

Manitoba Green Retrofit
Standard Operating Procedure
Bug and Scrub Program

Author: _____

—

Supervisor

Peter Zylstra Moore

Date

Author: _____

—

Administrator

Kate Paterson

Date

Approved:

—

General Manager

Lucas Stewart

Date

1.0 Introduction

Manitoba Green Retrofit (MGR) is a not for profit company that was established in response to a need from the Mental Health Commission of Canada At Home/Chez Soi project. The At Home/Chez Soi project examines the impact of housing individuals who are homeless and suffering with mental health issues. MGR's role was to provide support to property managers by performing repairs that went beyond the scope of normal upkeep, record the condition of the rental unit prior to move in and manage the coordination of unit keys between participant, advocate and property manager.

Now entering into its third year in operation, MGR has expanded into other areas of service still mindful of the original mandate to work for the benefit of the 16 Alive Communities of Winnipeg. In this regard MGR has used Manitoba Hydro grants to install low flow toilets and upgrade insulation in low income homes.

In the summer of 2011, MGR created a new service to help people in low income housing deal with the inundation of bed bugs in Winnipeg. MGR Bug and Scrub is a program that prepares units scheduled for bed bug extermination through cleaning, steaming and eliminating clutter. After the extermination treatment MGR returns and seals the unit to prevent a recurrence of bed bugs.

Table of Contents

	Page
1.0 INTRODUCTION	2
2.0 PROFESSIONAL CONDUCT	4
3.0 EDUCATION	4
3.0 CHECKLIST.....	5
3.1 Permanent Items	5
3.2 Stockable Items	5
4.0 WORK FLOW MAP	7
4.1 Pre-approval process.....	7
4.2 MGR's Role	7
5.0 PHASE 1.....	9
5.1 Before leaving office.....	9
5.2 Upon arrival	9
6.0 PHASE 2	
.....	10
6.1 Before leaving office	
.....	10
6.2 Upon arrival	
.....	11
6.3 Before leaving unit	
.....	11
7.0 PHASE 3	13
7.1 Before leaving office	13
7.2 Upon arrival	
.....	13
7.3 Before leaving unit	13
8.0 ISSUING INVOICE AND CLOSING FILE	
.....	14
Appendices	
Appendis 1-	
Appendis 2	
Appendis 3	
Appendis 4	

Appendis 5
Appendis 6
Appendis 7

Sources

2.0 PROFESSIONAL CONDUCT

As an employee of MGR we share a commitment to preserving the participant trust in MGR, our staff, and the work that we do. Our contact with participants will be based on respect, transparency, and accountability with sensitivity to the individual needs and or vulnerabilities of each participant. Utmost care and respect will be given to the participants belongings. Our processes will allow items viewed as private to remain private. Our work will be carried out thoroughly in respect to the possibility of real substantial impact on each participant's quality of life.

3.0 EDUCATION

With the threat of bed bugs continuing to be a recurring problem in Winnipeg, MGR has committed the Bug and Scrub Program to be, not only be a onetime stop gap, but a program that informs and educates to prevent ongoing infestations of bed bugs in the future. Always mindful of the clientele that accesses the Bug and Scrub program, the goal is to provide information and guidance in a manner that maintains participant dignity.

Creating an open dialogue and continuing with open conversation with tenants provides the best means on conveying pertinent information. The Bug and Scrub process is such that it creates opportunities for the BNS technicians to provide skills and strategies to combat further infestations. Gently reminding tenants, that uncleanliness is not an indicator of bed bugs, however, clutter and hoarding tendencies do provide bed bugs with ample places to reside.

In order to provide a consistent message, MGR has followed the educational guidelines set out by the Manitoba Bed Bug strategy and provides pamphlets and brochures created by them.

