



Title:

Housing Services Internal Policy-Department of Social Services-The Eradication of Bed Bugs

Policy No.:

SL 012

Revisions:

July 30, 2015
July 17, 2017
January 1, 2022

Effective Date:

January 1, 2022

Applies to:

The policy and procedures contained in this document apply to the following Housing Providers:

- * Municipal & Private Non-Profit
- * Public Housing
- * Rent Supplement (incl. former OCHAP/CSHP)



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Definition

Housing Services Act, 2011

Housing Services

Engineering and Public Works Services

Ontario Works (OW) Services

Ontario Disability Support Program (ODSP)

Purpose of the policy

The arrival of bed bugs in our region in 2011 has created the need to establish an internal policy for their eradication should an infestation occur in one of our units. These insects are threatening because they spread very quickly, survive in very hostile conditions and can cause health problems for the infested tenant. The purpose of this policy is to clearly specify the procedure to follow and the role of each of the above-mentioned collaborating departments when a case of bed bugs occurs in one of our units.

Responsibility

When a case of bed bugs occurs in a public housing unit, Building and Engineering Services assumes responsibility for ensuring their removal.

Bed bugs can infiltrate from one apartment to another through pipes, electrical wires and cracks. In the event that there is a known and/or suspected presence of bed bugs in a given apartment, the Building and Engineering Department assume responsibility for using a treatment method recommended by the exterminator.

An inspection of adjacent units will be necessary and preventive treatment may be required based on the exterminator's recommendations.

In the event that a tenant refuses to allow the exterminator access to their unit or where it is shown that bed bugs have reappeared a second time due to the tenant's negligence (i.e., not following the exterminator's instructions), the tenant will be considered to be interfering with the extermination measures and an N5 notice will be issued (Notice of Termination of Tenancy due to Interference with Reasonable Enjoyment, Damage or Overcrowding).

Procedures

The following are the steps to follow when a Housing Services tenant contacts the L'Original office to report a bed bug situation:

1. Refer the client to the Maintenance Assistant. Building and Engineering Services is responsible for providing extermination services and following up on the status of the infestation. It is also responsible for the costs incurred by the extermination.

Upon confirmation of the presence of bed bugs, or suspicion of the presence of bed bugs in an infested multi-unit dwelling, the Manager of Building and Engineering Services will contact the exterminator in order to schedule a treatment without delay.

In the event that the exterminator confirms the presence of bed bugs, the exterminator must submit a written report to the Building and Engineering Services Department certifying the presence of bed bugs, his or her recommendations for extermination (prioritized treatment method, number of follow-ups required, etc.) and his or her recommendations regarding the tenant's needs and responsibilities (cleaning, replacement of personal property). A copy of this report must be given to the Housing Services Community Relations Officer.

2. The Community Relations Officer will contact the infested tenant to assess their needs; whether it be for information on the issue, available community services (OW, Valoris, etc.) or other. The Community Relations Officer maintains a close liaison between the tenant, Housing Services and Building and Engineering Services.

The Community Relations Officer will inform the tenant of the process of dealing with the infestation and provide the tenant with a bed bug information sheet and an extermination preparation sheet prepared by the exterminator.

In the event that the exterminator recommends the replacement of personal belongings (e.g., mattress, furniture, toys, etc.) or the purchase of certified bed bug proof mattress covers, the Community Relations Officer will attempt to assist the client in complying with these recommendations. However, it is not the responsibility of Building and Engineering Services or Housing Services to assume these costs.

3. If the tenant is receiving OW, ODSP or is low income, the tenant may apply for the Housing Assistance Fund (HAF) program provided that:

They provide their assigned case manager with the exterminator's report certifying the presence of bed bugs and their needs (personal belongings or other) to control the infestation problem.



Provide written confirmation from the exterminator that the infestation has been eliminated. (e.g., that the replacement of furniture, mattresses and the purchase of bed bug covers has been completed).

The FAL application will be subject to the eligibility requirements established by OW, the organization responsible for administering the funds for this program.

Questions

If you have questions about this document, please contact your Housing Services Manager at the United Counties of Prescott and Russell.

APPROVED BY: Original copy signed by Sylvie Millette

DATE: _____