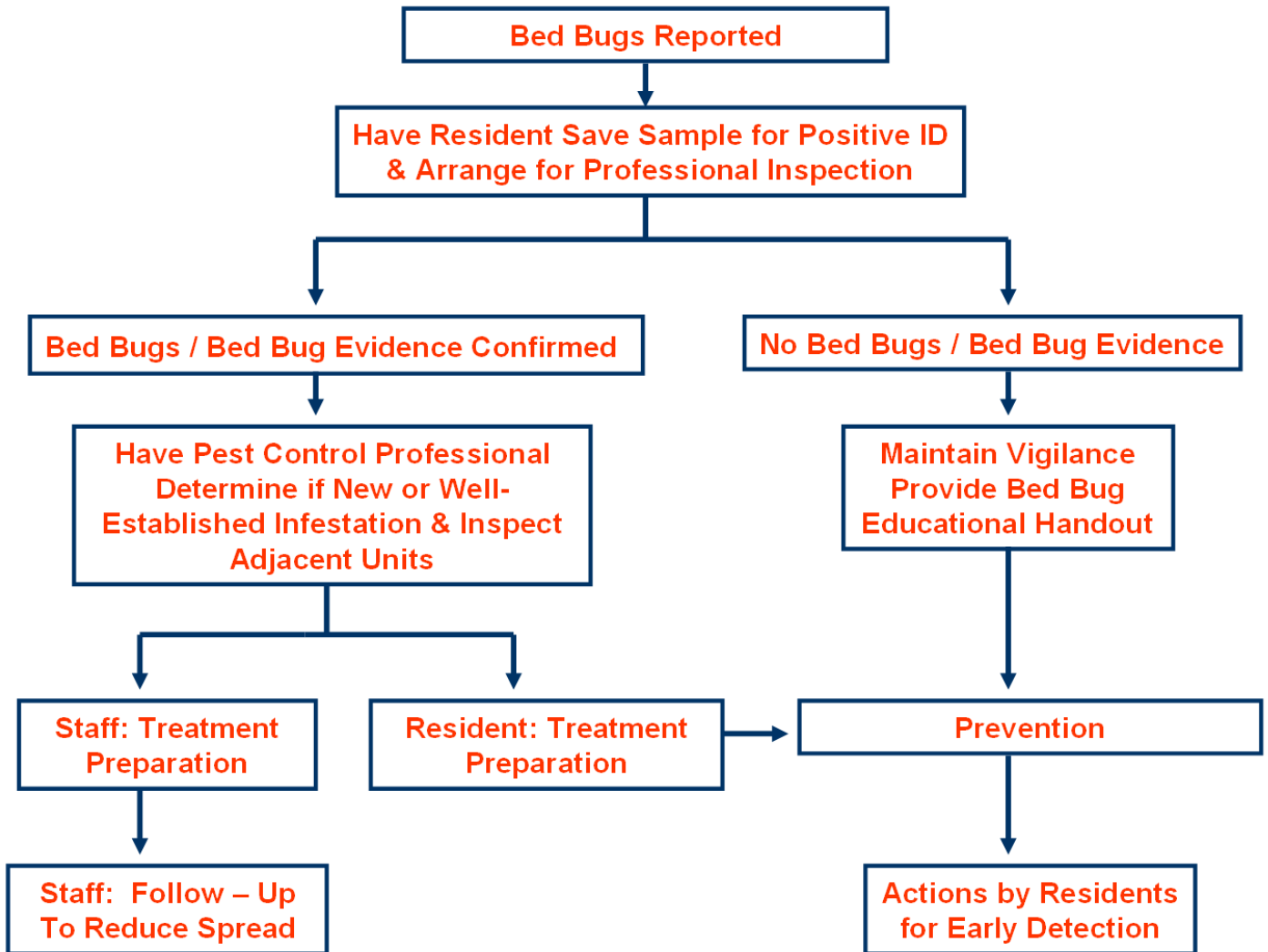


Bed Bug Response Flowchart for Housing Management



Bed Bug Action Plan

I. Hire a Pest Control Professional for Bed Bug Control

Bed Bug control requires professional help and should be done by trained, licensed individuals who know bed bug biology and behavior as well as the rules, regulations and impact of using pesticides. When choosing a company, look for one with extensive bed bug control experience that can offer different control options, bed bug education and comprehensive documentation. Ask the company to provide a detailed treatment protocol, including a list of preparations for the residents. Do not choose a company based on price, as competent companies will charge more money in order to perform the necessary (and extensive) treatments needed to control bed bugs.

II. Responding to a Bed Bug Incident

If bed bugs are reported by a resident, have the resident save a sample for a positive identification and arrange for an inspection by a pest control professional. Have the pest control professional determine if the infestation is new or well-established, and inspect adjacent units to assess the extent of the infestation. If bed bugs are reported in different areas of a building, consider using a canine scent detection to pinpoint all infestations. Ask the pest control professional to make recommendations regarding furniture and other infested items for each bed bug-infested unit. Recommendations may include bed bug-proof mattress and box spring encasements, the discarding of heavily infested furniture, or specialized treatments (such as trailer fumigations) of infested items.

Track all bed bug infested areas on floor plans. Include the level of infestation for each area where bed bugs or bed bug evidence was found (can use color-coding system). Thoroughly document all actions taken to identify and control bed bugs, as well as cooperation by staff and residents to abate infestations. Retain all documentation from the pest control professional and keep with your documentation. Consider keeping a bed bug logbook (binder) in order to maintain all related documents in one location.

