

March 14, 2024

Attn: [REDACTED]
Safeguard 24/7 Inc.

NOTICE OF VIOLATION

Mr. [REDACTED]

I am a provincial officer with the Ministry of the Environment, Conservation and Parks ("MECP") and am authorized under the Pesticides Act to conduct inspections and assess compliance with the Act and Ontario Regulation 63/09.

I am writing to inform you that the following violations have been identified, based on my findings to date with regards to the pesticide applications conducted by exterminators employed by Safeguard 24/7 in Unit 1015, located at 30 Baseline Road West in London, Ontario:

1. Pesticides were not applied in accordance with the product label directions.

Section 9(3) of Regulation 63/09 states: *Subject to sections 10, 13, 13.1, 14 and 15, no person shall use a pesticide except in accordance with the label for the pesticide and this Regulation.*

- a. During the application of Temprid SC on December 14, 2023, the company failed to post or directly provide an Information Sheet as outlined in the product label to the tenant(s). Verbal notice to the tenant is not sufficient.
- b. During application of Temprid SC on November 30, 2023, the Information Sheet posted did not include the required information as outlined in the product label.
- c. During the applications of Temprid SC and/or Bedlam on November 30, 2023, December 14, 2023, and January 18, 2024, the company did not ensure proper ventilation in accordance with the product labels.
- d. On November 30, 2023, and January 18, 2024, the company applied Bedlam as a broadcast treatment on the tenant's mattress. In accordance with the product label,

treatment areas are limited to the seams and tufts if applied to the mattress and the treatment area must be dry before replacing sheets.

- e. On November 30, 2023, the company applied Konk 409 in the kitchen. In accordance with the product label, this product is not permitted to be used in dwellings.

2. The written instructions for [REDACTED] (licensed exterminator of a class other than the class that authorizes the performance of these exterminations) did not include all required information.

Section 46(1) of Regulation 63/09 states: A person mentioned in Column 1 of the Table to this section is exempt from subsection 5 (1) of the Act with respect to the performance of an extermination if,

(a) the person meets the conditions set out opposite the person in Column 2 of the Table; and

(b) the person is supervised by a licensed exterminator authorized to perform the extermination and the supervising licensed exterminator meets the requirements set out in section 48.

Column 2 lists the required information that an exterminator holding a different class license or a technician must have with them, which states:

The supervisee must have readily available at the extermination site a work order, invoice, job sheet or other form of written instructions respecting the extermination, including the following information:

- i. The location of the extermination site.
- ii. The pest to be exterminated.
- iii. The name of the pesticide to be used and its registration number assigned to it under the Pest Control Products Act (Canada) or the Fertilizers Act (Canada).
- iv. The name and licence number of the supervising licensed exterminator.
- v. A unique number or other identifier by which the extermination is identified in the business records of the supervisee's employer.

- a. The records you provided on March 12th, 2024, for [REDACTED] written instructions does not contain all of the information listed in Column 2.

Actions Required

By no later than April 3, 2024, complete all of the following:

1. Prepare and implement written procedures for all employees to follow for each specific pesticide application, including but not limited to information notes, spraying, ventilation, and treatment area instructions. The written procedures must be in accordance with each pesticide's specific product label. Provide a copy of the written procedures to [REDACTED]

2. Prepare an Information Note in accordance with the Temprid SC product label, which is to be posted/provided during every application of Temprid SC. Provide a copy of the Information Note to [REDACTED]
3. Provide a written notice to [REDACTED] signed off by all employees who handle and apply pesticides that they have been trained in and provided a copy of the written procedures.
4. Prepare and implement a new template for written instructions for when technicians and/or exterminators of another class conduct exterminations. This template must be compliant with the applicable Column 2 of section 46. Provide a copy of the template to [REDACTED]

Background

On February 8, 2024, the Ministry received a complaint from a resident living in [REDACTED] located at [REDACTED] in London, Ontario. The complainant had concerns about how the pesticides were being applied within their unit and claimed adverse health impacts from the applications.

My findings to date are limited to the information provided to me by the resident between February 8-28, 2024, and the information provided by you during our phone call and emails between February 28-March 12, 2024, to which you spoke on behalf of the employees who completed the exterminations in [REDACTED]

Based on the information provided by you the following pesticides were applied to [REDACTED] for the purpose of treating bed bugs and/or cockroaches on the following dates:

- Nov 30, 2023 – Temprid SC PCP No. 32524, Bedlam Aerosol PCP No. 30075, Konk 409 Aerosol PCP No. 20463
- Dec 14, 2023 – Temprid SC PCP No. 32524, Aprehend PCP No. 33745
- Jan 4, 2024 – Inspection only, no pesticides applied
- Jan 18, 2024 – Dragnet FT PCP No. 24175, Bedlam Aerosol PCP No. 30075

The exterminators who performed these pesticide applications were:

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[REDACTED]	Structural, expiry 5/24/2027
[REDACTED]	Structural, expiry 07/23/2026
[REDACTED]	Mosquito/Biting Flies, expiry 05/12/2028