3.0 CHECKLIST

3.1 Permanent Items

- a) Tape Measure
- b) Binder
 - Pens(3) and Markers(3)
 - Permission for entry forms
 - SOP forms
 - Request for service files
 - Participant preparation sheets
 - Bed bug fact sheets
 - Good habits for an itch free house sheets
- c) Bright flash light
- d) Large packing boxes (different sizes:15+)
- e) Large cloth clothing bags (75+)
- f) Medium cloth clothing bags (different colour for drier only - 10)
- g) Gloves (3 pairs)
- h) Rags (5)
- i) Tea Towels
- j) Dish Soap
- k) Utility knives
- l) Packing tape and dispenser
- m) Vacuum
- n) Mop and pail
- o) Steam cleaner
- p) Coveralls (3 per employee)
- q) Multi-bit screwdriver
- r) Caulking gun (2)
- s) Duct Tape
- t) Large roll plastic wrap (for disposal of furniture)

3.2 Stockable items

- a) Vacuum dust bags (stocking level:24 bags, restocking point: 4 bags)
- b) Domestic contact insect canister (stocking level:4 cans, restocking point:1can)
- c) Small garbage bags (stocking level: 2 boxes, restocking point: 10 bags)

- d) Large (75 L) heavy duty garbage bags (stocking level: 3 boxes, restocking:point:1 box)
- e) Masking tape (stocking level: 3 rolls, restocking point: 1 roll)
- f) Red and Green zip ties (stocking level: 500, restocking level:100)
- g) Spray foam gap filler (stocking level: 10, restocking point: 3)
- h) Insulator packs (make sure both types are stocked (square, circular, and switches - stocking level:15 packs)
- i) Bed bug monitoring strips (stocking level:72, restocking point: 20)
- j) Clear Caulking (stocking level: 24, restocking point:8)
- k) Door sweeps (stocking level: 10, restocking point: 3)
- l) Mattress Covers:
 - Size: 39*75*9 (stocking level:10 restocking point: 4)
 - Size: 39*80*9 (stocking level: 4, restocking point: 1)
 - Size: 54*75*9 (stocking level 10, restocking point 4)
 - Size: 60*80*9 (stocking level 10, restocking point 4)
 - Size: 28*52*7 (stocking level 4, restocking point 1)
- m) Box Spring Covers:
 - Size: 39*75*9 (stocking level:10 restocking point: 4)
 - Size: 39*75*12 (stocking level: 4, restocking point: 1)
 - Size: 39*80*9 (stocking level: 4, restocking point: 1)
 - Size: 54*75*9 (stocking level: 10, restocking point: 4)
 - Size: 54*75*12 (stocking level: 4, restocking point: 1)
 - Size: 60*80*9 (stocking level: 10, restocking point: 4)
 - Size: 60*80*12 (stocking level: 4, restocking point: 1)
 - Size: 76*80*9 (stocking level: 10, restocking point:4)
 - Size 76*80*12 (stocking level: 10, restocking point: 4)
- n) Insect interceptor: 12/pack (stocking level: 5 packs, restocking point: 2 packs)

4.0 Overall Work Flow Map:

4.1 Pre-Approval process

1. Tenant is identified as requiring assistance (unable to comply) with preparation preceding chemical treatment for bed bugs.
2. Unit is referred to the Provincial Bed Bug Strategy (PBBS) with the initial form being completed by an Advocate.
3. PBBS decides on tenant qualification. If approved, a work order is generated and assigned a purchase order number, and a priority is determined according to a point system. A completed request for service form with a PO is sent to MGR from PBBS.

4.2 MGR's involvement:

1. MGR receives PO (xxx001) and assigns supervisor (xxxx xxxx).
2. Supervisor makes 1st Contact by phone or in person with participant and advocate in order to schedule Phase 1 and 2 in conjunction with a scheduled chemical treatment, and Phase 3 and 4 following chemical treatment. Tenant should be informed that though landlords are responsible for treatment costs, a tenant is responsible to both comply with treatment preparation to the best of his/her ability and can be held responsible for extra costs for missing an appointment.[1]
3. Phase 1: Initial Meeting with participant and advocate and Estimate (3 to 4 days prior to Phase 2; Date: _____)
4. Pre-call 24 hours before Phase 2. (Date: _____)
5. Phase 2: Preparation for chemical treatment. (Day before or day of treatment; Date: _____)
6. (Chemical Treatment)
7. Return Clothes ASAP. (Day after treatment; Date: _____)
8. Phase 3: Check-up. (Eight to Ten days following Phase 3; (Date: _____)
9. Issue invoice to the appropriate organization indicated by the first three letters of the PO.

