



95 BROADWAY, BOSTON, MA 02116

MANAGEMENT COMPANY INC.

(617) 542-3019, FAX (617) 542-2213

April 2010

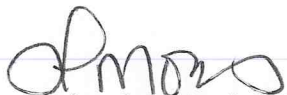
To: Participants of the MassHousing Community Service Conference
From: Lisa Moris, MSW

RE: Cornu Management Company's Step by Step Guide

Thank you all for attending the Bed Bug Training! As you know having a bed bug infestation at one of your sites can be a stressful experience for residents, for staff, and for the entire community. We are please to offer you a copy of our set of guidelines (please see attached) that have been created in order to ensure that we address bed bug infestations in a comprehensive manner across our portfolio. Because so many hours of labor went into this working document, it is our request that you ask for permission to replicate the materials provided.

If you have any questions regarding our process, please feel free to contact me directly at lmoris@cornu.com. I am happy to answer any questions, accept any feedback, and address any concerns you may have!

Regards,


Lisa Moris, MSW

BED BUGS

(*Cimex Lectularius*)



A step by step guide to the prevention, assessment, and extermination of a bed bug infestation

Developed by Cornu Management Company, Inc.

95 Broadway
Boston, MA 02116
(617) 542-3019
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EXHIBITS

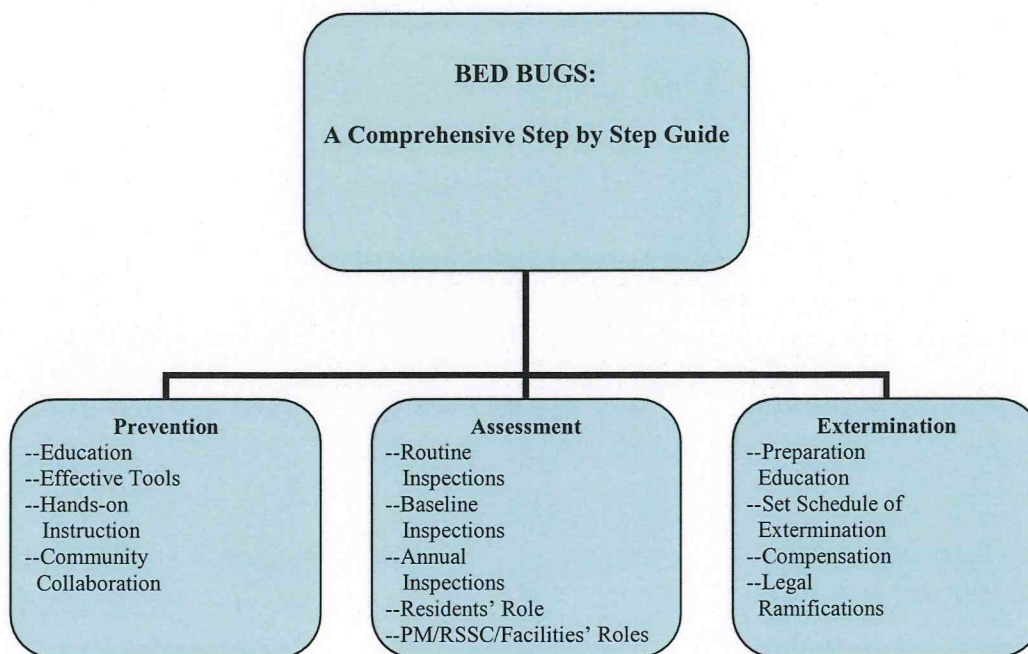
- A. Bed Bugs: The RSSC Assessment
- B. Bed Bugs: An Inspection Checklist
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OVERVIEW

In an effort to provide safe, decent, and sanitary housing, Cornu Management Company, Inc. is proactive in the prevention, assessment, and extermination of bed bugs, other insects, and rodents from our communities. Because bed bug infestations have been on the rise throughout the United States, Cornu Management Company, Inc. has been diligently developing a set of step by step guidelines to serve as a useful tool for residents, their families, staff, and the community at large to prevent, assess, and treat a bed bug infestation in the most effective and comprehensive way.



A Series of Guidelines to Address a Bed Bug Infestation





Guidelines to Address Bed Bugs (*Cimex Lectularius*)

I. Purpose

To provide clear guidelines for Property Managers (PM), Resident Social Service Coordinators (RSSC), and Facilities specialists on the assessment and intervention in the event of a suspected bed bug infestation.

II. Policy Statement

Cornu Management Company, Inc. is committed to providing a safe living environment by offering assessment, education, support, and referral services to residents who are experiencing a potential bed bug infestation.

III. Key Definitions & Terms

Bed Bug (*Cimex lectularius*)

Bed bugs are small wingless insects that feed solely upon the blood of warm-blooded animals especially humans. Because bed bugs reside where they have access to human flesh, they are often found in mattresses, bed frames, couches, etc. However, bed bugs are currently not known to transmit disease to humans. Hatchling bed bugs are about the size of a poppy seed, and adults are about 1/4 of an inch in length. From above they are oval in shape, but are flattened from top to bottom (<http://www.hsph.harvard.edu/bedbugs>).

