

INSIDE: Redefining The Blame Game • COVID-19: Benefits For Sick Employees • WFH – A New Breed Of Workforce

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PATRIOT PEST SOLUTIONS

PROVIDING THE PERSONAL AND CARING CUSTOMER SERVICE THAT PEOPLE EXPECT FROM A LOCAL, FAMILY-OWNED BUSINESS

JAMES HARRISON



While the world will be forever changed by the the COVID-19 crisis, some things have remained the same. With the arrival of Spring and Summer, pests intensify their efforts to invade and infest our homes and businesses. Thankfully, as an “essential” business, Patriot Pest Solutions, LLC has been able to continue to actively service their existing clients and take on new clients during these difficult times. “As an essential service industry, we will continue to service the food production facilities, grocery stores, medical institutions, multi-family housing units, warehouses, homes and businesses,” said co-owner Denice Harrison. “We cannot afford to have our medical facilities, grocery stores or homes uninhabitable due to pests and pest related diseases, particularly as we tell citizens to stay home,” she said.

Patriot Pest Solutions is a family-owned, veteran-owned, pet-friendly, community-driven, local small business with a sustained record of excellence in innovation and customer service. Denice and James Harrison started their business out of their Royersford home nine years ago. Today, PPS is a thriving full-service pest solution company serving commercial and residential customers in Montgomery, Berks, Chester, and Delaware counties and the Philadelphia Area. In 2013, the Harrisons moved their business out of their home and into a larger facility in Trappe, and hired additional technicians. Today, Patriot Pest Solutions (PPS) employs five technicians and two customer service representatives. They recently hired Phoenixville resident



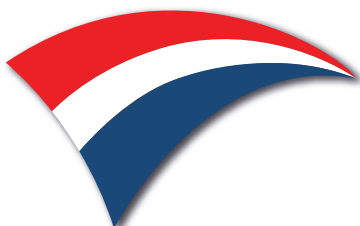
Ryan Ritchey as their Business Development Executive. This is a newly-created position to help take PPS to the next level as they continue to gain recognition in the community.

Even as the business continues to grow, the Harrisons are committed to providing personal and caring customer service that people expect from a local, family-owned business. They are equally committed to educating their employees and customers, and to providing effective pest elimination and control solutions.

DENICE HARRISON



“The name Patriot isn’t just a marketing tool, it’s a belief system.”



PHOTOS BY STYLISH IMAGES



PERSONAL AND CARING CUSTOMER SERVICE

As an active member of several regional chambers of commerce and other business organizations, as well as the local Rotary Club, the Harrisons are very community-focused. They donate services to several non-profit community-based organizations, and whenever possible, they patronize local small business vendors. They have received “Best of Montco” awards and have been recognized as “Small Business of the Year” by the Perkiomen Valley Chamber of Commerce.

“When someone chooses a family-owned business, they chose personal service — people who care and want to solve the problem,” Denice Harrison said. It is important to the Harrisons that every customer is completely satisfied with the results of their service. Utilizing proven, state-of-the-art materials and techniques, they treat your home as if it were their own.

“When somebody comes to your home, you’re opening your door to a stranger — somebody that you don’t know — and that can be unnerving,” Denice explains. “Being a mother, I want to make sure — and do make sure — that I would feel comfortable letting any of our technicians into my home.”

One way they do that is by requiring all prospective employees to undergo drug testing, background checks, and a driver’s license review. Patriot Pest Solutions also sends each customer an email with their appointment date and time, a picture of the technician who will be coming into their home (including a link to customer reviews of that technician), and the name of the customer service representative who handled their call. Following the service, customers receive another email asking for feedback, so Patriot Pest Solutions can quickly react if there is a need.



Our newest hire **Tristan Di Paolo** has no fear of heights while assisting a homeowner with a squirrel exclusion.

EDUCATING CUSTOMERS - KNOWLEDGE IS POWER!

“Home invaders” come in many shapes and sizes. The accompanying sidebar article outlines some of the most recent insect infestations. Patriot Pest Solutions’ website (www.PatriotPestSolutions.net) offers a wealth of information about various pests and available methods of treatment. Once you contact Patriot Pest Solutions, one of their state-licensed technicians will come out to your home to inspect your property and determine potential problem areas, point out other areas conducive to future infestations, and share steps you can take to avoid future problems. Then, they create a customized treatment plan for year-round protection.