10. Receive payment and Close file.

5.0 PHASE ONE

5.1 Before Leaving::

1. Call advocate and/or participant prior to leaving for scheduled appointment.
2. Bring appropriate paperwork -
Materials Checklist
Phase 1 - Unit Assessment
Education materials

5.2 Upon Arrival

1. Introduce MGR and give summary of our role.
2. Explain and distribute information pamphlets about bed bugs.
3. Offer Preparation Sheet, which involves a check list of steps the participant can take preceding Phase Two, as participant is able.
4. Provide clothing bags and ties, only if participant is able (MGR provides service if tenant is unable). Advice to participant / advocate that launder able items will be taken off site and returned as soon as possible.
5. Inspect for bed bugs and evaluate how this will effect treatment.

-
-
6. Fill out unit assessment checklist (Appendix 1) and summary notes (Appendix 5) pertaining to Phase 1.

6.0 PHASE TWO

6.1 Before Leaving Office :

1. Call advocate and/or participant prior to leaving for scheduled appointment.
2. Call and double check with exterminator to ensure that extermination is still on schedule.

6.2 Upon Arrival

1. Introduce MGR, repeat summary of Phase 2 and the rest of the program.
2. Collect Tenant Preparation sheet - (If able to complete)
3. Eliminate clutter
 - a. Have tenant indicate which items that are considered disposable
 - Damage or deface unwanted items/furniture
 - Wrap in plastic/tape up disposable items
 - Inspect for bed bugs before removal from unit
 - List items that were removed
4. Bag items that need to be laundered
 - a. Clothing
 - b. Linens
 - c. Pillows
 - d. Other fabric itemsItems that need to be dried only should be marked appropriately.
5. Advise tenant that preparation for spraying includes cleaning furniture, closets, shelves, and under beds, etc.
6. Make a box labelled personal items that will not be unpacked in phase three. Inform the participant that if there is any valuables or personal items that he or she does not wish MGR to see they should place them in this box. Instruct the participant to shake each item vigorously and place it in the box. Use packing tape to seal the box. **Double check that box is labelled.**
7. Advise the tenant that given that the crew from MGR is going to be both working throughout the unit and disturbing the bed bugs it is important that the tenant leave the unit.
8. Cleaning:

a. Thoroughly clean (tidy, vacuum, and mop or wash where applicable) a substantial space to stack personal items in a particular room. Use crevice attachment for vacuuming nooks and corners.

b. Next in one area in the room (ex. closet) or in one piece of furniture (ex. desk or bookshelf) gather together the items. Label the room and place where the objects came from on a box. Shake vigorously or vacuum off items and place in properly labelled box and stack in the spot cleaned for personal items. Once a box is full, seal using packing tape. Slowly work through unit until everything has been properly packed. If bed bugs are noticed quickly suck them up with the vacuum. Any clean launder-able items should be bagged using the appropriate laundry bags, and tied with a green zip tie for clean laundry and a red for dirty laundry. Stuffed Animals and curtains should also be bagged for washing.

c. After boxing allow space to continue cleaning room, thoroughly clean rooms including vacuuming, wiping down furniture, tables and countertops and where possible mopping. Be sure to use appropriate nozzles and carefully vacuum into corners and around baseboards. Vacuum couches, mattresses and beds inside and out again using appropriate attachments.

8. Steam Cleaning:

Steam clean any seams on fabric where resident rests (ex. mattress, sofa, and chair) as well as cracks and crevices around resting areas (ex. bed frame, underneath bedside furniture, and baseboards around bed). Steamed items should be thoroughly vacuumed if fabric and vacuumed and wiped down if not prior to steaming. Concentrate steam cleaning on spots where infestations are sighted.

