

Integrated Pest Management

Script – **Final Draft** (5/29/09) by Chris Julian and Allison Taisey

<u>Video</u>	<u>Audio</u>
<p>1- Introduction: Views of the exterior of a Public Housing building and its surrounding neighborhood, people walking by and talking to each other MOS.</p> <p>Superimposed Title Card: “The Tenant’s Role in Integrated Pest Management”</p>	<p>Introduction music during building shots and title cards.</p>
<p>2A- Carla, the property manager, carrying a clipboard, walks into the front entrance of her Public Housing home, passes by Joe the maintenance man.</p> <p>2B- They exchange a few words mostly off script (MOS), then Carla continues to the stairs/elevator.</p> <p>Carla walks up the stairs / rides the elevator, until she arrives at the third floor. She walks to an apartment door and knocks.</p>	<p>Narrator: The building where you live is controlling pests with “Integrated Pest Management” —or “IPM.”</p> <p>IPM is a common-sense approach to pest control that focuses on <i>preventive</i> measures—getting at the root of the problem, before it gets serious. It’s a system that works, and it poses the least possible risk to people, property, and the environment.</p> <p>We can’t manage pests in this building without your cooperation. The staff and pest control company working here are ready to work <i>with</i> you so that there are no cockroaches, mice, rats, or bed bugs in your home.</p> <p>Carla Williams is part of the resident services staff. She’s visiting Teresa, who just moved in.</p>
<p>3- Teresa opens her apartment door and lets Carla in. They chat as they move through the hallway.</p>	<p>Teresa: Hi Carla, good to see you.</p> <p>Carla: How are you? Feeling settled in yet?</p> <p>Teresa: Yeah, it’s coming along, starting to feel like home.</p> <p>Carla: Thanks for meeting me now; I know you have to get to work in a few hours.</p> <p>Teresa: Well, it’ll be better to get this done, so I know what to do when I’m all moved in.</p>

<u>Video</u>	<u>Audio</u>
<p>4- They walk into the living room.</p> <p>Teresa points out the pest fact sheets on the table and the trash can filled with supplies.</p> <p>They move from the living room to the kitchen, and Carla takes out her pen.</p>	<p>Carla: You still have the pest information and IPM Kit I gave you?</p> <p>Teresa: Yes, they're right here. My son was looking at the pictures. We didn't know there were different kinds of cockroaches!</p> <p>Carla: Yeah, I was surprised when I heard that the first time too. Knowing the pest you're trying to fight is part of IPM. "Know your enemy," you know? Sounds like your son is going to be good at IPM!</p> <p>To keep all the kinds of cockroaches and other pests out, you have to do a few things around here. Want to start in the kitchen?</p>
<p>5- Kitchen: Carla and Teresa step in to see:</p> <ul style="list-style-type: none"> • dirty dishes in the sink • crumbs on the counter • an overflowing trash can with no lid • boxes piled next to the trash can • dust on the floor. 	<p>Carla: This looks like a place pests would love. But this can be fixed easily.</p> <p>Teresa: Because it's messy?</p> <p>Carla: Right. If pests can get into your home and there's food and water, they're going to set up shop.</p> <p>Teresa: I hope we don't have to use smelly sprays to kill them.</p> <p>Carla: There shouldn't be a need for pesticides as long as you do what we talk about today to keep your apartment clean and clutter-free. If you do start to see pests, we can use low-risk pesticides—just enough to get the job done. No smelly sprays.</p>
<p>6- Under the kitchen sink: Carla opens the cabinet and the two women peer underneath to look at the pipes.</p>	<p>Carla: You should get in the habit of looking at things very carefully, inspecting everything with a watchful eye, so that you can let me or Joe—the maintenance head—know of any problems right away. We want to take care of them before they get worse.</p> <p>See under here? These pipes have a very slow leak, and there's wet wood down here. Joe and I must have missed that when we checked the unit before you moved in.</p>

