Integrated Pest Management Program — Health Care, Nursing Homes, Assisted Living & Medical Offices

- **Industry:** Hospitals, nursing homes, assisted living, and outpatient medical or dental offices
- **Version / date:** November 11, 2026
- **Prepared by:** Prudential Pest Management, LLC
- **How to use this document:** This is the company's default IPM program for this industry. Your account's Virtual Logbook provides the site-specific details: building name and address, how the building is used, pest history, layout and monitor map, the named building manager or account contact, and the service schedule in your agreement. Your service agreement sets the actual schedule and the services that are included. This document does not add coverage or change that agreement.
- **Pests typically in scope:** ants; cockroaches; house mice and rats; house flies and drain flies; occasional invaders; stinging insects at entries and waste areas (including honey bees and bumble bees when a stinging-insect service is on the account)
- **Pests typically out of scope (may be available as a separate service under its own agreement):** termites and other wood-destroying insects; bed bugs; nuisance wildlife such as raccoons, squirrels, and bats. Birds are not covered by this program. Our applicators are MDARD-certified in categories 7A General Pest Management, 7B Wood Destroying Pest Management, and 7F Mosquito Management. Wildlife work is done under Michigan DNR Wildlife Damage and Nuisance Control Permit #GC225.
- **Legal status:** See the legal note below. Do not assume every medical or dental office is a Michigan “health care facility.”

Important legal note for this industry

Michigan law defines a **health care facility** in R 285.637.1(j): "Health care facility" means a facility which is not a private home and at which people may stay 1 or more nights and receive medical care, such as a hospital or nursing home.

Classification. Outpatient medical and dental offices where no one stays overnight are not health care facilities. They are generally commercial buildings, so Rule 11(4) posting applies to broadcast, foliar, or space insecticide applications. Exceptions:

- A clinic owned or operated by government (a county health department or a public-university clinic) is a **public building**, and the full IPM-program rules apply.
- A site with overnight stays and medical care (an ambulatory site with overnight beds, a hospice, or a nursing home) is a health care facility.

Assisted living is a health care facility only if residents stay overnight and receive medical care there. Counsel should classify each account.

If this account is a health care facility under that definition, then before any pesticide is used (other than a sanitizer, germicide, disinfectant, or antimicrobial): a verifiable IPM program must be in place for the building, and the applicator must have MDARD-approved IPM training. Records must go to the building manager at the visit, or, if you have approved electronic delivery in writing before service, must be made available electronically within 48 hours through the GorillaDesk customer portal. Electronic delivery counts only if you can open the complete record within that time. Otherwise, we provide it at the visit. After certain indoor insecticide applications, Regulation 637 Rule 11 posting applies (the building manager posts the required sign at the primary entry for at least 48 hours). The 4-hour room rule and the 100-foot turf buffer in the school and day care rules do not automatically apply here.

If this account is an outpatient medical or dental office with no overnight stay, it is generally a commercial building, not a health care facility, unless it is owned or operated by government, in which case it is a public building and the full IPM-program rules apply. Rule 11 posting may still apply to certain indoor applications in a commercial building. This default program is still the service plan we follow.

1. Purpose and what IPM means

This program is a decision process: inspect, identify, compare findings with the thresholds, correct conditions, exclude, monitor, treat only if the plan and the label call for it, record, and follow up. Tolerance is not the same in every room. A few ants in an office are not the same problem as a cockroach or a drain fly in a patient room or a dietary kitchen.

2. Roles and responsibilities

Prudential technician. Must have verifiable MDARD-approved IPM training before applying a pesticide (other than a sanitizer, germicide, disinfectant, or antimicrobial) in a health care facility. Inspect and monitor the agreed areas on each scheduled visit, even when no pests have been reported. Coordinate with the facility's designated contact and, where the facility requests it, with infection prevention. Provide the IPM program and the initial inspection record to the building manager, and obtain the manager's acceptance of the duty to post required signs. Provide service records at the visit, or, if you have approved electronic delivery in writing before service, make it available electronically within 48 hours through the GorillaDesk customer portal. Electronic delivery counts only if you can open the complete record within that time. Otherwise, we provide it at the visit.

