



BED BUGS !!

WHERE DO BED BUGS HIDE?

- Mattresses, box springs, bed frames and head boards (along seams and piping, under handles and label).
- Under the thin dust cloth on bottom of box spring
- Seams & fabric folds in curtains and under furniture, including chairs & sofas.
- Under wall-to-wall carpeting and padding.
- In & behind picture frames & mirrors.
- Clothing and clutter stored in closets, under beds & elsewhere.
- Inside switch plates, electrical outlets, clocks, computers, phones, televisions and smoke detectors.
- On & in recently used luggage, backpacks and bags.

SIGNS OF BED BUGS

- ❖ Small, whitish shed skins and rusty spots on bed linens which are droppings & blood stains from crushed bugs.
- ❖ Live bed bugs of any size
- ❖ Eggs & casings among droppings or in crevices where adults live.
- ❖ An offensive, sweet, musty odor from the bed bugs when infestations are severe.
- ❖ You may have red, itchy welts or rashes from bites; however, bites marks are **not** a reliable indication of a bed bug infestation.

DAY-TO-DAY PREVENTION

- ✓ Bed Bugs are excellent hitchhikers, so be extra careful when traveling.
- ✓ Change and wash bedding regularly.
- ✓ Do **not bring second-hand furniture, bedding or clothes home** unless you have thoroughly inspected and cleaned the items first.
- ✓ Reduce clutter.

IMPORTANT: If you suspect you have bed bugs, please call the maintenance department to schedule an inspection.

For information please refer to the Bed Bug policy and Bed bug: Prevention, detection, and control.



Day-to-Day Prevention

- ◆ Bed bugs are excellent hitchhikers, so be extra careful when traveling (see tips below).
- ◆ Change and wash bedding regularly.
- ◆ Do not bring second-hand furniture into your home unless you have thoroughly inspected and cleaned the items first.
- ◆ Reduce clutter.

Traveling Tips

- ◆ Inspect mattress and headboard with flashlight.
- ◆ Keep bags, luggage, and backpacks off the bed. Inspect and then use a luggage rack.
- ◆ Never place clothes, or jackets, on bed or couch. Do not store clothes in dresser.
- ◆ If you are concerned about exposure, after travel, seal all items in plastic bags until time for washing or treatment.
- ◆ Unpack clothes directly into washer / dryer.
- ◆ Inspect luggage closely with flashlight and magnifying glass for bed bugs upon returning home.

Bites and Disease

Bed bugs are not known to transmit disease. Bites are often painless and occur at night while you are sleeping. Some people suffer allergic reactions and develop painful swelling.

The important thing is to act fast — before they have time to multiply.

Pesticide Safety First!
Read the Label.

How to Hire a Pest Control Operator

- ◆ Call several licensed and insured companies, compare services and get written estimates.
- ◆ Insist on and check references.
- ◆ Look for companies that:
 - offer an IPM solution
 - offer both chemical and non-chemical treatment options
 - give a pre-treatment check-list
 - perform pre-treatment inspection
 - recommend both interceptors and encasements
 - offer two or more service visits and follow-up



Before Using Pesticides

- ◆ Some pesticides are considered minimum risk. EPA does not register and check for effectiveness of these products. These products do not have EPA registration numbers on the label.
- ◆ Never use outdoor pesticides indoors.
- ◆ Some pesticides and total release foggers are highly flammable. Improper use may cause a fire.
- ◆ Never overuse pesticides. More is not better!
- ◆ Read, understand, and follow the label-use directions.

For more information on bed bugs and IPM go to:
www.epa.gov/bedbugs
Pesticide Poisoning: Call 1-800-222-1222

Bed Bug Prevention, Detection and Control

Bed bugs are parasites that seek out sleeping people or animals for a blood meal. After feeding, they hide. It is challenging, but not impossible, to prevent, detect and control bed bugs due to their small size and ability to squeeze into cracks and crevices, where they are often unnoticed.

Pesticides alone generally will not eliminate bed bugs. Effective bed bug control requires Integrated Pest Management (IPM). IPM is an environmentally sensitive approach to pest management that relies on knowledge of the pest, plus common sense practices, such as inspection, monitoring, reducing clutter, the use of physical barriers, and the judicious use of pesticides.