Their color ranges from nearly white (just after molting) or a light tan to a deep brown or burnt orange. The host's blood may appear as a dark red or black mass within the bug's body. When disturbed, bed bugs actively seek shelter in dark cracks and crevices (<http://www.hsph.harvard.edu/bedbugs>).



IV. The Inspection Guideline

The Inspection Guideline

Cornu Management Company, Inc. recognizes that the threat of a bed bug infestation is a detriment to the health and well-being of our residents, their families, staff and the community at large. In an attempt to prevent the spread of bed bugs, Cornu Management Company, Inc. is proactive in the prevention, assessment, and extermination of bed bug infestations.

Inspection, by both residents and staff, is imperative in our effort to prevent a bed bug infestation, if one exists, from developing into a site-wide epidemic. The following list of inspections is required for each site to complete throughout the course of the year.

TYPE OF INSPECTION	DESCRIPTION
Baseline Inspections	All properties will have to complete a baseline bed bug inspection for all apartments. This inspection can be incorporated into the annual inspection. If the annual inspection has been completed, it is required that the baseline inspection is completed in an efficient and timely manner.
Annual Inspections	During annual inspections, site staff is required to conduct a preliminary bed bug inspection. Residents should be advised on the notice that they must remove bed linens from their beds, futons, and sofas in order to allow a close examination of the furniture with flashlights and magnifying glasses. If resident is home, it is an opportunity to educate them about bed bugs and the importance of reporting any signs that they may have that may be indicative of a bed bug infestation. Staff conducting the inspection may consider bringing bed bug information material as a refresher for residents.
Move-in Inspections	During the move-in inspection, it is the site staff's responsibility to review the bed bug guidelines with the new resident. Residents are to be educated about inspecting the furniture that they are bringing into the property (you may cite the current rise of bed bug infestations in the city of Boston) and to report any concerns to site staff that they may have. Approximately three weeks after a new resident moves into the community, an inspection will be scheduled of the apartment for any evidence of bed bugs.



TYPE OF INSPECTION	DESCRIPTION
Emergency Inspections	In the event that a bed bug infestation is found in the building, all residents are to be informed that there is an infestation in the building. A community meeting should be scheduled to review how everyone can be part of the solution towards the prevention, assessment, and extermination of bed bugs. Most importantly, every household in the building in which the infestation was found is <i>required</i> to receive a cursory inspection to determine if a bed bug infestation is present after residents have been given 24 to 48 hours notice.
Routine Inspections	During a home visit or an office visit, site staff has an opportunity to conduct a cursory inspection of the apartment as well as identify any signs or symptoms from the residents that may be indicative of a bed bug infestation. If evidence is found that an infestation may be present, it is important that all site staff is notified to develop an action plan on how to proceed. (Please refer to <i>Guidelines to Address Bed Bugs</i>)
Resident Inspections	All residents will be informed of the bed bug guidelines that Cornu Management Company, Inc. has developed as a tool in the prevention, assessment, and extermination of bed bug infestations. During move-in interviews, new residents will receive informational materials about bed bugs and things they can do to periodically assess whether they have bed bugs or not. In addition, all residents during recertification will get a refresher on bed bugs. <i>Because a lot of residents who live in our communities have homemakers, personal care attendants, and/or family who assist in housekeeping, it is important that they, too, are “trained” and given the information necessary to ensure that we receive information in a timely and efficient manner.</i>

V. Identification: High Risk Signs & Symptoms

When a resident presents with a constellation of signs and/or symptoms that may raise the concern of PM, RSSC, and/or Facilities, a thorough assessment should be conducted to determine if an infestation is present in the household. If an infestation is found, the adjacent apartments to the infested apartment need to be thoroughly assessed as well. In addition, the site staff will perform an emergency cursory inspection of *all* units to ensure that the infestation has not spread to other areas of the building. This will allow for a comprehensive plan to be developed to address the total infestation.

The following signs and/or symptoms may not always be indicative of a bed bug infestation but will serve as a warning that an assessment should be conducted:

- A. Resident complaints regarding bites that occurred while sleeping.
- B. Characteristic dark brown or reddish fecal spots of bed bugs apparent on the bed linens, mattress, or walls near the bed.
- C. A peculiar coriander like-odor detected in some heavily infested residences.
- D. Skin infections or scars from infected bed bug bites.*



**Skin infections occur when people have an allergic reaction to the saliva that is deposited by the bed bug because the saliva contains histamine that causes people to scratch the site of the bite.*

Please note that residents may present with a “skin infection” that has been diagnosed by a medical professional with no known cause. However, it is important to rule out that the “skin infection” has been caused by a bed bug infestation.

VI. Assessment Process and Referral

It is imperative that all property management site staff work together to prevent bed bugs from coming to their respective property but also to respond efficiently and effectively if such an infestation is discovered in their respective property. Each staff member has an integral role in the prevention, assessment and extermination of bed bugs. By working as a team, it ensures that we create a comprehensive approach to address bed bugs.

The initial inspection will be conducted by site staff. If a potential infestation is found, the following steps should be considered by PM, RSSC, and Facilities.