9. Put on Mattress/Box Spring Covers

10. Remove outlet covers in areas surrounding infestation, and place in a container and make note of location.

6.3 Before Leaving Unit:

1. Carefully inspect with flashlight around mattresses, couches and carpets for bed bugs. Vacuum up any bed bugs are seen.

2. Vacuum off other MGR worker and inspect for bed bugs on clothing.

3. Remove vacuum cleaner bag, put in garbage bag, and dispose of in dumpster immediately (if moving within building take off vacuum cleaner attachment and tape the hose end).

4. Before getting in the vehicle take off and bag coveralls.

5. Call exterminator to confirm when you can return for Phase 3.

6. Laundry should be taken to the Laundromat to be laundered or heat treated. **Green Zip ties** should be left for bagging items that have been cleaned or heat treated in the drier and tagging laundry after completed.

7. Fill out unit assessment checklist (Appendix 2) and summary notes (Appendix 5) pertaining to Phase 2.

7.0 PHASE THREE

7.1 Before Leaving Office:

1. Call advocate and/or participant prior to leaving for scheduled appointment.
2. Ensure that extermination has taken place
3. Bring appropriate paperwork.

7.2 Upon Arrival:

1. Introduce yourself and give summary of Phase Three.
2. Offer and explain:
 - Bed Bug Fact Sheet
 - Bed Bug Leaflet
 - Good Habits for An Itch Free Home
3. Caulk around all trim and foam or caulk around any holes created by wiring or plumbing, etc.
4. Install insulators for all the outlets/switches.
5. Set up bed bug monitors around beds and couches/chairs.
6. Put on Door Sweep.
7. (optional) Place Interceptors under bed posts and make sure bed is not resting against the wall. Instruct the tenant to make sure bed doesn't rest up against any object that could create a bridge for the bugs onto the bed.
8. Use flashlight to carefully inspect problem places for bed bugs (mattress seams, seams on sofa) and vacuum up any bed bugs.
9. Encourage the tenant to self-evaluate level of clutter, and level of cleanliness and offer feedback and hopefully encouragement in hopes that the participant will continue to manage for bed bugs.
10. Self-inspect and vacuum off any bed bugs before leaving.

7.3 After Leaving Unit:

1. Remove and Bag coveralls.

2. Bag and dispose of vacuum bags
3. Fill out unit assessment checklist (Appendix 3) and summary notes (Appendix 5) pertaining to Phase 3.

8.0 ISSUING INVOICE AND CLOSING FILE

8.1 Compile job folder. Job folder should include:

1. Service notes - including any pictures
2. Total number of labour hours - including no shows
3. Materials used
4. Original request for service
5. Copy of estimates if any
6. Incidents reports
7. Copy of original invoice

8.2 Office will record and issue an invoice to the appropriate agency based on the first three digits of the PO.

8.3 Office will receive payment from the agency.

8.4 File will be closed and stored at the office for future reference.

Appendix 1

Phase 1 - Unit Assessment Checklist

Length of time needed upon arrival and entry of the apartment _____
If over 20 minutes reason for delay _____

Size of Residence:
Circle one (house/bachelor suite/apartment)

List items that need to be steam cleaned:

Time estimate for steam cleaning: _____

Measurements of Beds (l/w/h):

Bed 1: _____ box spring (yes/no)

Bed 2: _____ box spring (yes/no)

Bed 3: _____ box spring (yes/no)

Bed 4: _____ box spring (yes/no)

1. De-Cluttering:

Estimate Level of Clutter where 0 = no clutter and 5 = extremely cluttered:

Estimate of Time Needed to de-clutter: _____

2. Sanitation:

Level of Cleanliness (1 equals clean and 5 is extremely unclean):

Estimate of Time Needed to clean: _____

3. Steam Cleaning:

Any fabric where resident sits or rests (ex. mattress, sofa, and chair) as well as cracks and crevices around resting areas (ex. bed frame, underneath bedside furniture, and baseboards around bed) need to be steamed. Steamed items should be thoroughly vacuumed if fabric and vacuumed and wiped down if not prior to steaming. Concentrate steam cleaning on spots where infestations are sighted. List items/areas that need steam cleaning: _____

Estimate of Time Needed to Steam Clean: _____

Taking into account cleaning, laundry, de-cluttering, boxing, steam cleaning, estimate total time needed for Phase 2: _____.