Be Alert, Be Aware,
Bed Bugs Could be Anywhere!



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Early detection and prompt response will avoid larger problems.

Bed Bug Identification

- ♦ Eggs: tiny, white, and glued to surfaces.
- ♦ Nymphs are light colored, from 1/16th".
- ♦ Adults are rusty red, apple seed sized, 3/8".
- ♦ Six legs, oval, flattened from top to bottom.
- ♦ Do not jump or fly, but are good runners.
- ♦ They tend to congregate together.
- ♦ They can live several months without a blood meal.
- ♦ **Important:** Capture several examples of the pest and have them identified by a qualified expert before taking any further actions.

Signs of Bed Bugs

- ♦ Small, whitish shed skins and rusty spots on bed linens which are droppings and blood stains from crushed bugs.
- ♦ Live bed bugs of any size.
- ♦ Eggs and casings among droppings or in crevices where adults hide.
- ♦ An offensive, sweet, musty odor from the bed bugs when infestations are severe.
- ♦ You may have red, itchy welts or rashes from bites; however, bite marks are not a reliable indication of a bed bug infestation.

Where do Bed Bugs Hide?

- ♦ Mattresses, box springs, bed frames and head boards (along seams and piping, under handles and labels).
- ♦ Under the thin dust cloth on bottom of box spring.
- ♦ Seams and fabric folds in curtains and under furniture, including chairs and sofas.
- ♦ Under wall-to-wall carpeting and padding.
- ♦ Anywhere there are cracks, crevices or nail holes in walls, and under wood moldings and baseboards.
- ♦ Under loose wallpaper and seams, and where ceiling and wall meet.
- ♦ In and behind picture frames and mirrors.
- ♦ Clothing and clutter stored in closets, under beds and elsewhere.
- ♦ Inside switch plates, electrical outlets, clocks, computers, phones, televisions and smoke detectors.
- ♦ On and in recently used luggage, backpacks and bags.



Don't pass bed bugs onto others!

Caulk cracks and spaces

Interceptor under leg



Integrated Pest Management

1. Physical Control Methods

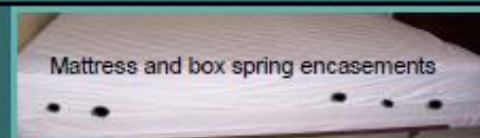
- ♦ Vacuuming reduces bed bug populations. Clean and vacuum bed bug prone areas daily. Immediately seal and dispose of vacuum bag.
- ♦ Install encasements on mattress and box spring.
- ♦ Install bed bug interceptors under bed and furniture legs.
- ♦ Make the bed an island: Keep bed away from wall and do not let bedding touch the floor.
- ♦ Remove clutter where bed bugs can hide.
- ♦ Isolate infested items in sealed plastic bags or containers. Treat items in hot dryer for 30 min.
- ♦ Clean and scrub seams / folds with detergent.
- ♦ Seal cracks where bed bugs can hide.
- ♦ If you live in an apartment or other multi-family dwelling, and you see a bed bug, contact your landlord immediately.

2. Non-chemical Controls

Items that cannot be washed or dried may be steamed, heated or frozen using specialized equipment. Raising the indoor temperature with a thermostat or space heaters will not work, nor will placing items in the home freezer. Contact a bed bug management professional for advice.

3. Pesticide Controls

Pesticides are an important part of the IPM toolbox. Please view cautions listed — over.



Bed bugs are no one's fault.
They don't discriminate -
anyone can have them.

NORTHEAST GEORGIA HOUSING AUTHORITY
BED BUG POLICY
Amended November 28, 2017

Bed bugs are a growing national problem, and as a result, this policy has been created for both the Multi Family Program and Queen Street Apartments. The purpose of this policy is to set forth the roles and responsibilities of all parties (NORTHEAST GEORGIA HOUSING AUTHORITY and Resident) in minimizing the potential for bed bugs. All furniture is subject to inspection for bed bugs prior to Move In. The policy will also provide guidance in cases where bed bugs are present in order to eliminate them as quickly as possible.

Bed bugs are difficult to contain without the proper treatment. Therefore it is imperative that all parties work simultaneously toward a common goal, extermination and elimination. Left untreated bed bugs can spread throughout a residence affecting current and future residents.

