

Watermark Co-operative Homes Inc.

Bed Bug Policy

PURPOSE

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

POLICY

CO-OP 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 members
- provide education to staff and members

CO-OP staff 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 Bugs - 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

CO-OP 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 member complaining of evidence of bed bug infestation should leave their unit for four hours while the unit is being treated.
- CO-OP staff must document when the infestation was treated and the unit number.
- If members develop a severe reaction to the bite, CO-OP staff must ask the member to seek medical assistance.
- CO-OP staff must have the infected unit treated as soon as possible by a specially trained pest management company.
- CO-OP staff must have the adjacent units inspected for infestations (on each side, across, above and below).
- In the event of a confirmed bed bug infestation, CO-OP staff must provide information to members on how to avoid spreading bed bugs to others.
- If there is a suspicion that others have stayed in the infested unit, or the member has regularly visited friends or family, then members must ensure that their guests or hosts are notified of the infestation.

Responsibilities

Responsibilities of CO-OP staff include the implementation of this policy by:

A. Making Arrangements with the Pest Management Company:

- acting promptly to member reports and newly identified infestations
- contracting pest management companies who have specific training in bed bug management
- documenting the infestations
- liaising with pest management company and members on requirements for unit preparation and treatment.

B. Liaising with Member:

- bed bug management plan which includes:
 - notifying the members 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 member(s) need to vacate the unit and re-enter
 - requirements for unit preparation and treatment
 - any other member duties prior to and after treatment
 - educating members (especially to de-stigmatise bed bugs, raise awareness of the signs of an infestation and to ensure that members do not attempt control)
 - ensuring that all infested bedding and furniture set aside for disposal are rendered unusable

CO-OP staff should:

- be able to identify bed bugs and signs of activity
- 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 member risk behaviours that could increase the chance of bed bug infestations

Members' Responsibility:

1. Members must report the infestation as soon as they either see a bed bug or notice bites.
2. Members should fully co-operate with both CO-OP staff and the pest control management company's staff.
3. Members must allow entry for the inspection and the treatment to take place. Staff will be allowed to enter the unit with the inspector in case the member failed to be home at the time of the scheduled appointments.
4. Members must prepare their unit for the treatment following the instructions given by staff.
5. Members must dispose properly of any items that the pest control management advised of disposing.
6. Members must find a place for their household to stay away from the unit for four hours after the treatment.

If members fail to comply with any of the above mentioned responsibilities, the member will be charged back for all charges related to the infestation including inspection and treatment.

Education

CO-OP staff should have information sessions and provide educational materials to members such as:

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

Member 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

CO-OP 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:

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

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.

CO-OP 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).

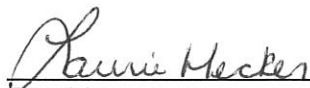
SUPPORTING FORMS

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

Appendix "B" - Preparation Checklist for Bed Bug Treatment

PASSED by the Board of Directors on the 30 day of January, 2014

CONFIRMED at a general meeting of the Members on the 14 day of June, 2014.



President

c/s



Secretary

HOW DO I TREAT BITES?

Suggestions for the treatment of bites include:

1. Keep the bites clean(wash with antiseptic soap & apply antiseptic lotion to reduce risk of infection)
2. Try not to scratch bites.
3. Ointments can be applied to help resist the urge to scratch.
4. Apply an ice pack often to help relieve swelling.
5. See your doctor if the bite becomes infected or if you have a severe allergic reaction.

CAN I GET SICK FROM BED BUGS?

Bed bugs are annoying but are not considered a health threat. As with any bug bite, there is a small risk of allergic reaction.

Please contact the office for more information

Appendix "A"

Watermark Co-operative Homes Inc.

35 Christopher Street

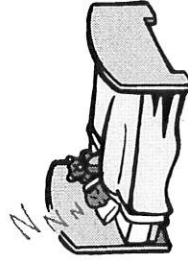
St, Catharines, ON L2P 3X9

905-641-1525

Approved by the Board of Directors

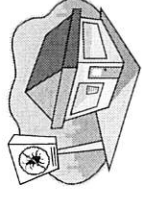
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DON'T LET THE BED BUGS BITE...



WHAT YOU SHOULD KNOW ABOUT BED BUGS

BUGS

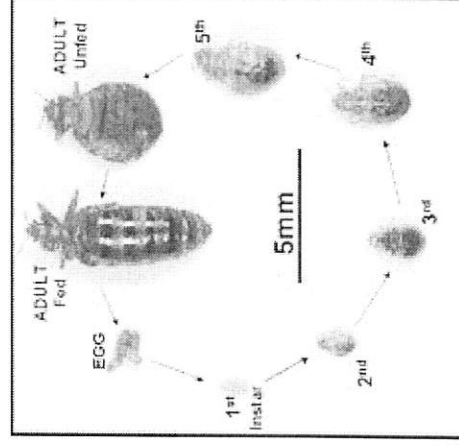


Watermark Co-operative Homes Inc.

