



OFFICE OF POLICY, PROCEDURES AND TRAINING

James K. Whelan
Executive Deputy Commissioner

DHS-PB-2021-003

SUBJECT: Pest Management: Bed Bug Infestation	APPLICABLE TO: All DHS Staff	ISSUED: February 22, 2021
ADMINISTERED BY: Health and Safety Office		APPROVED BY: Joslyn Carter, Administrator Department of Social Services/ Department of Homeless Services

■ INTRODUCTION

Bed bugs are parasites that group in hidden places, attach themselves to people, and are unknowingly transported from place to place. In New York City, their infestation has re-emerged as a concern in residences, commercial establishments, and anywhere the public travels. While bed bugs do not transmit disease, they can cause discomfort, disruption, and distress.

The purpose of this procedure is to assist the Department of Homeless Services (DHS) ensure the health, safety, and well-being of staff and clients, and safeguard the offices, directly-operated shelters, and vehicles of the Agency.

■ POLICY

The impact bed bugs have on resources, including personnel, equipment, and lodging is very real.

This procedure provides information for identifying, reporting, and addressing bed bug infestation; insight into how to avoid bed bugs; and guidance on how to proceed when bed bugs are discovered.

■ BACKGROUND

Addressing bed bug infestation is difficult and can prove to be costly in time and money. However, bed bugs can be eliminated using a coordinated effort involving the cooperation of staff and property managers. No single tool or activity, used alone, will eliminate bed bugs, including pesticides. Multiple techniques prove most effective, since bed bugs are small, good at hiding, and can live without feeding for up to a year.

■ AGENCY REQUIREMENTS

DHS has an Integrated Pest Management (IPM) Plan to address bed bugs in the central office, the central warehouse, fleet vehicles, and directly-operated shelters that uses a multi-faceted approach to minimize risk, safeguard the environment, and maximize effectiveness. Click on this link for more information on [pest management plan guidelines](#).

Intervention Process

For central office, the central warehouse, and fleet vehicles, the Office of Support Services-Administration (Administration) is the point of contact.

The Office of Financial Services-Administrative Contracts Unit (Administrative Contracts) oversees the extermination vendor contracts and liaises with various DHS parties to manage them. Directly-operated shelters can request extermination of bed bugs, as needed, by emailing Administrative Contracts at pestcontrol@dhs.nyc.gov.

From Sighting to Extermination

Central Office

Staff who believe they have seen a bed bug may contact Administration during business hours at (212) 361-8676 or adminserviceshelpline@dhs.nyc.gov to conduct a visual inspection.

Please note: It is recommended that staff secure the specimen with clear tape as Administration can only contact the Extermination Vendor if they see the specimen.

Once the Extermination Vendor confirms the presence of bed bugs, they will treat the area, which remains offline for a length of time that the vendor determines. Once treated, affected staff will return to their work location. Administrative Contracts is responsible for keeping a record of all services rendered.

Central Warehouse and Fleet Vehicles

Staff believing they have seen a bed bug must tell their immediate supervisor, who must contact Administration at (212) 361-8676 or email adminserviceshelpline@dhs.nyc.gov. Administration will arrange to have the Extermination Vendor come on-site.

Directly-Operated Shelters

Staff believing they have seen a bed bug must tell their immediate supervisor, who contacts Administrative Contracts at pestcontrol@dhs.nyc.gov. Administrative Contracts schedules the extermination visit. Staff must immediately bag, label, and store separately any linens associated with the area, pending confirmation by the Extermination Vendor that there are bed bugs. If the Extermination Vendor:

- confirms that there are bed bugs, they will treat the area, which remains offline for the length of time they determine. Staff must ensure that linens are laundered

