

A circular logo with a dark blue border. Inside the circle, there are silhouettes of a fly on the left and a cockroach on the right at the top, and a mouse at the bottom. Two horizontal red lines are positioned above and below the central text.

Landlord Pest Control Toolkit

The Landlord Pest Control Toolkit includes the following tools and information sheets for use by landlords and building staff in their pest control program:

- Choosing a Pest Control Company
- Protecting Property Staff
- A sample No Shame / No Blame Policy
- Bed Bug Inspection Checklist
- A sample 24 Hour Notice of Entry for a pest inspection
- Sample Inspection Results Letters

These information sheets can be printed and used with tenants in a landlord's pest control program.

Choosing a PEST CONTROL COMPANY



Getting rid of bed bugs requires cooperation between the resident, the landlord, and a professional pest control company. Only by working together can you successfully get rid of bed bugs.

Finding a Qualified Company

Only deal with a qualified and licensed pest management company with proven experience in fighting bed bugs. They should:

- Be a member of a professional association such as the National Pest Management Association, Canadian Pest Management Association, Structural Pest Management Association of Ontario or Ontario Integrated Pest Management Association.
- Inspect the property before giving you a quote or action plan.
- Base their action plan and resident preparation requirements on inspection findings.
- Include multiple treatment methods in their plan, such as steam and vacuum, mattress encasements, bed leg interceptors as well as chemical pesticide. Pesticide alone will not be effective.
- Provide clear and easy to follow instructions to the resident about how to prepare for treatment that are specific to the inspection findings.
- Install mattress encasements and bed leg interceptors during the inspection or the first treatment.
- Visit often until the job is done and bed bugs are gone.
- Treat the resident and landlord with respect.

Participate in the Solution

Property managers (or home owners) need to ensure they receive quality services and be willing to participate where necessary.

Participate in the Solution *(continued)*

- Be sure that preparation instructions provided to the resident are reasonable and based on inspection findings.
- Review the unit preparation sheet with each tenant scheduled for pest control services. Be sure they understand and can perform the requested preparation activities. Provide assistance if needed.
- Provide the resident with the planned treatment schedule.
- Schedule pest management services when building staff are present and can verify the time spent during the service call. Check if tools (vacuum, steamer) were brought in that support treatment methods beyond chemical spraying. (Building staff should not be present during chemical spraying).
- Ask for written service reports after each visit. The reports should include the date and location of the service, actions taken, evidence of pests, treatment methods / pesticides used, and follow-up actions required. The report should indicate if the problem is getting better, worse or is unchanged.

Responsible pest control companies will welcome your involvement.

Choose your pest control partner wisely.

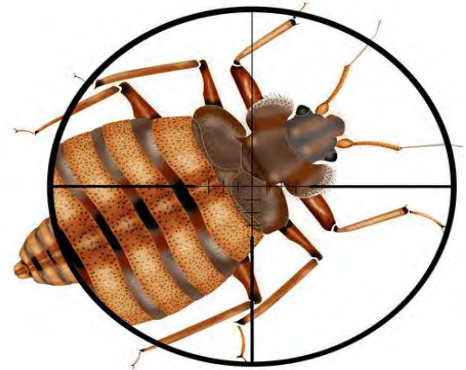
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For more information about bed bugs, visit www.Hamilton.ca/bedbugs



Protecting PROPERTY MANAGEMENT STAFF



Building staff who visit residents in their apartments are not only at risk of exposure to bed bugs, but have an opportunity to help educate residents about these pests. This factsheet provides guidance on the precautions you can take to protect yourself *and* prevent the spread of bed bugs.

BED BUG FACTS

Bed Bugs do not carry disease.


Bed Bugs feed exclusively on blood, and are usually found near where the resident sleeps or rests for long periods of time (near the bed, sofa and recliner).

Bed Bugs are usually active late at night - not during typical apartment visits.

Bed bugs hitchhiker from infested sites on clothing, furniture and personal belongings.


Knowing these facts helps you take precautions and prevent the spread of bed bugs.
Protect yourself. Get informed. Stop the spread.

