

# CALIFORNIA AMERICAN EXTERMINATOR'S RESPONSE TO COVID-19



With the novel Coronavirus (COVID-19), California American Exterminator has continued to offer pest control services to our customers as an essential service in the State of California. We are continually monitoring updates and are implementing safety protocols to comply with State and CDC guidelines. Please know that as an essential business and protectors of public health, food and property, we take our role in safeguarding your quality of life very seriously.

We ask that you please read the entirety of this notice prior to any treatment done at your property.

**As an organization, we are taking additional measures to ensure we provide the best level of protection for both our customers and our employees. These include:**

- We have provided our teams with sanitizing products, disinfectants, and Personal Protective Equipment (PPE) including gloves, shoe covers, respirators and face masks
- On top of daily safety procedures, our team is dedicated to regularly disinfecting all work vehicles, touchscreens, and workspaces throughout the day
- Our staff are not allowed to work if they are sick
- Our Pest Management Professionals will continue to provide high quality services with an emphasis on a complete and thorough exterior service of your property and enter units only if there is a specific need that has been requested in advance and the **resident is NOT sick**

## FAQ

### **CAN I STILL RECEIVE INTERIOR TREATMENTS?**

At this time, we are still conducting pest control treatments and inspections for interior units that are vacant or occupied by **HEALTHY** individuals. If you or a resident is ill, please contact us as soon as possible so that we may reschedule your service to a time when everyone is well.

### **CAN YOU PERFORM A TREATMENT IF A RESIDENT IS ILL?**

In the event a tenant is unwell but requires treatment, our company remains available to complete exterior treatments. We will **NOT** enter a unit where we suspect an occupant may be ill and will **NOT** perform an interior treatment. We will consult with the manager to reschedule treatment to another time when everyone is healthy. Our company puts aside judgement, especially during these times, as it is in everyone's best interest to be honest and transparent if they are feeling sick.

**Please note that this policy is subject to change and we reserve the right to refuse treatment at any time.**

### **CAN I REMAIN IN THE UNIT DURING A TREATMENT?**

We kindly ask that all residents be prepared to leave their unit during and after all treatments. For more information on reentry times, please read the preparation instructions that correspond to your treatment. If you have concerns or challenges with vacating your unit, please contact your manager immediately. We handle these situations on a case-by-case basis with the cooperation of your property management.



Date: \_\_\_\_\_

Unit #: \_\_\_\_\_

## BED BUG PREPARATION INSTRUCTIONS AND CHECKLIST

Because correct preparation by the tenant(s) is so very important for the control of bed bugs, the following summary is offered as a checklist of the prep work. Please thoroughly read and understand what is required of you to properly prepare your unit for a bed bug treatment. Also note that kitchens and bathrooms do not need to be prepared unless instructed otherwise by a California American Exterminator technician or property manager.

**IMPORTANT: WE REQUIRE YOU TO BE OUT OF THE APARTMENT/UNIT FOR A MINIMUM OF 3 HOURS AFTER A SPRAY TREATMENT IN ORDER TO ALLOW THE TREATMENT TO DRY. PETS I.E.: CATS, DOGS, AND BIRDS MUST BE REMOVED FROM THE UNIT AS WELL. FISH TANKS SHOULD BE COVERED WITH A WET TOWEL AND THE PUMP TURNED OFF DURING THE TREATMENT.**

We realize the work it takes to thoroughly prepare a unit for bed bug treatments, and the inconvenience it may cause you and your family while the treatments are being completed. However, due to the nature of the bed bug's life cycle and behaviors, these pests are exceptionally difficult to eradicate. Following this Integrated Pest Management (IPM) approach and proper preparation, as well as your cooperation and patience with our Bed Bug Task Force team, treatments will be successful.

In order to treat your unit, you must follow the guidelines of this sheet (*Preparation Instructions for Bed Bug Treatment*) correctly and fully. The unit **MUST** be completely and properly prepared by the time of service or treatment will not be done and there will be a non-prepared charge. Please notify your manager **24 hours prior** to the appointment if you are not going to be ready to avoid a non-prepared charge. Please take the time to prepare correctly so that treatment can begin in a timely manner and there is less chance for re-infestation.

### CLOTHING AND LINEN PREPARATION:

- Remove all clothes/linens from dressers, closets, clothes/laundry hampers, and suitcases
- ALL clothes and linens** need to be placed in a hot dryer for a minimum of 30 minutes, and dirty clothes need to be washed and/or dried at hot temperatures for a minimum of 30 minutes
- Place all prepped clothes and linens in new, clean plastic bags and/or completely air-tight plastic containers. **Securely seal these as there cannot be any holes whatsoever!** HELPFUL HINT: If air can escape when the bag is squeezed, bed bugs can enter it. Consider using duct tape to seal bags
- For your convenience, mark the bags with clothes: "to be used during treatment" or "to be used after final inspection"
- DO NOT USE CARDBOARD BOXES** and discard any that you might have, as cardboard provides harborage area for bed bugs

**HELPFUL HINT:** It is required that all your clothes and linens be placed in a hot dryer for a minimum of 30 minutes, then placed in securely sealed bags prior to the treatments. We recommend creating one bag of clothes and one of linens that will be used during the treatment process so that you can access them easier. We also recommend washing and bagging prior to each follow up treatment to avoid re-infestation. But you should leave all other articles bagged until after the final treatment and the unit has been cleared.

