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PEST MANAGEMENT PLAN/POLICY OVERVIEW

This section outlines Boulder Housing Partner's pest management philosophy and the procedures that are typically followed for general pest control and bed bugs, as well as list the major obstacles faced in keeping our properties pest and bed bug safe and free of pests. Pest management procedures used on BHP properties follow all applicable Federal, State and Local guidelines and ordinances.

Philosophy of Pest Control Management (General pests and bed bugs):

Pest management must be a cooperative effort between the residents of our properties, BHP staff and the BHP pest management contractor(s). Should any one arm of the partnership fail to participate, the success of the pest management plan will be jeopardized.

Our primary focus is prevention of any pest, including bed bugs. BHP has two areas of pest prevention, general pests and bed bugs. The following procedures outline BHP's Best Practices in these two areas.

General Pests (insects, small rodents, etc):

- a. BHP conducts annual pest prevention education trainings at BHP sites.
- b. Performs annual pest prevention inspections at all sites. These may be conducted with Maintenance PM's.
- c. Notices of inspections, preparation, and treatments are given to residents according to BHP guidelines.
- d. Responds regularly to pest work orders.
- e. During inspections, treats the pest problem, inspects dwelling for entryways or other issue, and generates work order, if needed. At times, the IPM specialist may also fulfill the work order, if possible.
- f. Provides statement sheet of work done in unit.
- g. Schedules follow-up inspection/treatment, if needed.
- h. Obstacles faced may include: clutter, hoarding, poor housekeeping, language barrier, etc. in which case, the Property Manager is notified.

Bed Bugs:

When buildings become infested, total pest elimination is almost impossible and tremendously expensive. BHP takes the following preventive steps to reduce the chance of bed bug problems in our buildings.

- a. Resident education including (1) information sheets supplied by our contractor (2) presentations to residents during public meetings, and (3) answering individual questions from residents.
- b. Staff education including (1) presentations from our contractor, (2) staff meetings on Housekeeping and bed bug habits, and (3) Physical improvements that can reduce bed bug infestations.
- c. Accompany Property Manager on housekeeping checks.

- d. Incorporation of housekeeping/bed bug inspections into our annual Preventative Maintenance Inspections.
- e. Multi-Departmental discussions follow up after problems are identified.
- f. Contractor availability.
- g. Performing preventative inspection in each unit at our highest risk sites.
- h. Treating "building" problems instead of "individual unit" problems.
- i. Exploring non-chemical or reduced chemical treatment methods for monitoring and treatments where chemical sensitivity issues exist.

BHP identifies our "high risk" properties by comparing them to the following criteria;

- a. Common areas (laundry facilities, libraries, etc.).
- b. Row-type buildings which share plumbing/heating pipes.
- c. Buildings where each individual unit has an entrance on ground floor.
- d. Proximity of building to suitable pest habitat- creeks, dense brush, water/sewer, vaults, etc.
- f. History of bed bug problems.
- g. Lifestyle of residents or culture of site.

Treatment Procedures:

Bed bug procedures used on BHP properties follow all applicable Federal, State and Local guidelines/ordinances. We require our pest management contractor(s) to obtain all necessary licenses and encourage ongoing residential pest management training.

Treatment Protocol

- When infestations occur, the contractor and the IPM Specialist staff member inspect the building or unit in order to identify the infestation source and to confirm the presence of bed bugs. **The Contractor will not treat until they have done an inspection to confirm the presence of bed bugs.** When the source is identified, a treatment method is developed for that individual problem.
- After units are inspected, all units receive a notice left in the unit that specifies the presence or absence of pests.
- When source units are suspected or identified, the Resident Services/Property Management Departments may assist the Maintenance Department with housekeeping or other issues which present obstacles to treatment/inspections, if necessary. These activities, if necessary, continue until the resident has made noticeable improvements or until such time as treatments can occur.
- If a resident is disabled or has a medical condition, and has no home care or family members who can assist with preparation for treatment, the resident can request assistance from Boulder Housing Partners in preparing his or her unit. There is a form (Request for Assistance) provided for this. This form is also a release from liability. There is also a release form that must be signed to contact any homecare or family members who may be involved in the preparation for treatment process. Forms may be found on the S Drive, under leasing/forms to live by/bedbug forms.
- If furnishing disposal is required, the IPM Specialist works with the resident and disposal contractor to arrange scheduling and disposal of infested furniture.

- Adjacent units to the infested unit are also inspected. If infestation is found, these same procedures apply.
- When a building is scheduled for treatment the Maintenance Department, a notice is delivered to the resident the dates of the treatment, instructions for preparation, contact information for questions, clean up instructions, charge for failing to have unit ready, and instructions on what to do if pest problems continue.
- The property manager may hold a Community Meeting (with or without Pest Control present) to inform residents of BHP procedures for addressing the issue. At this meeting, residents are informed that some units are infested and are being treated. Residents are encouraged to notify BHP of suspected infestations and informed that an inspection will be conducted. Residents are reminded that having bed bugs/other pests is not a violation of their lease. Not reporting bed bugs or refusing to cooperate with treatment IS a lease violation. Residents are reassured that BHP has successfully dealt with this kind of problem in the past. Questions are answered.
- Treatments/inspections continue until no live bed bug specimens are found in the unit.
- Resident bed bug education takes place on how to remain bed bug free i.e. use of bed bug covers, bringing in thrift/used furniture or clothing etc.
- Source unit is placed on "high risk" list and is subject to periodic preventive inspections to avoid further infestations.
- Confidentiality is maintained at all time. Residents will not be informed of other units that are inspected/treated.