Apartment Visit Precautions

- Only bring what is necessary. Minimize the number of personal items you bring into the home. Leave your coat, purse and other excess items in your office or car. If you must bring them in, put them into a plastic tub and close the lid.
- Avoid wearing clothing with cuffs, folds and places for bed bugs to hide. Light coloured clothing will allow you to more easily see a bed bug if one is on you. 
- Use disposable shoe covers for home visits. Shoe covers should be discarded immediately before exiting the unit.
- Meet with the resident in a room where bed bugs are less likely to be present (e.g. kitchen area). If possible, avoid bedrooms and sleeping areas.

- ❑ Keep standing if possible, or be smart about where you sit. Sit on a hard chair in the middle of the room, preferably in an area with hard flooring. Avoid sitting on upholstered furniture or the bed.
- ❑ Put your belongings on a table. Avoid putting your belongs on the bed or upholstered furniture.
- ❑ Insect repellants applied to your skin or clothes will not repel bed bugs.

Inspect Yourself When Leaving

- ❑ Discard disposable shoe covering immediately before or when leaving.
- ❑ Inspect your clothes once outside. Brush off your clothing.
- ❑ Don't forget to inspect your shoes and shoelaces. Stamp your feet to shake off any  hitchhiking pests.
- ❑ Keep an extra set of clothing (including shoes) in your office or car in case bed bugs are found on you or you saw bed bugs in the apartment. Put the contaminated clothes into a sealed plastic bag or tote. This will isolate any bed bugs to the plastic container.
- ❑ Put your work clothes used in apartment visits in sealed plastic containers until they can be laundered. Using the hottest dryer setting, be sure to keep heating the clothes after dry for an additional 20 minutes.

Routinely Change Your Work Clothes

- ❑ As a precaution, change from your work clothes as soon as you get home. Do not change in your bedroom – change in the garage, near the front door or in the bathtub where bed bugs can be seen and have trouble escaping the smooth walls.
- ❑ Put your work clothes used in home visits in sealed plastic containers until they can be laundered. Using the hottest dryer setting, be sure to keep heating the clothes after dry for an additional 20 minutes.
- ❑ Put shoes in the dryer or use steam to kill any bed bugs or eggs.

Check Your Office, Home and Vehicle

- ❑ Inspect your office workspace and waiting areas for signs of bed bugs on a regular basis.
- ❑ Check your home living areas for signs of bed bugs on a regular basis.

- Vacuum suspected areas and dispose of the vacuum cleaner bag in a sealed plastic bag after use.
- If you are concerned about bed bugs in your vehicle, vacuum all interior and trunk surfaces using a carwash vacuum cleaner.
- If you see signs of bed bugs, call a professional pest control company.

Bed Bug Information

- Bed bugs are small oval-shaped insects, about the size, shape and colour of an apple seed.
- Bed bug eggs are white, pear-shaped and about the size of a pinhead. Clusters of 10-50 eggs are found on surfaces, cracks and crevices.
- Bed bugs do not fly; they crawl and get rides on clothing, furniture and luggage.
- Bed bugs are attracted to the carbon dioxide that we exhale. It is possible for anyone, anywhere to have bed bugs.
- Ridding an apartment of bed bugs requires cooperation of the resident, building staff and pest control company.
- Most furniture can be successfully treated for bed bugs. Seldom should furniture be discarded because of bed bugs.
- Bed bugs are not repelled by insect repellants applied to your skin or clothes. They will feed through skin covered in DEET and other insect repellants.

All apartment building staff are encouraged to watch the video [Bed bugs in the Workplace](https://www.youtube.com/watch?v=xnFl8wBjI2o) on YouTube at youtu.be/xnFl8wBjI2o.



**Help remove the stigma associated with bed bugs
and participate in the solution.**

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For more information on bed bugs, visit www.hamilton.ca/bedbugs

Insert your
company logo
here

No Shame / No Blame Pest Policy

(Company name) has a ***No Shame / No Blame*** policy for tenants reporting pest concerns to building management. Tenants will not be blamed for causing the pests when they report the pests to building staff.

This policy recognizes that:

- Infestations of pests (bedbugs / cockroaches / mice, etc.) are accidental. No one wants these pests in their home;
- Eliminating the pests is everyone's goal;
- Tenants, building owners and pest management professionals all have a role to play in fighting pests.
- Pests should be reported as soon as possible to prevent larger infestations and more expensive treatments.

