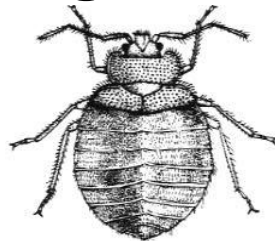


San Francisco Department of Public Health  
Environmental Health Section  
1390 Market Street, Suite 210  
San Francisco, CA 94102



# **Director's Rules and Regulations How to Control Bed bug Infestation**



**Pursuant to Article 11, Sec. 581 of the  
San Francisco Health Code**

## I. Introduction

The Bed Bug is a parasitic reddish-brown, oval, flattened insect about a quarter inch long which has lived with humans for centuries. Bed bugs feed on the blood of warm-blooded hosts such as humans, birds, rats, mice, cats, pigeons, rodents, guinea pigs, and other animals. Bed bugs occur worldwide; in affluent as well as poor residences; in hotels, and in rural and urban centers. Stability of housing tenure and personal hygiene are environmental and behavioral factors associated with bed bug infestations.

In the past two decades, there has been an increase in the number of reported bed bug infestations worldwide, including San Francisco. In recent years, San Francisco Department of Public Health has received a growing number of bed bug complaints, mostly from occupants and owners of residential hotels, youth hostels, and shelters.

These \* Director's rules and regulations provide guidance for the hotel industry, building owners and managers, tenants, the pest control companies both for the prevention and control of bed bug infestation and for effective compliance with the San Francisco Health Code.

The San Francisco Department of Public Health recognizes the important roles of all the licensed pest control companies and operators doing business in San Francisco. In order to control the spread of bed bugs in the City, it will require an integrated pest control method that encompasses all the stakeholders. Such stakeholders include the Pest Control Companies, Hotel Owners and Operators, Building Management Companies, Tenants, and other pertinent City Agencies.

## II. Regulatory Authority

Article 11 Sec. 581(a) states that no person shall have upon any premises or real property owned, occupied or controlled by him or her, or it any public nuisance.

Sec. 581(b) (8) declares the following to be a public health nuisance:

Any noxious insect harborage or infestation including, but not limited to cockroaches, bed bugs, fleas, scabies, lice, spiders or other arachnids, houseflies, wasps and mosquitoes, except for harborages for honey-producing bees, of the genus *Apis* regulated by the California Food and Agriculture Code, Section 2900 et seq. which are not otherwise determined to be a nuisance under state law.

The following Director's rules and regulations establishing a bed bug control protocol are promulgated to carry out the intent of Article 11 of the San Francisco Health Code. Under Section 581 any person or their agent who violates any section of the Article may be subject to an administrative penalty for each violation.

\* Director of Public Health

### III. Bed bug Control and Prevention Requirements for Owners and Operators of Hotels and Other Multi-unit dwellings

**A. Required Training:** All Owners or Operators shall provide training to housekeeping staff, all managers, maintenance people and other responsible individuals on bed bug prevention, identification, and control. Training shall be provided at the commencement of employment and annually. The curriculum must be approved by a SFDPH Environmental Health Inspector. Required elements of training curriculum shall include:

1. **Identification** of bed bugs and understanding of their life-cycle.
2. **On-going inspection procedures** for the hotel rooms including procedures for inspection of the seams, joints and cracks on mattresses, baseboards, upholstered furniture, window sills, cracks and crevices in the room, floors, behind picture frames, and bed frames.
3. **Housekeeping and maintenance procedures**, including those for vacuuming and appropriate disposal of refuse.
4. **Reporting and referral procedures** taken upon finding any evidence of bed bugs.
5. **Prevention and control** of the transmission of bed bugs.

