

Bed Bug Prevention and Control in Hotels and Other Similar Multiple-Unit Dwellings

Suggested Procedures for Owners/Operators Reporting and Responding to Bed Bug Complaints

Responsible personnel should:

1. Develop a written referral procedure for tenants and staff reporting pest complaints to management. The procedure must include a rapid response to bed bug complaints and a prescribed means of contacting a licensed Pest Management Professional (PMP).
2. Assist tenants and/or guests in seeking medical assistance when necessary.
3. Whenever possible, relocate tenants/guests while the infested room is being serviced by the PMP. The room the tenant is relocated to should not be adjacent to the infested rooms and should be inspected for signs of bed bug infestation prior to relocation. If a tenant/guest is relocated, the room they were relocated to should be inspected by the PMP once the tenant has vacated to ensure bed bugs were not transferred to the room.
4. Instruct the tenant/guest to launder all clothing and linens. The tenant/guest must secure clothing and linens in plastic bags to remove them from the infested room, and place the laundered items into new plastic bags immediately upon removal from the clothes dryer. Dispose of the original plastic bags. All personal items to be taken to the new location must be thoroughly checked for evidence of bed bugs and washed before bagging if appropriate. This procedure helps prevent the relocation of bed bugs into the new room. Tenants should use only a minimal amount of clothing and personal items while in the temporary/relocation room. Leave all other clean items in the secured bags.
5. Notify tenants in adjacent units (next door, above, and below the infestation) of the bed bug infestation. Such notification should stress the need to prepare their units for inspection and possible treatment for bed bugs.
6. Instruct the PMP to inspect all units adjacent to bed bug infested units, including the unit(s) where tenants were relocated, and treat as necessary.
7. Bed bug infested articles destined for disposal shall not be removed until after the unit has been treated by the PMP. All articles to be disposed of, including vacuumed refuse must be double bagged in plastic, tightly sealed, and properly disposed of in an appropriate trash receptacle. Consult with the PMP to determine if contents should be retreated before disposal to prevent the possibility of relocation of the bed bugs.
8. Hotel owners/operators should replace all torn mattresses and box springs. It is strongly recommended that hotel owners/operators refrain from purchasing used mattresses and box springs.
9. Hotel owners/operators should replace wooden bed frames with metal bed frames whenever possible.

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