Please report any suspected pest issues to building staff with confidence that they will focus on removing the pests without blaming anyone for the pests except the pests themselves.

PROACTIVE BUILDING INSPECTIONS FOR BED BUGS

A periodic inspection of all apartments in a building for bed bugs is an important part of an effective Integrated Pest Management plan to fight bed bugs in your building.

These steps show a simple and affordable approach to quickly inspect each apartment to determine if there are bed bugs present. This approach has been shown to be an effective and affordable approach to conducting an inspection of each apartment unit, taking approximately 10 minutes per unit.

Advise Tenants that you will be inspecting all apartments

- 1 – 3 days before the inspection, send tenants written notice that you will be inspecting all apartments as part of your building maintenance and pest control program.
- Tell tenants that the inspection will check for signs of bed bugs around their beds and sofa areas.
- Consider also checking for other pests as part of this inspection.
- Tell tenants that the inspection will take approximately 10 minutes

Speak with tenants at time of inspection

- If tenants are present at time of inspection, ask if they have had bed bugs in the past or think they have bed bugs now.
 - How long ago?
 - Do you think your apartment still has bed bugs?
 - Do you know how you got them?
- Record that you suspect the apartment has bed bugs if the tenant indicates that they think they may have bedbugs, or if they have had bed bugs in the past.
- If tenants are not present, move to inspection.

Briefly Inspect Bed and Sofa for Signs of Bedbugs

- For each bed, check the corners of bed sheets, bed frame, mattress and box spring.
- Check the seams of sofa arms and exposed areas for.
- Do not turn over heavy furniture (bed or sofa)
- Record that you suspect the apartment has bed bugs if you find any of the following during your brief inspection:
 - Dead bed bugs
 - Shed skins
 - Eggs
 - Bed bug stains
 - Blood stains from crushed bed bugs

A sample recording sheet is attached to this Check-list

(This check-list is continued on the next page)

Install interceptors

- Install interceptors under bed legs and sofa legs of any apartment where you suspect they may have bed bugs. This includes:
 - Apartments where the tenant says they think they have bed bugs or have had bed bugs in the past.
 - Apartments where your inspection found signs of bed bugs.
 - Apartments surrounding units with bed bugs.
- Do not install interceptors in apartments where you have no indication of bed bugs.
- Tell tenants not to empty the interceptor of any bed bugs that become trapped. They may crush them if they wish, but leave them in the interceptor.

Check Interceptors

- Check interceptors for bed bugs in 10 – 14 days.
- Ask tenants if they have removed any bed bugs from the interceptors.
- Record how many bed bugs were found near which areas of the apartment. (the results will help the pest control professional understand the location and level of the infestation).

Act on Inspection results

- Share your inspection and interceptor count results with a professional pest control company. Request treatment for all apartments where:
 - Your inspection showed signs of bed bugs
 - Your inspection did not show signs of bed bugs but some were found in the interceptors.
 - Your inspection showed signs of other pests that you control for (ie: cockroaches)
- The pest control company may recommend spraying some neighbouring units without any indication of bed bugs based on your interceptor counts.

This inspection process has been shown to be an effective and affordable approach to conducting an inspection of each apartment unit. Depending on the number of units that require interceptors, this process will cost you between \$8 and \$50 per apartment.

For additional information about this approach to inspecting for bed bugs, read "Bed Bugs: Prevalence in Low-Income Communities, Resident's Reactions, and Implementation of a Low-Cost Inspection Protocol" available at

<http://jme.oxfordjournals.org/content/jmedent/53/3/639.full.pdf>

A sample Bed Bug inspection form that you can use is attached

Quick and Efficient Apartment Bed Bug Inspection

Building Address: _____
 Apartment #: _____
 Inspected By: _____

Tenant Interview

Interview only if tenants are home during the inspection:

1. Do you think your apartment has bed bugs, or have you had bed bugs in the past?
2. How long ago since you last saw signs of bed bugs in this apartment?
3. Do you think that your apartment still has bed bugs?
4. Do you know where the bed bugs came from?

Inspection

Check the corners of all mattresses, box springs and bed frames for signs of bed bugs.
 Do not turn over heavy furniture (bed, sofa, reclining chair) during this inspection.

