

Bed Bug Guidelines: An Integrated Pest Management Program for Managing Bed Bugs

A Component of Hamilton's Community Bed Bug Strategy

(Updated January 2018)

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Please reference the Guidelines as *City of Hamilton, Bed Bug Guidelines: An Integrated Pest Management Program for Managing Bed Bugs. Hamilton, Ontario 2018.*

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1 - Introduction

Bed bugs are a problem for many people in homes, institutions, organizations and businesses in North America. Successful control of bed bugs requires support, cooperation and coordination among tenants, landlords, pest control companies and other stakeholders.

There are a number of reasons why bed bugs are back. Global travel, limits on pesticide use and pesticide resistance have allowed bed bugs to spread to most cities in the world (Government of Ontario 2010). Our ability to control bed bugs has also been limited because the stigma some people associate with the pest. Fear of being blamed for a bed bug infestation can prevent some people from reporting bed bugs in their home, which prevents effective treatment from taking place.

The City of Hamilton has developed the *Bed Bug Guidelines: An Integrated Pest Management Program for Managing Bed Bugs* as part of Hamilton's Community Bed Bug Strategy. These evidence-based guidelines combine best practices in bed bug pest control treatments with recommended building management practices and advice from leading pest control researchers.

Using this document

The Bed Bug Guidelines (January 2018) is intended to assist stakeholders in developing an informed response to bed bugs. It provides an overview of the key elements of an Integrated Pest Management (IPM) program, including:

- IPM Planning
- Education
- Sensible Precautions
- Periodic Inspections
- Informed Preparation & Treatment
- Responsibilities of key stakeholders involved with the bed bug issue

These Guidelines are intended for use alongside the information about prevention and treatment for bed bugs available on the City of Hamilton website at www.Hamilton.ca/bedbugs and its linked pages. Throughout these Guidelines, links are provided to the relevant sections of the website that will assist the various stakeholders develop and implement an effective IPM program to combat bed bugs.

2 - Integrated Pest Management (IPM) Program for Managing Bed Bugs

Integrated Pest Management (IPM) is considered the most effective approach to controlling and eliminating bed bugs (Government of Ontario 2011). The National Pest Management Association also supports an IPM approach for bed bugs.

An IPM program relies on more than chemical pest control methods. Proactive inspections and combined treatment methods (both chemical and non-chemical controls) are used along with education, simplified site preparation steps and effective communication to manage / eliminate bed bug infestations. To be effective, IPM requires the cooperation of the building residents, the building owner and the pest control company.

Why Adopt an IPM Program for Bed Bugs?

If followed correctly, IPM minimizes the disruption to residents and business operations, and typically lowers long term pest control costs. Benefits of effective IPM programs include:

- identifying infestations sooner;
- reducing and/or eliminating infestations from the treated areas;
- reducing spread of bed bugs to un-infested areas;
- creating spaces that are less receptive to bed bugs;
- reducing discomfort, stress and disruption to affected individuals and site staff; and
- saving money.

3 - IPM Planning

It is cheaper and easier to manage bed bugs if you are proactive. Having a plan in place and communicating it with all parties before you have an issue with bed bugs helps you identify and treat the pests sooner if they occur.

Effective IPM planning includes:

- Implementing a No-Shame / No-Blame policy (to encourage early reporting)
- Establishing response targets and actions (to encourage a quick response to bed bug issues)
- Collaborating with your Pest Control Company (to ensure everyone follows the same approach)

Each of these topics is described below.

No-Shame / No-Blame Policy

A No-Shame / No-Blame policy opens the door for communication and better planning for bed bugs. People who have experienced bed bugs often talk of feeling ashamed, fearful, overwhelmed and isolated. As bed bugs can happen to anyone, anywhere, at any time, an effective IPM program takes steps to reduce / remove any stigma of having bed bugs. Coping with bed bugs is very difficult, but the anxiety can be reduced if our response to bed bugs demonstrates support, empathy and trust.

The social stigma associated with bed bug infestations increases the potential costs and limits the effectiveness of efforts to eliminate bed bugs. Reducing stigma will create better conditions for controlling the spread and eliminating the pests.

A sample No Shame / No Blame policy is available at www.hamilton.ca/pestsandlord under the section heading “*Encourage Early Reporting*”.

