

Pest Control

Keeping their home and property pest-free is important for the health of the tenant, their family and their neighbours. Pests, such as cockroaches and mice, can carry disease. Others, such as bed bugs, can be a real nuisance.

If tenants find any kind of pests in or around their home, they should tell Lethbridge Housing personnel immediately. Your Lethbridge Housing maintenance technician will discuss your role and advise how best to deal with the problem.

Pest control Tip Sheets

LHA has created some tip sheets with basic information:

- Control of Mice
- Control of Bed Bugs
- Control of Cockroaches
- Control of Pharoah Ants
- Control of Wasps

Preparing the Suite for Pest Control Treatment

If LHA personnel are treating the suite, one of these Information Sheets will be provided. Tenants are asked to follow the instructions.

- Heat Treatment
- Chemical Spraying

Other Resources

Ontario Non-Profit Housing Association has produced two videos about bed bugs, available on YouTube. These are good information and provide a fairly complete discussion of issues and pest control processes related to this pest.

- [Bed Bug Awareness](#)
- [Bed Bugs – Preparing for Treatment](#)

Alberta Health Services has information brochures available on their web site:

- [Bedbugs](#)
- [Bedbug Cleanup and Prevention](#)

Control of Bed Bugs

Although generally not considered dangerous, bed bugs are a nuisance and need to be kept out of your home. Here are some tips to help you prevent bed bugs and to get rid of them.

- ✓ Know what to look for. Adult bed bugs are small, about the size of an apple seed, and tan or reddish-brown in colour. They can be found around beds and any furniture used for sleeping. They may be in the mattress seams, box springs, headboards, and behind baseboards. They leave dark spots from droppings and small bloodstains if they are crushed.
- ✓ If you find bed bugs, **report them to Lethbridge Housing immediately**. You cannot be evicted for reporting these bugs. It is important that Lethbridge Housing know as soon as possible so that they can arrange for proper treatment. If they come back later, let Lethbridge Housing know again.
- ✓ Vacuum your home, including baseboards, furniture, bed frames, mattresses and box springs regularly. Seal the vacuum bags with tape or in a plastic bag and remove them from your home right away.
- ✓ Wash your clothes and bedding in hot water. Dry them in a hot dryer for at least 30 minutes. The heat will kill the bugs.
- ✓ Keep your bed away from the walls and nightstands. Put bed bug proof covers on your mattresses and box springs. Use double sided tape or bed bug interceptors around the feet of your bed. Mattress covers and interceptors may be purchased from pest control companies or mattress stores.
- ✓ Follow all instructions the Maintenance Personnel or the pest control operator gives you to prepare before a treatment of your home.
- ✓ Follow all instructions for after the treatment as well.
- ✓ Never bring used mattresses or furniture that you find in the alley or by a garbage bin into your home.
- ✓ Be very careful to inspect any used items you buy at a second hand shop or get from friends or family. If they appear to have bed bugs, don't take them.
- ✓ If you travel, check your luggage and belongings when you return home.
- ✓ When taking infested mattresses or other furniture out of your home, seal them in a large plastic bag. Tape a sign to the bag that says, "Infested with bed bugs". Do not donate or re-sell anything infested with bed bugs.



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... for information about other topics, please visit our web site at www.lethbridgehousing.ca ...

BED BUG CONTROL TIPS

Bed bugs are inadvertently introduced into your home through the following situations:

- **Picking up bed bug-infested beds, mattresses, or furniture that has been discarded and placed on the street or by a dumpster.**
- **Visiting someone who has bed bugs and carrying them back with you on your clothing or possessions. (Children playing together in one home after another can be transferring bed bugs in their toys and backpacks.)**
- **Staying overnight in a bed bug-infested room in a hotel or home and bringing the bugs home in your luggage.**
- **Renting furniture infested with bed bugs from furniture rental companies.**
- **Buying bed bug infested second-hand furniture, carpets, blankets, luggage, pictures, and fixtures from stores, yard sales, auctions, and flea markets.**
- **Bed bugs can also migrate from one apartment to the next through pipe and wiring runs, and through wall and ceiling voids, in the same way that cockroaches move between apartments.**

Once you have found bed bugs it important to take immediate action before they spread.

Lethbridge Housing Authority

314 - 3 Street South
LETHBRIDGE, AB, T1J 1Y9

Phone (403) 329-0556
Fax (403) 327-3906

Dear Tenant:

Your premises at _____ is scheduled to be treated for bed bugs on _____.