EVERYONE needs to "be aware" in order to control bed bugs. They can happen to anyone, anywhere. When dealing with bed bug control, quick action is important!!

WHAT ARE BED BUGS?

Bed bugs 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. They do not fly, they crawl. They hide in clothing, furniture and luggage.



Lifecycle of the Common Bed Bug, *Cimex lectularius*

WHAT ARE SIGNS OF BED BUGS?

Look closely at all bedding and furniture. Bed Bugs may be difficult to find. Look for the following:

- Blood spots on sheets or small dark spots especially in and around the seams of the mattress.
- Marks on your skin.
- Small bite marks in the morning and bites that itch. Bed bugs usually bite during the night.
- You may see live bugs in cracks of bed.

In the early stages, bed bugs can be found in seams and folds of mattresses and in bed covers. Later they spread to cracks and crevices in bed frames and boxes. If they multiply, you will find them behind: baseboards, windows, door casings, pictures, moldings, furniture, loosened wallpaper, cracks in plaster and partitions.

WHAT SHOULD YOU DO IF YOU SUSPECT YOU HAVE BED BUGS?

You will not be able to get rid of bed bugs on your own. Call the Village Glen Office (or call Niagara Peninsula Homes at ext. 214) and report the problem immediately to your Property Manager. (or email jasminali@nphcr.ca)

Do not remove anything from your unit. If necessary, **Watermark Coop will perform**

this task for free. Infested items require wrapping to stop the spread of bed bugs to common areas, or other units, when being removed from your unit and the building.

A pest control technician will be called to your unit to confirm the bed bug problem. If your unit needs treatment, the pest control technician will give you instructions on how to prepare your unit for treatment.

There is no cost to the member for the treatment of bed bugs. Treatment depends on the combined efforts of the member, Watermark and the pest control technician. Members must cooperate with Watermark's efforts to control bed bugs.

HOW DO I STOP BED BUGS FROM GETTING INTO MY HOME?

To lower the chance of getting bed bugs:

1. Carefully check used furniture or clothing before bringing it into your home.
2. Do not bring in furniture that has been thrown away such as mattresses, bedding, or upholstered furniture.
3. Inspect and clean box spring, mattress, bedding and clothes regularly.

4. Eliminate clutter! Getting rid of clutter will reduce hiding places & will make it easier if treatment is needed.

5. Store unused items in closed plastic containers.

NOTE: If your mattress has been infested, you may want to buy special covers for your box spring and mattress from your pest management contractor.

Appendix "B"



Preparation Checklist for Bed Bug Treatment

Niagara Regional Housing (NRH) and Sheldon Pest Management have put together this checklist for the treatment of bed bugs.

Before treatment begins, all occupants, including pets, must leave the unit and not enter for a minimum of six hours after the technician arrives. (Aquariums may remain in place as long as the filtrations and aeration systems are turned off and the tank is adequately covered.) **If you have asthma or any other breathing problems you may want to leave for 24 hours.**

- Remove all bedding and linens, wash with the hottest water possible, and then place in a hot dryer. Also remove all items from underneath the bed. If possible take the bed apart.
- All blankets and pillows/cushions should be placed in a hot dryer for a minimum of 20 minutes. It is not necessary to wash these items.
- Curtains may need to be removed and washed and dried as noted above. Blinds may need cleaning.
- Remove all objects from dressers, night tables, drawers, end tables, coffee tables and closets. All clothes should be washed, dried and placed in plastic bags or bins. Alternatively, clothes, shoes and slippers, can be placed in the clothes dryer on high heat for a minimum of 10 minutes. (This will kill all stages of the insect.)
- Place all clean bedding and clothing in sealed plastic bags or totes and place on your balcony until after treatment.
- Remove items from the floors, including the closet floors and sweep and wash the floors.
- Clear all couches and chairs of clutter and vacuum thoroughly. Vacuum carpets and perimeter of all rooms, then discard the vacuum contents into sealed bag.

Appendix "B"

- Remove all items mounted on the walls, vacuum backs and place them in one area of your home.
- All food should be contained in a sealed area (e.g., fridge or cupboards).
- Remove unwanted clutter and place items in a sealed bag and dispose immediately. Bed bugs thrive more in areas where there is clutter.
- Furniture that is infested with bed bugs that cannot be salvaged needs to be disposed of in a way that will prevent the further spread in the common areas of the building. NRH will arrange to have these items removed at no expense to you.
- Consider purchasing "Bed Bug Proof" mattress covers for ongoing protection of your mattresses.

Bed bugs can be difficult to get rid of and depending on the severity of the infestation, a follow up appointment may be necessary. The follow-up appointment will take place within 2-3 weeks of the initial service. The technician will contact you to arrange the follow-up appointment.