

**SOMERVILLE HOUSING AUTHORITY
POLICY AND PROCEDURE
INTEGRATED PEST MANAGEMENT**

THE SOMERVILLE HOUSING AUTHORITY (SHA) is committed to manage pests using Integrated Pest Management (IPM). IPM includes early detection of new infestations through regular inspection and monitoring, preventing pests by exclusion, design and good sanitation and taking appropriate control actions when necessary. IPM principles are implemented by the most economical means and with the least possible hazard to people, property and the environment.

In order to successfully eradicate a bed bug infestation, it is essential that all people involved work together. The Somerville Housing Authority understands the following about property-wide bed bug control:

- Although bed bugs are not known to transmit blood borne diseases, they cause a lot of stress to people and can be the cause of skin infections and allergic reactions. The Centers for Disease Control and Prevention (CDC) and the Environmental Protection Agency (EPA) classify bed bugs as a pest of public health significance.
 - Regardless of how the infestation started, it was certainly unintentional and if there is no cooperation everyone loses. There should be no shame associated with having bed bugs in an apartment. Although clutter makes it more difficult to eradicate bed bugs, cleanliness cannot prevent the problem from occurring. Denial, shame and blame only make the situation worse. Once an infestation has been identified, the most important thing is to take steps to eliminate it and prevent spread.
 - Early detection and intervention is the goal of the IPM program. To reach this goal, the Somerville Housing Authority will conduct a building-wide inspection and monitoring for all pests of all rooms periodically in buildings with known infestations and once a year in buildings without infestation. This inspection and monitoring will consist of questioning residents and staff, visual inspection, monitor placement and other methods as determined to be necessary.
 - Once a bed bug infestation has been identified, it takes considerable work to get rid of it. Effective treatment requires the cooperation of at least three parties working together: resident, SHA staff and the pest management professional (PMP). Without the participation of all three, it will be nearly impossible to eliminate an infestation. If a resident cannot prepare for treatment, the SHA may need to reach out to family or local support groups.
 - Many people are uninformed about bed bugs and they don't understand what must be done to eradicate this pest. If you feel that a resident, contractor or property manager is not handling the situation properly, suggest that they read through this document and view the suggested resources.
 - The SHA will make the following available to residents:
 - Monitors such as glue boards or other monitoring devices that becomes available.
 - Rip resistant mattress and box spring encasements;
 - Plastic bags for furniture removal;
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For bed bugs, Somerville Housing Authority is utilizing IPM according to the plan detailed below.

PREVENTION

Internal outreach efforts: Somerville Housing Authority educates our SHA community about bed bugs. To ensure material is science-based and correct, SHA consults with PMP. Information includes pictures of bed bugs, where they like to hide, how to avoid bringing bed bugs home and what residents should do if they find a bed bug in their unit. The following are used to deliver the information:

- Flyers delivered to residents;
- Provide informational pamphlets to residents and in common areas;
- Training sessions conducted by SHA or **PMP** for staff and residents;
- Local mass media.

• **External outreach efforts:** An infestation of bed bugs can begin from any number of sources. In multifamily housing, common sources may include:

- used furniture and items from unknown sources;
- friends and family who are visiting or hosting residents;
- visiting professionals such as cleaning contractors and home health aides.

To get at these various sources of bed bugs Somerville Housing Authority educates people in our community associated with these sources on how to avoid spreading bed bugs. The following are used to deliver the information:

- Flyers delivered to agencies, residents, and visitors;
- Provide informational pamphlets to residents and in common areas. Training sessions conducted by **PMP** for staff and residents to which professionals outside the SHA are invited;
- Local mass media.

• **Unit turnover and move- in procedures:** Staff and contractors working in vacant units inspect for bed bugs on items left by the former resident, around the unit and behind fixtures such as baseboards. Admission staff asks new residents about any previous exposure to bed bugs and provides information on how to limit the chance of bringing bed bugs to the property. Housing is not to be denied because of previous bed bug exposure, but the SHA works with the resident and a PMP to ensure belongings are moved into the new home without bed bugs. Bed bug monitors are offered to the resident at move in. SHA maintenance staff will take all measures deemed necessary to prevent future infestation of adjacent units. These measures include, but not limited to, sealing potential paths of migration between units and other spaces.