Evaluating gaps in the baseboards, holes in the walls, etc estimate time needed for Phase 3: _____.

Appendix 2

Phase 2 - Unit Assessment Checklist

Length of time needed upon arrival and entry of the apartment _____
If over 20 minutes reason for delay _____

1. Time Needed to de-clutter in hours: _____

List items that are removed from unit:

2. Sanitation:

Time Needed to clean in hours for two people: _____

3. Steam Cleaning:

List items steam cleaned _____

Time for steam and vacuum cleaning: _____

4. Time packing and transporting launder able items: _____

5. Remove covers off outlets

6. Put on Mattress Covers

Appendix 3
Phase 3 - Unit Assessment Checklist

Length of time needed upon arrival and entry of the apartment _____
If over 20 minutes reason for delay _____

1. Time Spent Caulking: _____.
2. Time Spent installing insulators: _____.
3. Time Spent filling holes/foaming gaps: _____.
4. Put on door sweep.
5. Place interceptors underneath bed posts where possible.

Participant Preparation Sheet for Phase Two

Bed bugs are a persistent pest and require everyone's participation to properly manage them. Given that bed bugs are small (the size of an apple seed), feed and are more active at night, can live up to 550 days without feeding, hide during the day and lay their eggs in cracks and crevices, reproduce quickly (each female can lay 200 to 500 eggs), and lay eggs that are resistant to some pesticides they can be difficult to manage and / or eliminate.

We understand that you might not be able to do everything listed below. We appreciate any help that you can offer.

Phase Two Preparation: Before we arrive, how you can help?

1. Un-clutter: Bed bugs are avid hidiers it is important to remove any unnecessary clutter, being careful to garbage bag unwanted items to keep from spreading any bed bugs. Do not dispose of furniture. We can help you remove any unwanted furniture when we come back for Phase Two.

2. Vacuum and Clean: We will also clean and vacuum with phase two but because bed bugs are small and avid hidiers, the more we clean and vacuum and the more carefully we do so will better resolve the bed bug problem. Use an attachment to get into the corners and crevices in furniture, mattresses, trim, corners, and any other cracks and crevices.

3. Laundry: It makes our job easier and more enjoyable if we have to deal with clean rather than dirty laundry. Washing any clothing, bedding, fabric covers, and pillows prior to our return would be greatly appreciated. Clean Laundry can be placed in the appropriate bags left with you, and tagged with green tags. Dirty Laundry and fabrics can also be placed in bags with red tags.

Check List for Tenant

	Completed		
	<i>Yes</i>	<i>No</i>	<i>N/A</i>
1. Wash in hot water and dry linen including bed skirting, then bag and leave for us to tie.			
2. Wash in hot water and dry pillows and pillow cases, then bag and leave for us to tie.			
3. Wash in hot water bed comforter, dry, and then bag and leave for us to tie.			
4. Wash in hot water and dry any clothing, then bag and leave for us to tie.			
5. Wash in hot water and dry any stuffed animals clothes, or other fabric and leave for us to tie.			
6. Unclutter: Bag and dispose of any unwanted items except furniture.			
7. Wash any dishes, counters and tables.			
8. Sweep and mop floors.			
9. Dust Furniture			
10. Vacuum thoroughly floors and furniture, using attachment to get into cracks and crevices.			

