



**SERVICE SPECIALISTS SINCE 1904**

## **McCloud Services Bed Bug Conventional Treatment Process**

Because of their mobility, incidences of bed bugs in hotels, multi-unit complexes, retail stores, office environments and other commercial facilities are rapidly increasing in Chicago and throughout the McCloud service region. We realize how damaging a single bed bug sighting can be to a company's reputation, which is why we offer highly effective bed bug treatment programs to help companies combat bed bug infestations safely and efficiently. The treatment process includes taking some or all of these measures:

- Many insects are mistakenly identified as bed bugs. Our first step is to inspect the property and identify insects present to determine whether they are 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. McCloud Services may also hire handlers and canine scent detection dogs for an additional fee.
- 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 bordering apartment or hotel rooms of 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 when necessary for our guarantee to remain in effect.
- Mark any infested furniture or bedding that is discarded so that they are not salvaged and brought back into people's homes. Bed bug infestations spread when residents take infested furniture from the dumpster into their homes. Spray painting an "X" on furniture or cutting a mattress 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.
- Infested mattresses of 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. 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.
- McCloud Services partners 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.



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### **Client Responsibilities — Residential and Hotels:**

- 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.
- Allergen mattress covers with zippers are advised for mattress protection after the treatments are made. McCloud Services' policy requires allergen mattress covers to be used if insecticides are applied to the mattress, and will be supplied as part of the service.
- Mesh cloth found underneath box springs and upholstered furniture should be removed to facilitate treatment of these areas. If the bed is mounted on permanent framing, the framing must be dismantled to facilitate treatment.
- 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.



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### **McCloud Services Procedures**

#### **All label directions are strictly adhered to.**

- We will conduct an inspection to determine if the unit has been properly prepared and is vacated of people and pets. We will also make certain the target pest has been accurately identified. Areas where the bed bugs have been observed will be checked to ensure a thorough treatment can be accomplished. If the client/resident is not properly prepared, no guarantee will be offered. If McCloud Services must come back for service at another time, a trip charge will be incurred.
- At a minimum, the following areas will be inspected and/or treated:
  - 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
- 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.
- We will inform the client of any rooms or apartments not properly prepared. Inadequate preparation will have an impact on the program's effectiveness.
- Monitors may be used after treatment to help determine if the bed bugs have been controlled.
- Notes will be placed on unit doors, indicating when occupants may return.
- 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.
- A follow up appointment will be scheduled approximately two weeks after the service to re-inspect the treatment area.