• **Home visit:** The SHA reserves the right to conduct a home visit / inspection of a current applicant to determine if there are any infestation problems. SHA may require as condition of occupancy certification be provided from PMP that the infestation has been eradicated prior to occupancy.

- **Unit transfers:** When existing resident applies for transfer the SHA shall perform an inspection of their current unit to determine if there is any type of infestation. SHA shall also review all records on the unit to determine if any previous infestation has occurred and treatments have been performed and the bed bugs have been eradicated. Such findings will be reported and may be considered as part of the selection criteria.
- **Disposing of large items:** Only items specified by the PMP servicing the unit should be disposed of. Residents are to wrap infested items in plastic before moving them out of the unit and to destroy the items once they are outside to prevent others from retrieving infested items and bringing them home. Plastic wrapping material is available from the SHA office. Any large item left outside for trash pick up is considered to be abandoned and to be infested and will be promptly removed from the property. SHA staff shall damage disposed items to prevent reuse by others.
- **Preventing spread by SHA staff:** When possible, staff meets with residents in common areas where plastic or metal furniture is available. If office staff must meet with a resident in a unit, staff only brings essential items into the unit and will not sit or set items on upholstered furniture. If maintenance staff must move infested items in a unit, they may wear booties and a disposable suit. They should remove and dispose of the protective clothing immediately upon completing work in the unit.

EARLY DETECTION

- **Reporting bed bug evidence:** Residents, staff, and contractors must immediately report any bed bugs or evidence of bed bugs anywhere on the property to 617-625-4522.
- **Bed bug inspections:** Common areas such as laundry facilities, lobbies and community rooms are visually inspected by SHA and PMP as part of the regular service. A minimum of one property-wide inspection per year is recommended.
- **Bed bug monitoring:** Monitors can detect bed bugs on individual pieces of furniture by capturing bed bugs trying to get to or from the item. They work best if the legs of the piece of furniture are the only way for a crawling insect to get on and off the item. Residents may request monitors from the office.
- **Making inspection easier by using mattress/box spring encasements:** Proper fitting fabric mattress encasements on both the mattress and box spring protect the mattress and keep bed bugs out of the interior of box springs which is very hard to inspect and treat. Residents may purchase encasements at the main office. If the resident has a bed frame, he or she should pad sharp edges that might tear the encasement. Once installed on the mattress, residents should use duct tape to tape over the zipper pull to ensure that it remains fully closed. Beds must be made into islands to the extent that the room and furniture permit. This entails keeping the area under the bed free of clutter and pulling the bed or mattress at least 10 inches away from all walls and bedside furniture. Although not required, using light colored bedding will make inspection easier.

- **Encouraging compliance with reporting pests:** A bed bug infestation can be stopped quickly and with minimal financial consequences if all members of the IPM team (housing, residents and the PMPs) are involved early-on in the infestation. To promote resident compliance with inspecting units and reporting infestations, Somerville Housing Authority will not charge a resident for pest control or ask him/her to discard belongings unless it is absolutely necessary for effective treatment. If a resident does not comply with the PMP's preparation instructions resulting in the PMP not being able to treat the unit the resident will be required to attend a private conference for lease violations. Additional measures by SHA may include, but not be limited to, assessing a fee to the resident and/or court action.