A. PM, RSSC, and Facilities meet prior to any intervention and agree on an action plan. The plan may include:

<p align="center">PM Course of Action</p>	<p align="center">RSSC Course of Action</p>	<p align="center">Facilities Course of Action</p>
<p> ↓ MEET with RSSC & Facilities to develop an action plan ↓ SCHEDULE a date and time with a licensed professional exterminator to formally assess for a possible bed bug infestation ↓ NOTIFY resident via letter regarding the date and time of the bed bug assessment <i>(refer to Exhibit F)</i> </p> <p>In the event that no infestation is found, please consider the following steps:</p> <p> ↓ INFORM resident via letter that no bed bug infestation was found during the inspection within 3 days of the assessment <i>(refer to Exhibit F)</i> ↓ CONDUCT a follow-up inspection three weeks after the initial inspection of the apartment with RSSC & Facilities </p>	<p> ↓ MEET with PM & Facilities to develop an action plan ↓ CONDUCT a general assessment with members of the household <i>(refer to Exhibit B)</i> ↓ PROVIDE information garnered from the assessment with PM, Facilities, and the licensed professional exterminator prior to scheduled assessment </p> <p>In the event that no infestation is found, please consider the following steps:</p> <p> ↓ CONDUCT a follow-up inspection of the apartment with PM & Facilities ↓ CONDUCT a follow-up assessment of any lingering signs and/or symptoms with members of the household <i>(refer to Exhibit B)</i> ↓ PROVIDE resident with informational material about bed bugs </p>	<p> ↓ MEET with RSSC & PM to develop an action plan </p> <p>In the event that no infestation is found, please consider the following steps:</p> <p> ↓ CONDUCT a follow-up inspection three weeks after the initial inspection of the apartment with RSSC & Facilities </p>



<p align="center">PM Course of Action</p>	<p align="center">RSSC Course of Action</p>	<p align="center">Facilities Course of Action</p>
<p>In the event that an infestation is found, please consider the following steps:</p> <p>↓ ALERT the entire community that a bed bug infestation exist within the building via letter <i>(refer to Exhibit F)</i></p> <p>↓ CONDUCT bed bug inspections on all units to determine the scope of the problem</p> <p><i>In the event that an infestation is found elsewhere, please reassess the scope of the extermination with your licensed professional exterminator.</i></p> <p>↓ SCHEDULE exterminations with a licensed professional exterminator</p> <p>↓ MEET with affected households and adjacent households to discuss the resident preparation agreement <i>(refer to Exhibit F)</i></p> <p>↓ PROVIDE affected households and adjacent households with the date(s) of extermination via letter</p>	<p>In the event that an infestation is found, please consider the following steps:</p> <p>↓ SCHEDULE a community meeting and invite the licensed professional exterminator to answer any questions and address any concerns residents may have</p> <p>↓ DISTRIBUTE informational materials to all households</p> <p>↓ CONDUCT bed bug inspections on all units to determine the scope of the problem</p> <p><i>In the event that an infestation is found elsewhere, please reassess the scope of the extermination with your licensed professional exterminator.</i></p> <p>↓ MEET with affected households and adjacent households to discuss the resident preparation agreement</p>	<p>In the event that an infestation is found, please consider the following steps:</p> <p>↓ CONDUCT bed bug inspections on all units to determine the scope of the problem</p> <p><i>In the event that an infestation is found elsewhere, please reassess the scope of the extermination with your license professional exterminator.</i></p>



<p style="text-align: center;">PM Course of Action</p>	<p style="text-align: center;">RSSC Course of Action</p>	<p style="text-align: center;">Facilities Course of Action</p>
<p>In the event that a household is not able to prepare the apartment as outlined, the following provisions must be made:</p> <ul style="list-style-type: none"> ↓ OBTAIN authorization or a release form allowing discussion of this matter with a family member or agency to assist with the preparation ↓ CONTACT family or friends who are willing to assist the household with the preparation <p>In the event that assistance is not available for the household, PM/RSSC/Facilities will do the following:</p> <ul style="list-style-type: none"> ↓ SCHEDULE a date & time for a company to assist resident in preparing for the extermination <i>(refer to Exhibit E)</i> <p>Prior to scheduled extermination:</p> <ul style="list-style-type: none"> ↓ SEND a reminder notice 24 to 48 hours prior to the preparation/extermination <p>After all scheduled exterminations are completed:</p> <ul style="list-style-type: none"> ↓ CONDUCT a follow-up inspection of the apartment with RSSC, Facilities, & the Exterminator 	<p>In the event that a household is not able to prepare the apartment as outlined, the following provisions must be made:</p> <ul style="list-style-type: none"> ↓ OBTAIN authorization or a release form allowing discussion of this matter with a family member or agency to assist with the preparation ↓ CONTACT family or friends who are willing to assist the household with the preparation <p>In the event that assistance is not available for the household, PM/RSSC/Facilities will do the following:</p> <ul style="list-style-type: none"> ↓ SUPPORT the residents who need assistance in prepping their apartments <p>Prior to scheduled extermination:</p> <ul style="list-style-type: none"> ↓ SUBMIT check request(s) for food vouchers for households that are being treated and/or... ↓ PLAN activities for the community during the extermination <p>After all scheduled exterminations are completed:</p> <ul style="list-style-type: none"> ↓ CONDUCT a follow-up inspection of the apartment with PM, Facilities & the Exterminator 	<p>In the event that a household is not able to prepare the apartment as outlined, the following provisions must be made:</p> <p>In the event that assistance is not available for the household, PM/RSSC/Facilities will do the following:</p> <ul style="list-style-type: none"> ↓ MONITOR the company as they prepare the apartment for the extermination <p>Prior to scheduled extermination:</p> <ul style="list-style-type: none"> ↓ PERFORM pre-inspection of apartments prior to each extermination to assure that the apartment is prepped properly for the most effective extermination <p>After all scheduled exterminations are completed:</p> <ul style="list-style-type: none"> ↓ CONDUCT a follow-up inspection of the apartment with RSSC, PM & the Exterminator