It is your responsibility to prepare your premises for treatment as outlined in the attached procedure. Once treatment is completed, carefully follow the maintenance procedure to ensure your home remains pest free.

To fail to prepare for this treatment or to fail to allow entry to the pest control company is deemed significant interference with the rights of the landlord to maintain the complex free of these pests and it is significant interference with the rights of other tenants as your neighbour's premises may also become infested.

Significant interference with the rights of the landlord or other tenants is cause to end your tenancy with Lethbridge Housing Authority. Your cooperation in carefully following the treatment preparation and maintenance guidelines is greatly appreciated.

Yours truly,

Lethbridge Housing Authority

per: _____

LHA Preparation Of Suite For Treatment Bed Bugs

Your suite will be treated on _____ between _____ A.M. and _____ P.M.

Preparations required before treatment:

BEDROOMS

- Remove all laundry, toys, and boxes from the floor. Seal laundry in plastic bags and put in bathtub.
- Put boxes on top of dressers. Put toys in plastic bags. Put bags on top of dressers or in bathtub.
- Empty all drawers from dressers and nightstands. Place contents in plastic bags with ties.
- Seal all bags shut and place them in the bathtub or on top of dressers.
- Move all furniture 12 inches from walls.
- Beds should have all bedding removed except “bed bug proof mattress/box spring covers.”
- Do not place anything on the beds.

BATHROOMS

- Empty the cupboard under the sink and throw out all garbage.

KITCHEN

- Empty the cupboard under the sink. Empty all sinks. Throw out all garbage.
- Remove all food, dishes, pots and pans from counters, tables, and top of fridge.

LIVING ROOM /DINING ROOM

- Move all furniture 12 inches from the walls.
- Remove everything from couches and sofas.
- Remove all toys, laundry, boxes, and clutter from the floor.

VERY IMPORTANT

- Remove all pets from premises. Unplug air to fish tanks. Cover fish tank with towel.
- Vacuum mattresses, floors, furniture, inside closets, dresser drawers, and nightstands.

When re-entering your suite please do the following:

- Do not wash baseboards for six weeks.
- Put clean sheets on beds.
- Launder all clothing from sealed bags.

Any questions, please contact LHA 403-329-0556

HEAT TREATMENT PEST CONTROL PREPARATION

Your home is scheduled for a pest control heat treatment. Clean hot air will be introduced to your home and the interior temperature inside raised to approximately 140 degrees F (60 degrees C). This temperature will kill bed bugs and their eggs, cockroaches as well as other insects. In order to ensure a successful treatment, you will need to perform the following preparation steps:

1. The following precautions are to protect items of a delicate nature. Please remove the following items from the treatment area prior to commencement of the work.

- Persons, plants, animals
- Candles, wax, crayons
- Lipstick and other meltable cosmetics
- Medicines and vitamins
- Records, CDs/DVDs/BluRays, tapes
- Plastic blinds
- Arts and crafts assembled with wax or glues
- Photographs (may stick together)
- Aerosol cans, fire extinguishers & other combustible items
- Cigarette lighters
- Magnets
- Fresh fruit, vegetables (not stored in fridge)
- Valuable oil paintings, acrylics (art work)
- Antique furniture with fragile finish or glue points

If you are unsure as to whether or not an item may be damaged by heat, please contact our office.

It is extremely important that any items removed from your premises be closely inspected for the presence of the pest being treated for. If the removed items have bugs in or attached to them, they will be reintroduced to your premises when you bring the item back in and the treatment will not be successful.

Closely inspect each item that is to be removed and wash it thoroughly with hot water and soap. Pests can attach to your pets such as cats and dogs. **It is important to thoroughly bathe and clean your pet before they return to the premises.** Live plants can also harbor bed bugs. Closely inspect the plant and soil. If in doubt, discard the plant.

2. All clothing and bedding should be placed loosely in clothes hampers or hung loosely in closets. Any clothing suspected to have bugs can be washed and dried with hot temperatures. Once the clothing is cleaned; it should be placed into clothes hampers or hung in a closet. Bed bugs will nest in dressers, closets and wardrobes.

Remove all clothing from the drawers and place them on hangers if possible. Pillows can be left loose in the room. If you have jackets and items that are dry clean only, they can be left on hangers in a closet however they cannot be packed tightly. The heat will kill any bugs in the clothing however some space is required for airflow.

