



## Working with an IPM Contractor

Watch All Pest Management Story



## Watch All's IPM Approach

- Reduce pesticide use
- Perform continuous inspections & monitoring
- Utilize non-chemical methods
- Provide consultative services to managers & residents to address structural, sanitary, or other contributing factors



## How we work with tenants

- Provide a friendly service technician
- Establish rapport with residents to encourage a spirit of cooperation
- Maintain the same service technician for continuity and relationship building (trust)
- Listen, empathize, and be sensitive to resident's concerns and problems
- Build rapport with the IPM Coordinator



## How we work with property managers

- Establish a "partnership"
- Customize a program that makes sense
- Report problems immediately
- Make recommendations in a timely manner
- Establish a service schedule that is practical for the site
- Provide the necessary paperwork (prep sheets, MSDS, service reports, etc.)



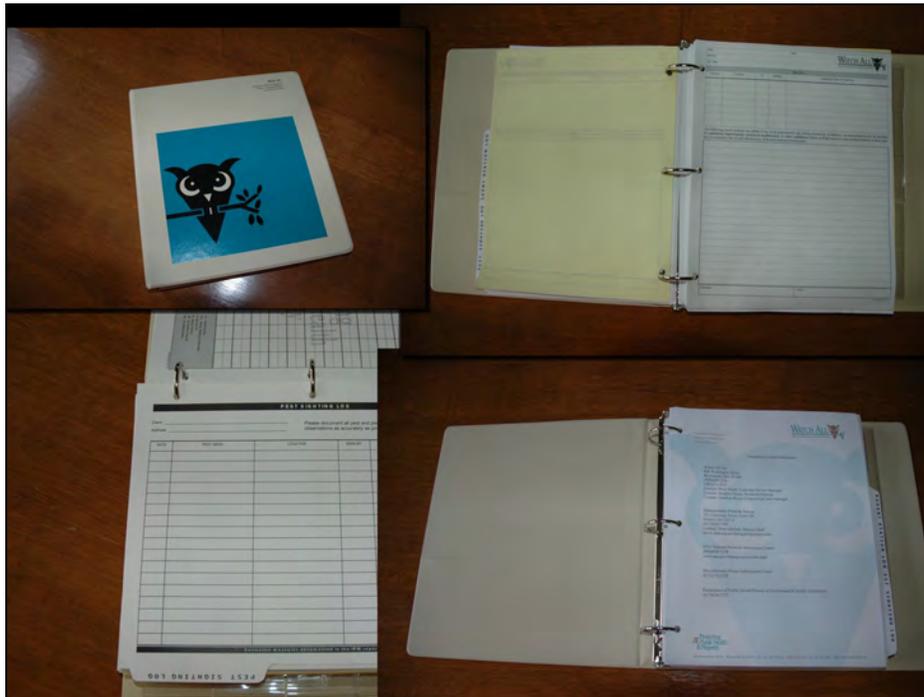
## Scope of IPM Services

- Ongoing inspections & monitoring
- Treatment
- Exclusion
- Trapping
- Vacuuming
- Structural repairs



## Documentation

- Initial Assessment Report
- IPM Reports
- Log Book
- MSDS
- Licenses/Insurance Certificates
- Prep Sheets (various languages)



## Documentation is critical

The image displays three forms from Watch All Pest Management:

- Form 1 (Left):** 'SITE UNIT REPORT FOR BEDBUGS'. It includes fields for 'Property', 'Unit', 'Inspected by', and 'Inspected on'. It has a grid for recording findings and a section for 'Inspection and findings notes'.
- Form 2 (Middle):** 'NOTICE OF INTENT TO PERFORM FOLLOW UP PEST CONTROL SERVICES FOR BED BUGS'. It contains a checklist of items to be inspected, such as 'Bedroom', 'Bathroom', and 'Kitchen'. It also includes a section for 'Inspection and findings notes'.
- Form 3 (Right):** 'MULTI-FAMILY INSPECTION REPORT'. It features a large grid for recording inspection results across multiple units.



## A typical IPM visit

- Technician reports to Management Office
- Examines Log Book for reports of pest sightings
- Begins rounds visiting scheduled units for inspection, monitoring, treatment, or follow-up
- Common areas serviced (rotating schedule)
- Render detailed IPM report(s) of day's work



## Bed bugs

- Emerging as a serious public health nuisance in multifamily housing
- Control methods challenge some peoples definition of IPM
- Successful eradication is a team effort
- Bed bugs are generally not included in general IPM programs






Piercing-sucking      Wingless      Ventral view

- Very flat, oval shaped
- Adults measure 1/4 long, 1/8 wide
- Color ranges from brown to mahogany red
- Short head broadly attached to body
- Wingless but have small wing pads
- Excrement contains partially digested blood that leaves “rusty spots” in areas
- Sweet-herbal odor with infestations





Female      Male

- Males pointed abdomen
- Females rounded abdomen
- Life cycle, from egg to egg, under ideal conditions 4 - 6 weeks
- Ideal climate is 75-80% relative humidity and 83F-90F
- Females may lay up to 500 eggs in lifetime
- Bed bugs feed only on blood
- Both sexes expand or “balloon” as they feed



