

Management Directive No.:	MB60.
Management Directive Name:	Bed Bugs
Date Approved by CEO or Designated Person:	March 6, 2013
Date revision approved by CEO or Designated Person:	December 5, 2018
Related SOP, Management Directive, Board Policy, Forms	

Policy Statement and Rationale

KLH Housing Corp. has encountered concerns with the presence of bed bugs within its communities. In order to address a bed bug problem, action must be taken quickly and effectively. A bed bug Policy and Procedures is required to eliminate the problem and reduce the spread of the problem. Bed bugs travel from one location to another (e.g. from one unit to another along pipes and electrical wire openings). It is crucial to address the problem of bed bugs as soon as detection occurs. To control bed bugs, the treatment must be aggressive. Having a bed bug policy in place will ensure that proper management processes are undertaken which will increase the likelihood of a successful treatment, reduce the risk of bed bugs spreading, save money and potentially decrease risks of litigation.

Scope

According to KLH Housing Corp. lease, it is the tenant's responsibility to keep the unit in an ordinary state of cleanliness. Additionally, it is the responsibility of KLH Housing Corp. as a housing provider to deal with bed bug infestation. According to the Residential Tenancy Act (2006) Part III, Sec. 20(1), A landlord is responsible for providing and maintaining a residential complex, including the rental units in it, in a good state of repair and fit for habitation and for complying with health, safety, housing and maintenance standards. KLH Housing Corp. will use a pest control specialist to complete both the inspection and control procedures. Training and education will be provided to both staff and tenants regarding the identification, prevention and control of bed bugs.

KLH Housing Corp. will use a Multi-Agency approach (e.g. other agencies, funding resources where they exist and social assistance benefits) in the support to tenants in the control of bed bugs. This policy includes: defining responsibility, education,

documentation, occupation health and safety, eradication process and bed bug prevention.

Policy

Bed Bug Background

Bed bugs are $\frac{1}{4}$ to $\frac{1}{2}$ inch long and about the size of an apple seed. They cannot fly and they must crawl or be carried. Both the male and female bed bug bite. Bed bugs prefer to feed on human blood but will bite mammals and birds. They feed about one time a week for 3-12 minutes. You usually can't feel them bite because they pierce under the sensory nerves. They are fast moving, nocturnal blood feeders. They feed mostly at night then crawl away and hide. They can live one year without feeding. They are more of a nuisance than a health concern. Although bed bugs are not a health hazard or a safety issue, tenant sleep deprivation can cause additional problems and secondary infections can occur from scratching the bites.

A bed bug lifespan is approximately one year and lays 200-400 eggs. They can be found in furniture, clothing, seams, creases, couches, beds, under area rugs, edges of carpet, headboards, under chairs, folds of mattresses and box springs, around window and door casings, behind electrical plates, loose wallpaper, paintings and posters.

Bed bugs deposit fecal spots (digested spots) on sheets, mattresses and walls near the bed, plus cast their skins. Bed bugs are most commonly found in bedrooms but infestations have also occurred in bathrooms, living rooms and laundry rooms. Bed bugs lay 5 eggs a day and hatch every 10 days. Even after treatment, you can expect to have bed bugs for three weeks.

A. Landlord Responsibility

1. Education of Staff and Tenants will be the responsibility of the Landlord.
2. The landlord will make tenants aware of any bed bug activity by posting or delivering a notice of the activity.
3. The landlord will ensure all controls are complied with including:
 - a. Acting promptly.
 - b. Documenting infestation.
 - c. Working closely with a Pest Management Company.
 - d. Ensuring tenants have prepared (with or without support) their unit for treatment.
 - e. Ensuring tenant follows up with laundering of bedding and clothing.