<u>Video</u>	<u>Audio</u>
6 cont'd- (under the sink, continued)	<p>That's going to rot the wood, and if you had cockroaches, it would be like a water fountain for them.</p> <p>Teresa: Even that little bit of water? That'll bring bugs?</p> <p>Carla: Yes, it sure can. I'm making a note so we can fill out a work order to get this fixed.</p>
7- Kitchen sink: The two women look at the collection of dirty plates and cups.	<p>Teresa: I try to keep up with the dishwashing, but since I work nights, sometimes it's easier to leave them until the morning.</p> <p>Carla: Well, when do you think cockroaches and mice come out?</p> <p>Teresa: In my last place I'd see them when I got home at night and turned on the light.</p> <p>Carla: "Exactly; they come out when it's quiet, dark, and no one is around. You need to make sure there's nothing for the cockroaches and mice to eat or drink at night. See if your husband can take care of the dishes before he goes to bed."</p> <p>Teresa: Bobby do the dishes? I don't know.</p> <p>Carla: (playfully) Between him and your son they should be able to handle a dish or two! (laughs) And definitely make sure the trash is in a covered can. If you can't get the cover on, take out the trash.</p>
8- The two women walk into the living room. There is an extra mattress leaning against the wall.	<p>Carla: What's the extra bed for?</p> <p>Teresa: Don't know. My husband found it outside this morning. He finds some great stuff on the curb.</p> <p>Carla: Hmm...have you heard of bed bugs?</p> <p>Teresa: You mean, like, "don't let the bed bugs bite"?</p> <p>Carla: Yeah, except they're a nightmare!</p>

<u>Video</u>	<u>Audio</u>
8 cont'd- (Carla & Teresa in bedroom, cont'd)	<p>Carla: Anyone can get bed bugs, it doesn't matter how clean or dirty your place is.</p> <p>They can hitchhike into your house on used furniture or bedding from somewhere else. Once in, they'll suck your blood while you're asleep.</p> <p>Teresa: Well then, my husband won't be bringing anything else into this place!</p> <p>Carla: Good. We should wrap this mattress in plastic just in case it's got bed bugs and get it out of here. I'll have Joe cut it open outside so no one else brings it home.</p> <p>Teresa: Anything else I can do?</p> <p>Carla: Yes, wash your bedding once a week if you can, and keep an eye out for those critters. If you spot them, let me know right away! We can work together on it.</p>
9- Bedroom Closet: Teresa opens the closet doors to reveal some stacks of paper, a box of shoes, and some books. The two women look in.	<p>Teresa: Some of these things I still have to unpack, but some of it I might just get rid of.</p> <p>Carla: Pests love clutter. The more little nooks and crannies you leave for them to hide in, the more they'll like to stick around.</p> <p>Teresa: I didn't think bugs or mice would like a closet. There's no food in here.</p> <p>Carla: Actually, cockroaches will eat the glue on cardboard and mice can use stuff in here to make a nest.</p>

<u>Video</u>	<u>Audio</u>
<p>10- Bathroom: The two women look around at the shower, bathtub, sink, and countertop.</p> <p>Carla points out a puddle on the countertop.</p> <p>Carla points to the mat on the floor next to the shower.</p>	<p>Teresa: As a resident here, am I responsible for fixing the cracks in the shower? Or damage from a leaky toilet?</p> <p>Carla: No, but you <i>are</i> responsible for letting me or Joe know right away. Call in a maintenance request when you do spot something that needs to be fixed—or signs of pests—so we can do something about it.</p> <p>Teresa: Maintenance request? Is that like a work order?</p> <p>Carla: Exactly.</p> <p>Also, there are things you can do to prevent moisture problems. Use the bathroom fan and make sure there aren't puddles outside the shower. You're doing a good job of that here.</p>
<p>Graphic:</p> <p>How Pests Affect Health & Living Space:</p> <ul style="list-style-type: none"> • stress and financial burden • damage to personal property • damage to building structure • trigger and cause allergies and asthma 	<p>Narrator: There are many ways pests can affect you or the people you live with. It can also be expensive and stressful to deal with cockroaches, mice, rats, and bed bugs. They can ruin your food, clothes, furniture, or other personal items. And they can cause damage in walls. Droppings from cockroaches and mice can cause allergic reactions and breathing problems like asthma. Pests make people sick. That's why it's so important to maintain your apartment and keep pests from coming inside.</p>
<p>Graphic:</p> <p>Pests Need:</p> <ul style="list-style-type: none"> • Food • Water • A place to hide <p>Below that appears a fourth bullet point:</p> <ul style="list-style-type: none"> • Access – A way to get in 	<p>Narrator: Just like other living things, pests need food, water, and a place to hide.</p> <p>We'll work together to take these things away from pests.</p> <p>Also, pests have to get in to get to food, water and shelter. Cutting off their entry points will be important.</p>

