A close-up, high-magnification photograph of a bed bug. The image shows the dark, segmented head and the long, jointed antennae. The antennae are covered in fine, light-colored hairs. The background is a bright, out-of-focus white, which makes the dark, textured body of the bug stand out prominently. The lighting is dramatic, highlighting the intricate details of the insect's anatomy.

THE **BED BUG**  
RESOURCE  
MANUAL



# THE BED BUG RESOURCE MANUAL:

A Guide to Preventing, Treating and Coping with Bed Bugs



THE COMMUNITY BED BUG COMMITTEE  
AND  
WOODGREEN COMMUNITY SERVICES  
TORONTO

OCTOBER  
2008



All photographs used with permission from Dr. T. G. Myles,  
from the website: [http://www.utoronto.ca/forest/termite/  
Bedbugs/photoindex.html](http://www.utoronto.ca/forest/termite/Bedbugs/photoindex.html)

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## the bed bug resource manual

WOODGREEN COMMUNITY SERVICES first began hearing about bed bugs in Toronto around five years ago. Stories about bed bugs began appearing in newspapers and on television. We started hearing about bed bug occurrences from members of the community and our clients. Community reports of potential bed bug infestation began to emerge.

People living in high rise buildings, low rise buildings, semi-detached and detached homes and in permanent and transitional housing were telling us of suspected bed bug infestations in their homes. In some cases, people were being bitten and asked for our help to determine whether these bites were from bed bugs.

The problem affected a variety of residents, from a wide range of income levels and housing types, from renters to home owners. Research also showed us that this was not just an issue facing Toronto, but all larger North American cities. Communities worldwide were being impacted by bed bugs in a big way.

As we continued to work with members of our community to help them tackle the issue of bed bugs, we realized how much work it actually took to get rid of bed bugs. The process is grueling. Apartments and homes must be repeatedly treated. All clothes must be placed in airtight bags. Daily vacuuming is essential, as is sealing baseboards and the floor, and, in some cases, throwing out much of furniture in the affected home. We quickly realized that many people did not have the financial resources and energy to do everything that was required.

We knew that immediate action was necessary to reduce the levels of bed bug infestations we were hearing about in Toronto. We organized the Bed Bug Town Hall at WoodGreen Community Services on November 14, 2007. We felt something had to be done right away, and the 300 people who attended the Town Hall felt the same way.

This Bed Bug Resource Manual summarizes all of the information that was presented and available at the Bed Bug Town Hall. We hope that everyone who reads it finds it a useful resource. We encourage you to share and use any of the information in this manual to help address bed bugs in your neighbourhood and community. It is through increased awareness, education, community supports and resources that the incidence of bed bugs can be reduced.

Sincerely,

Rima Zavys, Director  
Homelessness and Housing Help Services  
Mental Health and Developmental Services  
WoodGreen Community Services  
Toronto, Canada  
June 2008



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## ACKNOWLEDGEMENTS

We want to acknowledge all of the members of the original bed bug committee who organized the first town hall on bed bugs that was held at WoodGreen:

Amele Zewge-Teffer, Matt Bahen, Sherbourne Health Bus

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And especially acknowledge Amele Zewge-Teffer, who came up with the original idea to organize a town hall on bed bugs and started all of us on a process to get the issue of bed bugs acknowledged more seriously in Toronto.

We'd also like to thank Joyce Brown who took on the huge task of compiling and writing down all of the information from the Bed Bug Town Hall.

Many community organizations have started to put together fact sheets, information brochures, and policies on bed bugs.

We have included some of the resource materials handed out during the Bed Bug Town Hall in this manual. We hope that these are helpful resources to communities, groups, agencies, tenants, and landlords who are tackling the issue of bed bugs, in their local neighbourhoods.

We'd like to thank the following organizations who agreed to have their materials distributed:

COTA Health

Davenport Perth Neighbourhood Centre

Housing Services Inc.

Regent Park Community Health Centre

WoodGreen Community Services

We'd like to thank Toronto Public Health for its generous support and funding of this manual



## INTRODUCTION

In 2007, a subcommittee of the Sherbourne Health Bus Community Advisory Panel began to meet to discuss the issue of bed bugs. The group was made up of shelter, housing and health care staff working in the downtown core and had representatives from Central Neighbourhood House, Parkdale Activity Recreation Centre, Sherbourne Health Centre, Street Health and WoodGreen Community Services. Working in conjunction with this committee, WoodGreen Community Services hosted a Town Hall meeting on November 14, 2007, on the topic of bedbugs.

Over the past few years, bedbugs have reemerged as a public health issue across North America. Infestations have crossed all class and economic divides, as the bed bug requires only a place to shelter from light and a host that is periodically present.

However, because bed bugs can travel between apartment units and because they can be contracted from common areas, people living in multiple unit buildings, shared accommodation, and individuals using shelters or drop-ins are particularly at risk. This puts people on low-incomes and the homeless at a disadvantage as

they often live in this type of accommodation. At the same time they do not have the financial resources to adequately respond to bed bug infestations. Staff working in shelters and drop-ins are also at risk of taking home the insects.

Staff at Toronto Public Health, Toronto Community Housing (TCH), non-profit housing providers, shelters, and drop-ins as well as tenants have been responding to the bed bug problem for the past few years and they have been developing a variety of strategies for battling bed bug infestations.



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*Bed bugs are most active at night.*

**THE PURPOSE OF THE NOVEMBER FORUM WAS TO:**

- \* **acknowledge the public health impacts of the bed bug crisis**
- \* **gather and exchange the information that has been developed across the sector**
- \* **identify policy gaps**
- \* **identify the resources needed to address the issue across the city**
- \* **develop long term solutions such as:**
  - a bed bug reporting hotline and website as well as an information resource phone line
  - monetary and housekeeping supports for low-income individuals, particularly those in receipt of income supports, to assist them in getting rid of bed bugs
  - vacuum lending stations
  - bedbug outreach teams
  - methods for providing information to landlords
  - funding for research to identify solutions and assist agencies and individuals in developing coordinated plans for dealing with the problem.

On November 14<sup>th</sup>, there were presentations from a variety of experts: Abbas Ghavam-Rassoul, Family Physician on the Shared Care Team at the Centre for Addiction and Mental Health (CAMH) and St. Michael's Hospital; Heather Richards CPHI(C), Environmental Health Officer, Toronto Public Health; Sam Bryks, Manager Environmental Health Services, HSI Solutions; and Sarah Shartal, a lawyer with Charles Roach and Associates. Over 300 people attended the forum including managers and front-line staff from non-profit housing providers and social service agencies, drop-in workers, community outreach workers, tenants, landlords, managers of private rooming houses and boarding homes, and the media.

This manual provides an overview of the information presented during the forum as well as information collected from a variety of other sources. The Bed Bug Committee predicts that the bed bug problem will increase over the next few years and that it is critical to use this information to develop comprehensive strategies to address the problem NOW. The Centre for Urban and Community Studies also raised the alarm about bed bugs in Toronto back in 2003.

If the resurgence of bed bugs in shelters and other public facilities is not contained, there is the risk of a continuous and escalating growth in the source populations, leading to larger-scale infestations, which will require more frequent and costly control efforts later. As the source populations grow, the rate of spread will inevitably increase and bed bugs will begin to be seen in hotels, apartments, theatres, restaurants, public transit, hospitals and eventually detached single-family homes. Most pest control operators and entomologists who have been consulted on this problem agree that Toronto is still at the low end of a potential exponential population growth curve for bed bugs and that the problem is destined to get much worse in the next several years. (Research Bulletin # 19, December 2003).

**It is clear that Toronto must devote time and resources to this problem.**



---

*It's Not Your Fault.*

*Talk to someone (a friend or worker from a community agency) if you need support.*

## THE REEMERGENCE OF BED BUGS

Canada was virtually bed bug free for about fifty years; however, the situation has changed drastically in the past five to six years due to increased travel and changes in pesticide use. In the 1940s and 1950s, bedbugs were effectively eliminated in North America with the widespread use of DDT but today's insecticides, with their lower rates of toxicity are not as potent. The replacement of insecticidal sprays (which affected a variety of insects) with gels and powders that have little impact on bed bugs and no impact on their eggs, has also allowed bed bugs to flourish. There is also some concern that bed bugs may be becoming resistant to some pesticides.

