IPM Implementation: A Tool for Change

Sandra Harrison  
Property Manager  
York Housing Authority  
York, PA  
sharrison@yorkhousing.org

Introduction

Implementation of Integrated Pest Management (IPM)

- Involvement of People = Important People (IP)
- Setting the stage
- Communicating the mission
Implementation of Integrated Pest Management (IPM) cont…

- Effective case management
- Required commitment
- Incorporation of IPM into policies

Involvement of People

IPM Requires Involvement of Important People

Team Work!
Setting the Stage

- Dismantle “pre-conceived” notions about residents
  - Ways to overcome
    - involvement of maintenance
    - interaction with community
    - communicate, not talk

- Establish IPM as a tool for residents to solve housekeeping violations

Communicating the Mission

- Communicate expectations throughout agency and community

- Use innovative methods to perpetuate the goals of IPM
  - stickers
  - certificates
  - Community and Housing Authority partnerships
Communicating the Mission cont…

- create before and after photo albums
- show vacant units
- three-part to-do list
- schedule evening PMP meetings

Effective IPM Case Management

**Personalize**
- Example case: Working mother with no assistance from adult children

**Demonstrate**
- Example case: Young mother without effective housekeeping techniques
Effective IPM Case Management cont…

- Establish safety protocols
  - Always schedule appointments
  - **Head of Household** must be present
  - Assign two or more staff members to home visits
  - Always carry cell phone/radio and be aware of surroundings

How effective is IPM?

**Before**

**After**
How effective is IPM? cont…

• Before

![Before image]

• After

![After image]
How effective is IPM? cont…

• Before

• After

Required Commitment

- PM contract with regional IPM center
  - consider staff contracts

- Pest Management Professional
  - contract with regional IPM center

- Involvement of all property staff

- Time
### Incorporation of IPM into policies

- During all IPM appointments, HOH must be present
- Require new residents to view IPM video at move-in
- Use lease language to implement IPM
- Require residents to attend at least one PMP meeting on an annual basis

### Incorporation of IPM into policies cont…

- Violation for not reporting pests
- Train new employees