B. PM and RSSC meet and discuss findings of evaluation and coordinate plan.

VII. Documentation

In order to best serve the residents, it is imperative to maintain accurate documentation. It provides a simple time-line of the steps that have been taken in order to discover and remedy a bed bug infestation. Document any correspondence or action taken in accordance with existing Cornu standards for documentation. This includes the Building Link platform where used.

Documentation should be objective and detailed, with attention to:

- A. The initial referral
- B. The assessment.
- C. The comprehensive extermination plan.
- D. Summary of all action taken and agencies that you collaborated with.
- D. Additional correspondence with the residents.





Bed Bug 101:
An Informational Tool

THE BIOLOGY



- Bed Bugs can live over 1 year without a blood meal
- Bed Bugs' lifespan is up to 4 years
- A female Bed Bug can lay up to 500 eggs in their lifetime
- Bed Bugs cannot survive in heat over 120 F for more than a few hours

WARNING SIGNS



- Red spots on skin that is exposed during sleep
- A sense that you are being bit at night
- Blood stains on bedding, mattresses, and/or other furniture
- Discovery of brown, red or clear oval shape insects without wings that grow up to a 1/4 of an inch



THE HIDEOUT

Bed Bugs love to hide in crevices that provide a deep and dark hiding place. Please refer to the list below for possible areas of infestation:



Bed Bugs hide in the mattress, box spring, or headboard of a bed. Where ever there is a crevice, a Bed Bug will find it.



Bed Bugs love to creep on sheets, blankets and other forms of bedding to feed.



Bed Bugs love to be where you are...furniture of any type can be susceptible to a Bed Bug infestation.



In severe cases, Bed Bugs can be found on crevices in the floor boards, walls, behind pictures, curtains/drapes, behind light/outlet plates, clothing, old books, and the list goes on.

THE ACTION PLAN

If you suspect you may have a Bed Bug infestation, contact the management office immediately. You will be advised the day when your unit will be inspected and treated by a professional licensed exterminator.

THE PREPARATION:

PULL out drawers and lean them vertically against each other or a wall.

WASH all articles of clothing or any washable fabric from all rooms on a **HIGH HEAT** setting and place in a bag that is then sealed. *Return clothing and washable fabrics after the extermination is completed.*

VACUUM all surfaces including furniture, mattresses, floors, walls, picture frames, and crevices with a HEPA Vacuum cleaner (before and after extermination). Place vacuum bag in trash bag, seal and dispose of in the waste container outside of the building.

DISPOSE all infested items and furniture that you are willing to get rid off ensuring that the infested items are destroyed and labeled with the labels provided.

STAND the mattress and box spring against the wall.

SEAL mattress/pillows in vinyl or heavy gauge plastic coverings.





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EXHIBIT A

Bed Bugs: The RSSC Assessment



Management Company, Inc.
Bed Bug Protocol



RSSC ASSESSMENT

The possibility of having bed bugs generates different emotions from our residents including anger, shame, fear, sadness, frustration, and an overall sense of being overwhelmed. It is important to validate residents and expressed to them that we will work in partnership with them to resolve the bed bug infestation if one exists. Please remember that *how* you communicate with residents is as important as *what* you are communicating to residents.

The following phrases may be useful for you to use during the RSSC assessment for bed bugs:

- “We are concerned about the safety of you and your family and would like to work in partnership with all of you to create the best action plan.”
- “Having a bed bug infestation is very stressful and overwhelming...is there anything that has worked in the past when you have been stressed or overwhelmed?” If they share with you what has worked in the past, say: “It is great that you have found something that works for you. When you get overwhelmed about the bed bug infestation try doing _____ to help you calm down.” If they do not share anything that has worked in the past, say: “Perhaps we can spend a few minutes thinking of situations when you have been stressed and what you have done to de-stress”.
- “It is very overwhelming to think about the preparation and extermination process, but please know that we are going to support and assist you to the best of our ability.”

In the case of residents who reside in adjacent apartments to the bed bug infested unit, you may find the following phrases useful:

- “We want you to live in safe and sanitary housing. In order to prevent you from getting infested with bed bugs, experts recommend that we also exterminate for bed bugs as a preventative measure.”
- “We know it is an exhausting process but we would not be doing our jobs if we do not exert every effort to prevent you from being infested by bed bugs.”



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MANAGEMENT COMPANY INC.

RSSC ASSESSMENT

Name: _____ Address: _____ Telephone #: _____

In addition to the RSSC Assessment, please make to obtain written permission from the resident to contact the above mentioned individuals.