Establishing Targets & Actions

Important elements of an effective IPM plan are establishing response times and the actions that will be taken if pests are suspected. Having an immediate and appropriate response to a bed bug complaint will prevent the problem from growing and spreading quickly. It will also demonstrate empathy and a collaborative approach to working with the tenant (or employee) who raises the bed bug complaint.

Collaboration with pest control

A good pest control company will want to work with you and support your IPM program. Full treatment by pest control is more than chemical sprays and powders. Pest control treatments in an IPM program should include vacuuming, steaming, and creating barriers to the bugs (mattress encasements, monitor traps, glue traps). Establishing a good working relationship with the pest control provider that is supportive of this IPM approach will greatly increase your likelihood of beating the bed bugs.

More information on collaborating with pest control companies is available at www.hamilton.ca/pestsandlord under the section heading “*Working Closely With Pest Control Companies*”.

4 - Education

Outreach and education programs can be used to increase general awareness about bed bugs and their behaviour. This increased knowledge and awareness supports:

- reducing the stigma associated with bed bugs;
- better bed bug prevention efforts;
- early reporting of suspected bed bugs; and
- stopping the use of ineffective or dangerous treatment methods.

Information should be provided to residents / tenants as well as building management, maintenance and cleaning staff. It is important for staff and tenants to be aware of how to prevent and identify bed bugs.

Opportunities to Educate About Bed Bugs

Information about bed bugs and everyone's role in fighting the pests can be communicated using methods such as:

- Welcome packages/orientation (lease signing),
- Tenant/employee handbook or policies
- Newsletters, bulletin boards and websites
- Posters, videos and resources.

Resources to assist with bed bug education is available at www.hamilton.ca/pestsandlord under the section heading “*Step 4 – Educate Tenants*” and in the “*Tenant Pest Education Toolkit*”.

5 - Sensible Precautions

The use of simple precautions can often prevent the spread of bed bugs to un-infested areas. Knowing specific things that you can do allows you to take precautions and prevent the spread to (or from) your home or office.

Precautions for Residents / Tenants

Precautions that everyone can do to reduce the risk of bed bugs include:

- considering the risk of bed bugs when choosing, inspecting and/or disposing of used furniture;
- inspecting hotel rooms for bed bugs when travelling;
- checking pant legs, shoes, purses/backpacks and other clothing for bed bugs after visiting public places that may have bed bugs;
- installing mattress and box spring encasements and bed leg monitors on your beds;
- Keeping your home clutter free to remove common hiding places for bed bugs.

More information about these and other precautions that can be taken by residents / tenants can be found at www.Hamilton.ca/bedbugs under the heading “*Prevention*”.

Precautions for Home Visiting Workers

Precautions for direct service workers that visit clients in their homes include:

- treating every home visit as a possible exposure to bed bugs;
- reducing the number of items you bring with you. Only put items down on hard surfaces (ie: a table) that does not show obvious signs of bed bugs;
- sitting only on hard chairs – never the bed, sofa or upholstered chair;
- inspecting your clothing and belongings when leaving. Brush off shoes and pant legs and stamp your feet.

More information about these and other precautions that can be taken by residents / tenants can be found at www.Hamilton.ca/bedbugsworkplace under the heading “*Home Visiting Workers*” and in Section 8 of these Guidelines.

Precautions for Employers & Public Spaces

Precautions for employers and operators of public spaces include:

- doing a risk assessment to determine if your organization has roles or facilities at a greater risk of exposure to bed bugs;

- making waiting rooms and other public spaces unfriendly to bed bugs by using hard surface seating and furniture. Monitor these areas for signs of bed bugs;
- educating your staff about bed bugs, basic precautions, and what to do if bed bugs are suspected;
- working with a pest control professional to inspect and treat if bed bugs are suspected.

More information about these and other precautions that can be taken by employers and operators of public spaces can be found at www.Hamilton.ca/bedbugsworkplace under the heading “*Offices and Public Places*” and in Section 8 of these Guidelines.

Precautions for Building Owners / Landlords

Precautions that building owners, landlords or residents can take include:

- Eliminating bed bug hiding spots by repairing peeled wallpaper or paint;
- caulking and sealing cracks and crevices;
- sealing floors between floor boards and tile;
- making other repairs to the living area to reduce hiding spots.

