

Bed Bug Procedures

Purpose

In order to reduce the likelihood of an infestation, [Company Name] has developed inspection and treatment protocols to quickly eliminate bed bugs found on the premises.

Standard

- If bed bugs are reported by a resident, team member, or supplier partner, team members must take immediate action to address the issue. The
- Community Manager must contact an approved, experienced, reliable pest control service with a successful record of eradicating bed bugs. The community staff must not attempt to treat bed bugs in-house.
- Team members must adhere strictly to the pest control company's instructions, never deviating from the required process.
- Team members must not agree to pay for any bed bug-related costs incurred by a resident or accept any liability for the infestation.

Documentation

- Team members must document:
 - Detailed notes for every action taken related to the bed bug issue
 - Any actions taken via the service request process
 - All conversations with residents regarding the bed bug issue
- The signed Bed Bug Addendum must be included in the lease paperwork to reduce management/ownership liability if bed bugs are found at the community.

Procedure

1. If alerted to the presence of bed bugs by a resident, determine why the resident believes there are bed bugs in their apartment.
2. If alerted to bed bugs by a maintenance team member or pest control technician, contact the affected residents to discuss the situation.
 - a. Provide helpful, nonjudgmental support and services to earn the resident's cooperation and to remedy the situation as quickly as possible.
3. Contact an experienced pest control company that is an approved supplier partner and has a successful record of treating bed bugs effectively. See [Supplier Partner Requirements](#).
4. Ensure that individuals entering the infested apartment wear protective clothing, which must be removed and bagged immediately after the inspection.
5. If bed bugs are confirmed:
 - a. Ensure that all adjacent apartments are inspected and treated by the pest control company based on the findings.
 - b. Provide pretreatment instructions to each affected resident.
 - Pretreatment may involve washing, drying, and bagging all bedding, pillows, stuffed animals, and any other items that may have come into contact with the pests.

- Have the resident sign the pretreatment instructions indicating their understanding.
 - c. Ensure the resident has enough time to prepare accordingly before the treatment.
6. Be aware of the required follow-up steps, which are extensive and may include the following:
- a. Removal and destruction of any infested furniture
 - b. Daily vacuuming (which must be followed by removing and double-bagging vacuum bags before their disposal)
 - c. Daily inspections (which may involve the use of dogs trained to detect bed bugs)
 - d. Follow-up treatments