

Sample written plan for bed bug prevention and control; <http://www.sfdph.org/dph/EH/housing/BedBugs.asp>)

<u>Rule Section</u>	<u>Owner Implementation</u>
1. General Responsibilities for Prevention	
<p>Owner 1.1 Organize training to ensure that all employees responsible for property operation and maintenance or contracted professional property managers understand and comply with the <i>Director's Rules</i>.</p>	<ul style="list-style-type: none"> • These building employees have been trained to understand <i>Director's Rules</i> as noted on the following dates:
<p>Owner 1.2 Ensure that employees receive a bed bug training consistent with the minimum content standard established by the DPH Bed Bug Building Employee Training Curriculum (reference: http://www.sfdph.org/dph/EH/Housing/BedBugs.asp), which includes, but not limited to, bed bug prevention techniques, use and placement of monitoring devices such as interceptors, inspection methods for identifying the presence of bed bugs, housekeeping and building maintenance procedures, complaint reporting and response protocols for the building, referral mechanism for helping tenants who cannot prepare their unit for treatment on their own, as well as all effective bed bug treatment and control options.</p>	<ul style="list-style-type: none"> • My training of above building employees included the following content:
<p>Owner 1.4 Units leased on a short-term basis (i.e., daily, weekly or less than 30 days) must:</p> <ul style="list-style-type: none"> • Place and observe monitoring devices for the presence of bed bugs at least monthly. • Ensure that monitoring will be conducted by a PCO or by employees trained to identify bed bugs. • Produce monitoring records to DPH staff upon request. 	<ul style="list-style-type: none"> • Our proactive monitoring protocol for short-term leases is the following (name locations, frequency, devices used):

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<p>Owner 1.6</p> <ul style="list-style-type: none"> Identify and seal as needed all cracks and crevices between adjacent dwelling units to prevent the harborage and migration of bed bugs. 	<ul style="list-style-type: none"> Our housekeeping and building maintenance procedures to prevent bed bug harborage and migration between adjacent units is the following:
<p>Owner 1.7 Units furnished with mattresses or box springs must:</p> <ul style="list-style-type: none"> Provide, at move-in, durable bed bug-proof breathable encasement covers designed for bed bug control that enclose 100% of the provided mattresses and box springs. Replace those encasements that have not proven durable due to normal wear and tear. 	<ul style="list-style-type: none"> We have provided bed bug-proof encasements as follows:
<p>Owner 1.8 and 1.9</p> <ul style="list-style-type: none"> Provide information on the signs and symptoms of bed bug infestation to all tenants and lessees, including but not limited to bed bug identification, prevention, and control, for example, the DPH Tenant Bed Bug Control Guidelines (reference: DPH-provided Trilingual Guidelines at http://www.sfdph.org/dph/EH/Housing/BedBugs.asp) Provide tenants with the <i>DPH San Francisco Bed Bug Complaint Report Form</i> (http://www.sfdph.org/dph/EH/Housing/BedBugs.asp), as well as a written instruction for reporting a suspected bed bug occurrence at the property. 	<ul style="list-style-type: none"> We have provided all tenants and lessees with bed bug prevention education and the <i>DPH San Francisco Bed Bug Complaint Report Form</i> on this date:
<p>1.10 <i>San Francisco Bed Bug Complaint Response Log</i></p> <ul style="list-style-type: none"> Maintain the log (template for reproduction at http://www.sfdph.org/dph/EH/Housing/BedBugs.asp) to track ongoing responses to the bed bug report (i.e. verification inspection and inspection of adjacent units, notice to tenants, unit preparation inspections, treatment type, location and dates, follow-up inspections). 	<ul style="list-style-type: none"> Our San Francisco Bed Bug Complaint Response Logs are kept by _____ at this location _____

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<ul style="list-style-type: none"> • Provide the log to DPH regulatory staff, upon request, to verify that required inspections and treatments have occurred and to document the ongoing efforts to eradicate the infestation. 	
<p>2. Actions Subsequent to Tenant Report of Bed Bugs</p>	
<p>Owner 2.1 and 2.2 Upon receiving tenant’s report of bed bugs:</p> <ul style="list-style-type: none"> • Provide the tenant, within two working days upon receiving a tenant’s complaint of bed bugs, a copy of the documented complaint and the <i>DPH Standard instructions for Unit Preparation Prior to Treatment</i> (trilingual template at http://www.sfdph.org/dph/EH/Housing/BedBugs.asp). • Record ongoing response to the tenant’s complaint using the <i>San Francisco Bed Bug Complaint Response Log</i>. 	<ul style="list-style-type: none"> • Our Complaint response protocol is as follows: (name who the tenant gives the complaint to, who responds, who gives out standard instructions for unit preparation, etc.)
<p>Owner 2.4, 2.5 and 2.6</p> <ul style="list-style-type: none"> • Within two working days of receiving the tenant’s <i>Bed Bug Complaint Report</i>, enter a contract with a PCO to investigate the tenant’s complaint. The inspection must be conducted by a PCO. Contracted investigation services will be provided in a timely manner. • Ensure that the PCO inspects all units or units adjacent (i.e. above, below, next to and across from) to the initially reported dwelling unit. Adjacent units found to have bed bug infestation will be incorporated into all of the same abatement actions as those required for the initial dwelling unit, and may be tracked on the same Complaint Response Log. • Ensure that all tenants in units that were investigated receive notice of the PCO findings relevant to their unit 	<ul style="list-style-type: none"> • My standard protocol for verification of tenant complaints is as follows, including my instruction to contracted PCO:

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<p>within one working day of receiving the PCO inspection report. For findings in common areas, ensure that all tenants receive notice of the PCO findings.</p>	
<p>3. Preparation for Treatment Subsequent to Confirmation of Infestation</p>	
<p>Owner 3.1</p> <ul style="list-style-type: none"> • Retain PCO services for subsequent treatment within two days of complaint verification (treatment will occur after unit preparation and upon PCO availability). • Contract with a PCO for treatment to eliminate bed bugs and their eggs in all units where the presence of bed bugs was verified, including all common sitting areas, garbage storage rooms, hallways and laundry rooms, within two working days of receiving a report confirming a bed bug infestation in a dwelling unit(s) or common area. • Contracted services will be provided in a timely manner, allowing adequate time for tenant unit preparation. • Ensure that the PCO treats all crevices, baseboards, window sills, bed frames, mattresses, box springs, furniture and closets, or other identified harborage locations. 	<ul style="list-style-type: none"> • My PCO contract specifies the following scope of treatment:
<p>Owner 3.2</p> <ul style="list-style-type: none"> • Provide at least two working days written notice to all affected tenants indicating the tenant’s responsibility for unit preparation prior to a specific treatment date, and the PCO-provided unit preparation checklist. The Notice includes the information that bed bug infested personal belongings or furnishings designated for disposal will not be removed prior to the unit treatment by the PCO, with 	<ul style="list-style-type: none"> • My written notice to tenants directing them to prepare their unit for treatment includes the following:

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<p>the exception of bagged clothing to be laundered and items that the PCO has ordered bagged and removed for offsite treatment.</p>	
<p>Owner 3.3</p> <ul style="list-style-type: none"> • Supply tenants with: <ul style="list-style-type: none"> - durable, sealable and clean plastic bags to be used for separate bagging of pre- and post- laundered clothing (laundered clothing placed in a new clean plastic sealed bag will prevent re-infestation of the items), - (optional) water dissolvable laundry bags for transporting infested items to the laundry room. • Advise tenants to keep all but essential items in the sealed bags for as long as practical during the multiple treatment period. • Provide all tenants, as needed, with a list of publicly-supported and low-cost resources that can potentially assist them with unit preparation and laundry services • Arrange for necessary assistance to provide reasonable accommodations (e.g. assistance with room preparation, alternative pest treatments) to tenants with medically – documented disabilities, to the extent required by applicable City and County, State and Federal law. 	<ul style="list-style-type: none"> • I provide tenants with the following supplies, instructions regarding their responsibility to launder their clothing, and list of resources for those who may need assistance:
<p>Owner 3.4</p> <ul style="list-style-type: none"> • Disallow any items to be removed from infested dwelling units before treatment, to prevent transmitting bed bugs to other areas within the premises, with the exception of bagged clothing to be laundered and items that PCO has ordered bagged and removed for offsite treatment. 	<ul style="list-style-type: none"> • I inform tenants not to remove potentially infested items from their unit prior to treatment as follows:

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<p>4. Coordination of Tenant and PCO Actions for Treatment:</p>	
<p>Owner 4.1</p> <ul style="list-style-type: none"> • Notify tenants at least two working days before each treatment of the specific date and time treatment will occur, the treatment method that will be used, and the length of time that the tenant must be absent from their unit. 	<ul style="list-style-type: none"> • This is the notification of treatment that I provide to tenants:
<p>Owner 4.3</p> <ul style="list-style-type: none"> • Seal any remaining entry points in walls, ceilings and floors after the PCO treatment is completed, to prevent infestation recurrence. 	<ul style="list-style-type: none"> • This is our protocol for sealing off entry points following PCO treatment (name building employees, materials used):
<p>5. Coordination of Post-Treatment Disposal of Infested Materials:</p>	
<p>Owner 5.2</p> <ul style="list-style-type: none"> • Seek to ensure that all items designated by the PCO for disposal, such as heavily infested mattresses, furnishings and tenant personal belongings, have first been treated by the PCO according to the U.S. EPA pesticide label instructions (i.e. the required number of treatments), then double-bagged and labeled as bed bug infested prior to disposal, to discourage these materials from being picked up from the sidewalk or dumpster for reuse. • Inform tenants that discarded items, even though treated, must not be recycled or resold. • Provide tenants with durable and sealable plastic bags to be utilized for bagging of infested personal items designated for disposal. 	<ul style="list-style-type: none"> • This is the information I give to tenants to ensure that items designated by the PCO for disposal are properly treated, double-bagged and labeled:

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<p>6. Verification and Communication of Abatement of Bed Bug Infestation:</p>	
<p>Owner 6.1 and 6.2</p> <ul style="list-style-type: none"> • Ensure that monitoring devices are used for at least four weeks to confirm effective treatment. • Allow only a trained employee or a PCO to place the monitoring devices. • Provide periodic inspection of the monitoring devices by either a trained employee or PCO. • Use the <i>San Francisco Bed Bug Complaint Response Log</i> to record the periodic inspection of the monitoring devices. • Provide the log to DPH regulatory staff and affected tenants for review upon request. 	<ul style="list-style-type: none"> • These trained building employees conduct 4-week monitoring protocol as follows:
<p>Owner 6.3</p> <ul style="list-style-type: none"> • Provide written notice to affected tenants at the completion of the four-week monitoring period that abatement has been achieved, if monitoring shows no more presence of bed bugs. • Provide written notice to affected tenants that preparation for treatment will be renewed as indicated in Section Owner 3.1 of <i>Director’s Rules</i>, if monitoring reveals the continued presence of bed bugs. 	<ul style="list-style-type: none"> • This is the written notice I provide upon successful completion of the 4-week monitoring period: