

US EPA ARCHIVE DOCUMENT



Education: The Cornerstone of Control and Prevention

Lessons learned through working with our
seniors and people with disabilities

Communication Strategies

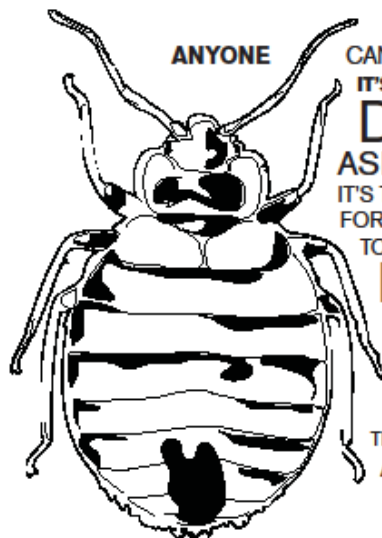
- Verbal Communication
- Written Communication
- Interpersonal Communication
- Continuous Communication

Verbal Communication

- First level of messaging is to staff: Office personnel, Maintenance, Pest Control & Resident Services
- Second level of messaging to residents thru:
 - PowerPoint Presentations
 - One on One Communication

Written Communication

- Quarterly newsletter articles for all properties in portfolio
- Multiple posters displayed in all buildings
- Fliers given out at Move-In and during annual reviews
- Pest Control Lease Addendum



ANYONE

CAN GET THEM
IT'S NOT YOUR FAULT.
DON'T BE
ASHAMED
IT'S TOTALLY NORMAL
FOR IT TO TAKE A WHILE
TO GET RID OF THEM

DON'T
GIVE
UP IT'S NOT
YOUR FAULT.

TELL SOMEONE.
ASK FOR
HELP.

LET YOUR LANDLORD KNOW

RIGHT AWAY. IT'S NOT YOUR FAULT.
YOUR LANDLORD HAS A RESPONSIBILITY TO HELP YOU.

KEEP WITH IT. **YOU CAN DO IT.**

KEEP REPORTING IT TO YOUR LAND-
LORD, IF THE BED BUGS DON'T GO AWAY AFTER THE

SPRAY. **LOOK** FOR EARLY WARNING SIGNS:

TINY **BLOOD SPOTS** ON YOUR SHEETS. YOU
CAN'T RELY ON BITES TO TELL IF YOU HAVE
BED BUGS. UP TO 70% OF PEOPLE DO NOT REACT TO BITES.

BED BUGS WILL NOT GO AWAY ON THEIR OWN.

THE SOONER YOU **BEGIN** TO **TAKE**
STEPS TO GET RID OF THEM, THE less time it will

take for you to be **BED BUG FREE.**

What can we do?

Property Management is responsible for treating the infested apartment in a timely manner. Notify your Site Manager right away for instructions on removal of household items.

Resident Services can provide the resident with various assistance, information and referral to support services.

The Resident is responsible for informing Management of any pest problems and preparing the unit for treatment.

Bed Bugs readily hide in small crevices; they may accompany (as stowaways) luggage, furniture, clothing, pillows, boxes, purses and backpacks. This occurs when these items are moved between apartments, homes and hotels. Used furniture, particularly bed frames and mattresses, are of greatest risk of being a home for bed bugs and their eggs. Check everything you bring into your home before you bring it in.



Hollywood East

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Resident Service
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CALL US
WE CAN HELP

Bed Bug Prevention and Control

Bed bugs can affect anyone.

WE CAN HELP



Bedbug actual size

The sooner we all begin to work together, the sooner we can be rid of this pest.

Facts



Control



Prevention

Where Do They Live?

Bed Bugs can be found in:

- Mattresses, bed frames and sheets
- Behind loose wallpaper
- Under carpets
- Crervices or cracks in walls and floors
- Behind pictures on walls
- Baseboards, electrical boxes and wall outlets
- Curtains and draperies
- Window and door frames
- Furniture
- Ceiling moldings

Life Cycle: The females lay about 200 eggs, usually at the rate of three or four a day.

Type of Damage: They feed mainly at night on human blood by piercing the skin with a long beak and sucking blood into their stomachs. Bed Bugs can go without feeding for more than 18 months.

For more information watch YouTube Videos, search word "Bed Bugs"

What you should do when you see a Bed Bug in your home?

- **Inform the manager immediately** so the apartment can be treated.
- **Inspect thoroughly** the bed and mattress.
- **Ask manager** for a Bed Bug Help Kit.
- **Frequently vacuum** the mattress and premises. After vacuuming, immediately place the vacuum cleaner bag in a plastic bag, seal tightly, and discard in a container outdoors.
- **Scrub the mattress** and other surfaces. A stiff brush can be used to dislodge bed bugs and eggs.
- **Place bedding and clothes** in plastic garbage bags and wash bedding and garments in hot water. Dispose of contaminated garbage bag.
- **Clean and sanitize** your premises.
- **Reduce clutter** and remove debris from in and around the home.

Bed Bugs don't fly. They cannot climb glass or metal easily. Move the bed away from walls, keep bedding off the floor or from touching walls to help prevent infestation.

What you should do to avoid infestation?

- **Do not** take free items or give free items away in public areas.
- **Do not** let others use your vacuum.
- **Do not** bring potentially infested items into your home.
- **Regularly clean** and vacuum your apartment and keep it free of clutter.
- **Inspect your bedding, furniture, clothing and baggage.** Look for signs of Bed Bugs such as their tell-tale fecal spots or blood stains from crushed bugs.
- **Carefully inspect** secondhand items.
- **Do ask HAP for help.**

Bed Bugs can wander between adjoining apartments through voids in walls and holes through which wires and pipes pass. They readily survive for many months without feeding. Bed Bugs may already be present in 'vacant' and 'clean' apartments.

Interpersonal Communication

- ‘The Relationship is Everything’
- Promote resident reporting through reducing the stigma
- Individualized approach to talk informally about inspections & treatments
- Acknowledge disruption in residents’ lives

Ongoing Communication

- PowerPoint presentations repeated periodically
- Constant ongoing resident-initiated conversation about bedbugs
- One-on-one discussions with staff and residents who have been found to have bedbugs

Williams Plaza Pilot Project

- We isolated one building to try out numerous strategies to combat bedbugs
- Staff education
- Strong resident education piece
- ‘Knock and Talks’ with residents one week prior to a treatment
- ‘Knock and Talks’ with residents again one day prior to a treatment

Prior to Pilot Project

- **We distributed a Tenant Preparation Sheet on the residents' doors and let them do the work themselves**
- **We estimated a resident compliance rate in preparation for a bed bug treatment at approximately 50%**

During Pilot Project

- **We told the residents the supplies and resources that we could give them and that we are committed to helping them to become bed bug free. These items include: mattress & box spring encasements, Nuvan Prostrips, trash bags for laundry, Climb Up Interceptors & Victor Pheromone Traps. We also turned all of the laundry machines free for a period of time.**
- **We told them to be vigilant in laundering bedding, inspecting around mattress and looking at traps for any signs of insects.**

‘Knock and Talks’

- **One site staff and one resident services coordinator went as a team to speak with residents in their home**
- **They evaluated any supplies needed**
- **They evaluated any resources needed**
- **They answered any questions of the resident and helped them to better understand our expectations**

After Pilot Project

- **We estimated a resident compliance rate of their apartment of 80 - 90%**
- **We have found improved dialogue between staff and residents**
- **We have been better able to combat and eliminate bed bugs**
- **We have now completed the process in the majority of our high rises and found there to be a high level of efficacy in the program**

Our Mission

The Housing Authority of Portland's mission is to assure that the people of the community are sheltered. HAP has a special responsibility to those who encounter barriers to housing because of income, disability, or special need.

HAP will continue to promote, operate, and develop affordable housing that engenders stability, self-sufficiency, self-respect, and pride in its residents and represents a long-term community asset.

HAP will be a community leader to create public commitment, policy, and funding to preserve and develop affordable housing.

Our Purpose

Housing, Help, and Hope for All

Our Values

Cornerstone Values: Respect, Fairness, Honesty

We practice respect, fairness, and honesty

Organizational Values: Service, Support, Stewardship

We're here to assist the people we serve

We get support by giving support

We are accountable to our community

Business Values: Partnership, Innovation, Excellence

We cannot do it alone

We like to lead, and that means change

We do quality work