Building manager or facility contact. Accept the duty to post required signs. A copy of this program must be located at the building. A printed copy meets this. An electronic copy, including the Virtual Logbook, meets it only if facility staff can open the complete program at the building at any time, including during an unannounced MDARD inspection, without a Prudential technician present. Keep a printed copy as the backup. Act on sanitation and exclusion recommendations, or assign them to maintenance or environmental services. Give access to dietary, soiled utility, laundry, waste, and other agreed areas. Keep the sighting log current.

Staff. Report sightings the same day. Do not store food in a way that attracts pests in nurse stations or break rooms. Do not move numbered monitors.

3. Inspection and monitoring schedule

An initial inspection starts the program. Complete the company Site Evaluation page for this building (same layout and fields as in the Schools & Licensed Daycares program) so the Virtual Logbook has a consistent site description, inspection, monitoring method, and thresholds. A typical schedule is weekly or twice monthly in dietary and waste areas, and monthly in other agreed areas. Your service agreement sets the actual schedule.

Each scheduled visit typically includes dietary and warewash, nourishment kitchens or pantries, soiled utility, laundry, waste and loading, break rooms, and other agreed corridors or mechanical rooms. Patient rooms and clinical areas are inspected when the facility provides access and it is appropriate.

Monitoring devices are mapped and numbered in the Virtual Logbook. Typical devices include glue monitors and, where the label and the site allow, tamper-resistant rodent stations or traps. Insect light traps are used only where they will not interfere with care.

4. Action thresholds

These are company starting points, reviewed yearly.

- **Patient rooms, treatment rooms, and clean utility (health care facilities):** any cockroach, any rodent sighting or fresh evidence, or any drain-fly adult is action the same visit cycle. Tell the facility contact the same day.
- **Dietary, nourishment, and warewash:** any live German cockroach or fresh droppings, any rodent evidence, or any small-fly adults is action, beginning with sanitation and drains.
- **Offices, waiting rooms, and staff break rooms:** trailing ants or occasional invaders may be monitored while we correct conditions; cockroaches or rodents are action.
- **Outpatient medical or dental operatories and labs:** any cockroach or rodent evidence is action; coordinate access with the office so care is not interrupted.
- **Stinging insects at entries:** action when they threaten patients, residents, or staff.

5. Customer prevention and sanitation responsibilities

- Keep dietary, warewash, and nourishment areas clean, including drains and floor sinks (remove the film, do not only flush).
- Keep soiled utility, laundry, and waste rooms clean, with liners in cans and doors closed.
- Store resident or staff food in sealed containers.
- Keep loading and waste doors closed, with working sweeps.
- Fix leaks and standing water promptly.
- Keep the exterior wall line and dumpster pad clean.
- Record sightings in the log the same day and tell the building manager.

6. Exclusion and structural items

Mice can enter a gap larger than 1/4 inch; rats can enter a gap larger than 1/2 inch. Use metal, concrete, or hardware cloth. Foam alone is not rodent-proofing. Typical items: door sweeps, sealed pipe penetrations, screened vents, tight waste-room doors, and repairs that remove moisture and harborage. We will record recommended work and any repairs started.

7. Treatment approach (least-risk first)

1. **Non-chemical first.** Sanitation, exclusion, vacuuming, trapping, and drain work.
2. **Targeted baits, gels, and dusts** in cracks, crevices, voids, or stations, only where the label allows the site.
3. **Limited labeled applications** (for example, crack-and-crevice or spot treatments, or outdoor applications where the label lists the site) when the threshold has been reached and the steps above are not enough.
4. We do not fog occupied patient rooms, occupied clinical areas, or other occupied areas.

If a broadcast, foliar, or space insecticide application is made in a health care facility or a commercial building (other than with a general-use ready-to-use product), the applicator provides the Rule 11 sign and the building manager posts it at the primary entry for at least 48 hours. We will tell the manager any label reentry period.