#### **B. Required Procedures for Reporting and Responding to Complaints.**

1. Building owners and operators must develop a written referral procedure for both tenants and staff to report pest complaints to management.
2. Building owners and operators must develop a written procedure for taking action on bed bug referrals, including procedures for referrals to licensed pest control operators.
3. Management shall respond to staff, tenants' or guests' complaints of bed bugs within 48 hours with a plan of action for the complaint and shall execute that plan of action within 72 hours (3 days).
4. If necessary to relocate tenants or guests while the room is being treated, the Operator shall work with the Tenant(s) or guest(s) to relocate them to a vacant temporary room while the infested room is being treated (see DPH Tenants Guidelines on How to Prepare Room and Prevent Transmitting Bed bug to the New Room, Appendix A.)
5. Owners and Operators shall provide notification to the tenants of rooms adjacent (e.g., next door) to bed bug infested rooms. Such notification shall specify the presence of bed bugs in adjacent rooms and the need to prepare their rooms for inspection and treatment for bed bugs.
6. Owners and operators shall instruct the Pest Control Operators (PCOs) to inspect all rooms adjacent to bed bug infested rooms and to treat the rooms for bed bugs.

### **C. Treatment and Control of Bed Bug in Hotel Rooms**

1. Licensed Pest Control Operator (PCO) Required. When bed bugs are found on a premise, Hotel Owners and Operators shall employ the services of a California State licensed pest control company to eradicate the bed bugs.
2. All Hotel Owners and Operators shall comply with the Pest Control Operator's instructions on how to prepare the room for bed bug eradication or ensure that the tenants prepare their rooms for bedbug treatment (see DPH Guidelines for Hotel Managers On How to Control Bed bugs Appendix B)
3. Ensure that the PCO treats all crevices, baseboards, window sills, bed frames, mattresses, box springs, furniture, and closets.
4. Owners and operators shall caulk all cracks and crevices after treatment.
5. Property management shall not allow any items to be removed from bed bug infested room before treatment to prevent transmitting bed bugs to other areas within the premises.
6. Owners and operators shall instruct pest control operators to treat all garbage storage rooms, hallways and laundry rooms for bed bugs. Use non-residual material to check for bed bugs in vacuum cleaners.
7. Owners and operators shall instruct PCOs to inspect and, if necessary, treat rooms adjacent to those infested with bed bugs.

### **D. Management of Furnishings and Materials Infested with Bed bugs**

1. Bed bug infested materials designated for disposal shall not be removed until after the room treatment by the PCO.
2. Clothes to be laundered may be removed from a bed bug infested room in sealed plastic bags, and washed in hot water and dried on the HOTTEST setting of the drying machine.  
(see Tenants Guidelines Appendix A)
3. All discarded clothing or other materials shall be enclosed in plastic bags for disposal.
4. All vacuumed refuse in bed bug infested room shall be double bagged in plastic bags and given to the pest control operator for appropriate treatment and disposal.
5. All furniture and mattresses for disposal shall be treated and if possible labeled as bed bug infested before placing in a dumpster. Such materials should not be recycled or allowed to be picked up from the sidewalk or dumpster.

#### **E. Management of rooms or situations with tenants or other people unable to take care of themselves.**

1. Hotel Operators shall develop a procedure to assist tenants unable to take care of themselves in SROs or when tenants are not cooperative with these requirements.
2. Owners or Operators shall contact the social workers or case workers of tenants unable to take care of themselves for necessary assistance.
3. DPH shall provide a list to Owners and Operators of City Agencies that provide in-house support services to tenants.
4. Hotel Owners or Operators may contact the Human Services Agency formerly known as the Department of Human Services for assistance.

#### **F. Required Record Keeping by Owners and Operators**

1. Hotel Owners or Operators shall keep records of all identified instances of bed bugs either via staff referral, tenant complaint, or agency inspector observation.
2. Owners and Operators shall keep records of their response to complaints including treatments by PCOs.
3. Records may document whether or not tenants cooperated with requirements including pest control services.