Please List any places you have seen bed bugs:

Appendix 5

PO# _____

BUG & SCRUB COMPLETION FORM

Address _____

Name/ID # _____ Phone # _____

MGR Staff _____

Completion Date _____

Date	Phase#	# of People	Hours

Primary Labour: _____

Hours Labourer: _____

Materials:	Amount	Size	Cost
Caulking:			
Foam:			
Outlet covers:			
Mattress covers:			
Box Spring covers:			
Vacuum bags:			
Door Sweep:			
Laundry:			
Other:			
Other:			

Total Cost: _____

Service Notes Bug N' Scrub

Contact Notes:

Phase 1 summary:

Phase 2 summary:

Phase 3 Summary:

Appendix 6

Good Habits for an itch free home

1. Un-clutter:

Because Bed Bugs tend to hide out during the day it is very important to remove any unnecessary clutter. On day to day basis this means being careful, not to overfill your place with things you don't need, and putting away items especially clothing after use.

When disposing of unwanted items they should be bagged in order to prevent the spreading of bugs throughout the residence or to other units in shared residence. Infested furniture should be disposed of by first damaging it so it is not taken in by anyone else. It should be wrapped in plastic and taped before it is disposed.

2. Vacuum:

Clean and vacuum as regularly and thoroughly as possible. When cleaning, vacuum your mattress and couches and any objects surrounding them. Use a nozzle attachment

3. Examine:

Closely examine any object you bring into the home. Though recycling is usually commendable, garbage bins and items therein are often infested with bed bugs. Similarly when purchasing any used goods such as furniture or any items or toys with fabric on it, and clothing it should be inspected first for bed bugs. After travel bag and place clothing in garbage bags until it are laundered and vacuum travel bags.

4. Monitor:

Check for bed bug bites on your body, and blood stains on your bed sheets and clothes. Regularly check seams and other crevices in your furniture and mattresses for bed bugs. Set out bed bug monitoring strips, glue boards, or sticky tape to catch and monitor bed bugs population. Contact your landlord if you continue to see a large population. The cost of dealing with the problem is the responsibility of the landlord.

5. Turn your bed into an island:

- a. make sure none of your bedding touches the floor.
- b. use carpet tapes on bed legs to catch bugs or...
- c. place bed legs in a container filled with petroleum jelly to catch bugs.

Appendix 8

Bed Bug Facts

- There are no known situations where bed bugs have transmitted disease.
- Bed bugs are itchy to some persons, and scratching of the bites can lead to infection.
- Many chemicals kill the adult bugs, but not the eggs. Steam cleaning or heat can kill the eggs. The best way to control bed bugs should include washing and drying clothes, vacuum cleaning, and steam cleaning, and sealing off areas where bed bugs like to hide.
- Bed bugs are small (the size of a small apple seed).
- They feed and are more active at night.
- They can live up to 550 days without feeding
- They predominately move only to hide during the day.
- They lay their eggs in cracks and crevices.
- They reproduce quickly (each female can lay 200 to 500 eggs)

Sources

http://www.gov.mb.ca/fs/cca/rtb/whatsnewpage/bedbugs/bed_bugs_rights_responsibilities_landlords_tenants.pdf

http://www.gov.mb.ca/fs/cca/rtb/whatsnewpage/bedbugs/bed_bug_removal_info_for_tenants.pdf

http://www.gov.mb.ca/fs/cca/rtb/whatsnewpage/bedbugs/bed_bug_info_for_landlords_property_managers.pdf

http://www.gov.mb.ca/asset_library/en/bedbugs/myths_facts.pdf

http://www.gov.mb.ca/asset_library/en/bedbugs/what_to_do.pdf

http://www.gov.mb.ca/asset_library/en/bedbugs/avoiding_bed_bug.pdf

http://www.gov.mb.ca/asset_library/en/bedbugs/bed_bugs_fact_sheet.pdf

<http://www.toronto.ca/health/bedbugs/pdf/preparationwithform.pdf>

http://www.toronto.ca/health/pdf/bedbugs_tenantsfactsheet.pdf

<http://pestcontrolcenter.com/blog/?p=8>

<http://www.toronto.ca/health/bedbugs/mythsandfacts.htm>

<http://www.toronto.ca/health/bedbugs/pdf/preparationwithform.pdf>

<http://www.toronto.ca/health/bedbugs/pdf/buildingwithbugs.pdf>