

# Orkin Lends a Hand to The HELP Foundation to Help Keep Unwanted Visitors Away



The HELP Foundation is a nonprofit organization in Northeast Ohio that was founded in 1965 to serve individuals with various levels of intellectual and developmental disabilities (IDD). With 18 locations in the greater Cleveland area, the organization offers group homes and apartment units as residential options to those with IDD. Having knowledgeable pest specialists who promptly address concerns is important to help ensure that all residents experience the best living environment on the nonprofit's property.

**“Our Orkin technician’s quick response and willingness to develop a customized solution never fails.”**

— Jack Schroeck  
HUD Facilities Manager  
The HELP Foundation

That’s why The HELP Foundation switched to Orkin Commercial Services in 2011. We interviewed The HELP Foundation’s HUD Facilities Director Jack Schroeck to learn more about how Orkin has partnered with the nonprofit to help address their pest challenges. Following is an edited transcription of the interview.

## **Why did you choose Orkin?**

We needed a company with pest specialists who could respond to multiple locations in a given day if necessary. Orkin’s team could also

help educate us on correct protocol and documentation methods, as well as create a customized service program for us.

## **What aspects of Orkin’s service are the most important to you?**

Our Orkin technician has an in-depth understanding of our history, so he can easily develop a plan that meets our needs. Before engaging Orkin, we didn’t always know where to start because we had never dealt with certain pests. Our Orkin pest specialist has been able to look at each pest problem as a standalone situation, and then develop a solution. This is important because we need to protect the integrity, safety and security of our homes and apartments.

## **How would you describe your partnership with Orkin?**

Anytime we have a problem, I can pick up the phone and call Orkin. Orkin is extremely responsive, and is always able to dispatch a technician in a reasonable amount of time. Our Orkin technician will develop a customized solution to meet our needs, and he also has meetings with our staff to teach them about any challenges we’re facing and how we can improve. This information has helped our employees become more comfortable in every situation.



Orkin’s Integrated Pest Management (IPM) program is custom-designed for your property and is administered by knowledgeable, certified Orkin Commercial Pest Specialists.

## **Getting Your Residents on Board With Pest Control**

- Pests are attracted to food odors, so ask that residents keep their food properly stored in tightly sealed containers.
- Encourage residents to follow simple sanitation such as cleaning spills immediately, wiping down surfaces daily and regularly taking out the trash.
- Remind residents to keep doors and windows closed, and also to inspect food and furniture for pests before bringing them into their homes.
- Ask residents to be your eyes and ears around the property – they can help to make early detection of pest activity possible.

For a free consultation, call 1.800.ORKIN NOW or visit us at [orkincommercial.com](http://orkincommercial.com)

