

Bed Bugs in the Hospitality Industry and Multi-unit housing

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UCB Website

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Why are Bed Bugs Hard to Control

- Technician training on BB is often inadequate
- Cooperation from managers, staff, and/or residences is often lacking
- People have unrealistic expectations
 - Costs, ease of control

Who is Responsible for an Infestation?

- Reaches far beyond the mechanics of pest control and can result in:
 - Citations
 - Disciplinary actions
 - City or government fines
 - Lawsuits
 - Insurance claims
 - Damaged reputations

Who is Responsible for an Infestation?

- Does a hotel manager or property owner have an obligation to inform a client that they are the first to occupy a room previously under BB service?
- If a client picks up a BB in a SF hotel and brings to a LA hotel, who is at fault?
- What about BB's brought home?

Who is Responsible for an Infestation?

- How about managers who never inform other tenants or the pest control company?
- Bottomline: mishandle problem, be unresponsive, or unsympathetic to those being bitten and it can QUICKLY evolve into a public relations or legal nightmare

Hiring a Pest Control Company

- Use only a licensed and insured firm
- They must have substantial experience controlling BB in similar sites
- Ask about their training program
- Ask for references for BB work from sites like yours
- Do NOT hire a company until they describe their plan of action in detail, including your responsibilities
- Most experienced companies will not offer a warranty to completely eradicate the pest
- Choose a company that is a member of PCOC and/or NPMA
- NEVER, NEVER DO IT YOURSELF, ALWAYS HIRE A PROFESSIONAL

What is Driving Costs Up?

- Physical disrepair
- Presence of severe infestations
- Excessive clutter
- Overabundance of furniture
- Lack of client cooperation
- Untrained PMP's

Costs

- Charges
 - \$300-\$1000 for initial visit and ½ for follow-up
- Medium sized apartment property with widespread BB problem
 - 200-500 units
 - \$20,000-\$50,000
- Beware of prices too good to believe!!!!

Apartments/Hotels

- 28% of time adjacent unit infested
- 72% of time adjacent unit infested if one side has headboard on it

Evaluating Success

- What does "control" mean?
- What about: "reducing pest numbers to either acceptable levels or to non-detectable levels"?
- Some consider 1-2 bugs and a few eggs as outstanding control, but would a manager of a hotel, or a family with a baby?

Evaluating Success

- When can you reoccupy a space?
 - Some say immediately
 - Some say after one follow-up inspection
 -after one follow-up retreat
 -after 45 days
- And how do you know when it is a re-infestation and not the original

Evaluating Success

- What about treating vacant sites?
 - Many times the infestation in these areas are low due to no blood meal.
 - Continued treatments of vacant rooms may be less effective than treatment of occupied rooms
 - Some tenants leave due to BB, but never tell management out of fear of being blamed
 - Management should try and eliminate the bug before it becomes vacant

Evaluating Success

- Aggressive measure might include:
 - Intensive treatment of the infested area
 - Proactive measures in adjacent units that share a common wall or floor
 - Ongoing inspections of vacant units
 - Document all actions taken

Objectives

- BE PROACTIVE!!!

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- How will you spend your money?
- Reactionary vs. Proactive
- Community wide education & minimizing liability
 - Tenants, managers, property owners, staff
- Cooperation is critical
- Early detection still key to success

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- Community wide education
 - Staff, guests
 - Guests: diagnosis, multiple stays on holiday
 - Guests and their “home”
 - Single family vs. multi unit housing and the hotel
 - Easier to blame hotel

The Action Plan

- Have a single point person
 - Education and Training
 - Procedures for Reporting and Responding to Complaints
 - Prevention, Treatment and Control
 - Management of Furnishings and Materials Infested
 - Management of Moving Guests
 - Required Record Keeping
 - Guidelines of Pest Management Company, Guests, Staff
 - Guidelines for Post Treatment

The Action Plan

- Education and Training
 - Who: all employees, including management
 - When: when hired and update 1x/yr
 - What:
 - Identification, biology
 - On-going inspection procedures
 - Reporting and referral procedures
 - Prevention and Control