Rodent bait, when used, is a later step, in tamper-resistant stations, following the label. We do not name products in this program. Current labels and safety data sheets are available in the Virtual Logbook. Each scheduled visit includes inspection and monitoring of the agreed areas even when no activity is reported.

8a. Pest biology

Knowing how a pest lives, feeds, and hides determines which methods will work. Identify the pest before choosing a control method.

Pavement ants and other trailing ants. They often enter at cracks in slabs, door thresholds, and utility penetrations, and forage for food indoors. Sanitation and sealing entry points come first. Bait is often used when a pesticide is needed, because the workers carry it to the colony.

Carpenter ants. Nest in moist or damaged wood. They do not eat wood; they excavate it. Find and correct the moisture source and the nest. Treating only the ants that are seen rarely solves the problem.

Cockroaches (German and others). German cockroaches live close to food and moisture in dietary kitchens, nourishment rooms, and break rooms. They hide in cracks and crevices and are most active at night. Sanitation, exclusion, monitoring, and bait in cracks or stations are the usual methods. American and Oriental cockroaches are more often associated with basements, drains, and exterior harborage.

Mice. Enter through gaps as small as about a quarter inch, nest in wall voids, storage, and clutter, and travel along edges. Exclusion, sanitation, and trapping are the usual first methods. Any sighting in a dietary or patient-care area is treated as immediate action.

Flies, including drain flies. House flies and bottle flies breed in garbage, dumpsters, and decaying organic matter. Drain flies breed in the film inside drains and in wet organic residue. Find and remove the breeding source before relying on an insecticide.

Stinging insects. Wasps, hornets, and yellowjackets may nest on or in the structure or on the grounds. Honey bees and bumble bees are handled only when that service is on the account, following the label.

Fall invaders (boxelder bugs, Asian lady beetles, cluster flies, and similar insects). They enter in the fall and overwinter in wall voids. Exclusion at the exterior is the lasting method.

Bed bugs, wood-destroying insects other than the carpenter-ant work described above, and wildlife are not part of the routine service under this program. They are a separate service, with a separate plan, if the facility requests that work.

8b. Impact on human health and the environment

When considering methods for pest control, the building manager and the applicator shall consider the impact on human health and the environment, including people with special sensitivities to pesticides. The method shall be effective against the pest while reducing unnecessary exposure to people, property, and the environment. When chemical controls are necessary, products and formulations are selected with consideration of their impact on human health and the environment, including people with special sensitivities to pesticides, consistent with the label and the tiers above. The label is the law. Sanitation, exclusion, and targeted placements are used before a broadcast or space application. Outdoor work follows the label, including any directions that protect water, pollinators, or non-target areas.

8. Documentation

Service records are kept in GorillaDesk. Copies are available in the GorillaDesk customer portal and the Virtual Logbook. The portal is a delivery channel, not the official record. Prudential keeps its official application records at its place of business, as Michigan rules require. Each visit record includes the site address and date; target pests and numbers found (or that none were found); conditions that support pests; recommendations; structural or habitat changes started; and, if a pesticide was used, the product name, amount, location, method, and the other application details Michigan rules require for products that are not ready-to-use, plus the applicator name and the company name and emergency telephone number.

For health care facilities, those records must go to the building manager at the visit, or, if you have approved electronic delivery in writing before service, must be made available electronically within 48 hours through the GorillaDesk customer portal. Electronic delivery counts only if you can open the complete record within that time. Otherwise, we provide it at the visit. Retention is at least 1 year for general-use products and at least 3 years for restricted-use products. The Virtual Logbook also provides access to this program, the sighting log, the monitor map, and current labels and safety data sheets.

9. Communication

Report sightings the same day. After each visit, the technician will leave or post findings and conditions. If posting or a reentry period applies, we will tell the manager and provide any required sign. Contact the office if a problem appears between visits.

10. Program evaluation

We evaluate this program continually at each visit, and at least once a year with the building manager, to determine its effectiveness and the need for changes. Thresholds and the site description will be updated if the building or the operation has changed.

Confirm labels, notices, and current MDARD rules before use.