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PPS Technician **Chris Gentile** applies a **Spotted Lantern Fly** treatment.

Patriot Pest Solutions’ service focus has evolved over the years. It has always been their goal to keep up to date with the industry’s most recent innovations and new pest invaders. Below are some recent shifts they have seen in the industry. With the light winter and lack of snow accumulation, mosquitoes and ticks in particular are expected to be especially prevalent this year. Please visit www.PatriotPestSolutions.net for a comprehensive list.

SPOTTED LANTERN FLY

Back in 2011 no one heard of the Spotted Lantern Fly and pest control companies were not treating trees. However, these destructive pests began killing trees in Berks county and have made their way across the state. Addressing this problem requires two treatments per year, in the Spring and in the Fall. The Spring treatment involves a systemic application treatment lasting three months. The treatment absorbs into plant, will not wash off, and is highly effective against Lanternflies on first application. Fall is a repellent treatment.

MOSQUITO

The demand for Mosquito treatments has grown over the years as concerns over West Nile Virus, Zika Virus and Dengue Fever continue to grow. Patriot Pest Solutions urges Pennsylvania residents to take precautions to prevent mosquito bites. Mosquitoes only need about half an inch of water to breed. Eliminating standing water around your property will remove mosquito harborage. Patriot Pest Solutions also recommends making sure all screens on windows and doors are in good condition to block mosquito access.

Effective mosquito treatment starts with targeting populations where they originate. Patriot Pest Solutions’ mosquito treatments are focused on shady areas in shrubbery and under decks where mosquitoes live and breed. All of the materials they use are registered by the EPA and are completely safe when applied according to the label by a licensed pest professional.

Patriot Pest Solutions offers a six-month 100 percent organic mosquito control plan that ensures the safety of you, your pets and your children. Organic mosquito control service plans begin in May and keeps your yard mosquito-free through October. Mosquito services will eliminate the number of mosquitoes that swarm your yard in those warm summer months. Patriot Pest Solutions treats foliage, vegetation, shrubbery areas, patios, eaves, covered porches, and other resting areas.

TICKS

Ticks are second only to mosquitoes as vectors of disease. Ticks can transmit Lyme disease, Meningoencephalitis, Rocky Mountain spotted fever, tularemia, babesiosis, Colorado tick fever, Q fever, tick paralysis, and several forms of ehrlichiosis. Tick-borne diseases correspond to a specific tick-host combination and are limited in their geographical extent. Nearly 95 percent of all Lyme disease cases have been reported in the *Northeastern part of the United States*.

It is just as important to treat your lawn to prevent ticks as it is to mow and maintain a green and healthy lawn. Pets can easily bring ticks into your home. After feeding, ticks will drop off and lay eggs in protected cracks and crevices.

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COVER STORY

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CUSTOMIZED APPROACH - EVERY JOB IS UNIQUE!

Patriot Pest Solutions has the expertise to solve any pest problems, and they are more than happy to provide professional advice and a customized approach to any pest control problem. As a member of the National Pest Management Association (NPMA), all of their technicians are up to date with the latest training and certifications.

Patriot Pest Solutions is also a Certified Wildlife Professional (through the National Wildlife Control Operators Association), which keeps their technicians up to date with the latest training and certifications to provide you with the safest and most humane wildlife management service possible. And, PPS is a part of the Pennsylvania Trapper's Association, which promotes the humane trapping of wildlife. This wildlife service is just one more thing that sets Patriot Pest Solutions apart from other pest control services.

Patriot Pest Solutions technicians also participate in weekly in-house training and attend various conventions, meetings (Pennsylvania Pest Management Association), and expos (National Wildlife Expo) throughout the year to keep up with all the latest advances in pest control. James is an Associate Certi-

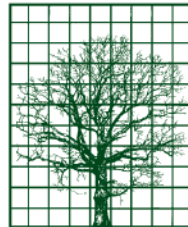
fied Entomologists (less than one percent of all applicators in the state are certified). The misidentification of a pest can cost thousands of dollars. That doesn't happen with PPS's knowledgeable team. Patriot Pest Solutions' technicians know how to get rid of pests and how to keep them from coming back!

"We hire technicians who can interact on a very personal level with people," Denice Harrison explains. "They are not just the bug guy coming in and hosing the place down. We really do hire people based on their personality first, because the training and the technical knowledge can come from James. There are training sessions every week. We can train but we can't train personality and pleasantries. We hire nice people," she said.

