



SERVICE SPECIALISTS SINCE 1904

## McCLOUD SERVICES BED BUG CONVENTIONAL TREATMENT PROCESS

### BED BUG TREATMENT

In recent years, there has been a surge in reports of the common bed bug, *Cimex lectularius*. While the bed bug is an ectoparasite of humans, it will attack other mammals and birds, as well. This pest typically hides in cracks and crevices during the day, and then emerges to feed on humans at night. Typically, they are found around mattress buttons and box springs, crevices of a bed frame, wall hangings, floorboard cracks, baseboards, tables, cubicle walls, picture frames, upholstered chairs, and much more. These biting pests cause harm to the occupant and in turn, the reputation of the facility.

### CLIENT RESPONSIBILITIES / PREPARATION

Any infested items (furniture, bedding, chairs, etc.) that are discarded should be marked so that they are not salvaged and reintroduced into an environment that was previously free of bed bugs. Spray painting an "X" or cutting furniture are two ways to discourage reuse. When transporting infested items to the dumpster, items must be placed in sealed bags or wrapped in plastic to prevent spreading bed bugs to hallways or elevators during transport.

All units next to, above, and below any infested units must be inspected. It is important that all infested bordering units be treated on the same day.

#### ***To ensure a successful residential or hotel treatment, there are steps our clients must take before our arrival:***

- Residential units and hotels must be vacated by people and pets during and after the treatment. Residential units should remain empty for at least 4 hours after the treatment has been completed and hotels should remain vacant for 24 hours. Individuals with a respiratory illness must have the treatment approved by their physician, or the resident must be moved to a unit which does not require bed bug treatments. If the resident is moved, precautions must be taken to make sure bed bugs are not transferred to the new unit.
- Residents and/or housekeeping are responsible for cleaning all clothes and bed linens (sheets, pillowcases, bed skirts, comforters, etc.) in conjunction with the treatment. It is critical that residents/housekeeping cooperate in carrying out these procedures, as structural treatments will not control the problem unless bed bugs in fabrics are also controlled. Carry infested fabrics in sealed plastic bags to avoid spreading the bugs to other units via the laundry room and carry clean items back in a different bag or basket. We suggest carrying and storing the cleaned items in a sealed bag to avoid re-infestation. Some items may be disinfested by placing into a dryer on high heat for a minimum of 20 minutes for dry items, if the materials are dryer safe. Dryers can be useful in disinfecting items like stuffed animals, pillows, and other non-clothing items, as well.
- All dresser drawers must be emptied and pulled out of the dressers in preparation for the treatment. Suitcases and other items used to store clothes must also be emptied.
- The maintenance department should seal as many structural openings in the walls as possible after the treatments are made. This will help reduce bedbug movement from one unit to the next. Examples of areas that might require sealing include openings around pipe/wall junctures, heating pipes, and baseboard/wall junctures.
- Bed bug mattress encasements are required for mattress protection after the treatments are made. McCloud Services' policy requires mattress covers to be used if insecticides are applied to the mattress.
- All exposed food and food contact surfaces (including drinking glasses) must be covered before the treatment.
- If the client/resident is storing any items in sites outside of the unit, such as in a storage locker, these areas must be treated, as well. Please notify our service specialist regarding any outside storage units.
- Encourage residents or hotel staff to keep specimens of bed bugs in a sealed bag or container for positive identification.

## TREATMENT PROCESS

### INSPECTION

To find and eliminate all stages of the bed bug, McCloud Services' performs a thorough inspection of the area of concern. If the client/resident is not properly prepared, the treatment may be postponed or if conducted, there may be additional charges incurred for any supplemental treatments. If McCloud must reschedule the service, a trip charge will be incurred.

Many insects are mistakenly identified as bed bugs, so it is necessary to inspect the property and positively identify insects as bed bugs. We will rely heavily on visual inspection to verify the presence of bed bugs, but may use monitoring traps to supplement visual inspections. We will conduct an inspection to determine if the unit has been properly prepared and is vacated of people and pets. Areas where the bed bugs have been observed will be checked to ensure a thorough treatment can be accomplished. McCloud Services may also hire handlers and canine scent detection dogs for an additional fee. Bed bugs hide in tight cracks and crevices, so our efforts will focus along the baseboard, the bed frame and mattress, night stands, and anywhere else that bed bugs may hide. Bed bugs have been found in unlikely locations, such as popcorn ceilings, behind peeling paint, and inside electronic devices. These areas will also be inspected. Infested electronic equipment cannot be treated with conventional insecticides. These items will be bagged and placed in a freezer or fumigated.

Bed bugs frequently move from one unit to the next. Although treating an entire building may not be required, we must, at a minimum, inspect all units bordering infested units. We require all neighboring units (on each side of the treated unit, above the treated unit, and below the treated unit) to be inspected and treated.

***At a minimum, the following areas will be inspected and/or treated if present:***

- Behind headboards
- Underneath the box spring and box spring framing
- Bed frame
- Night stands and other room furniture
- Floor/wall juncture and underneath the carpet at floor/wall junctures
- Behind picture frames
- Mattresses
- Upholstered furniture – especially underneath cushions, frame, and seams
- Draperies and window coverings
- Closets
- Wall coverings, such as wallpaper that has come loose
- Cracks in walls or ceilings
- Corners of wall/ceiling junctures
- Items on night stands, such as radios, lamps, books, etc.
- Luggage racks
- Cubicle walls
- Curtains

### TREATMENT

We apply insecticides along the bed frame, mattress, and baseboards to kill bed bugs. Infested furniture typically occupied by infants, small children, or infirmed individuals are disinfested using steam cleaners and vacuums McCloud Services never treats these sensitive items with conventional insecticides. McCloud Services also recommends mattress and box spring encasements to further protect the bedding. In severe cases, we may recommend fumigating or heat treating furniture or other building contents. In fumigations, our highly trained specialists place infested items into a sealed trailer and introduce a fumigant or heat to penetrate the contents, killing the bed bugs. Monitors may be used after treatment to help determine if the bed bugs have been controlled.

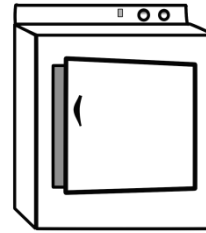
### POST-TREATMENT

McCloud Services will partner with our clients to provide educational resources to staff and/or residents, including the recognition of bed bugs and ways to prevent bed bug introductions or re-introductions into buildings. Recognition and early detection are critical to limiting the spread of bed bugs and controlling the problem. Bed bug training materials will be provided for free to help educate staff and residents. Classroom sessions conducted by our staff are available at additional charge. Notes will be placed on unit doors, indicating when occupants may return. A follow up appointment will be scheduled approximately two weeks after the service to re-inspect the treatment area.

## PREPARING FOR A BED BUG TREATMENT



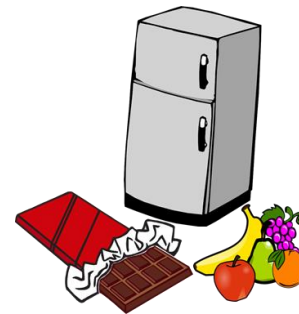
All people and pets must be out of the area during the treatment and until spray deposits have dried.



All clothing should be dried in a clothes dryer on high heat setting for a minimum of 20 minutes. Even clothing which requires dry cleaning can typically be placed in a dryer.



Place dried clothes, bed linens, pillows and stuffed animals in sealed bins or plastic bags to prevent clothes from being reinfested.



Cover all exposed food or place in the refrigerator.



Place mattress encasement over mattress.



Let your pest management professional know where you have seen bed bugs.