

# **Operations Policy: Bed Bug Treatments**

1. As soon as a member suspects that he/she may have bed bugs, they need to contact the Co-op office at 204-257-2501 immediately (in the event that you suspect activity after hours (after 5pm) or on the weekend, please contact the office first thing the next business day).

2. The co-op office will dispatch a pest control company to the location to perform a thorough inspection of the unit in question.

3. Pest Control Company Findings:

- If the pest inspector finds that there are no bedbugs present in the members unit, then no further action will be taken. The member will be asked to continue monitoring his/her living space, and to notify the Co-op office immediately if there are further problems.
- If the pest inspector concludes that bed bugs are present in the unit, The Co-op office will arrange a date for treatment with the pest control company and provide the member with a detailed list of instructions for the preparation, removal and laundering of their personal items.
- Only the pest inspector can confirm or deny the presence of bed bugs – not Health Services or any outside person.

4. Bed bugs are a serious community issue. ALL members are expected to comply with all instructions given to them once bed bugs have been confirmed within their living space, in order to successfully treat the infestation.

5. After the first treatment has been completed please ensure that you DO NOT wash or vacuum floors near baseboards for a minimum of 8 weeks following treatment as this could void the products used to kill the bed bugs.

6. Follow-up inspections will be performed as necessary to ensure complete eradication. Generally, one follow-up is needed 2 weeks after initial treatment. If any new bites are found after full treatment, members must notify the Co-op office immediately.

7. Professional exterminators have advised us that Bed Bug issues are remedied after the first or second treatment when the unit is properly prepared. The co-op will cover the cost of the initial Bed Bug treatments and follow up treatments to a maximum of three consecutive treatments. If the member still has live Bed Bugs after the third treatment, it will be the member's responsibility to cover the costs of any following treatments.

8. A member will be called before the Board of Directors to discuss their continued membership in the Co-op, due to putting other member's health, safety, and unit's at risk if the following occurs:

- If a member is found negligent by neglecting to inform the Co-op of a Bed bug infestation.
- If the member has continuous issues with Bed Bugs and continues to bring them into their unit.
- If a member requests and accepts a transfer to another unit without disclosing that they have a bed bug issue in their current unit, and an infestation is confirmed by a pest control inspector.