NORTHEAST GEORGIA HOUSING AUTHORITY Roles and Responsibilities:

Upon notification from the resident, NORTHEAST GEORGIA HOUSING AUTHORITY will perform an initial inspection of the resident's dwelling using the "Maintenance Tracking Sheet". If it is determined that bed bugs are present, NORTHEAST GEORGIA HOUSING AUTHORITY will provide the resident with the "NORTHEAST GEORGIA HOUSING AUTHORITY Resident Roles and Responsibilities" document. This document will be explained to the resident to ensure understanding and compliance prior to treatment. In addition, NORTHEAST GEORGIA HOUSING AUTHORITY will secure the residents signature indicating understanding of the document. Upon successful completion by the resident of their roles and responsibilities NORTHEAST GEORGIA HOUSING AUTHORITY will professionally treat the residence and perform follow-up to ensure treatment was successful.

In order to educate residents and minimize potential for the presence of bed bugs, NORTHEAST GEORGIA HOUSING AUTHORITY has created a "Prevention Tips" document.

Resident Roles and Responsibilities:

HUD regulations require the resident's cooperation in order to successfully eliminate the presence of bed bugs. Therefore, it is the resident's responsibility to call in a work order as soon as the presence of bed bugs is suspected. This will allow NORTHEAST GEORGIA HOUSING AUTHORITY to address the potential infestation at its onset and before it affects other residents. In addition, resident must be onsite when the initial inspection is conducted. If it is determined by NORTHEAST GEORGIA HOUSING AUTHORITY that bed bugs are present, the resident must complete all items listed on the "NORTHEAST GEORGIA HOUSING AUTHORITY & Resident roles and Responsibilities" prior to treatment and as soon as possible. This will help to minimize the severity of bed bug presence and resolve the problem quickly. A resident may be deemed in violation of sections 23 in the Multifamily lease agreement and sections 10 (b)(1), 10 (b)(5), 10 (b)(6), 14 (a), and 24 (d)(2)(b) of the Queen St. Apartments lease agreement if they fail to fully cooperate and comply with their roles and responsibilities.

Bed Bug Policy Attachments

- Maintenance Tracking Sheet
- NORTHEAST GEORGIA HOUSING AUTHORITY & Resident Roles and Responsibilities
- Prevention Tips

NORTHEAST GEORGIA HOUSING AUTHORITY

Bed Bug Management Plan Prevention Tips

- Wash all bedding regularly in hot water. The water should be at least 120 degrees.
- Use bed bug encasements on all mattresses and box springs.
- Check your own bed for bed bugs from time to time. Catching them early will make bedbug treatment easier if bed bugs do occur.
- Vacuum floors regularly. Use the brush tool of your vacuum to vacuum your mattress. Use the crevice tool to vacuum crevices in the mattress and your baseboards.
- Clean up clutter to reduce hiding spots.
- Caulk holes in floors and walls.
- When purchasing second hand clothing, place all garments in a sealed bag until they can be washed and place in a dryer on high heat for 15 to 30 minutes.
- If you purchase used furniture, examine it for bed bugs. Pay special attention to used mattresses and bed frames.
- When traveling, check your room for signs of bed bugs such as bloodstains on the pillows or linens. Inspect mattress seams, look behind headboards and pictures. If you suspect you may have brought bed bugs home, place infected items in the dryer or freezer.
- After you return from a trip, check your luggage for insects that might have hitched a ride.
- Educational brochures are provided for all residents.

NORTHEAST GEORGIA HOUSING AUTHORITY

Bed Bug Management Plan Exterminator Selection Tips

The information listed below is from the New York Times article "Sleeping with the Enemy (Bed Bugs)". Please note that the information listed is provided as a reference only. If the presence of bed bugs is suspected, immediate action should be taken.

- Most successful treatment efforts include a combination of a thorough cleaning and sorting along with repeated professional bed bug treatment applications.
- Many pest control companies will perform a visual inspection at no charge in hopes that if you have bed bugs, you'll hire them to do the treatment.
- According to the article, you should be wary of pest control companies that emphasize their bed bug expertise.
- Find an established pest control company that has been in business at least five years.
- The article states that exterminators may charge \$250 to \$900 a room to get rid of bed bugs, depending on the level of infestation and the types of treatments used. Prices in our local area may vary.
- Be sure the exterminator makes a least one follow-up visit. According to the article it's near impossible to kill all bed bugs in a given area with one treatment.
- Ask if follow-up treatments are included in the price quoted to you.
- Check to see that the company and technician you hire are licensed in your state.
- Check the Better Business Bureau for any complaints filed against the exterminators you are considering.