Table with 5 columns: NAME OF HOUSEHOLD MEMBER, AGE, ARE THEY EXPERIENCING SIGNS OR SYMPTOMS OF HAVING BED BUGS?, DO THEY HAVE FRIENDS OR FAMILY LIVING ON SITE?, IF YES, DO THEY VISIT THESE FRIENDS OR FAMILY MEMBERS? (YES OR NO)

In addition to getting this pertinent preliminary information, please consider assessing the following as well:

- Family or individual's knowledge about bed bugs
Any previous history of family and friends with bed bugs
Familiarity with preparing for exterminations
Support network in existence for the family or individual

Summary: _____

Signature of RSSC: _____ Date of Initial Assessment: _____



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MANAGEMENT COMPANY INC.

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RSSC FOLLOW UP ASSESSMENT

Name: _____ Address: _____ Telephone #: _____

In addition to the RSSC Assessment, please make to obtain written permission from the resident to contact the above mentioned individuals.

.....

During the follow up assessment, your role as the RSSC is to assess whether the signs or symptoms of bed bugs remain despite the exterminator determining a bed bug infestation is not found. As we know, bed bugs are sometimes difficult to find. It is important residents know to communicate their lingering concerns with us to avoid a bigger and more difficult to treat situation. Please consider the following questions to guide your follow up assessment:

- ❖ Are any of the family members or the individual resident still experiencing signs or symptoms of having a bed bug infestation?
If so, when and where do they experience it most?
- ❖ Have they visited anyone who has begun to complain about the signs or symptoms of bed bugs?
- ❖ Would they be comfortable coming forth in the future should the problem persist?
If not, how can we increase that level of comfort?

Summary: _____

Signature of RSSC: _____ Date of Follow-up Assessment: _____



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MANAGEMENT COMPANY INC.

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EXHIBIT B

Bed Bugs: The Inspection Checklist



Cornu Management Company, Inc.
Bed Bug Protocol



95 BROADWAY, BOSTON, MA 02116

MANAGEMENT COMPANY INC.

(617) 542-3019, FAX (617) 542-2213

EXHIBIT C

Bed Bugs: The Equipment



Cornu Management Company, Inc.
Bed Bug Protocol



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MANAGEMENT COMPANY INC.

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THE NECESSARY EQUIPMENT

QUANTITIES SPECIFIC TO PROPERTY/STAFF SIZE

- ❖ Vacuums with HEPA filtration
- ❖ HEPA vacuum filters
- ❖ Extra Large Trash Liners (order extra)
- ❖ Clear plastic 3" tape for sealing infested items
- ❖ Magnifying glasses
- ❖ Flashlights
- ❖ Sticky traps/ double-sided tape
- ❖ Tweezers
- ❖ Booties / white suits
- ❖ Large containers of alcohol with dispenser
Necessary for spraying infested furniture, carpets, trash liners filled with infested linens etc (50/50 mix with water)
- ❖ Caulking for cracks and crevices
- ❖ Rubber gloves
- ❖ Spatula for inspecting cove base

CORNU ISSUED RESIDENT EQUIPMENT

- ❖ Loaner HEPA Vacuum cleaners with filters
- ❖ Trash liners for disposal of infested clothing
- ❖ Magnifying glasses
- ❖ Flashlights
- ❖ Sticky traps (small triangular ones)
- ❖ Mattress covers / plastic sheeting
- ❖ Clear plastic 3" tape for securing ends of mattress covers