More information about these and other precautions can be found at www.hamilton.ca/pestslandlord under the heading “*Take Steps to Stop the Spread of Pests*”.

6 - Periodic Inspections

Studies have shown that half of the people living with bed bugs are unaware of the pests. Reasons include:

- bed bugs come out mostly at night;
- bed bugs are small and hide in cracks and crevices; and
- approximately 30% of people do not respond to bed bug bites.

Studies also show that early identification of bed bugs reduces the time, effort and expense of eliminating the pests. Reasons include:

- bed bug populations grow rapidly. One female bed bug can result in thousands of bed bugs within 6 months;
- bed bugs easily spread to uninfested areas if left unchecked;
- large infestations are more difficult and expensive to treat than small infestations.

Not identifying or reporting suspected bed bug infestations is often cited by landlords as the biggest challenge in their efforts to eliminate the pest. To resolve this challenge, proactive and periodic inspections must be included in an IPM program for bed bugs.

Frequent Inspections by Residents / Tenants

Most residents are not experts at identifying the early signs of bed bugs. However, when they know what to look for, residents can easily spot the early warning signs. Inspections that residents can do include:

- checking sheets, pillows and the mattress for signs of bed bugs each time they change bed sheets;
- noting unusual bites or red marks on their skin, sometimes in groups of three.

More information for residents is available at www.Hamilton.ca/bedbugs under the section heading “*How to find bed bugs*”.

Periodic Whole Building Inspections by the Building Owner / Landlord

Building owners should schedule and complete a whole building inspection at least once per year. Considerations when planning a complete building inspection include the following:

- inspections can coincide with the annual fire and safety inspection, or be done independently;

- proactive inspections to identify likely infestations can be completed in 5 – 8 minutes per apartment following the “Whole Building Inspection Checklist and Guidelines” recommended by the City of Hamilton;
- proactive inspections to identify the presence of bed bugs can be performed by either pest control professional or building staff following the simple to follow “Whole Building Inspection Guidelines”, and
- each apartment should be checked at least once per year, more often in buildings with known bed bug challenges. Common areas, especially the laundry facilities, should be checked more frequently.

More information and resources on annual inspections by building owners is available at www.hamilton.ca/pestslandlord under the section heading “*Conduct Annual Inspections*” and “*Landlord Pest Control Toolkit*”.

7 - Informed Preparation & Treatment

Effective pest control treatments and treatment preparation go hand-in-hand. Without proper preparation, it will be hard to achieve effective results from treatment efforts. However, excessive preparation requirements can discourage residents / tenants and delay treatments. Experience has shown that reducing the requirements for preparation in areas that do not currently show signs of bed bugs allows for:

- more focus on the infested areas;
- better overall preparation; and
- less delay before treatment can begin.

Preparation

Before bed bug treatment can begin, the infested area must be prepared for treatment. The pest control company should inspect prior to any preparation activity and provide recommendations on what preparation steps are needed.

Preparation activities include:

- reducing clutter in the area;
- segregation of items that do not require treatment in a way that prevents spreading bed bugs;
- removing clothes and other items from furniture and storage areas that will be treated for bed bugs (dressers, bedside tables, closets, etc.) in a way that prevents spreading bed bugs; and
- treating clothes, bedding and fabric items using a clothes dryer. Once treated, the items must be kept in tightly sealed containers or plastic bags until the home is bed bug free and *all* treatments are complete to avoid re-infestation.

Section 8 of these Guidelines provides preparation responsibilities for residents (tenants), the owner (landlord) and the pest control company.

More information for residents / tenants can be found at www.Hamilton.ca/bedbugs under the heading “*Prepare Your Home Before Pest Control Treatment*”.

More information for landlords can be found at www.Hamilton.ca/pestslandlord under the heading “*Simplify the Tenants Role in Treatment*”.

More information for pest control companies can be found on page 21 of these Guidelines.