<u>Bed #1</u> (____ bedroom)	<u>Mattress</u> (mark X if present)	<u>Box Spring</u> (mark X if present)	<u>Bed Frame</u> (mark x if present)
Dead bed bugs?			
Shed skins?			
Eggs?			
Bed bug fecal stains?			
Blood Stains?			

<u>Bed #2</u> (____ bedroom)	<u>Mattress</u> (mark X if present)	<u>Box Spring</u> (mark X if present)	<u>Bed Frame</u> (mark x if present)
Dead bed bugs?			
Shed skins?			
Eggs?			
Bed bug fecal stains?			
Blood Stains?			

(use additional pages as needed for each bed)

Check the seams and corners of the sofa and/or reclining chair for signs of bed bugs:

<u>Sofa</u> (or reclining chair)	<u>Sofa Arms</u> (mark X if present)	<u>Sofa backrest</u> (mark X if present)	<u>Sofa Cushions</u> (mark x if present)
Dead bed bugs?			
Shed skins?			
Eggs?			
Bed bug fecal stains?			
Blood Stains?			

<u>Interceptors</u>	<u>Bed #1</u>	<u>Bed #2</u>	<u>Sofa</u>
Interceptor provided?			
Bed bug Count ___ days			
Bed bug Count ___ days			

Treatment Plan

Schedule treatment if your inspection found signs of bedbugs or the interceptors caught bed bugs.

- No Treatment Required. Provide tenant precautionary info on preventing bedbugs
- Schedule Treatment. Provide tenant Unit Preparation information

This inspection approach is intended for use as part of a whole building inspection. It has been shown to be effective at identifying units with bed bug problems. It does not replace a thorough bed bug inspection that might be required to determine a treatment plan for difficult infestations.

For more information on this approach to bed bug inspections, visit:

<http://jme.oxfordjournals.org/content/jmedent/53/3/639.full.pdf>



Bed Bugs & UNIT PREP ACCOMMODATION



In the event that the tenant is unable to prepare their apartment for bed bug treatment, the property owner may be required to assist with or arrange for unit preparation prior to pest control treatments. Assisting with unit preparation will help ensure that needed treatment for bed bugs can happen without delay.

ONTARIO HUMAN RIGHTS COMMISSION

"When a person with a disability needs supports in order to work, use a service or access housing, the employer, service provider or landlord has a duty to provide these supports."

Providing assistance to tenants to prepare their apartment for pest control treatment is a support that may be required by some tenants

The types of assistance offered should reflect the ability of the tenant to participate in the required preparation activities. Examples of preparation assistance include, but are not limited to, the activities shown below.


In all rooms that require treatment

Examples of preparation assistance steps that may be required include*:

- Remind / assist the tenant to secure any valuable items.
- Move any furniture or larger items requested by the pest control company.
- Inspect small items near the bed or sofa for signs of bed bugs. Leave only the items with signs of bedbugs on top of the furniture. Put all other small and personal items in closed drawers or storage containers.
- Eliminate clutter.



Vacuum the floors.

-  Take all sheets, pillow cases and blankets off of the beds. Put them in plastic bags, tie tightly and mark "To Wash".
- Enclose the mattress and box spring in bed bug rated mattress encasements.
- Put furniture back in place after treatment so that the tenant can use the furniture until the next treatment is scheduled.
- Put clean sheets, pillow cases and blankets back on beds after each treatment is complete.

In the Bathroom

Examples of preparation assistance steps that may be required include*:

- Put all towels and bath mats in a plastic bag, tie tightly and mark "To Wash".
- Remove toiletries from on top of vanity.
- Vacuum or wash the floors of the bathroom before treatment.
- Put clean towels and bath mats back in the bathroom after each treatment is complete.


Laundry and Clothing

Examples of preparation assistance steps that may be required include*:

- Put all dirty laundry and any scattered clothing in plastic bags. Tie tightly and mark "To Wash".
- Put clean clothes from dresser drawers in plastic bags. Tie tightly and mark "Dryer Only".
- Provide tenant with laundry instructions or arrange for assistance in doing the laundry.
- Put cleaned items in new plastic bags, and instruct the tenant not to open the bags until after all pest control treatments have been completed.