- f. Ensuring revisits are made by the Pest Control Company and in accordance with recommended reinspection timing to affected units until negative bedbug activity is documented.
- g. Producing and posting bed bug Fact Sheets on the notice boards at each housing community and sending out annually to all units without notice boards.
- h. Updating procedures as required.
- i. Ensuring bed bug activity is minimized and controlled by ensuring all adjoining units to any infested unit are inspected and treated if required.
- j. Partnering with all applicable agencies to support a tenant with bed bug activity.
- k. Pursuit of all action required to bring an infestation under control including seeking eviction if a tenant refuses to comply with requirements to accomplish this.
- l. Preparing an Agreement with the tenant if at the Landlord's sole discretion one would be beneficial. The Landlord will make application to the Landlord and Tenant Board if the agreement is not complied with.
- m. Provision of Personal Protective Equipment (PPE) and spray when deemed necessary; including but not limited to: disposable overalls, disposal gloves, disposable boot covers, dust masks, insect repellent (to apply to clothing before entering affected units), zip lock bags for holding disposable items after leaving the unit, durable plastic garbage bags, etc.
- n. Provision of coloured garbage bags to tenants who require as part of the preparation for treatment

B. Staff Responsibility

- 1. All existing and new staff will attend and sign off on all training requirements in the identification of bed bugs and their activity and control.
- 2. Units will be identified where bed bug activity is either currently active or has had a history of bed bug activity. Staff will be made aware of this activity.
- 3. Staff will protect their clothing and property (tools, purses, equipment) from becoming carriers of bed bugs by abiding by policy and procedures for bed bugs.
- 4. All staff will report all suspected cases to their supervisor. The units will be identified so that all staff is aware of possible infestations.
- 5. Staff will comply with policy requirements to avoid spreading to other units, hallways, other work places or home including the wearing of personal protective equipment (PPE) and disposing of PPE after leaving the unit.
- 6. Staff will inform all appropriate agencies and work in partnership with the agencies and the tenant and thereby continue support to the tenant in dealing with bed bug activity.

7. Staff will document and record all bed bug activity and action taken in the tenants' hard copy and electronic file.
8. Staff will dispose of infested items in accordance with policy and procedures.
9. Staff will take precautionary measures to prevent taking bed bugs home in accordance with 'Staff Prevention In Taking Bed Bugs Home'.

C Tenant Responsibility

1. Tenants are responsible for becoming knowledgeable in recognizing bed bugs and bed bug activity including knowing where to look for bed bugs.
2. The first line of attack on bed bugs is to prevent them. Tenants will keep their unit in an acceptable state of cleanliness by completing regular cleaning of the unit including vacuuming regularly, laundering bedding and clothes including but not limited to:
 - a. Never bringing used furniture in from the street.
 - b. Vacuum at least weekly
 - I. Using a vacuum with a disposable bag;
 - II. Vacuum crevices, furniture and baseboards; and
 - III. Put the disposable bag in a plastic garbage bag and tie close and throw out.
 - c. Do not permit 'clutter' to accumulate. Tenants will routinely de clutter their unit in order to eliminate bed bug hiding places including but not limited to:
 - I. Boxes should never be higher than waist height (which is also a very real hazard to fire fighters and tenants during a fire);
 - II. Always have ample room to enter and exit the unit; and
 - III. Never block any exit with clutter.
 - d. Give pets a bath as required
 - e. Do laundry including bedding and clothes using highest water temperature and hottest dry setting if you suspect or have had a history of bed bug infestation.
3. Tenants should routinely and regularly inspect all bed bug hiding places in their units.
4. Tenants should be aware of and follow KLH Housing Corp. procedural policies if bed bug detection or suspicion is indicated.
5. Tenants must report all suspected bed bug activity and not attempt to control the infestation themselves. Tenants will be encouraged to share the information of the infestation with their visitors.
6. Tenants must cooperate with KLH Housing Corp. staff and pest management companies including any support agency recommended by KLH Housing Corp. in the inspection and preparation of their unit.
7. Tenants are responsible for the preparation of their unit for inspection and treatment as outline in the Bed Bug -Preparation of Unit sheet.

