he wrote. The industry would have to adapt to new termiticides and a highly technical application standard, he said. "We are going to have to revise contracts, warranty and pricing to insure profits which we can live and grow with.

"The problems we are now facing are based mainly on the public's misconception regarding the use of pesticides. The PCO as professionals must reinforce the facts to the American public, that pesticides are safe and critical for the protection of health and property."<sup>168</sup>

"People were very unhappy that [chlordane] was withdrawn, and some felt it was not justified, but they did have some other materials that could be substituted in. They were not nearly as long lasting," Charles Wright remembered.

"Our industry could not understand why they were taking chlordane off the market," R.B. Goforth said. "Nobody ever died from chlordane. We always thought it was a move to try to get a chemical that lasted in the soil off the market. Well, the whole purpose of using chlordane was that it did last. We were not happy with it. Other chemicals we hadn't ever heard of or used, had no experience with. I don't know why they took it off. I can understand DDT because of the effect it had on the bird population, but chlordane, you put it in the ground and who comes across chlordane? You'd have to eat the soil!"

"When Velsicol took chlordane off the market, many of our members felt that there was not a product out there that was anywhere close to as effective as chlordane was, so we tried to lobby them to keep it on the market, which they did for a couple years, and then they finally took it off," Don Hamby said.

The EPA wanted to do things like that to make a name for themselves, R.B. said. "They had to do something to keep the doors open and they just picked on certain chemicals. Dursban was the same way. It was one of the top notch chemicals. Nobody ever died. I don't think anybody ever got cancer. They never did ask our industry how many people died from using chlordane. Did anybody ever have any effect from using chlordane? They pulled it off of the United States market, but they still manufacture it and send it overseas. They did not pay us for the chemical that we had remaining the day they stopped using it. If you got caught with some left over, you had to put it on your own property, so I've still got some. If I have termites, I'll use it."<sup>169</sup>

---

167 Tesh, Lynn, Hamby, Taylor, Hege and Brock interviews.

168 The Tar Heel Pest, September/October 1987.

169 Wright, R.B. Goforth, Hamby interviews.

By an act of Congress, a non-profit organization called the American Pest Control Purchasing Group (APC) was established to provide liability insurance for pest control firm owners and operators. The Tar Heel Pest announced the same month as Billy announced the chlordane ban. That issue warned that “in the weeks and months ahead, the pest control industry is going to continue to be the victim of an orchestrated media effort to portray it as a villain responsible for the constant misapplication of toxic chemicals. To a large extent, the media will only be responding to a behind-the-scenes avalanche of anti-industry, anti-chemical propaganda produced by various environmental organizations which depend on such scare tactics to raise money and retain public support. The press does not deal with the ‘science’ of risk or an objective, realistic assessment of hazard, only with a perception of these two factors.”

The pest control industry only used an estimated five percent of all pesticides, with most of the others purchased by the public, and pest control operators only used those regulated by the EPA, the newsletter said. In the meantime, state and local laws mandated that restaurants and other public service operations be pest free. A pest free environment was recognized by law as necessary to the protection of public health. Liability insurance rates for the pest control industry had risen between 300 and 500 percent without reference to any comparable risk to consumers. The primary causes of death from cancer were personal life style choices and genetic predisposition to cancer. Nature produced more natural carcinogens to which the public was exposed than they would encounter in the process of having their homes protected from pests.<sup>170</sup>

In the December 1987/January 1988 newsletter, Billy continued to hammer home his message. Pest control operators were partially responsible for the high health standards in the United States, he wrote. “Can you imagine living in a country where the majority of the food is consumed by pests before it can reach the end user? Imagine insects and rodents living in the same house and having to compete with them for food and shelter, fighting diseases and poor sanitation.

“The PCO has been an important factor in the progress and life styles we have in the United States. The PCOs deserve a pat on the back. The toxic terrorists have portrayed our industry as one with no concerns for public health and environment when, in fact, every PCO is an environmentalist. PCOs are environmentalists because we protect our environment from disease and pests which would create an unhealthy environment.

“We are protectors of health and property. I am proud to be a part of this profession which does so much good for so many people. It’s time we let the public and our customers know how important we are to their health and well being.”<sup>171</sup>

Sam Newman was elected association president in 1988, while Billy continued to chair the legislative committee for two or three more years. The association at the time had 193 members.

The February/March 1988 newsletter included Billy’s testimony to the state Legislative Study Committee on Pest Control on February 17.

“Insects and other pests destroy our homes and food and transmit a wide variety of diseases. Malaria was eliminated in this country due largely to pest control. In the 1890’s, over 10 million people in India died as a result of bubonic plague carried to India from Europe by rodent populations. The outbreak of the plague in Europe was not nearly so severe due to pest control programs which had been previously implemented.



Chlordane

170 The Tar Heel Pest, September/October 1987.

171 The Tar Heel Pest, December 1987/January 1988.

“In many other countries which do not have post-harvest pest control, harvest losses range from 40% to 50% annually. In the United States, such losses amount to 9%.

“Termites cause more than \$750 million in damage each year, more than the damage caused by all fires and storms combined, including earthquakes. It would be impossible to estimate the damage which would occur without proper treatment procedures.

“Most people think of pest control in terms of residential problems (mice, termites, fleas, etc.). However, residential problems are just a part of pest control. The structural pest control industry also services 400,000 restaurants and 240,000 retail food outlets in addition to 55,000 hotels and motels, to insure guests and customers a clean and safe facility.

“Pest control is a must in the food service industry and is mandated not only by the Structural Pest Control Division and health and sanitation regulations but by the consumer who wants and demands a pest free environment when eating and staying away from home.

The pest control industry has made great strides over the past ten years with a higher level of mandated training standards. There has been a reduction of pesticides applied through the use of integrated pest management and increased knowledge of the biological habits of pests which have evolved through research at the state universities in cooperation with the Department of Agriculture.

“I stand proud to be a part of an industry which serves 250 million Americans with only 57,000 service personnel.

“Let me quote Dr. Paracelsus, who lived from 1493 to 1541 as he wrote, ‘All substances are poisons; there is none which is not a poison. The right dose differentiates a poison and a remedy.’ Paracelsus was right. All substances are poisonous. The gasoline that you put in your car becomes a poison if you drink it. The salt that you put in your food becomes a poison if taken in excessive quantities. Even water becomes a poison if you try to breathe it. It has been said: ‘There are no harmless substances. There are only harmless ways of using substances.’”

Billy noted that pesticides accounted for approximately 22 deaths per year, most of which were a result of homeowner misuse or improper home storage. Scholastic football had 23 deaths while X-rays and surgery combined accounted for 5,100 deaths.<sup>172</sup>

Holt didn’t want pest control applied at any occupied public school, he said. “We proved to her that Charlotte-Mecklenburg schools and a lot of other schools were applying their own pesticide by a low-quality employee who had no training, no certification, no liability and no license, so she backed off of that.”

One long-term legacy of the late-1980s legislative battles, said Don Hamby, is “that’s where we basically developed a legislative relationship with a lot of the legislators. A lot of them are still there today.”

The group that was opposed to pesticides “still exists, but we actually partnered with them at some point to educate them about the use of pesticides and about the problems of not using pesticides. It was successful along with the legislature to pretty much slow down the process of stopping the use of pesticides,” he said.

After the busy 1987-88 legislative sessions, the association decided it needed a lobbyist. Harden Blackwell, who got involved in the association in the 1980s, said Dave Nimicks knew lobbyist and former legislator Glenn Jernigan. “We didn’t have any money, and he was going to charge us \$18,000.”

The 1989 president was Charles Efrid. He was elected at the annual meeting in conjunction with a winter school that included classes such as “Why Careless or Ignorant Fumigators Die Young,” managing stress, insurance and liability, and employee benefits. Marcy Hege recalled: “He [Charles] looked at me and said, ‘Why are they all standing over there looking at me?’ Six or seven of the past presidents were standing over at the end of the head table laughing their heads off. I said, ‘They’re laughing ‘cause it’s your turn to be the monkey in the barrel this year.’”

At that meeting, the association decided to hire the lobbyist. Pledge cards were distributed, and \$12,000 was pledged on the spot. Other calls by David Nimicks resulted in the rest of the money being raised. The association also began compiling a list of pest control operators who knew or provided pest control service for members of the General Assembly. The legislative committee, meanwhile, was meeting monthly to consider North Carolina’s legislative issues in addition to new legislation being adopted in other states.

Don Hamby said he became involved when bills were being introduced for local governments to regulate pesticides. “We were trying to do some legislation to stop that. We were successful in doing that. Cary is the only city that actually adopted any [ban on pesticides]. It was only for a two-year period of time and then they went back

to the use of pesticides. The general stoppage of the use of pesticides was an issue and it went on for a couple of years, but it never did escalate to the point that we felt intimidated or felt threatened by it. There was a lot of talk in the legislature about it. There were a lot of meetings there. Glenn Jernigan attended all of those meetings and pretty much got everybody taught that it just wasn't practical to do that."

Another issue that the legislative committee dealt with over a five-year period during the late 1980s and early 1990s was lawn care. The Pesticide Board regulated lawn care people, but the qualifications for licensing for lawn care people were

not even close to being as stringent as the qualifications for pest control. "Every year they pushed for it, and they spent a lot of money. They had a hundred thousand dollar a year lobbyist working on it for them," Don said. The Turf Council wanted to treat for fleas and ticks without obtaining a pest control license. "In the General Assembly, that bill was introduced about five years in a row, and then it died. We opposed it and it never came back."

"The lawn people wanted to spray for insects, and all they wanted to do was add pesticide to their tank mix," Jim Lynn said. "We came back with the argument that we don't just randomly apply chemicals. We target pests, and it's not environmentally friendly to be putting down chemicals when you don't need them or it's not going to do any good. We went up against the lawn care people for years at a time. They'd spend hundreds of thousands of dollars. It'd cost us \$10,000, and we'd have the whole thing squashed in no time. Glenn [Jernigan] was instrumental in being able to talk to that."

"We got on a personal level with probably as many as 10 or 12 legislators at that time. The Senate Agricultural Committee chairman is Charlie Albertson, and Charlie has always understood our position as well as anybody over there. He has fostered a lot of goodwill through our association to the other members of the legislature. We have had a lot of respect from the legislators. We get a lot of contacts today from the legislators regarding issues that they feel like they need some input on. I think that tells us that we've done a good job of fostering a friendship and a personal relationship with a lot of them," Don said.<sup>173</sup>

In April 1989, the newsletter reported that each member of the North Carolina legislature would be receiving a desk stapler with "Compliments of the North Carolina Pest Control Association" printed on top.

"My father-in-law was in the legislature and everybody was giving them a coffee mug," Marcy said. "The last thing they needed was a coffee mug. One time when I visited my in-laws, my mother-in-law said, 'Do you need any coffee mugs?' They had boxes of coffee mugs."

"We were visiting my in-laws one weekend, and my father-in-law was in the dining room working on some of his paperwork, and all of a sudden he starts riffling all through the house. He says, 'Where's the stapler? I need a stapler.'"

This gave Marcy an idea, and shortly after that, the association distributed staplers to all of the legislators.



Sam Newman, left, 1988 president, and Charles Efrid at the summer meeting in July 1988 at Wild Dunes Resort near Charleston, S.C.

The association also provided information to the legislators in a bright blue file folder with Structural Pest Control on it, so that legislators' secretaries could easily file it and it would stand out in their file cabinets. "That was the kind of thing I took care of."

In 1988, the association had 220 members, including a net gain of 27. The January newsletter reported that the insurance crisis appeared to be over. An association-endorsed insurance program was going well, and life, accident, and dental insurance were also available.

Billy said he started communicating with environmentalists on a one-to-one level and going to their meetings at about that time. "We did a joint venture with environmental groups including the Agricultural Resource Center on integrated pest management in schools."

The association and the environmentalists started out far apart from the association on their position, and "I just say, well, these are the facts, and that's where we're going to stay. We'll talk to you about the facts and the science, and then we'll meet at a position that we both benefit on, and most important, if it's kids involved, they are the ultimate benefactor."

He said the environmentalists would say that 14 children were poisoned by pesticides the previous year. He would go to the poison control centers registry and find out how the poisonings occurred. "Most of the poisonings that occur weren't related to our industry. They were janitors, non-professionals doing something that they shouldn't be doing. There weren't any deaths except one and it was a guy drinking pesticides. You can't do anything about that. You can do that with gasoline or a gun."

Billy said he is a promoter of self-regulation. "I think the industry should do the right thing without having a mandate from the government or any facility. A majority of the people involved in this association are as concerned about their customers as they are about their family, so they're not going to do anything to expose themselves to that and hurt somebody."

The association has worked closely with the Structural Pest Control Division and committee to come up with responsible, consumer oriented rules and regulations "because that's what we should have."

Among proposed legislation in the late 1980s were requirements that warning signs be posted for periods of 24 to 48 hours after the application of pesticides to outside areas such as lawns, golf courses, playgrounds, parks and other turf areas, that a health representative and a representative of the public be added to the Structural Pest Control Committee, and that mandatory training programs be required for all persons engaged in applying pesticides. Increased funding was considered for a variety of regulatory activities. For a number of years after 1987, a posting and notification bill was introduced annually in the state legislature by the turf and grass industry, which wanted to treat for fleas.

"They kept introducing it year after year. We kept defeating it. Finally we just told them, 'Guys, y'all keep spending thousands of dollars, but you're never going to win. Until finally, there wasn't any fleas. They introduced the flea treatments for pets, and they realized there was no use fighting something when there's not an industry out there,'" Billy said. "What was fun was we would be in a subcommittee meeting against these guys, and two hours later, we'd be at the bar and saying, 'You guys just give in.' We all knew them. We liked them, but they had a mandate and we had our mandate and we weren't going to give in because we had the facts, based on sound science, who should be doing that work."

Marcy Hege remembered the bill on posting warning signs 48 hours before and after spraying. The bill went to a committee chaired by a Republican legislator named John Brown. "I said, 'John, I need to talk to you about this, because I have some great concerns.' He is a kind of leather-faced mountain representative, and he turned around and looked at me, and he said, 'Honey, that bill will never see the light of day.... It ain't never going to come out of my committee.' I said, 'Okay, that's what I wanted to hear.' It just kind of died.

"Glenn was down at the legislature, but there was a lot of follow-up work to keep things going along. I was registered with them, so if he wasn't in town, I had to do a lot of it."

Glenn had privileges on the floor of the Senate, because he had been a senator, she said. "If you've never been a member of the Senate, you have to wait for them to come to their office. He could get into places I couldn't get to, but at that point in time, I still had very good access to the building because my mother worked in the physical resources department and my father-in-law was a legislator. I would track which members of the association went with which legislator, so if a legislator from Hickory was kind of wobbling on what position they would take, I could ask that member to go and while he was home for the weekend, take him out to breakfast and talk to him. It took a lot of effort to know who did what."

“Glenn is a Democrat, and the legislature was pretty much Democrat then, so Glenn could get to the leadership, “but some of us had connections on the other side and some of us had our feet on both sides.”

After the first year of asking members for donations to hire the lobbyist, “We needed to retain Glenn again, and we thought, you can’t go asking for donations again, so the wisdom of the board was you can change the dues structure. That’s when it went to card holders and \$175. It went from \$60-75 and no id cards, and it worked out real good. This is a dead horse, but we promised our membership that when we didn’t need the money any more, we would change our dues back to reasonable, but we never did. It’s still what it is now,” Sam said.<sup>174</sup>

Charles Efirid reported jubilantly in the October/November 1989 newsletter: “The legislators have gone home for this session. It appears we have been very successful in our efforts to Let Our Side Be Heard in Raleigh. We are still waiting to hear from the Legislative Study Committee to know if we are going to be studied this year. We are requesting that we NOT be studied this year, due to the fact, we were studied last year. ... I would like to stress again on how well Glenn Jernigan represented our Association this year.”<sup>175</sup>

Mark Harrison became a regional vice president in about 1989 or 1990. “My first involvement was we took up a collection at a membership meeting to hire a lobbyist. Back then, we didn’t have any money. If we needed to do something extra, people had to ante up.”<sup>176</sup>

Glenn Jernigan has since been placed on permanent retainer as a lobbyist for the association. “My role was to share with them based on my experience how important it was to plan and organize in order to be an effective voice,” he said. “You need to know the [legislative] leadership, know what role the committees play. There was a lot of rhetoric, but not a lot of science. You can’t trade on partisanship. You have to trade on facts and cultivate leaders” over the long term so that the association builds a reputation for accuracy that the legislators trust.

He helped the association formulate a strategy that was based on accurate information and integrity. He encouraged the association members to form good relationships not only with the legislators but with state Department of Agriculture officials so that they knew and trusted the association before there was a crisis. There is no longer an atmosphere of heated rhetoric on the issue of pest control, because legislators know that the industry has an on-going and reliable presence in legislative issues. Glenn also put together a coalition of groups involved in agri-business, the Agricultural Alliance of North Carolina, that worked together on legislative issues that affect all of them.<sup>177</sup>

The December 1989/January 1990 newsletter summed up the legislative experience: “As I look back, I see the massive changes in the attitudes of Legislators about our Industry. In most part, it is because of our tremendous effort to instill the facts about our industry.... Many long days and nights were spent reading, researching and trying to understand a bill and its impact on our industry.

“Special activist groups are presently in North Carolina pushing for bills which would hinder the proper use of chemicals. One example is pesticide registry that would require a PCO to inform anyone within ½ mile of a job. Anyone could actually prevent a chemical from being applied.”<sup>178</sup>

Billy Tesh also was asked to testify on environmental issues in Washington. “There were times when National [Pest Control Association] would call me and say, we need you in D.C. because there’s an issue before the EPA or a legislative panel and we want you to come testify, so I would fly up and testify. They asked you questions and you didn’t know what they’d ask you until they asked you. Most of the time, it was the same kind of thing we were doing here. FIFRA [Federal Insecticide, Fungicide, and Rodenticide Act] regulates all the situations surrounding pesticides and so we would have to fight a bill that might be in FIFRA.”<sup>179</sup>

Pest control operators in 1987 watched warily as a variety of other proposals were considered — the use of polygraph exams by businesses, employee benefits requirements for births, adoptions and serious illnesses or disability, and requirements for hazardous chemical handling. Some proposals died out, while others became law in some form.

---

174 Tesh, Hege, Newman interviews.

175 The Tar Heel Pest, October/November 1989.

176 Author’s interview with Mark Harrison, May 14, 2008.

177 Author’s phone interview with Glenn Jernigan, Dec. 9, 2008.

178 The Tar Heel Pest, Dec. 1989/Jan. 1990, p. 3.

179 Tesh interview.

In the spring of 1987, the state Structural Pest Control Committee had decided to appoint a three-member Advisory Committee to study the current rules and regulations and recommend changes, additions and deletions. The committee was composed of representatives from NC State, the Structural Pest Control Division, and the pest control industry.

A typical Structural Pest Control Committee meeting was held on March 24, 1987, at 1 p.m. in the boardroom of the Agricultural Building in Raleigh. Charles Cooper was sworn in as a committee member at the meeting, attended by the committee members, division staff attorney June S. Ferrell, Assistant Attorney General Thomas G. Meacham, and Ray Howell. The committee made three settlement agreements, considered some changes in its reciprocal agreement with the Department of Defense, heard several pest control operators discuss their license applications, asked several licensees to appear to discuss their failure to obtain ID cards for employees within 75 days of employment, discussed training, proposed the changes to the rules and regulations and decided to establish the advisory committee to review them.

Sometimes, when there were rule changes people didn't like, they "would get up and stamp and rave" at the committee meetings, Charles Wright said. "Thank goodness, I seemed to get along with both of them. There were competing interests. Some wanted more regulations. Others wanted less.

"Some feel those on the committee were a little too hard. They knew what they believed, and they were going by the law. Other people would have been perfectly happy if there was no law. Those people didn't participate much," Charles said. "We had to go with what the EPA said. Some of the things we maybe didn't agree with, but at the same time, we had to go with the federal law. The pest control operators would get upset about it."

Some of the EPA restrictions were wise, and others "I wasn't firmly convinced of and I'm still not."

The state rules and regulations had eliminated many unsafe practices long before the EPA regulations were imposed, Charles said. When he worked in the pest control industry in the early 1960s, there were few methods available to control rats. A pest control operator would open a newspaper and coat it with phosphorous paste, then fold it over and paste it again, until he had a ball of paper that he would force into a rat hole. If a rat would go into the hole and chew on it, he would die. Operators also would put it on bread and throw it back into an area. "That was all approved back then. That's one good thing we got rid of."

Another was 10-80. It was an effective rat poison, "but there was no antidote. If a person would drink it, it would have killed them. Operators would set little pats of the poison under a stove to kill rats. It was very effective, but even a month or two later, it could have killed a child. That's been long gone, but that was in the beginning when people didn't know any better."<sup>180</sup>

Another common practice was the use of sodium arsenite in a saucer to kill flies. They would come for a drink of water and it would kill them. Some of those things were banned even before the EPA restrictions were imposed.

Although the state regulations continued under the EPA, "our state inspectors actually operate as an EPA inspector as well as a structural inspector," explained Dee Dodd. "The EPA says, North Carolina, you enforce our regulations, so when the state inspectors inspect the chemical storeroom, safety equipment, they're operating as an EPA inspector. When they go out and crawl underneath the house to see if you drilled it, they're a state Structural Pest Control Division inspector."<sup>181</sup>

The EPA's labeling restrictions were not unduly difficult in North Carolina because the state law was already strict, he said.

Chlordane having been banned, the association and the Structural Pest Control Committee began in 1989 a period of redefining the use of termiticides. The committee initially determined that the dosage, concentration, and frequency of pesticides for subterranean termite control would stay the same.

While the legislative committee had been active in Raleigh, the Wood-Destroying Insects Report Committee was equally busy. In January 1986, 84 percent of the members voted in favor of changing the report.

"The pest control companies never got sued on any issue except the termite report that we issued. It's called the WDIR now. Once that report is issued, if there's anything discovered to that house after it's sold that wasn't on that report, that's where the lawsuits started. It was a consumer issue of people taking title to a house that had problems. It had to do with issuing a report for loan closing. The lawyers would sue our general liability insurance company, and try to get 30, 40, 60, thousand dollars and did. It happened all over the country, not just in North Carolina. In

---

180 Wright interview.

181 Dee Dodd interview.



**NORTH CAROLINA DEPARTMENT OF AGRICULTURE  
STRUCTURAL PEST CONTROL DIVISION**

P. O. BOX 27647  
RALEIGH, N.C. 27611  
(919) 733-6100

**JAMES A. GRAHAM**  
COMMISSIONER OF AGRICULTURE

**WILLIAM G. FARHAM, JR.**  
DEPUTY COMMISSIONER

**RUDOLPH E. HOWELL, DIRECTOR**

**MEMORANDUM**

**TO:** Homeowners, Realtors, Builders, Lending Institutions, Closing Attorneys and Others  
**FROM:** Structural Pest Control Division  
North Carolina Department of Agriculture  
**SUBJECT:** Wood-Destroying Insect Information Report (HUD Form No. 92053)

The Structural Pest Control Committee has asked us, the occupational licensing and regulatory agency for Pest Control Operators (PCO's), to explain precisely what is expected of North Carolina Pest Control Operators when they complete the HUD Wood-Destroying Insect Information Report (WDIR). Additionally, we want you to understand its scope, orientation and limitations. The WDIR is, as the name implies, a report issued for informational purposes; is required to reveal information concerning wood-destroying insects only; and is not a warranty. It is sometimes inappropriately referred to as a clearance letter or termite letter. It is not a clearance letter in that it does not necessarily "clear" a structure; and it is not a termite letter in that it addresses more than just termites.

The requirements for the performance of inspections for and the issuance of the WDIR are set forth in the regulations adopted pursuant to the North Carolina Structural Pest Control Act of 1955. These regulations define an inspection for wood-destroying insects as the careful visual examination of all accessible areas of a building and the sounding of accessible structural members to determine the presence of and damage by wood-destroying insects. Furthermore, an infestation is defined as evidence of recent activity by a wood-destroying insect visible in, on, or under a structure, or in or on debris under the structure. Inspections and reports must be made accordingly.

The HUD Form No. 92053 is the only form which may be used for reporting such information on buildings or structures for sale. An individual must be licensed by this agency to issue this report.

Often a PCO is the only individual who goes beneath or in the attic of a structure. Because of this, he is often considered responsible for inspecting and reporting anything that may be wrong with the structure. This is not true. He is looking for wood-destroying insects and/or their damage and conditions which may be conducive to infestation from subterranean termites. Structural and electrical defects and plumbing and roof leaks are not normally his area of expertise; except as the latter may constitute conditions conducive to termites. Building inspectors and other contractors should be called to determine the integrity of these other areas.

When a PCO finds wood-destroying insect damage or infestations, he must report it on the WDIR. If he does not, we will take appropriate enforcement action. If he finds activity, he may submit a bid to treat the structure and stop such activity. However, this is secondary to the object of the WDIR, i.e., to report such activity. His job is to tell you or your (his) client that the wood-destroying insect activity is present. His obligation is then fulfilled. It is up to the seller/buyer to contract to have the activity stopped. If the PCO finds wood-destroying insect damage **only** with no active insects, this too must be reported. The extent of the damage is not the subject of this report. It is not a structural damage report; therefore, such evaluations should be left to a structural engineer, contractor or other building expert. A written report so obtained can then be attached to the WDIR.

Often a PCO is not prepared nor qualified to make damage repairs. Such repairs would then be made by a building expert and his repair invoice or contract can be attached to the WDIR by the realtor, closing attorney, or seller to show that the damage has been repaired. A PCO should not be required to be a quality control inspector for carpenters, plumbers, etc. This is not usually his area of expertise.

A memorandum from the Structural Pest Control Division outlines some of the issues pest control operators faced with the WDIR.

Sometimes wood-destroying insect damage is present but is minor and does not significantly weaken the structure. Most homes in North Carolina in excess of 10-15 years old will have some wood-destroying insect damage. Lending institutions and buyers need to realize that a "clear letter" is not to be sought. The function of the WDIR is to report the presence of all visible wood-destroying insect infestations and damage. If damage is present, it can be repaired or evaluated and acknowledged, by an individual so qualified, as of no structural consequence. One hundred percent disclosure is the orientation of the WDIR. Just as an individual is willing to buy a used car with a few dents; so a homeowner, lender, etc., must be willing to accept some wood-destroying insect damage in an older home.

Frequently, a PCO will detect "conditions conducive to subterranean termites" during an inspection. Such conditions include, but are not necessarily limited to wood making direct soil contact, insufficient ventilation under a structure, cellulose debris under a structure, or improper grade or wood which is excessively wet. Wood which is wet enough to support a wood-decay fungus (wood rot) is wet enough to support a termite infestation. These conditions are required information on this form.

You should know that WDIR inspections are difficult to perform correctly at best. Termites are very capable of finding the only possible entry point into a structure. They seek dark, undisturbed entry points such as the inside of hollow masonry units, chimney foundations, and dirt filled porches. They only need 1/32 of an inch crack between mortar joints and concrete expansion joints to enter a structure. They build earthen shelter tubes, which indicate termite activity, to reach the wood from the ground where they live. Termites can infest finished floors covered by vinyl flooring or carpeting, interior walls, and other areas which cannot be seen during a PCO's inspection.

The PCO may mark areas of the structure not listed on the WDIR which are inaccessible, e.g., the wood between floor or ceiling joists covered by insulation or an area of the crawl space or attic which cannot be entered due to some physical obstruction. These areas would not be inspected without additional expense. Outbuildings or other detached structures are not included in WDIRs unless so noted by the PCO. The WDIR is not a warranty as to the absence of wood-destroying organisms; rather, it is a report of the apparent absence of wood-destroying insects at the time of the inspection.

Hopefully, this memorandum will help clear up some of the confusion that may have existed in regard to the WDIR, which is a very important document and should be treated as such. The potential buyer depends on this report to help in the decision-making process on the real estate purchase and obviously would be quite upset if misled by an improperly completed report. A so-called "clear" report is not mandatory in order for the transaction to be completed. The most important thing to remember is that the report must be, as required by law, a true indication of the presence or absence of wood-destroying insects and their related damage. The completed report should be read carefully by all concerned parties, paying particular attention to the introductory statements on the report and conditions governing the report which are printed on the bottom. If there are further questions about the WDIR, please contact the Structural Pest Control Division of the North Carolina Department of Agriculture.

the state of South Carolina, in the state Supreme Court about this time, there was litigation against a realtor and a pest control company that did not report 40,000 dollars worth of damage to this couple's house. It went all the way to the Supreme Court and ruled in favor of the home owner and against the realtor and the pest control company. The PCO just simply got his truck and drove on. He left the state, can't find him, so the realtor was left to pay the claim because the ruling was that the realtor, when they order a report and send out an inspector, that inspector is an agent of the realtor. Within six months, the realtors were smart enough to get away from those liabilities. They as a group decided, we won't order any more reports. They advised the buyer to order his own reports, so they got out of any liability. That's the way it was for a long time until everybody forgot about that lawsuit," Sam Newman explained.

From 1987 to 1991, the WDIR committee worked to produce a new report which was more clear and resolved the liability problems pest control operators were facing in conjunction with the report. The committee that reworked the form went through 18 drafts of it, clocked 3,500 hours of work, and spent \$3,000 in printing costs during the three years, Sam said. "Tom Fortson approached me and he says, would you chair a new committee to put together a new WDIR report? Tom felt like we needed our own WDIR report, and I told him, yes, I would, so I became chairman of that report and the committee was Bob Brock, Jack Roberts, Harden Blackwell, Ralph Kilough and me. We started with a blank piece of paper."<sup>182</sup>

182 Newman, Sept. 25, 2008 phone interview with the author and group interview.



*Jimmy - I enjoyed our recent visit. Please let us know when we can be helpful.*

*Jesse Helms*

JESSE HELMS  
UNITED STATES SENATE

NCPCA members meet with Jesse Helms, center, in the 1990s. Left to right, Michael Crowe, Terry Southard and his wife Sharon and son, Joe Parfitt, Bruce Achterman, his son D.J. Achterman, John Loesh, Sen. Jesse Helms, Michele and Kelley Smith, Greg Loesh, Rudy Hillman, Donald Joyce, Jim Lynn, Jarrod Spaulding, Walt McDuffie, Vicky Smith, Don Hamby, Walt McDuffie, Rusty Smith, Jeff Vannoy, Billy Tesh.

### **National Legislative Day**

In 1988, the National Pest Control Association began to hold an annual National Legislative Day in Washington, D.C. to lobby Congress about national legislative issues involving the pest control industry.

"I was one of the first attendees at National Legislative Day and I don't think I've missed a single meeting," Billy Tesh said. The first group had 12-14 people. Eventually, up to 60-70 people were attending.

"I can remember myself, Steve Taylor, Chuck Hazelwood, Charles Efirid and a number of us taking all of our kids and walking through the Smithsonian. We'd go up a day or two earlier. I've got a picture with [Senator] Jesse Helms and my daughter and one with [Congressman] Howard Coble and my daughter, and what's unique is my daughter interned with Howard Coble this year [2008] in Washington," Billy said. "My daughter sat in Jesse Helms' desk in his chair with him behind her. He has two stamps, a yes stamp and a no stamp. The no stamp had black ink all over it like it was used all the time, and the yes stamp looked like it had never been used. It was his joke. We'd take all our kids to these meetings. They loved those kids, and it built a connection because most of the kids are now involved in the industry."

The North Carolina group went together to Washington on a bus.

"We've got some wonderful bus stories," Chuck Hazelwood said of the annual trips. Once, the bus broke down on the way to Washington, while Rudy Hillman was giving a presentation to help some

of the participants get CCU credits. "He was over there identifying bugs in the ditch" while the bus was broken down.

"Then we had the exploding beer cans. They had piled up two coolers full of beer in the back of the bus, and the bus driver slammed on the brakes, and the beer cans were exploding. That was real special."

Usually, the group met with a representative, but often met with a senator's aide rather than the senator, David Dillingham said. "We give them materials. The national association hands you an agenda. If there's any major issues, they'll give you a nice little pamphlet to hand them — position papers."

In conjunction with the 1994 National Legislative Day, a meeting was held of The Forum, an association of presidents and executive secretaries/directors of pest control associations. The January/February 1994 Tar Heel PCO reported that the North Carolina association was not the largest, "but our programs are second to none. The others attending the meeting were somewhat in awe as I explained everything we are working on and involved in. We have reached this level of success through the hard work of several past NCPA Administrations."

Forty-seven members from North Carolina attended National Legislative Day that year. "This put us in first place as the most represented state.... I think Senator Jesse Helms was impressed when he saw 47 of his constituents waiting for him in his office."

Members heard former Vice President Dan Quayle speak that year. By 1997, 500 pest control operators participated in National Legislative Day, more than ten times the number who attended the first one in 1988. The North Carolina association again had the highest number of members, 56, who participated. Newt Gingrich was the keynote speaker for Legislative Day '99. "A large group of us met with John Edwards, the new Senator from North Carolina. We had a very productive meeting with Jesse Helms' staff in the Foreign Relations Committee Room in the Capitol," the newsletter reported.

By 2000, National Legislative Day was held at the Marriott Crystal Gateway in Crystal City, Va., and children attended their own Kids Legisla-



Above, a National Legislative Day trip in the early 1990s. Middle, the trip on the bus. Below, Jim Lynn, Congressman David Price, and Steve Taylor.

tive Day with trips to the White House, Capital Hill, monuments in Washington, D.C. and Mount Vernon.

In the May/June 2002 newsletter, association President John Dunbar noted after that year's National Legislative Day: "I can honestly say that I never thought I would have lunch with the administrator of the EPA."

The 20th anniversary of National Legislative Day was held in 2007.



To Jim Lynn, with my best wishes always. It brightened my day to visit with real folks from back home. Thank you for your visit.

JESSE HELMS  
UNITED STATES SENATE

**The National Pest Control Association**  
will hold its  
**Legislative Day**  
**MARCH 2 & 3, 1992**  
**Non-Members May Attend!**

"PCOs, janitors, school teachers, anyone who wants to register may attend!"

Action on legislation which will affect PCOs will occur in late winter or spring, so register now and plan to be in Washington to influence the outcome of these measures.

If you are unable to participate, you can obtain a letter writing packet from NPCA (see phone number below) and write to your Congressional Representatives and Senators urging them to cosponsor H.R. 3850-S. 2081 which prohibit local pesticide laws.

For further information, call 1-800-678-6722.

Participation is limited to the first 200 to register, and special hotel rates are available only until January 26, 1992, so call now!

If you are interested in traveling to the NPCA Legislative Day with other members of the North Carolina Pest Control Association, please contact the NCPCA offices at (919) 362-0043.

tentative plans are being made for NCPCA members to rent a van and make the long drive more affordable.

Your presence in Washington is needed this year... the FIFRA amendments are IMPORTANT to your business!

The photos and clippings from the association newsletter on these pages and the following ones are of members participating in National Legislative Days.

Jim Lynn identified those in the photo below as left to right, Bruce Achterman, James Kirkpatrick, unknown, Steve Taylor, Kathleen Dillingham, Peggy Roberts, David Dillingham, Bruce Sevenser, Doris Sevenser, Jack Roberts, Dorothy Taylor, Billy Tesh, Bob Parfitt, Don Grant, Jr., Gwen Heath, Don Hamby, Erlene McDuffie, Rusty Smith, Walter McDuffie, Don Grant, Sr., Judy Canady, Fred Jordan, Fred Canady, Mrs. Hillman, Charles Efrd, Rudy Hillman, Donald Joyce, Les Preece, Sr., Jim Lynn, John Bowers, Zach Taylor, Jim Roberts, Sen. Jesse Helms, Mitch Taylor.



## NATIONAL LEGISLATIVE DAY Washington, DC

Billy Tesh and Don Hamby, who led us to Washington last month, called the 6th Annual NPCA Legislative Day, "A learning experience not only for us, but for our representatives. It is important for all the people involved in the decision-making process to understand our position and know the important role the pest control operator plays in the scheme of things, protecting health and the environment," said Billy.

Tesh, also stated the group told legislators "that we're behind them, that they have a very important job, and that we are back in their home towns, their local communities and they are accountable for what they do."