In the past few years, bed bugs have been found in hotels, shelters, condominiums, jails, schools, hospitals, university residences, nursing homes, offices and on public transit. Even Harvard University has now developed a bed bug protocol for faculty, staff and students.

Bedbugs are commonly transported in luggage or belongings (including purses, gym bags and briefcases),

in clothing or in used furniture or electronics. Vacant apartments or rooms that appear clean and well kept may harbour bed bugs, as they can remain dormant for extended periods. Bedbugs may also move between units through cracks in drywall or plaster and through holes meant for wiring and plumbing. Tenant common areas and laundry rooms can also be sources of contamination. Furniture and other items that are



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*If you live in an apartment building bed bugs may travel from one unit to the next.*

infested and being removed from buildings may also spread the insects if these items are not properly wrapped and sealed or if items are reclaimed by others and brought back indoors.

In 2007, WoodGreen Community Services conducted a survey to determine the extent of the problem in the social service sector. 163 individuals from a variety of organizations (multi-service agencies, drop-in services, non-profit housing, mental health services,

developmental services, shelters, housing help centres, etc.) answered the survey. Nearly 90% of staff knew of community members or clients who had had bedbugs in the previous year and nearly 75% of staff had either seen or heard that there were bedbugs in their offices or on the premises where they worked. 19% of the respondents had heard of 11 to 20 incidents of bed bug infestations in the past year. They reported that the impact on staff was significant in terms of the amount of time devoted to the issue as well as personal stress.



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*Anyone can get bed bugs.*

## THE IMPACT

There are both physical and social consequences to bedbug infestations. It is important to note that bedbugs do not spread disease; however their bites may cause extreme itchiness for some individuals. Secondary infections can develop as a result of scratching bites and individuals with compromised immune systems, diabetes and circulatory problems may be at increased risk with infected bites. Allergic reactions to bites may also cause inflammation and irritation.

At times, diagnosis of the problem can be difficult as there are a variety of skin conditions that cause itchiness including: eczema, allergies, irritation, anxiety, liver disease and diabetes. Bed bug bites may not always be apparent and when they are, they can look similar to the bites of mosquitoes, fleas, spiders and other insects. Bites may be pink or red with a central dimple or they can develop into raised red welts. They are often intensely itchy. It is not uncommon for a person to be bitten repeatedly, without having seen a bed bug.

People who discover bed bugs may be reluctant to reveal that they have an infestation because of the social stigma and shame attached. Once found, bedbugs are often hard to eradicate. This in turn causes anxiety for individuals living in infested conditions. Insomnia, fear and stress are common responses to discovering that one has bedbugs,

It's important to remember that bed bugs don't spread diseases and that they can be controlled.

It is best not to scratch the bites.

Calamine, hydrocortisone cream and ice can lessen the itch.



---

*Bed bugs are oval, wingless insects.*

# HOW TO IDENTIFY BED BUGS

Effective bed bug control strategies start with a careful inspection and **identification** of the bugs.

Bed bugs are oval, flat, reddish brown insects about 3/16 of an inch long. They have three segments in addition to a rounded beak and antennae, vestigial wings and a thin coat of fine golden hairs. Males have a pointed abdomen while females have a rounded abdomen. Before feeding they are flat; after feeding they become engorged and turn a darker reddish color.

Bed bugs feed only on the blood of mammals or birds. Although they prefer humans, they will also feed off other hosts including pets and rodents. The average life span is between six to nine months and a female may lay 200 to 500 eggs in her lifetime. Small whitish eggs are laid in loose clusters and covered in a glue-like substance. Eggs hatch in about 10 days. Remnants of shells often remain after nymphs have hatched. Newly hatched nymphs must feed within 2 days or they die, although an adult can



MALE

survive up to a year or more without feeding. In ideal conditions--at room temperature and feeding at regular intervals—bed bugs reach maturity in about five weeks.

The insects are nocturnal; hiding in the daytime and traveling from five



FEMALE

to twenty feet (each way) at night to feed. They are attracted by body heat and exhaled carbon dioxide. They can move quickly, similar to the speed of a fast moving ant. Bed bugs feed for approximately five to ten minutes and will feed every few days if a host is available. When they bite,



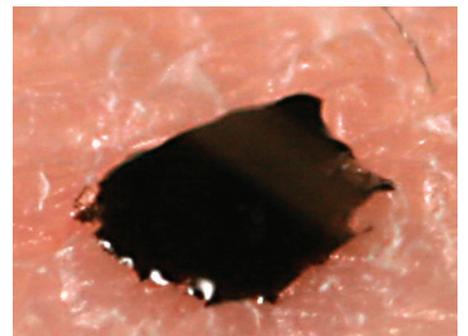
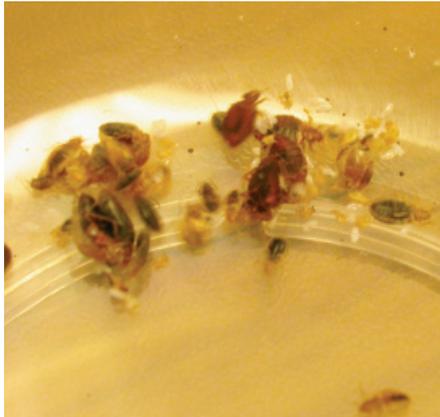
*Bed bugs can live up to 18 months without feeding.*

bed bugs inject saliva, which thins the blood and prevents coagulation. This saliva contains a mild anesthetic, which initially masks the bite and delays the onset of itching.

Although sometimes hard to find, bed bugs or their eggs are often:

- \* in the creases and folds of mattresses and box springs
- \* in cracks in bed frames or head boards
- \* in upholstered furniture
- \* under chairs, couches, beds and area rugs
- \* between cushions and in the folds of curtains, in drawers and closets
- \* around window and door casings and behind baseboards
- \* behind electrical plates, loose wallpaper and paintings
- \* in cracks in plaster
- \* in electronics, such as clocks and computers.

They may also be identified by small bloodstains and reddish-brown fecal spots on sheets and mattresses. In severe infestations, an unpleasant sweet smell may be present.



*Bed bugs bite at night, especially around the face, neck, upper body, arms and hands.*

## CONTROL MEASURES

An Integrated Pest Management (IPM) approach is considered to be the most effective way to treat and prevent infestations of bed bugs. It usually includes a variety of methods: the use of fumigation and pesticides, cleaning and vacuuming the infested space, laundering and drying clothes at high temperatures, and regularly monitoring sleeping areas. Everyone needs to be educated about bed bugs. People living in rental units need to work with their landlords and pest control services in implementing treatment strategies, assessing their effectiveness and deciding on the need for further treatment.

In some instances entire buildings will be treated at once, in others a specific area may be targeted or a certain number of units may be sprayed per month on a rotating basis. The approach usually depends upon the size of the

building, the degree of infestation and logistical issues. There is some evidence to indicate that bed bugs may build up a resistance to sprays if efforts to control them are too piece-meal.



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*If you are sensitive to the bite you may have an allergic reaction.*

**Planning and preparation for treatment by a pest control company requires considerable effort and time on the part of homeowners, tenants, staff and/or landlords.**

**This includes:**

- \* assessing the number of units infested,
- \* determining the degree of infestation,
- \* determining if other pests or rodents may be present,
- \* determining the number of holes or cracks needing to be sealed in walls, floors and ceilings, cupboards, around pipes,
- \* assessing the need for new mattresses or beds in severe infestations,
- \* planning for the time that tenants must be out of their units (usually 4 to 8 hours),
- \* accommodating tenants with particular medical or mobility needs,
- \* finding or providing alternative accommodation for people with respiratory illnesses or pregnant women (pregnant women are usually advised to stay out of their homes for 24 hours after spraying),
- \* assisting some residents in preparing for a spraying,
- \* accommodating pets,
- \* determining the quantity of laundry that will need to be done and whether the services of a professional laundromat are required,
- \* establishing the number of plastic mattress bags and plastic coverings needed to dispose of furniture,
- \* engaging a disposal company to take away infested mattresses and furniture.