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EXHIBIT D

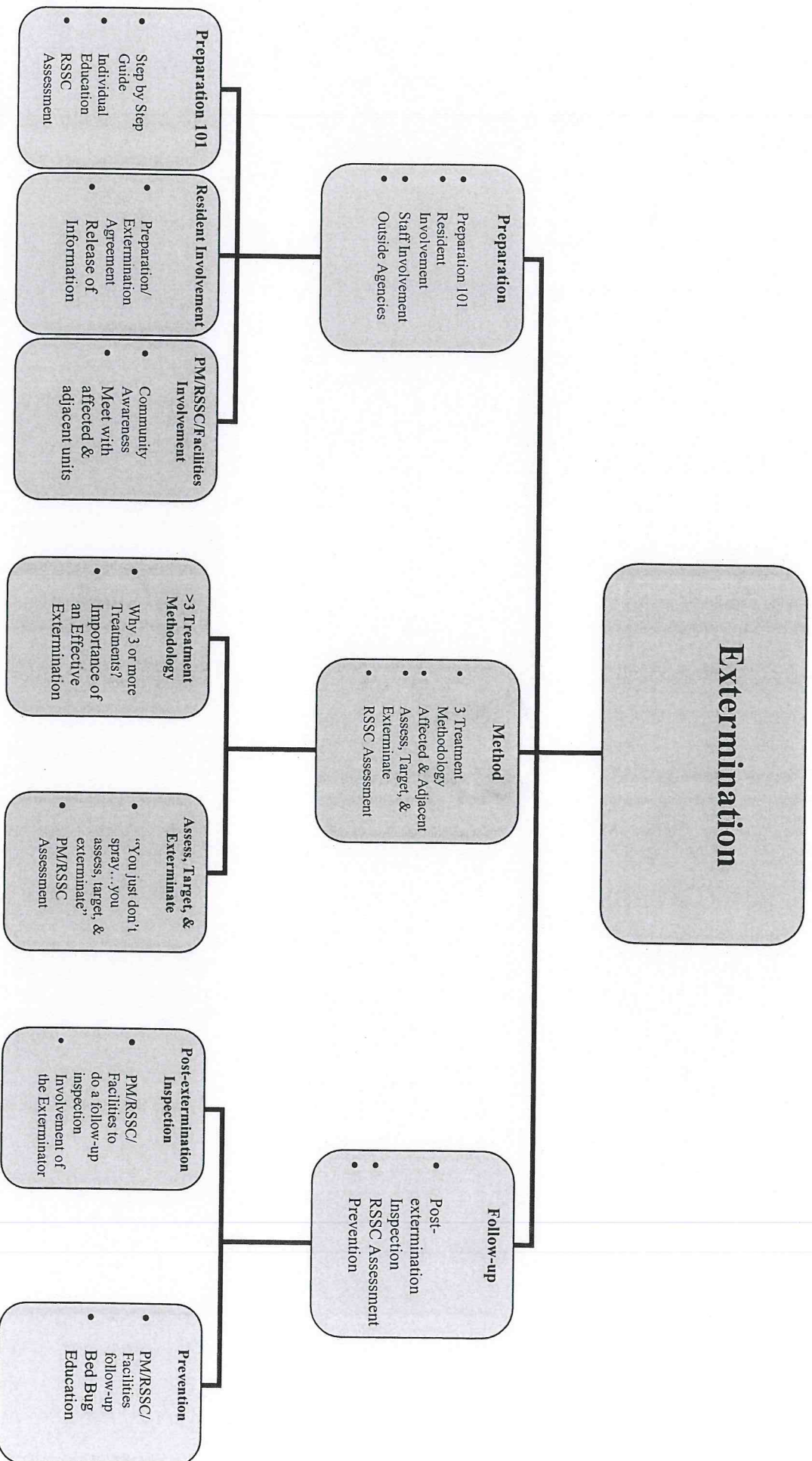
Bed Bugs: The Extermination Process



Cornu Management Company, Inc.
Bed Bug Protocol



Cornu Management Company, Inc.





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EXHIBIT E

Bed Bugs: Template Letters



Cornu Management Company, Inc.
Bed Bug Protocol



95 BROADWAY, BOSTON, MA 02116

MANAGEMENT COMPANY INC.

(617) 542-3019, FAX (617) 542-2213

[Date]

[Name]

[Address]

[City, MA 02118]

Re: Bed Bug Infestation

Dear [Resident],

As we recently discussed in our meeting on [Date of Meeting], we have confirmed the presence of Bed Bugs in your apartment at [Apartment #]. Bed Bugs can be readily spread from your apartment to other areas of the [Name of Property] or even areas outside of the building. Since we last spoke, I have been working with [Name of RSSC], the Resident Social Service Coordinator, as well as [Name of Exterminator Company] to devise a program to eliminate this problem from your apartment and prevent further infestation elsewhere in the building.

The key to resolving this problem promptly is to ensure that **we all** do everything that is being requested by [Name of Exterminator Company] to prepare your apartment for treatment. As part of the solution to this problem, [Exterminator Company] has advised us that your mattress and box spring should be discarded. Additionally, there is a substantial cleaning and organization process which must be followed for the treatment of your apartment to be successful.

I understand that you might require some assistance in preparing your apartment for treatment. Therefore, I would like arrange a meeting with a representative from the [Exterminator Company] on [Date & Time] in your apartment. At this time, a plan will be established for how to prepare your apartment for treatment. This plan will include a schedule for the preparation of your apartment and the ultimate preventative treatment for your apartment. The treatment process will occur in [Time frame].

Thank you for your cooperation in this matter. In the event that you have any questions prior to our meeting, please feel free to contact me at [Office Phone number].

Sincerely,

THE CORNU MANAGEMENT COMPANY, INC.
Management Agent for [Name of Property]

Cc: RSSC
Facilities



95 BROADWAY, BOSTON, MA 02116

MANAGEMENT COMPANY INC.

(617) 542-3019, FAX (617) 542-2213

[Date]

[Name of Resident]

[Address]

[City, State]

Re: Preventive Practices Against Spread of Pesky Pests

Dear (Name of Resident),

Recently, we had the quarterly pest control treatment / inspection program performed at (name of property). This inspection of all apartments and all common areas has indicated that a single apartment at the (name of property) is experiencing a problem with bed bugs. Since this problem is *not* within your apartment, it is not my intention to alarm you but rather to inform you that we would like all residents to read the enclosed information and report a potential infestation to *prevent the infestation from spreading*.

The key to preventing this problem from spreading community wide is to ensure that respond proactively to this alarming problem. Please work with us to ensure that this issue does not affect you and your family. Please note we have scheduled a Community Meeting on [Date & Time] to respond to any questions you may have in regards to this community concern.

Should any questions or concerns arise before the meeting, please contact the management office at (Telephone Number). Thank you for your cooperation in this matter.