DOCUMENTATION

- **Identifying trends:** To better track the spread of bed bugs throughout our community, plan bed bug treatments and gauge the success of our bed bug management program, bed-bug-specific records will include inspection findings, education efforts and treatment details. The records are kept in the work order system and analyzed by the SHA on a regular basis to identify building-specific patterns of infestation. The work order system should include information from the PMP's service report, which includes the following for each unit:

1. Unit access
2. Pest type(s)
3. Degree of infestation(s)
4. Housekeeping
5. Compliance with preparation instructions
6. Control measures taken
7. Date, Time in and time out
8. Name of SHA Staff

TREATMENT

- **Confirming infestation:** Before any treatment is scheduled, live bed bugs must be found and identified by trained staff or a PMP.
- **Involving a qualified PMP:** Once an infestation is confirmed, the PMP is called to inspect and possibly treat the infested unit and all adjacent units within one week. SHA staff works with both the PMP, resident and the resident's family or support service provider to ensure that everyone involved understands the preparation instructions, any of the resident's medical issues that may impact the treatment plan and how to prevent future infestations. All expenses for the PMP's work is paid for by the SHA unless a charge is incurred because the PMP was unable to service the unit due to resident refusal of service or failure to follow preparation instructions.

Planning the treatment: After inspecting the infested unit and (when an active infestation is found) all adjacent units, the PMP proposes a treatment plan. Treatment plans are approved after considering the burden on the resident, cost of service and risk to people, property and the environment.

- **Bed bug treatments:** A bed bug treatment requires at least three visits: the first to inspect, plan treatment and treatment; the second and third is to follow up, kill emerged nymphs or confirm

- bed bug control. More often, treatment requires three or more visits and may take months with periodic follow-ups. The less team members cooperate, the longer the treatment will take. Control is defined as seeing no live bed bugs and the resident not reporting any new bites or sightings. Elimination is considered to be a one year period of control.
- **Discouraging use of store-bought pesticides:** Over-the-counter sprays and foggers are not effective for bed bug control. A licensed PMP does all pesticide application targeting bed bugs.
- **Uses of pesticides by the resident are counter productive to the safer and approved methods undertaken by the licensed technician.** SHA does not recommend residents using any type of chemicals during or between treatments. Vacuuming infested areas on a daily basis is a safe method of treatment by a resident.

BEDBUG EXTERMINATION PROCEDURES

Notification:

When notification is made by a resident / family member / manager or maintenance staff a work order is placed for treatment / inspection, which will be scheduled for the following Wednesday after written notification is provided to the resident the Friday prior to treatment

Inspection:

Is conducted by SHA / PMP within 48 hours of receipt of a complaint when a complaint of infestation is made, based upon staff availability.

Identification:

Residents are encouraged to provide evidence by catching a sample in a baggie, jar or piece of tape for SHA review to help identify the type of infestation. Monitors will be strategically placed in areas of the unit.

Treatment:

Treatment is conducted by a PMP. Typically three treatments will occur within a period of one-month. Additional treatments and inspection will occur based upon the level and frequency of activity during the initial process.

Extermination Notification:

Residents are notified in writing on the Friday prior to treatment. An extermination notice is placed under the resident's door with preparation instructions and contact information for any questions. During the process adjacent units will also be notified for inspection and may be treated as a preventive measure.

Bedbug Preparation:

1. Preparation requires the resident to strip the bedding on the morning of the extermination. Resident must place all linens in a trash bag to be laundered and dried with high heat. The bags are required to be disposed of directly into the dumpster and not to be re-used, bags can be provided by SHA.
2. During the first treatment residents will be provided mattress covers to protect beds and prevent infestation or the need for treatment. An at cost charge for additional covers will be implemented if the original covers are removed or damaged.

In addition residents may be required to do the following items the day prior to treatment:

3. Clear all items off the top of furniture and move items approximately one foot from the wall. They will also need to remove items off the floor in each closet.
4. Clothing, boxes, books, magazines and other items prone to infestation may be required to be disposed or placed inside plastic storage containers or plastic bags during the treatment period.

5. Treatment may consist of inspecting furniture and disassembling beds and frames. Inspection of the inside of furniture including drawers, tops and bottom of tables, lamps, book cases and other items may be necessary.

