

Hospitality Bed Bug Action Plan

Create and implement a location-specific bed bug complaint response protocol and ensure that all employees who may encounter a complaint from a guest are well-versed in the protocol. All front desk employees should know the appropriate information (a specifically worded apology) to give to a guest and what steps should be taken when faced with a bed bug discovery inside a guest room. The following guidelines are suggested when faced with a bed bug complaint.

- Offer to move the guest into a new room for the remainder of their stay. It is recommended that their luggage and belongings remain in the original room until they can be inspected and/or treated. Clothing can move with the guest after being placed into a dryer cycle on high heat.
- Internally document the interaction with the guest. Critical information to record would include: room number, guest name, did they actually see a live insect, where exactly did they see it and was the insect collected and saved?
- The documentation should immediately be forwarded to multiple internal contacts to make several key parties aware of the situation. This ensures that action will be taken right away.
- Contact Holder's Pest Solutions immediately to schedule an inspection of the guest room. If your staff members have been professionally trained to identify bed bugs and bed bug evidence, an internal inspection can be performed at this time.
- Take the room out of service. Do not move anything in or out of the room until it can be inspected and or treated.
- If Holder's finds no bed bug evidence, record the complaint, the result of the inspection, and then decide on a treatment plan or next steps. This may include monitoring devices inside the room or a follow up inspection in 7-10 days.
- If bed bug evidence is found during the Holder's inspection, a treatment should be scheduled immediately.
- Do not remove any items from the room and do not remove the mattresses or box springs. Mattresses and box springs may be encased with bed bug encasements that are escape and bite proof. If you choose to throw away the mattress or box spring, wait until after a treatment. Bag or wrap up the items before transporting to the dumpster.
- Scheduled annual inspections of guest rooms are ideal for catching bed bug infestations at an early stage. Canine inspections will allow for the highest accuracy and are best practice for multiple room inspections during low occupancy timeframes.

Outline of Bed Bug Protocol

In the event a guest room is suspected to be infested with bed bugs, the following is a general overview of the protocol that Holder's will follow:

- Client notifies Holder's of the infestation or suspicion of infestation.
- An inspection of the entire room is scheduled and performed to confirm that bed bugs are in fact present.
- If access is available, an inspection of the adjoining rooms will also be done.
- Once the infestation is confirmed, a Thermal Remediation treatment will be scheduled.
- Thermal Remediation treatments consist of a one day treatment where the treated room can be placed back into service the following day, if needed.
- After the treatment, it is advised to have the room on an ongoing monitoring schedule by the in-house staff.
- Within the 30 day warranty period of the thermal remediation treatment, a visual inspection by a Holder's technician is recommended to validate the treatment.