Routine Treatment Methods

A combination of treatment methods including mechanical removal, heat and chemical treatments are normally recommended in IPM programs. Treatment methods that should be routinely performed by a licensed pest control operator in all bed bug treatment efforts include:

- Physically removing bed bugs and eggs by vacuuming.
- Apply steam at temperatures of at least 80 degrees Celsius to kill all bed bug life stages along with vacuuming to remove dead bed bugs.
- Using barriers such as mattress and box spring encasements as well as interceptors (moats or glue traps) to catch and stop bed bugs from travelling. (These barriers can be installed by either the tenant / resident, the pest control professional, or the landlord.)
- Applying approved pesticides using the services of a licensed pest control technician with experience in bed bug IPM practices.

In addition, clothing, bedding and other fabric items should be treated by the resident / tenant by placing them in a clothes dryer set to the hottest setting for 30 minutes. Dirty items should be washed first with hot water – clean items can just get the dryer treatment. It is the heat of the dryer that kills the bed bugs and eggs.

Additional treatment methods that can be considered when needed include:

- using approved thermal boxes or whole house heaters to achieve 45+ degrees Celsius for seven hours or 48+ degrees Celsius for 90 minutes. The required time at the target temperature must be achieved at / within the potential bed bug harbourage areas, not just ambient air temperatures. (These methods should only be performed by a pest control professional experienced in these methods); and
- using cold treatments for four days at a minimum of -18 degrees Celsius to kill all life stages.

More information for residents / tenants can be found at www.Hamilton.ca/bedbugs under the heading “*Prepare Your Home Before Pest Control Treatment*”.

More information for landlords can be found at www.Hamilton.ca/pestslandlord under the heading “*Working Closely With Pest Control Professionals*”.

Over the Counter Products

Retail pesticides available over-the-counter are of limited effectiveness against bed bugs and can result in the bugs spreading to new areas. Many do-it-yourself

remedies reported to work on bed bugs are dangerous, do not work, and result in harm to the resident, applicator and/or building. Only use a licensed pest control technician to conduct treatment using approved pesticides available only to licensed pest control professionals.

More information on over-the-counter pest control products can be found at www.Hamilton.ca/bedbugs under the heading “*Hire a Licensed Pest Control Company*”.

Licensed Pest Control

A good pest management company will have a developed IPM program. Workplace / building managers should require pest management companies to discuss the IPM methods they will use before treatment begins. All operators should be licenced pest control technicians if using pesticides.

More information for building managers / landlords can be found at www.Hamilton.ca/pestsandlord under the heading “*Working Closely With Pest Control Professionals*”.

Treatment Schedule

Because bed bugs are small and hide in places that you cannot always see, it is recommended that treatment occur on 2-3 occasions, 10 to 14 days apart. Multiple treatments target young bed bugs that have hatched from eggs since the last treatment.

Vacuum Safeguards

Vacuuming is an effective mechanical method of removing bed bugs from furniture, baseboards and other hiding places. However, bed bugs can live inside a vacuum cleaner (in the filter, hose, attachments and/or bags), so it is important to take a few precautions to avoid transferring bed bugs to new locations. These precautions include:

- removing vacuum bag (or emptying the canister) after each use and disposing it in a sealed plastic bag;
- cleaning the brush attachment with hot water and detergent;
- sealing the hose with a plastic bag secured with an elastic band over the hose end to prevent bed bugs from escaping;
- storing the vacuum in a large plastic garbage bag that is closed tightly; and

- inspecting the vacuum before and after each use and catching any live bed bugs that remain.

Most pest control companies use a high-powered, HEPA filter-equipped vacuum that is dedicated to pest management only.

Pesticide Use

Used correctly by a licensed pest control professional, chemical pesticides can be used safely and should be included in an IPM program for bed bugs. *Incorrect* use of pesticides for bed bugs poses several risks:

- overexposure to pesticides can cause or aggravate already existing health conditions;
- children are more susceptible to toxic effects of pesticides than adults.
- people tend to treat places where they see bed bugs, including the bed, which may result in more pesticide exposure;
- some pesticides can cause bed bugs to scatter resulting in their spread to adjacent rooms;
- untrained persons often use pesticides in contradiction to label directions, use illegal products and tend to over apply them; and
- bed bugs can develop resistance to pesticides used against them.

