

# CWP Policy and Procedures Manual

<b>Program:</b> CWP's General Policy and Procedures	<b>Section 2-80.2</b>
<b>Subject:</b> Procedures for Addressing Possible Pest Infestation in the Office	<b>Effective Date:</b> 3/14/18

## 2-80.2 Procedures for Addressing Possible Pest Infestation in the Office

### A. General Provision

Although pests such as bed bugs, lice and cockroaches are fairly common, it is unlikely that an infestation will develop in the workplace<sup>1</sup>. In the event that pests find their way into the office, early detection and mitigation can prevent proliferation. The following are procedures for CWP-funded staff and partner staff in CWP operated facilities to follow if they suspect the possibility of these pests in the office.

### B. Procedure:

1. Pest sighting in the office (such as bedbugs, fleas, cockroaches)
  - a. Remain calm.
  - b. Inform immediate supervisor who informs management.
  - c. Management notifies the facilities manager to investigate.
  - d. If necessary, the facilities manager will take the appropriate steps to remediate the problem which may include the services of a pest management professional.
2. Customer discloses an infestation problem with bedbugs or lice in their home
  - a. Remain calm and complete the appointment with the customer without embarrassing them or drawing attention to their situation.
  - b. Provide customer with references noted in section C.
  - c. After the customer leaves, leave your work area and isolate it from other staff or customers.
  - d. Inform immediate supervisor who informs management.
  - e. Management notifies the facilities manager to investigate.
  - f. If necessary, the facilities manager will take the appropriate steps to remediate the problem, which may include the services of a pest management professional.
3. Recommended precautionary steps for staff if they are concerned that pests (such as bedbugs) will be transported home with them.
  - a. Immediately upon arriving home, put your clothing into the dryer on high heat for at least 30 minutes.
  - b. Take a shower.
4. General precautionary measure for all staff to minimize pests in the office is to ensure that no food is allowed in the office overnight unless kept in an air-tight container.

### C. References:

1. US EPA - Protecting Yourself from Bed Bugs in Public Places (<https://www.epa.gov>)
2. CT DPH Head Lice – Fact Sheet and Bed Bug Guide for CT Schools (<http://www.ct.dph>)
3. CDC – Bed Bugs FAQs (<https://www.cdc.gov>)