**A thorough cleaning and vacuuming process needs to be done prior to spraying. Some professional pest control companies will include this as part of their services.**

**This typically involves:**

- \* inspecting mattresses, bed frames and other hiding spots,
- \* vacuuming all crevices and any objects close to the bed,
- \* emptying and vacuuming dressers and closets,
- \* vacuuming and steam cleaning mattresses,
- \* placing used vacuum bags in double plastic bags before discarding,
- \* washing all linens and clothes in hot water and placing them in a hot dryer for at least 20 minutes,
- \* placing all clean clothing and linen in garbage bags and labeling them,
- \* bagging and labeling any clothing that cannot be immediately washed or that requires dry cleaning,
- \* removing any clutter or unnecessary items so that spraying can be done more effectively,
- \* thoroughly wrapping in plastic and securely taping any beds or upholstered items to be removed (this prevents bed bugs from dropping off in other areas as they are being transported out of a building),
- \* labeling mattresses and furniture that are to be discarded with a sign indicating that they contain bedbugs,
- \* sealing cracks and crevices and any openings where pipes and wires come into the home.



*Do not pick up furniture or things from the street or bring things into your home from places that might have bed bugs.*

While waiting for pest control treatment, the bed frame should be pulled from the wall, the frame and mattress thoroughly vacuumed and the mattress incased in a mattress bag. Sheets and blankets should be pulled well above the floor and the base of the legs of the bed should be coated in Vaseline so that the bed bugs are unable to climb. The placement of double sided tape around the perimeter of the bed may add a further barrier.

After spraying, the site should be monitored daily with glue boards or carpet tape to determine if there is still bedbug activity. Even after professional spraying, some bed bugs may remain for up to ten days. If bed bugs persist after two weeks, staff/landlord should be contacted. As bed bugs may remain dormant for up to 18 months, it is recommended that regular inspections and in some instances treatment continue for at least three months following the original infestation. In the case of severe infestations, it may be most cost effective to develop a six to twelve month agreement with the pest control company.

- \* If kept on for 20 minutes, the **heat of a dryer** destroys bed bugs and their eggs.
- \* If an infestation is light, an industrial, **steam cleaner** is also an effective method for killing bugs in mattresses, upholstered furniture and carpets.
- \* **Double-sided carpet tape** is useful in keeping bed bugs from entering other rooms and in tracking their presence.
- \* Generally over-the-counter pesticides are not recommended; however, if over-the-counter pesticides are being used, care should be taken to follow all directions. Over-the-counter pesticides will kill bed bugs on direct contact; however, sprays may also cause them to scatter. There are few if any residual benefits and use of these pesticides will not kill bed bug eggs. **Insecticides should not be used on mattresses or bedding.**



*Worldwide, there are reports of increasing numbers of bed bug infestations.*

## STAFF ISSUES

Staff working in social housing settings, community centres, drop-ins, shelters, community clinics, and staff engaged in community outreach are at increased risk of taking bed bugs back into their homes—either on their clothing or in briefcases or bags.

Working in settings where bed bugs may be present adds stress to the job; therefore, clear protocols for addressing bed bug infestations and on the job practices that reduce the risk of contracting bed bugs can be very helpful.

As the prevalence of bed bugs has increased, more front-line staff are assisting tenants in preparing rooms for spraying. This may present dilemmas for agencies and housing providers who lack funds to hire additional staff and for case management or housing staff who may already be working at capacity and who are not used to and/or are reluctant to take on such activities.

- \* Staff who are working in severely infested areas, or staff who are assisting with cleaning and treatment of an area, should wear hooded poly-propylene suits, shoe covers, and latex gloves and they should be trained in the proper use of this equipment. There should also be limits related to the lifting of mattresses or other furniture and pre-cautions for handling garbage, needles, etc.
- \* Staff who are working in high risk settings where they are likely to come into contact with bed bugs should consider changing into work clothes and shoes when they arrive at work and removing them before going home at the end of the day. Whenever possible staff should leave “work only” clothing bags at work and if possible do their laundry on site. Purses, briefcases, bags and laptops should be kept in a sealed plastic container along with street clothes.
- \* Care should be taken not to wear work clothes in cars.
- \* If street clothes are worn into an area that may have bed bugs, pant cuffs should be checked as well as bags and brief cases.



*Eradicating bed bugs requires persistence.*

Agencies and staff should develop clear policies regarding expectations for staff in relation to risk reduction and prevention, the reporting of bed bugs on site or in tenants/clients homes, response procedures and participation in treatment plans. (See Appendix for sample protocols).

Staff who discover that they have bed bugs in their own homes should report the situation to their supervisor immediately to allow other employees to take precautionary measures. Agencies should also have protocols in place that address issues of confidentiality. Compensation for expenses that employees incur as a result of contracting bed bugs may also be considered.



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*Bed bugs can hide in extremely small cracks and crevices, making it difficult to locate breeding sites.*

## COMMUNITY INVOLVEMENT AND EDUCATION IN MULTIPLE-UNIT BUILDINGS

Community education is critical in ensuring the success of any plan for bed bug treatment. Members of the community need to know how to identify signs of bed bugs, methods for eradication and strategies to prevent re-infestation. Their involvement in spraying and treatment plans and implementation of those plans is essential. Community participation is often the most effective method to achieve co-operation in battling bed bugs.

Those who are not willing to become involved in community efforts or to attend information sessions about bed bugs will need to be approached individually to develop plans for prevention or treatment if they are in an infested building or frequenting places known or suspected to have bed bugs.

Landlords or building managers as well as housing or support staff should be knowledgeable about resources that can be made available such as funding for spraying and/or replacement of beds or mattresses, vacuums, cleaning services, etc. They should also have protocols for addressing situations where a tenant refuses to allow pest control companies or staff into their unit to assess or treat bed bugs. In some instances, landlords may resort to issuing an eviction notice.

Once units have been treated with an integrated pest management approach, there should be protocols for on-going monitoring for the presence of bed bugs in order to determine the need for further treatment. If monitoring is carried out routinely, it is more likely that infestations can be eliminated or controlled. The monitoring process should be written and made available to all those involved.

A Pilot Project carried out in Vancouver's Downtown East Side indicated that peer advisors or "tenant assistants (TAs)" were very effective in eliciting cooperation from tenants and that the tenants felt that the TAs were extremely helpful in expediting the treatment process and making it

a success. The TAs were involved in bed bug information sessions, garbage removal, vacuuming, collecting and labeling laundry, and bagging and removing infested mattresses and furniture. They also educated the tenants on future control and prevention strategies.



---

*Community involvement is essential in getting rid of bed bugs.*

## WORKING WITH LANDLORDS AND LEGAL ISSUES

Once bed bugs are discovered, the landlord or building manager should be contacted and a plan for treatment should be developed. In Ontario, landlords have a legal obligation to maintain their properties to allow for the reasonable enjoyment of the premises. It is the tenant's responsibility to prepare for pest control treatment if they are physically capable of doing so.

If a landlord fails to address a bedbug infestation, a tenant may make a Maintenance Application (T6) to the Landlord Tenant Board. There is a cost of \$45 to make this application. After a hearing, which may take up to six weeks, the Landlord Tenant Board has the authority to issue orders to the landlord and to enforce compliance.

Tenants who are in receipt of income assistance from Ontario Works (OW) or Ontario Disability Support Program (ODSP) may apply for a community start-up grant to assist in covering costs associated with treatment (cost of pesticides, replacement of mattresses, etc.).