The Action Plan

- Education and Training
 - What:
 - In a language they understand
 - Use a vacant room for training
 - Handbook

The Action Plan

- Prevention, Treatment and Control

The Action Plan “A Tiered Program”

- Prevention
 - Mattress and box spring encasements
 - Use high quality, bed bug proof, movement restrictive encasements
 - Eliminates areas of harborage
 - Protects mattress and box spring from requiring pesticide application
 - Imperfections dealt with
 - Streamlines inspection process
 - Provide staff with encasements

The Action Plan “A Tiered Program”

- Prevention
 - Monitoring devices
 - Provide to staff for home use
 - Canine Scent
 - Public, laundry and storage area inspections
 - Bed skirts!!!

The Action Plan “A Tiered Program”

- Prevention
 - Housekeeping: daily room inspections
 - Infestations NOT a result of poor housekeeping
 - Maintenance: irregular room inspections/repairs
 - Managers: seldom inspected
 - Front office, support staff: complaints
 - How to handle questions at front desk at check in “Have you ever had bb problem”

Educate Your Guests? Prevention

- Written information regarding:
 - Worldwide problem
 - How they are introduced
 - Basic biology/behavior
 - Proactive measures by your business
 - Who to contact for information, suspect a problem
 - What steps they can take while traveling

(Bed Bug Handbook, Pinto, Cooper, Kraft)

We Care About You

- We are taking proactive steps to protect our guests, staff and the public
- List some steps
 - Mattress and box spring encasements
 - Monitoring devices
 - Detailed, intensive training and investigative program
- What you, our guest should look for, how to protect yourself, what to do if you suspect a problem
- This card is our gift to you to take on all your travels

The Action Plan “A Tiered Program”

- A Problem: The Complaint
 - What does it look like?
 - Is it credible?
 - “Let me contact the person in charge to take care of you”

The Action Plan “A Tiered Program”

- The Complaint
 - Removing guest from front desk area
 - What to do if they brought belongings down with them
 - Did they leave guests in the room during complaint?
 - Are they calling the complaint in?
 - How to handle guests that overheard complaint and now have questions and fears

The Action Plan “A Tiered Program”

- The Complaint and moving guests
 - Previous, on-going problem
 - In room or adjacent rooms
 - What about guests in adjacent rooms

Action Plan The Pest Management Professional

- Share all documentation with your PMP
- Use a licensed PMP
- Head of maintenance should be almost as versed as a PMP in biology and control of bed bugs....to determine knowledge of company and if done within reason
- Members of NPMA or their State PCA

The Action Plan “A Tiered Program”

- Treatment and Control
- Mattress and box spring encasements after the fact
 - Can be used after a pesticide application
 - Can trap any bugs not discovered
- Monitoring devices
- Dogs
- Adjacent rooms

Action Plan Post Treatment

- When will the room go back in service?
 - Detectable in days, weeks, months?
- No guarantees
- What about adjacent rooms?
 - 72% infested (ESA Mtg, San Diego, Sterich)

Early Detection Saves \$\$\$\$

- Tossing furniture?
 - Guests find an old problem
 - Marking system

Early Detection Saves \$\$\$\$

- Public areas, laundry area, storage area inspections
 - Consider canine scent routine
- Staff should be alert in their own home

The Action Plan Record Keeping

- Keep records of
 - All reports of bed bugs and instances identified and how report was received
 - Your response to the complaint including PMP treatments
 - Response of staff, guests, and PMP
 - Show each step taken to follow action plan
- Show due-diligence**

Deviations From the Action Plan

- Have a written form and procedures for any deviations
- Know where everything is
 - The Point Person
 - Copies

Be Proactive

- Every employee knows EXACTLY what their role is and EXACTLY what to do before, during or after an infestation or complaint
- Every employee IS INVOLVED in program
- Documentation, documentation, documentation

Communication

- Between maintenance, management, housekeeping, front desk
- With your Pest Management Professional
- Guests
- The Point Person

Unique

- Two examples today
 - Other stakeholders
 - Furniture companies
 - Rental companies
 - Medical facilities
 - Nursing homes
 - Day care centers