

Tenant Guidelines For Unit Preparation Prior To Bed Bug Treatment

Expectations ^{1, 2, 3, 4}	What Do I Have To Do?	Need Help? Refer to “Community Resources” or “Resource for Resolution of Housing Dispute”:
1. Cooperate with owner, operator or property manager and pest control operators (PCO) to access your unit	<ul style="list-style-type: none"> You must grant entry to the owner or operator or property manager or PCO upon receiving notification of intent to inspect or treat for bed bugs. 	<ul style="list-style-type: none"> Behavioral/Mental health support: Page 5. Or Handout, “Resources for Resolution of Housing Disputes”.
2. Making space for PCO to treat unit	<ul style="list-style-type: none"> You must move items away from the wall and clear clutter to provide access. 	<ul style="list-style-type: none"> Community Resources: General house cleaning assistance (Unit preparation prior to beg bug treatment services may be excluded by some agencies. Contact agencies for confirmation) Page 4 (A, B).
3. Complete required treatment before discarding items	<ul style="list-style-type: none"> You should not remove any item from the unit until treated and advised by PCO to do so. Items to be discarded must be treated first, then bagged and labeled as bed bug infested. You should leave items - such as TV’s, radios - in the room for alternative treatment methods by the PCO. 	<ul style="list-style-type: none"> Assistance with big item collection: Page 7.
4. Launder clothing and bedding	<ul style="list-style-type: none"> On the day of the unit treatment, you should seal all clothing and bed covers in plastic bags⁵, which must be provided by owner, operator or property manager, and then take sealed bags to laundromat for washing, or to area designated for pick up by laundry service. You must wash all clothes and bedding in HOT water and dry them in a dryer using the 	<ul style="list-style-type: none"> Community Resources: General house cleaning assistance: Page 4 (A, B). Laundry assistance: Page 6.

	<p>HOTTEST dryer heat setting.</p> <ul style="list-style-type: none"> • Make sure to wash all clothing that will be worn after bathing. • Keep laundered clothes in new, clean and sealed plastic bags⁵. • For each subsequent treatment cycle, you must repeat the washing and drying cycle for any clothing that was not kept in sealed bags⁵. • You will return the sealed bags of your laundered clothing and bedding to your assigned unit after each treatment is completed. 	
5. Follow personal hygiene recommendation	<ul style="list-style-type: none"> • Bathe before returning to your unit after treatment, or before entering a new unit if provided. 	
6. PCO instruction	<ul style="list-style-type: none"> • You must not reoccupy the unit until cleared to do so by the PCO. • You must follow instructions provided by PCO, if different from the above, because specific treatment methods may require different preparation steps. 	
7. Request assistance when needed	<ul style="list-style-type: none"> • You must request help from the owner, operator or property manager if there are things that you are unable to complete^{6,7}. 	<ul style="list-style-type: none"> • “Resources to Assist Tenants with Unit preparation”. Or • Handout, “Resources for Resolution of Housing Disputes”.

Source: *San Francisco Department of Public Health Director’s Rules and Regulations for Prevention and Control of Bed Bugs*⁸ – Preparation for Treatment Subsequent to Confirmation of Infestation.

1. **Tenants 3.1:** “Tenants shall be responsible for fulfilling tenant-responsibilities for unit preparation before the scheduled treatment, as described in the Pest Control Operator - provided pre-treatment checklist. Tenants shall be responsible for management of their belongings, including but not limited to clothing and personal furnishings.”
2. **Tenant 3.2:** “Tenants who are not able to fulfill their unit preparation responsibilities shall promptly notify the Owner, Operator or Property Manager to request reasonable accommodation, to the extent that is required by local, state or federal law. These tenants may require assistance from the Owner, Operator or Property Manager or

from public service agencies to prepare their unit or launder their clothes. Inadequate unit preparation will undermine Pest Control Operator (PCO) efforts to identify the presence of bed bugs and control an infestation.”

3. **Tenant 3.3:** “Tenants shall not remove any infested items from unit before treatment, except for bagged clothing to be laundered or specific items the PCO has ordered bagged and removed for offsite treatment.”
4. **Tenant 3.4:** “Tenants shall be responsible for laundering all clothing stored in the unit. When the PCO is ready to begin treatment, the tenant shall remove bagged clothing to be laundered. Clothes must be dried on the highest dryer heat setting for at least 30 minutes, or washed in hot water and dried for at least 30 minutes on the highest dryer heat setting and then store in a clean and sealable bag. Clean clothes can remain sealed tight in bags as long as feasible inside of the unit during subsequent treatments.”
5. **Owner 3.3:** “The Owner, Operator or Property Manager shall provide tenants with durable and sealable plastic bags to be used for separate bagging of pre- and post- laundered clothing. Water dissolvable laundry bags are available for transporting infested items to the laundry room. Laundered clothing placed in a new clean plastic sealed bag will prevent re-infestation of the items. To optimize effectiveness, tenants should be advised to keep all but essential items in the sealed bags for as long as practical during the multiple treatment periods.”
6. **Owner 3.4:** “Owner, Operator or Property Manager shall provide all tenants, as needed, with a list of publicly supported and low-cost resources that can potentially assist with unit preparation and laundry services (see DPH-provided listing at <http://www.sfdph.org/dph/EH/Housing/BedBugs.asp>).
7. **Owner 3.5:** “Owner, Operator of Property Manager shall arrange for necessary assistance to provide reasonable accommodations (e.g. assistance with room preparation, alternative pest treatments) to tenants with medically-documented disabilities, to the extent required by applicable City and County, State and Federal law. Time extensions may be granted to Owners, Operators or Property Managers as needed for reasonable accommodation services.”
8. http://www.sfdph.org/dph/files/EHSdocs/Vector/BedBug/BedBugRegs_070112.pdf

