



Options for dealing with people who
refuse to their part in an IPM program

Housing Authority of Portland

Bed Bug Task Force Strategies

Williams Plaza Pilot Project

- **We have had good success to increase compliance by residents through:**
- **Strong resident education piece**
- **Staff education**
- **'Knock and Talks' with residents one week prior to a treatment**
- **'Knock and Talks' with residents again one day prior to a treatment**



Prior to Pilot Project

- **We posted a Tenant Preparation Sheet on the residents door's and let them do the work themselves.**
- **We estimated a resident compliance rate in preparation for a bed bug treatment at approximately 50%**



During Pilot Project

- **We told the residents the supplies and resources that we could give them and that we are committed to helping them to become bed bug free.**
- **We told them to be vigilant in laundering bedding, inspecting around mattress and looking at traps for any signs of insects**



'Knock and Talks'

- **One site staff and one resident services coordinator went as a team to speak with residents in their home**
- **They evaluated any supplies needed**
- **They evaluated any resources needed**
- **They answered any questions of the resident and helped them to better understand our expectations**



After Pilot Project

- **We estimated a resident compliance rate of 80 - 90%**
- **We have found improved dialogue between staff and residents**
- **We have been better able to contain and eliminate bed bugs**



Additional Strategies for those who still refuse to do their part

- We break down into three main areas
- People who refuse to allow us to inspect
- People who give us a reasonable accommodation request as an excuse to not be treated
- People who don't prepare for a treatment who are capable



People who refuse to allow us to inspect their apartment

- Our lease allows us to enter a person's apartment with a 48 hour notice to enter
- Typically when a person refuses us entry is a sign that they are infested
- If they still refuse after talking we issue them a 30 Day For Cause Eviction with right to remedy
- To this point we have not had to evict, as the notice has always been effective



Reasonable Accommodation Requests

- Periodically it is used as a means to avoid having their apartment inspected and/or treated
- We send a letter to their Doctor along with an MSDS sheet for the chemicals to be used and ask the Doctor for clarification
- We follow the Doctor's recommendations



People who refuse to do their part!

- This is the most challenging aspect
- The population that we serve in our high rises are elderly and/or disabled
- We have worked successfully with numerous social service agencies: Aging & Disability Services, Hollywood Senior Center, Friendly House Senior Center, etc.
- It is an ongoing process and the solution in each case typically requires an individualized approach