<u>Video</u>	<u>Audio</u>
<p>11 A, B, C- Teresa moves throughout her apartment.</p> <p>She looks under the bed, over the kitchen cabinets, along the edge of the kitchen floor, behind the trash can, under the bathroom sink.</p>	<p>Narrator: The best way of dealing with pest problems is to <i>think</i> like a pest! “If I were a cockroach here, what would I eat? If I were a bed bug, where would I hide? If I were a mouse, how would I get in?” Think about what the pest wants, then take those things away.</p>
Graphic: Eliminating Sources of Food	<p>Narrator: Reducing the food available for pests to snack on is a good place to start.</p>
<p>12- Kitchen: Teresa washes the dishes in her sink, leaves the clean dishes to dry in the rack.</p> <p>She wipes down the countertop by the sink, she carefully wipes them into her hand. She then dumps the crumbs in the trash can.</p>	<p>Narrator: Make sure you wash your dishes and cookware regularly, and avoid leaving any dirty dishes in the sink, especially overnight.</p> <p>Always keep countertops and tables clean. Make sure crumbs and spills get wiped up.</p>
<p>13- Kitchen: Teresa lifts up her trash bag, ties it off, puts a new bag in the lidded trash can and covers it, grabs the stack of boxes, and leaves the room.</p> <p>14- Exterior: Teresa deposits the bag into a dumpster.</p>	<p>Narrator: Always keep a lid on your garbage can and take out your trash often.</p>
<p>15- Kitchen: Teresa puts clips on her bags of potato chips & corn chips.</p> <p>She places oatmeal and rice into Tupperware containers, and then puts them in the cabinet.</p> <p>She puts a bar of chocolate and some cookies into the fridge.</p> <p>16- Teresa puts the cat's food bowl in the large Tupperware where the food is stored. We hear a cat meow.</p>	<p>Keep dry food in sealed bags and containers, so that pests can't get to your food.</p> <p>If you find that pests are still eating through these barriers, you should consider placing items in your refrigerator until the pest problem is solved.</p> <p>If you own any pets, pick up their food and water overnight, then put it back in the morning.</p> <p>If your dog relieves himself outside, clean up after him; rats will eat animal waste.</p>
Graphic: Eliminating Sources of Water	<p>Narrator: Pests need water to survive. Keep everything dry.</p>
16 cont'd- Teresa dumps the cat water into the sink.	<p>Teresa (responding to the cat): They could drink out of your water bowl too! (another meow) Don't worry, I'll put it out during the day.</p>

<u>Video</u>	<u>Audio</u>
<p>16A- Kitchen: Teresa uses a towel to wipe up puddles of water under her sink, next to her refrigerator, on the floor next to the table.</p> <p>16B- Bathroom: Teresa wipes the bathroom floor with the mat then hangs the wet floor mat to dry, and wipes around the sink.</p> <p>16C- Kitchen: Teresa sweeps then puts a little soap into a bucket and mops, reaching into every crevice and corner wringing out the mop every time she dips it to get rid of excess water.</p>	<p>Narrator: Make sure that there are no puddles, especially in the bathroom and kitchen.</p> <p>Keep your countertops wiped down and dry and empty drip pans regularly.</p> <p>Sweep the floor before you mop. Focus on the corners where crumbs and dirt might build up. Don't use cleaning products that smell too strongly because they may make low-risk pesticides not work. Being clean and careful is more important than using strong cleaners.</p>
<p>Graphic: Eliminating Shelter</p> <p>17- Bedroom: Teresa cleans up the clutter in the closet, places paperwork into a large Tupperware, slides it into the closet.</p> <p>18- She vacuums the wall-to-wall carpet in the bedroom, easily sliding out the large plastic storage bin in the closet so she can vacuum behind it.</p> <p>She changes the sheets of her bed, throws a new sheet over the top, and tucks it in.</p>	<p>Narrator: Next, be sure pests have no places to hide.</p> <p>Narrator: Don't leave clutter around. Keep your home neat and tidy.</p> <p>Vacuum floors regularly, about once a week. Don't forget corners and under furniture.</p>
<p>Graphic: Eliminate Entries and Exits</p> <p>19- Kitchen: Teresa shines a flashlight under the sink, peers in to spot cracks along the sheetrock.</p> <p>20- Bedroom: She shines the flashlight into the floor edge of the closet, and notates something on her clipboard.</p> <p>21- Bathroom: She does the same along the base of the bathtub. At the window, she spots a small hole in the window screen.</p> <p>With each observation she jots down a note.</p>	<p>Narrator: It's important to find out where pests are getting in your home, and stop them.</p> <p>Narrator: Go through your entire apartment with a flashlight, and look for holes and cracks that insects or rodents could use to get in or out. If a pencil can fit in a hole, a mouse can get through. Check the gap under your front door, around pipes that enter your home, in cabinets, and behind kitchen appliances.</p> <p>If you see a hole or crack, fix or plug it up if you can, and then call maintenance so they can make a more permanent fix.</p>

