

CWP Policy and Procedures Manual

Program: CWP's General Policy and Procedures	Section 2-80.1
Subject: Procedures for Addressing Possible Pest Infestation in the Office	Effective Date: 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 workplace¹. 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>)