Mobility Devices

If the tenant uses a wheel chair or walker, these must be treated as part of the unit prep so that the tenant can leave the apartment when pest control chemicals are applied.

- Assist the tenant from the mobility device.
- Request that the pest control technician inspect, vacuum and/or steam all areas of the mobility device. 
- Assist the tenant return to the mobility device.

When Treatments Occur

The tenant will be required to be out of their apartment during and for at least 4 hours after treatment is completed.

- Tenants with medical conditions may require extended vacancy periods of 12 – 24 hours. Request that they check with their doctor to see if an extended vacancy period is recommended.
- Be sure that the tenant has a safe place to go during the vacancy period. If necessary, provide them access to a waiting area or transportation to somewhere they can wait.
- Be sure that their pets can wait with them, or provide an alternative location for their pets.

Tenant Communication

Tenants that need assistance in unit preparation will need additional communication:

- Be clear with the tenant about what assistance you are providing and what you expect them to do.
- Provide the tenants with a clear schedule of when follow up treatments are scheduled.
- Ask the tenants which items they will need to be easily available during the treatment period, which may last a few weeks. Be sure they have enough clothing and personal care items stored in re-sealable containers to last them for the planned treatment period.
- Advise tenants to leave all other items in sealed containers until after all treatments are complete and the bed bugs are gone.
- If a mattress cover was provided, advise tenants to never remove it (for at least 18 months).
- Advise tenants that they may see active bed bugs in their home for a few days after the first treatment. This is normal. Ask tenants to report any signs of bed bugs to the landlord in the future.

*** Note:** Not all tenants that require assistance need each type of assistance listed above. The types of assistance offered should reflect the ability of the tenant to participate in the preparation activities.

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For more information on bed bugs, visit www.hamilton.ca/bedbugs

Insert
company
name here

24 Hours Notice to Enter

Permitted by Section 27 Residential Tenancies Act

Date:

To:

Address:

As part of our ongoing pest control program, we will be inspecting all apartments in the building and looking for signs of pests such as cockroaches, bed bugs and mice.

Building staff will enter your apartment for the purposes of inspecting your apartment on

the date of: _____ between the hours of _____ and _____.

Working together, we can tackle any identified pest problem and reduce the impact on you and prevent the spread of pests in the building.

You are not required to do any preparations for this inspection.

When we come to your apartment, pest control staff will look for signs of cockroaches and mice in the kitchen and bathroom, and for signs of bed bugs around your bed and sofa. If you are home, we will ask if think that your apartment may have pests.

You will be kept fully informed at all times.

After the inspection is complete, we will let you know if signs of pests were found in your or other nearby apartments. We will advise you of the next steps required to treat the pest problem.

You should report pest concerns immediately.

Please be sure to report any signs of pests to building staff as soon as they are seen. It takes the cooperation of tenants and building staff to identify and fight pests in our building. If you have any questions or comments, please contact building staff. Thank you for your cooperation.

Sincerely,

Pest Inspection Results

To: Tenants of Apartment _____
Date: _____
From: _____, Property Manager

As part of our ongoing pest control program, we entered your apartment on _____ to look for signs of bed bug activity. As promised when we provided you notice of this inspection, we are sharing the results of the inspection of your apartment.

During the inspection, some signs of bed bugs were identified in your apartment or nearby apartments. To help us determine the extent of the problem, we have placed plastic interceptor trays under the legs of your bed(s) and sofa. Bed bugs will be able to enter the interceptor tray but cannot get out. We have also moved your bed and sofa a few inches away from the wall. Please do not move them back until we return.

We will come back to check the interceptor trays in 1-2 weeks. If bed bugs become trapped in the interceptor trays, please do not remove them. They cannot get out of the interceptor trap. Knowing the number and location of the bed bugs trapped will help us determine how best to treat your apartment. You may crush a bed bug in the tray, but do not remove it and do not move it to another part of the interceptor tray. We will treat your apartment after the interceptor traps have been checked by a pest control professional.

Here are some things that you can do immediately to reduce the impact of bed bugs.