8. Tenants will comply with any mediated agreement regarding bed bug activity or face possible eviction.

D. Education and Training

1. KLH Housing Corp. Staff who visit tenant units will be trained in the following:
 - How to identify bed bugs and signs of their activity
 - Where to look for bed bugs
 - Tools and assists in bed bug inspection
 - Bed bug biology
 - Bed bug measures used by Pest Management companies
 - How to reduce spread of infestations
 - What PPE to use and when
 - How, when, where to dispose of PPE
 - How bed bug infested items should be handled
 - Documentation procedures
 - How to educate tenants and other staff
 - How to react when bed bug activity is noted to them
 - A basic understanding of the control process
 - Proper disposal of infested items
 - Preventative measures
 - Tenant risk behavior that could increase the chance of introducing or spreading bed bugs
 - How to conduct oneself in an infested room (avoid leaning or sitting on beds, only taking minimum equipment into the room, avoid placing items on the bed)
 - How to disinfect own clothes or items taken into an infested room
 - To prevent taking bed bugs home, staff will follow KLH Housing Corp.'s procedure 'Prevent taking Bed Bugs Home'
2. Tenants will receive the following training:
 - All tenants will receive a Fact Sheet on bed bugs at lease signing
 - Information will be included in the Tenant Handbook
 - This policy and related information will be available on the website
 - Support staff will be available to any tenant who requires further one on one explanation
 - All sites will display a bed bug Fact Sheet on the Notice Board
 - At annual renewal, a bed bug Fact Sheet will be included with the paperwork
 - Information will be shared at Tenant Meetings

E. Procedures

1. If bed bugs are suspected or present, it is extremely important that the tenant and landlord work together in partnership.
2. Tenants must inform the landlord immediately about a potential problem and KLH Housing Corp. must cooperate with tenants and the pest control company.
3. General:
 - a. KLH Housing Corp. staff will follow up on any complaint of bite or suspicion of bed bugs the same or next business day.
 - b. KLH Housing Corp. staff will be attentive to possible bed bug activity at Annual Fire Safety and Preventive Maintenance Inspections.
 - c. KLH Housing Corp. will partner with other agencies when tenants need assistance either financially, physically or emotionally in the control of bed bugs.
 - d. KLH Housing Corp. will hire a licensed Pest Control Company whenever bed bug activity is suspected or evident.
 - e. KLH Housing Corp. will seal all openings at plumbing and electrical conduits at all move outs.
 - f. Before work is completed in a unit, staff will wear protective foot covering if there has been a history of bed bug activity in the unit.
 - g. The Annual Fire Safety and Preventative Maintenance Inspection will be delayed until after the unit has received a Negative bed bug activity report.
 - h. If there is any evidence of bed bug activity at move out, the Pest Control company will attend before the unit is prepared for move in.
 - i. Common areas will be inspected and treated if necessary by the Pest Control company on a monthly basis.
 - j. Facility Maintenance staff will put down 'stickie homes' in common rooms and laundry rooms and examine them at least weekly. If activity is present, it will be reported to the Maintenance Supervisor.
 - k. KLH Housing Corp. and Social Services will work together to assist tenants in eliminating bed bug activity. KLH Housing Corp. Community Support Worker will assist the tenant to seek Financial Aid from Social Services.
 - l. If chemical spray has been used for treatment, staff will ensure that the tenant has been made aware of re-entry procedures and the tenant will abide by these re-entry requirements
 - m. After the initial treatment, a subsequent inspection is set up at a 2 week interval and additional treatment made if necessary.

4 Tenant Self Inspection

If at any point in your inspection you find a bed bug, STOP and report to KLH Housing Corp. staff by calling the office and making a maintenance request.

- a. Look at areas you rest in first then move out from there
- b. Look at bed linens and blankets
- c. Once inspected, move them off the bed
- d. Look at the mattress and box springs: start with the mattress – look at the piping along all stitching lines, look at labels, tags, buttons. Then do the same for the box springs.
- e. Check the bedframe
- f. Check the head board. Because bed bugs live on blood, they will be close to the areas you rest most but other hiding areas should be inspected, including curtains, chairs, couches, baseboards, electric sockets, carpets, rugs, computers
- g. If there has been a history of bed bugs in the unit, the tenant can put down carpet tape (sticky both sides) to monitor future activity.

5 When a report of bed bug activity or suspected bed bug activity is made, KLH Housing Corp. will:

- a. The Works Control Officer (or supervisor) will document the activity in an electronic and hard copy file.
- b. The Works Control Officer will immediately call the Pest Control Company to investigate the suspected unit and all units adjoining the suspected unit.
- c. The Works Control Office will prepare 24 hour notices to the tenants noted in point #2 outlining the reason and date of entry to their unit by the Pest Control Company. Prompt action is required to minimize the spread of bed bugs.
- d. If activity is found by the technician, KLH Housing Corp. will be contacted immediately
- e. The Maintenance Supervisor will inform the Program Supervisor-KLH so that the tenant's support agency (if applicable) can be notified and appropriate support can be provided to the tenant especially removal or cleaning of items and preparation of the unit for treatment.
- f. The Pest Control company will inform the Maintenance Supervisor and the tenant what action is required in the unit (eg preparation of the unit for treatment, pieces which must be bagged and removed from the premise, etc). If the unit can be treated immediately, at this initial visit it will be. The Maintenance Supervisor will immediately relay information to the Program Supervisor-KLH.