3. In order to ensure air flow and heat penetration, our technicians may stand mattresses and box springs on end, move furniture away from the walls, remove items from closets, tip sofas and couches, remove cushions etc. This may result in dirt and dust being disturbed. We will *not* vacuum and clean after the treatment. As our technicians will be moving tables and dressers for access, ornaments and items on tables, dressers, window sills, etc. should be stored in a closet or cabinet. Fans are placed to circulate the hot air and any loose papers will be blown about. Papers should be placed in drawers or cabinets.

If you have a storage locker/closet in your apartment, please ensure it is not tightly packed. In order for the heat to kill the bugs, the hot air must flow around items.

4. On the day of treatment, please have a set of clean clothing for each resident to wear when leaving the premises. The clothing from the night before can be left in the bedrooms. Our technicians will spread this clothing out and treat it. Wash the clothing when you return.

It is very important you closely inspect anything you take out with you. For example, a children's book bag can harbor bed bugs. If this is taken out during the day of treatment and bought back that evening, a re-infestation could occur. Bed bugs are often brought to your home when you travel. A hotel may have an infestation and the bed bugs will climb into your suitcase. When you return home, the bugs are introduced to your premises via the suitcase. If you have suitcases, please leave them out for heat treatment.

On the day of treatment, our technicians will arrive between 8:30 am and 10:30 am depending upon your location and traffic. In most situations, treatment will be complete by 5:30 pm. After treatment is completed, you will be able to return to your premises as there is no chemical usage. The premises will be warm however the heat will dissipate in time. You may find dead bugs about the premises. Please perform a complete vacuuming and cleaning after the treatment.

This Is A Heat Treatment Not Chemical

Please **DO NOT BAG** your clothing

Hang as much as you can on hangers

Tidy your house & take out garbage

DO NOT STUFF CLOSETS

You will have to leave for the day

After Heat Treatment Care Bed Bug

Vacuum your house, beds & furniture very well

Vacuum every second day for 10 days

Store the vacuum bag in a sealed plastic bag

Throw out the vacuum bag when half full

Clean your clothes and bedding

Hang your clothes on hangers in the closet

Bed Bug Follow-up/Clean-up Guidelines

- Vacuum up all dead bugs. DO NOT vacuum or clean within 2 inches of the baseboards.
- ALL bedding must be washed and dried using hot water and hot air. Do not hang items to dry the heat of the dryer kills the eggs.
- ALL clothing must remain bagged up if more sprays are required. Use only the clothing you need and place it all back in bags after washing and drying.
- Put fresh linens and covers on all bedding and furniture before using.

Rev. August 19, 2011

Control of Mice

Mice can carry disease and produce allergens that can make health problems, such as asthma, worse in people. Here are some suggestions to help you prevent mice and to get rid of them.

- ✓ Plug up holes where mice can get in with steel wool since mice cannot chew through it.
- ✓ Keep exterior doors closed – do not prop them open.
- ✓ Keep screens intact and in place. Ask Lethbridge Housing to have any torn screens repaired.
- ✓ Use effective mouse bait for traps (e.g. peanut butter) or use mouse boards or a “ketch-all” metal box.
- ✓ Keep dry foods in covered metal or glass containers. Mice can chew through plastic.
- ✓ Keep garbage cans and recycling containers tightly covered.
- ✓ Do not leave dirty dishes, food crumbs or open food out – even in ovens because mice can enter through the thermostat hole.
- ✓ Vacuum or sweep floors regularly, including around fridges and stoves.
- ✓ To clean up mouse feces, it is recommended that you spray the feces first with a mixture of water and a small amount of bleach. Then sweep up. Use rubber gloves and a dust mask.
- ✓ Outside, keep your yard free of garbage and keep the grass cut. Do not keep a bird feeder in the yard because mice like the bird seed.
- ✓ If you cannot get rid of the mice by yourself, call Lethbridge Housing and let them know. They will help deal with the problem themselves or by arranging for a pest control operator to come to your home.



Thank you for your assistance! Lethbridge Housing Personnel and pest control operators cannot control this problem without your help.

... for information about other topics, please visit our web site at www.lethbridgehousing.ca ...

Control of Pharaoh Ants

Pharaoh ants carry bacteria that cause disease and are considered a risk to human health. Here are some suggestions to help you if you have these pests in your home or yard.

