

From: [REDACTED]
To: [REDACTED]
Subject: Compliance issues with Safe Guard 24/7 exterminations conducted at LMCH, [REDACTED]
Date: Monday, March 25, 2024 12:35:00 PM
Attachments: [Notice of Violation 03-14-2024 - Safe Guard 24-7.pdf](#)

H [REDACTED]

As a follow-up to our phone conversation today, please see attached for your awareness the Notice of Violation that was issued to SafeGuard 24/7 on March 14, 2024. Background information and required action items are also included in this letter. Please forward to your pesticide consultant who coordinates these exterminations for his awareness. Prior to my involvement, apparently the complainant [REDACTED] and the company were trying to work out financial compensation for their mattress, but a resolution wasn't reached and LMCH advised Safe Guard 24/7 to stop communication with the tenant.

Although my compliance assessment was limited to the pesticide applications within [REDACTED] we have been told that this company has treated other units within this building as well in a similar manner over the past several months. The company should look into completing any necessary cleaning, replacement or compensation for areas within any units which they have incorrectly applied pesticides to if there is still a risk of exposure to the tenants. LMCH may need to help coordinate this.

Please let me know if you would like further technical information/guidance on these pesticides and I can reach out to our Pesticides Specialist to get their comments.

With regards to the action items listed in the attached notice, Safe Guard 24/7 has so far shown willingness to comply and has indicated that they have stopped using Konk 409 within dwellings and is working on getting their staff trained on the correct usage of the specific pesticides listed. An in-person proactive inspection during an extermination within an LMCH building or similar setting may be conducted at a later date once Safe Guard 24/7 has reported that they have implemented the corrective actions.

Don't hesitate to contact me if you have any questions or concerns, and **please confirm that you have received this email.**

[REDACTED]
Provincial Officer [REDACTED] London District Office
Ministry of the Environment, Conservation and Parks
Drinking Water and Environmental Compliance Division
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[REDACTED]