Make your bed an island:

- Keep your bed a few inches away from the wall.
- Keep all bedding from touching the floor or wall.
- Keep the interceptor traps under the legs of your bed.
- Purchase a mattress encasement for your mattress and box spring. These can be found at most stores that sell mattresses. Be sure that it totally covers all sides **of the mattress and is rated for "allergens", "dust mites" or "bed bugs"**.

Please do not try to treat the bed bugs on your own. We will return to see if any bed bugs have been found in the interceptor trays in 1-2 weeks, and start any required treatment at that time.

For more information on bed bugs, visit www.hamilton.ca/bedbugs .

Thank you for your cooperation. If you have any questions or comments, please contact building staff.

Sincerely,

Pest Inspection Results

To: Tenants of Apartment _____
Date: _____
From: _____, Property Manager

As part of our ongoing pest control program, we entered your apartment on _____ to look for signs of bed bug activity. As promised when we provided you notice of this inspection, we are sharing the results of the inspection of your apartment.

No signs of bed bugs were found in your apartment. No bed bug pest control treatment is required at this time.

Bed bugs do not discriminate when it comes to infesting homes. They can live in the cleanest apartments and hide effectively. Here are some tips you can use to avoid getting bed bugs in the future.

Travel Tips:

- When travelling, inspect your hotel for bed bugs as soon as you check in
- Put your suitcase on a luggage stand instead of the bed
- When packing to leave, carefully check your suitcase for signs of bed bugs
- Wash and dry all clothing on hottest setting as soon as you get home. Vacuum your luggage and dispose of the vacuum bag immediately.
- Visit www.Hamilton.ca/bedbugs for more detailed information on bed bugs travel tips.

Used Furniture:

- Choose used furniture wisely. Avoid taking furniture that has been discarded. Ask the owners if the furniture has been exposed to bedbugs.
- Inspect the furniture carefully for signs of bed bugs. Use a flashlight and business card to check in all cracks and places where the bugs might hide.
- Steam all areas of the furniture as a precaution, especially cracks and hiding places.

Report any bed bugs immediately:

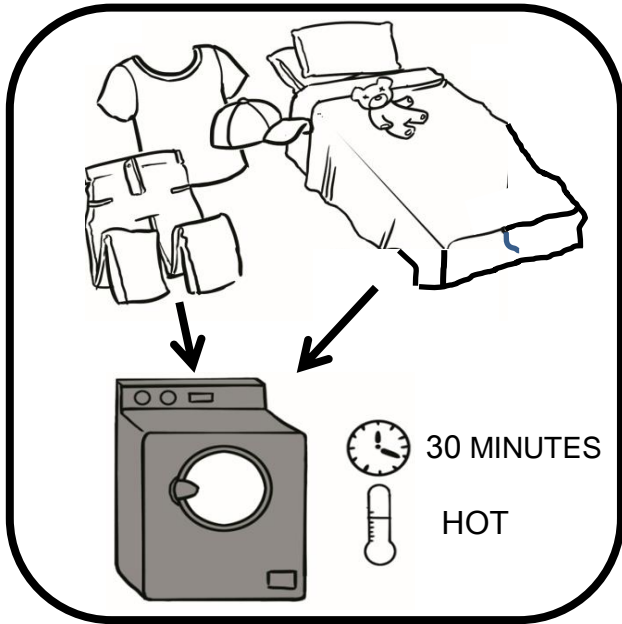
- If you see any signs of bed bugs in your apartment, please call us immediately.
- No one is to blame for getting bed bugs. The sooner they are identified the easier they are to treat.

For more information on identifying bed bugs and preventing bed bug infestations, visit www.Hamilton.ca/bedbugs .