Bedbug Preparation:

6. As a precaution all children's items should be placed out of the areas scheduled to be treated and placed in protective containers or bags.
7. Pets such as dogs, cats, birds, turtles and fish need to be removed from the area of treatment for at least 4 hours thereafter.

The treatment process:

PMP will prepare areas by vacuuming and sometimes steaming items which can be difficult to visually inspect or treat thoroughly.

Treatment will also consist of dusting outlets, drilling and treating wall voids, spraying walls along the floor and sealing cracks, crevices and holes.

Other means of protecting furniture and other small household items are to place them inside plastic containers or bags during the process.

Excessive storage and congestion will prevent a detailed inspection and treatment. By disposing of bags, cardboard boxes and other unnecessary items you can prevent possible nesting areas.

Residents should not remove items from the unit until the item has been approved by SHA. Infested items need to be wrapped or placed in plastic bags to prevent transfer of activity.

This needs to be coordinated with SHA so others will not remove items from the dumpster or trash room area.

Prior approval should be given by SHA before purchasing or acquiring new or used furniture to ensure the infestation in the apartment has been adequately eradicated. Residents need to know where the items are coming from and ask if there are or have been any infestation concerns.

Post Treatment Prevention:

1. SHA should be notified immediately when activity reoccurs.
2. Residents should advise anyone such as family, healthcare workers, homemakers, cable technicians or service agencies who may be entering their unit that there has been an infestation problem and to use caution to prevent any transfer.
3. Residents should not use or apply any type of pesticides during or after treatment. Cleaning and vacuuming areas of concern are helpful. Cleaning tools should be washed with hot water and lightly treated with alcohol. Vacuum bags should be placed in another plastic bag and disposed of directly into the trash.

4. Lightly spraying alcohol on insect activity or items that have been used to clean infested areas is acceptable. This should be done upon properly ventilating the area and ensuring that there is no open flame or electrical items in operation. Any one with medical or breathing conditions needs to take extra pre-caution.
5. Residents should refrain from having guests during the infestation and treatment period to prevent transfer. Residents should also perform self inspections of their apartment, furnishings and clothes to prevent any transfer when traveling to other homes, businesses etc.
6. Items used on a daily basis such as pocketbooks, bags, or clothing should be placed away from areas of infestation or inside protective bags or plastic containers.
7. Residents should not take any items from unknown sources or give any personal belongings away to any agency or person. When acquiring furniture and other items each should be thoroughly inspected and residents should ask if there is or have been any infestation issues with the item.
8. When traveling or staying elsewhere inspect all items and wash them to prevent possible transfer.
9. Continuous inspections after treatment by SHA and the resident will assist in prevention and eradication of the infestation. This will require immediate notification to SHA if there are signs of activity.
10. Determining the initial possible cause of infestation is very helpful in the prevention and eradication process.

EXTERMINATION PROCEDURES RODENTS / INSECTS

Notification:

When notification is made by a resident / family member / manager or maintenance staff a work order is placed for treatment / inspection, which will be scheduled for the following Tuesday after written notification is provided to the resident the Friday prior to treatment.

Inspection:

Is conducted by SHA / PMP when complaints of infestation have been made and it is treated as needed.

Identification:

Residents are encouraged to catch a sample in a baggie, jar or piece of tape for our review to help identify the type of infestation. Monitors will be strategically placed in areas of the unit. Treatment and preparation will vary by the type of infestation.

Treatment:

Treatment is conducted by a PMP. Typically three treatments will occur within a period of one-month. Additional treatments and inspection will occur based upon the level and frequency of activity during the initial process.

Extermination Notification:

Residents are notified in writing on the Friday prior to treatment. An extermination notice is placed in their door with preparation instructions and contact information for any questions. During the process adjacent units may also be notified, inspected and treated as a preventive measure depending on the type of infestation.

Preparation:

Residents are required to empty and clean the kitchen cabinets, below the bathroom sink and other areas where there are signs of activity or infestation.