NORTHEAST GEORGIA HOUSING AUTHORITY

Bed Bug Management Plan

NORTHEAST GEORGIA HOUSING AUTHORITY & Resident Roles and Responsibilities

It has been determined, based on the inspection of your residence that bed bugs are present and professional treatment is required. Bed bugs are a problem that can only be solved when both parties (NORTHEAST GEORGIA HOUSING AUTHORITY and resident) work simultaneously toward a common goal, extermination and elimination. HUD regulations require the resident's cooperation in order to successfully eliminate the presence of bed bugs. Without proper treatment, bed bugs are difficult to contain and have the potential to infest neighboring housing units. In addition, if a resident relocates and the proper treatment has not taken place, the bed bugs will move with the resident as bed bugs can be carried in furniture, bedding, clothing, etc. NORTHEAST GEORGIA HOUSING AUTHORITY will not be responsible for the reimbursement and/or replacement of any resident furniture, clothing, household items, and medical expenses.

The following plan outlines the roles and responsibilities of NORTHEAST GEORGIA HOUSING AUTHORITY and the resident in the treatment of bed bugs:

NORTHEAST GEORGIA HOUSING AUTHORITY

- Inspect residence for infestation within a reasonable time of receipt of work order.
- Schedule treatment date as soon as possible, within a reasonable time period.
- Provide large trash bags at no charge to the resident for the storage of clothing, towels, toys, other linens, etc. prior to and during treatment.
- Site Manager and Maintenance Manager will review all resident responsibilities to insure full comprehension of agreement.

Site Manager and Maintenance Manager will do preliminary inspection prior to Scheduled treatment date _____ to insure resident has completed responsibilities.

- Treat residence including furniture.
- Perform follow-up with resident within 10 days of treatment to ensure treatment was effective.
- Perform additional treatments as necessary.
- If infested furniture does not respond to treatment, NORTHEAST GEORGIA HOUSING AUTHORITY will dispose of furniture at resident's request OR resident can have furniture professionally re-treated at their expense. Proof of re-treatment **MUST** be provided to NORTHEAST GEORGIA HOUSING AUTHORITY within 48 hours of determination by a licensed exterminator that initial treatment was unsuccessful. If the re-treatment of furniture is deemed unsuccessful, resident may be required to dispose of furniture.

Resident

- Resident must be onsite at the scheduled time when the initial inspection is conducted.
- For treatment to be effective, resident must perform the tasks listed below prior to the scheduled treatment date. NORTHEAST GEORGIA HOUSING AUTHORITY encourages resident to complete items listed as soon as possible in order to minimize severity of bed bug presence and resolve the problem quickly.
 - ☐ Remove all sheets, blankets, mattress covers, pillowcases, etc. from beds and wash in hot water (120+ degrees recommended) and dry in clothes dryer on the highest heat setting for at least 30 minutes. Fold them and place them in plastic garbage bags and

seal the plastic bags tightly. Do not put them back on the bed until the evening after treatment.