In some cases involving significant health issues, chemical treatments should not be used. If the resident has existing health conditions that may be made worse with the use of approved pesticides, consult with a medical professional before using chemical treatments. When pesticides cannot be used, increase vacuuming, steaming and using heat or cold treatments to reduce the level of infestation over time.

More information on pesticide use can be found at www.Hamilton.ca/bedbugs under the heading “*Hire a Licensed Pest Control Company*”.

Pesticide Compliance

If you have questions or suspect unlawful use of pesticides, contact the Ontario Ministry of Environment and Climate Change Pollution Hotline at 1-866-MOE-TIPS (1-866-663-8477).

A guide to determine which products are legal for sale and use in Ontario is available in the document [IPM Program for Managing Bed bugs](#) Appendix 3.

8 - Roles and Responsibilities

These Guidelines recognize that there are different roles and responsibilities for stakeholders. When considering who is responsible for bed bugs, everyone has a role to play. Stakeholders include:

- building residents / tenants
- building owner / property manager / landlord
- pest control operators
- direct support workers
- employers
- City of Hamilton

The responsibilities for each of these stakeholders are summarized in the following pages.

Tenant / Resident

Effective pest management requires the cooperation of the landlord, pest control company and tenants / residents. Without tenant / resident cooperation and involvement in preventing and eliminating bed bugs, pest control efforts will not be successful.

Tenant / resident responsibilities include:

- learning and following pest prevention recommendations;
- knowing the signs of bed bugs and checking their apartments periodically;
- reporting bed bugs immediately to their landlord;
- following instructions on how to prepare their apartment for bed bug inspection and/or treatment, even if they do not think they have bed bugs in their apartment;
- cooperating with the landlord's IPM program and encourage support from other neighbours.

Information on each of these responsibilities can be found at
www.Hamilton.ca/bedbugs.

Legal Requirements

The tenant's legal responsibilities are outlined in the Residential Tenancies Act, 2006, S.O. 2006, c. 17, Section 33 and 36

Tenant's responsibility for cleanliness

***33.** The tenant is responsible for ordinary cleanliness of the rental unit, except to the extent that the tenancy agreement requires the landlord to clean it.*

Tenant not to harass, etc.

***36.** A tenant shall not harass, obstruct, coerce, threaten or interfere with a landlord.*

The Residential Tenancies Act also outlines rights and responsibilities of landlords that imply responsibilities for tenants. Section 27 provides that a landlord may enter a rental unit with written notice given to the tenant at least 24 hours in advance. One permitted reason to enter is to carry out an inspection, or do work in the apartment unit. The tenant is therefore required to allow this reasonable access to inspect for or treat bed bugs and other pests.

Landlord/Property Manager/Owner

The building owner (landlord or individual homeowners) are responsible to ensure their buildings are in good repair and free of pests (including bed bugs).

Successfully treating for bed bugs relies on early identification and ongoing cooperation between the building residents (tenants) and the building owner (landlord). Landlords who adopt at “no-blame / no-shame” approach to dealing with bed bug issues report greater levels of success and reduced pest control costs. This approach encourages an open dialogue with tenants, promotes early detection and prompt reporting. Bed bugs are no one person’s fault. They can happen to anyone, anywhere, at any time.

Landlord responsibilities in an IPM program include:

- learning about the pests you are fighting;
- taking steps to encourage early reporting of pests, and responding quickly to pest complaints;
- conducting periodic inspections for pests in all areas of the building;
- educating building residents about their role in pest prevention and treatment;
- responding immediately to pest complaints by contacting your pest control company. Collaborate with pest control to determine the next steps in assessment and treatment;
- simplifying the resident’s role in preparation by requiring your pest control company to conduct a pre-treatment inspection. Preparation instructions should be based on the specific location and severity of the infestation found during the pre-treatment inspection. This approach reduces unnecessary preparation that can overwhelm residents;
- providing reasonable preparation assistance to residents who are unable to complete preparation themselves due to disability, impairment or other reasonable factors;
- working closely with pest control professionals following IPM treatment methods;
- taking steps to prevent the spread of pests within the building;
- keeping good records of bed bug reports which include date of complaint, type of complaint, location, date of first inspection, result of inspection, details of preparation, pest management strategies that were used;
- monitoring results after treatment(s) to determine success levels; and

- conducting additional inspections if bed bugs are found in a multi-unit dwelling. These “block inspections” should include all adjacent units, including on either side and immediately above and below of a confirmed bed bug infestation. This should be continued until the presence of bed bugs is no longer found.