Clearing and cleaning off the tops of the refrigerator, stove and other appliances is required for a more detailed inspection and treatment.

If an adjacent unit is being inspected and a preventive treatment is being conducted at minimum they will need to clear below the kitchen and bathroom sink.

After treatment monitors will be placed in areas for further review and inspection. When an access or travel point has been determined these areas will be sealed by the Authority to prevent additional infestation and nesting.

Residents with activity must also clean areas free of grease, food debris, water, and excessive storage, remove items such as bags and cardboard boxes which become nesting areas.

Upon the removal of dead insects, rodents and their debris the area MUST be thoroughly cleaned and sanitized.

Residents are encouraged not to use any sprays, powders or pesticides since they can counteract with the safer products used by the licensed exterminator. Cleaning, sanitizing, removing congestion and vacuuming are most effective with the eradication of insect and rodent activity.

In some cases of infestation such as meal moths, fruit flies and drain flies these insects are generally eradicated without treatment by determining the source and cleaning the areas affected.

Extermination Notice

On Tuesday, _____, 2011 your unit will be inspected and a **preventive extermination** will be conducted, if necessary, between the hours of 9:00 a.m. and 4:00 p.m.

You are required to prepare your apartment by emptying and cleaning your cabinets and any other areas where there is activity or signs of infestation. If you do not have activity just empty below the kitchen and bath sink and clear off the top of the stove and refrigerator.

All units with infestation must:

- empty all cabinets
- wash and clean the cabinets
- clear off tops of cabinets
- clear off counters,
- clear tops of refrigerator and stove
- any other affected area for a detailed inspection and extermination treatment
- clean the areas free of food debris or grease

****Treatment can not be completed without preparing.**

Any questions contact the SHA Housing Inspector at 617-625-1152 X 350.

Dear Resident,

On **Wednesday**, **2011**, the SHA will be performing an inspection/**extermination** of your apartment for bedbugs.

The Inspection/treatment is scheduled between the hours of 9:00 a.m. and 3:00 p.m.

The exterminator will be inspecting areas around the furniture, beds, mattresses, heating pipes, outlets and any wall voids or pipe chases. *If you will not be at home please leave a note indicating if there is any activity and wherein your apartment you have noticed activity.*

Any questions please contact the Housing Inspector, John Sullivan at 617-625- 1152, extension 350.

You must clear items off tops of furniture and away from walls to access perimeter. Remove items in closets on floors. We can move larger items.

Bed Bug Extermination Preparation Checklist

In order to properly treat your apartment the following items may need to be completed prior to our arrival on your scheduled date.

- Remove **items on top** of dressers, head boards and night stands to allow inspection and proper treatment.
- Remove **all clothing**, linens, comforters, and cloth items from areas being treated, wash items in hot water, dry and store in **new** sealed plastic trash bags.
- Remove **all children's toys** from area place in plastic containers or bags.
- Remove **all pets** from area and place in a cage or in another room not being treated, including fish, hamsters, birds etc.
- Remove all small area rugs and wash and store in sealed clean plastic trash bags.
- After or during treatment mattresses will be covered. **Do not remove plastic coverings** and repair any tears or holes with duct tape.
- **Remove bedding on the morning of treatment** and place in plastic trash bags until they are washed in hot water. Dispose of used plastic bags into dumpster and place inside new bags after cleaning.
- After treatment **launder bedding weekly**.
- **Do not wash areas of floors** where treatment was conducted to ensure prolonged activeness.
- **Vacuum** any areas being treated or monitored including tucks and folds of cloth coverings, cracks and crevices, inside drawers, edges of floors. Dispose of vacuum bag after each use directly in the trash dumpster.
- **Do not remove infested items** from your apartment to prevent further infestation. All items need to be treated and wrapped in plastic and disposed of directly into the dumpster to prevent re-use. This includes cardboard boxes, beds, furniture, books and other cloth, paper or wood items.

Questions or concerns contact John Sullivan at the Somerville Housing Authority at 617-625-1152, extension 350.