Sincerely,

THE CORNU MANAGEMENT COMPANY, INC.
Management Agent for (name of property)

Property Manager

Cc: RSSC
Facilities



95 BROADWAY, BOSTON, MA 02116

MANAGEMENT COMPANY INC.

(617) 542-3019, FAX (617) 542-2213

[Date]

[Resident's Name]

[Address]

Re: Meeting

Dear [Resident],

Recently, we had the quarterly pest control treatment / inspection program performed at the [Name of Site]. This inspection of all apartments and all common areas has indicated that a single apartment at the [Name of Site] is experiencing a problem with bed bugs. Since this problem is **NOT** within your apartment, it is not my intention to alarm you but rather to inform you that we would like to treat your apartment to **prevent a problem from occurring**.

The key to preventing this problem from occurring in your apartment is to ensure that we do everything that is being requested by our contractor, [Name of Exterminator Company] to **prepare your apartment for treatment**. As part of the solution to this problem, [Name of Exterminator Company] has advised us that a substantial organizational and preparation process must be followed for the treatment of your apartment to be successful.

I understand that you might require some assistance in preparing your apartment for treatment. Therefore, I would like arrange a meeting with a representative from [Name of Exterminator Company], RSSC and the Facilities Superintendent from the Cornu Management Company Facilities Department on [Date & Time] in your apartment. At this time, a plan will be established for how to prepare your apartment for treatment. This plan will include a schedule for the preparation of your apartment and the ultimate preventative treatment for your apartment. The treatment process will occur in three separate treatments at monthly intervals.

Thank you for your cooperation in this matter. In the event that you have any questions prior to Friday's meeting, please feel free to contact me at [Telephone Number].

Sincerely,

THE CORNU MANAGEMENT COMPANY, INC.
Management Agent for [Name of Site]

Cc: RSSC
Facilities



95 BROADWAY, BOSTON, MA 02116

MANAGEMENT COMPANY INC.

(617) 542-3019, FAX (617) 542-2213

[Date]

[Resident's Name]

[Address]

Re: Extermination Date

Dear [Resident],

As you know, we have been working this past week with you to prepare your apartment for the bed bug extermination that is scheduled to take place on [Date & Time]. We have been working diligently towards preventing bed bugs from spreading to other apartments or other areas within the [Name of Site]. Thus, we want to thank you for all of your cooperation in preparing your apartment for the extermination.

On [Date], we will provide you with assistance in completing the final steps to ensure that your apartment is ready for the extermination. We will arrive at your apartment between [Specified Timeframe]. As you were informed, you will need to be out of the apartment for **6 to 8 hours** during the extermination process.

As you can see, the Cornu Management team is committed to helping you prevent this problem quickly. However, the ultimate success is dependent upon your cooperation and compliance with the above plan. Please remember that it is expected that we will need to perform two additional pest control treatments at 30 day intervals in the future.

Thank you for your cooperation in this matter. In the event that you have any questions as this process moves forward, please feel free to contact me at [Telephone Number].

Sincerely,

THE CORNU MANAGEMENT COMPANY, INC.
Management Agent for the [Name of Site]

Cc: RSSC
Facilities



95 BROADWAY, BOSTON, MA 02116

MANAGEMENT COMPANY INC.

(617) 542-3019, FAX (617) 542-2213

[Date]

[Resident's Name]

[Address]

Re: Extermination Follow up

Dear [Resident],

Dear [Resident],

As you may recall, the ultimate success of solving the Bed Bug infestation at [Name of Site] is dependent upon your cooperation and compliance with the steps described by [Name of Exterminator Company]. We would like to thank you for your continued patience and cooperation as we prepare for the second and third extermination. The second extermination will take place on [Date] and the third extermination is scheduled to take place on [Date].

We will provide you with assistance in completing the final steps to ensure that your apartment is ready for the extermination. We will arrive at your apartment between [Specified Timeframe]. As you were informed, you will need to be out of the apartment for **6 to 8 hours** during the extermination process.

Thank you for your cooperation in this matter. In the event that you have any questions as the process moves forward, please feel free to contact me at [Telephone Number].

Sincerely,

THE CORNU MANAGEMENT COMPANY, INC.
Management Agent for the [Name of Site]

Cc: RSSC
Facilities



95 BROADWAY, BOSTON, MA 02116

MANAGEMENT COMPANY INC.

(617) 542-3019, FAX (617) 542-2213

EXHIBIT F

Bed Bugs: The Preparation Guidelines



Cornu Management Company, Inc.
Bed Bug Protocol



95 BROADWAY, BOSTON, MA 02116

MANAGEMENT COMPANY INC.

(617) 542-3019, FAX (617) 542-2213

THE PREPARATION GUIDELINES

PULL out drawers and lean them vertically against each other or a wall.

WASH all articles of clothing or any washable fabric from all rooms on a **HIGH HEAT** setting (120F) and place in a bag that is then sealed. *Return clothing and washable fabrics after the extermination is completed.*

VACUUM all surfaces including furniture, mattresses, floors, walls, picture frames, and crevices with a HEPA Vacuum cleaner (before and after extermination). Place vacuum bag in trash bag, seal and dispose of in the waste container outside of the building.

DISPOSE all infested items and furniture that you are willing to get rid off ensuring that the infested items are destroyed and labeled with the labels provided.

STAND the mattress and box spring against the wall.