---

*Bed bugs can travel long distances and survive in suitcases, clothing, vehicles, aircraft, cruise ships and other modes of transportation.*

## WORKING WITH PEST CONTROL COMPANIES

Pest control companies should be asked for a written “Integrated Pest Management Plan” (IPM) that details the methods and insecticides the pest control operator will use as well as describing the preparation to be undertaken by the building manager and the tenants. Landlords, building managers and property owners should work closely with the pest control company throughout the process to be sure that it is carried out according to the agreement. Landlords and building managers should also record data on the extent of the problem and the need for further follow-up in specific areas.



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*Bed bugs feed by piercing skin with an elongated beak.*

## COMMUNICATION PLANS

A key component of treating bed bug outbreaks is the development of a communication plan to inform staff, tenants, community members, volunteers, students, cleaners and others who may come in contact with a site where bed bugs have been identified.

This plan needs to outline the chain of communication (tenant to staff to supervisor, manager, etc.) and the decision making process. There should be clear information about bedbugs as well as suggested action that staff, tenants, or community members can take and notification of times and dates for spraying or other treatment as well as for follow-up inspections.

The landlord, building manager or staff need to develop the communication plan. This should include:

- \* education of staff, tenants, and community members in treatment and prevention strategies,
- \* ongoing inspections and documentation,
- \* notification of dates for spraying and information as to when it will be safe to re-enter a unit,
- \* spraying and treatment as appropriate; and
- \* ongoing follow-up.



---

*Bed bugs can live in almost any crevice or protected location.*

## PREVENTION

As bed bugs are now a common occurrence in Toronto, agencies, housing providers and individuals who have not (or think they have not) encountered bed bugs should educate themselves on ways to avoid and/or detect them.

### For individuals:

- \* Second-hand clothing should be washed in hot water and dried in a hot dryer for 20 minutes.
- \* Furniture from the street should not be brought indoors.
- \* If visiting a place where bed bug activity is suspected, clothing should be changed as soon as possible after leaving the site, and the potentially infested clothing should be placed in a plastic bag until it can be laundered and dried in a hot dryer for at least 20 minutes.



---

*There are currently no known diseases associated with bed bugs.*

## Prevention for landlords, housing providers, and community agencies:

- \* Develop protocols for tenants who are moving into units and provide information packages about bed bugs.
- \* Develop protocols for users of community agencies, outlining action staff should take if individuals are found to have bed bugs on them or bed bug bites.
- \* Develop policies and procedures for dealing with bed bugs. These should be available to tenants/clients and staff.
- \* If furniture is provided, use beds with metal frames.
- \* If beds are provided, cover mattresses and box springs with completely sealed covers.
- \* Replace upholstered furniture in common areas with vinyl or metal.
- \* Vacuum common areas daily, paying particular attention to furniture and baseboards.
- \* Maintain records on pest control, cleaning and sanitation.
- \* Carry out routine inspections of units and common areas.
- \* Engage tenants/participants in the monitoring process and stress prevention.



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*Even though bed bugs are small, they can be readily seen with the naked eye.*

## COMMUNITY ADVOCACY RECOMMENDATIONS

In order to address the bed bug crisis that is worsening in Toronto, a number of proactive measures are required on the part of the City, landlords and building managers, shelter operators, staff, tenants, and community members. **The city of Toronto should declare bed bugs to be a significant health concern and respond with the following measures:**

- \* Conduct a survey to determine the extent of the problem among social housing providers, rooming houses, and shelters.
- \* Identify the resources needed to address the issue.
- \* Provide funds for bed bug outreach teams that would assist landlords and tenants in developing plans to address the issue.
- \* Fund housekeeping supports to assist low-income individuals in preparing for pest control treatment.
- \* Provide funds for social housing landlords to access the services of pest control companies.
- \* Establish a bed bug reporting centre so that the City can monitor the extent of the problem.
- \* Consider initiating a Bed-Bug furniture pick-up program.
- \* Expand on public education initiatives, particularly to tenants, occupants of multi-residential units and shelter users.
- \* Develop a website that is useful and interactive.
- \* Review the issue of bed bugs under Municipal Licensing.



*Large infestations of bed bugs have a tendency to disperse to other locations in a building.*

## APPENDICES

Many community organizations have started to put together fact sheets, information brochures, and policies on bed bugs.

We have included some of the resource materials handed out during the Bed Bug Town Hall in this manual. We hope that these are helpful resources to communities, groups, agencies, tenants, and landlords who are tackling the issue of bed bugs, in their local neighbourhoods.

We'd like to thank the following organizations who agreed to have their materials distributed:

COTA Health

Davenport Perth Neighbourhood Centre

Housing Services Inc.

Regent Park Community Health Centre

WoodGreen Community Services



SAMPLE TENANT NOTICE



# Say No to Bed Bugs

## Make Our Apartment Building a Bed Bugs free Environment

Many residents are experiencing a problem with bed bugs. This building is our home and everyone is needed to participate in order for us to eliminate this problem from our building. Lets work together with TCHC staff to rid the building of unwanted bed bugs.

### What you can do to prevent getting bed bugs?

Here are a few things that you can do to help prevent the spread of bed bugs. If you see a mattress/box spring outside the building, do not take it home. Bed bugs live in mattresses and box springs and before long they will infest your living environment. If you see a really nice piece of furniture in the garbage, no matter how good it looks, leave it there. Bed bugs live in cracks of furniture as well.

### How would I know if I already have bed bugs?

Look around, bed bugs are large enough to see. Look particularly under the mattress and in the seams, in and around the bed frame, and along any cracks or peeling paint in the wall or picture frames. Check in the cracks of any wooden furniture, particularly antiques. You can also spot bed bugs droppings, which may be tinged with blood.

### What you can do if you have bed bugs already?

Don't panic, your first step is report the matter to your buildings superintendent, make sure that he/she is aware of the situation so that proper measures can be taken.

### Take Action

Request an all residents meeting with your buildings superintendent to discuss the problem and to find ways to control it. If you want to do more, you can call Toronto Public Health 416 338-7600 and ask to speak to a public health inspector.

## FACT SHEET for Housing Workers/Home Support Workers [1 of 3]

### WHAT ARE THE SIGNS OF BED BUG INFESTATION?

- Blood stains, spots, streaks from crushed bugs on bed sheets
- Rusty or tiny black spots of excrement on sheets, mattresses, bed clothes, walls
- Eggs—when ready to hatch—are the size of a piece of rice
- Egg shells / shedded skins
- An offensive sweet musty odor when infestations are severe
- Bites on skin; pets scratching bites

### WHERE DO WE FIND BED BUGS?

- Beds (in tufts, seams, and folds of mattresses, cracked bed frames)
- Wall hangings, drapery pleats, behind mirrors
- Any narrow space or crevice e.g., window or door frames, baseboards, cracks in wall/floor plaster and mouldings, floor cracks, cracked furniture
- Under/inside wallpaper, electrical boxes etc.