#### **G. Other Recommended Actions to Prevent Bedbug Infestation**

1. Owners and operators should avoid buying used furniture or mattresses. If used furniture or used mattresses are purchased, inspect or treat for bed bugs before accepting delivery
2. Owners and operators should use metal bed frames instead of wooden bed frames.

### **IV Guidelines for Pest Control Companies and Operators**

1. Pest control companies should train all staff on how to recognize and inspect for bed bugs and to use the best available practice or effective control methods within the industry.
2. PCOs should provide appropriate written instructions to Hotel or Property Management on how to prepare the room for application.
3. PCOs should thoroughly inspect bed bug infested room and all adjacent rooms for bed bug harborage. Such inspections shall include, but not limited to the seams and joint of mattresses, behind headboards, baseboards, cracks and crevices, floors, behind picture frames, bed frames, upholstered furniture and other harborage areas.
4. Pest Control Companies must apply only pesticides approved by the State of California and in accordance with State law.

5. For the treatment of bed bugs, PCOs should provide at least one pesticide application for infested room as well as the adjacent rooms every two weeks for three consecutive applications. Where there is contraindication by the manufacturer of the pesticide as to the frequency of use, the manufacturer's instructions shall supersede the recommended DPH frequency.
6. PCOs should use scientifically proven non-chemical pest control methods such as the injection of carbon dioxide, freezing, steam and heat applications to treat bed bug infested rooms where feasible. If non-chemical methods are not feasible, the PCO's may use minimum risk materials that are exempted under the Federal Insecticide Fungicide and Rodenticide Act, 7 U.S.C. §§ 136 et seq. [FIFRA 25(B)]. PCOs should prioritize use of such methods in rooms with families and their children and immune compromised tenants.
7. PCOs shall provide health and safety guidelines to the Hotel Management and Tenants as to when the rooms may be reoccupied after pesticide application.
8. PCOs shall provide written clearance of their work to the Hotel and Property Management for a period of 45 days from the last treatment date if residual materials are used. There may not be mandatory guarantee for non-chemical control methods such as the injection of carbon dioxide, freezing, stream and heat applications. (Note: some companies will provide guarantee for non-chemical method.) Guarantee: Guarantee will be void if any infested furniture or materials are brought into the treated units or if the infestation is in untreated materials such as electronic equipment. PCO's shall use the best available practices within the pest control industry to treat materials such as electronics to get rid of bedbug infestation.

## **V. Responsibilities of Tenants for the Prevention and Control of Bed bugs**

### **A. Complaint Referral**

1. Tenants shall promptly report all bed bugs or other pest infestations observed in all rooms to Hotel Management.
2. Upon notification, all Tenants shall cooperate with the Hotel Management and the Pest Control Company in order to eliminate bed bugs and other vermin such as cockroaches and rodents from the premises.

### **B. Preparation of Rooms for Treatment**

1. Tenants shall follow the PCOs or Owners or Operators guidelines on how to prepare room for treatment.
2. Tenants shall not remove anything from an infested room until after the room is treated except clothes to be laundered. (see p8: Tenants Guidelines to Bed bug Control)
3. Tenants shall keep their rooms clean by removing all clutter, debris, garbage or left over foods and items not needed.
4. Tenants, who fail to keep their room clean, or cooperate with the PCO and the Hotel Operator, may be issued a notice of violation and a citation to Director's Hearing.

5. To the best of their ability, tenants shall ensure that all used furniture and other items brought into any hotel are free of bed bugs.
6. To the best of their ability, tenants shall cooperate with the Hotel Management if temporary relocation is required (to a bed bug free room) while the infested room is being treated and until the infested room is declared free of bed bugs.

