

Explanation of How We Work (Bed Bugs) for Property Managers

6-step process

Every bed bug case is important and everyone involved needs to understand the treatment process. We don't simply schedule and deploy a service technician to do this work without first assessing the situation.

Step 1: Inspection

We require a pre-inspection of the premises before scheduling any treatment. The reasons for this include:

- To confirm the infestation is truly bed bugs
- To determine the level of infestation
- To determine the best method of treatment
- To identify potential obstacles for treatment
- To consult with the resident and answer questions or concerns
- To provide the resident with instructions on how to prepare
- To determine the addresses of abutting apartments that will require inspection

Step 2: Determination of the best method

Once a positive identification of bed bugs has been made, we will determine the best treatment method for the situation at hand. We employ two treatment methods: Insecticide treatment or Thermal Remediation (Heat).

Thermal treatments are typically used where large amounts of stuff or clutter are present, or when the use of traditional chemical insecticides is objectionable to the resident or owner of the property. Heat treatment may be the only option for individuals who identify as multiple chemically-sensitive (MCS).

Insecticide Treatments are by far the most common treatment method employed for bed bugs worldwide. Our insecticide treatments are widely regarded as among the most effective in the marketplace. This is due to our technician's exceptional diligence, product line up, and pre-inspection of each case to prequalify for the best and most appropriate treatment option.

Step 3: Treatment

After determining the method of treatment, we will schedule the work to be done. Our Preparation Notice must be delivered to the resident(s) prior to the day of treatment. Generally we advise at least 48 hours to allow the resident sufficient time to prepare. Preparing for bed bug treatment is a lot of work. In some situations, the resident may already be prepared, or have minimal work to do. In these cases, we will schedule the work as soon as the resident and Property Manager allow.

In cases where a resident cannot prepare for treatment, we can provide this service for a fee, along with the permission from both the Property Manager and the resident. The laundry aspect to the prep work is not a service we provide at this time.

If the premises are sufficiently prepared, we will perform the the treatment with attention to detail and diligence. In cases where the premises are completely unprepared or unfit for treatment, our service technician may forego any treatment and contact the Property Manager immediately. A written report will follow.

Discarding of furniture is generally unnecessary. In rare cases where the furniture is badly infested or in poor condition, our service technician may make such a recommendation. It's crucial that these items be removed from the building in a manner so as to prevent spilling bed bugs through the hallways and elsewhere in the building. We generally recommend a custodian or agent of the company oversee this procedure, or do it altogether (preferred).

Regardless of the treatment method employed, the resident will need to leave during the procedure, and for several hours thereafter. Thermal treatment generally require the resident to be out for a minimum of 8 hours, and up to as many as 24 hours. Insecticide treatments require the resident to be out during the treatment, and for 4 hours thereafter.

Inspections to abutting apartments may be performed on the day of initial treatment to the focus unit, or on another day agreed upon by the Property Manager and Ecologic Entomology. Often times these inspection are scheduled on the date of the first follow-up treatment of the Focus unit.

Step 4: Upon returning home after treatment(s)

Upon return to the premises, the resident will find a notice indicating whether another treatment is to follow. Most cases close in 3 - 4 weekly visits, although several factors will influence the number of treatments ultimately needed. The leave-behind notice will give post-treatment instructions for the resident to follow, and general comments from our service technician to the resident about how the treatment went.

Step 5: Follow-up visits (inspection & re-treatment)

A follow-up visit is scheduled 1 week after the initial treatment. Even in low-level infestations, it's crucial to re-inspect, assess, and re-treat to be sure everything is going as planned. Generally, another 1 or 2 follow-up treatments will follow, especially where the level of infestation is moderate or high. The prep work is the same for follow-up treatments. Residents are advised to "live out of plastic bags" (laundered clothing, linens, etc.) during the treatment process to minimize the weekly workload on themselves.

Step 6: "Closing"

Treatments cease when bed bugs are no longer seen, bites & lesions absent, and our technician finds no new evidence of bed bugs. We do not "close" a case in a traditional sense. Rather, we discontinue scheduled treatments and advise residents to stay on high-alert over the next days & weeks ahead, and promptly report any new suspicion or evidence of bed bugs. We will advise residents to report to you any new suspicion of bed bug activity. Many times we request an opportunity to do a visual re-inspection of an affected apartment to insure the problem has been resolved.

For additional information, please contact Ecologic Entomology at (888)780-0110.