That's the "stick" end of the carrot-and stick equation that has made the North Carolina group a

consistently powerful influence group among pest control operators.

The carrot works too. "We also let them know that we're there to help them, when they need advice and information. I think it's important that we're not always presenting ourselves before the legislature or Congress as adversaries, or to support a particular issue."

Sometimes, he believes, it's worth going in just to say, "Hey, there's not really anything happening in our industry right now, but we want to let you know we're here."

For the North Carolina delegation, FIFRA and posting and notification were the big issues this time.

The state group has already defeated two posting bills introduced in NC "because of the absolute irresponsibility in the writing of the bills. We feel as an industry we have been very responsible in informing our clients and protecting health," Tesh said

on this particular day, the NC group had targeted Senators Jesse Helms and Lauch Faircloth as well as Representatives Bill Hefner and Howard Coble.

In practice, the meeting would take place between the delegations and the legislative assistants to the Senators. Each meeting follows a similar agenda. The group files into a small crowded conference room in an elected official's offices, or sometimes into the officeholders own carpeted inner sanctum.

During the interview with Sen. Helms' Legislative Assistant, Mark Eaton, the delegation crowded into the Senator's office, forcing Eaton onto a side table.

Then the delegation spokesperson tells the assistant what the delegation is concerned about.

Old Washington hands contend that this is actually better than seeing the officeholder. The reasoning is that the official sees thousands of people a month in something of a blur, but when legislation is proposed, it's the assistant who sat with the delegation and whose business it is to know what the industry's position is on a given piece of legislation and who briefs the chief. At 5:15 p.m., the delegation has finished the meetings it began at 10 a.m. The delegation from North Carolina heads for the bus and home.

The results of the day's hard work may not be apparent for weeks or months. However, it will one day in the future.

\*\*\*\*\*





Don Hamby, Chuck Hazelwood and Donald Joyce preparing the information packets for presentation to their legislators.



Jim Roberts and Bryan Heath discuss their strategy for calling on their local legislators.



Bob Davidson, Government Relations for DowElanco, and Rudy Hillmann discussing issues of particular interest to the NCPA.

**-- NCPA Legislative Day Attendees --**

Don Hamby, Steve Taylor, Julianne McNeil, Margo Page, Doris Sevener, Billy Tesh, Elaine Williams, Donald Joyce, Cheryl Kinney, Blaine Cole, Rob Peterson, Rudy Hillmann, Charles Efird, Mike Bonner, Benny Ray, Fred Jordan, Bob Davidson, Jim Roberts, Jimmy Lynn, Chuck Hazelwood, David Dillingham, Bryan Heath, Bruce Achterman

**NCPA  
Legislative  
Day  
1993**

Attendees of the NCPA Legislative Day as they prepare to ascend on the members of the NC Legislature.





Senator Helms with Zack and Mitch Taylor, sons of Steve & Doroty Taylor

The photo above was taken during the 1995 Legislative Day. Mitch Taylor later went on to serve on the NCPCA board.

### National Legislative Day News

On February 23rd and 24th, PCOs and industry leaders from North Carolina attended the National Pest Control Association's Legislative Day in Washington, D.C. There were 48 people from North Carolina in attendance, giving our Association the largest contingent of any in the Country. Shown on this page are members meeting with Senator Lauch Faircloth regarding the Food Quality Protection Act, Association Vice-President Chuck Hazelwood with Bob Dole, and Association member Charles Efrin visiting with Senator Jesse Helms. Other members of our Association met with their Congressmen regarding issues facing our industry. Further information on the Food Quality Protection Act can be found on page 4 of this issue. We should all be proud of the efforts made by our Association members in Washington. A special thank you to Don Hanby for serving as our Legislative Coordinator.




**the Tar Heel PCO**  
 Promoting the Art and Science of Professional Pest Control  
 March/April 1998 — Published Bi-monthly by the North Carolina Pest Control Association — Vol. XXXI No. 1



**Make your most important house call of the year.**

For this special occasion, we are sponsoring the 1998 Legislative Day in Washington, DC on February 23 and 24 of the 1998 calendar. This is your chance to meet face-to-face with your elected legislators and discuss the issues that affect your business. We are offering you early registration and will give the first 50 registrants a special gift. To reserve your space, contact your local NCPCA office or call 1-800-451-5111.

**NCPCA MEMBERS ARE ENCOURAGED TO PARTICIPATE IN NCPA LEGISLATIVE DAY. CONTACT THE NCPCA OFFICE FOR MORE INFORMATION. OR, FBNC. CALL 800-451-5111.**

Mar./Apr. 1999 Tar Heel PCO Page Five



NCPCA President Chuck Hazelwood presents Senator John Edwards with an N.C.P.C.A. information packet



NCPCA Vice-President Jim Roberts & Past President Don Hanby with their Congressman, Richard Burr.



Chuck Hazelwood, Mark Harrison and Carol Falco discuss F.Q.P.A. with Senator Jesse Helms' staff at the Capitol Building.



A cold N.C. Delegation waits for the bus after crowding in to see Senator Edwards at his office.

Meeting most of the time at Sam Newman's house, they hammered out a new form point by point. "That was actually before you had computers and you could put it on and save it and it was easy to do. I did have a typewriter that had memory. I would take it back and type it and get it back out for the membership to make some changes," Jack Roberts said.

The major issue, recalled Jack, was that "at one point in time, it had Wood Destroying Organisms on the report as well. That was changed to Wood Destroying Insects. We had a lot of trouble with Wood Destroying Organisms on that form because it would include fungi, decay. That threw us into quite a bit of liability. We were trying to eliminate some of the liability. "

The presence of wood destroying organisms was hard to determine because they could be in wall boards where there were leaking pipes and other problems that could not be seen in an inspection. On a termite inspection report, a pest control operator could find termite tubes and tunnels going up the foundation walls that would give some indication of infestation. However, wood destroying organisms were much harder to detect, and when there was a problem they were very destructive. Many of the operators weren't qualified to make a determination on exactly what the organisms and damage from decay was, and they didn't want to deal with those problems.<sup>183</sup>

In addition, the previous form was vague and confusing to fill out, and needed revision to clarify it, Fred Jordan said.<sup>184</sup>

"These five men, we worked for three years with help from other people like June Farrell, a lawyer representing the [Structural Pest Control] Committee, before it was approved and adopted in 1991. Carl Falco [of the division] helped us. At each membership meeting, I would give the membership meeting updates on the form, how it was presently laid out and how it read. We would come away with new ideas and we'd have another meeting, another meeting, another meeting. What we wanted to do was have a Wood Destroying Insect Report that was put together by PCOs for PCOs. We also asked the Realtors Forms Committee and the Lawyers Forms Committee to meet with us and be part of putting this together. They never showed up. They had no interest in it. One of the things that makes this report different is that we aren't responsible to report any wood-destroying insect damage. We are responsible to report the infestation. The lady who convinced us to get out of the damage reporting business was June Farrell... She said you don't need to be in the business of reporting damage. That's why you have these lawsuits.

"She also advised us to put down there, if you report any infestation, no matter how slight, that it is to be evaluated by a qualified building expert," he said. "That put another inspector that's a professional damage inspector under that house and relieved us of that responsibility. In 1990, there was no professional home inspection industry. None. This form that we've got today created a new industry. When the lawyers and the realtors read the form, they hated us with a passion, but they had missed their boat. They had an opportunity to sit in with us but didn't. So we created a new industry called home inspections and got us a form by PCOs for PCOs. That form will protect you in a court of law if you do a proper inspection and fill out the form correctly. It's been proved many times. There was some consumer and some legislative guy wanted to have it changed because nobody reported to her that there was damage in her house. That operator did report to her that there was evidence of previous infestation, so the



Harry Moore, left, with 1989 President Sam Newman. Dr. Moore retired from NC State in 1988.

---

183 Roberts interview.

184 Jordan, group interview.



### The Special Olympics

In 1989, the association and Dow Chemical co-sponsored the Special Olympics for the first time. The association continued its involvement in the Special Olympics for the next 17 years, with Jim Lynn as the driving force and organizer behind it.

"In 1989, I received a call from Bobby Moffitt, a pest control operator in the Asheville area. He had a son that had special needs. Bobby had seen that it helped his son out working in Special Olympics, so he called several of us and asked if we could get together as a volunteer group and participate in the different programs that they did. I received a phone call at some point in time during that year, and we were given the choice of what venues we wanted to work. My mentality is it's summer. It's hot. I don't want to be outside in the blistering sun. I don't want to be out there in the monsoon when it comes through at three or four o'clock in the afternoon. I can almost guarantee you that gymnastics is going to be held indoors, so I picked gymnastics. In the meantime, I got a bunch of people together. We went to North Carolina State University and proceeded to start a relationship with Special Olympics," Jim said.

"They needed gymnastic volunteers because you actually had to pick the kids up in some cases. We had to pick them up and hold them up to get to the rings so they could grab ahold of them. We literally ran that whole show. We had 50 or 60 volunteers every year that ran the gymnastics program. Then after a couple years of that, we got involved financially as a sponsor. When we first became a sponsor, seems like we gave them \$5,000," Don Hamby said. "At one of our January schools, we had a special Olympian come and talk to us, and he had big cue cards. He would read from them. By the time he got done, there wasn't a dry eye in there. I think we passed a hat around and got about \$8,000 in one night. That's how the fund part got started. It was a real interesting situation to hear this kid talk about his endeavors as a special Olympian."

Hats worn by association volunteers for the Special Olympics over the years and a frisbee. Right, an advertisement in the association newsletter for first aid kits sold to raise money for the Special Olympics.



The association sold first aid kits for \$5 each as a Special Olympics fundraising project. The association sponsored two events per year, gymnastics and, at first, Alpine skiing, and then soccer, basketball, and some equestrian events.

The association's contribution qualified it to be a silver and a bronze sponsor at various times over the years. Volunteers also helped keep water stations supplied with drinks and ice and provided a pig pickin' for the athletes several times.

"We always went to the opening ceremonies. I've seen a time when we had 80 volunteers or more, and in fact just with the gymnastics, I would use about 80 volunteers and then I would give the rest of the volunteers to a friend of mine that was running the volleyball competition," said Jim.

"In 2006, we got the highest award they offer. We were the top organization in the state of North Carolina. I'm proud that we spent 17 years doing it. There's not too many organizations that have been involved for 17 years straight," Jim said. "I never took a single volunteer out of the volunteer pool. I got all of the volunteers myself through the association.

"We have been asked to be involved in every aspect, from the very first time. We get invited to the dinner before the opening ceremonies. We get invited to participate in the opening ceremonies and have ourselves announced as we walk in with different groups."

"It only takes one time at the Games to understand why these great kids bring tears to the eyes of those who are only a small part of their lives. There is no greater reward in life and I hope each and everyone who reads

**Safety FIRST AID and TRAVEL Kit**

JAM PACKED WITH THE MOST NEEDED FIRST AID SUPPLIES...  
**PLUS**

- Auto Distress Flag
- Safety Road Flare
- Rescue Breather

Every Auto and Home needs one!

This convenient Safety First Aid and Travel Kit is all American made and contains everything you may need for away-from-home emergencies. The addition of the Rescue Breather make it the most complete kit on the market.

Sells for

**FINEST FIRST AID KIT FOR THE MONEY.**  
**NOT SOLD IN STORES**

Our Kit Could Save a life... Perhaps Your Own





this article can experience the gratification that Steve Taylor, Fred Jordan, Don Hamby, myself and many others have experienced over the past years. Please give your heart, time and money to this most worthy cause!" Jim wrote in the newsletter in 1991.

In 1992, the association received the Special Olympics Executive Directors Award for its support, the July 23, 1992 newsletter reported. The association also held a silent auction for Special Olympics at the winter school. In 1997, the silent auction earned \$2,200.

The association worked on the 1999 Special Olympics World Games, held in Raleigh on June 26-July 4. By 2001, the state Special Olympics included more than 1,700 athletes. Jim served as the gymnastics venue manager, overseeing all non-competition functions from parking and transportation to set-up and teardown. Mark Harrison was the event's public address announcer, providing event recaps, general information and announcing the on-site awards ceremony. Other association volunteers worked as spotters and equipment movers.

In the early to mid 2000s, the association contributed \$15,000 per year to the Special Olympics, giving the association bronze sponsorship status. The association's logo and information about it were printed in every publication produced by the Special Olympics of North Carolina. In 2004 and 2005, the association hosted an appearance by Termidor's Timmy the Termite. The volunteers also distributed mini-frisbees, magnets, and tattoo sticks.

In 2006, the association voted not to continue to sponsor the Special Olympics. However, Jim has continued to manage the gymnastics venue.

Page 8 Tar Heel Post March 1991

*Jeremy Williams, a Special Olympian, shares his experiences with NCPCA at the 1991 Annual Banquet.*

**SPECIAL OLYMPICS SPONSORS ANNOUNCED**

North Carolina Special Olympics (NCSO) has announced that Eckerd Drug Company, Burroughs Wellcome Company and Hardee's have become premier sponsors of the 1991 North Carolina Summer Special Olympics Games, which will be held at Greenville at East Carolina University May 30-June 2, 1991.

NCSO has four premier sponsorship levels available for the 1991 North Carolina Summer Special Olympics Games (NCSOG), each involving a cash contribution of at least \$30,000 or in-kind support of at least \$60,000. Eckerd Drug Company, Burroughs Wellcome Company and Hardee's have each committed to the cash contribution option.

Empire Business, which is based in Greenville, donated \$2,500 for the volleyball venue, making them a bronze level sponsor.

The 1991 Summer Games includes competition in aquatics, gymnastics, powerlifting, roller skating, softball, tennis, track and field and volleyball.

North Carolina Special Olympics offers year-round athletic training and competition for 20,000 athletes with mental retardation. Through a statewide volunteer network of 5,000 coaches, sports officials, local program committee members and other volunteers, NCSO offers competition in 16 Olympic-style sports on the local and state levels.

**JOIN THE GOOD GUYS WHO HAVE MADE CONTRIBUTIONS TO NCPCA 1991 SPECIAL OLYMPICS FUND**

Charles Efird  
 Billy Tesh  
 Carolina PCO Supply  
 Mike Fowler  
 Earl Haskins, Terminix  
 Fred Jordan  
 Pest Control Technology-Cindy Grahl  
 Mark Brown, Hendersonville Pest Control  
 Jim Clark, Smith Exterminating  
 Bobby Moffitt, AAA Pest Control  
 Blair McGuinness, Island Pest Control  
 James Kalliam, Kalliam Ext. Inc.  
 Dee Dodd, Carolina Termite & Pest Control  
 Scott Cooper, Cooper Pest Control  
 Don Grant, Grant Exterminating  
 Donald Joyce, Joyce Exterminating  
 Allen Langley, H & H Pest Control  
 Bo Gilliam  
 May Exterminating  
 Betty Cameron, Terminix  
 Gwen Heath

## *It's An Experience You'll Never Forget !!!*

Rain or shine, the games must go on and so it was in Greenville, NC., May 29th and 30th at the Special Olympics Summer Games. Under constant wet skies, the athletes took to the field--not a dampened spirit among them. NCPCA members were also there in force and on Saturday their numbers increased several fold. Last year we overcame the heat, this year the rain. Thanks to everyone who gave their heart and time to make this event a great success for the athletes and for NCPCA. Those who volunteered their time for this worthwhile cause were:

Fred Jordan	Jon Stewart	Doris Sevens	Bruce Achterman
Pat Jordan	Judy Stewart	Don Hamby	Matt Achterman
Julianne McNeil	JR Stewart	Marilyn Trent	Benny Ray
Mary Ann May	Jerod Stewart	Dennis Ross	Doris Dumas
Donna Mixner	Allen Langley	Timmy Ross	Bryan Heath
Les Preece	Glen Hale	Danny Ross	Mike Fowler

This year, the soccer events have been moved to Charlotte, NC and in an effort to keep our sponsorship in the forefront, the Special Olympics has asked us to change to basketball. This event will be held at NCSU in February 1993, so this concludes our efforts for 1992. We are still accepting donations and have the Olympics challenge until our July summer meeting. Please pledge a donation so we can keep our involvement on going. Thanks for all the effort, both man power and money and see ya in Myrtle Beach.

*Jimmy Lynn*





NCPA volunteers Benny Ray and Robert Dillingham prepare to march in the Special Olympic Summer Games opening ceremonies with coach Ed Thomas and the athletes from Wilkes County.



The photos on this page are of members participating in the Special Olympics opening ceremonies, working as volunteers and contributing money for the Special Olympics.



- JOIN THE LIST OF GOOD GUYS WHO HAVE MADE CONTRIBUTIONS TO SPECIAL OLYMPICS TODAY!
- |  |                                      |
|--|--------------------------------------|
| 1. CHARLES EPIRD                         | 17. ALLEN LANGLEY - HHH PEST CONTROL |
| 2. BILLY TESH                            | 18. BO CILLIAM                       |
| 3. CAROLINA PCO SUPPLY                   | 19. ARY EXTERMINATING                |
| 4. MIKE FOWLER                           | 20. BETTY CAMERON - TERMINIX         |
| 5. EARL HASKINS - TERMINIX               | 21. GWEN HEATH                       |
| 6. FRED JORDAN                           |                                      |
| 7. PEST CONTROL TECHNOLOGY - LINDY GRAHL |                                      |
| 8. MARK BROWN - HENDERSONVILLE PC.       |                                      |
| 9. JIM CLARK - SMITH EXT.                |                                      |
| 10. GERRY MOFFITT                        |                                      |
| 11. BLAIR MCGUINNESS - ISLAND PC.        |                                      |
| 12. JAMES KALLAM - KALLAM EXTIN          |                                      |
| 13. DEE DADD - CAROLINA TERMITE + PC.    |                                      |
| 14. COOPER PEST CONTROL - SCOTT          |                                      |
| 15. DANNY GRANT - GRANT EXTERMINATING    |                                      |
| 16. DONALD JORGE - JORGE EXTERMINATING   |                                      |



*"We were amazed when we became involved with North Carolina Special Olympics. We had no idea how much they did for so many. Or how much our support would mean."*

—Jim Lynn, President, NC Pest Control Association

**What Does A Corporate Torchbearer Do?**

A Corporate Torchbearer provides annual financial support of \$1,000 to \$5,000 or more, to the North Carolina Special Olympics state chapter. Your gift is fully tax deductible, of course.

Although there's no gift limit, we've established three levels of giving so you can match your support to your company's resources: Bronze (beginning at \$1,000), Silver (beginning at \$2,500) and Gold (\$5,000 or more).

Becoming a Corporate Torchbearer is easy. You may simply mail your gift to us directly. Or call or write us that you've included North Carolina Special Olympics in your annual charitable contributions budget. We'll take care of the rest.

You'll find becoming a Corporate Torchbearer very rewarding, in numbers of ways.

Our Corporate Torchbearers receive highly visible recognition at state-level events, as well as among the business community, your customers and your associates. There are opportunities to award medals at

games, attend VIP receptions and develop employer participation programs.

You'll also have opportunities to get to know our athletes. You'll share the enthusiasm of pulling together, the warmth of new understanding and acceptance. And the hope, triumph and mutual respect that unites us all.

Mental retardation touches every North Carolina community. When you become an NCSO Corporate Torchbearer, your support will have an immediate impact on our athletes and their families. You'll discover firsthand how it feels to win the hearts of our Olympians — and the support of the communities who rally behind them. The challenge is yours. Worth you accept?

As a Corporate Torchbearer, your company, its officers and your employees will join in applauding our athletes. And in taking a bow.

With your help, we will reach every North Carolinian who can benefit from Special Olympics.



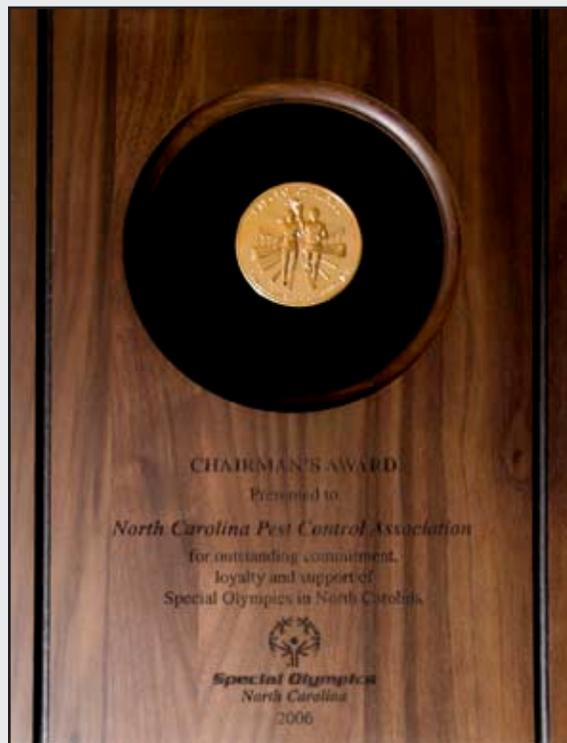
**SPECIAL OLYMPICS ATHLETE BORN**  
Let our athletes know that if you can't walk, let me be there to do the things.

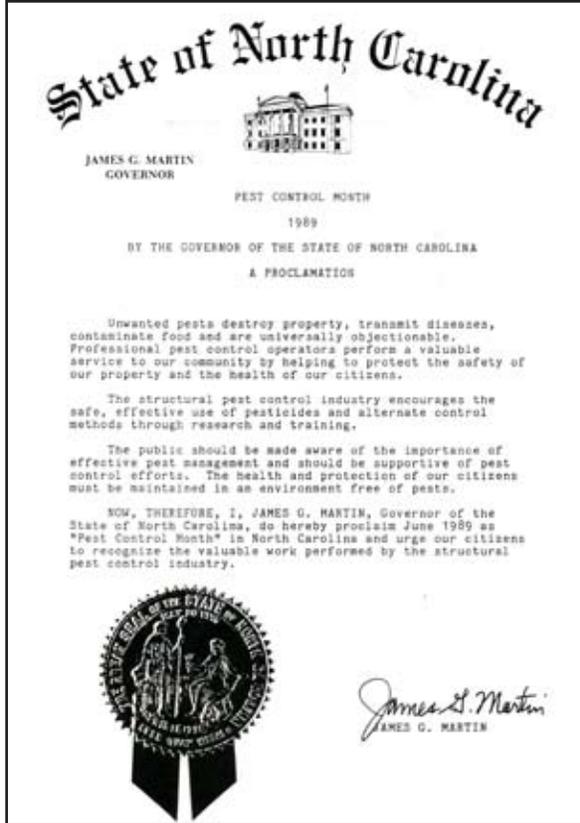
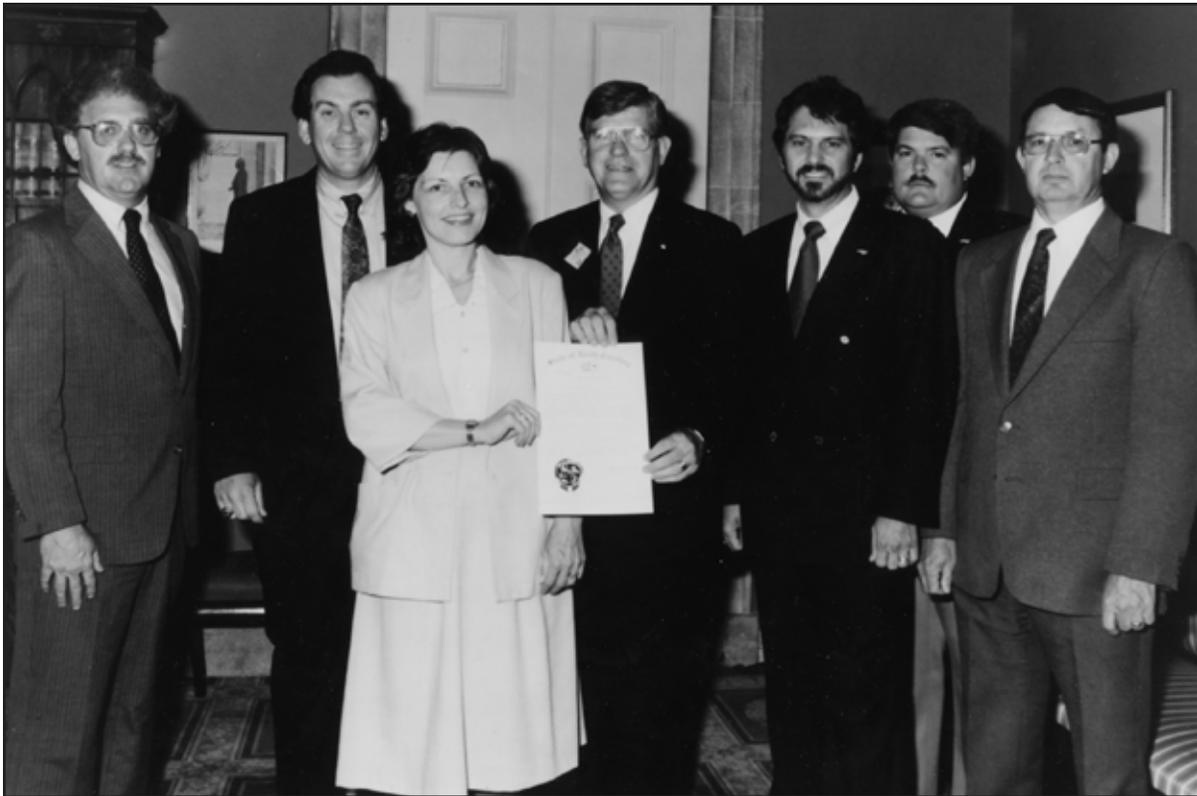


Jim Lynn, NC Pest Control Association President  
May Stone, Special Olympics



Jim Lynn, above, in a Special Olympics Corporate brochure with one of the athletes, and below, with Timmy the Termite. Right, a Special Olympics award.





Association members met with the governor for the proclamation of June 1989 as Pest Control Month. Left to right, Secretary-Treasurer Don Hamby, President Charles Efird, Executive Secretary Marcy Hege, Gov. James Martin, Vice President Jim Lynn, Public Relations Chairman Steve Taylor, and Ray Howell, director of the Structural Pest Control Division.

home inspector missed it. So there was a big move, and Carl Falco wanted to change it, but we stood fast and didn't change it. That's the only thing that I'm the father of."

Bob Brock said the Veterans Administration and Federal Housing Administration also approved the form. In many states, there are three forms to fill out, but in North Carolina, there's only one accepted form.

"It is the same one that's used today," Jack Roberts said. "There might have been a few changes made on the wording down at the bottom, but the form itself is pretty much the same thing."

The members accepted the report in January 1992 and the Structural Pest Control Committee put it into effect on July 1, 1992.<sup>185</sup>

185 Newman, Brock, Jordan, group interview. Roberts interview.

Faced with the need for increased lobbying in Washington by the National Pest Control Association to address environmental and safety issues, the NCPA voted in 1988 to approve funding of \$1 per member per year to support national lobbying efforts.

In June 1988, the N.C. Pesticide Board asked the Pesticide Advisory Committee to review and comment on a proposed study to determine whether groundwater in North Carolina was contaminated by pesticides. The study was to include construction of 100 monitoring wells. Past samples had indicated that water quality standards for leading pesticides had not been exceeded.

“Water quality became an issue when we started having different products for termite treatments. Runoff and well contamination became an issue,” said Don Hamby. “Now, you can’t treat a house that has a well in the structure, even if it’s on a porch or under a deck, with conventional treatment. You have to take the dirt out and put it in a cement mixer and put termiticide in there and mix it up and then put the dirt back in the trench. The idea is to get a termiticide barrier around the outside of the house. You do that by digging a trench and rodding it. If there’s a well, you can’t do that because there’s a possibility that if you trench and stick a rod down into it that it might go from there to a well. We had an operator that did some pretreats when houses were being built and the product got in a well. It was like 12 houses in the development. It got into another well, got into another well, and ended up getting into the cistern, which contaminated all of them. He ended up having to pay like 4 million dollars to get water run 12 miles to all of these houses.”

However, runoff was never an issue to the extent that there was any legislation, he said. The EPA in 1991 released the results from tests of wells, announcing that fewer than 1 percent of the wells tested had pesticide levels that exceeded safety standards.

OSHA guidelines were published in 1988. “We’ve been fairly lucky with OSHA over the years in that they have not changed their protocol forever,” Don Hamby said. “It’s been a long time since I heard of anybody having an inspection. They show up if there’s a workplace action or something like that, but from a day-to-day standpoint, they never come along.”

“I got a 10,000-dollar OSHA fine one time for a pre-treatment that we were doing. OSHA pulled up to the job site. It was a school that was being built, and they wrote up the welders and the sheet rock guys and everybody. The fine was reduced substantially,” Dee Dodd said. Generally speaking, however, OSHA has had a fairly light hand.<sup>186</sup>

The 40th annual winter school on Jan. 16-18, 1990, included classes on the legislative impact on pest control operations nationally, North Carolina’s situation, groundwater, and safety regulations for pesticide storage buildings. Members were encouraged in the January 1990 newsletter to participate in the 20th anniversary of Earth Day on April 22. The public relations committee sold bumper stickers that year that said, “Have You Hugged Your Pest Control Operator Today?” In 1990, the membership was up to 246. Jim Lynn was elected president.

“I get to be president and what happens? We have a war. I can still remember walking into a room at the Brownstone [Hotel] and seeing the [Gulf] war on the TV. One of our pest control technicians gets in a fight with one of the waiters at the Brownstone and they go to blows. We had to take the waiter out and ban him from coming back in, and we also threw the other guy out and told him not to come back in. I had people selling software out of motor homes in the parking lot of the PCO school. Then Don Hamby was one of the first people to initiate a complaint against another person. I went in with a heck of a year. You talk about coming in on some challenges,” Jim said.

A number of pest control operators were not adhering to the association’s code of ethics, and the board had received complaints about them.

“We looked several times at trying to bring them before the board and reprimanding them in some fashion. We ended up that our rules and regulations within the association were not strong enough to do anything or address these issues. If we bring somebody before the board and we reprimand them or pull their association membership, anything we would do brought specific liability against the entire board of directors,” Jim said.

“Don Hamby filed a grievance against one of the members and we did everything we could and basically we found out we couldn’t do anything. Don was a little upset about it, and I don’t blame him. We were told flat out by an attorney, yeah, this guy gets ticked off at you and you try to get his membership away from him, he can sue every one of you.”

In response to the 1990 issue of grievances, procedures were approved the next year for handling of grievances, ranging from a requirement that grievance committee members must have a minimum of three years’ experience



In 1990, the NCPA honored Agriculture Commissioner Jim Graham for his commitment to professionalism in the structural pest control industry. Shown are left-right, Commissioner Jim Graham, Jim Lynn, NCPA president, David McLeod, chairman of the Structural Pest Control Committee, and Ray Howell, director of the Structural Pest Control Division.

in the industry to a stipulation that complaints must be in writing and the respondent had 15 days to reply in writing. If the two parties were not satisfied, the committee had 30 days to gather information and make a decision on the validity of the complaint. If the majority of the committee felt that the complaint was frivolous, they would inform the complainant and the matter would be resolved. If the committee found the complaint to be legitimate, the board would have a formal hearing. Attempts to carry out these procedures floundered on the liability issue, and the members realized that only the state Structural Pest Control Division had the clout to act in such cases.

“They go around and check each pest control company at least once a year, and make sure that the contracts are right, the chemicals are right” and if they receive a complaint, they send an inspector out to investigate it. “If you have enough problems over time, then they’ll bring you before the Structural Pest Control Committee and the committee will take a look at what your infractions are.”

Jim, who later served on the Structural Pest Control Committee, said it was rare to pull someone’s license. One man whose license was pulled called Jim complaining that the state inspector didn’t identify himself as an inspector, and subsequently caught one of his technicians not applying enough chemical. “I said, ‘Well, that’s idiotic. You should have brought enough chemical in the first place whether you thought he was showing up or not. But that just shows you the mentality of some of those guys. Every day when our trucks leave the company, a state inspector can come driving down the road. He can stop any of your trucks at any time and make an inspection.’”<sup>187</sup>

In about 1990, association members began doing treatments for Habitat for Humanity on a local individual basis. This involvement continued through the 1990s and 2000s.

“I made one promise that I would be at every function that was relative to the association when I was president,” Jim said. “I went to all the spring workshops, the fall workshops and the summer meetings. I had Marcy helping me, and she was just down the road from me, so it was easy for me to get a lot of stuff taken care of through her. I didn’t have to worry about making sure the newsletter got out. I had to help pick out the articles and sign off on

---

187 Jim Lynn interview, *The Tar Heel Pest*, January 1991, p. 9.



## We offer you a meaningful relationship.

More than a casual acquaintance. The DURSBAN® brand name means a lot more to you than a highly effective line of insecticides. There's a wealth of efficacy research showing top performance on all major structural and household pests. And toxicology research which fully supports your continued safe use. Plus we've developed methods for you to deactivate DURSBAN insecticides if an accident occurs. Because of this and your professional use of the product, an excellent safety record has been established for DURSBAN.

But the real point is that there is plenty of information available to help support your business...whether it's for selling, training or problem-solving. And, Dow manpower is available to you. So if you need to call on us, you'll know we mean it when we say that we want to help you, and that we have the materials and information needed to provide that help.

We honor your needs when it comes to insecticide products too. DURSBAN 2E and 4E Insecticides for indoor or outdoor use.

DURSBAN 50W Insecticide, the wettable powder with low phytotoxicity for outside perimeter treatments. And DURSBAN TC termiticide concentrate, the only termiticide that can be deactivated. Plus, the much preferred low-odor product, DURSBAN L.O. Insecticide that's even approved for broadcast flea applications. Portion control packaging for DURSBAN 4E and L.O. improves accuracy and reduces the chance of spills as well as helps maintain your professional image with customers.

We promise you sales literature and training to help you improve your business. And we support your industry associations with financial, education and research programs.

DURSBAN—More than a casual acquaintance, the name means a lot more than just a chemical in a can. Ask your Dow distributor about our "DURSBAN Delivers the Goods" incentive program. Be sure to read and follow all label directions and precautions. Agricultural Products Department, Midland, Michigan 48640.

**DURSBAN**  
A good partner.



This ad ran in The Tar Heel Pest through the 1980s. After chlordane was withdrawn from the market, Dursban became the termiticide of choice until it in turn was pulled off the market later. However, Dursban brought a whole new set of challenges to the industry and its regulatory agency.

it before it went to print. It was a lot easier for me, because I didn't have to drive all the way from Jacksonville like David Dillingham did when he was president. "

In 1990, Blanton J. Whitmire, president of Whitmire Research Laboratories Inc. of St. Louis, gave \$4 million to North Carolina State University for the creation of two distinguished professorships in structural pest management. Whitmire develops and markets specialized insecticides and professional pest control systems. The endowment was an outgrowth of research by Charles Wright and was named the C.G. Wright Chair in Structural Pest Management.

Charles, who had been doing research using grants from pesticide companies for years, said: "It got to the point where Whitmire, who manufactured a high line of pesticides, would come in and say, how much money can you take? I could take a limited amount. I had a good technician who would run it when I was in the field. I did a lot of field work. In the summer, I worked full-time on that. Some materials didn't turn out like they should have in the field."

On one project, he figured out that the problem was leaking valves on some equipment, a discovery that saved the company involved millions of dollars.

"I got a call one day from the president of Whitmire. He said, 'Charlie, I'm getting ready to retire, and with your work down there, we want to put in four million dollars. I found out afterward that the president knew me very well because I was in all of their programs at Whitmire. I was completely innocent on that, but it was sure nice. Because of that, we got the two professorships, and the labs were equipped with state-of-the-art equipment with that money. The Whitmires would come out every so often and we'd have an all-day program. I had one or two grad students before, maximum three. There's 20 or 30 grad students now. It was a major expansion of the program. They're studying termites right down into the DNA. It's recognized throughout the country now. Other programs have not had the money. They don't have the personnel," Charles said.

Whitmire's goal was to put a lot of money in one place so that a peer industry could be developed. "That's what started the fellowships. Earlier, the association was giving money for fellowships."<sup>188</sup>

The endowment also was used to establish ties between NC State and an academic institution in Kenya. Kenya became involved because pyrethrum was used in some pesticide aerosols, and "Kenya was a country that produced more pyrethrum than anywhere else. People that want natural insecticides were ranting and raving about how great pyrethrum was. Well, if you look at a can of pyrethrum and you look at a can of man-made chemical, there's so much more safety regulations and labels on the pyrethrum. People now are saying that it's not as environmentally friendly as people thought it was. But Dr. Wright did a lot of work with Whitmire Industries, and they were one of the top purchasers of pyrethrum throughout the entire industry," Jim Lynn said.