Community Resources

I. General House Cleaning Assistance (Unit preparation prior to bed bug treatment may be excluded by some agencies. Contact agencies for confirmation)		
AGENCIES/PROGRAMS	SERVICES	CONTACT
A. Free or share-cost program:		
Department of Aging and Adult Services: In-Home Supportive Services (IHSS) http://www.sfhhsa.org/137.htm	<ul style="list-style-type: none"> Pays home help workers to do a wide variety of home-based services - including house cleaning and domestic services - for low-income eligible families or individuals, such as seniors or disabled adults. <p><u>Note:</u> Seniors or disabled adults who meet the Supplemental Security Income (SSI) asset limits but whose income exceed the SSI standard may be eligible for IHSS with a share of cost.</p>	415-355-6700
B. Fee-based cleaning programs operated by non-profit social service agencies:		
1. Good Job Brothers LLC	<ul style="list-style-type: none"> Provides furniture moving to prepare for bed bug treatment, and house cleaning after bed bug treatment. 	415-333-6047
2. Jewish Family and Children Service Cleanerific www.cleanerific.org	<ul style="list-style-type: none"> Provides light or customized (light + full) cleaning. 	415-820-7230
3. Women's Collective www.lacolectivasf.org	<ul style="list-style-type: none"> Provides house cleaning service (minimum three hours per visit). 	415-252-5376
4. Maintrain www.maintrain.org	<ul style="list-style-type: none"> Provides residential vacancy and common area cleaning. 	415-398-3353
5. Self-Help for the Elderly http://www.selfhelpelderly.org/services/house_cleaning/index.php	<ul style="list-style-type: none"> Provides house cleaning service on a weekly or bi-weekly basis (minimum 4 hours per visit) or temporary one-time service (minimum four hours and pay MUNI transportation fare). 	415-677-7600

II. Behavioral/Mental Health Support

AGENCIES/PROGRAMS	SERVICES	CONTACT
<p>A. Community Behavioral Health Services (CBHS), San Francisco Department of Public Health www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/default.asp</p>	<ul style="list-style-type: none"> Offers a full range of specialty behavioral health services provided by a culturally diverse network of community behavioral health programs, clinics and private psychiatrists, psychologists, and therapists. <p>Other helpful information: Psychiatric Emergency Services: Provides psychiatric crisis intervention, medical and counseling services.</p> <p>DPH- Mobile Crisis (adults 18 & over): Provides psychiatric crisis intervention.</p> <p>Comprehensive Child Crisis: Provides psychiatric crisis intervention, medical and counseling services.</p>	<p>24-Hour Access Hotline: 415- 255-3737 888-246-3333 TDD (888) 484-7200</p> <p>415-206-8125</p> <p>415-355-8300</p> <p>415-970-3800</p>
<p>B. Mental Health Association of San Francisco www.mentalhealthsf.org</p>	<ul style="list-style-type: none"> Provides information and referrals on mental health including information on cluttering issues as well as referrals to independent clutter organizers. Provides one-on-one conversation and support through responders of Peer Response Team who have personal experience with collecting and difficulty discarding objects. 	<p>415-421-2926 (Main)</p> <p>415-421-2926 ext. 314 email: john@mha-sf.org</p>

III. Laundry Assistance

AGENCIES/PROGRAMS	SERVICES	CONTACT
<p>A. SRO Collaborative :</p> <p>1. Central City SRO Collaborative www.ccsro.org</p> <p>2. Chinatown SRO Collaborative www.chinatowncdc.org</p> <p>3. Mission SRO Collaborative www.dscs.org</p> <p>4. SRO Families United Collaborative www.chinatowncdc.org</p>	<ul style="list-style-type: none"> Provides free laundry services for SRO tenants. <p><u>Note:</u> Laundry services have not been guaranteed for future funding.</p>	<p>415- 775-7110</p> <p>415-984-1457</p> <p>415-282-6209 415- 282-3078 (Spanish)</p> <p>415- 346-3740, ext. 316</p>

IV. Assistance with Curbside Big Item Collection (BIC)

AGENCY/PROGRAM	SERVICES	CONTACT
Recology SF www.recologysf.com	<ul style="list-style-type: none"> • Provides residential customers two no charge curbside BIC per calendar year. • Provides multi-family owners/operators one no charge residential curbside BIC for each building per calendar year. • Provides each unit within a multi-family apartment building one no charge residential curbside BIC per calendar year. <p><u>Notes:</u></p> <ol style="list-style-type: none"> 1. Owner or operator or property manager must contact Recology to manage disposal. 2. Recology has different BIC policies for residential rate and commercial rate customers. 3. Tenants of Single Residential Occupancy (SRO) Hotels may also contact Recology for instructions and advice. 	Customers of Recology Sunset Scavenger: 415-330-1300 Customers of Recology Golden Gate: 415- 626-4000