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# 5 QUESTIONS WITH ANNA HANSEN

PMPs are no strangers to stinging insect calls. Fear of being stung often results in customers reporting anything resembling a bee or wasp. MGK's Technical Services Support Specialist Anna Hansen shares tips on stinging insect control.

## 1 What are the biggest challenges you see PMPs having with stinging insects?

Safety is one of the biggest challenges with several factors at play. Perhaps the nest is only accessible with a ladder. Extension tools are harder to use the longer they get, which can be frustrating. The only time available to treat in a technician's busy schedule may be during a period of high activity. To help get the job done safely, maintain as much distance as possible, wear proper safety equipment and keep your composure.

## 2 How can I stay safe while treating stinging insects efficiently?

In addition to the above, ensure all equipment is working properly before treatment. It's humbling to be that person running away from a hornet nest because your clogged duster only ticked off the in-

sects and did nothing to treat them. Tools and product formulations that allow for treatment from farther away add another layer of safety for a technician.

## 3 What is the key to communicating with your customers when treating stinging insects?

Stinging insects are scary, and a scared customer can be more difficult to communicate with. A scared homeowner won't remember that ichneumon wasps are harmless despite the dramatic "stinger" or that prematurely sealing entry holes can make problems worse. Gain their trust and soothe their concerns by showing your knowledge of the insect's biology and habits, the treatment plan and expectations.

## 4 What type of product is best for treating stinging insects?

There isn't a single type of product that is

always best for treating stinging insects. Species, nest location and level of activity all influence product selection. Four features to look for are:

- 1) **Power:** ability to spray from a distance
- 2) **Knockdown:** the ability to take out the target quickly, often in seconds
- 3) **Residual:** ability to keep insects from coming back
- 4) **Accuracy:** the ability to hit the target without wasting product

## 5 Why should I use a residual when treating stinging insects?

There are reasons stinging insects build nests where they do. Whatever attracted the first queen will likely be attractive to future queens now that you've conveniently cleared the area for them. Using a residual helps kill any returning foragers and prevents future queens from establishing a new nest in the same location.