As a result, NC State established a relationship with entomologists in Kenya. One of them came to Raleigh one summer, and Charles asked Jim if he could ride with him on his routes so he could get some hands-on pest control experience. "I gave him bait boxes and all sorts of material to show his students," Jim said.

---

188 Wright interview.



**Special Olympics**  
Jimmy Lynn, Chairman  
Mark Brown  
Jack Roberts  
Steve Taylor

**Membership**  
Les Preece, Chairman  
John Bowers  
Rodger Pierce  
Jim Roberts

**Audit**  
Kenneth Lee

**Rules and Regulations**  
David Nimocks, III, Chairman  
Bruce Adelman  
Mike Bousner  
Charles Cooper  
Jack Roberts  
Les Smith  
Jon Stewart



Mr. Harden Blackwell and Dr. R. C. Hillman  
PCO School Coordinators

Welcome to your 43rd Pest Control Technician's School. This is our first year holding it in the North Raleigh Hilton. We know you will enjoy the hospitality and convenience of meeting and staying in one facility. The hotel has many amenities for you to enjoy and we hope your stay is comfortable and our meeting productive for you and your employees.

This is the first year the North Carolina Pest Control Association has taken over the primary responsibility, both financially and organizationally, of running the school. All profits or losses will be absorbed by our association so it is imperative we do things right. We earnestly solicit all participants to complete and turn in our evaluation sheets in your registration package. Only through your comments can we learn how to make your school better for everyone involved.

We believe we have some of the best speakers in our history. We are covering a broad area of subjects and new technologies are being presented for the first time. The education committee worked diligently to provide you with timely discussions on the practical problems that we all face in our daily business. Again, please indicate to us what you would like to hear next year.

Your association is here to serve. You are our customers, so please let us know if you have any problems with the school, hotel service, or any other area we might be able to help. We hope that all non-members of the association will see the benefits of our hard work and join OUR association. Everyone making their living from the "Bug Business" benefits from the North Carolina Pest Control Association.

**SCHOOL INFORMATION**

The school registration desk opens at 10:00 am Tuesday January 19th in the lobby of the North Raleigh Hilton Convention Center. Please check in when you arrive to pick up your registration packet. Hopefully most of you are pre-registered, thus saving us time and your money. Plan to arrive early so that we can complete most of the registration activity prior to the Association Business Meeting. Your Association has undergone many new changes this year and much important business will be discussed.

The school begins at 1:00 p.m. on Tuesday. Please be sure to attend the opening session to receive important information and revisions. Registration will also be available from 8-9:00 am Wednesday morning. School material, name tags, receipts, and other materials will be provided when you register.

**REGISTRATION FEES**

Pre registered	
NCPCA Member	\$70
Non-Member	\$85
Registration Fee After January 13th	
All	\$100

While every effort is made to keep the fee structure reasonable, please remember that NCPCA is underwriting the school. Revenues go towards paying for hotel services, food, speakers, etc. and any profits are used for the benefit of YOUR industry.

**GENERAL SESSION**  
**FOR TECHNICIANS / TERMITE TECHNICIANS**  
**ORNAMENTALS AND TURF / CERTIFICATION**

Left, the program from the first winter school organized by the association, in 1993. Below, left to right, David Dillingham, Harden Blackwell, Dorothy Taylor, and Steve Taylor at the 1993 school.



*"I observe the swiftly changing environment that we do business in — Federal and State Regulations, new technologies, chemical sensitivities, lawsuits, and most important, public attitudes and perceptions — I get the feeling that things are heating up. However, some of us are failing to sense either the dangers our industry faces, or the opportunities that are presented therein...."*

*"I heard someone predict once that in the coming 10 years there would be a number of Pest Control Companies that would fall by the wayside, unable to adapt in our changing industry. But the survivors — those PCOs that welcomed the new technologies, answered their customer's fears and concerns with a safer, more effective service, delivered by well trained technicians using modern, up-to-date equipment — would reap the benefits of more customers, increased prices and extra profits."*

*— Dee Dodd, The Tar Heel PCO, July/August 1995*

## Chapter Five

# 1991-2000

## An Industry in Flux

**T**HE 1990S, MORE THAN ANY previous period in the association's history, transformed the North Carolina Pest Control Association. The decade marked the passing of the association's founding generation as pest control operators died and NC State professors retired. Their responsibilities fell on younger members who chose to carry on the same educational and administrative functions in a dramatically different way from their predecessors. Corresponding changes in the industry, many to accommodate the reality of post-chlordane structural pest control, kept pest control working procedures and the state regulatory process in a constant state of change. The decade began with a recession and ended with one of the longest and most robust economic booms in history. The cumulative result was the laying of a strong financial and functional foundation for the association that ushered in a period of healthy stability as the 21st century began.

The pest control industry went through a frustrating period of conflict with the state regulatory procedures after chlordane was banned, Marcy Hege said. Pest control operators "were very concerned that they didn't think there was anything on the market that could control termites, or that had a life cycle that would protect a wooden structure. There were studies down in South Carolina about how chemicals would bind — the different binding properties in the sandy soil of South Carolina and the clay of North Carolina and how long it was good. I remember we were all incredulous that professionals could not use chlordane yet consumers could go and buy it.

"Pest control inspectors were going out and doing soil samples to see how much chemical barrier was in the soil," she said. "One of the things was what chemical was going to give adequate coverage so we didn't get written up by the Structural Pest Control Division for inadequate treatment."<sup>189</sup>

State inspectors had always done soil sampling to determine whether houses had been adequately treated, said Harden Blackwell. "When chlordane went away, they started sampling these other chemicals, and basically the university didn't know how to sample them well. The industry was getting all these failures from Dursban and there were a bunch of new chemicals coming out on pre-treats. The division was going out doing soil sampling and finding them deficient and fining the operator and saying you were bad boys. The specific example I'm talking about happened to John Dunbar, the Terminix guy in Charlotte. John is very good. He has an entomology degree from Clemson. They had these failures and he would take the truck out there and he would watch them treat it again, and it would fail again. We constantly were going back and retreating these houses and every so often they would fail. Carl Falco took the position that when the numbers fail, you fail. This was also the decade when everybody was getting concerned about how much pesticide you're putting in a house. The state's saying it's failed, go back and put 300 more gallons. We're saying, 'This is ridiculous. These homeowners don't want 500 gallons of chemical in their house.' The state said, 'You failed, you've got to do it.' We'd go back and do it. It would fail. You've got to go do it again. This was going on all over the country.

"The American Association of Structural Pest Control, the Carl Falcos of the world, put together a task force and they would go out and treat everything to specifications as much as humanly possible could be done and sample and resample. This went on for two or three years and they were very secretive about it. Long story short, their own records found that 15 percent of the houses that were treated perfectly failed. So some of ours were failing because there wasn't enough chemicals, but there were plenty that were failing because of the test. They'll tell you today

---

189 Hege interview.

they still don't know why they were failing, whether it was the sampling process or the machine, or the chemical was leaking out of the soil."

Pest control operators "were caught between the devil and the deep blue sea," he said, because consumers didn't want pesticides around the house and the state was saying houses needed to be treated two or three times. When the treatment would fail, homeowners would think the pest control operator was a crook.<sup>190</sup>

"When you used chlordane you could put out a fourth of what was recommended and still pass, and with your new chemicals you had to put out more, and everybody was failing," Fred Jordan said.

"With Dursban, you could put it out by the label and on the outside foundation where the sunlight hit it, it would degrade. One of the arguments we had with the division was if you went out after 90 days or six months, you couldn't do a soil sample because it wouldn't be there," Dee Dodd remembered. "As we were arguing this, there were tests coming out of Gulfport where they do the national research. If they did a soil sample and didn't store it properly, put it in their trunk and the trunk got hot in the summer time, it would degrade. Their technical expertise, their protocol for taking soil samples, got better. They had to put it in sealed containers and get it to the lab on time, and they ultimately gave us more leeway on what percentage had to be there to pass."

"That's when the inspectors got the ice chest to put the samples in," Fred said.<sup>191</sup>

There were other problems with Dursban besides soil sampling, said Steve Taylor. "Dursban was much more expensive to use than chlordane was, and actually more dangerous. In terms of immediate use, it could be more dangerous to you immediately. It takes greater safety precautions. That was when we went to using respirators and rubber gloves and all the safety equipment."<sup>192</sup>

Don Hamby was elected president in 1991 as a national recession kicked off. At that year's winter school, attended by 649 people, pollution exclusions on vehicle insurance policies were a major topic. Pest control operators were required by the state to have the coverage, but general liability policies would not cover for pollution. The association organized a committee to work on the problem and try to find a new insurance program that would address areas of liability required by the state but not covered in standard policies. The school also addressed handling pesticide spills and transporting hazardous materials, even as the state Structural Pest Control Division was working on a spill protocol for the industry.

Raising the money to hire lobbyist Glenn Jernigan was a constant challenge. The May 1991 newsletter complained that "we have received less than one-third of the money that we need to pay our lobbyist, Glenn Jernigan. I know that business is not real good in January and making a commitment then is difficult. However, it's now May and business has picked up."

"The one thing that Glenn taught us from the start was, 'You're going to do your own work and you're going to promote your own image. I'm just going to give you the tools to promote your image so people will know you know what you're talking about, and they won't think this is just some yahoo who wants to change the rules,'" Jim said. "He gave us the respect that we needed in the legislature so we could go down there. When the environmentalists would make all these accusations with no evidence to back it up, we'd have to go down to the legislature and give them the correct information. After several processes, we got to be a more quality group in that we were respected down there because of the way we had run our association, the way we built our structural division."<sup>193</sup>

Billy Tesh received the National Pest Control Association's State Public Affairs Representative for 1991 award. "Billy exemplifies what is good about our association. North Carolina, these past few years, has been a veritable hotbed of legislative activity; much of it designed to harm our industry. Billy, along with the leadership of the North Carolina Pest Control Association, has devoted hundreds, even thousands of hours, towards constructing a viable political machine which has successfully thwarted the efforts to damage our well-being. As if time was no concern, Billy has also worked at cultivating strong relationships with North Carolina's congressional delegation, which benefits us all; even Californians," the national association's tribute said.<sup>194</sup>

Fifty percent of the people engaged in the pest control industry in North Carolina were association members in 1991. The membership in December 1990 had dropped to 234, from the 1989 level of 246 as a result of companies

---

190 Blackwell interview.

191 Dodd, Jordan, group interview.

192 Taylor interview.

193 Lynn interview.

194 The Tar Heel PCO, February 1991.

having been bought out or no longer being operated as pest control businesses. The board decided to change the renewal time for dues from January to July because cash was tight for most members in January. Accordingly, in 1992, the dues renewal period was for just six months, followed by membership renewals again in July, to change the dues year from a calendar one to a fiscal one.

Charles Wright received the ESA Distinguished Achievement Award in Urban Entomology at the annual meeting of the Entomological Society of America in 1992. He was the second recipient of the award. Charles was internationally known for his research on the biology and control of cockroaches in urban environments.

He had pioneered studies on the movement and environmental fate of pesticides in buildings and facilitated a revolution in pest control technology toward safer and more effective application strategies. His personal achievement was a measure of how the industry had developed over the previous 30 years.<sup>195</sup>

In the early 1990s, as Marcy Hege, several members and minutes of one of the board meetings attest, there was some tension over the amount of time Marcy was charging the association for. Part of the problem was the association wanting Marcy to do more legislative lobbying work, which she billed at a different pay rate than routine office duties. At the same time, Marcy's two employees, who were students, graduated and left and she was faced with training new employees while upgrading her computer equipment. She decided instead to get out of association management.

One year, Marcy had not turned in the invoice for the association to get reimbursed for its expenses for the winter school and by the time the problem was discovered, it was too late because NC State had already sent the profit from the school to the state general fund, Sam Newman said. At about the same time, Dr. Rudy Hillmann, who had organized the annual winter school, retired from NC State on Oct. 31, 1991.<sup>196</sup> His retirement, along with the earlier one of Dr. Harry Moore, left the winter school without the same level of technical expertise.

This series of events led to a decision to re-evaluate the way in which the association and winter school had been run for the past 40 years. In late 1991, the association's board of directors held the first of a series of long-term planning retreats which centered around hiring a new executive director and the future of the winter school. Fred Jordan arranged the first retreat at a lodge called Pity Sake in Kannapolis that was owned by David Murdoch. That was followed by a second retreat there on Feb. 16-17, 1992.

"The first one, people said, why in the world are we going to Kannapolis? What's there?" Fred said. "The second one — we had a waiting list of people wanting to come. It's a big lodge on a big farm. It has about 11 bedrooms in it and it has gold fixtures in the bathrooms and so forth. I was very active in the Chamber of Commerce and had the right connections to get in. You can't get it anymore."<sup>197</sup>

"We figured out we needed these planning retreats," Jim Lynn said. "Now, we generally have some type of leadership program at least once a year and bring in the board of directors and past presidents and have directional meetings to try to get a foothold on where the association's going to be headed to in the next five or ten years."



Above, Doris Sevener, the executive director of the association, and Steve Taylor at a winter school in the 1990s.

---

195 The Tar Heel PCO, May/June 1992.

196 The Tar Heel PCO, November/December 1991.

197 Jordan, group interview.

“At those meetings, we decided to take over the school and changed the dues structure,” in addition to hiring Doris Sevenser as the new executive director for the association. “We moved the office from Raleigh to Monroe, and that’s when we hired Doris because she lived in Monroe. She was part-time. She did The Tar Heel Pest, and minutes of the meetings,” said Fred Jordan.

“I think the association had about \$10,000-\$15,000 in the bank at that time. We didn’t need it for anything. The dues were \$10-\$25 a year. Rudy Hillmann was going to retire and they were not going to replace him, and at that time, we were so dependent on NC State. They had done all the training for 30–40 years. We had gotten too dependent on the university. It was the university’s school. It was at the McKimmon Center, and we used to have to come down here and all had to stay in hotels around the McKimmon Center and freeze to death in January. You’d get up in the morning and the windshields were always frozen over and you had nowhere to eat breakfast and you had to go to the school. You couldn’t go back to your room. It was just a big mess. You had to eat there in the McKimmon Center, and it was all run by

the university, like a university meeting. You didn’t have a choice what you wanted for lunch. You had to go through this big catered barbecue line. But we’d done it for 30 years and nobody wanted to take the risk of doing it on their own. Half of them wanted to do it and half of them didn’t,” Harden Blackwell said.

The state at about that time passed a law that state agencies and schools could not share profits in ventures such as the winter school, which was another incentive to reevaluate the way the school was run, Don Hamby said.

“We had about 12-15 people there [at the first retreat], and we got in a big argument,” Harden said. “I said, ‘Look, this is ridiculous. We’re making a profit at the school. Why doesn’t the association take over the school?’ And Steve Taylor said, ‘We can’t do that, we don’t have enough people to do that,’ and dadadadada. Steve and I got into a very good argument about it, and basically I said, ‘Screw it, let’s take over the school and I will do it for the first year. We can do it.’ At that time, we had no executive director, nobody full time. So we took it over. We voted to do it.”

Harden ran the school with Steve’s help for the first couple of years, and then Steve took it over for the next seven or eight years before turning it over to Don Hamby, Chuck Hazelwood and Mark Harrison.

“We just told NC State we were going to do it. The only money we put into it was the registration of the people. The first year, we let NC State do the billing. We had no way to collect the money. We had a committee that got the speakers.”<sup>198</sup>



Scenes from the winter school in the early 1990s. Top, left to right, Julianne McNeil, Jim Lynn, executive director Doris Sevenser. Bottom, left to right, Billy Tesh, Jim Lynn, and Rudy Hillman, the association’s technical director.

---

198 Blackwell interview.

President Don Hamby announced the proposal to take over the school in 1993 and hire Doris Sevenser at the annual membership meeting on Jan. 21, 1992, in the McKimmon Center. The membership approved both. Harden, then the secretary-treasurer, announced the plans for the school in the February/March newsletter:

“The NCPCA has taken over the responsibility both financially and administratively of running the January Pest Control Technicians School. This was done primarily because of Dr. Rudy Hillmann’s retirement from NCSU. The biggest change is that we must move from the McKimmon Center. The reason for this is that any profits generated from the school, if held there, will go to the North Carolina General Fund and the Association would get nothing. The good news is we have contracted with the North Raleigh Hilton to hold the school during the normal dates Tuesday, January 19, 1993 — Thursday, January 21, 1993. We are thinking of starting at 1 Tuesday afternoon and cutting our lunch on this date, continue sessions a little later in the afternoon and than have a Presidential Reception in the exhibit area from 6 to 8 p.m. rather than a banquet. Officer installations and ceremonies can take place at a special luncheon on Wednesday.

“We are concerned about keeping the cost as low as possible. We’ve gotten an excellent rate of \$65.00 per room at the hotel and they are first class rooms. The meals will cost the Association more here than at McKimmon. We are hopeful that we may possibly be able to reduce the registration rate to our members and certainly not have any overall increase. There will be a higher registration fee charged to non-members than members due to the fact the Association has done all the work and your dues and hard work are making the school possible.”<sup>199</sup>

Rudy Hillmann, who continued to do the regional workshops in 1992, also agreed to work with the association’s education committee to select topics and speakers for the technical subjects. The association hired him as a part-time technical director to organize the educational part of the winter schools, write technical articles for the newsletter, and do the regional workshops.

“Rudy made the comment that ‘as long as I feel that I’m keeping up with the trends of what’s going on, I’ll be glad to work for you, but when it comes to the point that I don’t feel like I’m keeping up to date to accomplish what I want to, then I’ll tell you that it’s time to find somebody else to fill this position,’” Jim Lynn said.<sup>200</sup>

“It’s important that we train our people as much as we can and as well as we can to be more professional. Our association has pretty much done that on our own after we lost support at NC State,” said Steve Taylor. “Actually at that time, we lost all support. Now, we’re back into a situation where we have great educational support from NC State again, but there was a void in there where they didn’t have specific people in the Entomology Department to help us. It lasted 5-8 years where there was not much support on-campus like there was in the 70s and 80s where we had Moore and Hillmann and Charlie Wright on campus to do all of our training and to handle all of our needs.”<sup>201</sup>

Harden Blackwell outlined the major issues facing the association in the newsletter in the summer of 1992: “Our association has done a good job over the years cooperating with the [Structural Pest Control] Division and vice versa. We have an open line of communication established with Ray [Howell] and Carl [Falco], but it takes time, a lot of hard work and many trips to Raleigh to keep it that way. The average association member has no idea how much time the president and the board spend traveling to Raleigh. Five years ago we only met two or three times a year. Today it is probably six to ten times a year. The president probably makes fifteen to twenty trips each year to participate in one thing or another.

“In the past several years there has been the need for a lobbyist in the general assembly. It seems some type of bill that affects our industry and our livelihood is always being introduced. There is talk now of trying to move pesticides out of the Department of Agriculture. Someone must be on top of this at all times, but no one at the association has the time or knowledge of how to do this. This is a very expensive undertaking. The association has spent over \$36,000 during the last four years.

“The Structural Committee relies very heavily on the lawyers from the Department of Agriculture and the attorney general office for advice. The lawyers are present at all the committee meetings and major discussions. The chairman of the committee is also a lawyer. The association board sees a need to have our own lawyer who knows and understands the pest control laws and can advise the association. This person would also be available in some

---

199 The Tar Heel Pest, February/March 1992.

200 Lynn interview.

201 Taylor interview.

manner to individual members who need assistance. You would not have to pay your lawyer to 'read up' on our law."

At the same time, he said, NC State had drastically cut back on the extension staff that had helped the association in the past. The larger companies had technical directors to call on but the smaller ones didn't. He also noted the need for a full-time executive secretary.

In responding to criticism of the raising of dues, he said, "Most companies pay Chamber of Commerce dues. Home Builders Assoc., Rotary & Kiwanis have higher dues than this. They do very little for your livelihood. Everything the Pest Control Association does affects your income. It doesn't seem fair for half the operators contributing financially to something that the whole industry benefits from. You wouldn't put your trucks on the road without auto insurance or operate your business without liability insurance. The association is the same type of protection."<sup>202</sup>

The financial help for the needs Harden outlined came in 1993 with the Jan. 19-21 school, which turned out to be the most far-reaching organizational and financial breakthrough in the association's history. More than 700 people attended the school at the Raleigh North Hilton. Members paid less than the year before, and non-members more.

The school program said: "This is the first year the North Carolina Pest Control Association has taken over responsibility, both financially and organizationally, for running the school. All profits or losses will be absorbed by our association, so it is imperative we do things right. We earnestly solicit all participants to complete and turn in our evaluation sheets in your registration packet."<sup>203</sup>

It was "mass confusion" the first year, and scary because "you've got all these speakers lined up and you've got all this hotel expense and what if it snows? What if you have an ice storm? But it all turned out great. Harden and his committee did 99 percent of it. I delegated," Fred Jordan, who was the outgoing association president, said. "But it seemed like when we moved it away from NC State to the hotel, more people wanted to get involved because I guess they felt like it was on our own. We published it more and pushed it more."



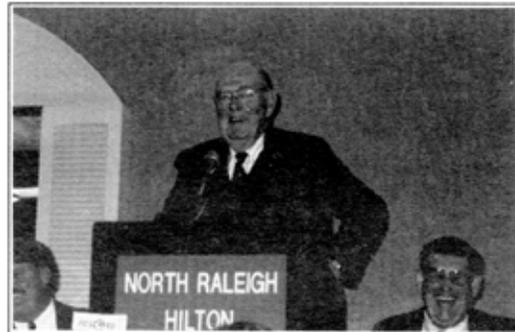
Program for the 1993 winter school, the first organized by the association.

202 The Tar Heel Pest, November/December 1991, p. 8

203 School program in possession of the NC State Library.



Tom Forshaw presenting Fred Jordan with his Past Presidents Lamp.



"I like my job" says Jim Graham at the school luncheon/banquet



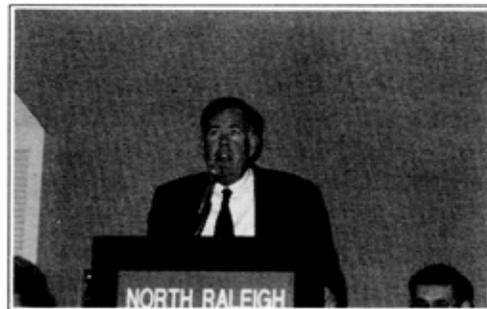
Our new president Steve Taylor and our first lady Dorothy Taylor



Our new executive board - Steve Taylor-Harden Blackwell-Fred Jordan-David Dillingham

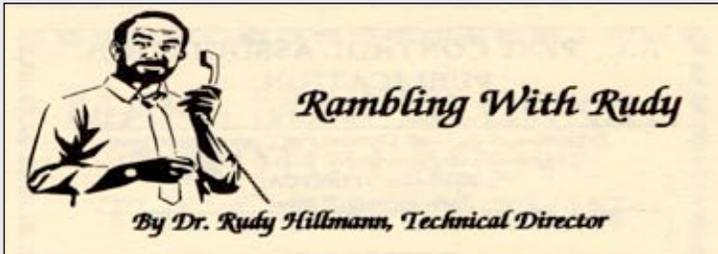


Commissioner Jim Graham and Ray Howell looking good for the cameras



Our new vice-president Harden Blackwell as he speaks at the luncheon banquet

Scenes from the 1993 school published in The Tar Heel Pest in April of that year.



Rudy Hillman served as the part-time technical director for the association from late 1992-1999, during which time his *Rambling with Rudy* column became a well-known fixture of the newsletter.

"I just tried to pick a bug of the month. I tried to think ahead and highlight an insect that might be a problem in a month or two," Rudy said in a Nov. 26, 2008 interview.

The approach was practical. In the January/February 1993 issue, Rudy told a lively tale of building a log home from a kit with logs infested with old house borers. He sprayed outside, but the beetles started indoors and he decided in the name of research to see how they might progress. In the third through fifth years, chewing larvae got so noisy he installed a loud clock in his son's bedroom to drown them out, he wrote. When his family had to turn up the TV because of the chewing, his wife laid down the law — either she or the wood borers had to go. Rudy forthwith held a fumigation training workshop at his home and participants got hands-on experience in tarping, clamping and sandbagging. After 17 hours, the fumigation was complete and six or seven operators were certified.

"It has now been over three months since the fumigation and the walls have exhibited a deathly silence. My wife is exceedingly happy."

Rudy's work as association technical director grew out of 20 years as an NC State extension entomologist. In 1976, when EPA certification requirements took effect, he started running the winter school and ran it for the next 15 years. He retired and became the association's technical director in 1992 when the association took over the school. "We never did sign any paperwork... We just decided to do it."

That job was easy compared to running the school for NC State, he said, because it had been primarily his responsibility there. The association "really beefed up their program committee, and we had some real lively meetings, and they helped a great deal in getting speakers and took over the meal arrangements. They took a real interest in it and took a lot of the burden off me."

The association's decision to hire Rudy was an outgrowth of a long-existing working relationship, he said. Mike Waldvogel took over Rudy's former role at the university of providing certification training. "He caught on quickly and is a very good man," but there was an interim period when Rudy's services still were needed.

NC State had never been interested in the school being profitable. "But once the association took over, they saw it as a real money making possibility and they have made it so. They then were able to do quite a bit more training with the profits that they had."

Non-members paid significantly higher registration fees than members did, and that brought in quite a few members because a lot of people could join the association for the difference in the price.

Speakers at the winter schools lent Rudy their slides or lecture notes, and he would videotape the sessions, then take the information to different parts of the state in regional workshops. The job was seasonal. From October through March, he worked half-time except for a full-time flurry to prepare for the winter school. From March through September, "it was just as needed, because these guys were out doing pest control, and they didn't have time for education. As they needed some advice, they'd call me, and occasionally, I'd go out and make visits."

"I had worked with a lot of these guys for 20 years or so and then to be able to continue that after I retired and then to see it blossom in the '90s was great."

The school, Fred said, was much better than it had been before, both in organization and education. “Instead of using so many NC State people, we went out and got national speakers. A lot of the chemical companies would sponsor speakers to come and speak.”<sup>204</sup>

“We stayed in the hotel,” Harden said. “It was cold as hell, and [the participants] could go downstairs to the meeting. They had somewhere to go to the rest room. The food was good. It just turned into an instant hit, and the very first year, we made \$25,000 profit. I’ll never forget that, at absolutely no cost to the members. NC State had no clue how to control costs. It was a typical university. They had no consciousness of cost. They would order all this stuff. We went in there and said, ‘We’re not going to pay this, we’re not going to order that.’ I drove Rudy Hillmann crazy, because he was used to saying, ‘Let’s just order 3,000 pencils.’ We basically said, screw the pencils. Everybody can bring a pencil themselves. Maybe the university was making a couple thousand dollars or three or four thousand profit, and we made \$25,000. It just knocked the socks off of everybody, because we had never had any money, plus it was so much nicer where you weren’t freezing to death, and you could go to your room. We had more people, the school was better, the speakers were better, the facilities were better.

“The biggest problem was there used to be some kind of a banquet. Nobody used to go. They used to dread going. There was a speaker, and it was dull as hell. We decided to change it to a cocktail party, or a president’s reception. That was a big hit. People could run in, have a drink, get something to eat. Everybody wanted to go out anyway. They didn’t want to get stuck there listening to some boring speaker. It was much cheaper, and they haven’t had a banquet since then. That was in 1993. The first year or two we had an awards luncheon, but it got so big we couldn’t feed all the people. You ought to try to feed 700 people for lunch. We cut the awards luncheon out so we had room for the meetings during the day,” Harden said.

After the association took over the school, “we were at liberty to do more things. The NC State people were limited in their time they could spend on it. It’s gotten much larger, more efficient. Attendance is up tremendously of course, and the quality of speakers is great. Each year, things get a little better.”<sup>205</sup>

Taking over the school “probably changed our association as much as anything,” said David Dillingham. “It offers us an opportunity for our employees to come to these schools at a very, very good rate, because [the organizers] do so much work voluntarily. In recent years, it’s been so well managed by these folks that they’ve really got it down to a science, and we’re probably one of the largest state associations that sponsor one.”<sup>206</sup>

“Once the association got control of it, it kind of self-tuned itself to more scenarios applicable to pest control problems,” said Walt Cooper. “Whereas you would find the university would focus on the entomology, once the association had it, you could inject business principles into the lectures.”<sup>207</sup>

Harden Blackwell ran the school with Steve Taylor’s help for the first couple of years, and then Steve chaired the next seven or eight schools before turning it over to Mark Harrison, Chuck Hazelwood, and Don Hamby. Steve Taylor was elected association president at the 1993 school. He was 40 years old. “I served my year as president undergoing cancer treatments and had 20 some cancer treatments, mostly radiation,” he said. “That was an important year for me.”<sup>208</sup>

Rudy “was responsible for getting the speakers and setting up the programs, and I was responsible for the hotel and all the financial matters. He technically worked under me, and then he ran the [regional] workshops. He also served to answer questions, and he did a *Rambling with Rudy* [column] in the newsletter. He was responsible to handle questions from all the members. I was responsible for registration, badges, hotel rooms for guests and for all our board members — anything having to do with all the meal and beverage functions. I pretty much left everything to do with education to Rudy and the education committee except as it impacted the budget. We had guest speakers from all over the nation. I did it the whole time Rudy was there.”

After Rudy left in the late 1990s, the education committee handled the education part of the school with help from NC State.

---

204 Jordan, group interview.

205 Blackwell interview.

206 Dillingham interview

207 Cooper interview.

208 Taylor interview.

NORTH CAROLINA PEST CONTROL ASSOCIATION  
TECHNICAL EDUCATION COMMITTEE MEETING  
MARCH 17, 1993 NORTH RALEIGH HILTON

Date For Next School: January 18-20, 1994  
Location: North Raleigh Hilton  
Meeting opened at 10:20

A summary sheet of the comments made concerning the 1993 school was passed out. Not many people suggested that the school should be moved. One suggestion was made that an in-house training video could be made and sold to attendees, another suggestion was made that an audio tape could be made and distributed.

SPEAKERS FOR 1994

Bruce Achterman will contact Austin Frishman to ask him to speak on servicing large establishments and possibly Boretex.

Ken Kendall would contact Bobby Corrigan to see if he could speak on rodents. *3/23 - Ken Says OK - Bobby would 1.0 75 min*

Bruce Achterman will contact Rudy Scheffran and Dr. Su to see if either one would like to come and talk. Rudy Scheffran could talk about termite detectors.

Ken Kendall will contact Dr. Ken Grace at the University of Hawaii to see if he may be able to come and speak about termites. *3/26 (Notes)*

Rudy Hillman will contact Dr. Moore about speaking on a topic to be announced later. Rudy will contact Dr. Leidy about discussing the current results of the termiticide soil sample study. Rudy will also talk to himself about giving a talk to be announced later. (Rudy you know talking to yourself comes with getting old enough to retire.)  
Rudy will contact Mike Levy to find someone capable of discussing wood-decay fungi id, biology, and control, possibly Larry John. *3/27*

Ken Kendall will contact Logan Williams to get him to discuss a possible research project on honey bees in homes, as well as the movement of killer bees toward NC. *3/28 OK Ken K.*

Mike Waldvogel will contact Dr. Wright about discussing poisonous spiders of NC.

Bruce Achterman will contact Jim Wright to see if he will be able to discuss the results of the ASCPRO soil termiticide study.

Ken Kendall will contact Ralph Killough concerning a panel discussion covering people problems (hiring, training, etc.) computer usage and one more topic to be announced later. *3/28 OK Ken K*

*Ralph will host 3 topics as above*

(P Phase)

Ants/Bait technology-Stoy Hedges?

Cockroach Bait Technology

Fate of the Aerosols with Environmental Concerns

Urban wildlife- Peter Bromley & Jon Heisterburg

Occasional Invaders( Espe Ladybird Beetles)

Stinging Insects- Scott McNeely

Flying Insect Control - Light traps and/or IPM- Drew Lockhart or Tony King (Gilbert)?

Rodent Control Update- Bobby Corrigan?

Phermone Research update- Coby Shaw

(W Phase)

Termite Bait updates...

Regulatory update- NCDA- SPCD

Borate update- US Borax?

Termite penetration through treated soil-Scip McDaniel?

(We need to have Mike Waldvogel as speaker)

(F phase)

Phosphine update-Degesch?

Fumigant alternatives- Dave Mueller?

Methyl Bromide update- Dave Mueller

(May use Dave as a P-phase speaker as well)

PUT ON YOUR THINKING CAPS!!!!!!! We need your help!!!!!!

Our next meeting will be: Thursday, March 23, 1995, 9:30 AM, at the Raleigh Dow Elanco Office. Directions will be provided to site by Bruce Achterman.

Program COMM.

Dave Dodd will do travel array get him names/addr of speakers needing airline.

Get Program Copy to Dave Dodd ASAP

Fees

Members	\$80 <sup>00</sup>
Non "	\$150 <sup>00</sup>
Late Fee	
Late Reg.	Member -130
	Non " -200
Cont'd	\$95
	165
MEMB	145
NON-MEMB	215

Get 125-130 copies of manuals for Cont'd - Get Dave Dodd for manuals & how to order from John W. Lan. *Box 760*

check NC Agric Found.

\$20 @ set

10 boxes @ 31 kitque \$30 it mailed  
15 I pick up

Educ Comm 3/26/97

John Loesch (Jan? SPCD) Coby Schol, Scott McNeely, M.G. Crane, Ken Kendall, Cliff Searles, Ed Lunn, Mike Waldvogel, Jeff Vanby, John Loesch, Rudy, Dale Jan 13-15, 1998

Start Reg - 8-10 program @ 10a  
" Cont'd @ 10a - Mike W will handle speakers

Outdoor tent

- Cold in winter
- Pre registration?
- Wed a.m. alternative to release non carpeting
- Table for news

Tues Opening 10-11 (10:30 market)  
Announced 11-12 (10:30 market)  
" lunch 1-3 " - probably 4:30  
" 3-5 Res Rept + keynote.  
Presidents Reception 6P

Wed

- Go to hotel collect thanks
- Fly coach - Mark Sheppard 19:15
- Urban Wildlife - Peter Bromley

Ants - David & Faith Di Aubuis  
Mike East - Keynote, roaches, fleas  
Mark Levey - Spiders, Yeeder control

  
**North Carolina**  
**Department of Agriculture**  
**Food and Drug Protection Division**

James A. Graham  
Commissioner

Robert L. Gordon  
Director

December 31, 1996

Dr. R.C. Hillman  
NCPCA  
8508 Burnside Drive  
Apex, NC 27502

Dear Dr. Hillman:

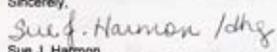
Rosters given to  
Raker North  
Rosters sent to Scott  
1/23/97

The enclosed application(s) for Pesticide Continuing Certification Credit was (were) approved by the North Carolina Department of Agriculture on December 10, 1996. Approval is contingent upon actual delivery of training as described. The Pesticide Section must be advised of any changes in program content or time allocations affecting topics approved for credit.

To ensure that persons receive credit for attending your course, use the enclosed attendance roster(s) to record the Social Security Number, signature, and license number of each person present. Return the original form to the Pesticide Section as soon as possible.

It is recommended that a portion of each training program be devoted to discussion of minimizing adverse pesticide impacts upon the environment. **IT IS ALWAYS APPROPRIATE TO DISCUSS WORKER PROTECTION, INTEGRATED PEST MANAGEMENT, AND SAFE HANDLING, STORAGE, AND DISPOSAL OF PESTICIDES.** To assist you further, "Guidelines for Developing Continuing Certification Training Programs for Pesticide Applicators in North Carolina" are available from our office.

If you need additional application forms or attendance rosters, please write or call us. Thank you for your continued support for the pesticide recertification program.