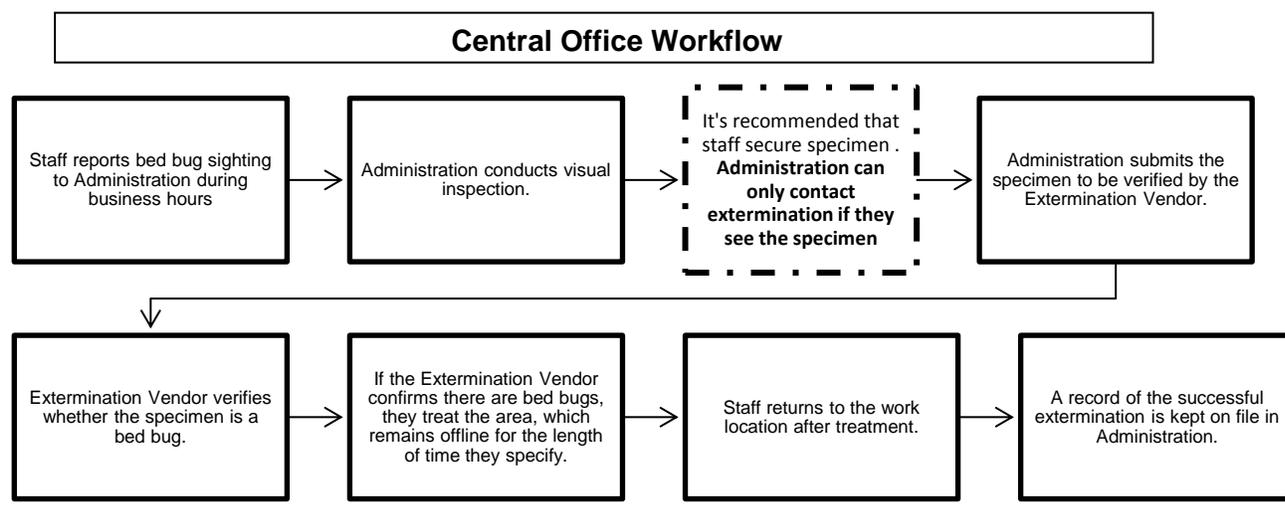
in hot water (140°) and dried on the highest heat setting for at least 20 minutes. Once dry, linens should be stored overnight in a fresh plastic bags and re-inspected before using. If bed bugs are detected, repeat the cleaning process as described. Prior to the room being placed back in service, staff must ensure that the area is cleaned and disinfected.

- does not confirm that there are bed bugs, staff must send the linens to the laundry to be cleaned after receiving proper documentation from the Extermination Vendor that the area is bed bug free.