Information and resources to assist with these activities can be found at www.Hamilton.ca/pestslandlord.

Legal Responsibilities

The Residential Tenancies Act, 2006, S.O. 2006, c. 17, Section 20 and 22, outlines the landlord's legal responsibility for treatment of bed bugs.

Landlord's responsibility is to repair

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.

(2) Subsection (1) applies even if the tenant was aware of a state of non-repair or a contravention of a standard before entering into the tenancy agreement.

Landlord not to interfere with reasonable enjoyment

22. A landlord shall not at any time during a tenant's occupancy of a rental unit and before the day on which an order evicting the tenant is executed substantially interfere with the reasonable enjoyment of the rental unit or the residential complex in which it is located for all usual purposes by a tenant or members of his or her household.

Additionally, the City of Hamilton By-Law 10-221 Property Standards By-Law Section states:

26(1). A dwelling or dwelling unit must be kept free of infestation by pests.

Pest Control Operators

Pest Control Operators (PCO) are often the most visible role in a pest control plan. Hired by the building owner / manager, the PCO has the responsibility to continue working with the building resident / tenant until the infestation is controlled. Multiple service visits may be needed to eliminate bed bugs, requiring all parties to work together in an honest, open, and non-judgemental manner.

PCO responsibilities include:

- presenting an Integrated Pest Management Plan (IPM) for managing bed bugs for each infestation;
- providing educational materials to building owners and residents to help in the treatment and prevention of bed bugs;
- providing a preparation check list that is based on the results of a pre-treatment inspection. Eliminate preparation steps that are based solely on the convenience of the pest control technician (ie: moving furniture) or that increase the chance of spreading the pests (ie: moving items from under the bed to other rooms). Infestation levels and pest locations found during the pre-treatment inspection should determine preparation requirements;
- using both chemical and non-chemical treatment methods;
- physically removing or killing visible and accessible bed bugs and their eggs through mechanical means (ie: vacuum, steam);
- making referrals to other treatment companies if secondary treatment options are not available;
- communicating a plan for treatment, including dates, length of time for treatment and number of appointments;
- continuing to work with owner / tenant until the infestation is controlled; and
- recommending building improvements or enhanced maintenance practices that will prevent or reduce the likelihood of infestation, such as sealing cracks / crevices, increased laundry room cleaning, etc.

Legal Requirements

Pest control operators must hold valid operator licenses issued by the Ontario Ministry of the Environment. Only technicians with a Structural Exterminator License and trainees working under their supervision may apply regulated pest control products.

For information about pesticides licensed for bed bugs in Canada, contact the Pest Management Regulatory Agency (PMRA) at 1-800-267-6315.

Direct/Indirect Service Workers

Services Workers who visit clients in home settings, and agencies that have members of the public visit their offices, have a higher risk of bed bug exposure. Being awake, alert and aware of the risks of bed bugs allows you to take precautions and avoid bringing bed bugs home.

Responsibilities of service workers and service agencies include:

- learning about bed bugs and the basic precautions you can take to avoid spreading bed bugs to or from a client's home;
- making waiting rooms and other office areas visited by the public unfriendly to bed bugs;
- treating every client the same. You don't know who may be impacted by bed bugs and it shouldn't matter; and
- not denying services to clients impacted by bed bugs.

More information on the responsibilities for Direct Support Workers and the precautions they can take is available at www.Hamilton.ca/bedbugsworkplace under the heading "*Home Visiting Workers*".

More information on the responsibilities of Service Agencies is available at www.Hamilton.ca/bedbugsworkplace under the heading "*Offices and Public Places*".

Service workers have the opportunity to educate clients about bed bugs and fight the stigma associated with bed bugs. Be informed. Protect yourself. Stop the spread.

Employers

Raising awareness about bed bugs helps to reduce the likelihood of employees spreading bed bugs to or from the workplace.

Employers with staff that conduct home visits, and organizations with lots of interaction with the public, are at a higher risk of bed bug exposure. However, bed bugs can affect anyone, anywhere, at any time, so understanding the risk of exposure and taking reasonable precautions is the responsible thing to do for all employers.