Sincerely,  
  
 Sue J. Harmon  
 Certification Specialist

SJH:dhg  
Enclosures

cc:enclosure: John H. Wilson, NCSU

Pesticide Section  
 Post Office Box 27647 Raleigh, North Carolina 27611 • (919) 719-7334  
 FAX (919) 733-9796  
 An Equal Opportunity Affirmative Action Employer



Opposite, planning papers for the winter school in the mid-1990s. Above and right, documentation for state approval of the certification taught at the winter school. Top right, Steve Taylor, who chaired the winter schools during the mid-and late 1990s, and whose files from the 1990s reveal hours of volunteer work by him and other association members to pull the schools together.



Course Code 348010

**APPLICATION FOR PESTICIDE CONTINUING CERTIFICATION CREDIT APPROVAL**

Send to: Pesticide Recertification Credit Committee  
N. C. Department of Agriculture  
P. O. Box 27647  
Raleigh, NC 27611

Date: Dec 2, 1996

Please provide the information requested in items 1-12.

**1. Date(s) of training:**  
Jan. 15, 1997

**2. Sponsoring institution, agency, or person:**  
NC Pest Control Assoc. (NCPCA)

**3. Contact person for correspondence and course information:**  
Dr. R. C. Hillman  
Technical Director  
Address and telephone number of contact person:  
NCPCA  
8508 Burnside Drive, Apex, NC 27502

**4. Location(s) of training:**  
Raleigh, NC

**5. Title of training:**  
Ornamental - Turf Session - Part I [8:30 - 10:00 AM]

**6. Outline of subject matter to be covered or attach program (use additional sheets if necessary):**

TOPIC	TIME (in minutes or hours)
<u>Pesticide Movement/Status</u>	<u>45 min.</u>
<u>Insect Control in Ornamentals</u>	<u>45 min.</u>

**FOR NCDA USE ONLY**

Training date: 01-15-97

Sponsoring institution/agency/person:  
NCPCA

Title of training:  
Orn + Turf Session I

Subclasses approved: (✓)

A	B	G	H	I	K	L	M	N	O	T	D	P
										✓	✓	✓

Credit hours approved: 1 1/2 [1.5]

(919) 772-3134

Additional information requested in items 8 - 12, on back side of this page. PLEASE COMPLETE.

[Orig. Applic. Attached]

### **Public Relations**

During the 1990s, pest control operator Dee Dodd wrote a column in the newsletter advising members on how to handle public relations. In January 1994, he wrote about being on a local talk show and answering questions from callers: "It had turned out to be a lot like sitting in my own office talking on the phone to customers about their pest control problems — something I had been doing since I was a teenager.

"By the time I got back to my office the phones were ringing off the hook — with new customers! The next two weeks generated more business than any advertising or promo we had ever done! The best part was it had not cost us a dime.

"I have guest-hosted with Morning Marve two or three times a year for the past four or five years — each time with the same results! This turned out to be the one form of advertising that really doesn't cost, it pays!!

"Never be hesitant about taking advantage of an opportunity to present our profession to the public."

Dee noted in his May/June 1994 column on public relations: "It is my feeling that the drive to own your own business changes into a different mentality for those who finally succeed. Over the past forty years I have been privileged to know some of the most successful pest control operators in the industry (NOTE: I started going to conventions when I was six years old). I have noticed three main characteristics that they all seem to have in common — persistence, patience to see a vision through, and prudence.

"Most of these men are not necessarily charismatic leaders, nor are they primarily motivated by money. They seem to view monetary rewards as the final effect of their efforts, not the motivating cause of their existence."

In August 1995, he wrote: "I observe the swiftly changing environment that we do business in — Federal and State Regulations, new technologies, chemical sensitivities, lawsuits, and most important, public attitudes and perceptions — I get the feeling that things are heating up. However, some of us are failing to sense either the dangers our industry faces, or the opportunities that are presented therein. Many PCOs seem to be swimming around with everyone else, content with the status quo. If you don't grasp the opportunity for change, you'll boil to death."

"I heard someone predict once that in the coming 10 years there would be a number of Pest Control Companies that would fall by the wayside, unable to adapt in our changing industry. But the survivors — those PCOs that welcomed the new technologies, answered their customer's fears and concerns with a safer, more effective service, delivered by well trained technicians using modern, up-to-date equipment — would reap the benefits of more customers, increased prices and extra profits."

In 1996, Dee noted that the number one source of complaints to state regulators was other pest control operators. "To me this is a poor commentary on our industry and our self-image," he wrote.

"It is hard to promote an industry as being Professional if we spend our time with customers telling them what a crook our competitor down the street is. Instead of selling the qualities of your company and your service, you will have planted a seed of distrust in that customer's mind that will effect his perception of all pest control operators — we're all a bunch of crooks, you included!"

"The association went from a fairly simple association with a very limited budget to a much more elaborate framework and much greater budget when we took over the school," Steve said. A new dues structure established a base rate of \$175 per company and \$10 per card holder.

"We were able to make the money from the school and keep it in the association, plus the training in the pest control industry in North Carolina almost immediately fell to NCPCA instead of NC State University," said Steve. "So now we pretty much for many years have controlled the bulk of the training that is required by the Environmental Protection Agency and the federal government in terms of recertification credits."

That includes the regional workshops which are held after the winter school to provide information to people who could not attend the winter school, he said.<sup>209</sup>

At the January 1993 school, only 35 percent of the participants passed the core exam, 28 percent the pest control part and 23 percent the termite section. Steve Taylor wrote in the newsletter: "Your association has taken a very active role this year concerning Certification Examination scores. We had a very poor passing rate at last year's school and we have been working hard with the Structural Pest Control Division to see how we could improve in this area. Dr. Rudy Hillmann and I have served on a committee to review the exams and I feel strongly that progress has been made in making the tests more fair and more applicable to our industry. However, it is very important that individuals taking the Certification Exam prepare properly before taking the test. This means registering early to get the proper materials for study. Also, an individual MUST read and study the manuals provided to properly prepare. Experience in the business alone is not enough for most people to pass this particular exam. The training that you receive at the Pest Control Technicians' School should be a supplement for preparation, and should not be relied upon for passing. You MUST read and study the manuals in advance to be ready for the test whether you are taking it at the school in January or at any other exam time and location."

Certified applicators needed to look at actual insects to prepare for the examination, the newsletter advised. Dr. Mike Waldvogel of NC State prepared specimens that pest control operators could make an appointment to see.<sup>210</sup>

A committee appointed to study the problem worked many hours going through each question, threw out many of them and changed others. The association added an extra half day of training to the 1994 school. However, only 43 percent passed the core exam, 29 percent the pest control section, and 48 percent the termite section.

"The alarming thing is 85 percent of these people had a high school education or more. For everyone's information, only five people were from Orkin or Terminix, so the vast majority were from smaller companies. We have not given up by a long shot. The board will be discussing what else to do. This is a serious concern to everyone who wants to train their people and get them certified. The problem seems to lie in what EPA thinks a technician should know and what we as an industry are teaching our people when we hire them."<sup>211</sup>

Attempts to improve the exam scores "didn't help a bit," David Dillingham said. "The percentage of people who pass the tests is still low. It's not an easy thing, which we didn't want it to be."<sup>212</sup>

During the early 1990s, there was a growing public perception that pesticides used in homes and offices were making people sick. "Misguided, ill informed environmental activists have been able to gain a public forum in the media by citing a litany of imagined catastrophes totally out of context with scientific reality in order to further their own self-serving agendas," the newsletter reported.

"Americans are regularly being told that our high state of technology and development is making us sick. It's no wonder that some Americans are convinced that chemicals such as pesticides are ruining their health and shortening their lives.

"The public can and will be brought to its senses. All the customers we serve constitute one big silent majority. They vote for us and support us by subscribing to our services. Until now, we have put up a creditable defense.

"Simply by the fact that our opponents were given the title "Environmentalists," the implication would be that we were anti-environment. . . . WE are the environmentalists. We play a vital role in protecting the health, the property and the comfort of the public. Our industry has supported research on efficacy and safe alternatives. We have promoted Integrated Pest Management; we have initiated more educational programs and advocated certification of pesticide applicators, and we have proposed intelligent regulations regarding the use of pesticides that truly stress the safest possible product."

The newsletter urged members to attend meetings and public hearings, volunteer to help in politicians' campaigns, and to get involved locally, to participate in radio talk shows, put articles in the newspaper and volunteer to do programs for clubs to tell the pest control operators' side of the story.

---

209 Blackwell, Taylor, Lynn interviews. Jordan, group interview. The Tar Heel PCO, February/March 1992.

210 The Tar Heel PCO, November/December 1993.

211 The Tar Heel PCO, March/April 1994.

212 Dillingham interview.



Here and on the opposite page, scenes from winter schools in the 1990s.



At the same time, the perception of pest control operators was changing as affluent people engaged their services to protect their property. The newsletter quoted Norman Cooper as saying at the NPCA Convention in Anaheim, CA on Oct. 24, 1991:

“Pest control operators are no longer thought of as the uneducated person with an old dirty vehicle and the awful smelling chemicals.... In the past to have a pest control vehicle in your driveway was a disgrace, but today it is now thought of as good housekeeping.

“The pest control operators that make it through the 90’s will be the ones that can change with the times and can think of the pest control industry as the environmentalist, the one that changes to the integrated pest management program, the one that educates the employees of the pest control industry and the general public.... The pest control industry only uses 2 percent of the pesticides, but receives 90 percent of the legislative and regulatory enforcement and will continue to be put down until we educate our local representatives. These people will listen if we will take the time to tell our side of the story.”<sup>213</sup>

---

213 The Tar Heel PCO, January 1992.

### **In Memorium**

In the 1990s, several founding and early members of the association died. Their passing represented a generational transition, as many of the new leaders were their children or younger former employees. Most younger members had formal educational training beyond high school, and many were graduates of the two-year pest control program at NC State whose education had been funded by the founders.

Among those who passed away between 1991-2000 were:

David Dodd

Walter Wilson

David Goforth

Dr. Clyde Smith

Ike O'Hanlon

George Jones

William McClellan

R.L. Tesh

Les May

Charles A. Myers

In the September/October 1995 newsletter, President David Dillingham wrote:

"I think about all the men who founded this association and the tremendous efforts they put forth so we could have a foundation of professionalism that would withstand whatever outside forces may deliver us. Many of these members have since departed this world and we should stop once in a while to remember them and the contributions they made to our association.

"In addition to those that have passed away, there are still some life and honorary members that could use a call once in a while to let them know what is happening with the association they devoted so much time to develop.

"As you look at the membership of this association, you find a large number of second and third-generation company owners, or members that have begun their businesses under the umbrella of an association that is not afraid to stand up for what is right for its members. I hope our children can look back with pride at what we leave them as a legacy to the professional pest control operator."

Subsequent newsletters noted 15 major disease-causing organisms were controlled by the pest control industry and cited the severe damage that rats caused to food supplies. Agricultural, food and travel industries, which contributed over 40 percent to the country's GNP, were dependent on pest management. Without it, more than 50 percent of food crops would be destroyed by pests.

Environmental extremism began to let up in the 1990s. State legislative activity involving pesticides quieted down, although the association continued to retain Glenn Jernigan to make sure it was represented at the state legislature. State Rep. Bea Holt, who had spearheaded anti-pesticide legislation, was not re-elected in November 1994.

Chemical sensitivity became a customer issue, however, as a result of highly publicized cases such as a 1993 one in Atlanta, Ga., in which a woman sued a pest control company for damaging her immune system and asked the court to allow her to appear in court under a plastic tent because of her hypersensitivity to chemicals.

The newsletter responded with advice for pest control operators: "Don't say a pesticide is safe. All pesticides by their nature are toxic, but when used according to label, no one should be injured." If someone had symptoms of a reaction to a pesticide described as safe, that person would believe the pest control operator lied or lacked knowledge. "Don't say it is a chemical, pesticide and poison. Say it is a product, material, or application."

Pest control operators should ask customers questions to clarify any problem they had, visit the site immediately if the customer complained about spillage or damage, and recommend customers talk with their physicians about any

questions pertaining to human exposure. Pest control operators should offer to provide labels and product information sheets for diluted material, refer to the label when answering inquiries and follow up with customers. For customers with asthma, make an integrated pest management plan and tell them to stay away during the application, the newsletter advised.<sup>214</sup>

“You would have certain people that would claim that their house was treated and they couldn’t go back in their house. They claimed it caused nausea and that they would break out and have headaches. We encouraged each individual company to work in their area to educate their customers. Most of the claims proved to be unfounded,” Fred Jordan said.<sup>215</sup>

The format of The Tar Heel Pest changed and it was renamed The Tar Heel PCO starting with the May/June 1993 issue.

By 1993, the association was providing two \$1,500 scholarships to the NC State entomology department, one for a two-year student and one for a graduate student.

The results of a survey of members that year indicated that their major business concerns were the cost of workers’ compensation, legislation and regulation, pretreat pricing, the accuracy of the Department of Agriculture’s soil sampling program, the availability and cost of liability insurance, the environmental movement, the possibility that regulation of the industry might be moved from the Department of Agriculture to the Department of Natural and Economic Resources, public perception of pesticides, and Department of Transportation regulation of pesticides. The majority wanted lobbying the state legislature on pest control industry issues to be the association’s highest priority, along with lobbying to keep the Structural Pest Control Division as part of the Department of Agriculture and representing the association at Structural Pest Control Committee meetings. Other issues of importance to many members were implementing an ongoing training program to assist applicators in passing the certification test, conducting a public relations campaign, and educating members in the most environmentally responsible pest control methods and materials. Most members were satisfied with the state’s regulation of their work. The overwhelming majority thought that in ten years, the association would be even more important. The vast majority felt that the industry would be worse off without the association, with none thinking it would be better off. The majority felt that the association should be more strident and if necessary more combative to make sure the industry was fairly treated and not unnecessarily overregulated.<sup>216</sup>

New HAZMAT requirements regarding hazardous materials went into effect Oct. 1, 1993. HAZMAT, or hazardous materials, was a regulatory term used by the U.S. Department of Transportation. An emergency group within the department was organized to respond to hazardous material spills, fires, and other disasters. It began regulating chemical spills from trucks, requiring pest control operators to carry on their trucks spill kits or a sufficient amount of product to soak up whatever was spilled, Don Hamby said. HAZMAT required training for employees who handled, transported, sold, tested, packaged or performed activities with a hazardous material.<sup>217</sup>

By 1994, contributions from pest control companies in North Carolina and other places topped \$230,000 toward the creation of an Indoor Urban Entomology Fellowship at NC State University. Gifts ranged from \$25 upwards from both companies and individuals. The association donated \$25,000 to the fund.<sup>218</sup>

The January 1994 winter school program had classes on computerizing, screening prospective employees, employee drug testing, and the Clean Air Act. Program speakers included NC State entomology, extension, toxicology and horticulture personnel, suppliers’ trainers, Purdue and Clemson speakers, entomologists from Virginia and Georgia, state certification specialist Sue Harmon, a loss control manager from CPS Insurance and a speaker from Whitmire Research Labs. Minutes and notes from the education committee indicate that the organizers had to provide presentation materials and equipment for speakers. A PCT School AV and Set Details list included a large screen, slide projector and carousel tray, overhead with acetate sheets and marking pen, raised stage, table, lectern, fixed and neck mikes, blackboard, easel, and laser pointer. Some rooms required VCR players and monitors, and one needed a room and tables for an insect display. Tables for the suppliers’ breakfast were listed.<sup>219</sup>

---

214 The Tar Heel PCO, January/February 1993.

215 Jordan, group interview.

216 Survey results in possession of the NCPA.

217 Hamby interview.

218 The Tar Heel PCO, September/October 1994.

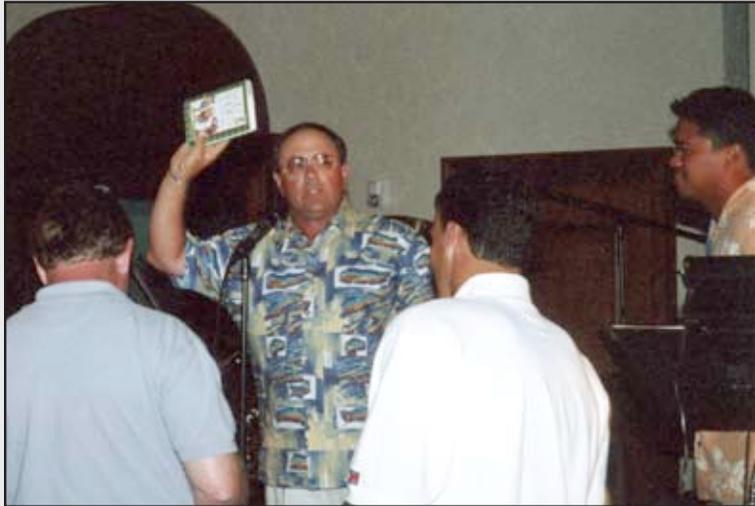
219 Notes and minutes in possession of Steve Taylor.

### Summer Meetings

Harden Blackwell, the 1994 association president, commented in the September/October 1994 newsletter that he had gone to the summer meeting that year wondering how he could take time from his business, but “we went away from the meeting with a much firmer foundation with which to build our business in the future. In addition, there was plenty of time for good wholesome fellowship activities. In fact, our association won the annual volleyball tournament. We knew we could do it, but we had to show South Carolina, since they didn’t believe us.”

David Dillingham, who co-chaired one summer meeting at Atlantic Beach, said the meetings were designed as a three-day mini-vacation that could be written off on people’s taxes and they could take their family on.

“It was our summer vacation for many years. Not totally, but my daughter and son went to all of them. It was designed mostly for owners/managers and for their families.”



Volleyball at the 1993 summer meeting.



A half-inch-thick book called *Presentations and Outlines for the Forty-Fourth Annual North Carolina Pest Control Technicians School* was printed. It contained handouts and articles by presenters on topics ranging from diagrams of insects to tips on screening employees for drugs. The school program noted that the major complaint about the previous year's school was smoking. "This year we are going to ask that you do not smoke in the meeting rooms or the exhibitors area."

Once again, the school had more than 700 participants, turned a profit, and received an overwhelming nod of approval from people who responded to evaluations.

Charles Wright retired on July 1, 1995, after a June 2 retirement luncheon attended by association members. "My family and I were overwhelmed with the show of support given by members of the pest Control industry and other persons. There were a large number of persons involved in the industry and associated suppliers present. Talks by two of your members at the luncheon were very nice and the check presented by the North Carolina Pest Control Association was totally unexpected..." he wrote in a thank you letter to the association. "The North Carolina Pest Control Association and industry members have supported my efforts by providing funds and structures for research projects related to cockroach biology and control and the fate of pesticides in structures."<sup>220</sup>

In an effort to solve the problem of lack of member participation, the association approved a change in the bylaws so that the president could appoint two pest control operators to the board as non-voting members at his discretion.

In 1996, the federal Food Quality Protection Act was passed, containing far-reaching revisions of the standards pesticides must meet to be registered by the EPA. The EPA started a new system under which it monitored the total amount of each pesticide that was used in order to prevent overuse of pesticides. Previously when setting tolerances for the amount of pesticide residue legally allowed on a particular food, the EPA had examined the dietary exposure to each pesticide individually, one crop use at a time, and added a safety factor to ensure the tolerance was safe. Under the act, the EPA had to consider aggregate exposure for each pesticide, meaning all non-dietary and all dietary exposures must be considered together. Non-dietary exposures included exposures through lawn, garden, and pest control uses. The EPA also could add an additional safety factor to protect children.

"You had the risk cup theory, so all your uses for a product had to fill up to the top," said Jim Lynn. If a pesticide had five uses and the EPA judged that that represented an unsafe overuse of a product, it would be withdrawn from at least some markets.

This was a problem for the pest control industry, because "all of our products are a spinoff of anything that worked in agriculture, so if something worked great on earwig worms, they'd look at it for termites. We were like the red-headed stepchild — we got everything last," Jim said. As a result, pesticide companies began to phase a product out of use for structural pest control so that they could keep it on the larger agricultural market.

The passage of the Food Quality Protection Act was "when we began to see dramatic losses of pesticide material," Chuck Hazelwood remembered. "If you're a chemical manufacturer and you sell 10,000 gallons to the pest control industry and you sell 10 million gallons to the wheat farmers, and you've got to lose one of those uses, which one are you going to lose?"

"The act got passed before we could do anything about it. We didn't even know it was there. It came in on the last day of a session of Congress in Washington. Jesse Helms voted for it. It passed 98-2 in the Senate.

"We wanted the EPA to set a policy that they just used scientific methods to evaluate the risk, and not witchcraft stuff. It depends on the administration as to how well they've responded," he said.<sup>221</sup>

"That's the reason we lost Dursban, because there was too much exposure from all the uses of the product," Jim said. Dursban, which had been used for more than 20 years, was phased out of home and garden use starting in 2000. Dow Chemical was the first company to come out with a baiting system. Dow knew that because of the problems with Dursban, they would end up losing it as their viable material at some point, so they also introduced the baiting matrixes.

"An issue that is likely to arise in the future is the issue of the efficacy of conventional termiticides," the newsletter said. "EPA has never required much in the way of efficacy data; the emphasis has always been related to the non-target toxicological effect and environmental damage."

---

220 The Tar Heel PCO, May/June 1995.

221 Hazelwood interview.

The EPA's stance on efficacy was that the marketplace would regulate which product would be used by how well it worked. The PCO and consumer were left holding the bag. "Not considering spills or other catastrophes, what greater insult can there be to the environment than using a product that does not work? Anything is toxic and having to use multiple applications is poor environmental stewardship," the newsletter complained.<sup>222</sup>

An EPA termiticide improvement program did mandate some changes. Products were required to be labeled at rates that generally provided at least five years of protection, and pest control operators were required to use the labeled rates and volumes for all pretreats. This reduced the risk for homeowners and pest control operators.

Interim state rules for the use of termite baits went into effect on Jan. 10, 1997.<sup>223</sup>

In 1995, Termidor came out, and Jim Lynn, who had participated in studies with the entomology professors at NC State since he had graduated from the two-year pest control course there in 1972, was asked to help with the EPA studies on it. "We ended up working with a five-year study of Termidor, and with that, it turned out to be one of the best chemicals on the marketplace. We were able to start looking at a liquid termiticide that actually provided colony control. After the year 2000 when we finally completed the product, it was a great product, very environmentally friendly used at low concentrations. It had no odor."

Jim also participated in a five-year study comparing Termidor with another termiticide, Premise. "It turned out to be just as good a product as Termidor. It did provide us with a new material. We're just providing the pest control operators more tools to do a better job."

Between 2000 and 2005, "a lot of the stuff we did rewrote the history of termites because whereas we thought that there was just one colony that was totally separate from the rest of the colonies, we found out that no, they were actually all linked together in some form, cousins, aunts, and uncles. In the '70s when I came through North Carolina State University, the train of thought was that I could go to the front yard and I could get four or five termites, workers, and I could put them in a little petri dish, then I'd go to the back of the house and get four or five workers and put them in there with them, and they'd fight like cats and dogs because they were very territorial. As we found out, they were so closely related they wouldn't fight. As I tell my customers, if you want them to fight, you've got to throw a pig pickin' and get a keg of beer and get them drunk and then they'll fight like red necks do."

With products such as Termidor, which control colonies, "it's not as necessary to drill now."

The studies are based on the concept that "we find out what the biology is and from there, we're able to go to a customer and control the insect population because we know what the biology is."

While the studies were not specifically related to the association, "I've grown up with the association to the point where it was my second family. My first forethought was trying to get the material back to the industry, yes, but to the association."

At the winter school, "I've had dozens of pest control operators come up to me and say, 'What's the new stuff on the market today? What can we look forward to?' A lot of these small one-man businesses just don't get the information, and of course, they are skeptical about using these newer products."

When it was a choice between Dursban and baits, most pest control operators preferred the baits, but Termidor and Premise gave them a good liquid option which many of them went to. "That's been a major shift."<sup>224</sup>

Another shift was the type of insects that were the focus. "Ants are now number one, but when I first got involved roaches were the big thing. There's been sort of a shift in the industry over the last 20 years," Mark Harrison said.<sup>225</sup>

The most significant thing that happened during David Dillingham's tenure as president, he said, was joint membership in the state and national associations.

"Jack Roberts headed up that committee for us and did all the legwork, and the association decided to go ahead and do it. It was a great idea, and it's been good for us. We still remain in control of our local state association. We were able to reduce our dues because we were doing it as a combination (of state and national dues). I think my company's dues at the time were approximately \$1,000, and they went down to about \$700. It made a lot of sense. One payment takes care of it all."<sup>226</sup>

---

222 The Tar Heel PCO, November/December 1996

223 The Tar Heel PCO, January/February 1997.

224 Lynn interview.

225 Harrison interview.

226 Dillingham interview.

“In 1996, on a Monday at the board meeting, the board of directors voted not to have joint membership with the National Pest Control Association,” said Sam Newman. “Then the next day, Jack Roberts was the lead person in convincing the association at our meeting to vote to join the National Pest Control Association. The majority of the members present voted to join and overruled the board of directors that day. He’s the person in history responsible for that.”<sup>227</sup>

“Some of the main points that I brought forth was that it was a great savings to them as far as their membership dues if they were to belong to both the national and the state pest control association,” Jack said. “If we used a combination of the North Carolina and the National, it was quite a bit of savings, plus the fact that if you were members of both, you had an opportunity to attend all the national pest control seminars that they had throughout the country and also the national conventions. You were a full member and didn’t have to register as an outsider.”<sup>228</sup>

The state association subsidized the plan for a two-year trial program at a rate of \$50 per member per year, which cost the association about \$13,000. The joint membership meant that members could take advantage of membership discounts on educational and training opportunities.<sup>229</sup> Until the joint membership program, the national association represented a mere 2,000 of the estimated 14,000 pest control companies in the United States. That figure more than doubled as a result of joint membership.



John Bowers of Forshaw, left, presents a past president’s lamp to David Dillingham, who served as president in 1995.



Left to right, Coby Schal, Dan Stout, Jim Harper, the head of the NC State entomology department, Charles Wright, Godfrey Nalyanya, and Robert Kopanic at a winter school luncheon in about 1995.

227 Newman interview.

228 Roberts interview.

229 The Tar Heel PCO, January/February 1996.

Despite taking over the winter school, the association continued to have NC State handle the school's registration until 1996, when the association handled the registration in-house. There were 675 people at the school and the Tar Heel PCO reported that "no one waited more than 5 minutes to receive their registration materials."

Almost all of the evaluations received at the school were complimentary.

A new public relations kit, called *Pest Asides*, was distributed to members. It contained a uniform patch, ad layouts, a customer brochure entitled *For your information*, a brochure to promote membership entitled *Be Counted with the Professionals*, a coloring book entitled *Wanted! Dead* for trade shows, and two coloring books to be used in conjunction with slide presentations at grade schools. One, for grades one through three, was entitled *Coloring with Bugsy*. The other, for grades four through six, was called *Pest Jest's Fun Book*. The slide presentation, *The Good, the Bad & the Ugly*, was available by reservation from the association office. Also included in the kit was a resource sheet showing the costs of all of the items and listing suggested "give away" items and prices. The first order of 1,000 uniform patches sold quickly and another 5,000 were ordered. The school presentation also was used and got positive feedback throughout the state.<sup>230</sup>

The board also approved a two-level program in which any member who signed up four new members would become a member of the President's Club and would receive rewards. Membership in a Vice President's Club would go to any member who signed up two new members. Members of this club also would receive rewards.

The association worked with the Home Builders Association during this time to get the state building code changed to require proper installation of rigid foam board to minimize attack by subterranean termites. The new code went into effect on January 1, 1996, and recommended a two-inch inspection strip above grade and a four-inch, foam board free treatment zone six inches below ground.<sup>231</sup>

Doris Sevener resigned as executive secretary on April 30, 1996, and David Dodd (no relation to Dee Dodd) was hired as the association's executive director in 1996.<sup>232</sup> David had run the North Carolina Hospital Association for several years and when he retired, he agreed to work for the North Carolina Pest Control Association.

"It was the best move we had made up to that point. He was outstanding. He ran it by the book," Fred Jordan said.

"The paperwork got out to you. The minutes got typed. He went straight to his office and typed them," Sam Newman remembered.<sup>233</sup>

"The first thing he did was sit down with the board and say, 'You should be doing this, this and this. This is a liability back to you.' He knew more of the ins and outs. He was fantastic for us. He did a lot of work in totally restructuring the association," said Jim. "He said, 'If a guy ends up quitting and you put in a new regional vice president in that area, do you have a guideline that he can go by?' No, we never thought of having that. We'd just kind of drag them in and train them on our own. He sat down and we had to make books that would allow them to have some literature to show them exactly what they were expected to do. We also had specs for the secretary-treasurer and through the whole line like that. He helped really organize our organization a lot better than anybody else had done."<sup>234</sup>

Throughout the 1990s, the association held state legislative days during which members would visit state legislators or hold a reception for them. In 1996, 14 members traveled to Raleigh to visit with legislators, only to be informed that the night before their arrival, the General Assembly had unexpectedly adjourned for the weekend. The delegation nonetheless visited the offices of each senator and representative, leaving an informational package that described the association's educational and civic activities. President Benny Ray and Secretary/Treasurer Chuck Hazelwood accepted a monetary donation from FMC Corporation to defray the day's expenses.<sup>235</sup>

The process of rewriting the state rules and regulations was ongoing during the 1990s, Mark Harrison said. The association worked with the Structural Pest Control Division, pesticide manufacturers, and others to formulate realistic rules and regulations for baits and to update other rules to reflect changes in the industry.

---

230 The Tar Heel PCO, January/February 1996.

231 The Tar Heel PCO, March/April 1996.

232 The Tar Heel PCO, May/June 1996.

233 Jordan, Newman, group interview.

234 Lynn interview.

235 The Tar Heel PCO, May/June 1996.

The process proved to be frustrating, said David Dillingham, who was president in 1995 when “the association made a motion to cease negotiating with the Structural Pest Control Committee. The state was trying to change some of the rules and regulations and our association had been working on it, and we went back and forth and back and forth. We said, we’re getting nowhere. We decided that we had argued with them enough and we weren’t making any headway, and let’s just call it off. We’re not going to talk to them anymore. That went on for several months and then we got back with them.”<sup>236</sup>

“During this time, many of the termite rules changed based on label changes on termiticides. For example, we were using Dursban at the time. Based on research, we used to have to drill every void in every block and drill every other brick all the way around the house. They’d done research to show that the Dursban basically disappeared. It just would not hold up inside concrete, so it was just kind of stupid to be drilling all those holes. That was a major rule change that was done in the 90s. It sounds real simple, but that was a very, very complicated process getting with the Structural Pest Control Division. There was compromise on both sides. You’d finally reach agreement. We had constant issues. It seemed like the rules and regulations committee was constantly meeting,” Mark Harrison said.<sup>237</sup>

The board of directors also reviewed the registered technician’s program presented by the North Carolina Structural Pest Control Division and determined it did not fully meet the needs and requirements of the industry. The board decided to develop an alternative program. “The year I was president, we decided we wanted our people to have more continuing education than the state wanted us to do,” said David Dillingham.<sup>238</sup>

Ray Howell retired as director of the Structural Pest Control Division on July 30, 1996. Howell, who began as an state inspector in 1961, was honored at a lunch the same day. Carl Falco replaced him. Carl, who had been assistant division director, had worked for the Structural Pest Control Division since 1976, negotiating with the association on many rules and regulations changes, and was a known quantity to the association.<sup>239</sup> Members’ reviews of the experience of working with Carl are mixed.

“At that time, we had an opportunity to stop Carl Falco [from becoming director], but we didn’t know what the alternative was, and we knew what he was. We could keep him under control maybe and work with him, so that’s why we let him become director,” Sam Newman said. “The best way to describe Carl Falco was that he was like a highway patrolman sitting at a stop sign waiting to nail you for doing something. He ran that division just like he owned it, and he thought all of us was crooks and he was going to nail us to the board. That’s Carl!”<sup>240</sup>

Marcy Hege recalled that long before Carl became director, “he was always bringing up topics that people would say, ‘Why do we want to talk about that? It’s just fine the way it is.’ He was the one that brought what the inspectors had found up to the board, which automatically put him in a very adversarial role, because he would be charging various pest control operators.”<sup>241</sup>

Working with Carl, Fred Jordan commented, was frustrating at times “because you would agree on one thing in a committee and when it got on paper, it was a little different.”<sup>242</sup>

Harden Blackwell said: “Carl is a good guy. We all got along well. He was very progressive and he was trying to make this program the best in the country. He had a lot of ideas, not all of which we agreed with, so there was a lot of ‘that’s a good idea, but here’s the real world. Here’s the practical side of your idea.’ He would look at it from a regulatory standpoint — this needs to be done. We would say, ‘Yes, we agree with you, but have you thought about XYZ?’ He constantly kept trying to update the rules and regulations, and we constantly were having to dissect them and explain how it affected the consumer as well as us. So that has gone on until he retired in 2006.”<sup>243</sup>

“Probably the biggest challenge we had in the area of rules and regulations was Carl Falco,” Chuck Hazelwood said. “The biggest problem with Carl was he was very smart. He was the only person that when I’d sit down and

---

236 Dillingham interview.

237 Harrison interview.

238 Dillingham interview.

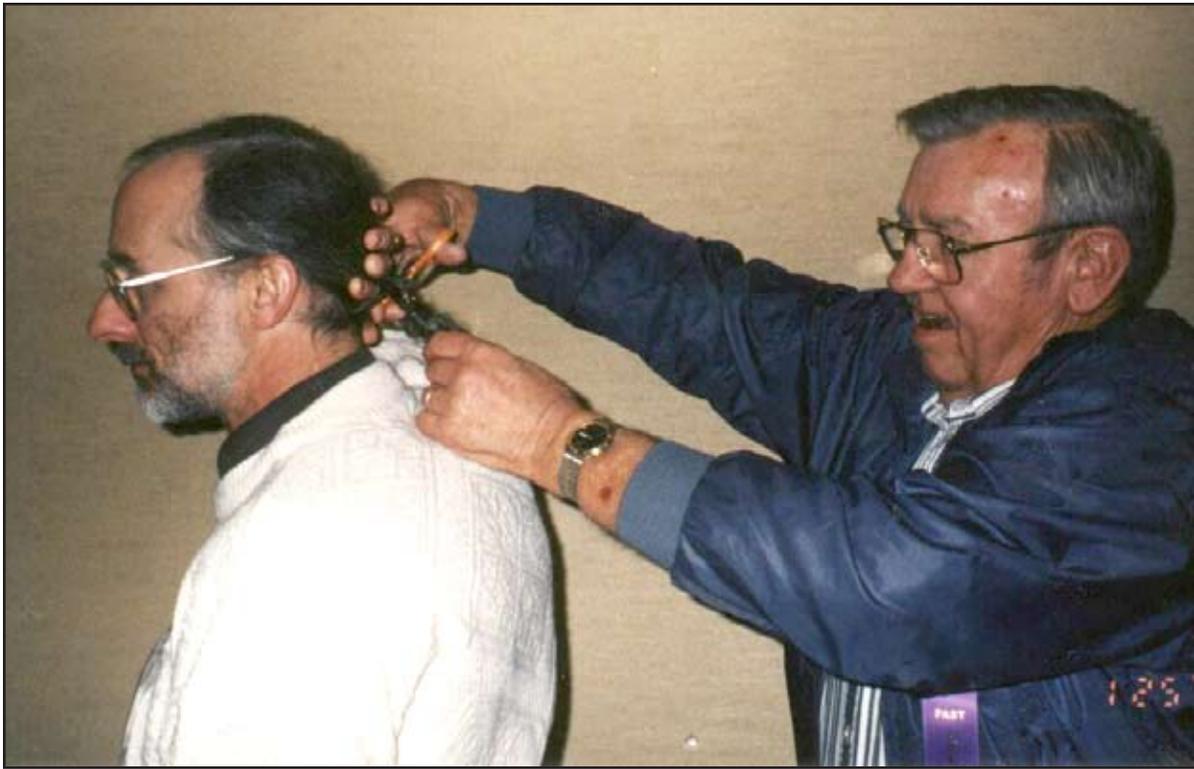
239 The Tar Heel PCO, July/August 1996.

