



ADMINISTRATION MANUAL

SUBJECT:	Bed Bug Policy	POLICY/ PROCEDURE #: G -17
SECTION:	G –Housing Operations	
IMPLEMENTATION DATE:	January 2011	APPROVED BY: General Manager
REVISION DATE(S): REASON FOR CHANGE:		SIGNATURE: <i>Original Signed by Lora Beckwith, General Manager</i>
RELEVANT LEGISLATION:	Occupational Health and Safety Act (OHSA) and Regulations	

PURPOSE

To establish acceptable practices and safe guidelines for the prevention and treatment of bed bugs on NRH property.

POLICY

NRH staff will ensure that proper processes are undertaken to:

- detect and treat bed bugs early
- increase the likelihood of successful treatments
- reduce the risk of bed bugs spreading over the long term
- save costs
- implement preventative measures
- protect staff and tenants
- provide education to staff and tenants

NRH will apply standards according to occupational health and safety. Key areas within this policy include: responsibilities, education, documentation and bed bug protection strategies.

Definitions

Bed Bogs - are small, oval, reddish-brown flattened parasites about the size of an apple seed that feed on the blood of humans and leave bites. They have no wings and do not fly, they crawl. They hide in clothing, furniture and luggage.

Procedure

NRH staff must ensure that bed bug prevention and management include early detection and treatment.

- Any report of a possible bed bug infestation must be investigated and documented.
- Any tenant complaining of evidence of bed bug infestation should leave their unit, if possible (i.e. they could stay with friends or families while the unit is being treated).
- NRH staff must document when the suspected infestation was reported, the unit number, if and where the bed bugs were observed and if any bite marks were evident.
- If tenants develop a **severe** reaction to the bite, NRH staff must encourage and assist the tenant to seek medical assistance. Records of adverse reaction should be documented along with the action taken.
- NRH staff must have the infected unit treated as soon as possible by an appropriate trained pest management company.
- NRH staff must inspect adjacent units for infestations (on each side, across, above and below).
- In the event of a confirmed bed bug infestation, NRH staff must provide information to tenants on how to avoid spreading bed bugs to others.
- If there is a suspicion that others have stayed in the infested unit, or the tenant has regularly visited friends or family, then tenants must ensure that their guests or hosts are notified of the infestation.

Responsibilities

Responsibilities of NRH staff include the implementation of this policy by:

A. Making Arrangements with the Pest Management Company

- acting promptly to tenant reports and newly identified infestations
- contracting pest management companies who have specific training in bed bug management
- informing pest management companies of tenants with health problems (e.g. chemical sensitivities, respiratory issues, etc.)
- documenting the infestations
- liaising with pest management company and tenants on requirements for unit preparation and treatment
- inspecting and monitoring

B. Liaising with Tenant

- beg bug management plan which includes:
 - notifying the tenants of the treatment work to be undertaken
 - the estimated treatment start date and a time frame for the treatment process
 - estimated number of treatments required
 - times when the tenant(s) need to vacate the unit and re-enter
 - requirements for unit preparation and treatment
 - any other tenant duties prior to and after treatment
- educating tenants (especially to de-stigmatise bed bugs, raise awareness of the signs of an infestation and to ensure that tenants to not attempt control)
- ensuring that all infested bedding and furniture set aside for disposal are rendered unusable

NRH staff should:

- be able to identify bed bugs and signs of activity (See Appendix "A")
- know where to look for bed bugs
- know how to conduct themselves in a bed bug infested room/unit
- have a basic understanding of the control process and proper disposal of infested items
- know preventative measures
- be able to identify tenant risk behaviours that could increase the chance of bed bug infestations

Education

NRH staff should have information sessions at high rise buildings and provide educational materials to tenants such as:

- "Don't let the Bed Bugs Bite" brochures developed by NRH attached as Appendix "A"
- "Preparation Checklist for Bed Bug Treatment" Appendix "B"

Tenant education should include:

- who to call when bed bugs are suspected
- how to recognize bed bugs and their signs
- where to look for bed bugs
- what to do in an infestation
- laundering and handling procedures (especially when infestation is present)
- how to prepare a unit for treatment
- how to avoid bed bugs

Documentation

NRH staff should keep proper documentation of actual and suspected infestation. This provides evidence that procedures have been completed and undertaken in an appropriate order and fashion. All bed bug infestations should be recorded as follows:

- full details of any bed bug infestation
- full details of any inspection reports/vacant unit inspections

- bed bug management plan
- the pest management treatment report
- records of staff, tenant training/information sessions

Occupational Health and Safety (OH&S)

The following OH&S matters relating to bed bug management should be adhered to by all staff that deal with bed bug infestations.

NRH staff who are entering an infested room/unit should:

- avoid leaning or sitting on beds or furniture
- take the minimum of equipment or items into the room
- avoid placing items on the bed, etc.
- avoid manual handling of any items
- if and when possible, wear disposable gloves or boot covers
- use durable plastic garbage bags (for quarantining large items , e.g. clothing when necessary)
- carry and use insect repellent (used in heavy infestations and should be applied to clothing).

SUPPORTING FORMS

Appendix "A" - Don't let the Bed Bugs Bite Brochure

Appendix "B" - Preparation Checklist for Bed Bug Treatment

RELATED POLICIES