- ✓ **Report any Pharaoh ant nests to Lethbridge Housing immediately.** Our staff may deal with the problem themselves or arrange for a pest control operator to come to your home or property to remove the nest. It is not recommended that you try to remove the nest yourself. These ants may live in extremely large groups, into the several thousands, and are found in places like walls, ceilings, floors and electrical wall outlets. If disturbed, they will move to a new location.
- ✓ Lethbridge Housing staff or a pest control operator will leave you written instructions to prepare before they come into your home to treat for Pharaoh ants. Follow all of these instructions for both before and after treatment.
- ✓ Pharaoh ants eat a variety of foods, including sweet things like sugar and syrup, meat and other dead insects. Keep all food in covered containers.
- ✓ Sweep floors regularly and wipe up all crumbs and food particles from countertops, cabinets and appliances. Clean thoroughly around, under and behind fridges and stoves.
- ✓ Outside, keep your yard, patio or balcony free of food. Clean barbecues and utensils after each use. Do not leave food on these items.



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Control of Wasps

Wasps can pose risks because they will sting when provoked. They leave behind venom that is painful and can result in allergic reactions. Here are some suggestions to help you prevent wasp infestations.

- ✓ **Report any wasp nests to Lethbridge Housing immediately** . They will deal with the problem themselves or arrange for a pest control operator to come to your property to remove the nest. It is not recommended that you try to remove the nest yourself.
- ✓ Wasps are very protective of their nests, so keep your children and yourself away from the nest.
- ✓ Wasps are attracted by food and water. Keep food and drinks in covered containers when outside. Sweep up crumbs and food particles from your deck or balcony.
- ✓ Clean barbeques and utensils after each use. Do not leave food on these items.
- ✓ Keep your pet's dishes indoors.
- ✓ Eliminate all other food sources. Garbage should be stored in covered containers or disposed of by placing in the garbage bins.



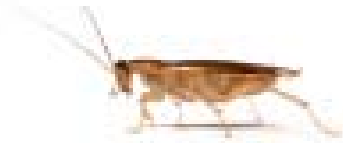
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Control of Cockroaches

Cockroaches can contaminate food. They produce allergens that can make health problems worse. Poor housekeeping is a major factor in cockroach infestations. Here are some suggestions to help you prevent cockroaches and to get rid of them.

- ✓ Clean all living spaces regularly, including baseboards and cracks in walls. Use hot, soapy water or a mild bleach solution. Ensure that the stove and area around the stove is kept clean and free of food and grease.
- ✓ Keep all food in covered containers.
- ✓ Do not leave dirty dishes, food crumbs or open food out. Wipe up crumbs and food particles from counters, sinks and cupboards.
- ✓ Vacuum furniture and vacuum or sweep floors regularly, including around and under fridges and stoves. Seal vacuum bags and remove them from your home immediately.
- ✓ Remove leftover pet food from pet dishes at the end of each day.
- ✓ Eliminate all food and water sources for the cockroaches.
- ✓ Keep garbage cans and recycling containers tightly covered.
- ✓ If you find cockroaches, **report them to Lethbridge Housing immediately**. They will help deal with the problem by arranging for either Lethbridge Housing staff or a pest control operator to come to your home.
- ✓ Lethbridge Housing staff or a pest control operator will leave you written instructions to prepare before they come into your home. Follow all of these instructions for both before and after treatments. If the cockroaches return, let Lethbridge Housing know again.
- ✓ Be very careful to inspect any used items you buy at a second hand shop or get from friends or family. If they appear to have cockroaches, don't take them. If you travel, check your luggage and belongings carefully when you return home.
- ✓ Avoid buying food from bulk food bins unless you are absolutely certain that the food is not contaminated with cockroaches or their eggs.



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Lethbridge Housing Authority

314 - 3 Street South
LETHBRIDGE, AB, T1J 1Y9

Phone (403) 329-0556
Fax (403) 327-3906

Dear Tenant:

Your premises at _____ is scheduled to be treated for cockroaches on _____.

It is your responsibility to prepare your premises for treatment as outlined in the attached procedure. Once treatment is completed, carefully follow the maintenance procedure to ensure your home remains pest free.

To fail to prepare for this treatment or to fail to allow entry to the pest control company is deemed significant interference with the rights of the landlord to maintain the complex free of these pests and it is significant interference with the rights of other tenants as your neighbour's premises may also become infested.

Significant interference with the rights of the landlord or other tenants is cause to end your tenancy with Lethbridge Housing Authority. Your cooperation in carefully following the treatment preparation and maintenance guidelines is greatly appreciated.