240 Newman interview.

241 Hege interview.

242 Jordan interview.

243 Blackwell interview.



At the 1996 winter school, Carl Falco's ponytail was sheared by pest control operator Les May and auctioned for \$800. Carl grew the ponytail at his daughters' request, and then his family decided he should get a haircut. His wife said he should get \$500 for it. Members of the association concurred and paid \$800, which was donated to the Special Olympics, for the haircut. The January/February Tar Heel PCO noted that Les got the thrill of cutting it and was delighted to display the trophy.



argue with him for a long period of time I'd get nervous, because I'd start thinking he was smarter than me. Once you start thinking that, you know he's going to [win]. Carl took his job very seriously and really did a wonderful job. Their whole point with the rules and regs was to try to catch bad operators. Our position was that we don't need another rule. That's creating more work for me, and I'm already doing it right, so let's figure out a way to help you enforce your rules. There have been some really interesting battles and some interesting compromises over the ten years I've worked on rules and regs. The state's approach is consumer protection, and we're not against that at all. The pest control operators want the consumers protected, but we just don't want to make it harder for us to do business to the point that we can't.

"If I come in your house with a fly swatter and I charge you for it, the state's going to regulate it and they're going to figure out some way that I didn't do it right," Chuck said. "Our argumentative position against the state was that

the more rules that they make, the more ways that they can find that we slipped up, so our position was let's don't make it about that. What we are seeing from the regulatory agency now is higher fines and higher penalties for people that really goof up, people that really do wrong things."<sup>244</sup>

Working with Carl on changes tended to happen in occasional spurts, Harden Blackwell said. "We may go a year with nothing, and then we may go six months where we would have to meet once a month. It depended on what he was trying to do. Once we agreed on something, it was about a two-year process to go through the committee, and it has to be approved now over at the General Assembly, so it was a constant kind of start stop, start stop.

"The last thing you wanted to do was get the law reopened because every time you reopened the law, every legislator would start screwing around with it and they have no clue what they're talking about. They don't get input from anybody else. They've got some constituent out there who's got a great idea, and as soon as you open the law, they can start making changes to it. So the object was to try to deal with the rules and regs, which didn't have to be approved by the Assembly. But there were many times when we did have to modify the law.

"We would meet in [Carl's] office, or sometimes in our offices. If we had six or eight people coming, we'd try to meet in the center of the state. We used to have an office in Asheboro, which is the dead center of the state. So Dee [Dodd] would come from Charlotte, Carl would come from Raleigh, I'd come from Greensboro. The meetings would go for two or three or four hours. Carl would bring us 50 pages of the rules with 'modified here,' 'strike there,' and say, 'Here are my recommendations.' We'd go through them and read them and try to understand what he meant. Then we'd talk with the association, and half of the people would support something, half of them wouldn't, so we had to deal with our members. We had to get input from our members to say we agree to this, we don't agree to that. The hardest thing was the wording. The words 'should' and 'shall' can drive you crazy. To attorneys they mean one thing and to you and I they mean different, so we were constantly fighting wording. We would come back to the attorney general's office and they would say, 'No, you can't do that,' and we were back to the drawing board. Carl was cooperative but he was still very liberal in his thinking and some items he would give on and some items he wouldn't. Sometimes we would have to go before the committee and say, 'Carl proposes this. We don't agree with it.'

"It was kind of like a lawyer that if he got out for less than he thought he'd lose, he'd say he won. By no stretch of the imagination did we always get what we wanted. By no stretch of the imagination did they always get what they wanted. In many of the things, we all agreed on. We understood his thought process and we could work it out and make the change. All of it was confrontation. Some of it was, 'we understand, that's a good idea.' Some of it was no, some of it was hell, no. We'd look at maybe five issues at a time, and we'd give and take on three or four and they'd give and take on three or four."<sup>245</sup>

Many changes were required to modernize the law. For example, the law required signatures on all contracts. There were no provisions for faxes, e-mails, and cell phones which came into use in the 1990s and 2000s, said Mark Harrison. "One major issue that we compromised was having to require the contractor to sign every pre-treat, which was just ludicrous, so at some point in the '90s, the state agreed that you could get a master agreement signed by the contractor and that would serve as that one signature for every contract that you did.

"Another major issue that was resolved was the waiver form. The waiver form was changed so you had to disclose to the customer whether the treatment was or was not under a warranty. Some rules were changed on pre-treat warranties. It requires the pest control company that is giving the pretreat to offer to the customer at least five years of coverage. I can't just go out and pretreat your house and you call me the next year and say, 'I want to continue the coverage,' and I say sorry, I'm not going to do that. It has to be offered for at least five years. That was a major change. That is a regulation.

"There was a group that wanted to say you had to offer a repair warranty for five years instead of a retreatment warranty. There was a certain group, myself was one of them, that felt like the more pressure we could put on the warranty, the better quality of pre-treats would be performed, which would in turn make it a more competitive marketplace for those of us that were concerned about doing a good pre-treat. It would eliminate some of the really crazy and cheap pricing that we were having. We couldn't get the repair, but we got the pre-treatment. It was a compromise. There were some heavy hitters (within the association) that did not want a repair warranty."<sup>246</sup>

---

244 Hazelwood interview.

245 Blackwell interview.

246 Harrison interview.

### **Serving On The Structural Pest Control Committee**

Many members of the association, including several past presidents, have served on the Structural Pest Control Committee. Jim Lynn, who was appointed to the committee in 1993 and served until 1998, and his father Gene who served in the 1980s were both appointed by Gov. James Hunt.

"To be down there, you get a better understanding," Jim said. "Everybody that comes into the pest control field needs to go to a Structural Pest Control Committee meeting and just see how it works. Then you get a feel for the fact that we do have strong rules, regulations and laws."

Harden Blackwell served on the Structural Pest Control Committee for four years during the 1990s.

"It was frustrating, because the people serving on the committee from the industry know quickly who's right and wrong. We were the strongest critics of the people who were right in front of us, but dealing with the lawyers in the state you can't do that because of this or that. We had a guy come up in front of us who was right but technically the law said he was wrong. You had to convict him. You had a guy who was a crook and a thief and who could beat the system, and you had to find him innocent because he wasn't violating anything. That was the most frustrating thing — dealing with the situation that the legalities of what is right and wrong are not in reality what is right or wrong."

One example, he said, was when a pest control operator's wife, who was also his office manager, died. Every year, pest control operators had to renew their licenses, and the renewal fee had to be in Raleigh by June 30. The operator realized two weeks after his wife died that his renewal hadn't been sent. He filled it out and sent it in. The committee wanted to fine him.

"Carl [Falco]'s position was, we don't have any flexibility, and technically, he's right, but yet you send those license applications in by June 30 and because the state doesn't have any help, it may be September before you get them back. Who cares? I had to vote to find the guy guilty because the attorney general's office is sitting right there saying, 'This is the law. You don't have any flexibility.' It's ridiculous. "

Jim said some problems involved insufficient training. One man came before the committee because he was telling customers that every house that had pill bugs was going to end up with soldier termites. "It was fraudulent selling, but he told the board straight as could be that his father taught him that. He never questioned it. You would think that if you went through a two-day training course and termites were in one part of it, and pill bugs in another part, maybe there was something your daddy told you that wasn't right."

The committee dealt mostly with cases where a pest control operator had been fined for something because he didn't do it right, and then the committee offered him a settlement put together by the Structural Pest Control Division with the help of the attorney general's office. The committee approved the settlements, Mark Harrison said.

"They say, okay, this guy had to agree to pay a thousand dollars and have 20 hours of training. Some people will appear before the committee in a formal hearing. Most of the people that are going to court are people who are doing pest control without a license. That's a misdemeanor."

The committee also approved labels and pesticides for use in the state. The director of the Structural Pest Control Division made recommendations and the committee voted for or against them.

"If there's something going on that I am concerned about, then I would definitely want to be there and make my concerns known, he said. "But that's the nice thing about the board and having people like Billy [Tesh] on it who are active members of the association. If we've got concerns about an issue, he's usually at the board meeting beforehand. We'll have a time for him so we can let him know what we have a problem with so he already knows the issues."

“Our relationship with Carl from the association standpoint was very good. He could be tough but fair, and we could be ornery but fair. There probably were some individuals that had problems with him over the years, but not the association. He understood we were trying to do the best we could for us, and he was trying to do the best he could for the consumer,” Harden said.<sup>247</sup>

At one point, there was an argument between the association and Carl over some changes in drilling procedures that Carl wanted to make, Dee Dodd said. “We as an association voted against them and went back to the committee, and were not in agreement with the division. Basically, the committee voted that day and said, ya’ll go back and reach an agreement because we’re not going to vote on it unless the association and the division are in agreement.”

“We’ve never had trouble with the Structural Pest Control Committee. The committee heard our problems with the division and then not long after that, it was understood between the committee, Carl and us that any changes in the business had to be negotiated and agreed upon before it came back to the committee. That’s the way it is today. It was not then, but Carl had to eat crow,” said Sam Newman, adding that some of the biggest fights were over whether Carl reported to the committee or the Department of Agriculture. “We got it changed to where he reported to the Structural Pest Control Committee. The committee knows that we are a professional group. We want the consumer protected and we want to be regulated and we want the rules and regulations, but we want to be part of it. We don’t want that highway patrolman shoving it down our throat for something unnecessary.”

“The committee backed us up a lot,” Fred Jordan said. “They were really on the operators’ side rather than the division’s side.”

By the time the association and the Structural Pest Control Division agreed on changes to the rules and regulations, very few changes were made by the Structural Pest Control Committee. They would make a determination mainly when the association and division couldn’t agree, Sam said.<sup>248</sup>

North Carolina is much more highly regulated than 90 percent of the states, Harden said, probably because the original 1955 law was written strongly.

When Billy Tesh, who had served on the Structural Pest Control Committee for eight years by 2008, first sat on the committee, if a pest control operator made an honest bookkeeping error and didn’t get his renewal check to the Department of Agriculture in time, he would be charged \$300. If he was fraudulent and sent in erroneous information, he would receive the same \$300 fine.

“There was no common sense to the way it was handled, and if there’s anything I can attribute to Carl Falco, it’s helping that become pretty much common sense. North Carolina has probably as good a regulatory enforcement agency as there is certainly in this part of the country. I’ve met some of these other state regulators and they aren’t all that sharp,” Billy said.

Part of the problems with the rules and regulations is that they change very slowly, “but our industry has changed very fast. In the past 20 years, the industry has gone through a dozen major metamorphoses because it was 20 years ago when chlordane was taken off the market. We’ve had dozens of different products since then and dozens of different ways of doing it.”<sup>249</sup>

Before chlordane was banned, there was one way to treat a house for termites and the rules and regulations were set up for that. When the products started changing, they worked differently and the rules and regulations did not adapt. “The products are changing so rapidly, the rules can’t keep up. A lot of the rules and regs changes that we’ve done in the last five or six years are just updating to meet the needs of the industry because we have products now that we never dreamed of that work totally different,” Chuck Hazelwood said.

In the 1990s, there wasn’t a lot of research money spent on pest control products because they were relatively inexpensive. Pest control operators used relatively small amounts of chemicals, so suppliers couldn’t sell enough to justify research specifically for the pest control market. Pest control operators generally got leftovers from the agricultural chemical market, Chuck said. Then along came Termidor in 1995. It was much more expensive than other products, but pest control operators were willing to buy it, and “the market looked around and said, wait a minute, these pest control guys will spend some money on a product if it’s good.”

---

247 Blackwell interview.

248 Newman, Dodd, Jordan, group interview.

249 Tesh interview.

Suppliers began doing much more research on finding products that pest control operators could use, “and we’re finding products that work differently than we ever thought they did. All of our chemical products used to work pretty much the same way. One of them smelled different. Now, in our market, they can’t smell at all. We used to be Mr. Stinky when we’d show up at a place.

“Twenty years ago, for example, termite treatments were barrier treatments. You put the material in the ground, and it creates a barrier that’s impenetrable. So it’s got to be solid, it’s got to be uniform, and the insects can’t get through it. In the last several years, all the termiticides we use are non-repellants. They’re designed to let the insects into the material and then they kill the insects slowly. Some of them are designed so the material is actually taken back to the colony. Then there are a number of baiting systems. In the 1970s, everybody would say that’s bizarre. But the baiting systems have different types of monitoring systems that the termites get into and they take the bait back to the colony and hopefully eliminate the colony.”

The industry’s image has changed dramatically. “When I got in the business in ‘79 and ‘80, we used to have customers who wouldn’t allow a pest control truck to pull up in their driveway because they didn’t want their neighbors to know they had bugs. And today, pest control is almost a status symbol. We’re marketing to different people. We’re marketing to people who want to protect their environment, whereas before, we were marketing to people who wanted to get rid of their bugs.”<sup>250</sup>

By 2008, the association’s board meetings were held on the Monday before the Structural Pest Control Committee meetings so board members could attend the Tuesday committee meeting. In the 1960s, when Sam Newman was working as a regional representative for Terminix, he would sit in on the committee meetings. The association decided it was a good idea to have someone there for every meeting.

That procedure was formally locked in in the late 1990s, Dee Dodd said. “Something came up, and they asked for the association’s opinion and nobody stood up. It’s now the executive board’s responsibility to make sure they’re there.”

“I always come to board meetings even if I’m not on the board because I want to go to the Structural Pest Control Committee meeting,” Chuck Hazelwood said. “The regulatory board always meets the day after we do, and it just irritates the daylights out of me if somebody’s not sitting there watching them.”

Seventeen association members attended a Sept. 26, 1996 committee meeting. “It is important that we demonstrate our interest with a strong presence at their meetings,” the newsletter insisted.<sup>251</sup>

At the meeting, the committee approved a plan to implement changes to the Registered Technicians Training Program which would require legislation. The 1990s economic boom had brought record low employment that made it harder to find and keep good employees. Many companies were forced to hire technicians with little if any experience, then make up through training what the technicians lacked. The Registered Technician Training Program came under fire in the media in 1996 after a series of lawsuits were filed against a Winston-Salem pest control company. A representative from a local environmental group claimed that the only prerequisite training for a pest control company employee was to view a 45-minute videotape. “While this may be technically true from a legal standpoint, I am not aware of any licensee who is dumb enough to send a new employee out to a pest control route without additional in-house training.”

An association training program committee spent many hours attending meetings and reviewing training materials, and a new training program evolved through a series of hard-fought compromises between the association and the Structural Pest Control Division. Probably the key component of the program, The Tar Heel PCO reported, was that new employees could not handle pesticides for five working days without supervision by a licensed, certified applicator or a registered technician with two years’ experience. “Many of you probably have even lengthier time periods before you turn your new employees loose on their own.”<sup>252</sup>

That fall, after meeting in Jacksonville to play golf, the past presidents recommended that the board change the bylaws so that officers were elected in January but did not take office until July 1. The period between January and July was to be used for the incoming president to recruit and appoint committee members and develop a budget for presentation at the summer meeting. At the January 1997 school, the membership accepted this change and Dee Dodd became the first president to be elected in January but not start to serve until June.

---

250 Hazelwood interview.

251 The Tar Heel PCO, September/October 1996.

252 The Tar Heel PCO, November/October 1996.

Nobody had caught on that having the officers' year start in January while the financial year went from July to June was a problem until 1996. Benny Ray was president, and he had \$2,000 in presidential expense money, which he spent. The association also gave some money to NC State for scholarships and the Whitmire endowment. "When I was preparing the final report for that year, I realized that we had spent about \$30,000 more than our budget allowed us to spend," said Chuck Hazelwood, who was secretary-treasurer that year. "Part of that was because we had one year running over into another one and it was a mess. So we decided at that point to change the officer year to coincide with the fiscal year, and Benny Ray actually served for 18 months."

The membership also voted to reduce the number of regional presidents from eleven to seven, because it had become increasingly difficult to find enough members willing to serve as regional vice presidents. Some past presidents were serving as regional vice presidents, and one regional vice president did not reside in the region he represented.

The bylaws also were changed to require members to submit their renewal dues by Nov. 1 or be dropped from the rolls and not permitted to rejoin until the following July 1. As a result, those who did not pay their dues would have to pay higher non-member rates to attend the winter school.<sup>253</sup>

The board of directors held a conference at Midpines Resort, Southern Pines, NC, on March 2-3, 1997. The 23 participants divided into focus groups to examine how to increase membership, revise the rules and regulations, and handle legislative concerns. Carl Falco provided information on rules and regulations that he wanted to see addressed. The association worked with an attorney, John Vann, in 1997 to make sure the bylaws protected the association legally.

In the September/October 1997 Tar Heel PCO, Rudy Hillmann compared the upcoming 1998 PCT school with the first one held on Feb. 20-21, 1951. The first school had 40 minutes allotted to flies, mosquitoes, cockroaches and ants, 30 minutes to fleas, bedbugs, lice,



Officers for 1997-1998 are President Dee Dodd (sitting). Standing (L to R) are Jim Roberts, Secretary/Treasurer; Chuck Hazelwood, Vice-President; and Benny Ray, Immediate Past-President.



Members of the 1997-1998 Board of Directors. Standing (L to R) Scott McNeely, Benny Ray, Chuck Hazelwood, Jim Roberts, Les Preece. Sitting (L to R) John Dunbar, Dee Dodd, David Spillman, Bill Tesh. Not Shown. Mark Harrison, Ken Kendall, Bryan Heath, Fred Canady

ticks, and chiggers, and 40 minutes to termites, powder post beetles and other wood boring pests. Seventy minutes were allotted to rodents. Nine instructors, most from NC State and a few from Raleigh-area state and federal agencies, presented the topics. The \$5 registration fee included dinner.

The 1998 school included integrated pest management procedures in schools and health facilities, as well as instruction on how to handle chemically sensitive situations and people.

In an indication of the passing of generations that was occurring in many companies, the newsletter published guidelines for passing a business on to children or other relatives.<sup>254</sup>

The Federal Trade Commission launched an investigation in late 1997 into alleged deceptive practices in the structural pest control industry and announced it was planning to target local, regional and national pest control companies. The investigation was expected to encompass all phases of termite control work, particularly alleged consumer deception relating to termite control warranties, efficacy claims, sales practices, and other pre- and post-construction matters.

“Attorneys and a public relations firm are being engaged to assist with this effort as the potential damage to our industry could be significant since it is expected that the news media will develop a keen interest in this matter. The North Carolina Pest Control Association will work hand in hand with the National Association to help spread information to our members and be of such other assistance as may be possible,” the Tar Heel PCO said. “This is a serious matter which warrants your immediate attention. In early October the NPCA mailed each member of the NCPCA a five page outline of the problem and action that individual pest control companies could do to prepare for this investigation.

“If you are contacted by the state attorney general’s office or the FTC with any indication that you may be one of the target companies, please notify the National Pest Control Association’s Government Affairs Department immediately.

“No issue in recent years has had the potential to cause more problems for our industry than does the investigation being launched by the Federal Trade Commission. . . . stay alert for anyone from the Federal Trade Commission, the State Attorney General’s Office, or the news media. Before you cooperate with any of these people, call your attorney and the number that is listed for the National Pest Control Association,” President Dee Dodd wrote.

The National Pest Control Association, North Carolina association, and industry-related advisors broadcast via satellite downlink a free seminar on what pest control operators needed to do to be in compliance with federal consumer protection laws. The seminar, originally held in February in Washington, was broadcast on April 15 to a location in Greensboro.

The seminar included guidelines for performing pre- and post-construction termite control services, tips for industry advertising, promotion and sales; consumer information sheets to distribute to commercial and residential customers, and model termite control contract language.

“This meeting will help you understand the types of questions you may be asked by media and regulators and how you can respond appropriately to help make sure your business stays out of the FTC and state attorney general’s scrutiny. At the end of the seminar, you will walk away with a complete reference guide to the above areas.”

Concern over the possibility of the federal investigations lasted into 1999, when Jim Roberts, the 1999 association president, announced in the November/December 1999 newsletter that the Federal Trade Commission’s investigation “turned out to be much ado about nothing. I wonder how much time was lost by a lot of small companies that could not afford the time and how much money was spent by an important industry to respond to a threat by a government agency.”<sup>255</sup>

In the fall of 1997, British Princess Diana, her boyfriend, and driver were killed in a car accident. The newsletter used the tragic incident as an opportunity to urge members to emphasize driving safety.

The newsletter warned that the EPA was focusing more on children and pesticides in schools, homes, and parks. The likely outcome would be more restriction on the labels and the removal of some products from the marketplace. School rules governing pesticide application would become more strict.

Association members, led by Dr. Ralph Killough, finished researching, authoring and editing a new section on contracts and warranties for the *United We Stand* manual of company policies and procedures. Dr. Killough had

---

254 The Tar Heel PCO, September/October 1997.

255 The Tar Heel PCO, November/December 1997, November/December 1999.

developed this handbook for pest control operators for his own company and then shared it with the association. He and other members then added to it sections on issues such as contracts and warranties.

“It was very generous of him,” Bob Brock said. “He’s that type of guy.”<sup>256</sup>

The 1998 winter school included a review of the new sections.

“*United We Stand* has saved my hind end several times by being able to go back and look at the regulations and say this is my company policy,” Fred Jordan said.<sup>257</sup>

In the late 1990s, “the OSHA guy called me and said, ‘I’ve caught your guy down in Wadesboro doing this and this, and I’m coming in tomorrow to check your office,’” Dee Dodd said. “I didn’t know squat about OSHA and that thing you have to put on your bulletin board about accidents. I got an education, but when he came in, he wanted to see my policy manual and I handed him Ralph’s and he said it was the best one he’d ever seen. He was very impressed. It’s very thorough.”<sup>258</sup>

In 1998, Chuck Hazelwood was elected president. Evaluations of the 1998 PCT School, held Jan. 13-15, were mostly complimentary of the school and scored the presentations as good. Some participants expressed unhappiness with alleged inhumane treatment of mice used in one demonstration.

Many of the leaders of the association were on an association-organized cruise shortly after the school was held when they were notified that their executive director, David Dodd, had died of leukemia on Jan. 29, 1998.

“There were 118 of the association members on the cruise,” said Steve Taylor. “We got a phone call that Dave Dodd had died unexpectedly. We went into an immediate crisis meeting. Because I was the winter school chairman and had all that information at that time, we just decided to move the whole association into my office and make me the interim director.”

Steve also was chairing the summer meeting, so he already was handling most of the finances and record keeping. He handled the association’s day-to-day operations with the help of an employee.

“Steve really held the association together for a year, maybe even a little bit longer,” said Chuck Hazelwood.

The association established a memorial scholarship fund in conjunction with David’s death so that when an association member wanted to remember a deceased member, friend or family member, he or she could do so with a donation to an association-sponsored charitable cause. No association funds were committed to it.

Steve’s rescue of the association was part of a long-term commitment. “I have planned my whole past 25 years of my life around the association activities. We have to plan all of our vacations and trips to be at the summer meeting, the winter school, to be at the National Pest Management Association meetings in October. My kids have grown up with other kids at the summer meetings. Because that meeting has fallen on mine and my son’s birthday, I’ve spent my last ten birthdays at the summer meeting. My birthday is July 28, and his is the 30th, and our meeting is always the last weekend in July. The association is just part of our family. We’ve built friendships there.”

Both of Steve’s sons work for him.<sup>259</sup>

President Chuck Hazelwood paid tribute to Steve Taylor’s work as interim director:

“Steve Taylor, as Interim Director, has pulled the Association’s business together without so much as a hiccup in member services. Each issue of the Tarheel PCO was published and mailed. Our Association owes a debt of gratitude to Steve Taylor for going beyond the call of duty in this crisis.... I don’t know what the Association would have done without Steve under these trying circumstances.”<sup>260</sup>

The association got its own web site for the first time in 1998 — [www.ncpca.org](http://www.ncpca.org). The announcement began with a brief explanation of what a web site was — “a computer program that contains information about a subject that is readily available to anyone who has access to the Internet.”

The web site had basic information about the association, including its officers, constitution and bylaws, how to contact it and a list of members with company names, addresses, telephone and fax numbers. “If your company has a web site and/or an e-mail address we would like to include those also.”

---

256 Brock, group interview.

257 Jordan, group interview.

258 The Tar Heel PCO, November/December 1997, Dodd, Jordan, Brock, group interview.

259 Taylor interview.

260 The Tar Heel PCO, July/August 1998.

### Disney World 1999

"Everybody said we couldn't and we did, and we carried 240 people to Disney World. That's the only time we've been on a big trip," Steve Taylor said of the 1999 summer meeting, which was held in Buena Vista, Florida.

Pest control operators and suppliers and their families met at Disney World for the summer convention on July 29-Aug. 1 at the Contemporary Resort. Members enjoyed golf, a health club, tennis, and an aquatic playground with a white-sand beach. They ate breakfast with Mickey Mouse, Minnie Mouse and Goofy, whose appearance was sponsored by Dow AgroSciences, and learned how pest management was done at Disney World. Disney World experts told them the resort had reduced the use of harsh chemicals on foliage by 95 percent. Bait stations were disguised with foliage and tagged with colored ribbons which indicated the rotation for replacing them. Each Disney World technician received 4-5 hours of training per month. The Bayer Corporation also sponsored appearances of Flick from the movie *It's a Bug's Life*, Mickey Mouse and Donald Duck.

"I was surprised at how well attended our summer meeting and training sessions were, given the location," President Jim Roberts wrote in the newsletter. "Lots of PCO families were in attendance at our Saturday night banquet. ... The next generation of PCOs had a great time meeting characters and dancing up a storm. The kids even organized a conga line that snaked around the large banquet hall. Many of the PCOs joined in. ... I couldn't help but note that the next generation of PCOs is going to include a lot of ladies. My daughter, Sunday Roberts, just finished college and joined our company and I'm very excited and proud of her decision. Our industry is

evolving to where not only our sons but now also our daughters have an opportunity to bring a new dimension to the pest control business. I think this is a great direction for our industry."



Above, the Disney World parade. Left, Billy Tesh on a merry-go-round. Opposite page, the summer meeting program and photos of Disney World in The Tar Heel PCO.

**DEAR FELLOW  
PEST CONTROL  
ASSOCIATION MEMBERS**

On behalf of the Presidents of our respective Associations, we invite and welcome you to attend the 1999 Summer Convention. The North Carolina Pest Control Association is hosting this year's event at the Contemporary Resort, Walt Disney World®, Lake Buena Vista, Florida. Take a break from business, renew some old acquaintances, make some new friends and have some fun! This is a family event and children are welcome.

So...  
bring your family and join us  
July 29 to August 1 in Florida.



**IMPORTANT REGISTRATION INFORMATION ENCLOSED**

North Carolina Pest Control Association  
P.O. Box 3159  
Durham, NC 27715-3159

Steve Taylor  
Capital Pest Services, Inc.  
PO Box 18827  
Raleigh, NC 27619

BLK. RT.



**NORTH CAROLINA  
PEST CONTROL  
ASSOCIATION  
AND  
SOUTH CAROLINA  
PEST CONTROL  
ASSOCIATION**

**1999 SUMMER  
CONVENTION  
JULY 29 - AUGUST 1**



Contemporary Resort  
Walt Disney World®  
Lake Buena Vista, Florida

**1999's SUMMER CONVENTION  
SUCCESSFUL!**

*(continued from front page)*

place team: Mike Kemp of Enystex, Reeves Gressette III of Gressette Pest Control Co. Inc., John Dunbar of Terminus and Lonnie Burton of Island Pest Control. Second place winners were Clay Shelton of Killo Exterminating Co. Inc., Mack Langdon of Smith Exterminating Co. Inc. and Scott Tolbert of Forshaw Distribution. Last, but not least, bringing up the rear were Tim Robinson of Oldham Chemicals, John Bowers of Enystex, Betty Barber of Don's Termite & Pest Control and Jon Loveland of Pied Piper of SC Inc. Congratulations to all the pollers for withstanding the heat!

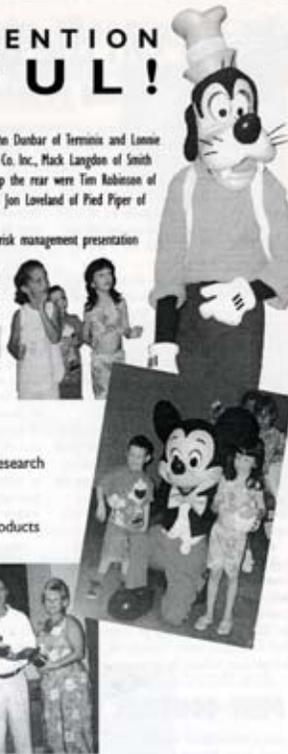
General Membership meetings were held by both associations on Saturday followed by a risk management presentation and round two of the Products & Services Exposition, presented by the industry suppliers.

Saturday night was topped off by a reception, dinner and dancing through the evening hours.

Saturday night's honored guests included Mickey Mouse, Donald Duck and a first time appearance from Flick of It's A Bug's Life. Thanks to the Bayer Corp. for sponsoring these characters. What a fantastic way to end a successful convention!

The NCPA would like to gratefully thank all of the suppliers who attended and supported this convention and our industry as a whole:

- \* Agrevo
- \* B & DA Weisburger
- \* Bayer Corp.
- \* Bell Laboratories
- \* Carolina PCO Supply Co. Inc.
- \* Dettelbach Pesticide Corp.
- \* DMA Consulting
- \* Dow AgroSciences
- \* Enystex
- \* FMC Corp.
- \* Forshaw Distribution
- \* JMI & Associates Insurance Services
- \* Liphatech Inc.
- \* Mid-America Insurance Services Inc.
- \* Oldham Chemicals
- \* Phone Poulenc Ag Co.
- \* Van Waters & Rogers
- \* Waterbury Co. Inc.
- \* Whitmire Micro-Gen Research Lab Inc.
- \* York distributors
- \* Zoecon Professional Products



Future plans, which were carried out later, included putting the newsletter on-line and a members only section.<sup>261</sup>

Billy Tesh was appointed with industry support to the Structural Pest Control Committee in 1998. "Senator Mark Basnight introduced me as an appointee. The governor approved it. I got my letter saying it was approved. I was excited, and then two days later, I got a phone call from the governor's office saying you've been unapproved. It was a mistake."

"To make a long story short, [House Speaker] Jim Black didn't like me very well because I would speak out the truth, so he had me unseated. It upset [Senate President Pro Tempore] Mark Basnight so bad he introduced a new bill on the last day of the General Assembly that created two new positions for the [Structural Pest Control] Committee, one for the speaker of the House and one for the pro tempore of the Senate, and I've been there ever since. It's been a very good thing for me to do and I've enjoyed it. It's challenging at times, but I kind of wanted to do it, because I'm a smaller operator compared to some of the other companies."<sup>262</sup>

Steve Taylor got to the point where one of his employees was doing more work for the association than she did for him. The association work became too much for him to handle on a volunteer basis.

"While I was president, we formed a search committee," Chuck Hazelwood said. "We had a special meeting at the Radison Hotel in High Point in October of that year and invited all the past presidents and the current board of directors to talk about what we were going to do about the management of our association. We put together a search committee. We found out that there were association management companies. They were actually having a conference at the Radison Hotel at the same time we were having our meeting, so we found out that there were a bunch of companies in North Carolina that managed associations.

"I got on the Internet and found 29 companies. I wrote them all a letter describing very briefly our association and asking them if they'd like to take a look at managing it for us. Seven responded. We set up a meeting here in this hotel and basically said, 'Why don't you come down to the hotel and interview us,' and we had all seven companies come in at the same time. We prepared a presentation for them, opening up our financials and all of our meetings. They took that information and they interviewed us. It was really uncomfortable for some of those people because they weren't used to having their competition sitting right across the table. We really enjoyed that a lot."

Four of the companies responded with quotes, one of which subsequently withdrew. "Our search committee went and visited each of the three companies to determine who we wanted to hire. We ended up awarding the contract to INfoMarketing, which was Stevie Hughes' company at that time. It is now IMI.

"Their office was in Durham, and when we went to see them, they had name tags for all their employees with the North Carolina Pest Control Association logo on their name. Everybody was great. It was an office full of women. They were all friendly and they had coffee cups out there with our logo on them. When we walked out in the parking lot afterward, we said, 'Hey, they're great.'

"The next day, we had a phone conference, and we said, 'We don't believe they're that good.' So that afternoon, I got in the car and drove to Durham and called Stevie from my cell phone and asked her would it be appropriate to drop in any time, because we didn't believe they were that good. She said, 'Well, yeah, drop in any time.' And I said okay as I went in the door. But they were that good, so we were very happy."<sup>263</sup>

The May/June 1999 newsletter reported that Bridget Clarke, the new executive director, and Stevie Hughes, the managing director, had been "exceeding our expectations in every area of managing the association." INfoMarketing, a full-service association management company, provided association and meeting management services to 12 associations. The company was located at 3200 Croasdaile Drive in Durham. At the 1999 summer meeting, Steve Taylor received a hero award for his work in running the association on an interim basis.<sup>264</sup>

Rudy Hillmann resigned in February 1999. "It was a bittersweet moment when Scott McNeely presented Rudy Hillmann with a retirement gift of a plaque, a Remington 50 caliber in-line muzzle loading rifle with commemorative engraving and a 3 x 9 scope, a turkey hunting vest with a video on how to hunt them, and a \$400 check for

---

261 The Tar Heel PCO, May/June 1998.

262 Tesh interview.

263 Hazelwood interview

264 The Tar Heel PCO, May/June 1999, July/August 1999.

licenses, bullets, chewing tobacco and gas for his truck from the members of the association, thanking him for his many years of service to North Carolina's Pest Control Operators," the newsletter reported.

"I wish to thank the NCPA Board of Directors, both past and present, for being the greatest bosses that I could have asked for and for giving me the opportunity to ease into retirement gracefully after I left NC State University. I felt that I was filling a need for the pest control industry of North Carolina as well as having the opportunity to be gainfully employed at a reduced pace," Rudy wrote to the association.<sup>265</sup>

The newsletter noted that America's greatest peacetime expansion was in its 95th month, with housing starts in double-digit growth and low inflation. Record home sales were reported that June. The affluence of the late 1990s was reflected in the offerings at national pest control seminars, which featured comedian Jerry Lewis, Duke basketball coach Mike Kryzewski and NFL quarterback Fran Tarkenton teaching about perseverance, humor and teamwork. Las Vegas-style casino parties were popular at the seminars.

Members were urged to develop a company e-mail policy to avoid litigation, make sure that employees read it, and enforce it.

The newsletter began in July/August 1999 to run profiles on various members' businesses, which revealed a pattern of second and third-generation businesses. Here is a sampling:

- Norman Kiser of Roxboro, N.C., who began his pest control business in 1961, passed away in 1996, and the business was being run by his two sons, Norman Kiser Jr. and S. Marshall Kiser. His daughter Donna Kiser McBroom was bookkeeper and secretary. Some of their customers had been with the company for 38 years. "Norman taught his children the Golden Rule philosophy and they still practice it in the business daily."
- Pisgah Pest Control was founded by John Felty in 1968 in Brevard, NC. When his daughter and son-in-law, Anne and Sam Edney, purchased it in 1988, it had about 150 customers. By 1999, it had 1,200 customers and 11 employees.
- Preston Turner and Marvin Beacham started Turner Pest Control Inc. of Washington, NC, in December 1977 as Turner-Beacham Exterminating Co. By 2000, it had 15 employees including Turner, his sons Tim and Ronnie and his daughter Lynn. During the first year of business, Turner Pest Control Inc. served about 1,500 customers. By 2000, the company serviced more than 20,000 customers annually in six counties.
- Logan Schaffer organized Schaffer Pest Control in Snow Hill, NC, in 1976. It began with one employee servicing about 600 customers in the Snow Hill and Greene County area. In 1996, Schaffer changed the company's name to Schaffer Pest Management. In 2000, he had a team of 11, including second generation employees. Customers included more than 400 restaurants and a number of nursing homes. The company used no advertising — relying on its service, word of mouth, and repeat customers.
- Thurman Everitte, founder of AAA Exterminating, celebrated his 70th birthday in June 2000. Thurman and his wife started their pest control company in 1974, and three generations of Everittes had worked there since. He had 7,500 customers in the Hope Mills Area. Cell phones and the Route Master computer program helped to extend their business to span six counties.<sup>266</sup>

In 1999, the association worked with the division on amendments to the Structural Pest Control law to more clearly specify the roles of the Structural Pest Control Committee and the Division and to allow a licensee to open a branch office without having a separate license assigned to those offices.<sup>267</sup>

The 50th PCT school was held on Jan. 12-13, 2000, and included a slide presentation of the past 50 years of the school.

