

## **Bed Bug Response Plan**

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Background: Bed bugs are showing up in all types of buildings throughout the United States including commercial office buildings. It is critically important to handle all occupant's complaints about being bitten by something in the workplace tactfully and seriously. The following protocol should be followed when responding to this type of facility issue:

1. Ask the occupant the following questions and note their response:
  - a. Have you personally seen any insects in your work area?
  - b. If so, what did they/it look like? Size, color, length?
  - c. Where have you been getting bitten?
  - d. Are you aware of anyone else in this area who has been bitten?
  - e. How many days ago did this begin?
  - f. Are you aware of anyone in your household who has similar symptoms?
2. With a flashlight, visually inspect the work area for any signs of insects. Pay particular attention to workstation raceways, and furniture edges close to where the occupant sits. If something is found, capture and container the insect for the exterminator's review.
3. If nothing is found during the visual inspection, set up the bed bug CO2 trap in the corner of the work area and place two glue boards along side of it.
4. Inform the occupant of the inspection process, and inspect the trap and glue boards the next morning. If nothing is found, set the traps back up for another day. The current CO2 traps will work for up to five days once they have been activated.
5. If insects are found, take the CO2 trap or glue board to the facilities area and call the exterminator to come in and pick up and identify the specimen immediately.
6. If the exterminator confirms a single bed bug is found in one of the traps, set up the CO2 trap and glue boards again to prove the presence of additional bed bugs before performing a full extermination of the area. Check boards and traps daily.
7. Once confirmation of additional bed bugs or if multiple bed bugs are found in the initial traps, the next step is to define the area to be treated. Treatment should be provided in the direct location of confirmed activity and in the surrounding area. The size of the area will be determined by the management team and the exterminator.
8. Notify Human Resources of the situation. Provide the names of the occupants that are in the designated treatment area. Let HR discuss the particulars with the occupants regarding company policy and what steps they should take to safeguard their domiciles.
9. Notify occupants of treatment and preparation process. Prep in an office environment would include having the occupants remove food, clothing, containers and other personal items from their desk areas prior to service. These items should be placed in moving boxes for inspection and treated if necessary.

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10. Schedule treatment for a time when employees will not be present. Two separate treatments are recommended at 30 day intervals and a third treatment may be necessary. Allow approximately 8 to 10 hours after completion of treatment of the area before it is re-entered by occupants.
11. Install another CO2 trap and glue boards in the centralized area and install additional glue boards in the surrounding areas after treatment has been applied. Check on them daily for any further signs of activity and continue to monitor boards and traps.
12. Schedule next treatment date with exterminator, typically at 30 days. Notify occupants of the service date and remind them that they will have to prep their work area as they have done previously.
13. Continue to monitor work areas after the second treatment with a CO2 trap and glue boards for any further signs of activity. In most situations, the insects are eliminated after two treatments, but a third treatment may be necessary if continued activity is confirmed.
14. Notify occupants and Human Resources when treatment of the area has concluded.