

25 Key Points in Writing Pest Control Contracts for Health Care Facilities

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1. Require the submission of qualifications and references, including names and addresses of at least three other locations where the pest control contractor is currently doing similar work.
2. Indicate that the price submitted should include cost for services, materials, equipment, and labor. In some situations, additional materials may be needed. Allow some leeway for this situation. An additional charge for mechanical devices, such as glue boards or traps, may be appropriate, provided there is prior approval from a responsible person with the health care facility.
3. Indicate in the contract what pests are to be controlled. (See separate "Typical Pests Found In and Around Health Care Facilities".)
4. Require that all pesticide applicators should be certified or, if permitted, working under the direct supervision of a certified applicator. It should also be specified that a new service person cannot be placed on the job within the health care facility without first notifying that facility and providing a complete orientation to the building.
5. All pesticide labels and material safety data sheets must be submitted and approved before any pesticide can be used on the premises.
6. Indicate in the contract a specific job title within the health care facility management structure to whom the pest control people must report.

7. Include in the contract a schedule of all buildings, areas, and grounds to be treated, indicating the times of treatment required and the frequency. Allow some flexibility for open time and indicate a time frame in which additional or emergency help will be available in the event of a problem. Emergency service should be rendered within 24 hours. Indicate in the contract that once the program is underway the service schedule can be altered only with the consent of the health care facility and that the total hours of service cannot be reduced under any circumstances. To create these specifications properly, you may need the assistance of a consultant. The larger the facility, the more complex the program.
8. In all facilities, indicate that an inspection of the premises will be required before a bid is accepted.
9. Indicate in the contract that the contractor should assign a pest control supervisor to this facility. It should also be stated that the supervisor report at least monthly to a designated person within the facility on the progress of the pest management program.
10. Indicate in the contract that all pest control materials and procedures must conform to all applicable local, state, and federal regulations. Additionally, specify that it is the responsibility of the pest control contractor to maintain all required records and reports.
11. Specify what type of insurance is required in terms of liability, workmen's compensation, care custody and control, pollution, and errors and omission and that any specific requirements of the state also be adhered to. Specify that this insurance must cover all the contractor's employees as well as the registered pest control business. Require proof of this insurance.
12. Require the posting of a performance bond.

13. Make clear the length of the service agreement or contract. It is often preferable to have contracts that extend for two or three years. This assures a continuity of service.
14. Indicate the method and terms of invoicing and payment.
15. Require the pest control contractor to provide monthly written reports summarizing all pest control activities during the previous month. Also require the pest control contractor to provide sanitation and building maintenance reports where they are applicable to the pest control activity.
16. It should be indicated in the contract whether or not the pest control contractor will be allowed to keep materials on the premises. If materials are allowed on the premises, indicate where they will be stored. Also insert into the contract a statement forbidding the disposal of any pesticides or their containers on the premises.
17. Indicate that the pest control contractor will provide all recordkeeping forms. It should also be specified that a pest control log for the purpose of recording sittings and pest control activities will be maintained by the contractor. A copy of this log is to remain on the premises of the health care facility at all times.
18. If, at the beginning of the contract period, a serious problem exists, you should state in the contract that you require an intensive cleanup operation and an on-going service thereafter to prevent reinfestation.
19. Require that the pest control contractor create and submit, in writing and with appropriate maps included, the locations and numbers of all pest control devices installed on the property. Examples of devices would include mechanical rodent control traps, glue boards, and cockroach bait

stations.

20. Avoid mentioning specific pesticide products or methods of application that must be adhered to by the pest control contractor. Laws frequently change and pesticide labels change; therefore, there must be a degree of flexibility built into the contract to allow the contractor to adjust to new situations. If, for some reason, you decide you require a certain product or approach to be used, then state so clearly in your contract specifications. It should be stated, however, in every contract that a monitoring, surveillance, and reporting program must be instituted to evaluate the effectiveness of the pest control program.
21. Require that the pest control contractor along with appropriate in-house personnel create a policy and procedures manual for the pest control program. State in that manual that all pesticide applicators will stick to the policies and procedures contained therein.
22. State clearly in the contract how the pest control contractor can or will be terminated if their work is unsatisfactory.
23. State that the pest control contractor must conduct at least a yearly training session for various departments within the health care facility. It is often a good idea to have the dietary, maintenance, and housekeeping departments attend a pest control orientation program provided for by the pest control contractor. This will establish the role of these various departments in the overall pest control program.
24. Require that pest control personnel wear identification badges.
25. Indicate in the contract the assistance that will be provided by the health care facility. This should include, but is not limited to, the following :

- a) Appropriate keys for all locked areas.
- b) Designated contact person.
- c) Parking space designations.
- d) Location of areas where contractor may store materials when working on the premises.
- e) Assistance in removal of patients from areas to be treated.
- f) Assistance in properly preparing areas for treatment.
- g) Housekeeping and maintenance support to clean areas and repair structural problems conducive to pest problems.