<u>Video</u>	<u>Audio</u>
Graphic: Special Note: Bed bugs	Narrator: Bed bugs haven't been a problem for years, but they are making a comeback, partially because people don't know how to prevent them and don't know to inspect their beds.
Photo Montage: <ul style="list-style-type: none"> • microscopic enlargements of bed bugs • a bed bug wedged in a crack • a hand lifts up a mattress to reveal small hiding places along the linens and wood joints <p>22- Joe the maintenance man comes into Teresa's apartment with a large plastic bag. Together, they wrap up the old mattress against the wall, and drag it out of the apartment.</p>	Narrator: All a bed bug needs to survive is blood. You are their food! When they're not feeding, they hide — wedging themselves into cracks and crevices. You can spot bed bugs if you know where to look. The less clutter you have, the easier it is to find them. Check around your bed every week when you wash your bedding. If you spot any bed bugs, tell your property manager immediately. Don't try to get rid of them on your own. To prevent bed bugs in your home, don't bring in used mattresses or pieces of furniture unless you're absolutely sure they're pest-free. If you're away from home, check the bed where you're staying and keep your luggage away from where you sleep..
Graphic: Identifying Pests	Narrator: It's important that you can recognize the kinds of pests that are in your home and the messes they make.
Photo Montage: Images of pests, along with images of their droppings & remains. Rulers are provided for scale. <ul style="list-style-type: none"> • Cockroaches (German, Brown banded, American, and Oriental), Frass • Mice, mouse droppings, chew marks • Rats, rat droppings, a rodent burrow outside • Bed Bugs, blood spots 	Narrator: Know the size, appearance, and signs of cockroaches, mice, rats, and bed bugs. What you do to manage them will also get rid of ants and other pests. Keep a detailed record of what you see and where you see it in your home. Call maintenance and leave a note for the pest control company so someone can take a look. If all residents are reporting pest problems, we can find out where the pests are the worst and do something about it. You don't have to live with pests!

<u>Video</u>	<u>Audio</u>
<p>23- Carla walks down the building's hallway, and Teresa is waiting by her door to see her.</p> <p>They stand outside Teresa's apartment, Teresa is visibly excited and proud about what she has done.</p>	<p>Teresa: I was pretty thorough, going through my apartment, and I think I did a good job. There was a lot of stuff I didn't need that I just got rid of; it feels good to get rid of the clutter.</p> <p>Carla: Keep up the great work. The cleaner your home is, the healthier you and your family will be...and the pests won't invite themselves in.</p> <p>Teresa: Oh yeah, Joe was here the other day to fix the leak under the sink that we reported.</p> <p>Carla: Great! The PMP will have an easy time here when he comes.</p> <p>Teresa: PMP?</p> <p>Carla: That's a Pest Management Professional.</p> <p>Teresa: You mean an exterminator?</p> <p>Carla: Yes, that's what people used to call them. They do more than just exterminate now. They look for pests and work with maintenance to report needed repairs like you and I did. They'll apply pesticides only when needed. If pesticides <i>are needed</i>, the PMP can use them in the least risky ways. They're trained to use them right. With them around, you don't have to—and shouldn't—use your own pesticides. The PMP is a pest expert too, and you, Bobby or your son can ask him any questions about pests.</p> <p>Teresa: The place where I used to live I didn't let the exterminator in because he made my place smell like chemicals.</p> <p>Carla: That shouldn't ever happen here. You'll know ahead of time when the PMP is coming and what he's planning to do. If you have a question about a product he's using, feel free to ask! The only time smelly sprays are used is for bed bugs, and I hope we prevented that. It's really important that you let the PMP in; he's a key player on our team.</p>

