

PCO Co-operation and Public Relations

Building Positive Work Relationships

A Pest Control Officer usually has to deal with many different people in the course of the day. It is important to develop positive working relationships with landowners, councils, and the general public. Here are some tips on how to manage challenging situations.

Dealing with Difficult Landowners

- ✓ Approach the owner with an open mind. Do not pre-judge because of rumours. Find out for yourself what they are like. Do not rely on preconceived notions.
- ✓ Be patient. It may take time to gain their confidence.
- ✓ Stay focused. Stay on topic. Don't get dragged into an argument.
- ✓ Focus on positive outcomes and what you can do for them. Understand the positive things that result from rat control. Carry extra copies of the "Rat Control in Saskatchewan" and hand them out.
- ✓ It doesn't matter if we are right and that we have the Acts & Regulations on our side, this is his property and he feels you have intruded. You must put yourself in his shoes and respect his feelings. Remember this may be a long term relationship and it is important that you build co-operation and instill confidence.
- ✓ Seek out information from the Administrator and council on problems the owner may have had with the RM. There may be reasons they feel the way they do and it may have nothing to do with you. (move to the top to help the article flow)
- ✓ Detail his ability to contribute and develop his ownership in controlling rats.
- ✓ Be firm in the commitment to eradicate and control rats without being authoritative and police orientated.
- ✓ Don't gossip. What happens on his farm stays on his farm.



When You Are Refused Access

There are a number of reasons a PCO might be denied access to private property:

- Distrust and fear
- Personal issue with PCO or municipality
- Past incidences of accidental poisoning
- Privacy concerns
- Moral issues, etc.

Under the Saskatchewan Pest Control Act, a PCO is authorized to access any lands, however, be conscientious of practicing professionalism and managing good public relations. If there is a problem, it is best not to aggravate the situation.

What to do:

- As a PCO, contact your Municipal Administrator and/or Council immediately about the issue, especially if pest problems are apparent.
- Have an RM representative contact the individual to discuss the situation.
- PREP's Regional PCO Supervisors and Provincial Co-ordinator are available to assist in difficult situations. Sometimes it just takes a friendly talk from a PCO expert who is objective to the situation.
- Meet off-site with the individual(s) with Council representative(s), the PCO, PREP representatives and an independent mediator like Saskatchewan Justice.
- As a last resort, take appropriate action to enforce the Saskatchewan Pest Control Act. Bring to the site the PCO, a council representative, PREP representative, and conservation officer or RCMP support.



Ministry of
Agriculture



Saskatchewan
Association of
Rural Municipalities