### WHO ARE AT RISK OF GETTING BED BUGS?

- Residents in multi-unit dwellings (apartment buildings)
- Individuals in group living situations (e.g., shelters, group homes)
- Any one can get them (that is the reality)

### THE HOUSING WORKER'S ROLE

- ▶ You play a vital role - early reporting and action improves chance of quick control
- ▶ Inform your client and report to your Supervisor as soon as bugs are seen or suspected (your Supervisor will update you as the bug must be identified by an exterminator)

## FACT SHEET for Housing Workers/Home Support Workers [2 of 3]

### If a worker works in a client's home that may be infested:

#### BEFORE GOING INTO CLIENT'S HOME

- Wear old clothes
- Avoid wearing pants with cuffs, roll up pant legs or tuck into socks
- Wear any Personal Protective Equipment supplied by the office – gown, booties, cap, gloves

#### WHILE IN CLIENT'S HOME

- Avoid sitting on furniture e.g., upholstered furniture, mattresses, sit on plastic or metal chair
- Limit personal items you bring into home - leave in car or put in a plastic bag
- Hang bag from a door knob – keep your stuff off the floor
- Hang coat on metal hook instead of a chair if possible

#### LEAVING CLIENT'S HOME

- At the door or outside, remove Personal Protective Equipment, place in double plastic bag, discard in garbage

#### ONCE YOU ARE AT HOME

- Remove outer clothing immediately, keep separate from general laundry
- If time permits – put in HOT dryer for 20 minutes
- If no time – put in a green garbage bag, tie it, until it can be laundered or put in HOT dryer for 20 minutes

#### IT IS RECOMMENDED THAT EMPLOYERS

- Schedule the visit at the end of the workday
- Provide home visiting staff with personal protective equipment (PPE) for job (e.g., suit, booties, cap)

#### PREVENTION

- ▶ Do not bring infested items into home: inspect second hand beds, bedding, furniture
- ▶ Carefully inspect clothing and baggage of travelers
- ▶ Caulk cracks, crevices in the building's exteriors
- ▶ Repair or screen openings to exclude birds, bats, and rodents (alternate hosts for bugs)
- ▶ Minimize clutter

## FACT SHEET for Housing Workers/Home Support Workers [3 of 3]

### To Effectively Control or Prepare for Treatment:

#### THE HSW WILL BE AUTHORIZED TO DO SOME OR ALL OF THE FOLLOWING -

- Laundry - all bedding (e.g., comforters, pillow cases), bath (towels) and clothing in hot water and hot dryer for 20 minutes (at minimum)
- Keep clean laundry tied in bags except for what is absolutely necessary until after treatment to avoid re-infesting clean laundry
- For clothing that can only be dry cleaned – put in doubled garbage bag with moth balls and leave closed until after treatment
- Vacuum – around all bed mattresses (DO NOT LIFT), box springs, bed frames, upholstered furniture, base boards, dressers, cabinets, carpets, and drawers (Vacuuming removes eggs/bed bugs in all stages of development. Canister vacuums with brushes will reach corners, folds, seams, and crevices)
- Empty vacuum canister into plastic bag & double bag after each vacuum – dispose in garbage and remove from home
- Check behind pictures and other items on the wall. Vacuum if necessary.
- Check books/magazines/papers in room where bugs found: double bag and discard (CHECK with client)
- Use sticky tape and traps around bed legs if available
- Clear off floors, items stored under bed, and closet/cupboard shelves (within reach using 2 step stool)
- Remove cushions from chairs and couches wherever possible

#### THE FOLLOWING MAY BE DONE BUT DISCUSSED WITH SUPERVISOR IN ADVANCE:

- Remove drawers from dressers, night tables etc, and place on top of dresser/floor away from walls
- Vacuum walls, ceiling to baseboards, behind stove/fridge, curtains, blinds (tie up to raise off floor)
- Enclose mattress and box spring in bed bug covers (traps remaining bugs, eggs)
- Move all items, beds and furniture 12-18 inches away from walls
- Clear off floors, items stored under bed, and closet/cupboard shelves

► Please contact the office if you have problems with providing service as authorized.

## REDUCING RISK OF BED BUGS AND MANAGING INFESTATIONS

**Policy Type:** Reducing Risk of Bed Bugs and Managing Infestation  
**Policy Area:** Health and Safety  
**Policy No.:**  
**Effective Date:** June 13, 2007  
**Date Reviewed/Revised:**

## 1. Preamble

WoodGreen Community Services sets overall risk management policies in compliance with Regulatory Bodies/ Relevant Legislation.

WoodGreen works with many low-income, vulnerable individuals and families, who are at greater risk due to their life circumstances, higher density and/or more transient living situations for acquiring bed bugs.

WoodGreen will strive to protect the health and safety of staff, clients, students, and volunteers by having procedures in place to reduce the risk of bed bug transmission to any staff, student, volunteer, client, or community member.

This policy applies to all areas where services are provided: reception areas, meeting rooms, staff offices, clients' homes, other community agencies, and community settings etc. All staff, students, volunteers, have direct and frequent direct contact with clients. Therefore, staff, students, and volunteers have a key role in the early identification and prevention of bed bug transmission and infestation.

This policy outlines the role of management, staff, students, and volunteers in reporting, responding, and implementing strategies to reduce bed bug transmission and infestation, in the context of providing services to clients.

## 2. Policy

### 2.1 Assessment and Screening for Staff, Students, and Volunteers

It is important that staff, students, and volunteers use their good judgement and ensure that they are not taking unnecessary risks that may bring bed bugs into WoodGreen and/or their homes. This is consistent with WoodGreen's philosophy of reducing risk and ensuring the well being of its staff, students, volunteers, clients, and other members of the community.

Prior to commencing service delivery, and during the course of service delivery, staff, students, and volunteers will assess and screen whether or not clients have bed bugs or are suspected to have bed bugs. If during the initial assessment or during the course of providing services, a staff, volunteer, or student suspects or confirms that a client has bed bugs, the staff, volunteer, or student will respond the following way, in a respectful manner:

- 1) remove themselves from the client's home (if it's during a home visit).
- 2) request that the client leave WoodGreen property, if bed bugs are seen on the client
- 3) immediately report the information to their supervisor.
- 4) work with their supervisor to develop a risk assessment and risk management plan.
- 5) work with the supervisor to develop a strategy for providing ongoing services to the client, in a way that is safe and reduces the risk to the staff involved and to WoodGreen.

## 2.2 Reporting Responsibilities for Staff, Students and Volunteers

All staff, students, and volunteers must report the following circumstances regarding bed bugs to their supervisor immediately, within the context of service delivery:

- any bed bug sightings
- potential bed bug sightings (if not able to accurately identify the type of bug)
- client reports that he or she has bed bugs
- client reports that client suspects that he or she has bed bugs
- staff suspects that client has bed bugs

Reporting can be done in person, by e-mail, or by leaving a phone message. If the immediate supervisor is not available, then a report is given to another supervisor in the Unit or the Unit Director.

Also, staff, volunteers, and students must report to their supervisor if they suspect or see signs of bed bugs in their own homes, immediately. Supervisors and other WoodGreen management staff will ensure the privacy of staff, volunteers, and student placements who suspect or acquire bed bugs in their own homes, if staff wish to maintain their privacy around this issue. These reports, with identifying information will only be shared with the Director of the Unit, the Director of Human Resources, the Vice President of Planning and Operations, and the President. When necessary, WoodGreen management staff will share information about strategies being implemented regarding bed bugs in a general way, as a risk reduction strategy, without identifying the staff or program areas affected.

In order to be effective in reducing the transmission and managing infestation, reports of bed bugs must be as specific and detailed as possible, including client's name (or description of client), address, time and date of when suspicion, actual sighting, or client report occurred.

WoodGreen management staff will implement measures quickly to prevent and manage further transmission and infestation.

## 3. Procedures

### 3.2 Routine Risk Reduction Procedures to Follow to Reduce Transmission & Infestation

During the course of service provision, staff, students, and volunteers may encounter clients who have bed bugs in their homes, or in their belongings; clients may bring bed bugs into WoodGreen sites on their clothing. In order to reduce the risk of transmission or infestation, staff, students, and volunteers must following the following routine precautions:

- Avoid physical contact with clients, if this is not part of service delivery.
- Ensure clients sit in plastic covered chairs, at WoodGreen all sites (instead of cloth chairs).
- Assess initial and ongoing risk of bed bug transmission and infestation through service provision.
- Work with supervisors to develop and follow a risk management plan, when providing service to a client who has bed bugs or is suspected to have bed bugs.
- Do not bring any client items and belongings into WoodGreen buildings, unless discussed and approved by the Unit Director.
- Only accept donations or gifts from clients or donors within the guidelines outlined in WoodGreen's Donations Policy and Procedures.

