

CALIFORNIA AMERICAN EXTERMINATOR'S RESPONSE TO COVID-19



With the novel Coronavirus (COVID-19), California American Exterminator has continued to offer pest control services to our customers as an essential service in the State of California. We are continually monitoring updates and are implementing safety protocols to comply with State and CDC guidelines. Please know that as an essential business and protectors of public health, food and property, we take our role in safeguarding your quality of life very seriously.

We ask that you please read the entirety of this notice prior to any treatment done at your property.

As an organization, we are taking additional measures to ensure we provide the best level of protection for both our customers and our employees. These include:

- We have provided our teams with sanitizing products, disinfectants, and Personal Protective Equipment (PPE) including gloves, shoe covers, respirators and face masks
- On top of daily safety procedures, our team is dedicated to regularly disinfecting all work vehicles, touchscreens, and workspaces throughout the day
- Our staff are not allowed to work if they are sick
- Our Pest Management Professionals will continue to provide high quality services with an emphasis on a complete and thorough exterior service of your property and enter units only if there is a specific need that has been requested in advance and the **resident is NOT sick**

FAQ

CAN I STILL RECEIVE INTERIOR TREATMENTS?

At this time, we are still conducting pest control treatments and inspections for interior units that are vacant or occupied by **HEALTHY** individuals. If you or a resident is ill, please contact us as soon as possible so that we may reschedule your service to a time when everyone is well.

CAN YOU PERFORM A TREATMENT IF A RESIDENT IS ILL?

In the event a tenant is unwell but requires treatment, our company remains available to complete exterior treatments. We will **NOT** enter a unit where we suspect an occupant may be ill and will **NOT** perform an interior treatment. We will consult with the manager to reschedule treatment to another time when everyone is healthy. Our company puts aside judgement, especially during these times, as it is in everyone's best interest to be honest and transparent if they are feeling sick.

Please note that this policy is subject to change and we reserve the right to refuse treatment at any time.

CAN I REMAIN IN THE UNIT DURING A TREATMENT?

We kindly ask that all residents be prepared to leave their unit during and after all treatments. For more information on reentry times, please read the preparation instructions that correspond to your treatment. If you have concerns or challenges with vacating your unit, please contact your manager immediately. We handle these situations on a case-by-case basis with the cooperation of your property management.



Date: _____

Unit #: _____

PREPARATION INSTRUCTIONS FOR AN INTERIOR MITE SPRAY TREATMENT

Dear Resident,

A professional Pest Control Technician will be at our complex on _____ between the hours of _____ AM/PM and _____ AM/PM.

THE FOLLOWING PROCEDURES MUST BE COMPLIED WITH IN ORDER TO SERVICE YOU OR YOU WILL FORFEIT THIS SERVICE AND BE CHARGED ACCORDINGLY.

PREPARATION REQUIREMENTS:

We require you to be out of the apartment/unit for a minimum of 3 hours after a spray treatment in order to allow the treatment to dry. Pets i.e.: cats, dogs, and birds should be removed from the unit treated as well. Fish tanks should be covered and the pump turned off during the treatment. You are also required to complete the following preparations:

- Take all articles off the floor areas (closets included)
- Launder bedding after treatment
- Vacuum floors *before* and *after* treatment and throw the vacuum bag away each time
- Do not shampoo carpets/floors for at least 30 days

The chemicals are a direct contact material, which means that the pest has to make contact and then slowly dies. The material will be effective for 30-60 days, which will also affect further re-occurrence.

Please notify the manager if you are unable to meet these specific requirements at least one day prior to your appointment. If you have any questions, please contact your community manager.

THANK YOU FOR YOUR COOPERATION

State law requires that you be given the following information:

CAUTION: PESTICIDES ARE TOXIC CHEMICALS. Structural Pest Control operations are licensed and regulated by the Structural Pest Control Board and apply to pesticides which are registered and approved for by use by the California Department of Food and Agriculture and the U.S. Environmental Protection Agency. Registration is granted when the state finds that, based on existing scientific evidence, there are no appreciable risks if proper use conditions are followed or that the risks are outweighed by the benefits. The degree of risk depends upon the degree of exposure, so exposure should be minimized.

ANTICOAGULANT REACTION:

If Rodenticide ingestion occurs, you may experience symptoms of mild shock or bleeding.

PESTICIDE REACTION:

If within 24 hours following application you experience symptoms similar to common seasonal illnesses comparable to the flu, contact your physician or poison control center and your pest control operator immediately.

FOR FURTHER INFORMATION CONTACT ANY OF THE FOLLOWING:

- Your Resident Manager.....
- California American Exterminator..... (800) 540-0658
- Poison Control Center..... (800) 222-1222
- Structural Pest Control Board (Regulatory Information).....(800) 737-8188

COUNTY HEALTH DEPARTMENTS

- Alameda (510) 267-8000
- Contra Costa (925) 313-6150
- Marin (415) 499-3030
- San Francisco (415) 554-2500
- San Mateo (650) 301-9971
- Santa Clara (408) 885-2010
- Santa Cruz (831) 454-4000
- Solano (707) 784-8259

AGRICULTURAL COMMISSIONERS

- Alameda (510) 670-5232
- Contra Costa (925) 646-5250
- Marin (415) 889-8601
- San Francisco (415)252-3939
- San Mateo (650) 363-4700
- Santa Clara (408) 299-2171
- Santa Cruz (831) 454-2620
- Solano (707) 421-7465

CHEMICAL INFORMATION

- ONSLAUGHT – Cyano, methyl, chloro-alpha, benzeneacetate
- TRANSPORT GHP - Acetamiprid, Bifenthrin



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