- ☐ Remove everything from bedrooms and hall closets. Closets, dresser drawers, and night stand drawers **must be empty**. Remove all clothing, toys, boxes, etc. from bedroom floors.
 - ☐ Wash all clothing, towels, and other linens in hot water (120+ degrees recommended) and dry in the dryer on the highest heat setting for at least 30 minutes. Place clean items inside airtight plastic storage bins or plastic garbage bags that are sealed tightly and store after treatment.
 - ☐ Vacuum (using disposable vacuum cleaner bags) all furniture, dresser drawers, night stand drawers, mattresses, and box springs. Place disposable vacuum cleaner bag inside plastic garbage bag that is sealed tightly and discard in outdoor trash receptacle immediately.
 - ☐ Move all furniture to the center of the room(s) being treated.
 - ☐ Discard all cardboard hangers, boxes, etc.
 - ☐ Remove all pictures from walls.
 - ☐ The bed bug mattress encasement will be provided and placed on all beds by the licensed exterminator. The bed bug mattress encasement is an effective bed bug killer when combined with treatment and **must remain on the mattress for at least one year**. If the mattress or box spring encasement becomes torn, damaged, or removed, it is the resident's responsibility to replace.
 - ☐ Discarded mattresses, box springs, furniture, etc. must not be placed in dumpsters; the maintenance department must be notified before any item is removed from the premises.
 - ☐ Remain out of the residence for four hours after treatment (includes all household members and pets).
 - ☐ Any animal residing in the unit must be treated for bed bugs at the same time the unit is treated at the resident's expense.
- Furniture that does not respond to treatment must be disposed of or professionally treated. If resident chooses to dispose of furniture, NORTHEAST GEORGIA HOUSING AUTHORITY will remove furniture from the unit at resident's request. If resident chooses to dispose of furniture on their own it **MUST** be removed from the premises. If resident chooses not to dispose of infested furniture they **MUST** have it re-treated (at their expense and within 48 hours of determination that initial treatment was unsuccessful) by a license exterminator. Resident must provide proof of re-treatment to NORTHEAST GEORGIA HOUSING AUTHORITY within 72 hours of determination that initial treatment was unsuccessful.

FAILURE TO COMPLY: If treatment is scheduled and the exterminator determines that resident has not performed the above stated responsibilities, the following will occur:

1. Treatment will be cancelled by the exterminator and resident lease will be terminated.

RESIDENT STATEMENT OF CERTIFICATION

I, _____, certify that I have read, been counseled, and understand the roles and responsibilities as stated above. I agree to perform them in order to successfully eliminate the presence of bed bugs. I understand that Northeast Georgia Housing Authority will be responsible for the cost of the first treatment of bed bugs. Any further treatments needed for bed bugs, will be at my expense.

Resident Signature _____

Date _____

Signature _____

Date _____

NORTHEAST GEORGIA HOUSING AUTHORITY

Bed Bug Management Plan

Relocation Task List

Bed bugs are difficult to contain without the proper treatment. Therefore if a resident relocates and the proper treatment has not taken place, the bed bugs will move with the resident as bed bugs can be carried in furniture, bedding, clothing, etc. If it has been determined that you must relocate to a new unit, certain steps must be followed to ensure that bed bugs are not transferred to the new residence. To prevent further infestation, the Relocation Task List below **MUST** be completed in preparation for relocation.

RELOCATION TASK LIST (initial each item)

_____ Remove all sheets, blankets, mattress covers, pillowcases, etc. from beds and wash in hot water (120+ degrees recommended) and dry in clothes dryer on the highest heat setting for at least 30 minutes. Fold them and place them in plastic garbage bags, seal bags tightly. Do not put them back on the bed until move is complete.

_____ Wash all clothing, toys, towels, and other linens in hot water (120+ degrees recommended) and dry in clothes dryer on the highest heat setting for at least 30 minutes. Place clean items inside airtight plastic storage bins or plastic garbage bags that are sealed tightly and store until relocated.

_____ Vacuum (using disposable vacuum cleaner bags) all furniture, dresser drawers, night stand drawers, mattresses, and box springs. Place disposable vacuum cleaner bag inside plastic garbage bag, seal plastic garbage bag tightly, and discard in outdoor trash receptacle immediately.

_____ Bed bug mattress and box spring encasements are an effective bed bug killer when combined with treatment and **must remain on all mattresses and box springs for at least one year.**

_____ Discard or have all infested furniture professionally treated by a licensed exterminator. If resident chooses to keep furniture, proof of treatment must be provided to NORTHEAST GEORGIA HOUSING AUTHORITY prior to relocation. NORTHEAST GEORGIA HOUSING AUTHORITY **will not** relocate resident to a new unit with infested furniture.

RESIDENT STATEMENT OF CERTIFICATION

I, _____, certify that I have read and understand the information above and commit to performing the Relocation Task List. I also understand that if I do not complete the above listed items, there is the potential for the bed bugs to be carried to the new residence and NORTHEAST GEORGIA HOUSING AUTHORITY will not authorize a transfer to a new unit.

Resident Signature _____

Date _____