COMMUNITY CONNECTION

In addition to running a very successful business and raising a daughter, Carley, a Spring Ford HS graduate now in her first year at MCCC, the Harrisons are also very involved with the community. They are active members of the Spring-Ford Chamber of Commerce and the Perkiomen Valley Chamber of Commerce, and they offer special discounts to fellow chamber members.

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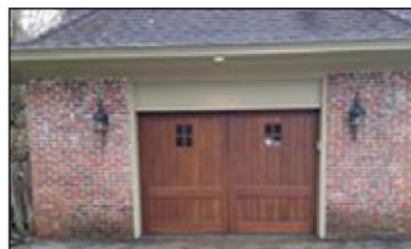
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(Continued from page 7)

Getting rid of an indoor tick infestation takes time because eggs can hatch months later, long after you think you have the situation under control.

Service begins with a licensed technician providing a full inspection of your property. During the inspection, your tick control technician will identify potential problem areas around your home or office. After the source of your problem areas have been identified, your technician will create a customized tick treatment plan for year-round protection, using the most effective and environmentally conscious tick control solutions.

BED BUGS

Bed bugs have made a comeback over the last ten years. Bed bugs have developed resistance to traditional pesticide applications. This resistance has made establishing control more difficult.

Bed bugs are apple seed-sized, reddish-brown bugs that feed on human blood at night. Bed bugs are frequently brought home from airports, clothing stores, hotels, movie theaters and used furniture. Once inside, bed bugs are typically found close to where you sleep. These blood-sucking pests can hide in cracks the thickness of a credit card.

PPS technicians frequently find bed bugs in baseboards, bed frames, box springs, cabinets, furniture, headboards, mattresses, nightstands, picture frames — even behind electrical plate covers! Bed bugs do not spread diseases, but they do cause discomfort and many sleepless nights.

Bed bug heat remediation treatments are an efficient and cost-effective way to eradicate bed bug infestations without the use of pesticides. Heat treatments take only one day and leave no odor or toxic residues behind, making heat the ideal choice for the extermination of bed bugs in both residential and commercial settings. Bed bug heat treatments penetrate walls and permeate every square inch of an infested room, ensuring that it is clean and clear of bed bugs.

The newest bed bug treatment is a bio-pesticide. Bed bugs build up a resistance to chemicals, and certain chemicals won't work. A couple of years ago scientists from Penn State developed a bio-pesticide that bed bugs have no resistance to. "We are seeing excellent results with it," James Harrison explains.

All of Patriot Pest Solutions' Quality Pro certified state-licensed technicians have been trained by James, an Associate Certified Entomologist, in bed bug detection. Don't wonder if you have bed bugs, find out for sure by contacting Patriot Pest Solutions for a FREE inspection and estimate on proven solutions to exterminate your bed bug infestation.

COVER STORY

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Denice is an active member of the Spring-Ford Rotary Club. They donate ongoing pest control services to The House, an organization that provides housing and support services to homeless and vulnerable single women in greater Phoenixville, and they have volunteered at many local organizations.

The Harrisons also love their senior Boxer and two, one-year old Boxer-mix pups acquired from Mostly Muttz Rescue. "We love to take our pack for walks on the trails and woods behind our house," Denice said, adding, "Folks who have pets are oftentimes very concerned about having pest control come into their homes. When they go on our website and see that we are dog people, there's a trust that comes with that."

And, what about their name — Patriot Pest Solutions — and their tagline — "Eliminating pests is our patriotic duty"? They are both fitting, since James, his father, and his brother all served in the military. Their military connection is very important to the Harrisons. Denice says, "The name Patriot isn't just a marketing tool, it's a belief system." Patriot Pest Solutions also offers discounts to military families.

It seems the Harrisons have discovered the magic formula that combines the benefits of a small family-owned business with the expertise and knowledge of a larger company. As Denice says, "It's been quite an adventure."

Patriot Pest Solutions, located at 414 W. Main Street in Trappe, focuses on solving your pest or wildlife problems quickly and helping you ensure the problem doesn't return. Call Patriot Pest Solutions at 610.489.5136 for a FREE no-pressure inspection, and please visit www.PatriotPestSolutions.net for additional information.