### 3.3 A Service Provision Risk Management Plan

As soon as a staff, student, or volunteer reports that a client has bed bugs or there is a suspicion that a client has bed bugs, the supervision will schedule a meeting with the staff, student or volunteer to put into place a risk management plan. The risk management plan may consist of the following types of strategies:

- Identifying places to provide services other than the client's home or at a WoodGreen site, such as a coffee shop, instead of their home.
- Working with the client to put into place a strategy for identifying and eradicating bed bugs in their home. This may include providing a client with information (verbally and/or in writing) about bed bugs; identifying external or other WoodGreen internal resources that can be put into place to address issue (homemaking, extreme Cleaning Services, landlord interventions, other agency resources); contacting and/or working with the landlord to ensure that treatment of the unit occurs.
- Sharing and requesting that clients follow procedures that reduce bed bug transmission until the bed bugs are eradicated in their homes, such as wearing clothing that has been securely bagged after clothing has been washed and dried for 20 minutes in a clothes dryer.
- Carrying and wearing appropriate clothing, when providing services in the homes of clients who have bed bugs or are suspected to have bed bugs (e.g. special suits, appropriate shoes).
- Arranging for phone services, if possible, until such time that a client no longer has bed bugs in their home.

Each program area at WoodGreen will develop and/or gather appropriate written information to hand out to clients that have bed bugs or are suspected to have bed bugs.

Each management staff in the organization will keep records of the addresses and unit numbers where bed bugs exist or are suspected. This information will be shared during Unit Management meetings. The Unit Directors will share this information with other Unit Directors across the organization, as a way of minimizing risk and monitoring levels of transmission and infestation in the community.

### 3.4 Office Preparation Procedures Before and After a Bed Bug Spraying

In preparation for bed bug spraying, staff need to pull away as many things from the office walls as possible, take things off of the floor, and throw out paper boxes. The spray is effective for 4 weeks and it is safe to enter office space a minimum of 3 hours after a spray has taken place. Staff are advised to wipe their desks after a spray. As a preventative measure, all supplies in staff offices must be stored in air tight plastic containers.

## 4. Failure to Comply with Bed Bug Policy

Failure to comply with the Reducing Risk of Bed Bugs Policy and Procedures may result in disciplinary action. Taking precautions and reducing the risk of bed bug transmission is a very important factor in service delivery at WoodGreen. Staff, students, and volunteers all have a vital role to play in decreasing the transmission of bed bugs and managing bed bug infestation.

LETTER ASKING CLIENTS TO LEAVE

Date

**To All our Clients and Participants;**

Our Centre looks after the social and health needs of a wide range of community members. We must be concerned with staying open and available to all people who come to the centre.

So it is with regret that, sometimes, we have to ask people to leave the centre when they are dealing with a health or community concern. This could include diseases that are easy to catch such as chicken pox or measles. It could also include cases of head lice or bedbugs.

You are being asked to leave today because it appears that you have \_\_\_\_\_.  
Please arrange a visit with your medical professional to have this checked out.

We need to know that you are clear of symptoms before returning to your regular programs or services. This is very important.

If you have any concerns about your situation, you can call your program staff at the centre. We will help to make sure that you are getting all the assistance you need to be able to return to the centre quickly.

Thank you for your co-operation.

## LETTER REGARDING RETURN AFTER TREATMENT

### **Policy about Returning to the Centre in the Case of Suspected Bedbugs**

1. Please make an appointment to see your regular program staff before coming in on your own.
2. The staff person will want to know if you have gone through the process to treat bedbugs. You will need to let them know what is happening and where you are in the process.
3. If you need any help to complete the process, let the staff person know. They can help connect you with other resources in the community to assist you.

### **Things you need to do before coming back to the Centre:**

1. Arrange to have your unit treated. You will have to call the building superintendent and get them to make an appointment.
2. Your unit will have to be made ready for a treatment. This will involve taking things out of cupboards and drawers. You will probably be asked to put all your clothing in large plastic bags like garbage bags, that can be sealed. When you ask for your unit to be sprayed, you will probably receive instructions about all this. If not, please ask staff at DPNC what you will need to do.
3. Wash all your clothing. Use hot water and at least 20 minutes in a hot dryer.
4. Wash yourself carefully. Enjoy a long hot shower or a good soak in a hot tub. Wash your hair well. If you can, dry it with a blow dryer.
5. Once you are clean, put on clean, dry clothes that have been stored or treated properly.

The staff can help you to get through this time. If you have any questions or concerns, please call.

## How to Prepare for Bedbug Control treatment

Your Community Housing Unit has an effective Integrated Pest Management (IPM) pest control system in place to eliminate bedbugs.

If you have bedbugs in your home, it will take thorough preparation and intensive treatment to get rid of them completely. **Bedbugs are not easy to control, but if you follow preparation instructions carefully, the problem can be solved. The better the preparation and co-operation, the faster control is achieved.** Two treatments may be needed and in most cases will be sufficient. In some cases more treatments may be needed. By using good IPM prevention practices we can get rid of these unpleasant pests from your home and from your Community.

### Basic Biology

Bed bugs are most active at night when they will seek people to feed upon. The females can lay 200 – 400 eggs in a lifetime of about 1 year. Early detection and early treatment is important to eliminate these bugs. Blood spotting on sheets and finding bites on body are important signs. They can bite anywhere, but especially exposed areas such as face, neck, arms, and hands are vulnerable. The bites are not felt, but can cause a reaction in some people.

### How do they get in?

The initial source of bedbugs can be from getting used furniture or mattresses, or even from used clothing. Infestations can also be brought in on clothing by visitors or from places where people associate. When people travel, they can also bring back bedbugs in luggage from hostels or hotels. Once in a building, bedbugs may also spread from unit to unit, but especially between adjacent units.

### Prevention

- If you buy or are given any used furniture or mattresses, **be very careful.** Sofas, mattresses and comforters or sleeping bags purchased as used items may have bedbugs.
- Clutter in the home such as too much storage and boxes in a bedroom, beds directly against a wall, or clothing on floor will all make it easier for bed bugs to find hiding places. This also interferes with a good treatment.

### Why is it so hard to get rid of them?

- Bedbugs can hide almost anywhere in a home – and as they feed on people, baits do not work to control them.
- The eggs are resistant to insecticides and it is necessary to ensure that all potential hiding places are well treated so when they hatch, the insecticide also kills them.

**Because of these factors, good preparation is the most important part of bed bug control.**

## Preparation for Treatment

There are quite a few things you can do to help the treatment work better and faster.

1. Wash all bedclothes, linens, and comforters or at least dry them in a dryer. The heat of the dryer will kill adult bedbugs and eggs too in a hot drying cycle for at least 20 minutes.  
**Keep in bags for three weeks except for clothes used daily and laundered.**
2. If the infestation is known to have spread, you may also wish to put clothing that can only be dry cleaned into a doubled garbage bag with moth-balls/flakes to kill clothing pests, and leave closed for a minimum of 3 – 5 days. Read label for instructions and precautions. Do not keep this in bedroom.
3. Vacuum thoroughly **before** the treatment. You do not need to throw out mattresses or furniture. A very careful vacuuming of beds, mattresses, upholstered furniture, inside of dressers (drawers and the inside of the dresser), carpeting and throughout the apartment is very useful. Check behind pictures on wall – especially in bedroom or sleeping area. If infestation is extensive, all bookcases should also be emptied into garbage bags.
4. Dispose of vacuum bag right after finished in a doubled up grocery or garbage bag. Take this out of home immediately. Do not vacuum at baseboards for one week after treatment. A steam cleaner is also useful for treating mattresses, bed-frames and furniture.
5. If you have a box spring, it is a good idea to purchase either a plastic or a cotton bed bug cover and put the box spring inside. Bedbugs may be hiding inside the box spring and this is hard to treat. The cover will keep them inside and off people. This is also useful for mattresses after treatment.
6. Move bed(s) away from wall or any storage. Remove any storage under bed. Put insect glue boards under legs of beds to prevent insects from climbing up. Double sided carpet tape or vaseline put on the legs is a good short term way of keeping them off the bed.  
Move other furniture away from walls for treatment.
7. You will need to vacate your home when the treatment is under way and stay out for a period of 3 – 4 hours. The product does not have a strong odour, but it is a good practice to be out of the area after treatment as some individuals may be allergic or asthmatic and exposure is best avoided. Sensitive individuals or pregnant women may choose to stay out of the home overnight. This is also advisable for newborns and small children less than one year old. Remove pets. Caged birds can be very sensitive to pesticides. If you have an aquarium, turn off the air pump and make sure the top is covered as precaution.
8. Treatment does take a few days (3-5) to start to be effective.

