

Westminster-Thurber Community and Orkin: A Hall of Fame Partnership



Since 1964, Westminster-Thurber Community has been providing the highest quality care to its Columbus, Ohio residents. The health and well-being of its residents is the facility's number one priority, which is why Westminster-Thurber Community partners with Orkin to keep pests and the threats they pose away.

The healthcare facility's partnership with Orkin has been so successful year after year that it has been honored three times with an IPM Partner Award, presented by Orkin, the IPM Institute of North America and the Association for the Healthcare Environment. Westminster-Thurber Community was also inducted into the IPM Partner Awards Hall of Fame – only the third company to achieve hall of fame status since the Awards' inception.

We spoke with Josh Bailey, maintenance supervisor for Westminster-Thurber Community, to crack the code on why this partnership has been so successful. Below is an edited transcript of our conversation.

Why has your program been so successful?

I think it's the partnership we have with our team at Orkin. Our pest specialist takes it to the next level. He develops plans with us, works with us to understand our program and implements solutions that work for our community's needs.



Westminster-Thurber Community's EVS team and their Orkin service team celebrate their induction into the Hall of Fame.

Orkin Actizyme® Odor Neutralizer

“Our residents are here to recover, rehabilitate or live here full time, and it's important to us to give them a safe and clean environment. Orkin Actizyme Odor Neutralizer has helped control pests in our facility by eliminating odors that can attract them. It has helped give both our residents and staff peace of mind that we are in a clean, pest-free environment.”

Orkin Actizyme Odor Neutralizer is a proprietary odor control solution that attacks the source of odor by physically altering odor molecules and increasing the breakdown of organic matter.



How has Orkin implemented solutions that fit your community?

Our Orkin team is mindful of the sensitive nature of our community. They understand the rules and regulations that are in place for facilities like ours. Orkin also develops products and services that are well-suited for healthcare environments; ones that minimize the use of chemicals and promote preventive rather than reactive measures.

What aspects of your partnership have made it a success?

I'd say communication. Our Orkin team is great at letting us know what they can do to help, but also letting us know how we can help them. When our pest specialist comes by, he chats with us and our residents about everyday things, not just pest management. That sort of relationship has helped build trust and it's a comfort knowing that the job will get done. It's great to have that kind of partnership.



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