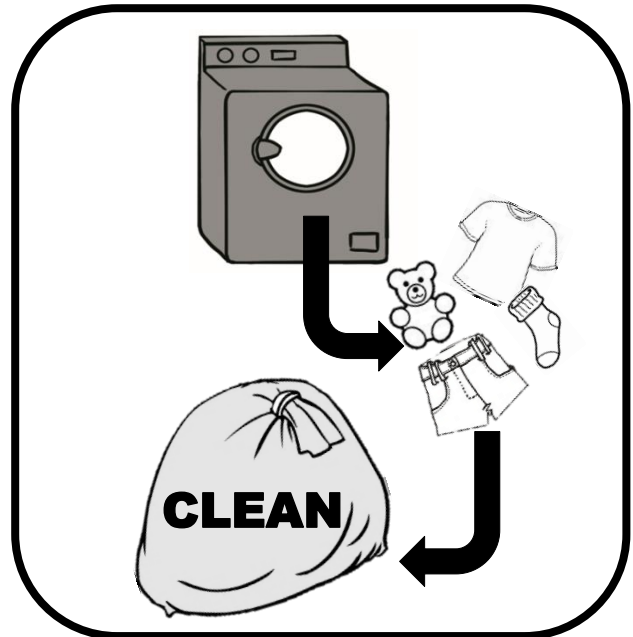
Thank you for your cooperation. If you have any questions or comments, please contact building staff.

Sincerely,

PREPARE FOR BED BUG TREATMENTS



Wash clothes and bedding. Dry on “hot” setting for at least 30 minutes. Do not sort laundry in laundry room.



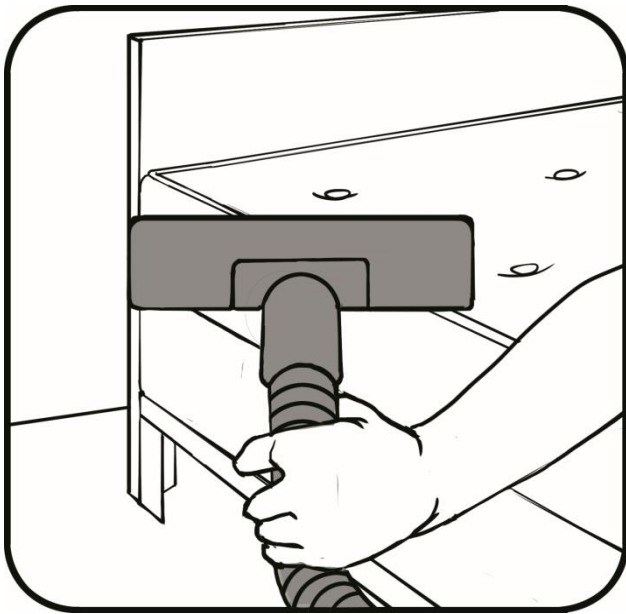
Pack clean clothes and bedding in a tightly sealed bag. Keep it sealed until all bed bug treatments are finished.



Throw away clutter, unwanted items and garbage. Do not move items to another room.



Empty the bottom of your closet. Clothing on hangers may remain.



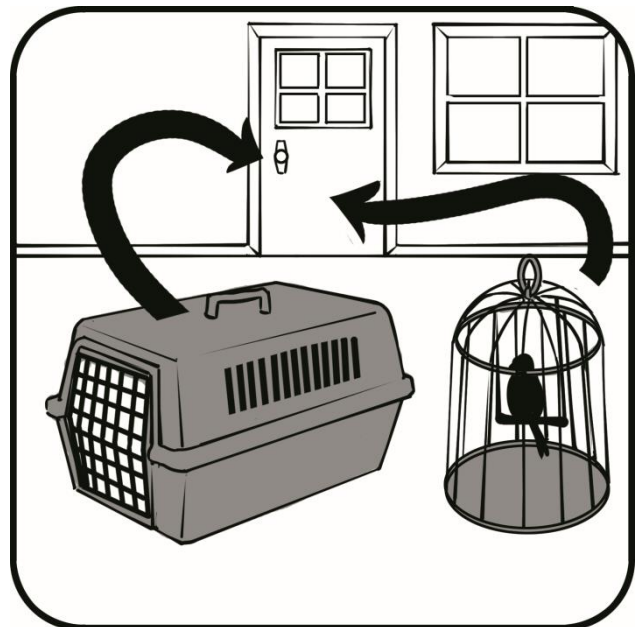
Vacuum furniture carefully
(mattress, sofa, cracks and crevices).



Vacuum the room.
Empty vacuum into a plastic bag, tie tightly and throw it away.



Inspect personal items for bed bugs.
Bag all items that are bed bug free. If unsure, leave items for treatment.



Remove pets from your unit during treatment. Remain outside of your unit for at least 4-6 hours.