An employer's responsibilities include:

- completing risk assessments to determine if your organization has roles or workplaces that are at a higher risk of bed bug exposure;
- having workplace policies / guidelines in place that require employees to report bed bugs and provide guidance on how to respond to bed bug exposure;
- having an Integrated Pest Management plan in place to quickly and safely remove bed bugs from the workplace;
- making waiting rooms and other office areas visited by the public unfriendly to bed bugs. Monitoring these rooms for signs of bed bugs;
- ensure cleaning and maintenance staff are regularly monitoring and checking high risk areas. Pest control companies can recommend locations and products (pheromone traps, glue traps and interceptors) for monitoring;
- educating staff about bed bugs and the basic precautions they can take to avoid spreading bed bugs to or from the workplace or home;
- not denying services to clients impacted by bed bugs;
- responding immediately to pest complaints by contacting your pest control company. Collaborate with pest control to determine the next steps in assessment and treatment; and
- keeping good records of bed bug reports which include date of complaint, type of complaint, location, date of first inspection, result of inspection, details of preparation and treatment methods that were used.

More information about protecting workplaces and staff from bed bug exposure is available at www.Hamilton.ca/bedbugsworkplace under the heading "Offices and Public Places".

Public Spaces

Bed bugs can hitchhike on clothing and belongings from infested spaces to wherever people congregate. Public spaces can unknowingly be transfer points for bed bugs looking for a new home.

Public spaces have an important role to play in reducing the spread of bed bugs across the community. Those managing public spaces have responsibilities that include:

- making public spaces unfriendly to bed bugs through the selection of hard surface furniture and other physical aspects of the space;
- ongoing monitoring and cleaning to identify bed bugs within the public space;
- having written plans on what to do if bed bugs are suspected or found on the premises, and how to advise staff and the public;
- having an Integrated Pest Management plan in place to quickly and safely remove bed bugs from the public space;
- educating staff about bed bugs and the basic precautions they can take to avoid spreading bed bugs to or from the public space, work or home; and
- not denying services to clients impacted by bed bugs.

Public spaces include:

- Public areas where clients visit, but do not sleep, such as:
 - Schools
 - Libraries
 - Mental Health Agencies
 - Doctor / Dentist Offices
 - Social Services Offices
 - Movie Theatres
 - Airports
 - Public Transportation
 - Taxis, Airplanes
 - etc.
- Public Areas where people bring personal belongings and sleep, such as:
 - Hospitals
 - Daycares
 - Jails
 - Hotels
 - Homeless Shelters
 - Long Term Care Facilities

More information about protecting public spaces from bed bugs is available at www.Hamilton.ca/bedbugsworkplace under the heading “Offices and Public Places”.

City of Hamilton

The role of the City in response to bed bugs involves a number of different departments.

Healthy and Safe Communities Department responsibilities include:

- supporting safe and affordable social housing;
- maintaining emergency service vehicles that are free of bed bugs to limit transfer between locations;
- providing education to the community about bed bugs;
- responding to bed bug complaints and enforcing the Property Standards By-Law 10-221;
- monitoring bed bug complaints through the public health complaint database.

Municipal Law Enforcement responsibilities include:

- alerting Public Health Services to bed bug infestations if and when identified during visits for the Municipal Law Enforcement Proactive program and supporting PHS enforcement activities.

Department of Public Works responsibilities include:

- collecting household waste for disposal;
- identifying household bulk waste items that may be infested with bed bugs;
- providing large waste bags for residents / landlords to wrap infested household items prior to waste pick up;
- maintaining transit vehicles that are free of bed bugs to limit transfer between locations.

Human Resources Department responsibilities include:

- managing the Corporate Human Resources Bed Bug Policy and Bed Bugs Guideline for use by all City departments.

9 - References

Government of Ontario, 2011. *Integrated Pest Management Program for Managing Bed Bugs*. Available at https://macoffcampus.mcmaster.ca/ocrc_static/downloads/BedBugs_IPM.pdf.

National Pest Management Association guidelines *Best Management Practices for Bed Bugs*, available at <http://www.bedbugmps.org/best-practices>

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