



DPH Bed Bug Prevention Program

Presented by: Dr. Johnson Ojo

Health Commission Community and Public Health Committee Meeting

Tuesday, October 19, 2010, 2:00 PM

101 Grove Street, Rm. 220

San Francisco, CA 94102



Outline

- Historical Perspective
- DPH Response to Bedbugs Resurgence
- DPH Enforcement Protocol
- Response to Bedbug Complaints
- Re-inspection for Compliance
- Referral to Appropriate Agencies
- Director of Health Administrative Hearing
- Execution of Order to Vacate
- Number of Bedbug Complaints by year
- Successes
- Challenges
- Inadequate Staffing

What is the buzz about bed bugs? The blood suckers.

Historical Perspective

- Bed bugs are common and a part of our civilization for centuries
- Vanished in US because of improved sanitation / use of DDT in 1940/1950s
- Remain prevalent in Asia, Africa & Eastern Europe
- Resurgence blamed on the ban of Organo-chloride pesticide DDT in 1970s (Increase in travel plays a role)
- Not known to transmit disease in man. They are public nuisance
- Injected saliva that aid in sucking blood may cause allergic reaction in some people, swelling and itching forming welts. May play a role in 2ndary infection at the bite site.
- Currently reported in all 50 US states



Bed bug bites/Welt



DPH Response to Bedbugs-- Resurgence

- First reported cases were in homeless shelters, youth hostels, low income hotels (SRO)
- In 2003, developed Bedbug Management Protocol for all Shelter Directors
- 90% drop in shelter complaints due to DPH outreach/shelter directors' awareness
- Training Workshop: 2006 DPH assembled experts in Pest Management and provided training to Hotel and Apartment Management Cos., Shelter Directors, APS, IHSS, DBI, HSA and tenants
- 2006 Director's Rules and Regulations was instituted after public hearing
- On-going training upon request to community health centers, SRO Hotels, Community Based Organizations, shelters and other city and non-city agencies
- Outcome: Well educated community on bed bug recognition/control – increase in complaints



DPH Enforcement Protocol

- Conducts routine inspections
- Responds to all complaints even if anonymous
- Documents all code violations and issue notice of violation (NOV) with specific date to comply
- Failure to comply issue citations to Director's Hearing
- Above protocol applies to all regulated and license facilities



Response to Bed bug complaints

- All complaints logged into EH database promptly
- Complaints assigned to SRO/Shelter Program Inspector
- Bed bug complaints investigated within 2 days
- Inspect room in presence of complainant or Hotel Manager
- Issue appropriate NOV to respective parties with date for compliance
- Provide copies of SRO Managers and Tenant's Guide for Bed bug Control
- Recommend treatment every 2 weeks for 3 consecutive applications
- Instruct tenant not to remove items until room is treated
- Temporary relocation may be recommended

Re-inspection for Compliance

- Re-inspections conducted in timely manner
- Issue citations to tenant & manager for DPH-EHS Tuesday Abatement Conference; if no compliance
- **ABATEMENT CONFERENCE**
- After testimonies from all parties
- More time may be granted
- Summary abatement order may be issued based on severity
- Failure to comply case referred to Director of Health Hearing



Referral to Appropriate Agencies

- Tenants at risk of eviction due to poor sanitation, hoarding and cluttering, bed bugs and unable to take care of self e.g.
- Mentally ill clients
- Substance abuse clients
- Medically indigent Adult



Director of Health Administrative Hearing

- If no compliance, case is referred to Monthly Director's Hearing
- More time may be granted or
- Room may be declared a public nuisance and an Order to Vacate may be issued
- Referred to City Attorney's Code Enforcement



Execution of Order to Vacate

- Issued by the Superior Court at City Attorney's request for Abatement Warrant

Number of bed bug complaints by year

Complaint year	Total bed bug complaints
2003	23
2004	135
2005	215
2006	301
2007	372
2008	386
2009	536
2010	431

Successes

- Decrease in shelter bed bug complaints
- Providing outreach upon request to all agencies and community organization
- Developed handbook of Pest for Hotels/Shelters
- In 2006, provided symposium on how to control bed bugs in SF hotels, apts. & buildings
- In 2006, adopted Director's Rules & Regulations on how to control bed bug infestation
- In 2007, created interagency group to provide early intervention for at risk tenants
- In 2009, provided SRO/Hotel & Apartment symposium
- Raised public awareness through education
- **SF is the first in the Nation with specific regulations for the control of bedbugs**



Challenges

- Hoarding and cluttering issues
- Tenants unable to take care of self
- Need to inspect storage/warehouse for mattresses
- Need to inspect used furniture warehouses
- Inability to control what SRO tenants could bring into their rooms
- Poorly trained Pest Control Operators
- Hotel Manager cutting corners and poor structural maintenance

Field pictures of typical SRO



Lack of cooperation from tenants



Staffing Pattern

- Additional staff needed to conduct routine room-to-room inspections and respond to complaints in 350 hotels, used to house the homeless, GA, SSI, clients, SRO hotel with families and all the 839 hotels in SF.
- Current staff pattern is 2 FTE devoted to these tasks.