<u>Video</u>	<u>Audio</u>
<p>Photo montage: some pest control tools you'll see used:</p> <ul style="list-style-type: none"> • Rodent bait station • Cockroach bait stations • Ant bait stations • Sticky trap monitors 	<p>Narrator: You'll see bait stations used. The pesticide is <i>inside</i> the bait station to reduce the risk of you and your pets coming in contact with it. They work great as long as you don't smoke, use any pesticide sprays, or smelly cleaning products near them.</p> <p>You'll also see sticky traps. These tell us where the pests are spending their time. They don't have any pesticide; the pests just stick to the glue. Don't move them; they're placed in certain locations for a reason. If you see one with cockroaches on it, call maintenance.</p>
<p>Graphic: Cooperating with Building Staff</p> <p>A large moving web-work of roles, with lines that grow between roles, and interconnect:</p> <ul style="list-style-type: none"> • Property Manager (at the top) • Maintenance & Repair Crew • Landscaping Services • Janitorial/Custodial Staff • Pest Management Professional (PMP) • Resident 	<p>Narrator: It's extremely important to work closely with your property manager, PMP, and other building staff so they can do their jobs efficiently and get you the help you need.</p> <p>Everyone who lives and works in this building has a role in pest management.</p>
<p>24- Joe the maintenance man knocks at Teresa's door, and she lets him inside. They chat MOS in the hallway, then Joe begins his work.</p> <p>25- Montage:</p> <ul style="list-style-type: none"> • Joe caulk a crack between the floor and the wall in the kitchen. • Joe slides out the refrigerator and seals a mouse hole with some copper mesh and spackle. • Joe places a cockroach bait station behind the refrigerator, and slides it back into place. <p>26- Joe repairs the window screen.</p>	<p>Do <i>your</i> job by maintaining your apartment so that you're not giving pests food, water, or shelter. Call in problems, so others can do <i>their</i> jobs and don't use your own pesticides. Sprays and bug bombs should not be used by residents at all. Leave pesticides to the professionals.</p> <p>Follow instructions from staff or the PMP. You'll need to prepare your home for their visits and if they have left sticky traps or bait stations they'll have to come back to check on them.</p> <p>If you have any questions, ask the housing authority staff, the PMP, or other residents who have had success managing pests.</p>

<u>Video</u>	<u>Audio</u>
<p>27- Teresa and Carla are going through a final check through the apartment.</p>	<p>Carla: This place looks great! Good job, I'm so glad you took all this to heart. It'll make a big difference to you, and your neighbors.</p> <p>Teresa: (proud) It took a little work at first, but now I've just made cleaning a part of my nightly routine. And I haven't seen a cockroach yet!</p> <p>Carla: See? This is a big change for some people, but it <i>works</i>, and makes this building a healthier place.</p> <p>Teresa: Yes, it's true. My dad visited last week and his allergies didn't bother him at all. Where we used to live, he couldn't stay for more than a few hours.</p> <p>Carla: See, your home is attractive to people, but not to pests. That's great. Tell your neighbors, or even better, help them out.</p> <p>Teresa: I'll do that. My son could help Mrs. Jacobs next door clean out her cupboards. She can't even reach the top shelf. Who knows what's up there!</p>
<p>Carla and Teresa continue to talk and laugh MOS.</p> <p>28- Outside the building, Carla exists and walks away with her clipboard.</p>	<p>Narrator: You are now part of this building's Integrated Pest Management Team. Residents like you keep food, water, and shelter away from pests, call in maintenance requests, and let the Pest Management Professionals do their job. Integrated Pest Management gets rid of pests, <i>and</i> makes this building a healthier place.</p>
<p>Credits Card: "Brought to you by: the U.S. Department of Housing and Urban Development (HUD) and the U.S. Department of Agriculture's Cooperative State Research, Education, and Extension Service (USDA-CSREES) and USDA Regional IPM Centers."</p>	<p>Closing music with end credits.</p>