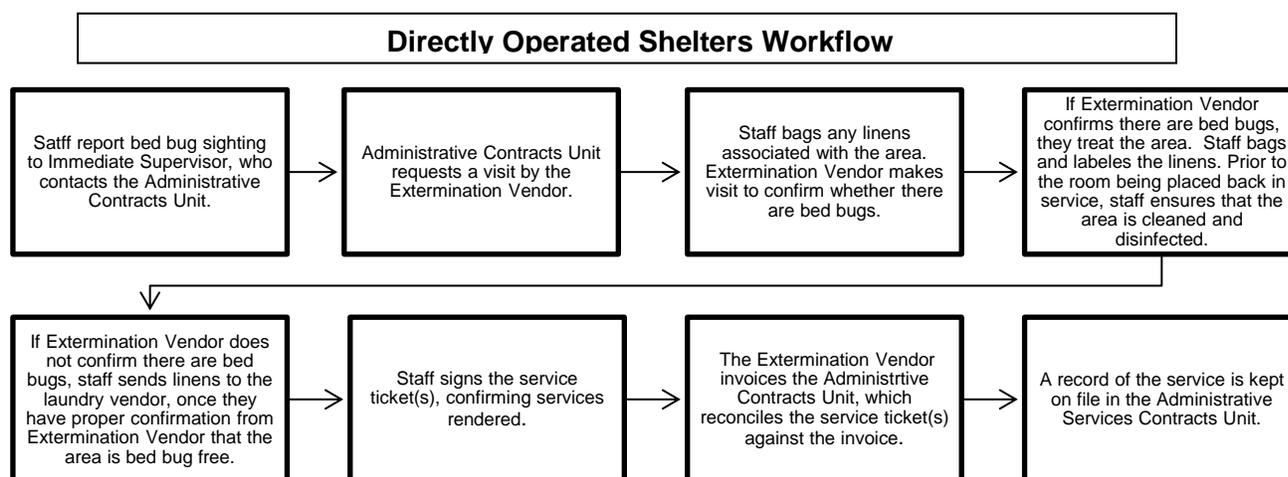
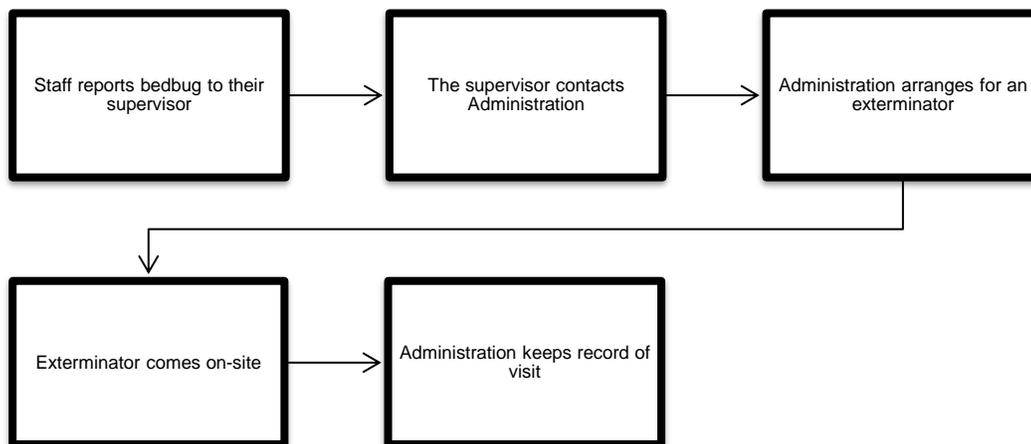
In either case, staff of the directly-operated shelter must sign the service ticket(s), confirming the services rendered. The Extermination Vendor invoices Administrative Contracts, which must reconcile the service ticket(s) against the invoice. Administrative Contracts keeps a record of the service.

Staff may obtain further information on pages 36-38 of the “Guidelines for Prevention and Management of Bed Bugs in Shelters and Group Living Facilities”, which can be found in the References section of this procedure. If Administrative Contracts is informed by the laundry vendor that bed bugs have been found in linens, they must instruct the vendor that linens should be laundered in hot water (140°) and dried on the highest heat setting for at least 20 minutes. Once dry, linens should be stored overnight in fresh plastic bags. Upon delivery, staff must inspect the linens for bed bugs before using. If bed bugs are detected the linens are to be bagged, labeled, are returned to the vendor with cleaning instructions repeated. DHS does not approve the purchase and/or use of bed bug ovens.

■ WORKFLOWS



Central Warehouse and Fleet Vehicles Workflow



■ REFERENCES

When battling bed bugs, the best line of defense is to educate yourself. Bleach and rubbing alcohol are not effective in preventing, alleviating, or killing bed bugs, and should not be used. Vapors from bleach and ammonia can be harmful. Under no circumstance should these chemicals be used. Under no circumstances should employees be permitted to use alcohol sprays or any type of pesticide in the office.

NOTE: Only licensed exterminators are permitted to apply pesticides under strictly regulated conditions.

Information concerning the below noted topics can be accessed by the associated links and may prove helpful for supplementing the actions of an Extermination Vendor.

Preventing and Getting Rid of Bed Bugs Safely “A Guide for Property Owners, Managers and Tenants.”	Bed-bug guide
Guidelines for Prevention and Management of Bed Bugs in Shelters and Group Living Facilities	Guidelines-bed-bugs-group-NYSIPM
Frequently Asked Questions About Bed Bugs in the Workplace	Bed bugs NYC - approach
Pest Management Tips for Shelter Residents	Pest-management-shelter-trainings
Proper Disposal of Bed Bug Infested Household Items	Bed-bugs-disposal
Simple Ways To Avoid Bed Bugs During Moving and Storage	Bed-bugs-moving

In addition, DHS will afford staff desktop training they may access at their workstation.

If staff has additional questions/concerns, please contact the DHS Health & Safety Office at DHSHealthandSafety@dhs.nyc.gov.

Effective Immediately