Pest control professionals must treat all areas with bed bugs or bed bug evidence. For each infested area, attempt to determine the source of the infestation in order to prevent future occurrences. Establish a comprehensive treatment plan with the pest control professional.

IV: Treatment Preparations

Below are sample checklists of responsibilities for both residents (with infestations) and staff in preparation for a bed bug treatment.

Residents:

- Carefully remove linens from all mattresses and box springs. Seal them into a plastic trash bag and immediately take them to be laundered. Launder and dry items at high temperatures. Bedding that cannot be laundered should be placed into the dryer on high heat for a minimum of 30 minutes to kill bed bugs and their eggs. Place “cleaned” items into a new plastic bag and seal it shut.
- Similarly remove all clothing from closets and drawers. Carry clothes in sealed plastic bags to a clothes dryer where they can be “dried” at high temperature for a minimum of 30 minutes. Place “dried” items into a new plastic bag and seal it shut.
- Additional items as noted below should similarly be treated by drying at high temperature for 30 minutes and sealing into clean plastic bags.
- Place all loose personal items into large plastic totes and keep them in room(s) to be treated. This includes any items on or in shelving, dressers, cabinets, etc... of the rooms to be treated.
- Any items that are found to be infested with bed bugs during this process should be placed into a sealed plastic bag and brought to the attention of the servicing technician.
- Remove all wall hangings and place them in an area where the servicing technician can inspect them (but do not remove from infested room).

- Provide access for pest control professional to enter closets and if possible, move furniture away from walls to create a 3 foot space between furniture and walls
- Make arrangements for all people and pets to be out of the treated area until materials have completely dried.

Staff:

- Inform residents about upcoming service dates and review resident responsibilities (see above) to ensure residents are well prepared for bed bug treatments. Have residents verify that they understand what is expected of them regarding bed bug treatments by obtaining their signature or initials next to the treatment preparation plan. Communicate this information both verbally and in a written format and document dates of advisement.
- Educate residents about any recommendations made regarding infested furniture, such as the use of mattress and box spring encasements, or the importance of discarding heavily infested items. (Please note that recommendations will vary depending on item and level of infestation.)
- Ensure that resident has prepared for treatment prior to arrival of pest control professional.
- Provide access for pest control personnel into building and all units scheduled for service. Obtain building and apartment keys, and communicate any special instructions with pest control personnel regarding parking, building entry, etc.
- Arrange for staff member to accompany pest control personnel during each service.

V. Reducing the Spread of an Infestation

Once a bed bug infestation has been confirmed, it is important to take action to reduce the spread to other areas of the building. If residents are laundering infested items in an on-site laundry facility, provide a receptacle for empty trash bags or cartons that were used to transport infested items. If

residents need to discard infested furniture, wrap, damage or destroy each item before discarding, to prevent another tenant from picking up and reusing the item.

After a bed bug treatment has been performed, there are additional steps that the staff can take in order to help reduce the spread of an infestation between units. Prevent bed bug travel between units by repairing holes or other wall damage. Additionally, seal or caulk cracks and crevices that may exist along baseboards and moldings, heating & A/C units and around items such as pipe chases and conduits. Repair any defects such as peeling wallpaper where bed bugs could hide. If the tenant has moved out, bag, seal and discard anything left behind.

VI. Bed Bug Prevention & Early Detection

Education

Community-wide education of residents and staff is critical in the role of bed bug prevention and early detection. Educate residents and staff about bed bugs by posting information in hallways and common areas, or by holding a bed bug educational seminar. Include information such as what bed bugs look like and how to identify signs of an infestation. Also, detail the potential ways in which bed bugs are introduced and how they can spread in multifamily housing. List what steps should be taken after discovering an infestation. Consider including bed bug educational materials in informational packets issued to new residents. Management should document dates of any training or educational sessions they have provided to the residents and staff.

Resident Actions

Some behaviors by residents may put them more at risk for contracting bed bug infestations. This includes scavenging for mattresses or furniture that has been discarded. Additionally, all used furniture purchased or otherwise should be carefully inspected for bed bugs and bed bug evidence. Items such as clothing and blankets obtained from secondhand stores should be placed in a

sealed plastic bag and dried at high temperatures for 30 minutes before use. Furthermore, residents should immediately launder (or dry on a high heat cycle for 30 minutes) any items (such as bedding) used by overnight guests, or their own personal items (such as clothes contained in luggage) if they are returning from travel.

Residents should also take the following steps to help detect bed bug infestations early on. Mattresses and box springs should be inspected regularly for bed bugs and encasements should be used to better spot bed bugs and reduce the amounts of hiding spaces in bedding. Residents should also reduce any clutter i.e. books, toys, shoes etc. to decrease potential bed bug hiding spots. Also, when possible, items should be stored in plastic totes rather than cardboard boxes.

If possible, management should include a statement in the resident rental agreement/lease that requires mandatory reporting of all suspected bed bug infestations. Furthermore, residents should be prohibited from “self-treating” any bed bug infestation. All suspected bed bug infestations must be confirmed and treated by a pest control professional.

Staff Responsibilities

Staff members play a critical role in bed bug prevention and early detection. Staff members should be well educated on bed bug biology and behavior, as well as how to identify signs of an infestation. A protocol should be in place that designates the responsibilities of each individual staff member regarding bed bug management. Ongoing bed bug inspections of common areas such as laundry rooms and lobbies should take place at regular intervals by staff. Staff should maintain records of routine bed bug inspections, bed bug complaints by residents, and bed bug services by pest control professionals. Finally, staff should be well-versed regarding bed bug protocols (upon learning of bed bugs or bed bug evidence) and in resident preparation for bed bug treatments to ensure resident cooperation.