**A SECOND TREATMENT MAY BE NEEDED DEPENDING ON THE EXTENT OF INFESTATION. YOU WILL BE ADVISED. PLEASE USE ATTACHED CHECKLIST FOR BASIC PREPARATION REQUIREMENTS.**

## PREPARATION CHECKLIST

- Confirm your service date. Your unit must be ready for treatment. Treatment may be started as early as 9:00 am. Your unit should be ready at that time.
- All clothing and bed linens including comforters and pillow cases, towels etc must be put through clothes dryer cycle for a minimum of 20 minutes on high heat. This will kill any bed bugs including their eggs.
- Place the above fabric items not needed for daily use in garbage bags and tie this off. Keep like this for 3 weeks or until problem resolved. This will protect these items against re-infestation.
- For items that must be dry cleaned, place into garbage bags or in clothes protectors with moth balls or flakes against clothing pests.
- Remove all drawers from dressers, night tables, etc., and place on top of dresser or on floor away from walls.
- Vacuum all bed mattresses, box springs, bed frames, baseboards, dressers, cabinets and drawers.
- Vacuum sofas thoroughly including seams of cushions, all folds, and at sofa surface where cushions sit, and the undersurfaces.
- Move all items in the bedrooms, living room, hallways, as possible about 12 – 18 inches away from walls to enable treatment. Floors and shelves of closets should be clear.
- Vacuum carpets and at all wall perimeters. Clean/vacuum behind stove and fridge. Vacuum curtains and blinds, and raise or tie off so they are not near the floor. Use brand new vacuum bag and when finished place in double plastic bags, tie off and dispose of directly into garbage bin if possible.
- Check behind pictures or other items on walls. Vacuum if necessary. Place on floor with back facing out if evidence is found. In any room where bedbugs have been found check all hard covered books, magazines and papers ensuring no bed bugs present and place in garbage bags.
- If you have an aquarium, turn off the air pump and make sure the top is covered as precaution.

**Do not vacuum at wall perimeters for three weeks after treatment.**

## Access for Pest Control Contractors

You do not need to be at home on the treatment day. The 24 hour notice of entry will be given in advance of the treatment.

You may be charged for the cost of the treatment if the pest control technician is unable to enter your home on the scheduled service day due to chain-lock or non-TCHC lock, or if you have not properly prepared your home for treatment. If you need assistance in preparation or if you cannot prepare please let your super or community office know. Vacuuming your home before the treatment as recommended is a very important part of preparation.

Bedbug control is a costly service but this is provided at no cost to tenants.

**Your co-operation is very important.**

## Request for Follow-up Treatment for Bedbugs

If you are still experiencing problems with bedbugs 5 - 7 days after the initial treatment or if the problem has returned 2 ñ 3 weeks after the treatment, you should ask for a follow-up treatment by one of the listed ways.

1. **Let your Superintendent know so that a treatment can be arranged. Use this form.**
2. **Drop off this form in the office in your community.**
3. **Contact the response centre at 416-981-5500 and ask for a follow-up treatment**

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

# RESIDENT FEEDBACK

The control and elimination of pests from your home and in your community is important to us. We would like to know what you think about the pest control services provided to you and what other information would help you in preventing pest problems in your home. Please circle or complete as appropriate.

## 1. What kind of pest problem in your home?

- a. Roaches
- b. Mice
- c. Bedbugs
- d. Ants
- e. OTHER \_\_\_\_\_

## YOUR FEEDBACK COMMENTS

*(you may attach a note if you wish)*

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## 2. Recent Treatment

- YES within last 3 months
- NO
  - a) more than three months / less than one year ago
  - b) more than a year ago

It will be helpful to us if you provide your Name, Telephone Number and address. Please address to us at:

## 3. Satisfaction Level

Please circle number from  
**0 = not satisfied at all to 10 = very satisfied**

0 1 2 3 4 5 6 7 8 9 10

If you were not satisfied, was this because

- a. PROBLEM NOT SOLVED
- b. SERVICE WAS TOO FAST
- c. TOO DIFFICULT TO PREPARE
- d. PROBLEMS IN BUILDING

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Your Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

## How do I know if I have bed bugs?

- ◆ Look for bloodstains on your sheets
- ◆ Look for bites on your skin in maybe a row but can be single
- ◆ Look for live bugs in your pillowcases and folds of your mattress or any dark place
- ◆ Look for bed bugs when buying furniture. Try to avoid buying used items from garage sales

## Where do you find them?

Bed bugs feed only in darkness, usually at night

- ◆ Folds of mattresses
- ◆ Pillows
- ◆ Behind loose boards
- ◆ Floor cracks
- ◆ Behind wall pictures
- ◆ Bed frames, furniture
- ◆ Any dark and hidden place!

# BED BUGS

## Are you itchy?



contact  
information

BED BUG INFORMATION FLYER - BACK

### What are bed bugs?

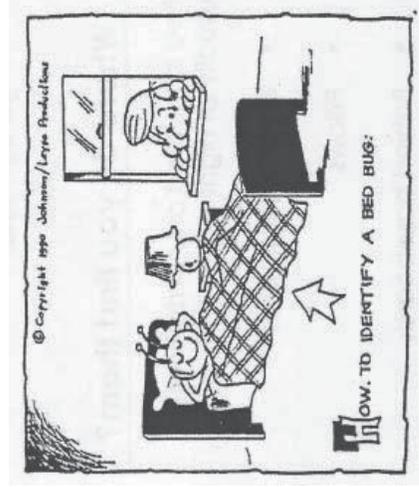
- ◆ 1/4 inch long bugs (about the size of a pencil eraser)
- ◆ Bed bugs do not spread disease
- ◆ They are flat and tan colour before feeding and red and drop-shaped after feeding
- ◆ Bed bugs are a pest
- ◆ They travel from place to place by walking (they do not fly)
- ◆ They bite you and take your blood (like a mosquito)



### What can you do if you have bed bugs?

- ◆ Try not to scratch!
- ◆ Apply calamine lotion to the bites to soothe the itching (shake well first)
- ◆ You can take an anti-allergy pill to ease the itching (ask your doctor or nurse about the best type)
- ◆ If the bite looks infected (warm, red, oozing, sore) see your doctor or nurse
- ◆ Wash and dry clothing and bed sheets and other linens—The heat will kill the live bugs
- ◆ Apply a one-inch band of petroleum jelly (Vaseline) around each wood leg of your bed
- ◆ Place each leg of the bed in a clean, polished metal can (e.g. old soup cans)
- ◆ Metal bed frames make it harder for the bugs to climb since they are slippery
- ◆ Move your bed an inch or two away from the walls and keep sheets off the floor

- ◆ Seal your mattress with fitted vinyl cover
- ◆ Vacuum any bugs that are present
- ◆ Rent a steam cleaner and apply the steam to the mattress, bed frames, carpets, rugs, and draperies.
- ◆ Caulk and fill holes that may be present around your baseboard



## REFERENCES

## References

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<http://www.utoronto.ca/forest/termite/BedbgRB19.pdf>  
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**Bed Bugs Fact Sheet**

Toronto Public Health, February 2008  
<http://www.toronto.ca/health/bedbugs.htm>  
*pdf. 2 page fact document*

**How to Get Rid of Bed Bugs**

Pest Control Canada, August 2<sup>nd</sup>, 2007  
[http://www.pestcontrolcanada.com/INSECTS/get\\_rid\\_of\\_bed\\_bugs.htm](http://www.pestcontrolcanada.com/INSECTS/get_rid_of_bed_bugs.htm)  
*Bed Bug information and control*