SEAL mattress/pillows in vinyl or heavy gauge plastic coverings.

In addition to the steps outlined above, you may be required to do additional preparation in accordance with the guidelines provided by the extermination process. Once you receive this information, all parties involved in the process should be informed of the necessary steps.



95 BROADWAY, BOSTON, MA 02116

MANAGEMENT COMPANY INC.

(617) 542-3019, FAX (617) 542-2213

EXHIBIT G

Bed Bugs: The Preparation Agreement



Cornu Management Company, Inc.
Bed Bug Protocol



95 BROADWAY, BOSTON, MA 02116

MANAGEMENT COMPANY INC.

(617) 542-3019, FAX (617) 542-2213

RESIDENT PREPARATION AGREEMENT

I, [Head of Household], agree to adhere to the terms of the resident preparation agreement listed below to ensure that we are in compliance with the process of the bed bug extermination as specified by the management agent. If we do not fulfill one or more of the stipulations stated below, the management agent may deem that we are out of compliance with this plan and proceed accordingly.

I agree to work with the management agent and the exterminator company to prepare in accordance to the following plan to prepare for the extermination:

1. PULL out drawers and lean them vertically against each other or a wall.
2. WASH all articles of clothing or any washable fabric from all rooms on a HIGH HEAT setting (120 F) and place in a bag that is then sealed. Return clothing and washable fabrics after the extermination is completed.
3. VACUUM all surfaces including furniture, mattresses, floors, walls, picture frames, and crevices with a HEPA Vacuum cleaner (before and after extermination). Place vacuum bag in trash bag, seal and dispose of in the waste container outside of the building.
4. DISPOSE all infested items and furniture that you are willing to get rid off ensuring that the infested items are destroyed and labeled with the labels provided.
5. STAND the mattress and box spring against the wall.
6. SEAL mattress/pillows in vinyl or heavy gauge plastic coverings.

By signing below, I am attesting that I understand the content of this agreement. Should I have any questions or concerns, I know to contact the management agent for further assistance.

Signature of Head of Household

Date

Signature of Management Agent

Date



95 BROADWAY, BOSTON, MA 02116

MANAGEMENT COMPANY INC.

(617) 542-3019, FAX (617) 542-2213

EXHIBIT H

Bed Bugs: The Brochure



Cornu Management Company, Inc.
Bed Bug Protocol

Our Commitment...



Cornu Management Company, Inc. is committed to addressing Bed Bug problems in a comprehensive manner to ensure that all of our communities are protected against this pesky pest.

Through the development of a thorough set of guidelines, Cornu Management will practice due diligence in the prevention, assessment, and optimal treatment of bed bugs to eliminate and prevent further activity.

However, success can only be achieved with the partnership of staff, service providers, and residents. Together we can improve the safety and health of all of our communities!

If you suspect that you may have bed bugs, please contact the management office immediately. The contact information is listed below:

Property Name
Address
Telephone #
Fax #



95 Broadway
Boston, MA 02116

Phone: 617-542-3019
Fax: 617-542-2213

Addressing Bed Bugs:
A Step by Step Guide



Bed Bug 101

THE BIOLOGY



- Bed Bugs can live over 1 year without a blood meal.
- Bed Bugs' lifespan is up to 4 years.
- A female Bed Bug can lay up to 500 eggs in their lifetime.
- Bed Bugs cannot survive in heat over 120 F for more than a few hours.

WARNING SIGNS



- Red spots on skin that is exposed during sleep.
- Blood stains on bedding, mattresses, and/or other furniture.
- Discovery of brown, red or clear oval shape insects without wings that grow up to a 1/4 of an inch.

Bed Bug 101

THE HIDEOUT

Bed Bugs love to hide in crevices that provide a dark hiding place. Please refer to the list below for possible areas of infestation:

- Bed Bugs hide in the mattress, box spring, or headboard of a bed. Where ever there is a crevice, a Bed Bug will find it.



- Bed Bugs love to creep on sheets, blankets and other forms of bedding to feed.



- Bed Bugs love to be where you are...furniture of any type can be susceptible to a Bed Bug infestation.



- In severe cases, Bed Bugs can be found on crevices in the floor boards, walls, behind pictures, curtains/drapes, behind light/outlet plates, clothing, old books, and the list goes on.



A Step by Step Guide

If you suspect you may have bed bugs, contact the management office immediately. You will be advised the day when your unit will be inspected and treated by a professional licensed exterminator.

PREPARATION:

- **PULL** out drawers and lean them vertically against each other or a wall.
- **WASH** all articles of clothing or any washable fabric from all rooms on a **HIGH HEAT** setting and place in a bag that is then sealed. *Return clothing and washable fabrics after the extermination is completed.*
- **VACUUM** all surfaces including furniture, mattresses, floors, walls, frames, crevices with a HEPA Vacuum cleaner (before and after extermination). Place vacuum bag in trash bag, seal and dispose of in the waste container outside of the building.
- **DISPOSE** all infested items and furniture that you are willing to get rid of ensuring that the infested items are destroyed and labeled with the labels provided.
- **STAND** the mattress and box spring against the wall.
- **SEAL** mattress/pillows in vinyl or heavy gauge plastic coverings.