



GREEN SHIELD CERTIFIED EVALUATOR GUIDANCE for PEST MANAGEMENT PROVIDER EVALUATIONS

Before you arrive:

1. Confirm date and time of your arrival 2-3 days before your appointment.
2. Remind the contact that it usually takes 4-6 hours to complete the audit, and that you will need to visit any pesticide storage and one representative site (either commercial, institution or residential) during the evaluation, and that you would like to interview any outside contractors providing structural or landscape pest management services as part of the evaluation. These outside contractors need not be present for the entire process but should be available for an hour at the start of the evaluation.
3. Make sure you have accurate directions to the meeting location.
4. Give your contact your cell phone number so you can be reached if there is a last-minute change.
5. Remind your contact that you will need a complete list of pest control products used by the pest management provider (excluding anti-microbials) to review during the evaluation and to take with you when you complete your appointment.
6. Bring with you:
 - a. Green Shield Certified Program Guide and Evaluation Form (copy for yourself to use, plus one for each participant)
 - b. clip board, pens
 - c. extra paper for notes
 - d. hand lens
 - e. flashlight
 - f. bump cap (optional)
 - g. knee pads (optional)
 - h. Ziploc bags for taking samples
 - i. camera (optional)
7. Wear clothing suitable for getting dirty!

When you arrive:

1. Introduce yourself and provide each participant a copy of the Green Shield Certified Program Guide and Evaluation Form.

2. Go over the procedures:
 - a. You will be conducting an interview, and then viewing pesticide storage and a representative customer site visit, to collect information you need to complete the evaluation form.
 - b. Your completed evaluation form and report, and pest control product information, will be submitted to the IPM Institute for review within one week of the audit.
 - c. All the information you collect will be kept in confidence and shared only with the IPM Institute.
 - d. An interim report consisting of the evaluation form and cover letter with recommendations will be mailed to the pest management provider by the IPM Institute within one month of the audit. The pest management provider will have an opportunity to correct any inaccurate or incomplete information and report any changes they have made since the evaluation date.
 - e. The IPM Institute will issue a final report to the pest management provider, including the certificate and plaque if the pest management provider has qualified.
 - f. If you would like to take pictures, ask permission and explain that you will be sure not to photograph staff members or building owners if they prefer not to be photographed. If conducting a facility evaluation, be sure to request to take a group photo of the IPM coordinators/practitioners for potential use in walkthrough PowerPoint presentations and in promotional/recognition materials.
3. Ask for a list of pest control products used, including EPA registration numbers for pesticides used (excluding anti-microbials).
4. Conduct the interview, completing as much of the evaluation form as possible. Make detailed, legible notes of any practices exceeding or falling short of the standard. Several items in Section 6.0 dealing with pesticides (e.g., signal words, carcinogenicity, etc.) need not be completed during the evaluation – these will be completed by the IPM Institute as part of the pesticide use analysis.
5. During the interview, make a list of any issues that come up that could be resolved during your visit to the pesticide storage or representative sites.
6. Ask to see any documents referred to on the evaluation form: pest log records, pesticide usage reports, pest-related service logs, IPM policy and plan, plus any records of any complaint or compliments, awards, articles, etc. that might be in the office. Ask for copies of any documents you would like to include with your report to the IPM Institute. Verify that any pesticide applications follow accurate diagnosis of a problem. Verify that preventative action is being taken to resolve recurring pest problems at specific sites wherever possible.
7. Visit the pesticide storage area(s). Also ask to see any vehicle(s) used to store and transport pesticides. Confirm that each product in inventory is on the list provided. Add any additional products to the list, including EPA registration numbers. Note the condition of the storage and security. Is adequate signage present?
8. Visit at least one representative site selected by your contact or by you. Ask to see any food storage and preparation areas, custodial closets, mechanical rooms, locker rooms and rest

rooms to confirm that conditions are as reported during the interview. Visit grounds maintenance equipment sheds, booster sheds and greenhouses. Look for and make note of any signs of unresolved pest problems and pesticide use/storage in violation of policies.

9. Review the Evaluation Form pages 6-22 to make sure everything is complete. Do not tally the score. You are encouraged to give a verbal indication of observations during the evaluation and overall results before you leave for the day, e.g., "Overall, your program looks good and I'll be making suggestions for improvements in these areas..." Participants can then start thinking about the potential for immediate improvements and be prepared when their interim report arrives.

As you leave:

1. Remind the participants that the interim reports will be coming from the IPM Institute within one month. They will have an opportunity to respond and correct any inaccurate or incomplete information, or report on improvements they have made since the evaluation, before the final report is issued.
2. Ask if there is any additional information they would like to provide, or anything they had expected you to do or cover that you have not done.
3. Answer any final questions the participants have. Make note to follow up on any questions you can't answer.

On return to your office:

1. Complete the evaluation form as much as possible and attach any additional notes. Mail, email or fax to the IPM Institute within one week of your visit to the pest management provider. Keep a copy for your records.
2. Do not report any score to your pest management provider contact.
3. The IPM Institute will review your report, make any changes necessary to ensure consistent scoring and reporting, and send copies of the interim reports to you and the pest management provider for review and comment, and issue final reports incorporating any feedback. The IPM Institute will also draft a profile of the pest management provider's IPM program to include on its website, and a draft press release for the pest management provider to use to announce its certification.
4. Keep any and all information, including reports, confidential. Do not share any information on the pest management provider with anyone other than IPM Institute staff. If you need help from others to complete the report, do not disclose the pest management provider you are reporting on.

Presenting Green Shield Certified Certification:

1. Once certification is achieved, the certificate is typically presented during a press release. Ask your pest management provider contact to help arrange this. IPM Institute staff will draft a press release and coordinate with the pest management provider to distribute the release.

2. If you are presenting a Green Shield Certification in person, here are some presentation pointers:
 - a. Plan on five minutes speaking time unless a specific time limit is provided to you by the pest management provider or the media relations person.
 - b. Give a very brief introduction to IPM in general for those who may not be familiar. We usually talk about four legs:
 - i. Know your pests – if you understand that mice typically only travel 30 ft at most from their nest, you can be a lot more efficient in finding and removing the nest.
 - ii. Inspect and monitor to spot problems early.
 - iii. Use thresholds – a few ants out on the pavement aren't usually a problem that requires any action. They're performing necessary ecological functions, like cleaning up after us messy humans.
 - iv. Strive for long-term solutions when action is needed. Fix the leaky pipe so pests don't have an easy water source. Repair the door seals – so pests can't get in. When necessary, use least-toxic pesticides. Not all pesticides are the same – some are much more toxic than others.
 - c. Remind everyone why IPM is important. IPM is efficient and improves the quality, health & welfare of environment. IPM reduces the need for pesticides by finding the real problem and developing long-term solutions; when pesticides are necessary least-toxic pesticides are chosen to reduce pesticide exposure to the public and the risks related to pesticides, especially for those whose systems are most susceptible to pesticide-related illnesses – like children, the elderly and the sick.
 - d. IPM works! It reduces problems with pests like cockroaches, ants, stinging insects and weeds – with minimum pesticide use.
 - e. Recognize the contribution of everyone including pest management staff and/or contractors.
 - f. Read what's on the plaque just before presenting it. Indicate that the certification is for three years – so someone will be back to check on progress in three years.