
Looking for a healthier
approach to pest control?





Introducing Orkin
Gold Medal Protection—
an environmentally conscious
pest management program
developed to exceed
your health care needs.



COMMERCIAL SERVICES

The largest commercial pest management company in North America.

More health care facilities choose Orkin over any other commercial pest management provider. Why?

- We have the industry's best trained Pest Specialists.
- 24-hour support.
- Over 100 years of experience in commercial pest management.
- Over 400 locations across North America.
- Unsurpassed Triple Guarantee.
- A Quality Assurance team consisting of board-certified entomologists, registered sanitarians and food safety experts.

Quality is our promise.

Gold Medal Protection is backed by Orkin's Quality Assurance program. Our Quality Assurance auditors include registered sanitarians, food safety experts and board-certified entomologists in the fields of public health, environmental biology, entomology and inspection techniques. Working independently of Orkin's branch offices, these experts guarantee the service you are receiving meets our high quality standards—and yours.

Our Triple Guarantee—the only one of its kind.

More than anything else, we value your total satisfaction with our service. That's why we offer not one, but three guarantees.

1. 24-Hour Response Guarantee

With Orkin's direct priority line, you'll get immediate attention when you spot a pest—that's a response time of 24 hours or less, guaranteed.

2. Satisfaction Guarantee

If your expectations are not met, Orkin will provide repeat service to your facility at no extra charge until you're completely satisfied.

3. Reimbursement Guarantee

Should your facility be fined by a local government health agency solely because of a pest infestation, Orkin will reimburse you for any fines paid, up to \$50,000.

Certain limitations apply. Please see contract for details.



Need a second opinion on your pest management program?

We understand the challenges that come with managing pests in a health care facility. That's why we developed the Orkin Gold Medal Protection program. With its emphasis on prevention and non-invasive pest management, Gold Medal Protection will fit seamlessly into your existing environmental initiatives by providing you with the highest level of diligence and service—and the documentation to prove it.

To give you our best, we went to the best.

When it comes to pest management, you can't afford second-best. After all, your patients' health is at stake—not to mention your reputation. That's why we based the Gold Medal Protection program on the pest management recommendations of **Health Care Without Harm**, an international coalition of hospitals and health care systems dedicated to safe and ecologically sustainable health care. Orkin's Gold Medal Protection program is also consistent with recommendations of **The American Society for Healthcare Environmental Services (ASHES)** and **Practice Greenhealth**.

Employing the precise, patient-friendly approach of Integrated Pest Management (IPM), Gold Medal Protection provides the highest level of pest prevention and treatment, while helping to ensure your patients aren't exposed to the chemicals associated with traditional pest control. It also provides you with extensive documentation so you'll have all the records you need for regulatory audits and internal quality control.

No one offers a more comprehensive and conscientious pest management program for health care facilities.



COMMERCIAL SERVICES

*Health care is our
business too.*

*Orkin collaborates with the
**Centers for Disease Control
and Prevention (CDC)** on the
development of informational
materials about certain
infectious disease agents
and the pests that
can carry them.*

*Orkin is also a proud
member of the
**American Society for
Healthcare Environmental
Services (ASHES).***



COMMERCIAL SERVICES

A healthy pest management program means no surprises.

The safety of your patients and staff is our top priority. If we need to apply a product to the interior or exterior of your facility, your Orkin Pest Specialist will obtain your approval and post written notices at each entrance to the area being treated.



Integrated Pest Management— a non-traditional approach to pest control.

Recommended by the the **American Society for Healthcare Environmental Services (ASHES)**, **Health Care Without Harm (HCWH)** and many others, Integrated Pest Management (IPM) is what makes Orkin's Gold Medal Protection so effective. IPM is an environmentally sensitive, non-invasive pest management philosophy. Over the years, health care facilities across the country have adopted IPM as a best practice.

Unlike traditional pest control methods, IPM relies on a thorough knowledge of pests and their interactions with their environment. Using this knowledge, we are able to use fewer pesticides and can help address pest problems before they start.

7 steps to a Gold Medal facility.

- 1. Complete Inspection:** *Your facility will be thoroughly inspected once a year by our Quality Assurance team, as well as quarterly by your local Branch Manager. During these inspections, we evaluate your needs and requirements by examining potential breeding sites, pest access areas, water and food sources, and harborage points.*
- 2. Customized Solution:** *Your facility is unlike any other. That's why we examine each "microenvironment" in your facility—for example, storage and high-traffic areas. We then develop a precise, customized solution based on the information we collect, both inside and out.*
- 3. Pest Identification:** *If pests are present, Orkin will accurately identify them, assuring your facility of a customized, successful treatment.*
- 4. Keeping Your Facility Clean:** *We make recommendations on how you can keep your premises clean and avoid the conditions conducive to pest infestations. Cleanliness is your best deterrent—our expertly trained Orkin Pest Specialist will inspect, identify and address any potential problems to help prevent them from affecting your facility.*





COMMERCIAL SERVICES

5. **Thorough Treatment:** *To help keep pests from entering your facility in the first place, it is necessary to inspect areas and seal openings where pests can enter. Other methods of non-pesticide control include mechanical traps, glue boards, light traps and pheromone traps. In extreme circumstances, residual pesticides may be applied with permission and only in non-occupied areas. We will always employ the most non-invasive measures first.*
6. **Notification and Documentation:** *We adhere to strict notification and documentation guidelines. If we need to apply a product to the interior or exterior of your facility, your Orkin Pest Specialist will obtain your approval and post written notices at each entrance to the area being treated. Our Monitoring Center—a unique feature of Gold Medal Protection—maintains accurate and constant documentation on your facility; only the personnel you identify and your Orkin team have access to this documentation.*
7. **We Continue to Monitor and Maintain:** *Our Quality Assurance team constantly monitors and modifies the program and communicates any changes to Orkin Pest Specialists. This ongoing vigilance is our commitment that potential pest issues will be addressed before they cause a problem.*

**New regulations, product usage, deterrents...
we know them all.**

In addition to our nationally recognized in-house training program—which results in the best pest biology and IPM training in the industry—every Orkin Commercial Services Pest Specialist completes formal accredited course work from Purdue University and is trained in the rigorous treatment standards set by AIB International.

*The votes are in:
we're #1 for training.*

Orkin has been recognized on Training magazine's prestigious Top 125 list more than 5 years in a row and has been featured among the magazine's Editor's Choice honorees – so you know you're getting the best-trained Pest Specialists in the business.





Looking for ways to improve
your pest management program?

Visit www.HealthcarePestControl.com today to take a brief self-assessment, download free training tools and request a free copy of the ASHES Recommended Practice on IPM, co-authored by Orkin experts.

For effective and conscientious
pest control, call today for a FREE
Gold Medal health care inspection.

1-800-ORKIN NOW
orkincommercial.com



COMMERCIAL SERVICES