- g. The Pest Control company will give the tenant an instruction sheet on how to prepare the unit for treatment. Instructions will include but is not limited to:
 - I. General cleaning of the unit including vacuuming and throwing out unwanted items(all must be double bagged, including the vacuum bags and tied up)
 - II. Move all furniture out from the walls (approx. 2 feet away)
 - III. Dismantle the beds and lean against the wall
 - IV. Move the sofa to the centre of the room and turn it upside down, stack the cushions. Do the same for chairs
 - V. Remove wall hangings and electrical outlet covers
 - VI. Prepare the infested mattresses for removal
 - VII. Bag clothes, beddings, linens, drapes for laundering
 - VIII. After treatment, cover all mattresses and box springs with bed bug coverings.
- h. KLH Housing Corp. staff will attend the unit the same day and supply the tenant with sealable plastic bags specifically for furniture, black garbage bags for garbage (which must be double bagged), orange garbage bags laundry (bedding and clothes) and clear plastic bags for use after clothes and bedding have been laundered.
- i. The tenant must double bag all washable materials (bedding, clothes, towels, drapes etc) in the orange garbage bags, launder the items in the hottest water setting and dry at the hottest dry setting and then dispose of the orange bags by tying them up throwing them out in the laundry disposable bin. After the articles are laundered, the tenant will place them in clean garbage bags and tie them shut. The tenant will only access these clean articles as needed until the unit has been given a report of negative bed bug activity.
- j. If the tenant has a freezer, articles can be doubled bagged and placed in the freezer.
- k. The tenant, at their own expense, must be vacant from the unit and remove pets from the unit if a chemical spray is required.
- l. Staff and tenants will abide by instructions given by the Pest Control Company regarding re-entry into the unit. This may include but is not limited to:
 - I. Not re-entering the unit for 6-8 hours if a chemical spray was required during the treatment. (if only steam was used, entry can occur right away)
 - II. The spray must remain in place
 - III. Do not wash dresser shelving or closet for 2 weeks

- IV. Do not vacuum area near baseboard for 4 weeks
- V. Do not mop floors for 4 weeks
- VI. Do not take items out of the freezer (if used to place bags containing bed bug suspected activity) for 4 weeks
- VII. Wash all food preparation areas: counters, tables

Note: There will likely be bed bug activity for 3 weeks and additional treatments may be necessary.

- m. The unit will be re inspected by the Pest Control company until clear of bed bugs.
- n. The Program Supervisor-KLH will ensure that a list is prepared of all units with previous or current bed bug activity and made available at annual Fire Safety and Preventative Maintenance time. Staff attending the units at Annual Inspection will make themselves aware of these units.
- o. At move out the Maintenance Supervisor will ensure all units are prepared to prevent the spread of bed bug activity. This preparation will include but is not limited to: caulking all baseboards, caulking all openings around where bugs could crawl to adjoining units, steam cleaning all carpets.
- p. If the tenant is uncooperative in following any requested procedures, the Program Supervisor-KLH will prepare an Agreement of Terms and request the tenant to sign. If the tenant refuses, the Program Supervisor-KLH will issue a Notice of Termination.

To Prevent Taking Bed Bugs Home

Although bed bugs are not a health hazard or a safety issue and the risk of taking bed bugs home from the work place is low, staff should take the following measures:

1. Do not sit down in the unit
2. Keep all equipment and items you take into the unit off the floor
3. If staff suspects bed bugs, the Maintenance Supervisor and /or Program Supervisor-KLH must be notified
4. Unless the repair is of an emergency nature, it will not be completed until after the unit has been treated and bed bug activity confirmed negative
5. If required, clothes must be changed before driving your vehicle or going home. Put the clothes in a plastic bag and tie it up. Put the clothes in the dryer for a minimum of 30 minutes at the highest setting, reseal the plastic bag and dispose of it in the garbage

Revision History:**Proposed Date of Review:** December 2020

Revision	Date	Description of changes	Requested By
v1	March 6, 2013	Initial Release	
v2	Dec 2018	New template format	CEO