"Our school is nationally regarded as one of the best. This is not just happenstance; a lot of work and planning goes into every school. The program committee started meeting in February of 1999 and most speakers were invited before we held our Summer Convention in Orlando, FL. A large number of volunteers in our association and allied industry spend a great deal of their time in putting this milestone 50th PCT School together," the newsletter said. Mark Harrison was elected president at the annual meeting. The association had 215 members that year, out of 455 pest control companies in the state. The profit on the 2000 winter school was slightly over \$55,000.<sup>268</sup>

---

265 The Tar Heel PCO, January/February 1999.

266 The Tar Heel PCO, July/August 1999, November/December 1999, January/February 2000, March/April 2000, May/June 2000.

267 The Tar Heel PCO, September/October 1999.

268 The Tar Heel PCO, January/February 2000.

The PCT School would not have achieved such outstanding attendance had we not been fortunate enough to hear from the following speakers:




Greg Baumann, National Pest Management Association  
 Jim Baker, NCSU  
 Wayne Bueller, NCSU  
 Mark Colett, Ph.D., AgEvo  
 Greg Crosslin, Crosslin, Slaton & O'Connor  
 Carl Falco, NC Department of Agriculture, Structural Pest Control Division  
 Craig Hanney, Van Waters & Rogers  
 Jim Harper, Ph.D., NCSU  
 Larry Jahn, NCSU  
 Brad Kard, Ph.D., US Forestry Service  
 Phil Koehler, University of Florida  
 John Loesch Jr., Whimire Micro-Gen  
 Jenny Lynn, Surety Exterminating Co.  
 Mark Matthews, Degech America  
 Chuck Millard, Dow AgroSciences  
 Scott McNeely, McNeely Pest Control  
 Jim Roberts, Roberts Pest Control  
 Michael Rust, Ph.D., University of California-Riverside  
 Colby Schal, NCSU  
 Dwight Seal, NC Department of Agriculture, Food & Drug Protection Division  
 Eric Smith, Dodson Brothers  
 David Stephan, NCSU  
 Ed Vargo, NCSU  
 Mike Waldvogel, Ph.D., NCSU  
 Brian Windham, Killo Exterminating Co. Inc.  
 Patricia Zungoli, Clemson University

Some interesting "W" Phase presentations included, Baumann's presentation, "New Construction Technologies and Their Effects on Termite Control." Additionally, Carl Falco, Director of the Structural Pest Control Division of the N.C. Department of Agriculture, presented "Termiticide Treatment: Labels vs. NC Rules." "P" Phase topics included "Perimeter Pest Control," by Scott McNeely, a contributing editor for both PCT Magazine and Service Technician Magazine. John Loesch Jr. tackled "Handling Pest Control Operators' Customer Concerns." Loesch is the Regional Technical Specialist for Whimire Micro-Gen, in Waxhaw, NC. Mark Matthews, Manager at Degech America Inc., presented two back-to-back presentations in the "F" Phase. Matthews started with a "Phosphine Update" and concluded with "The Turbo Horn Generator." Continuing Certification Units (CCU's) will be awarded for attendance at sessions covering certain subject matter taught at the school, pending approval by the Structural Pest Control Division or the Pesticide Board. These units may be used to satisfy pesticide re-certification requirements and are awarded at the rate of one CCU for each hour of approved instruction. Special thanks goes to all speakers, volunteers, sponsors, exhibitors and staff for their hard work and dedication to making the 50th Annual PCT School such a memorable event.



Scenes and a nametag from the 50th winter school in January 2000.

The economic boom of the late 1990s and early 2000s came with a price — low unemployment. The labor market was precarious because a company could take weeks or months training an employee and a competitor could lure him away for at little as 25 cents per hour more. The newsletter recommended giving employees safe driving bonuses, extra vacation days, team goal accomplishment awards, profit sharing and payment for completing job-related education programs. The 2000 winter school had an executive management session on hiring the right people and improving sales teams.

The National Pest Control Association changed its name to the National Pest Management Association. Many companies were changing their names to include pest management as a move toward integrated pest management. However, the North Carolina association decided to retain its original name. The national association also began to send out an e-lert, an e-mail bulletin giving summaries of news stories on the industry, as well as printing and mailing the state newsletter along with the national one.

The newsletter announced that year that "the NCPCA has become aware of some problems with the cause and number of settlement agreements. In an effort to assist you, there are several people willing to help. If you feel that you are being intimidated into signing, wrongly charged or fined too high, please call for assistance. You can contact any board member, Harden Blackwell or Jay Taylor. Do not be embarrassed to call; we are on your side. Not one of us is an attorney; we cannot testify for you or offer legal counsel. But we CAN listen, honestly offer advice on whether or not to settle or if you should challenge the agreement. In some cases you could contact your industry

representative on the committee for their help.”<sup>269</sup>

President Jim Roberts announced that Blanton Whitmire had received North Carolina’s highest non-academic award, the Watauga Medal. Whitmire pioneered the use of less intrusive chemical technologies for pest control. Whitmire was honored at a reception and luncheon on May 7.

“We PCOs will always be deeply indebted to Blanton Whitmire; not just for the products and methods he brought us, but for the professionalism that resulted from the use of those methods. We are no longer the indiscriminate sprayers of poisons, but Professional Pest Managers that can target pest problems with microformulations.”

In addition, Whitmire’s endowment of professors’ chairs at NC State had helped make the association’s relationship with the NC State entomology department “truly one of the best benefits of being an association member,” Jim wrote.<sup>270</sup>

Pesticide use in schools emerged as a major issue at about this time. The U.S. Senate approved an amendment forcing school officials to inform parents of pesticides used in schools.

At the summer convention at Myrtle Beach, members were told that the association’s income for the previous fiscal year was \$262,656.95, with \$242,368.90 as expenses. Total member equity was \$132,701.58.

By the time Mark Harrison became the 2000 president, the presidency was not quite as hands-on as it had been in the past. During his tenure, the organization adjusted to being run by a management company. “I thought it was better to have a management company. We don’t have to manage anybody. If you’ve got one person, somebody’s got to manage that person, and then suppose something happens to that person. They get sick, they quit. That was one of the reasons we decided to go with a management company rather than hiring another individual. If you hire an individual, you’ve got the office expense, you’ve got workers compensation, you’ve got unemployment compensation, you’ve got medical benefits.

“My biggest thing when I was president is we had a leadership retreat [in Nov. 2000]. We sent out assignments to everybody prior to the meeting of issues we wanted to work with. You could pick your issue and you were assigned to a committee so when we got there, we all met in committees and worked on those issues. Then each committee made a report to the board.

“It was during that meeting that it was brought up that the WDIR report had become a major issue. Some senator had complained to Structural [Pest Control Division] about the report and they were wanting to get involved. They wanted us to redo the termite report. They wanted us to go with the national form [which the National Pest

269 The Tar Heel PCO, January/February 2000.

270 The Tar Heel PCO, March/April 2000.

JANUARY/FEBRUARY 2000 TAR HEEL PCO PAGE 10



## On the Road With... Pest Control Beyond the Millennium

By Paul J. Belts  
Regional Technical Coordinator, Terminix Professional Products

### Termite Post-Construction Treatment

Beyond 2001 there are still millions of homes that cannot be treated with the latest barrier sheathing products. They will still present challenges due to all the faulty construction practices relative to termite control we see today; however, termite professionals are nearly 100% successful with initial treatments, and secondary visits prove to be both rare and 100% successful as well.

To our surprise liquids and baits are still used in the future but they are used in combination with advanced technologies. Today we find the future termite technician arriving at a home where termites have swarmed. There are many conducive conditions and termites are found on the second floor level of this two-story home. The technician arrived in a six-wheeled hot type van, which looks more like a television news truck of today rather than a termite service vehicle. Mounted to the roof of the van is a directional dish type antenna. Inside the van looks like a remote satellite television control room with lots of electronic equipment, monitors, computer panels and printers.

At this job the technician aims the directional antenna at the structure. He enters the structure dimensional coordinates and other information into the controlling computer and hits the engage command. The computer controls the scanning of the entire structure. The scanning utilizes a combination of thermal imaging and synthetic radar. This high tech detection system creates a three dimensional multi-colored diagram of the entire structure which indicates exactly where the termites have entered the structure, where they are currently active and the extent of damage done. It takes the computer driven technology all of 17 minutes to produce this comprehensive information.

Utilizing this mapping information the technician aims himself with the latest direction microwave hand held gun and begins to do battle. Knowing exactly where to aim his termite-decaying weapon he proceeds to “by” all the termites in the structure. This process takes him about 20 minutes. The technician then returns to the van to perform a secondary scan of the structure. This is done to assure there are no remaining live termites within the structure.

### Termite Pre-Construction Treatments

A subdivision of 3,000 ultra-modern high tech homes is being built in Anywhere, USA. The lots have all been “select cleared” under low environmental impact restrictions leaving plenty of trees and other vegetation to serve as food source for termites and other wood destroying organisms present prior to the development of the area. However, none of this seems to matter to the pest professional of the future.

Two termite technicians arrive at the job site in a utility body truck. Absent are the usual liquid tanks and hoses, which have been replaced by high tech plastic fabrication equipment and other, related tools. At the job site the slab has been formed with stem walls constructed of polystyrene filled with lightweight insulating concrete. The slab will also be poured using similar concrete, which, under today’s termite control standards, would present a termite treatment nightmare. However, these termite professionals are not the least bit concerned, why? Because they have the latest technologies and techniques available to them which render nearly every termite field situation harmless.

The technicians first measure the slab for size and shape and compare the actual slab to the structural plans. They make adjustments if necessary and begin to work on creating a custom sized termite treatment for this structure. The termite treatment they are performing is not a liquid treatment but the installation of termite pread sheathing, which is installed prior to the slab being poured. This sheathing completely insulates the structure from the soil and is impenetrable by termites for up to forty years. The sheathing is laid down and sealed to utility penetrations forming an air and termite tight layer.

The job is not fully done at this point. The technician must find and destroy the offending colony now. He has a few options at his disposal but has decided upon using his hand held thermal imaging device to locate where large tunnels have entered the structure. Once this area has been located he places tracking bait where it will intercept the foraging termites from the colony. Within the bait are large stimulants, which cause the termites to consume large amounts of bait in short periods. Also contained in the bait are trace amounts of radioactive materials, which provide the tracking properties of the bait and detection system.

Within days the technician returns to the job site. He uses his directional antenna to receive imaging from a termite detecting satellite. This system creates a three dimensional map of where the termite colony is exactly located. Armed with this map the technician then moves in for the kill by making a “surgical strike” application with just a few ounces of the latest termiteicide product.

### General Pest Control Service

Not much has changed in general pest control. Folks are still troubled by pests within their homes; however, pest professionals have all the latest high tech devices and techniques available to them to render even the worst pest problem easily solvable. However, the industry is most troubled by productivity. There are fewer technicians providing more services and significantly increased service revenues per man-hour. How is this accomplished? Through high tech management tools now available.

The branch manager wants to monitor a technician’s progress one morning. He turns to his desktop computer and after entering the appropriate codes a display for the technician is on the screen. Immediately the manager can see what steps the technician has completed, which steps are yet to be done, the technician’s exact location, direction of travel and rate of speed. The manager can also see how long the technician has been at each stop, how many miles he has driven, where he has made stops, the average rate of speed driven and many other items of information.

continued on page 13

Control Association has come out with]. It was during that meeting that we made the decision to form the WDIR accreditation program that we now have in place.”

The WDIR is important, because it represents about 15 to 20 percent of revenue for many companies. The sole business of some companies is to provide the reports, he said.

“There was a huge, huge discussion, much debate. People didn’t think we needed it. It was pretty much evenly divided for a while, and then people started coming over to the basic premise that we should get proactive now and fix the problem instead of letting the state come in and fix it. It was at Mid Pines that the decision was made to do [a training program on the form instead of changing the form]. It took a year or two to put everything together and get the classes.”

The association’s relationship with the Structural Pest Control Division “had improved some, but we had our issues,” Mark said. “The Wood-Destroying Insect report was one of them. We didn’t want to change it. We had already changed it one time, and it’s very difficult. We had just gotten the loan officers and realtors educated to the point they actually understood the report. To go in and change it was going to create mass confusion in the market place. “

The WDIR accreditation program is still a work in progress eight years later, he said. The plan was to advertise to the real estate industry and public that “this person coming to your house to do your Wood-Destroying Insect report is certified to do this report.”

Walt Cooper spent a great deal of time on the WDIR Committee during this period. “In the early stages before it became part of the accreditation program, we were a liaison between us and the regulatory agency. There would be conflicts between interpretations of the regulatory requirements and what we were running into in the field. There was always a question of the quality of the inspections, especially for selling real estate. There was a point in time where there was a particular problem with our concept of inaccessible areas. That’s why they began to do dog inspections, hiring trainers with dogs to inspect. They came out as a result of this concept of inaccessible areas. They were used for a while, but they were more of a fad than anything. One of the stipulations concerning those reports was that you couldn’t have an advantage over another operator, and whatever was seen had to be able to be seen by anybody else. What a dog found would not necessarily be able to be seen by anyone else, and the state’s regulatory report specified that it had to be visible. But the dogs could be used in an adjunct support function. As far as the actual reports were concerned, the evidence had to be visible.

“The form we were using we had been using since the late ‘80s. The report had gone unchanged. The Department of Agriculture and the Structural Pest Control Committee said, ‘We need this form changed.’ That’s a nightmare to our industry because it’s complicated enough, but when you change a form, you’ve got to train several hundred people to go out and fill out a new form,” said Chuck Hazelwood. “The association had taken the position that we weren’t going to change the form, and the regulatory board had pretty much taken the position that we were going to change the form. So as a compromise, we came up with the idea of creating an accreditation program, a training program to train people in the industry how to fill out this report. We didn’t think that training program would ever happen when we suggested it. We were trying to get them to shut up, but we started putting a training program together. I chaired the committee.

“We finally convinced the Structural Pest Control Committee that [an accreditation program] might be a better way to do it than trying to micromanage the report itself,” said Walt. “There was also a situation where the responsibility for the report shifted from being provided by the seller of the property to being provided by the buyer. They ran into a conflict that a seller who’s trying to sell his house was going to provide reports about that house. The concept with the accreditation program was to take control of the situation and lead it rather than follow behind the committee and the regulators. The idea of accredited programs was not new. There were a few other states that had the same thing. We’ll get the regulatory organization behind us and we’ll address any future problems through this accreditation program. Part of the program itself is the state has a section where they present the newest things that are happening, the worst things they are seeing. It gives them an avenue to express the problems they’re running into from a regulatory standpoint.”

“We hired Larry Pinto and Associates, which is a pest control publishing firm, to write a manual, and we hired another consultant, George Rambo, to put a course and an exam together for this accreditation program. That took several years to get the manual tweaked and the program. At this point [2008], we have had over 700 pest control operators get through that course. A large percentage of them are accredited, and they’ve got a little stamp they put on their report that says ‘NCPA accredited.’ The regulatory board uses our course to train people that don’t fill

out the form right. They mandate that they have to take the course. Of all the things I'm most proud of, it's probably the WDIR accreditation program. I started it. It's an eight-hour advanced level course, so an individual has to have completed a significant amount of work before they can come in and take the course. It's a very good program."

The course included what to look for in an inspection, recognizing active vs. inactive infestation, conditions conducive to infestation, safety equipment and tools, and legal responsibilities.

"It took several years to come to fruition, and during my presidency [in 2003] was when the first programs came to fruition and we had our first classes to teach this. The training for the report started out being taken across the state to the regions. We would go in to try to convince as many operators as we could to take a chance on this, to send their employees to this training. Basically, what it involved was mostly refining techniques that everybody was using. We never considered there to be a problem with the inspections process itself, but it was a good way to fine-tune, take in the people who had run into a scenario in one situation and pass it on to people who might run into it again. Mainly it was a way to get the state and inspectors from individual companies to understand what they were looking for in language, because a lot of times it was not a problem with the inspection. It was how do you describe what you saw? We were trying to standardize some very hard language and I don't think it's complete, but we've come a long way," Walt said.

The WDIR committee continued to meet regularly to discuss any problems. "As we have accredited more and more people, the need for the class has gone down. Because of the expense, we wanted full classes. In the initial stages, we were filling classes, but as the years went on, we were training a lot of people, so the classes would dwindle. They are not done as often as they used to be."

Initially, instructors were hired, but "we found we could do it just as well. It's kind of done by word of mouth now. The word will come in, 'I've got 10 or 15 people that are interested in the course,' so they'll send it out to that area. A lot of times now because of our large winter school, we can add it into that function. Since they're already coming to Raleigh, it saves us money and we can fill the space."

Those taking the course are required to have experience in inspecting before they take it, he said, and company owners must certify the number of inspections their employees who are taking the course have done. It's not a beginner course. Each person who is trained receives educational credits as part of their accreditation program. "We've heavily canvassed the realtors throughout the state to recognize a stamp that we provide when you've finished the course that shows you've taken this course and you are specifically trained to do these kind of inspections."<sup>271</sup>



Members of the 2008 board of directors. Left to right, back row, Lee Smith, Kevin Spillman, Scott Canady, Chuck Hazelwood, Don Hamby, Josh Harrison, Mark De Gere. Front Row, Kristin Dodd, Dana McDuffie, Mitch Taylor, Burns Blackwell, Robert Dillingham, Doug Whitley.



*"We've got one of the best industry associations anywhere in the country. It's very well run, with very conscientious people. We provide a wonderful service to our members. Although we probably don't represent half of the companies in North Carolina, we do represent 86 percent of the people employed in the industry. .... I'm real proud of this association. I'm proud to have been a part of it.*

*"I've enjoyed it. It's been fun, but more than that, it's a relationship that I have with this group of people down here, in the Pest Control Association and the people on the board. My best friends in the world are in the pest control business."*

*— Chuck Hazelwood*

# Chapter Six

## 2001-2008

### Window of Stability

**N**EARLY 800 PEOPLE PARTICIPATED IN the 2001 winter school, eclipsing the previous year's attendance by almost 100 attendees. Meg Scott Phipps, newly-elected state commissioner of agriculture, was the keynote speaker. Recipients of the NCPA scholarship and fellowship presented their research in integrated pest management in Wake County's schools, focusing on non-chemical pest control treatments, and in termite control research involving colony structure. In addition to certification, the school included a presentation on hiring and selling practices in the pest control industry. Seventy people attended the membership meeting, at which they were told that the winter school had made \$66,000, the bulk of the association's income. Membership dues brought in just \$2,110. Member equity was \$223,989.64. The association had 211 members. John Dunbar was elected president.

That year's school represented one of the major thrusts of the association in the 2000s — making the school bigger and better. "I think we've succeeded," Mark Harrison, who started cochairing the winter school with Chuck Hazelwood in 2001, declared. Chuck was cochair for two or three years, and then Don Hamby joined Mark.

"Every year, we've had more attendance than the previous year or we've been able to maintain our levels, and we compete very well. We're competing with a whole bunch of other classes being offered out there both by National Pest Management Association and suppliers and vendors. Everybody is offering classes, but our school seems to be very popular. One reason is [education committee members] Debi Loge and Eric Smith. Don and I chair the school, but we're more behind the physical part of it. We oversee everything, but Debi Loge and Eric Smith have been the cochairs for the educational part of it. They get together with people from the school and a couple of industry representatives and they put together a plan of what classes we're going to put on and who we want to speak. There are several people that serve on the educational committee with Debi Loge and Eric Smith, and Dr. Mike Waldvogel is very involved in our association. He puts on the regional classes every year and the spring workshops. He teaches our certification class every year at the school. Our relationship with NC State is great and is very valuable," Mark said.

"We actually have our first meeting [on the next year's school] usually six weeks after the school is over with. By July, we try to have the educational process done. We try to have the speakers' contracts signed and everything is finished. Then the only thing we do is at least two or three more meetings with the hotel about the food. We have a board of directors meeting the night before the school. We have a nice dinner."

"This past year, we made \$64,000," he said in 2008. "We had a tremendous increase in food costs."

However, "the amazing thing about the school is what it costs a member to go to it. Up until last year, it was \$99 for three days of training which included breakfast [and a] box lunch every day. The day the school starts, we have a big president's reception that involves drinks. We have nice turkey and beef and chicken and all kinds of good stuff. Where can you go for \$99 and get fed for three days and get three days of accredited training?"<sup>272</sup>

In 2001, the summer meeting was held as a regional event at Wrightsville Beach and included South Carolina, Virginia, Maryland and West Virginia. The National Pest Management Association supported this arrangement and did the bulk of the planning on a one-year trial basis. Members subsequently supported a continuation of this arrangement, although it caused some grumbling because the conference became more expensive and more of a formal education experience.

---

272 Harrison interview.

## All Smiles at the Mid-Atlantic Summer Conference



Summer conference photos from the Tar Heel PCO.

"I liked the old North Carolina-South Carolina meetings because it was the same old bunch of guys. The National Pest Management Association has a tendency to bring in speakers and have all these training sessions, and I don't go to all those things. The summer meetings are a family time, Basically golf, beer and shrimp. That's what we do," Chuck Hazelwood said. "The summer meetings are when I have the most fun. It's where you get to know people and work on your relationships, a very relaxed time. I like it a lot."

The cost of the meeting also priced the smallest operators out of going, he said. Chuck was on the National Pest Management Association board right after the national organization took over the running of the summer meeting. "That's hell on earth," he said. "We had a faction of members that were good friends of mine that didn't like the way the meeting was going. They were always fussing at National and I was kind of caught in the middle. I just didn't have much fun. I'd go to Washington to a National meeting and they'd say, 'What's wrong with those people in North Carolina? What are you doing down there?' I'd say, 'I'm not doing anything.' I'd go to the North Carolina meeting, and they'd say, 'What's wrong with those people in Washington? What are they doing up there?' So I served one term and then resigned. In the [state] association, things tend to get political but it's not bad. With National, the politics are real bad. Everybody's playing little games. Down here, we're just trying to get something done, and there's a sense of camaraderie and that we're all on the same team here. There's not a lot of factions and fighting back and forth and this person trying to get their way. We've got bigger people to argue with."

Steve Taylor, who acknowledged that he was partially responsible for the move to a regional summer meeting, also said he wished it was still run by the state association.

"National has put more emphasis on the education part" at the summer meetings, David Dillingham said. "They're trying to make it too much of a business. We just want to go down and play golf."

The program for the 2001 summer meeting included a welcome reception on Thursday evening, a dual track program with one track for management and the other for technical personnel on Friday, a casino night on Friday evening, association membership meetings and a symposium on the future of the pest control industry on Saturday. On Saturday evening, there was a closing reception with live entertainment. Golf and volleyball were held

that year as part of the program. Standard rooms at the Holiday Inn Sunspree Resort in Wrightsville Beach were \$164, and registration rates for the conference were \$150 for the first company attendee, with a reduced rate for subsequent ones. There were 396 attendees and 32 exhibit booths.<sup>273</sup>

Bridget Clarke of INfoMarketing, who had been the association's chief staff executive, left and was replaced by Mike Borden in January 2001.<sup>274</sup>

The Structural Pest Control Committee agreed to new rules requiring pest control operators to place a sticker on a permanent location of a house under construction that would identify which company performed the initial pretreatment, to put a notice of treatment inside the permit box so the builder and inspector would know which areas of the construction had received treatment, and to provide a minimum five-year re-treatment warranty for all preconstruction termite treatments.<sup>275</sup>

On Sept. 11, 2001, terrorists attacked and demolished the World Trade Center buildings in New York City.

Association President John Dunbar wrote of the event: "Less than a month ago we witnessed probably the most tragic and unthinkable single event in our history. We are profoundly sad, angry, and apprehensive. We don't understand the hatred that caused this to happen and we wonder what we did to deserve this. Unfortunately we don't have any answers, or if the answers exist they are beyond our comprehension. We have no choice but to reflect, examine our priorities, move forward and look for the good that exists. As members of the North Carolina Pest Control Association, we have an obligation to remain strong, to keep buying vehicles, chemicals, equipment, to provide jobs, and to keep the American Dream alive and well. We have a noble profession and we should all be proud of the part we play.

"Even though we will never forget what happened in September, there is a lot of optimism and determination out there. ... If ever there was a time for all of us to give maximum effort, this is it. Let's do what we do better than we have ever done it before." The EPA issued an alert to all pesticide industry organizations, facilities, and handlers during the heightened state of national security awareness. The newsletter warned them to maintain adequate security around buildings, manufacturing facilities, storage areas, and surrounding property.

The FBI asked that any suspicious activity be reported relative to the use, training in, or acquisition of dangerous chemicals or airborne application of them, including threats, unusual purchases or suspicious behavior by employees or customers, as well as unusual contacts with the public.

The newsletter stressed the need to secure computers and have contingency plans for power losses to make sure only authorized personnel gained access to company information.

"The use of sturdy, reliable, and potentially blast-proof materials is essential in the construction of equipment used to transport and apply pesticides," the newsletter said. It also encouraged companies to provide employees training in emergency response procedures, not just for accidents but also for vandalism, bomb threats, and terrorist activity and to cooperate in a timely way with authorities. The newsletter recommended that companies have crisis communication plans that included phone trees and media kits.<sup>276</sup>

Two major organophosphate insecticides were withdrawn from the market in 2001 — Dursban and Diazinon. This had long been expected, and by this point, the industry had developed alternatives and had gone to an integrated pest management approach using multiple products.

Most pest control operators had practiced integrated pest management for many years, said Fred Jordan. "We used to fight with the [Structural Pest Control] Committee over the amount of chemical we used. The PCOs wanted to use less chemical and use it in more direct target areas and the committee wanted us to use more chemicals. That's one thing that used to bring on more debates."

Eventually, the pest control operators won that debate for environmental reasons, as the public demand for greener pest control grew. Integrated pest management was based on the concept of applying in a coordinated way a variety of biological, genetic and other pest control methods so that they controlled pests while posing the least possible health hazard to humans and the general environment.

"When I got started, you always threw in free pest control with a termite job. You would treat the house with chlordane and get your quart sprayer out and spray down the baseboards. We did a good job. We killed the bugs,

---

273 The Tar Heel PCO, September/October 2001.

274 The Tar Heel PCO, March/April 2001.

275 The Tar Heel PCO, January/February 2001.

276 The Tar Heel PCO, November/December 2001.

no question about that. But most of us in the industry have realized that's not the best way to skin the cat. The methods and procedures involved with IPM make sense, are logical and they work," said Dee Dodd.

"At one time, people had to empty all their cabinets and you had to spray the cabinets. Now, you don't do that, you use the baits and so forth right in the cracks and crevices and it eliminates all that," Fred said.

"We use a combination of products — integrated pest management," said Steve Taylor. "We don't carry the B & G one-gallon galvanized sprayer inside people's houses much anymore. We use integrated growth regulators, bait. They wouldn't hurt a human, but if you feed them to a cockroach, he can't reproduce or he'll reproduce small cockroaches that are sterile. We use many more materials and we use safer materials. You can use a whole lot of products that are considered green — totally safe to humans."<sup>277</sup>

In the fall of 2001, the issue of integrated pest management in the schools came to the fore. Federal legislation was proposed that year to require a pest management plan for all public school systems. The legislation would require schools to post signs alerting students and staff of pesticide applications as well as notifying parents and staff of the school pest management plan and informing them of their right to be notified before certain applications. Each school would be required to maintain a registry of persons who requested notification before treatments and would have to notify them at least 24 hours before applications. Applying pesticides except certain bait products could not be done within 24 hours before school use. Each school system would have to employ or designate a pest management contact person knowledgeable about school pest management plans and responsible for implementation of the school's plan. Application of pesticides could be done only by certified applicators.<sup>278</sup>

At a Nov. 2001 leadership retreat, the board of directors, past presidents council and some allied members decided to organize a committee to work on an integrated pest management program and industry standards for schools. This was to include formulating a definition of IPM for schools, training, developing contracts and how-to manuals, developing a position on notification processes including posting notices, emergency procedures, centralized chemical sensitivity registration, deciding on school areas to be covered in the program, and addressing the legal concerns involved in school IPM.<sup>279</sup>

The 2002 winter school also included a presentation on IPM in schools. Greg Baumann, former technical director of the NPMA and president of Pro-Tech Management in Raleigh, called it one of the most debated issues in the history of the industry. There was widespread debate as to exactly what IPM was and how it should be implemented. He discussed the loose patchwork of regulations and quasi-standards in various states regarding school IPM. Baumann warned that such ill-conceived systems might be implemented in North Carolina if the industry did not take a leadership role and work with the university on the issue.<sup>280</sup>

Throughout the 2000s, work continued on a national level to produce a federal School Environmental Protection Act (SEPA), which was supported by the National Pest Management Association. SEPA was modeled after workable state school pest management laws or rules in various states.

The association worked with NC State to provide education on the issue to school maintenance staff and to get cooperation with school administrators. The association also collaborated with the NC State Urban Integrated Pest Management Program and the NC State Cooperative Extension Services on the development of an integrated pest management manual for distribution to all North Carolina school systems. The 48-page reference manual explained the concept of integrated pest management, how to develop and implement such a program and how to create pest control contractual bids using this comprehensive approach to economical and environmentally sound pest control solutions. The manual was partially funded by the NC Department of Agriculture and Consumer Services.

In 2004, the association, the NC State Cooperative Extension Service and eight other North Carolina organizations joined in signing a memorandum of understanding pledging to support and recognize the value of integrated pest management as an effective method of control of pests which could destroy structures and threaten human health, recognize that implementation of IPM would reduce human and environmental exposure to pesticides, support and promote the use of IPM in North Carolina public schools and agree that IPM had proven value and that further IPM education and promotion would benefit students in public schools, North Carolina citizens and

---

277 Jordan, Dodd, group interview. Taylor interview.

278 The Tar Heel PCO, September/October 2001.

279 The Tar Heel Pest Management News, January/February 2001.

280 The Tar Heel Pest Management News, March-April 2002.

the environment. NC State, in cooperation with the association, published the School IPM Manual and made it available free of charge to pest control professionals. By 2004, many of the large school systems in North Carolina had embraced integrated pest management systems for controlling pest populations. The Raleigh-based Agricultural Resources Center and Pesticide in Education Project in 2005 urged schools to drastically reduce their use of pesticides and replace them instead with a full-scale IPM approach which used chemical pesticides only as a last resort. The IPM approach advocated using better sanitation and food storage to prevent pest problems rather than spraying areas such as cafeterias regularly.



A 2002 membership meeting.

The General Assembly got involved the next year with legislation requiring school principals to annually notify parents and guardians of schools' pesticide use schedule and their right to be notified prior to individual treatments. The schools were required to provide such notification at least 72 hours in advance of treatments.

"There is an integrated pest management program that has been implemented in all the schools that requires the use of other means of control rather than pesticides," Don Hamby said. "Baiting would be possible, mechanical means like caulking pipes where ants come in, mechanical traps for rats and mice rather than pesticides. We were pretty instrumental in writing most of the protocol for that. It also at one time required us to notify every parent of every student before treating a school. Now it's the responsibility of either the principal or an appointed person at the school. They basically notify them at the first of the school year that on a monthly basis their school will be treated. It pretty much eliminates the use of pesticides. It can't be done when students are in classes. It has to be done before school or after school. We did get a thing put into that bill that allows for emergency treatments — for example, a swarm of bees that we can go in when students are there. It's worked pretty well. I don't think we've had an overall issue with it.

"It was an overall attempt to discontinue the use of vast amounts of pesticides being put out. We were known at one time as spray jockeys, where you took a sprayer around and sprayed for everything, and I think it had a detrimental impact on our industry at some point to the extent that we lost some professionalism, in particular in the early '90s because of that. I think the development of this integrated pest management program, which basically came from NPMA, through a study group they had, upgraded the professionalism as well as the control techniques in the whole industry."

Between 2001-2008, non-repellents were the major change in the materials used by the industry. "We are using way less termiticide to treat a house, but we're not treating every board. Termidor's got a perimeter plus label where we can just treat the outside of the house, not the crawl space," Mark Harrison said.<sup>281</sup>

During the early 2000s, efforts were made to standardize aspects of the association and make them more professional. The association newsletter's name was changed from The Tar Heel PCO to the Tar Heel Pest Management News.<sup>282</sup> The newsletter was to be produced in-house rather than through the National Pest Management Association and mailed to members on or before the tenth day of each publishing month. Its length was to be 16-20 pages, with a third devoted to advertising, printed no smaller than 10 point, and produced six times per year on white glossy paper with a heavier cover stock than the newsletter had had previously. The masthead was redesigned, headshots were provided for standing columnists, and consistent artwork was added for each standing column. The public relations committee was to have editorial oversight and assure that editorial content was prepared by the tenth day of the month prior to each publishing month. During months when the newsletter was not produced, a one-page fax was to be sent out to members. The public relations committee also decided to send out news releases each January on the association's contribution to the Special Olympics, each June announcing Pest Control Month,

281 The Tar Heel Pest Management News, January/February 2004, July/August 2005, Hamby, Harrison interviews.

282 The Tar Heel Pest Management news, January/February 2002.

and each August about the election of new officers.

The association leadership also standardized suppliers' sponsorships to provide for consistency in sponsor recognition by signage, verbiage, announcements from the podium, program general listings, thank you notes, and assignments at the main annual events based on annual support. Discounts were given for multiple sponsorship or advertising commitments, but there was no minimum on individual sponsorships and no package program requiring singular payment for multiple opportunities.

NCPCA spent \$1,500 on its two annual scholarships for NC State in 2002. In addition, association Executive Director Mike Borden represented the association at the College of Agriculture and Life Sciences' "The Spirit of America at NC State" celebration, a tribute to organizations that provided financial assistance to the College. The association was included because of its contribution of \$25,000 over a five-year period to the Indoor Urban Entomology Fellowship Endowment in the Department of Entomology.<sup>283</sup>

The year 2002 marked a minor recession, which the newsletter flatly advised members to simply not participate in. The newsletter reported growing problems with foreign varieties of insects hitchhiking into the United States on pallets of imported goods.

One of the most notable developments in the industry was marketing aimed toward women because they were making more of the household decisions. "We'd have never thought of selling a termite job to a woman in 1989, because it wouldn't have happened. As a matter of fact, I said, 'When will your husband be home?' You say that today, you're in deep trouble," Chuck Hazelwood said.

In a sign of the changing mores of the 2000s, the newsletter commented that member companies might want to develop policies on body piercing, especially piercing on parts of the face that might interfere with the proper use of a respirator or other personal protection equipment. The newsletter noted that tongue piercings clicking against a wearers' teeth could sound loud on the other end of the phone. Companies should decide whether to allow earrings for men, in addition to religious headgear, and whether to ban the use of obscenities and profanities on the job.<sup>284</sup>



# Pest Management News

Published Bimonthly by the North Carolina Pest Control Association

Promoting the Art and Science of Professional Pest Control

Volume XXXVIII No. 1 - January / February 2002

## President's Message

The 52nd Annual Pest Control Technician's School is upon us. Mark Harrison and Chuck Hazelwood took on a huge challenge when they agree to run the School this year after so many successful years under Steve Taylor. They have met and exceeded the challenge. Along with Debi Logue and the program committee, they have created a program with excellent speakers and some new and innovative ideas that I know you will like. New room arrangements will address the crowding issues we've had, and there will be more flexibility in earning single continuing education credits for individual topics. We got 296 early bird registrations, which add up to nearly \$3,300 in member savings just for registering by December 10. The price of our School is the best reason I know for one or two man operators to join NCPCA.



**John Dunbar**

Your Board of Directors recently completed its leadership retreat where we addressed a number of issues and opportunities. This kind of productive gathering is not possible without the support of our suppliers and I want to thank them for their generosity in supporting us. In this two-day meeting, we completed significant work in insuring that our newsletter is the best it can be and that it arrives in a timely manner. In addition to the newsletter, we either started, continued or completed work on the following:

- Appointed a committee to start work on a School IPM Program for endorsement by NCPCA
- Continued work on WQOR accreditation. Our manual is currently being edited and we will have something to show you at the School
- Concluded the Association's prebait position for the Structural Pest Control Committee
- Reviewed the Division's matrix for fines at the request of the committee
- Decided how the fall membership meetings would be conducted next year
- Established guidelines for news releases
- Started a newsletter advertisement campaign
- Conducted a session on sponsorships to allow vendors a voice in how we request money
- Started work on a new member category so that retired members can continue at reduced rates
- Began discussions on how we can best support research or other needs at NC State

Be assured that we will continue our work on these and other initiatives for the Association. We welcome your comments and we continue to seek out more member involvement. Let's make 2002 the best year ever for pest control in North Carolina.

