

Dealing with Bed Bugs in Offices or Commercial Buildings

Reporting a possible bed bug presence at the office

- Encourage staff to contact their supervisor immediately if they think they have seen a bed bug.
- Supervisor should immediately contact the persons or department responsible for facility maintenance and operations to confirm and take action to prevent an infestation.

Confirming the presence of bed bugs

- It is important to make sure the insect that has been seen really is a bed bug. □ Capture one of the suspected bugs to show to a pest management specialist.
- Call the Alameda County Vector Control Services District (510) 567-6800 for identification assistance.

Dealing with reports of possible bed bugs

- People are concerned about the presence of bed bugs and any reports by employees should be taken seriously and dealt with immediately.
- If any employee is suspected of being a source of bed bugs entering the facility, have the Human Resources department deal with it confidentially.
- Try to discourage gossip about the possible source of bed bugs.
- Assure all employees that the problem is being taken seriously and that a pest control professional will be hired to deal with it. Give a time frame for such action, if possible.

If bed bugs are confirmed

- Explain to staff exactly what is being done to stop an infestation, give specific dates of any inspections or treatments by the pest control operators.
- If a pesticide(s) is used, distribute copies of the label of the product and its MSDS (Material Data Safety Sheet) to staff at their request.

- If a pesticide application is required, ensure that the pest control operator chooses the least toxic but effective pesticides, and applies them in a targeted way when employees are not present. Ask if anyone has chemical sensitivity issues, if they do, refer them to Human Resources or Risk Management departments.

Choosing pest control companies

- Not all pest control companies are equally skilled in bed bug detection and management. Check their referral list for customer satisfaction and complaints.
- Some pest control companies use bed bug sniffing dogs to aide with detection. While well-trained and handled dogs may offer some advantages, they are not always necessary. Check their cost and customer satisfaction records.
- Share with employees the features of the pest control plan developed with the pest control operator. The more they know, the more reassured they will be that the problem is being appropriately addressed.