**Bed Bugger**

<http://bedbugger.com>  
*All things bed bug related: news, facts, forums, resources*

**A Code of Practice for the Control of Bed Bug Infestations (2<sup>nd</sup> Edition Draft)**

Stephen L. Doggett, Australian Environmental Pest Managers Association Ltd., June 2007  
<http://medent.usyd.edu.au/bedbug/>  
*Comprehensive manual as a pdf. Download*

**Bed Bugs**

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<http://www.mayoclinic.com/health/bedbugs/DS00663/DSECTION=10>  
*Self care and treatment of bed bug bites*

**Bed Bugs**

Bookrags, 2006  
<http://www.bookrags.com/wiki/Bedbug>  
*Detailed information on infestations and pre-treatment tasks*

**Bed bugs – University of Kentucky fact sheet**

Michael F. Potter, University of Kentucky College of Agriculture, 2007  
<http://www.uky.edu/Agriculture/Entomology/entfact/struct/ef636.htm>  
*Good overview of bug, infestations, and treatment facts.*

**Bed Bugs: Biology and Management – Harvard School of Public Health**

<http://www.hsph.harvard.edu/bedbugs>

***Battling Bedbugs is Not Easy***

Joe Fiorito. Toronto Star. November 12, 2007

***Landlords' Bed Bug Secret Creeps Out***

Joe Fiorito. Toronto Star. September 17, 2008

**For more information, please contact**

## HANDOUTS

Many community organizations have started to put together fact sheets, information brochures, and policies on bed bugs.

We have included some of the resource materials handed out during the Bed Bug Town Hall in this manual. We hope that these are helpful resources to communities, groups, agencies, tenants, and landlords who are tackling the issue of bed bugs, in their local neighbourhoods.

We'd like to thank the following organizations who agreed to have their materials distributed:

COTA Health

Davenport Perth Neighbourhood Centre

Housing Services Inc.

Regent Park Community Health Centre

WoodGreen Community Services





## How do I know if I have Bed Bugs

### WHAT DO BED BUGS LOOK LIKE?

- Bed bugs are oval, with no wings
- Before feeding, they are brown, about 1/4 inch long; after feeding, they turn dark red and become bigger
- Bed bugs usually live for about 1 year. They can lay about 200-400 eggs during a year
- Their eggs are whitish, about the size of a pinhead, and hatch in about 10 days

### DO BED BUGS BITE?

- Bed bugs bite and feed on human blood
- Bed bugs bite at night, especially around the face, neck upper body, arms and hands
- You might not know that you have been bitten
- If you are sensitive to the bite you can have an allergic reaction
- If you scratch the bite you might get an infection
- Bed bugs can live up to 1 year without feeding

### HOW DO BED BUGS GET INTO MY HOME?

- Bed bugs can be carried into your home on things like furniture, clothing, bags, luggage
- Do not pick up any furniture or things from the street or bring things into your home from places that might have bed bugs
- You might also pick bed bugs up while staying in other people's homes or hotels
- If you are not careful, bed bugs can be carried into your place
- Bed bugs can also come into your place from your neighbour's apartment. Bed bugs travel along pipes, wires, cracks in the wall

### WHAT ARE SOME SIGNS THAT I HAVE BED BUGS?

- Blood stains, spots, streaks on your sheets from crushed bugs
- Rusty or tiny black spots on sheets, mattresses, bed clothes, walls
- Eggs – when ready to hatch the size of a piece of rice
- Egg shells/shedded skins on your sheets or bed
- A sweet musty smell, when you are infested
- Bites on your skin; your dogs and cats scratching bites on their skin

### WHAT DO I DO IF I HAVE BED BUGS?

- Contact your landlord to arrange for a spraying treatment and sealing
- Let your worker know to find out if you can get some help with preparing your place
- Do the vacuuming, cleaning, and preparation that is necessary before and after a spraying to make sure all the bugs are gone



## What to do if I get bed bugs in my home

### IT'S NOT YOUR FAULT—BED BUGS SPREAD VERY EASILY

- Talk to someone (a friend or worker from a community agency) if you need support
- If you live in an apartment building bed bugs easily travel from one unit to the next
- Anyone can get bed bugs
- It doesn't matter how clean your place is

### TAKE ACTION RIGHT AWAY

- Take a look at your mattress and bed frame, especially underneath, and in the folds, where bed bugs like to hide
- Vacuum all the areas of your mattress every day
- Empty the vacuum bag right away and put the vacuum bag in plastic bags, seal the bags well, and throw them in the outside garbage
- Scrub your mattress seams to get rid of the eggs and the bugs
- Seal your pillows and mattresses with a plastic cover or actual bed bug encasement
- Remove clutter from your home and put discarded items in sealed plastic bags in the garbage
- Wash all of your clothes and bedding in hot water and dry on high heat for at least 20 minutes
- Put all washed clothes in plastic bags, seal the bags well, and keep your clothes in sealed bags until spraying is completed

### ON THE DAY OF THE SPRAYING

- Do not return the clean clothing and bedding to your apartment until after your apartment treatment is finished
- Bathe yourself and wash the clothes that you are wearing and wear only the clothes you have just washed
- Bathe your pets and take them out of your home until the spraying is over
- Do not go back into your unit, until your are told it is safe to do so

### AFTER THE SPRAYING HAS TAKEN PLACE:

- Continue to vacuum your mattress and home every day to get rid of bed bugs and eggs that might still be there
- You may continue to see some live bed bugs for up to ten days—this is normal
- Closely examine any items that you are bringing into your home to make sure they don't have any bugs on them
- Put out glue boards or double sided tape around your bed and other furniture, to catch the bed bugs
- Arrange for your landlord to caulk cracks and crevices between baseboards, on wood bed frames, floors and walls; tighten loose light switch covers; seal any openings where pipes or wires come into your home
- If you still see bed bugs after 3 weeks, notify your landlord for further spraying or treatment



## Vacuum protocol

When vacuuming, the nozzle portion of the vacuum must be used!



### Remember:

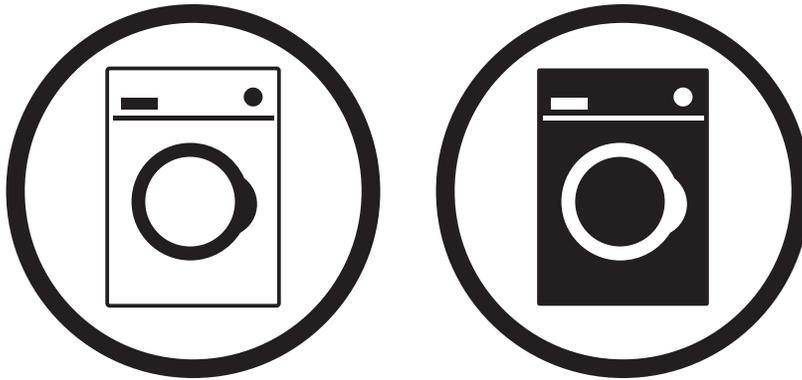
#### VACUUM

- under furniture;
- along baseboards and outlets;
- around and under stationary items;
- in crevices;
- under rugs;
- in drawers;
- around window and door casings;
- behind wall hangings;
- over telephones, radios, clocks and computer components.





## Washing work clothing



### Helpful Tips if there is a likelihood of bed bugs in the workplace or in places you will be visiting in the course of your work....

- Keep a change of clothing available at work
- Once you change clothing at work keep your street clothes in a plastic bag or container
- Keep bags and briefcases off the floor or in a plastic container
- Try not to wear work clothing home, in your car or on TTC
- Wash work clothing (preferably at work) in hot water on a vigorous cycle
- Dry work clothing in the dryer on a high setting for at least 22 minutes
- Inspect your clothing, especially pant legs before leaving work or getting into your car
- Avoid open toe shoes or pants that do not cover your skin
- Tuck your pants into socks



- ▶ Don't forget to utilize the various items supplied to staff to help with bed bugs.