## Association Leadership Gathers To Discuss Future Direction

The Board of Directors, Past Presidents Council and participating allied members joined together at Mid Pines Inn and Golf Resort November 19 and 20 to discuss how the Association could effect change to better serve its membership and the industry.

This third annual retreat of the Association leadership addressed six key areas: Public Relations/Communications, School Integrated Pest Management, the Future of Fall Membership Meetings & Member Services, Association Activity Sponsorships, the WQOR Accreditation Program and Termite Pre-Treat Issues/Position Development. Attendees were assigned to one of six work groups to establish recommendations for enhancements, policy development and guidelines in addressing each area.



Below are the recommendations that came out of each workgroup and any Board action taken

### PUBLIC RELATIONS/COMMUNICATIONS

Steve Taylor reported on the work group's recommendations for the newsletter and other news releases. The group recommended the following:

**NEWSLETTER**

- The newsletter be produced in-house rather than through National beginning in January 2002 and mailed to members on or before the 10th of each publishing month
- The newsletter be renamed the Tarheel Pest Management News.
- The newsletter's length be between 16-20 pages, with one third of those pages devoted to advertising. The print should be no smaller than 10 point.
- The newsletter continues to be produced six times a year on a white glossy paper with a heavier cover stock.
- The newsletter has a redesigned masthead, headshots for each standing columnist and consistent artwork for each standing column.
- The Public Relations Committee should continue to have editorial oversight and will be responsible for assuring editorial content arrives to staff no later than the 10th day of the month prior to each publishing month (i.e., December 10 for the January/February edition).

**BROADCAST FAX**

- A one-page news update sent by fax during the months in which the newsletter is not produced.

**NEWS RELEASES**

- A one-page news release each January on Special Olympics contribution, each June on Pest Control Month and each August on the election of new officers. Additional releases will be developed as directed by the Public Relations Committee.

see page 18

The name of the Tar Heel PCO was chanted to Tar Heel Pest Management News in 2002.

<sup>283</sup> The Tar Heel Pest Management News, January/February 2002.  
<sup>284</sup> The Tar Heel Pest Management News, March/April 2002.

The association came into its own in the early 2000s as a result of the foundation set in earlier decades. The association's leaders were mature businessmen who had grown their businesses while working in the association.

"We've got one of the best industry associations anywhere in the country," Chuck observed. "It's very well run, with very conscientious people. We provide a wonderful service to our members. Although we probably don't represent half of the companies in North Carolina, we do represent 86 percent of the people employed in the industry. We represent the little one-man company that looks at a dues structure of \$175 or \$200 a year and says it's just not worth it. You've got a guy that can't afford to take away from his business and come down to a meeting. We represent those people. We wish they would join, but they reap the same benefits as everybody else and it's okay. They didn't join when the dues were \$35 a year, they're not going to join when they're \$235. I'm real proud of this association. I'm proud to have been a part of it.

"I've enjoyed it. It's been fun, but more than that, it's a relationship that I have with this group of people down here, in the Pest Control Association and the people on the board. My best friends in the world are in the pest control business. Billy [Tesh]'s in Greensboro. I'm in High Point. He can call me and he knows I'll drop everything and help him. We were using the same software one time, and I'd call him and go over to his office and borrow forms."

Another motivation for involvement in the association is "the sense that I'm leaving something a little bit better than the way I found it. I think the pest control industry is better in North Carolina because I was here. I'm proud of being in the pest control business. I really believe that we're protectors of the environment," Chuck said. "When I hire somebody, I say, you get to be somebody's hero. Every once in a while, you've got somebody crying on your shoulder because some little lady didn't know what she was going to do until you got there and helped her with a problem. It sounds corny, and all that, but every once in a while, I get to be somebody's hero. That's pretty much it."<sup>285</sup>

At the 2002 membership meeting, the membership agreed that the Past Presidents Council would serve as the Nominations Committee to develop a slate of annual officers and directors. The association also encouraged attendance by future leaders at the National Pest Management Association leadership conference by providing \$1,000 in expenses to a potential future leader and \$1,000 for the incoming president. The members approved a new membership category designation called Hall of Fame, which provided for recognition of member contributions to the industry. Those in the Hall of Fame would not have voting privileges unless the members confirmed in writing that the individual to be recognized was a voting representative. Hall of Fame membership must be approved by a 3/4 vote of the board of directors. The nominations committee was to be comprised of the members of the Past Presidents Council.

The Past Presidents Council was influential in the early 2000's, because the board of directors was comprised largely of younger people. However, it had no formal powers. "We can make recommendations to the board, but we don't control anything other than our own destiny. The board made up the nominating committee for the new officers, so we would have to get together every once in a while and do that. I thought, well, why don't we do some other things? Why don't we get together and have a lunch when we have our winter meetings and our summer outings, or why don't we have a golf outing, just because we're all friends. Because some of us aren't on the board any more, we don't get to see each other very often. So four or five years ago, I kind of reorganized the Past Presidents Council, and I'm still chairman and I can't figure out how to give this job to anyone else. We work on the nominating process and we'll try to get candidates in from the regions to serve on the board," Chuck said.

"The board is made up of all very dedicated people," but the core of those who are willing to get heavily involved in the association remained small. In addition to 12 or 15 people on the board, probably another dozen could be called on to help at any time.

"Part of the problem with the association is that group has always been perceived as kind of a clique. We hate that, so we've made so many efforts to get people involved and to reach out. We got five or six people on the board that are related to a past president in some way, and we've fought that really hard the last five or six years."

Nonetheless, as the 2000s progressed, most board members were people who had grown up going to the summer meetings with their parents and whose parents had served on the board in past years.

"The 80 percent that aren't involved are going to say it's run by a clique. That may be true in some organizations, but in our association I don't believe it's ever been run by a clique. I think it's been run by the doers, the ones that wanted to get involved, that care about the association and the industry," said Dee Dodd.

In spite of a large growth in the number of people involved in the industry, it was still hard to get people to be regional vice presidents. The board was cut back again in numbers in the 2000s because the association had

not been able to find enough people who would serve as regional vice presidents. “We’ve now gone to two or three at-large members to help with that problem,” he said.

Members pay their dues, but “they don’t want to do anything,” said Fred Jordan.

“I got sick over the years of people telling me, ‘Why do I need to belong to the association? What can you do for me?’ The fact is that if people hadn’t been fighting all of these years, local and particularly national, the stack of regulations under which you had to operate would be so high you couldn’t do it,” said Sam Newman.<sup>286</sup>

The association continued to work with the Structural Pest Control Division on rules and regulations issues, including warranty requirements, reporting of pre-treats to the division and record-keeping for termiticides.

The only major legislative issue that arose in the early and mid 2000s involved Jim Black, speaker of the N.C. House, whose son was in a pest control business in Charlotte. Representative Black and his staff worked to influence the committee’s makeup and lessen its regulatory authority. Black’s staff insisted that he had tried to remake a board that had too many bureaucrats and was too hard on pest control operators.<sup>287</sup> Black resigned in February 2007, the day before pleading guilty to an unrelated felony corruption charge for which he subsequently served a federal prison term.



One NCPCA license plate was provided for each member in 2003.

## ***Rules on how To Kill any Organization***

1. Don't come to meetings.
2. If you do come, come late.
3. If the weather doesn't suit you, don't think of coming.
4. If you attend a meeting, find fault with the work of other officers and members.
5. Never accept an office or assignment—it is easier to criticize than do things.
6. Nevertheless, get sore if you are not appointed to a committee. Of course, if you are appointed, gripe, and don't attend meetings.
7. If asked to give your opinion regarding an important matter, say nothing. After the meeting, tell everyone how things should be done.
8. Do nothing more than necessary. If other members work willingly and unselfishly, howl that your organization is run by a clique.
9. Don't bother to help get new members.
10. Don't tell your president or the board of directors how they can help you—but if they don't resign.
11. Keep your eyes open for something wrong, and when you find it, resign, or at least raise Cain.
12. When you attend a meeting, vote to do something, then go home and do the opposite.
13. Agree to everything said at the meeting and disagree with it all outside.
14. Get all the assistance your organization gives, but don't give any back.
15. Talk cooperation with you for the other fellow; but never cooperate with him.
16. At every opportunity, threaten to resign. Then get your friends to resign also.
17. When everything else fails, cuss your president.

Some things never change. This list ran in one of the early issues of the association newsletter in the 1950s and again in the newsletter in 2007.

286 Dodd, Newman, Jordan, group interview.

287 The Raleigh News & Observer, Feb. 5, 2006.

In 2003, the winter school introduced an electronic identification system for capturing attendee information. At past schools, attendees had been required to fill out attendance slips at each educational session in order to receive credits. Attendees at the 2003 school had bar-coded name tags which were scanned upon their entrance to a session. The system eliminated lengthy delays entering and exiting sessions to complete paperwork. The information about the classes each technician attended was automatically computerized, simplifying a process that previously had been done with sign-up sheets that needed to be manually transferred to certification records.<sup>288</sup>

Toxic mold in walls had become a hot legal and health issue, and the school included a two-hour panel discussion on its impact and legal implications. Pest control operators were told they needed to take steps to insulate themselves from consumer perceptions of reporting responsibility through using written disclaimers on service vouchers and invoices. The newsletter followed up later that year by saying those in the industry should direct questions to a certified industrial hygienist.<sup>289</sup>

The 2002 president, Bryan Heath, wrote in the newsletter that membership grew by 10 percent in 2002, with more new members joining that year than in the previous three years combined.<sup>290</sup>

The Indoor Urban Entomology Fellowship at NC State was renamed the NCPA Fellowship Endowment in 2004. The association donated another \$7,500 to the Fellowship Endowment to raise it above \$100,000. At the same time, an educational foundation that funded higher education scholarships for families of member companies and employees was established.

For 30-40 years, the association had given two scholarships every year to NC State. Many of these scholarships were for graduate students in entomology. In the late 1990s, Dee Dodd did some research and found out that the vast majority of the scholarships were going to people who left the state or never worked in the industry in North Carolina. In 2000, the association decided to start another scholarship fund for children and grandchildren of association members. The association had built up a cash reserve and had about \$100,000 in passbook savings. The first group of recipients were in 2004.

“We had a good discussion with the general membership and decided by a margin of about two votes to let First Citizens invest it for us. The proceeds of this investment were to go to this scholarship fund. That’s been very successful. We’ve got our own \$100,000 now and we paid out \$18,000 in scholarships this year [2008]. Originally, the rule was that you had to work in the industry for two years or repay the scholarship money. That was expanded to use a rubric. People who are going to work in the industry get first consideration, but we actually had one recipient this year that’s a music major. It depends on how much money we’ve got.”<sup>291</sup>

The award is based on academic performance and financial need. The selection committee was made up of the association president, two members chosen by the Past Presidents Council to serve four-year terms and two mem-

### Habitat for Humanity

The association public relations committee joined with Habitat for Humanity in 2002, a non-profit organization which builds simple, affordable homes in low-income areas, to provide 200 complimentary pretreats. The committee worked with member companies to provide the pretreats.

The average cost of a termite treatment during the construction phase was \$250-\$300, making the donation worth nearly \$60,000.

By 2003, said Walt Cooper, the association had achieved complete 100-county coverage in providing pretreats for Habitat for Humanity.

“It started out as somebody probably standing up in a meeting and saying ‘Habitat is trying to build these houses. They need this work done and we’re the people that do it,’ and getting involved slowly but surely. I was involved in Raleigh, and Steve Taylor. It started well before my time and we just kind of took it on. We’d been doing it for a long time through our contacts businesswise, but as far as the association function, by the time I got to be president [in 2003], we had all the counties in North Carolina covered.”

288 The Tar Heel Pest Management News, November/December 2002.

289 Tar Heel Pest Management News, January/February 2003, May/June 2003 and other issues that year discussed mold.

290 The Tar Heel Pest Management News, January/February 2003.

291 Dodd, group interview.



The NC State training pavilion. The facility has numbered stations which can be used to train pest control technicians in various types of insect infestation.



bers chosen by the board of directors to serve two-year terms. Preference was given to those enrolling in the University of North Carolina school system.

Mark Harrison strongly supported waiving the requirement that a scholarship recipient had to work in the industry because there were many children of employees that were not going into the pest control industry. "I thought it would be a great benefit for our employees, so we changed it."

One of the problems with the applications was that so many of the applicants had relatives who were actively involved in the association that it was hard to find somebody that did not have a tie to one of the people making the decision, he said. "They wound up having to white out everybody's names and addresses," Mark said. "There were four of us that graded the scholarships and we were all within a fraction of points. The rubric is good. There's just very little opinion in there."

The winners in 2007 were Joseph Wright Taylor of Wilmington, who was getting an MBA; Joseph Hamby, who planned on taking over his father Don Hamby's company after he graduated, and Laura Dodd, a fourth-generation member of the industry who planned to join her father Dee Dodd and sister's business upon graduation.<sup>292</sup>

In 2003, legislative funds were provided for a center to train pest control personnel, Walt said. The facility, which was called the Pest Control Technicians Training Facility, was to be managed by NC State. There turned out to be insufficient money to build the building, so the pest control program decided to share a building with another program that was in the process of building but didn't have enough money to finish. The two programs share the classroom facility and a training pavilion was built outside in the same area. The training facility was patterned after one built by Orkin in Atlanta, Georgia.

The outdoor pavilion incorporated different types of construction found in North Carolina and the Southeast, including various foundations, floor systems, slabs, piers, wall framing, exterior coverings, etc. The pavilion looks as though it were partially completed and then abandoned by its construction crew. The wood studs are unadorned, and foundation walls are half finished. The facility was named the Structural Pest Control Training and Research Center. It was located at the College of Agriculture and Life Science's Lake Wheeler Road Field Laboratory.

It was finished in the summer of 2006. Similar but less comprehensive facilities had existed in South Carolina, Virginia, Kentucky and Oklahoma, and before the facility on Lake Wheeler Road in Raleigh, NC, was built, pest control technicians often went to those locations for training.

The plans for the facility were provided by Orkin. It was designed to be especially useful for instruction on proper methods for treating for termites and for demonstrating how to deal with bees that nest in walls and other insects in and around structures. The pavilions' various stations are labeled to give trainees opportunities to see how insects could enter structures and how to treat those areas. Some stations had construction faults to illustrate the consequences of improper design of buildings. The pavilion also contains simulated indoor pest habitats.

The facility was for hands-on training of pest control technicians, compliance personnel and students as well as training in termite and pesticide treatment in the construction and turf grass sector. The teaching faculty was drawn from NC State, but industry experts also have given guest presentations.

"We are moving more and more to that facility all the time. The January school is primarily dedicated to information, whereas this facility is dedicated to hands-on mechanics of performing the job," said Walt Cooper. In 2006, the association provided the microscopes for the classroom facility, at a cost of \$35,000. "We still own them but



A training center classroom with a microscope. The association provided \$35,000 worth of microscopes to the training facility.

---

292 Dodd, group interview, Harrison interview, *The Tar Heel Pest Management News*, May/June 2004, November/December 2004.

they get to use them. NC State wanted us to buy them and deed them over to them. We were smart enough one Monday afternoon not to do that,” Sam Newman said.<sup>293</sup>

The General Assembly allocated funds to support operating costs for the facility and it was used for the first time at the 2006 winter school ant identification course.<sup>294</sup> The first Termite Technician Program at the NC State Structural Pest Management Training and Research Center was held in December 2007. The course was filled in less than 24 hours, and the responses were overwhelmingly positive. The course, a blend of both classroom and hands-on activities, covered basic termite identification and biology, a review of construction elements, treat-

ment specifications and calculations and a review of North Carolina’s rules and regulations. The program, designed for relatively new technicians, was a collaborative effort between NC State faculty, state inspectors and other staff and pest management professionals who were association members. The program also was held in 2008.<sup>295</sup>

Mark Brown was elected president in 2004. More than 800 people, the highest ever, attended the 55th annual winter school. At the membership meeting, the following were inducted into the association Hall of Fame: J.W. Taylor Sr., 1985 president and a founding member; Delia Copley, first licensed female pest control operator in North Carolina and a founding member; W.C. Bill McClellan, 1962 president and a founding member; Arnold Hamm, 1967 president; Bobby Moffitt, 1983 president; J.W. Efirid; and Charles Cooper, 1986 president.

Duane Rose was elected president in 2005. In response to continuing dissatisfaction over the summer conferences, Steve Taylor drafted a proposal that recommended that the North Carolina and South Carolina associations jointly plan future summer conferences in conjunction with the National Pest Management Association, that the emphasis be placed more on social interactions and expenses be minimized to allow lower registration fees. The summer meeting was called the Carolina Regional Conference that year. It was held July 28-30, 2005 at Myrtle Beach, S.C.<sup>296</sup> In 2006-8, the association again met with the Mid-Atlantic Conference.

The association partially sponsored an exhibit by Dave Rogers of large bentwood insect sculptures in 2005.

Brian Windham was president in 2006. In the 2000s, the association’s leadership made a generational transition.

“The majority of the board now are four-year college graduates, whereas before, we had two or three with a four-year degree. Not to say that that made them

#### **Pest Technician of the Year**

A new Pest Technician of the Year award was announced in 2004. The award was to be given to a member at the winter school. The January/February 2005 newsletter announced that to be eligible for the award, a technician must work at a member company and be recommended by his or her company owner, manager or supervisor. Only technicians with at least two years of experience in the wood-destroying organism phase or the pest control phase would be considered. They needed to provide written verification showing that they spent at least 80 percent of their work time in the field. Nominees were categorized by their region, and regional vice presidents reviewed all candidates and chose a finalist from each region. The overall winner was then selected from the finalists by a committee comprised of representatives from NC State’s entomology department, the National Pest Management Association and the industry’s manufacturing sector. All eight finalists were recognized at the winter school, with the winner being announced at the membership meeting. Winners received a plaque and a savings bond and had their names added to a permanent plaque.

The award was given to the following recipients:

Floyd Davis and Benny Marcum, 2005

Greg Thompson and Jerome Bastien, 2006

Christina Chamis and Larry Spears, Jr., 2007

Lois Heald and Chris Morefield, 2008.

293 Cooper interview; Newman, group interview; author’s tour of the facility in July 2008.

294 Tar Heel Pest Management News, May/June 2006

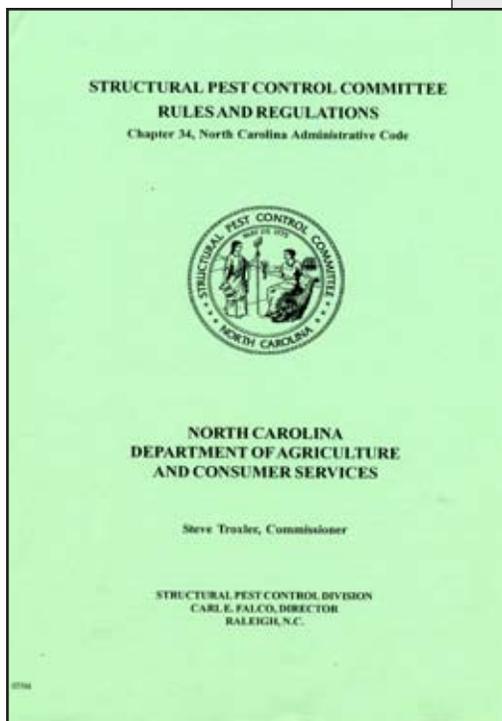
295 Tar Heel Pest Management News, September/October 2007.

296 Tar Heel Pest Management News, May/June 2005.

any better, but today they are much, much more prepared and more knowledgeable in all aspects of the industry,” David Dillingham said.

His son, Robert was typical of second- and third-generation people coming of age in the industry. Robert’s godfather was Lester May, the association president in 1972, and an owner whose business David had worked for and then bought out.

“I have learned many valuable lessons from both my Uncle Les and my dad. Nothing in life is more rewarding than working with your dad. I have to admit that sometimes it can be stressful, but overall I would not change it for anything,” Robert wrote in 2006. “The future of the NCPA depends on the second generation like myself, as our present Board of Directors is mainly composed of second-generation pest control operators.”<sup>297</sup>



### What were the rules and regulations like?

The July 1, 2004 version of the Structural Pest Committee Rules and Regulations, Chapter 34 of the North Carolina Administrative Code, had 56 pages and bore the name of Steve Troxler, commissioner for the North Carolina Department of Agriculture and Consumer Services.

The document defined the law, the terms used in it, the general duties of pest control operators, and members of the state Structural Pest Control Committee. It established rulemaking and other administrative procedures for the committee.

It outlined the law on the following issues:

- Applications for licenses and cards, procedures for examinations and dates of them. Forms for filing for licenses, certificated applicator’s cards, or registered technician’s identification cards. Recertification procedures, which are by reexamination or recertification by earning continuing certification. Recertification for certified applicators in any one phase requires five units, two requires seven, and three requires nine total.
- Stipulations on identification cards. replacement of lost cards, revocation of cards, changes of office, changes in status of the licensee and or certified applicator.
- Display of license number on service vehicle rules. Responsibilities of license holders. Age limits for license holders.
- Use of equipment.
- Branch office limitations.
- Storage and handling of containers, labeling pesticide containers, first aid, notification requirements, spill control, following pesticide labels, storage requirements for pesticides.
- Wood-destroying organisms prevention and control, reporting damage and infestation in uninspected areas, application equipment, wood-decay fungi, physical barriers for termite control. WDIR reports, records, and contractual agreements. Use of household pesticides. Spot fumigation requirements and records, safety and safety equipment. Warning notices and guards.
- Financial responsibilities of licensees.
- Prohibited acts. Filing complaints. Inspection fees and rights of enforcement, deviations, reinspections. Rights to hearings and other legal proceedings.



A board of director's meeting on July 31, 2008 at Wrightsville Beach, NC. Clockwise around the table, starting at the left, President Robert Dillingham, Brandi Barnhart, Kevin Spillman, Chuck Hazelwood, Don Hamby, Mitch Taylor, Scott Canady, Lee Smith, Patrick Phillips, Burns Blackwell, Josh Harrison, Dana McDuffie, Kristin Dodd.

Kevin Spillman was elected president in 2007. He was the son of Fletcher Spillman, who married into the pest control business when he married the daughter of association founding member Frank Goforth. Forty-eight years later, Fletcher's three sons, two brothers-in-law, a sister-in-law, several nephews and a grandson were involved in pest management services.<sup>298</sup>

Board member Lee Smith was the grandson of Clyde Smith, the entomology professor at NC State who helped start the association. His father, Les Smith, started the family business, Rid-A-Pest Inc. in 1972. Lee grew up working summers, afternoons, and then full-time as a termite control and pest control technician, wildlife damage control agent and in other capacities in the family company. He obtained degrees from NC State in both agricultural business management and entomology and went to work for the family business.

Women began to move into leadership positions on the board for the first time since Delia Copley in the 1950s. Kristin Dodd is the fourth generation in her family's pest control business, the descendant of minister David Dodd, who started a pest control business after he purchased pest control equipment to help employ a needy man only to have the man take off after a few months and leave behind the equipment. Kristin's grandfather, David Dodd Jr., helped found the organization and served as president in 1959. Her father, Dee Dodd, served as president in 1998. Kristin became secretary-treasurer in 2008.

Kristin started working at her family's business at age eight or nine, doing filing as soon as she was old enough to alphabetize. "When I got to high school, I decided I didn't like working in the office. I'd rather go out and ride with the guys, so I'd ride with them. When I was in college during the summer, I would do a route or fill in. You can make a lot more money doing that than working a minimum wage job."

After obtaining a degree in religious studies from the University of North Carolina at Chapel Hill, Kristin worked at other jobs before returning to work in her family's business in 2000.

---

**298** Tar Heel Pest Management News, March/April 2008.

“I can never work for a bank where you’re doing such a small part of this bigger picture that you never see what you’re doing. You can tell, all these roaches are gone. You’ve accomplished something. You’ve helped this poor lady on the phone who was in tears because she had ants in her house, so you feel like it’s rewarding because you’ve accomplished something that’s tangible.”

She and her father agree 90 percent of the time, so it has worked out well. “We do argue on some modernization issues like buying new computers. He’s not real big on those kinds of things, and I usually have to twist his arm.

“Being active in the association “wasn’t even an option, to be honest. My dad had pushed it for a few years, and I would say, I’m doing this, I’m pregnant, I don’t have time. Then he pretty much said, ‘You’re on the board now.’ I’ve enjoyed it.”<sup>299</sup>

Dana McDuffie, the daughter of pest control operator Walter McDuffie, joined the board in 2007. Dana was certified in clinical lab science at Duke University Medical Center, but decided to work in the pest control industry. She grew up riding with her father to service customers’ homes, working part time in his office during high school, and doing a pest control route while in college. She obtained her pest control license and took over management of her father’s business. Dana grew up with her family having summer vacations at the summer meetings and her father served as association president in 1982. Debi Loge also became involved as the Allied Associate Member Representative. Professional Women in Pest Management, an affiliate organization of the NPMA, has been organized on a national level.<sup>300</sup>

Burns Blackwell, who started out working for his father in the pest control business, decided his freshman year in college that he wanted to join his father’s business. He got a degree in business administration before returning to work for his father. Burns’ great grandfather started the family’s Terminix franchise in 1931. Burns was the director of operations, overseeing 12 branch locations with 210 employees.

The generational and formal educational difference between him and his father does not prevent them from having the same perspective, he said. “I think more the challenge between the two generations is if they have done something and we want to redo it, you have to definitely prove your point that this is trying to advance things, not necessarily trying to say that the old way is wrong and this is right. It’s change.

“I have a very good working relationship with my dad. Not everybody can do it. Some of them don’t work out. My brother does not work in the business,” Burns said. “It every in your blood. Our business is not a commodity. You’re not looking at a computer all day long trading stocks. It’s a people business, so you take a little more pride when you’re solving someone’s problem. You help an employee grow personally and professionally, and that is where you get a sense of pride. That’s why I think it gets in your blood.”<sup>301</sup>

Another board member, Josh Harrison, began working for his father Mark’s company, Whitco Termite and Pest Control, in November 1999 and was managing the company’s office in Wake Forest in 2007.<sup>302</sup>

R.B. Goforth, the earliest past president still working in the industry, said he felt some members of the leadership had moved too aggressively to bring sons or daughters onto the board of directors. “They need to do it themselves.”

In general, however, “I think it’s a great organization. They’ve done a lot of good. They’ve done the training. They’ve brought the profession up from where we were years and years ago. They bring in the new chemicals and new equipment, new ideas. I think the WDIR has been a saving item for homeowners.

“Training is the most important thing,” he said, although he still sees people who are not well enough trained but who have obtained certification somehow.

The board of directors, committee chairs and past presidents convened in Charlotte in 2006 for their first leadership orientation program. The program provided an opportunity to get new board and committee members up to speed on the association’s history, rules of order and operating process. It was also a goal setting session fueled by responses to a member survey. With a new generation taking over, the association started a mentoring program where a past president mentored people moving up into leadership positions. “We’ve had so much exposure that we need a strong president up there, so past presidents take guys under their wings and try to build them up

---

299 Author’s interview with Kristin Dodd, July 31, 2008.

300 Tar Heel Pest Management News, January/February 2007.

301 Author’s interview with Burns Blackwell, July 31, 2008. Tar Heel Pest Management News, January/February 2007.

302 Tar Heel Pest Management News, May/June 2007.

through the process. They start off a regional vice president and once they've done that a number of years, they start working up through the chairs," Jim Lynn explained.<sup>303</sup>

In February 2007, the association's leadership convened a similar meeting to set goals and make short- and long-range plans for the association. President-elect Kevin Spillman led new board members through a leadership orientation. The group then reviewed the bylaws and standing operating procedures for each position within the board and had a discussion on board protocol, processes and policies.

Carl Falco retired in 2006 and the Structural Pest Control Division was combined for budget purposes in the same department as the Pesticide Board. "It's worked out fine," Harden Blackwell said.

Carl wrote to the association: "It has been interesting, frustrating, entertaining and even contentious at times, but ultimately a most enjoyable time and a rewarding career. I have made many friends during my tenure with the division and learned considerably of human nature. You have challenged me and led me to grow, sometimes reluctantly, both intellectually and in my abilities to deal with people. Thank you."<sup>304</sup>

Very little new came out of the Structural Pest Control Division over the next two years partly because environmental controversies had calmed down. When the EPA first started in the 1980s and 1990, "people didn't know how to get their arms around it, and I think they've got their arms around the problems now. There don't appear to be any major things coming that we haven't experienced or dealt with or know how to handle," Harden said.

"I think things are in place now," as far as the legislative process with regard to the industry, Billy Tesh said. "They [the association] do a great job in maintaining what we need as an industry. We do need some changes coming forth, but the rules are flexible enough that they accommodate that. There has been a significant and continuing change in the industry in how we do things. We are way ahead of the curve as an industry than our rules and regs in most cases. The reason is that in this state, everything's got to go before the General Assembly and it take two years to go through that process."

Being ahead "keeps us out of the legislature because there aren't any complainers. Usually when something goes before the legislature, it's because something's creating a problem. As long as there's nothing we're doing that's causing a problem, there isn't a need for the General Assembly to act."

The green pest control movement could change some things down the road because some green pest control chemicals were not governed by the EPA and therefore are not under the supervision of the state Department of Agriculture. Baits, for example, had very little to regulate in comparison with chemicals.

Litigation had fallen off because the industry had better procedures.<sup>305</sup> However, the biggest continuing battles revolved around litigation, said Steve Taylor. "The threat of litigation faces us every day. We do a lot of things every day to make sure we don't get in lawsuits, like using the proper materials, not doing some things, driving safely. In the 70s and 80s, you weren't worried about doing driver's safety. Now, most every time I have a company meeting, we talk about safe driving. We don't hire people that have bad driving records. We don't hire people that have criminal records. We do background checks, drug tests. All those things are changes in the recent industry that add to professionalism."<sup>306</sup>

Even though the challenges abated in the mid-2000s, Harden said he stayed active in the association because "the business has been very good to our family over the years and it's a way of giving something back. If you've got a problem and you go to the Structural Pest Control Division with the backing of the association, you've got a lot more chance of getting things done than if you go as me. You've got a lot more clout. Over the years, that's helped our business. We are a larger company, so therefore we don't need a lot of the benefits the association has, but a lot of the smaller companies need the training and the technical advice."<sup>307</sup>

"If you belong to an organization that you get your livelihood from, then you should be able to give back to that organization through your efforts and fundings. Just like your community, you need to be able to give back to your community. That's where you live and work," said Jack Roberts. "Since I've become a member of the pest control

---

303 Lynn interview.

304 Tar Heel Pest Management News, May/June 2006, p. 8.

305 Mark Harrison interview.

306 Taylor interview.

307 Harden Blackwell interview.

association, I didn't miss a summer meeting nor a meeting at the January annual meeting for 30 some years" until his wife became ill in 2002. Jack's son and daughter work in his company.

The association is "kind of a brotherhood of people and friends that you know over the years and you come to rely on them. You make friends throughout the state, and you feel like if you run into a problem somewhere, you can call them up and talk to them and get some help in various phases of your business if you need it. Somebody somewhere in the state's got a lot more experience than you have or more knowledge and background that you can glean from," said Jack. He was a regional vice president for the National Pest Management Association and served on some national committees, but his main involvement has been with the state association, his business, and as a town council member, starting in 1981, and then mayor of his town, Gamewell, for 11 years.<sup>308</sup>

Walt Cooper said of his involvement in the association: "It turns out that it's probably the best training as a businessman you can have. You get to learn in a somewhat protected environment. Depending on how aggressive you are and the circumstances that present themselves, you learn all the techniques that you would probably need in business in a very contained environment."

The association has instilled in its members a certain sense of pride at being recognized by their peers and chosen to hold an officer's position. However, to be effective in the organization, "one of your prerequisites is that you have your own business affairs in order because you are going to be spending a lot of time."

He said those involved in the association sometimes spent more time with their competitors than with business contacts. However, "you get to view something five years ahead of you through the association. You get to see what's coming at you, whereas somebody who just does their day-to-day operation would never know. You're privy to possible changes in how you have to do your business before it ever occurs, so it gives you a slight advantage."

He said there had been more than one time when through the association he could talk to someone about a problem without fear that it was going to harm his business. That kind of trust has developed gradually. In the early days of the industry, "guys would make mistakes over and over because nobody would be willing to say, okay, I tried that and it didn't work. The association gave you a chance to try something before you invested time or money in it."

He said it took him a few years after he got into the industry to take the time to be involved and he had to be coaxed to do so, "but I can't recommend it enough. I'll try to coax the next person to do it. It's time very well spent. You cannot get around the ability to spend time with some of these guys. You can have a guy that makes \$100,000 sitting next to a guy that makes 2 million dollars, and it's just constant opportunities to learn if you'll take them. It's very rare that you don't run into guys who are willing to get involved in this kind of this organization that aren't more than willing to help you."

Bad pest control operators still exist, but "even the worst of the operators that you run into as far as quality or salesmanship, your idea is try to coax them into the association rather than fighting them. Your idea is to bring them in and try to change them, teach them a better way to do it."

The association "makes the industry look better as a whole. One of the things we try to do is keep our reputation to the forefront because a lot of times, we are fighting some massive adversaries, big government or environmentalists, then everyday consumer business. You have some pretty big dragons you have to fight, and it only takes one bad example to ruin a lot of people."

In the late 2000s, training in owner/manager business practices was a major focus of the association's efforts. The leadership decided to form a task force to develop an owner/manager business practices program designed to assist owners with human resources, accounting models, medical coverage and other information specific to running a small business.

In 2006, the association rolled out a two-day business seminar for owners and managers named after the *United We Stand* manual that Ralph Killough had written and donated to the association in 1994. The seminar, called *United We Stand, United we Grow: A Special Business Seminar for the Progressive Owner and Manager*, was designed to assist owners and managers in their business operations, consumer relations and sales/technician training and was developed in response to member surveys.

President Brian Windham wrote in the newsletter: "By the sharing of ideas, we, as members of the North Carolina Pest Control Association, intend to work collectively to assure that all links in our chain are strengthened, which in turn will help assure our own individual future."

Ralph Killough intended the manual to be a work in progress and left it unfinished with plenty of room to grow. "In that spirit, the next chapter is there. The next chapter is a special business seminar that has grown from Killough's original intent of the UWS manual. This meeting will be dedicated to helping you grow and nurture your business and promote the sharing of ideas among members of our association."

The seminar was specifically designed so that small-to-medium-sized pest control companies that could not afford world-class management seminars could have world-class programming brought to them. The fee for the seminar was \$195. It included information on human resources and communications as well as public relations skills. More than 60 owners and managers attended.

*United We Stand* "has expanded into a training program," said Dee Dodd. "For two years now, operators, owners, managers have gotten together and we have round tables and exchange information. The one we had in Greensboro this year, I think there were a hundred people."<sup>309</sup>

Technology had made the industry faster paced. Pest control operators of the 2000s were loaded with not only with a sprayer and chemicals, but a cell phone and/or Blackberry.

Technology changes and educational levels in the industry were not the only things that had changed. "We have more and more people in this industry recognize that it is absolutely essential that you have good people working for you. Pay has gone way up over the last few years," Mark Harrison said.

Both the industry and the association were much more affluent in the 2000s. The association had \$280,000 in cash reserves by 2008. "In the '70s and '80s, the board of directors could only spend \$100 without coming back to get the association's approval outside the budget. Now, the board and directors submit the budget, it's approved, and the board of directors can spend \$10,000 without coming back to the association for approval," Sam Newman said. The increasing affluence of members made it easier to raise money than in past decades. In 2007, Steve Taylor held a reception for the education foundation at the summer meeting and got a \$35,000-\$40,000 pledge within 30 minutes. "In the '60s or '70s, that would have been impossible to do," said Dee Dodd.

In the 1970s, people still would have given money, but the total would have been \$200-\$300, Sam Newman said. "That was when we were making \$1.59 an hour."



