



## What can I do?

Hotels and similar lodgings are vulnerable to bed bug infestations because of the constant flow of guests coming and going, and the nature of bed bugs to hitchhike on luggage and clothes. Because of the potential for negative impacts on a hotel's image if a guest is bitten by a bed bug, it is essential that managers respond quickly and effectively at the first sign of an infestation.

Below is a checklist of strategies for preventing, eliminating and containing the spread of a bed bug infestation. This is only a suggested checklist since every building is different. Hiring a pest control operator with bed bug elimination experience is recommended. If hired, always follow the pest control operator's advice.

Scent Tek provides a unique inspection service independent of the pest control operator. We conduct the initial inspection with our Sherlock Hound team to identify the bed bug infestation. You retain the pest control operator to eliminate the problem and we return to do the final inspection confirming a successful elimination.

### **BE PROACTIVE**

- Use good building practices and maintenance to prevent pest problems
- Caulk baseboards, loose tiles, chair-rail moldings, around outlets
- Remove carpeting when possible
- Address any clutter or storage issues in common areas

### **Develop a bed bug action plan for your building(s). Include strategies for:**

- Responding to reports or complaints
- Containing/Eliminating infestations
- Disposing of infested furniture
- Educating and advising tenants
- Managing requests for re-location
- Responding to the media and minimizing public relations impacts

### **Educate tenants and staff about bed bugs before they become a problem:**

- The reappearance of bed bugs as a problem around the world
- What are bed bugs and what they look like
- How to recognize a bed bug problem
- What's being done to reduce the likelihood of a bed bug infestation
- How to prevent bed bugs from becoming a problem
- What to do if you suspect a room has a bed bug problem
- Encasements protect beds and aids in bed bug detection

If bed bugs are a recurring problem, consider having periodic inspections. Prevention starts with catching a problem early. Dogs trained to identify bed bugs have proven the most effective method of inspection accuracy.



## **RESPONDING TO A COMPLAINT**

- Respond sympathetically and avoid blame
- If you receive a report or complaint about bed bugs, even if it is not confirmed, take the room out of service immediately
- Bag and isolate all washable items from the room and seal the bags tightly, but do not remove any items from the room

### **If you receive a complaint from a guest, consider taking the following actions:**

- Moving the guest to a new room
- Thoroughly inspecting the guest's new room for evidence of bed bugs before moving the guest in
- Providing a fact sheet about bed bugs
- Reassuring the guest that bed bugs are not known to cause disease
- Offering to wash or dry-clean the guest's clothes
- Offering to have the guest's luggage inspected, and perhaps even steam-treated
- Depending on the situation, "comping" the room
- Arrange for a professional inspection and treatment
- Trained dogs provide the most effective inspection with up to 97.5% accuracy
- Inspect affected room and all adjacent rooms (above, below, and on both sides)
- Schedule an intervention for all rooms where bed bugs are found

### **Educate staff on what they can, and should, do now:**

- Give them a staff checklist (your pest control operator will provide a "prep" checklist)
- Explain how they should prepare for the inspection

## **ONCE AN INFESTATION IS CONFIRMED**

### **Implement monitoring system**

- Do not use any infested rooms until a pest control professional certifies them as free of bed bugs and we recommend trained dogs confirm the findings
- Re-inspect the infested and adjacent rooms for at least two to three months to ensure that low-level bed bug populations have not gone undetected. We offer protection and prevention plans

### **Prevent the spread of the infestation by doing the following:**

- Inspect all adjacent rooms above, below, and on both sides on a regular basis
- Consider buying mattress encasements if you haven't already
- Seal and make repairs to infested and adjacent rooms
- Caulk or seal cracks and crevices near beds such as those along baseboards, around pipe chases, or around heating and AC units
- Repair holes and other damage in walls
- Repair molding, peeling wall paper, chipping paint and any other damage that may provide hiding places for bed bugs
- Develop system for furniture disposal
- Paint or seal bed frame and hardwood floors