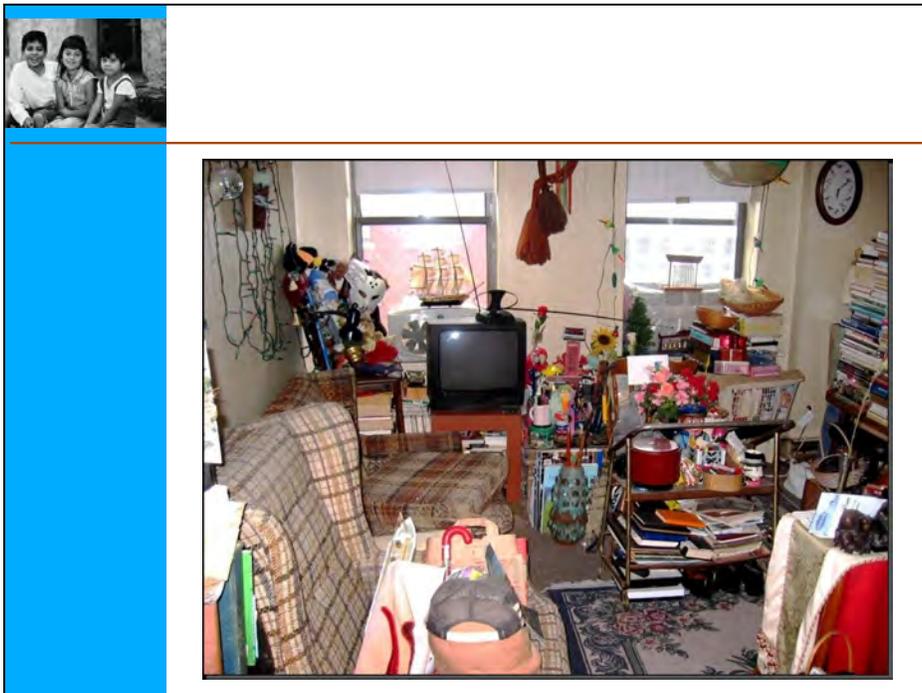
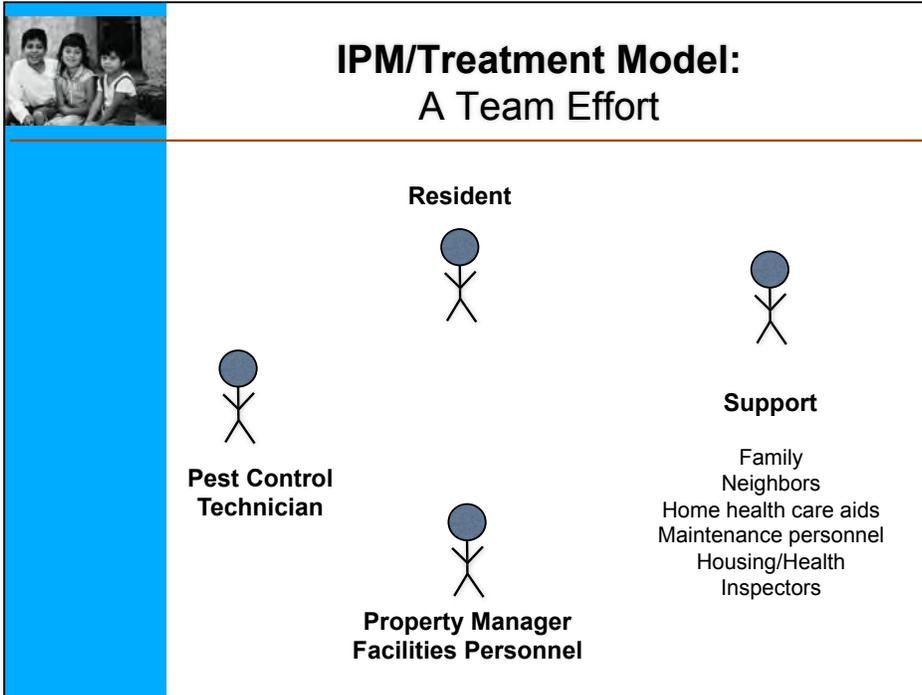
## Bed bug behavior

- Nocturnal
- Aggregate together
- Prefers cracks & crevices on warm surfaces like wood and plaster
- Prefers humans, but will feed on pets, birds, bats
- Hitchhikers- they do not live on the host
- Can live a year or more without feeding
- Can endure cold temperatures
- Prefers to live close to the host
- Generally will travel 5' - 20' (or more) for meal
- Generally feeds every 2 - 4 days



Characteristic row of bites







## What should housing authorities expect?

- Focus on prevention & monitoring
- Providing technicians with excellent communication (people) skills
- Proven track record of success (references)
- A documentation system
- Straight forward pricing



## How to know if it's "true" IPM

- Technicians focus on the root of the problem, not the symptom
- Methods such as exclusion, vacuuming & trapping are commonplace
- "Sprays" or "fogs" aren't commonplace
- Focus on prevention & monitoring
- Baits