Brandi Barnhart

#### In Memorium

Frank Goforth died July 27, 2008. He was a founding member of NCPA and the 1966 association president.

The new board members "are college educated, outstanding citizens," said Sam. "In the early days, we were not college graduates. We were high school graduates at best, and we just kept plugging and working. We have made it a pie of roses for the leadership today. They've got it made. They don't have to worry about money. That's how it's changed."

Another big change has been having a professional management company. "When Dad [David Dodd Jr.] was president, the president had to do everything," Dee said. "I don't think the board and officers now realize and appreciate that hard work. [However,] there is more to be done now. More projects are going on, more committee work going on. It makes more demands on your time than it probably did 20 years ago."

Dee said when he was on the public relations committee, the only thing he had to handle was Pest Control Month in June. His daughter, Kristin, who was on the same committee in 2008, spent hundreds of hours working on it.

"I hope that going down the road that it can be stable," Sam said, "that no individual would have to spend three years on one project because time is so valuable these days that you'd have a hard time getting somebody to volunteer for three years on a project."

---

309 Tar Heel Pest Management News, May/June 2006, July/August 2007, September/October 2007, November/December 2007.

INfoMarketing, which changed its name to IMI, continued to manage the association on a day-to-day basis through 2008. “IMI’s involvement was only as good as the director they had over the association. Mike Borden, I always felt, was very good and he covered probably all of the 2000s on until the last couple of years,” said Walt. “He had a great knowledge of how the operation worked. He was indispensable if you were the president. I don’t see how we could have managed [without him]. We probably would be large enough now to have our own inside manager. However, while we were in that process, I don’t think we were large enough to support one singular person. As we scaled up, IMI was able to grow with us.”<sup>310</sup>

Brandi Barnhart of IMI became the new executive director for the association after Mike.<sup>311</sup>

It was under 2007 President Kevin Spillman’s leadership that the board of directors voted to bring to the membership a recommendation to change the association’s name from North Carolina Pest Control Association to the North Carolina Pest Management Association. “If a change is to be made, we felt that now is the time. Not only is our industry moving farther and father away from being spray jockeys to pest profes-

Programs from *United We Stand* business seminars held by the association in 2006 and 2007.



310 Cooper interview.

311 Tar Heel Pest Management News, May/June 2007.

sionals, National Pest Management Association is spending millions of dollars and countless hours promoting the importance of pest management,” he wrote in the November/December 2007 newsletter.<sup>312</sup>

“Obviously, there was some opposition from some of the members,” Kristin Dodd said. “It seemed kind of nit picky. It’s just a word, and people got into the debate what does management mean and what does control mean. They said people don’t want their pests managed, they want them controlled. They are so similar. I think one has a more professional tone, so we wanted to do it.”

The idea of the name change had been brought up several years earlier, and “my dad said, ‘I don’t think it’s going to pass. It didn’t pass last time.’”

She and Burns as members of the public relations committee took it on as a challenge, she said. “It kind of became personal, to me at least.”

Borrowing from the older generation’s habit of gathering data and then forming a position, “I did some research on other states that had done it and got some background. We had our ducks in a row in January. When it comes to making a decision, we’re doing the logo and the web site. It just makes sense to do it now.”

The membership agreed to the name change. The 2008-2009 president, Robert Dillingham, and the board’s public relations committee announced it, a new logo, and a redesigned web site at the summer meeting on July 31, 2008, at Wrightsville Beach, NC. The public relations committee had spent six months taking an inventory of the association’s image and goals for educating the public about pest management, Robert said.

Burns Blackwell said: “Over the last several years, we’ve watched pest control associations across the country and our national group shift from the use of ‘pest control’ to ‘pest management.’ This change has been popular as the industry has encouraged the general public to let us help manage their pest needs instead of just being called every other year when they have problems,” he said.

The name change emphasized the pest control operators’ role as a partner with the home owner to help manage pests in the home. Both the national association and individual companies had swapped out the word “control” for “management” in their names. “If the association does it, it tends to make more of a statement and move the industry toward more modern times versus the old times,” Burns said.

“A lot of pest management companies are moving more toward not just offering termite and pest control, but toward offering moisture control and toward eliminating other problems that cause pests. We got into the moisture control years ago because if you can get rid of moisture, you can get rid of the termites. It’s more managing versus pest control. It was exterminators, and then it moved to pest control, and now it’s pest management. Exterminators were guys who came into your home and sprayed everything they could. Pest control kind of toned that down a little bit, and now we’re getting more and more where we only use the products that we use when we have to.”

“With the adoption of our new name, the natural step was to create a new logo to help showcase our new identity and to revamp our web site,” Burns announced at the summer meeting. “We set out to create a new logo that represents our dedication to the state of North Carolina and our mission as pest management professionals as well as to the general public. We also wanted to update the look and feel of our logo by embracing the blue color that has been a part of our association for so long, but also incorporating new colors that are fresh and vibrant. We believe the final logo accomplishes all that.”

Kristin introduced the redesigned web site: “We have dedicated ourselves to insure that the products we produce reflected the history of our organization and the great work many have done before us. As we move forward and work to educate the public about pest management, position ourselves as the voice of pest management in North Carolina, and continue to serve as a resource for members, we knew we needed a quality web site.”

The web site was designed as a one-stop resource guide for the pest management industry in North Carolina. It included an e-newsletter distributed monthly, a list of professionals in the association, a kids corner, and a careers section.

The process of working on the public relations committee that created the new identity “sure has influenced me to have much more of a passion behind the North Carolina Pest Management Association,” Burns said. “We’ve got some sweat into it.”

“I bet I spend some days half my day on association stuff,” said Kristin. The committee had a weekly conference call during the buildup to the rollout of the new name. Just attending board meetings was frustrating sometimes because most association work was done in committees, Kristin said. Committee work was more rewarding.

---

312 Tar Heel Pest Management News, Nov/Dec. 2007.



Burns Blackwell and Kristin Dodd unveil the new name and logo of the association at the summer meeting on July 31, 2008.

At board meetings, board members sat around tables arranged in a square. Outside were rows of chairs where any member, including past presidents, sat.

“A lot of times, the outer circle, the past presidents talk more than the actual board does, because the board is very young right now,” Kristin said. “They kept saying they wanted new blood on the board. A lot of times, they were worried that they were controlling the meeting, but I think that’s gotten better. They still do a lot of the talking.”

“It’s a lot better than a year ago,” Burns said. “About two years ago, I got to the point where I felt like everything I do, somebody’s screaming at you but you can’t get anything done, but since this P.R. committee thing, it’s changed my view of the association because we’ve actually been given a little rope from the board and they said go with it. When I first started on the board, that was when they first started the concept of ‘we need a younger board.’ It’s taken a while to get it around. But now if you look around, most of the board except for the presidential appointees are from the younger generation. It just took some time.”

At the same time, he said, the older generation haven’t withdrawn. “They’re still involved. They’re allowing somebody else to participate.”

“They’ll probably be here until they’re 90,” Kristin said.

The association’s position as it headed toward the 2010s was strong, Burns said. “There’s lots of interest behind it, and lots of support, not only at the meetings, but a lot of people pay their dues every year. We don’t have to worry about people paying their dues. They always feel value for it and they’ve created value in the past. We’re trying to create more value. I would definitely say that they’ve built the groundwork. We have a very good association. We have great financials. The winter school is a huge hit, and they’ve done all that. We’re just trying to do something to add to it. We’re not trying to take anything away.”

“I’ve always felt how hard my dad worked when he was president and very active on the board, and I realized that’s kind of your duty. You need to give back to the industry for everything it’s done for you, so that was why it really wasn’t an option to be on the board,” Kristin said.

“Our school has now become the second or third largest gathering of pest control professionals in the United States,” Steve Taylor said. “Only the National Pest Management Association had more people in one setting at their convention last year [2007]. We had 800 people at our school last year, and we have passed Purdue and Florida in terms of the number of people at our school.”

By 2008, the number of members in the association had not changed dramatically from previous decades, but the association represented 80 percent of the pest control companies that were registered in North Carolina. Because membership was by company, some companies had hundreds of employees. The 200 association members represented about 4,000 employees.

“Professionalism has risen to the point that we are an accepted part of the culture of the United States. People know that they need pest control for safety and to protect their homes. The single biggest investment most American families have is in their homes, and they know that in most parts of the country, if they don’t have us there, the termites will eat their house down. I think today our industry is very professional, very accepted in the community,” Steve said. “Our battles have not been as great lately, because our industry is professional, well-trained, and the products are safer.”

As long as there are bugs, “we’re going to have a job to do.”<sup>313</sup>

---

313 Taylor interview.

## Presidents of the North Carolina Pest Control Association

2007 Kevin Spillman  
2006 Brian Windham  
2005 Duane Rose  
2004 Mark Brown  
2003 Walt Cooper  
2002 Bryan Heath  
2001 John Dunbar  
2000 Mark Harrison  
1999 Jim Roberts  
1998 Chuck Hazelwood  
1997 Dee Dodd  
1996 Benny Ray  
1995 David Dillingham  
1994 Harden Blackwell  
1993 Steve Taylor  
1992 Fred Jordan  
1991 Don Hamby  
1990 Jimmy Lynn  
1989 Charles Efird  
1988 Sam Newman  
1987 Billy Tesh  
1986 Charles Cooper  
1985 Jay Taylor  
1984 Tom Fortson  
1983 Bobby Moffitt  
1982 Walter McDuffie  
1981 James Brock  
1980 George Robbins  
1979 Hugh Wilson  
1978 Hugh Wilson  
1977 Phil Clegg  
1976 Phil Clegg  
1975 Fletcher Spillman  
1974 Jack Roberts  
1973 Jack Roberts  
1972 Les May  
1971 W.C. McClellan  
1970 B.E. Brock  
1969 Lacy Webster  
1968 R.B. Goforth  
1967 Arnold Hamm  
1966 Frank Goforth  
1965 Gene Lynn  
1964 Bob Hutchcraft  
1963 Ivey Coward  
1962 W.C. McClellan  
1961 A.T. Best  
1960 Marvin Schull  
1959 David Dodd, Sr.  
1958 J.E. Hutto  
1957 Roy Goforth  
1956 T.M. Gunn  
1955 J.W. Taylor  
1954 Walter Wilson  
1953 Walter Wilson  
1952 D.L. Goforth  
,

# Index

## Symbols

50th PCT school 151

## A

Achterman, Bruce 97, 99  
Active members 6  
Agricultural Resource Center 85, 92  
Agricultural Resources Center 161  
Air monitoring conference 33  
Air samples 32  
Albertson, Charles 91  
Aldrin 40, 52, 87  
Allied members 6

## B

Bait 70, 77, 114, 144, 160  
Ballentine, Lynton 13  
Basnight, Mark 150  
Bastien, Jerome 168  
Baumann, Greg 160  
Beacham, Marvin 151  
Best, A.T. (Sol) 8, 5, 7, 11, 15, 22, 23, 26, 27, 28, 38, 44, 63, 179  
Black, Jim 150, 164  
Blackwell, Burns 6, 156, 176, 177  
Blackwell, Harden 6, 85, 90, 96, 116, 117, 118, 120, 121, 125, 129, 134, 139, 141, 142, 143, 152, 156, 170, 172, 175, 177, 179  
Board of directors 7, 9, 11, 15, 19, 21, 35, 49, 65, 68, 71, 76, 111, 119, 137, 139, 145, 150, 156, 157, 160, 163, 167, 171, 174, 175  
Borden, Mike 159, 162, 175  
Bowers, John 99, 137  
Bowyer, Sam 44  
Bray, Alice M. 8  
Brock, Bob 6, 23, 27, 31, 33, 35, 38, 40, 43, 44, 49, 53, 60, 80, 86, 96, 110, 147  
Brock, James 67, 179  
Brock, Pat 44  
Brown, John 92  
Brown, Mark 168, 179  
Buetner, William O. 5  
By-laws and constitution 6

## C

Canady, Scott 156, 170  
Carson, Rachel 26, 27, 40  
Certificate of Incorporation 8  
Certification 55, 56, 57, 58, 64, 74, 83, 90, 124, 127, 129, 133, 157, 165, 169, 171  
Chamis, Christina 168  
Chemical sensitivities 116, 128  
Chlordane 32, 52, 53, 77, 82, 85, 86, 87, 88, 89, 94, 113, 117, 118, 143, 159  
Chlorinated hydrocarbons 53  
Church, Luther 5, 7  
Clarke, Bridget 150, 159  
Clayton, Jimmy 44  
Cleary, J.O. 7  
Clegg, Phil 61, 63, 83, 179  
Coble, Howard 97  
Cockerham, Blan 44, 58  
Code of ethics 6, 20, 111  
College Union building 23  
Continuing Education Units 27, 55, 56, 57, 63  
Cooper, Norman 131  
Cooper, Walt 6, 1, 2, 60, 74, 75, 77, 82, 94, 125, 131, 154, 165, 167, 168, 173, 175, 179  
Copley, Delia 7, 9, 11, 12, 13, 14, 15, 16, 17, 19, 22, 23, 35, 44, 58, 168, 170  
Coward, Ivey 5, 13, 19, 26, 28, 33, 35, 39, 44, 179  
Creonte, Joseph 28  
Crosby, T.W. 7  
Crowe, Michael 97

## D

Davis, Floyd 168  
DDT 31, 41, 49, 52, 88  
De Gere, Mark 156  
Department of Agriculture 6, 11, 12, 13, 22, 46, 48, 62, 63, 64, 90, 93, 121, 133, 143, 154, 160, 169, 172  
Diazinon 159  
Dieldrin 40, 52  
Dillingham, David 6, 32, 35, 44, 71, 80, 85, 98, 99, 114, 116, 125, 129, 132, 134, 136, 137, 139, 156, 158, 169, 170, 175, 179  
Dillingham, Kathleen 99  
Dillingham, Robert 5, 46, 62, 137, 156, 169, 170, 176  
Di Maria, Charles 7  
Disney World 148  
DNA 114  
Dodd, David, executive director 138, 147  
Dodd, David, founding member 13, 15, 20, 22, 23, 28,

33, 35, 40, 58, 132, 174, 179  
Dodd, Dee 6, 6, 13, 15, 20, 21, 22, 23, 28, 29, 30, 33, 35,  
40, 56, 57, 58, 85, 94, 111, 116, 118, 128, 132, 138,  
141, 143, 144, 146, 147, 156, 160, 163, 164, 165,  
167, 170, 174, 179  
Dodd, E. David 132  
Dodd, Kristin 6, 15, 156, 171, 175, 176, 177  
Dow 33, 85, 104, 135, 148  
Dreldane 52  
Dues 6, 23, 32, 35, 36, 38, 62, 68, 71, 93, 119, 120, 121,  
122, 128, 136, 137, 145, 157, 163, 164, 176  
Dunbar, John 99, 117, 157, 159, 179  
Dupree, Gene 32  
Dursban 32, 85, 88, 113, 117, 118, 135, 136, 139, 159

## E

Earth Day 55, 111  
Economic boom 144, 152  
Edney, Anne and Sam 151  
Edwards, John 98  
Efird, J.W. 168  
Entomology department, North Carolina State 6, 2, 12,  
24, 27, 31, 39, 53, 60, 133, 137, 153, 168  
Environmental Defense Fund 85, 87  
Environmental Protection Agency 7, 55, 56, 58, 63, 64,  
65, 70, 83, 88, 89, 93, 94, 99, 111, 124, 128, 129,  
135, 136, 146, 159, 172  
Environment and environmentalism 14, 27, 31, 53, 55,  
56, 57, 58, 59, 60, 62, 63, 66, 67, 70, 76, 77, 78, 79,  
81, 83, 86, 87, 88, 89, 90, 92, 93, 111, 116, 118,  
119, 128, 129, 131, 133, 135, 136, 144, 159, 160,  
161, 163, 171, 172, 173  
Ethics 8, 6, 7, 20, 43, 111  
Everitte, Thurman 151  
Examination 12, 14, 15, 19, 22, 30, 33, 49, 56, 57, 58, 61,  
64, 74, 93, 129, 154

## F

Falco, Carl 65, 103, 110, 117, 121, 139, 140, 141, 142, 143,  
145, 172  
Farrell, June 94, 103  
Federal Insecticide Fungicide and Rodenticide Act 63  
Federal Trade Commission 146  
Fellowship 71, 134, 157  
Felty, John 151  
Ficken, H.A. 16  
FIFRA 63, 93  
Flowers, S.G. 44  
FMC Corporation 138  
Food Quality Protection Act 135

Fortson, Tom 66, 75, 76, 77, 78, 79, 81, 82, 96, 179  
Fraudulent pest control operators 1  
Frye, H.E. 23  
Fumigation 9, 14, 19, 22, 30, 33, 61, 124, 169

## G

Gaynor, Adrian 16, 17, 20  
General Assembly 47, 64, 83, 86, 90, 91, 138, 141, 150,  
161, 168, 172  
Gingrich, Newt 98  
Glasglow, Henry 5, 7  
Goforth, David 8, 1, 2, 5, 7, 8, 15, 20, 21, 22, 28, 44, 65,  
68, 90, 132, 147, 168, 179  
Goforth, Frank 1, 5, 6, 7, 26, 34, 35, 36, 38, 44, 46, 58,  
170, 174, 179  
Goforth, R.B. 6, 1, 2, 7, 11, 28, 38, 43, 44, 46, 49, 60, 71,  
73, 74, 76, 88, 171, 179  
Goforth, Roy 1, 2, 7, 13, 19, 179  
Gold, Harvey 83  
Graham, James 46, 63, 64, 65, 78, 112  
Grandfather clause 14, 46, 49, 56, 58  
Grievance 7, 20, 65, 111  
Grievance Committee 20  
Groundwater 111  
Gunn, Tom 12, 13, 14, 20, 21, 44, 58  
Gyp artists 24

## H

Habitat for Humanity 112, 165  
Hamby, Don 6, 36, 65, 80, 85, 86, 88, 90, 91, 97, 99, 104,  
106, 110, 111, 118, 120, 121, 125, 132, 133, 156,  
157, 161, 167, 170, 179  
Hamm, Arnold 28, 35, 44, 46, 168, 179  
Harmon, Sue 133  
Harper, Jim 137  
Harrison, Josh 156, 171  
Harrison, Mark 6, 75, 93, 106, 120, 125, 136, 138, 139,  
141, 142, 151, 153, 155, 156, 157, 161, 167, 172,  
174, 179  
Hatley, J.P. 5, 44  
Hazelwood, Chuck 6, 1, 85, 97, 125, 135, 138, 139, 141,  
143, 144, 145, 147, 150, 154, 156, 157, 158, 162,  
163, 170, 179  
Heald, Lois 168  
Heal, Ralph 11, 14, 15, 53  
Heath, Bryan 165, 179  
Hege, Marcy 6, 68, 71, 72, 76, 86, 90, 91, 92, 110, 112,  
117, 119, 139  
Helms, Jesse 97, 98, 99, 135  
Heptachlor 52

Hewitt, Randall 35, 44, 71  
Hill, Charlie 7  
Hillmann, Rudy 6, 34, 74, 97, 99, 119, 120, 121, 124, 125,  
129, 145, 150  
Hodges, Luther 13  
Holt, Bea 85, 86, 87, 132  
Home Builders Association 59, 138  
Honorary members 6  
Howell, Ray 6, 47, 48, 63, 65, 83, 94, 110, 112, 139  
Howell, Rudolph 28, 63, 64, 65, 83  
Hughes, Stevie 150  
Hunt, James, governor 142  
Hutchcraft, Bob 26, 28, 38, 179  
Hutto, J.E. 15, 19, 22, 44, 179

## I

Identification cards 19, 24, 29, 46, 49, 64, 78, 79, 169  
IMI 150, 175  
Indoor Urban Entomology Fellowship 133, 162, 165  
INfoMarketing 150, 159, 175  
Inspectors, state 16, 31, 46, 47, 49, 59, 62, 63, 64, 68, 69,  
94, 117, 118, 139, 155, 168  
Integrated pest management 90, 92, 131, 133, 146, 152,  
157, 159, 160, 161  
Internal Revenue Service 63  
Ivey, Mary C. 36  
Ivey, William 44

## J

Jernigan, Glenn 6, 90, 91, 93, 118, 132  
Joint membership 136, 137  
Jones, George 4, 132  
Jordan, Fred 6, 22, 23, 30, 35, 68, 85, 99, 103, 106, 110,  
118, 119, 120, 122, 125, 129, 133, 138, 139, 143,  
147, 159, 160, 164, 179

## K

Kannapolis 119  
Kenya 114  
Killough, A.G. or Walter 44  
Killough, J. 49, 63  
Killough, L.E. 7  
Killough, Louie 28  
Killough, Ralph 43, 44, 64, 96, 146, 173, 174  
Killough, Ray W. 58  
Killough, Walter 5  
Kirkpatrick, James 99  
Kiser, Norman 151  
Kiser, S. Marshall 151

Kopanic, Robert 137  
Kryzewski, Mike 151

## L

Label 56, 58, 63, 68, 76, 79, 82, 86, 118, 132, 133, 139, 161  
Lady Bugs 36  
Lanier, M.F. 7  
Larry Pinto and Associates 154  
Lawn care 91  
Lee, Kenneth 28, 44  
Legislative Committee 15, 19, 42, 46, 56, 62, 63, 64, 74,  
85, 88, 89, 90, 91, 94  
Leidy, Ross 32  
Lewis, Jerry 151  
Liability insurance 41, 46, 53, 76, 78, 89, 94, 122, 133  
License fees 19, 22  
Licenses 12, 14, 15, 19, 22, 24, 30, 31, 40, 43, 46, 47, 48,  
49, 55, 56, 58, 62, 64, 69, 71, 72, 73, 74, 90, 91, 94,  
112, 142, 151, 164, 169, 170  
Licensing exams 15, 61  
Limited members 6  
Lindane 52  
Loge, Debi 157, 171  
Lynn, Clarine 36, 37  
Lynn, Eugene 34, 35, 41, 43, 44, 55, 179  
Lynn, Jim 60, 62, 63, 64, 65, 68, 71, 74, 75, 76, 77, 78, 83,  
85, 86, 88, 91, 97, 98, 99, 104, 105, 106, 109, 110,  
111, 112, 114, 118, 119, 120, 121, 129, 135, 136,  
137, 138, 142, 146, 148, 150, 151, 153, 164, 172,  
179

## M

Major discrepancies 31, 61, 62, 87  
Mampe, Doug 44  
Marcucci, Gary 82  
Marcum, Benny 168  
Martin, James 110  
Martin Luther King Day 76  
May, Lester 32, 35, 41, 43, 46, 56, 60, 64, 65, 68, 132, 140,  
169, 179  
May, Marge 64, 68  
McBroom, Donna Kiser 151  
McClellan, Dot 37  
McClellan, William 11, 20, 26, 28, 35, 44, 46, 58, 132,  
168, 179  
McDuffie, Dana 156, 171  
McDuffie, Walter 44, 67, 99, 171, 179  
McKibben, J.C. 7  
McKimmon Continuing Education Center 71, 120, 121  
McLeod, David 65, 69, 112

McNeely, Bob 1, 33, 44  
McNeely, Scott 33, 34, 150, 156, 157, 170  
Meacham, Thomas G. 94  
Membership application 10, 83, 84  
Memorial scholarship fund 147  
Moffitt, Bobby 67, 71, 75, 104, 168, 179  
Harry Moore 19, 31, 32, 33, 35, 44, 68, 103, 119, 121  
Morefield, Chris 168  
Mr. Yuk 79, 82

## N

Nalyanya, Godfrey 137  
National Academy of Science 77, 82, 85  
National Legislative Day 97, 98, 99  
National Pest Control Association 5, 7, 11, 14, 15, 27, 33,  
35, 49, 53, 60, 63, 70, 83, 97, 111, 118, 131, 137,  
146, 152, 153  
National Pest Management Association 147, 152, 157,  
158, 160, 161, 163, 168, 172, 176, 178  
ncpca.org 147  
NC State Cooperative Extension Services 160  
NC State Urban Integrated Pest Management Program  
160  
Nelson, James 16, 19  
Newman, Sam 6, 23, 30, 35, 39, 40, 46, 49, 54, 55, 61, 65,  
67, 68, 78, 80, 85, 87, 89, 91, 93, 96, 103, 110, 119,  
137, 138, 139, 143, 144, 164, 168, 174, 179  
Nixon, C.E. 26  
Nominating committee 39, 163  
North Carolina Health Association 14  
North Carolina Pest Control Association 3, 5, 6, 7, 1, 2, 4,  
5, 7, 8, 9, 11, 12, 13, 15, 19, 20, 22, 24, 39, 43, 46,  
47, 48, 49, 53, 62, 63, 64, 74, 82, 91, 97, 98, 102,  
111, 112, 117, 118, 121, 122, 128, 133, 135, 138,  
146, 150, 151, 152, 154, 157, 159, 162, 164, 165,  
169, 174, 175, 179  
North Carolina Pest Management Association 175, 176  
North Carolina State 6, 1, 2, 4, 7, 9, 12, 13, 14, 15, 19, 22,  
24, 27, 31, 33, 34, 39, 49, 53, 55, 56, 60, 62, 67, 68,  
74, 85, 94, 103, 104, 114, 117, 119, 120, 121, 122,  
124, 125, 128, 129, 132, 133, 136, 137, 138, 145,  
146, 151, 153, 157, 160, 161, 162, 165, 166, 167,  
168, 170  
North Raleigh Hilton 121

## O

Occupational Safety and Health Act 56, 58, 59, 60, 63, 82,  
83, 111, 147  
O'Hanlon, Ike 11, 13, 15, 42, 43, 46, 49, 132  
Orkil 20, 23

Orkin 1, 5, 6, 14, 20, 21, 23, 38, 39, 46, 129, 167  
Oser, Ted 5, 11

## P

Parfitt, Joe 97  
Past Presidents Council 76, 163, 165  
PCO Short Course 7, 15  
Pearsall, Charlie 43  
Penick, William "Cotton" 35, 44  
Pest Asides 138  
Pest control 2, 4, 5, 6, 7, 9, 11, 12, 13, 14, 15, 19, 22, 23,  
24, 27, 28, 30, 31, 32, 33, 34, 35, 36, 39, 40, 41, 42,  
43, 44, 46, 47, 48, 49, 52, 53, 55, 56, 58, 59, 60, 61,  
62, 63, 64, 67, 68, 69, 70, 71, 73, 74, 76, 77, 78, 79,  
80, 81, 82, 83, 85, 86, 89, 90, 91, 93, 94, 95, 96, 97,  
98, 103, 104, 111, 112, 114, 117, 118, 119, 121,  
124, 125, 128, 129, 131, 132, 133, 135, 136, 137,  
139, 140, 141, 142, 143, 144, 146, 147, 148, 151,  
153, 154, 156, 157, 158, 159, 160, 161, 163, 164,  
166, 167, 168, 169, 170, 172, 173, 174, 175, 176,  
177  
Pest Control Magazine 16, 19  
Pest Control Month 110, 161, 175  
Pesticide in Education Project 161  
Pest management 90, 92, 114, 131, 132, 133, 146, 148,  
152, 157, 159, 160, 161, 168, 170, 175, 176  
Phipps, Meg Scott 157  
Pity Sake 119  
Pool, J. Hawley 49  
Premise 136  
Prescription type entomology 26, 31  
President's Club 138  
President's reception 125, 157  
Pressman, Jack 5  
prices 43, 116, 128, 138  
Princess Diana 146  
Privilege license 71, 72, 73, 74  
Public relations 7, 23, 61, 110, 111, 128, 133, 138, 146,  
161, 165, 174, 175, 176  
Purdue 13, 33, 133, 177  
Pyrethrum 114

## Q

Quayle, Dan 98

## R

Raleigh North Hilton 122  
Rambling with Rudy 124, 125  
Ray, Benny 138, 145, 179

Realtors 16, 96, 103, 154, 155  
Regional vice president 38, 61, 62, 67, 74, 93, 138, 145, 171, 172  
Regional workshops 7, 35, 41, 55, 61, 62, 121, 124, 129  
Registered Technicians Training Program 144  
Reitzel, John 13, 49, 62  
Robbins, George 65, 179  
Roberts, Jack 31, 35, 44, 55, 56, 58, 61, 62, 74, 75, 96, 99, 103, 110, 136, 137, 172, 173, 179  
Roberts, Jim 99, 146, 148, 153, 179  
Robertson, Gary 44  
Roberts, Peggy 99  
Rose, Duane 168, 179  
Rules and regulations 14, 19, 22, 40, 42, 46, 47, 49, 54, 58, 61, 62, 63, 64, 69, 92, 94, 111, 138, 139, 143, 145, 164, 168, 169

## S

Sampling 31, 32, 117, 118  
Schaffer, Logan 151  
Schal, Coby 137  
Scholarships 24, 28, 34, 39, 62, 74, 133, 145, 147, 157, 162, 165, 167  
School Environmental Protection Act 160  
Schools 7, 31, 32, 33, 34, 41, 55, 58, 61, 87, 90, 92, 104, 120, 121, 124, 125, 127, 130, 138, 146, 153, 157, 160, 161, 165  
Schulman, Arnold 11  
Scull, Marvin 8, 5, 9, 24, 28, 38, 44  
Settlement agreements 94, 152  
Sevener, Bruce 99  
Sevener, Doris 99, 119, 120, 121, 138  
Shelton, Fred 22  
Silent Spring 26, 27, 31, 40  
Smith, Clarence 44  
Smith, Clyde 6, 2, 4, 5, 6, 9, 11, 12, 13, 14, 15, 19, 22, 24, 26, 28, 31, 37, 39, 40, 41, 43, 44, 46, 55, 67, 97, 99, 132, 156, 157, 170  
Smith, Edward 39  
Smith, Ellis 44  
Smith, Eric 157  
Smith, T.C. 28, 44, 55  
Snyder, Thomas A. 23  
Southard, Terry 97  
Southern Bell Telephone Co. 9  
Spears, Larry 168  
Special Olympics 104, 105, 106, 108, 109, 140, 161  
Spillman, Fletcher 44, 57, 62, 170, 179  
Spillman, Kevin 156, 170, 172, 175, 179  
Spirit of America at NC State, The 162  
Spray jockeys 86, 161, 175

Standardization 9, 18  
Stephenson, Cal 35, 68  
Stern, S.J. 8  
Stone, J.A. 7  
Stout, Dan 137  
Structural Pest Control Act 11, 12, 22, 46, 48, 63  
Structural Pest Control Commission 12, 14, 15, 20, 22, 23, 27, 32, 33, 39, 41, 48  
Structural Pest Control Committee 49, 55, 58, 61, 62, 65, 69, 76, 92, 94, 110, 112, 133, 139, 142, 143, 144, 150, 151, 154, 159, 169  
Structural Pest Control Division 48, 49, 55, 59, 61, 62, 63, 64, 65, 69, 76, 77, 83, 87, 90, 92, 94, 95, 110, 112, 117, 118, 121, 129, 133, 138, 139, 142, 143, 144, 151, 153, 154, 164, 172  
Structural Pest Control Training and Research Center 167  
Summer meetings 2, 7, 9, 13, 15, 19, 23, 27, 29, 31, 35, 41, 46, 53, 56, 60, 63, 67, 68, 76, 77, 80, 81, 83, 91, 112, 134, 144, 147, 148, 150, 157, 158, 163, 168, 170, 172, 174, 175, 176, 177  
Sunday Roberts 148  
Suppliers 6, 28, 41, 55, 133, 135, 143, 148, 157, 162

## T

Tarkenton, Fran 151  
Taylor, Dorothy 99, 116  
Taylor, Jay 8, 75, 82, 152, 179  
Taylor, J.W. 7, 11, 12, 13, 62, 168, 179  
Taylor, Mitch 6, 99, 102, 156, 170  
Taylor, Steve 6, 8, 7, 11, 12, 13, 62, 75, 82, 85, 88, 97, 98, 99, 102, 106, 110, 116, 118, 119, 120, 121, 125, 127, 129, 133, 147, 148, 150, 152, 156, 158, 160, 165, 167, 168, 170, 172, 174, 178, 179  
Termidor 106, 109, 136, 143, 161  
Terminix 6, 39, 61, 65, 117, 129, 144, 170  
Termites 2, 5, 7, 9, 11, 12, 14, 16, 19, 23, 24, 32, 33, 38, 41, 43, 46, 47, 52, 53, 65, 70, 77, 79, 82, 85, 86, 88, 90, 94, 103, 111, 114, 117, 129, 135, 136, 138, 139, 142, 143, 144, 146, 153, 157, 159, 162, 165, 167, 168, 169, 170, 176, 177  
Termiticides 20, 53, 68, 69, 76, 79, 81, 85, 86, 88, 111, 113, 136, 161  
Tesh, Billy 6, 67, 71, 74, 75, 85, 86, 87, 88, 89, 90, 92, 93, 97, 99, 118, 120, 132, 142, 143, 148, 150, 163, 172, 179  
Tesh, R.L. 132  
The Tar Heel Pest 1, 9, 14, 15, 19, 22, 23, 28, 33, 36, 38, 39, 40, 41, 43, 46, 49, 51, 54, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 67, 68, 70, 71, 73, 74, 76, 78, 79, 81, 82, 83, 88, 89, 90, 93, 112, 113, 120, 121, 122, 123,

133, 160, 161, 162, 165, 167  
Thompson, Greg 168  
Timmy the Termite 106  
Toxic mold 165  
Training pavilion 166, 167  
Tri-State 23, 31, 36, 60  
Turner, Preston 151  
Two-year pest control course 24, 31, 39, 60

## U

United We Stand 146, 147, 173, 174  
Unlicensed operators 24, 64, 69  
Urban entomology 2, 15, 32, 33, 34, 35

## V

Vann, John 145  
Velsicol 57, 85, 86, 87, 88  
Veterans Administration 16, 110  
Vice President's Club 138  
Vickory, B.B. 5  
Virginia Pest Control Association 5

## W

Walder, Mike 44  
Waldvogel, Mike 6, 124, 129, 157  
Water 76, 78, 90, 94, 105, 111  
Webster, Lacy 7, 44, 49, 179  
Weisner Report 40  
Well water 6, 1, 2, 7, 13, 19, 22, 39, 40, 41, 43, 46, 56, 59,  
64, 67, 69, 71, 76, 77, 82, 89, 91, 92, 93, 94, 103,  
111, 114, 116, 117, 118, 121, 124, 125, 128, 135,  
136, 139, 146, 148, 150, 151, 152, 155, 156, 157,  
159, 160, 161, 163, 165, 167, 170, 171, 173, 174,  
176, 177  
Whitley, Doug 156  
Whitmire, Blanton 114, 153  
Whitmire Research Laboratories Inc. 114, 133  
Wilder, William 62, 63, 64, 65  
Wilkinson, Ken 75  
Williams, W.G. 5  
Wilson, Hugh 44, 61, 64, 179  
Wilson, Walter 8, 1, 2, 4, 5, 7, 10, 11, 12, 13, 22, 23, 27,  
40, 42, 43, 44, 46, 54, 61, 63, 64, 132, 179  
Windham, Brian 168, 173, 179  
Winkler, Fred 35  
Winston, Bruce 67  
winter school 7, 14, 19, 23, 27, 30, 31, 33, 35, 36, 38, 40,  
41, 46, 49, 55, 56, 57, 61, 63, 64, 67, 71, 74, 75, 76,  
79, 82, 90, 106, 111, 116, 118, 119, 120, 121, 122,

124, 127, 129, 130, 133, 136, 137, 138, 140, 145,  
147, 151, 152, 155, 157, 160, 165, 168, 176  
Wood-Destroying Insect Report (WDIR) 81, 94, 95, 96,  
103, 153, 154, 155, 169, 171  
Wood-destroying insects 30, 103  
Wood Destroying Organisms Report 16  
World Trade Center 159  
Wright, Charles 6, 1, 2, 7, 13, 15, 22, 23, 28, 31, 32, 33,  
34, 35, 38, 41, 42, 43, 44, 46, 49, 58, 60, 62, 65, 71,  
74, 75, 77, 85, 87, 88, 90, 91, 93, 94, 97, 99, 110,  
114, 119, 121, 132, 135, 137, 167, 168, 179

## Y

Yellow Pages 9, 33

