



Customer Preparation Guide: Rodent Service (Mice & Rats)

Service Type: Integrated Pest Management (IPM) - Baiting, Trapping, & Exclusion

Overview

Successful rodent control requires a "clean" environment. If rodents have easy access to your food, they will ignore the bait and traps set by our technicians. Your cooperation in cleaning and providing access is essential to eliminating the colony quickly.

Note: Unlike liquid spray treatments, you typically **do not** need to vacate the premises for this service unless the technician is using a specific aerosol for a secondary pest.

1. Sanitation & Food Source Removal (Critical)

Rodents are in your home because they found a reliable food source. We must remove that source to force them toward our equipment.

- **Clean Floors:** Sweep, mop, and vacuum all floors, especially under and behind appliances. Remove all crumbs and grease.
- **Store Food in Hard Containers:** Transfer all food stored in cardboard boxes or plastic bags (cereal, crackers, rice, pasta) into airtight glass or hard plastic containers. Mice can chew through cardboard in seconds.
- **Countertop Clearance:** Ensure all countertops are wiped clean and no food is left out overnight (including fruit bowls).
- **Pet Food Management:** Do not leave pet food out overnight. Store bulk pet food in sealed "rodent-proof" plastic or metal bins. Wash pet bowls daily.
- **Garbage:** Use a garbage can with a tight-fitting lid. Remove trash from the home every evening.

2. Access to Service Areas

Technicians need to inspect and treat the "shadow" areas where rodents travel.

- **Under-Sink Access:** Empty the area under the kitchen and bathroom sinks. This is where plumbing enters the walls and is a primary entry point for mice.
- **Kitchen Perimeter:** If possible, clear the floor area at the base of the pantry and cabinets.
- **Basement & Mechanical Rooms:** Clear a path to the furnace, water heater, and electrical panel. Rodents often follow utility lines.
- **Attic/Crawlspace:** Ensure the technician has clear access to the hatch or entry point for these areas.
- **Garage:** Move items away from the walls of the garage so the technician can inspect the sill plate and garage door seals.



3. Exclusion Preparation (Sealing Entry)

- **Clear Exterior Perimeter:** *If the technician is performing exterior exclusion, please ensure the perimeter of the house is clear of firewood, tall weeds, or stored items piled against the foundation.*
- **Note Entry Points:** *If you have seen a mouse enter or exit a specific hole, please point this out to your technician.*

4. Post-Service & Safety

- **Do Not Move Equipment:** *Our technician will place "Tamper-Resistant" bait stations or traps in specific locations. Do not move, cover, or interfere with these stations.*
- **Child & Pet Safety:** *While we use locked, tamper-resistant stations, please ensure children and pets are kept away from the equipment.*
- **Dead Rodents:** *As the treatment progresses, you may encounter dead rodents. Use gloves, place them in a sealed plastic bag, and dispose of them in your outdoor trash.*
- **Odours:** *In some cases, a rodent may die in an inaccessible area (like a wall). Please inform us if you notice a persistent odour.*

In accordance with the Ontario Pesticides Act, your technician will provide a service record detailing the specific products applied.

Failure to prepare the premises according to these instructions may result in the technician being unable to treat the area and a potential cancellation fee.

Thank you for your cooperation in keeping your home pest-free. MSDS are provided upon request, please send request to info@32gone.ca