

## **BED BUG CHECKLIST FOR HOTEL MANAGEMENT**

### **1 BE PROACTIVE**

**Use good building practice and maintenance to prevent pest problems**

- Caulk baseboards, loose tile, chair-rail moldings, and around outlets
- Remove carpeting when possible
- Remove any clutter and storage issues
- Consider buying mattress encasements to protect beds and aid in detection

### **2 DEVELOP A BED BUG ACTION PLAN**

**Include Strategies for the following:**

- Responding to reports or complaints
- Containing and eliminating infestations
- Disposing of infested furniture
- Educating and advising staff
- Appeasing guest
- Responding to media and minimizing public relations impacts

### **3 EDUCATE STAFF TO IDENTIFY SIGNS EARLY**

**Provide staff with information on:**

- What are bed bugs and what do they look like
- How to recognize a bed bug problem
- What's being done to reduce the likelihood of a bed bug infestation
- How to prevent bed bugs from becoming a problem
- Implement house keeping inspection duties identifying likely hiding spots
- What to do when a bed bug problem is suspected in a room

## 4

### **RESPONDING TO A STAFF REPORT OF BED BUGS**

**Create a positive atmosphere for your staff to report bed bug**

- Respond with gratitude to the employee for their effort and debrief them as to why they suspect bed bugs
- House Keeping staff should carry a roll of clear tape to secure any bugs found
- When you receive a staff report about bed bugs, even if it's not confirmed, take the room out of service immediately
- Educate the staff on what they can and should do NOW
- Give them a staff checklist
- Explain how to prepare for the inspection
- Bag and isolate all washable items from the room and seal the bags tightly ,but do not remove any items from the room
- Arrange for a Professional Inspection
- Inspect adjacent rooms (above, below, and on both sides of the room)
- Schedule intervention for all rooms where bed bugs are found
- Make other arrangements for any guest scheduled to check into those rooms

## 5

### **RESPONDING TO A COMPLAINT FROM A GUEST**

**Practice this conversation with your staff to prepare them for this conversation**

- Respond sympathetically and avoid blame
- Move the guest to a new room whenever this option is possible
- Thoroughly check the new room for signs of bed bugs prior to moving the guest to the new location
- Provide the guest with a fact sheet about bed bugs
- Reassure the guest that bed bugs are not known to cause disease
- Offer to have the guest's luggage inspected
- If the situation permits offer to comp the room

## 6

### **ONCE AN INFESTATION IS CONFIRMED**

**Educate staff on how to prepare for treatment:**

- Ask the Professional Pest Control Company for preparation checklist
- Continue to check the adjacent rooms to the positive location routinely
- Do not use this room until the Professional certifies it to be free of bed bugs
- Clean the room thoroughly
- Take time to evaluate the event and determine where you can improve
- Evaluate the current preventative measures in place to determine if they are adequate

# **THINGS TO CONSIDER WHEN CHOOSING A PEST CONTROL COMPANY**

- Treating Bed Bugs requires specialized training
- Not all treatments are the same
- Ask for and then check references
- Beware of the Lowest Bidder
- Consider a Proactive Program
- Insist on an IPM approach
- Request a detailed action plan from them
- Make sure they are licensed and insured





**Wilkey Services** believes in a proactive approach. One that includes routinely inspecting each hotel room with our **Specialized K9's**, trained to sniff out bed bugs in locations that our Technicians would miss by a visual inspection alone.

In the event that a room is found to be positive, we utilize **Thermal Heat Remediation** to treat the room. This process is the most effective and it kills bed bugs in all life stages. Once the heat treatment is complete we finish with a chemical application.

Our **Bed Bug Management Plan** helps hotel managers manage their budgets more effectively because they know the monthly expense ahead of time instead of radical fluctuations to accommodate unplanned treatments and inspections.

One thing's for sure, Bed Bugs aren't going away but we can help you manage them. We are happy to help educate your staff too. Call us today!