By: Dr. Johnson Ojo

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City and County of San Francisco  
Department of Public Health

## ENVIRONMENTAL HEALTH SECTION



### Appendix A: TENANT'S GUIDE TO BED BUGS: HOW TO PREPARE A ROOM FOR TREATMENT AND PREVENT TRANSMITTING BED BUGS TO OTHER ROOMS

#### WHAT ARE BED BUGS?

Bed bugs are tiny insects that feed on the blood of people, pets, birds and other animals. They are parasites. Adult bed bugs are ¼" long (one fourth of an inch). They have no wings and their bodies are flat until they eat. After feeding on blood, their bodies become round. Newborn bed bugs are called

"nymphs" and their tiny, white bodies are almost too small to see.

#### HOW DO I KNOW I HAVE BED BUGS?

If you have bed bugs, you will have itchy bumps where they have bitten you. You may also see live or dead bed bugs in your room. Look for blood or feces (tiny black stains) on your mattress, sheets or pillow cases.

#### HOW DO BED BUGS GET INTO BUILDINGS?

Bed bugs get carried from place to place when people leave their belongings such as, luggage, clothing, furniture, or bedding in areas that are infested with bed bugs. Bed bugs also can come from items picked up off the street.

#### CAN THEY MAKE ME SICK?

When bed bugs bite, the saliva from their mouths make people itch. If the itching causes people to scratch a lot, they can get other infections into their body.

#### PREVENTION: HOW DO I GET RID OF BED BUGS?

1. Tell the manager immediately when you see bed bugs or signs of bed bugs.
2. Allow the person who is going to help get rid of the bed bugs (pest control operator) to come into your room.
3. On the day the pest control operator comes to your room, seal all your clothing and bed covers in plastic bags and wash them at the Laundromat.
4. Wash all bedding and clothes in **HOT** water and dry on the **HOTTEST** setting. Do not return the clean clothing and bedding to your room until **after** your room treatment is finished.
5. Bathe yourself and wash the clothes that you are wearing. Wear only the clothes you just washed.
6. Repeat the washing and drying for each bedbug treatment.
7. If your manager does not respond to your complaints about bed bugs, call the San Francisco Department of Public Health - Environmental Health Section at (415) 252-3800 or come in person and file a complaint at 1390 Market St., Suite 210, S.F., CA 94102.



## Appendix B: SRO HOTEL MANAGER'S GUIDE FOR CONTROLLING BED BUGS



### WHAT ARE BED BUGS?

Bed bugs are parasites that feed on the blood of people, pets, birds and other animals. Adult bed bugs are ¼" long (one fourth of an inch) with no wings. Their bodies are flat before eating and round afterwards. The newly born bed bugs are called "nymphs" and their tiny, white bodies are almost too small to see.

### HOW DO I KNOW MY TENANTS HAVE BED BUGS?

Bedbugs leave itchy welts at the bite location. You or your tenants may see live or dead bed bugs, blood or excrement stains on the mattress, sheets or pillow cases.



### HOW DO BED BUGS GET INTO BUILDINGS?

Bedbugs get carried from place to place when people expose themselves or their belongings such as: luggage, clothing, furniture, or bedding, in areas that are infested with bed bugs. Bed bugs also can come from collecting items left on the street or used items of unknown origins.

### PREVENTION: HOW DO I REMOVE BED BUGS FROM MY BUILDING?

1. **Respond** immediately to all tenant complaints.
2. **Consult** a licensed pest control operator to identify and treat ALL infested rooms and common areas.
3. **Make sure** that the tenants prepare their rooms for the bed bug treatment (see washing instructions in Tenant's Guide to Bed bugs, Prevention #3-6).
4. **Treat** all cracks and crevices in the walls, baseboards, window sills, bed frames, box springs, closet, furniture, etc.,
5. **Replace** all torn mattresses and box springs.
6. **Treat** before discarding torn mattresses.
7. **Provide** treatments every two weeks until no new signs of bed bugs are found (minimum of two treatments).
8. **Vacuum** all dead bed bugs after each treatment and immediately afterwards, seal the vacuum bag inside a plastic bag and discard into an outdoor trash receptacle.
9. **Completely** seal all items in plastic bags prior to removal from infested rooms.