Yours truly,

Lethbridge Housing Authority

per: _____

LHA Preparation of Suite for Treatment of Cockroaches

Your Suite will be treated on _____ between ____ A.M. and _____ PM.

This is a **BAITING PROCESS NOT A SPRAY.**

We will need access to all kitchen / bathroom cabinets and closets

They need Not to be emptied but should be clean and tidy.

Cockroach Bait will be placed in these cabinets and other places through out the unit.

You will need to ensure all garbage is removed and properly disposed of.

Your unit must be kept clean of any alternate food sources so the bait will work.

There is no need for you to leave during this procedure.

Cockroach Follow-up/Clean-up

- Vacuum up all dead bugs. DO NOT vacuum or clean within 2 inches of the baseboards.
- Wash Kitchen counters
- Put Newspaper in kitchen cupboards BEFORE replacing kitchen items. DO NOT wash the cupboards!
- Put newspaper in bathroom vanity cupboards and drawers before replacing items. DO NOT wash the cupboards.
- If needed wash curtains.
- Wipe down fridge and stove before using.

HEAT TREATMENT PEST CONTROL PREPARATION

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1. The following precautions are to protect items of a delicate nature. Please remove the following items from the treatment area prior to commencement of the work.

- Persons, plants, animals
- Candles, wax, crayons
- Lipstick and other meltable cosmetics
- Medicines and vitamins
- Records, CDs/DVDs/BluRays, tapes
- Plastic blinds
- Arts and crafts assembled with wax or glues
- Photographs (may stick together)
- Aerosol cans, fire extinguishers & other combustible items
- Cigarette lighters
- Magnets
- Fresh fruit, vegetables (not stored in fridge)
- Valuable oil paintings, acrylics (art work)
- Antique furniture with fragile finish or glue points

If you are unsure as to whether or not an item may be damaged by heat, please contact our office.

It is extremely important that any items removed from your premises be closely inspected for the presence of the pest being treated for. If the removed items have bugs in or attached to them, they will be reintroduced to your premises when you bring the item back in and the treatment will not be successful.

Closely inspect each item that is to be removed and wash it thoroughly with hot water and soap. Pests can attach to your pets such as cats and dogs. It is important to **thoroughly bathe and clean your pet before they return to the premises.** Live plants can also harbor bed bugs. Closely inspect the plant and soil. If in doubt, discard the plant.

2. All clothing and bedding should be placed loosely in clothes hampers or hung loosely in closets. Any clothing suspected to have bugs can be washed and dried with hot temperatures. Once the clothing is cleaned; it should be placed into clothes hampers or hung in a closet. Bed bugs will nest in dressers, closets and wardrobes.

Remove all clothing from the drawers and place them on hangers if possible. Pillows can be left loose in the room. If you have jackets and items that are dry clean only, they can be left on hangers in a closet however they cannot be packed tightly. The heat will kill any bugs in the clothing however some space is required for airflow.

3. In order to ensure air flow and heat penetration, our technicians may stand mattresses and box springs on end, move furniture away from the walls, remove items from closets, tip sofas and couches, remove cushions etc. This may result in dirt and dust being disturbed. We will *not* vacuum and clean after the treatment. As our technicians will be moving tables and dressers for access, ornaments and items on tables, dressers, window sills, etc. should be stored in a closet or cabinet. Fans are placed to circulate the hot air and any loose papers will be blown about. Papers should be placed in drawers or cabinets.

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4. On the day of treatment, please have a set of clean clothing for each resident to wear when leaving the premises. The clothing from the night before can be left in the bedrooms. Our technicians will spread this clothing out and treat it. Wash the clothing when you return.

It is very important you closely inspect anything you take out with you. For example, a children's book bag can harbor bed bugs. If this is taken out during the day of treatment and bought back that evening, a re-infestation could occur. Bed bugs are often brought to your home when you travel. A hotel may have an infestation and the bed bugs will climb into your suitcase. When you return home, the bugs are introduced to your premises via the suitcase. If you have suitcases, please leave them out for heat treatment.

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This Is A Heat Treatment Not Chemical

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Hang as much as you can on hangers

Tidy your house & take out garbage

DO NOT STUFF CLOSETS

You will have to leave for the day

After Heat Treatment Care Cockroaches

Vacuum your house well

Wash all kitchen cabinets, floors & walls

Clean all grease/dirt from stove

Do Not Store Open Food in Cabinets