### FURNITURE PREPARATION:

- Move all furniture to middle of room at least 2 feet from wall and make the items accessible for treatment. **DO NOT place other furniture, bags of clothes, etc. on top of couches, dressers, nightstands, or chairs, as these areas will be inspected and treated.**
- Please vacuum and roll up any/all rugs and mats and place in the middle of the room
- Please remove all pictures, frames, mirrors, posters, and any/all other items off all walls
- Remove all linens from bed mattress(es) and box spring(s)
- Disassemble bed frame and place parts where they can easily be treated. (Metal frame may be left intact for treatment.)
- Remove all books from bookshelves and wipe them off, place in plastic bags and seal. Move bookshelf 2 feet from wall
- Unplug all electronic equipment, wipe down, and if possible, place in new clean plastic bag(s) or clean air tight plastic container(s). Televisions anchored to the wall should be removed from the wall, wiped down, and placed in either a plastic bag or put in a kitchen or bathroom.
- Remove and wipe off all items from nightstand and place in sealed new clean plastic bag(s) or clean airtight plastic container(s). Move empty nightstand(s) into center of room or two feet from wall, making them accessible for treatment.

**IMPORTANT:** It is required that you move all furniture 2-3 feet from the wall, but you need to leave couches, mattresses/box springs, dressers, chairs, and nightstands accessible for treatment.

**IMPORTANT:** Please **DO NOT SELF TREAT**, with natural or over-the-counter products, period. This can interfere with our treatment program, cause the bed bugs to spread, and prolong the treatment process!

**LUGGAGE PREPARATION:**

- Remove all clothes/items from suitcase(s), place them in in a HOT dryer, then place them into clean, air-tight bags/plastic containers
- Place all emptied suitcases/luggage containers in center of room making them accessible for treatment. Please unzip all luggage leaving it open for treatment.

**HELPFUL HINT:** It is required that all suitcases or travel bags must be emptied and placed in the center of the room for treatment, but don't forget any suitcases that are kept in storage containers in the basement or outside. Suitcases are often the original "source" of the bed bugs.

**CLOSET PREPARATION:**

- Remove all clothing and items from all closets in the bedrooms, living room, and hallways. **All closets should be COMPLETELY EMPTY.**
- Place all clothes and items that have been properly prepared (i.e. washed and/or dried in hot temperatures, or wiped down/vacuumed and placed in a sealed clean plastic bag or an air-tight clean plastic container)

**IMPORTANT THINGS TO NOTE:**

- PLEASE DO NOT SELF TREAT WITH PRODUCTS SOLD OVER-THE-COUNTER OR NATURAL PRODUCTS.** Many do-it-yourself treatments will often make the situation worse and can prolong the treatment period. This is truly a job for professionals.
- WE ENCOURAGE YOU TO CLEAN, VACUUM, AND REMOVE DEAD INSECTS BETWEEN TREATMENTS.** But please do not shampoo the carpets for *at least* 90 days after the final treatment.
- ONCE YOU HAVE PREPARED YOUR UNIT, KEEP IT PREPARED UNTIL AFTER YOU HAVE BEEN INSTRUCTED TO PUT THINGS AWAY.** Furniture can be moved back into place once the first treatment is completed. Please prepare all rooms except the kitchen and bathroom unless otherwise instructed or noted by the California American Exterminator Bed Bug Task Force.
- CONTACT YOUR MANAGER TO CONFIRM YOUR NEXT TREATMENT DATE.** Take time to make the final preparations before the technician(s) arrive.

**PLEASE BE PATIENT!** Controlling bed bugs is a team effort and your hard work in preparing your unit for treatment is crucial for success. If you have questions regarding treatment, or scheduling please contact your manager.  
California American Exterminator thanks you for your cooperation!

**State law requires that you be given the following information:**

**CAUTION: PESTICIDES ARE TOXIC CHEMICALS.** Structural Pest Control operations are licensed and regulated by the Structural Pest Control Board and apply to pesticides which are registered and approved for by use by the California Department of Food and Agriculture and the U.S. Environmental Protection Agency. Registration is granted when the state finds that, based on existing scientific evidence, there are no appreciable risks if proper use conditions are followed or that the risks are outweighed by the benefits. The degree of risk depends upon the degree of exposure, so exposure should be minimized.

**ANTICOAGULANT REACTION:**

If Rodenticide ingestion occurs, you may experience symptoms of mild shock or bleeding.

**PESTICIDE REACTION:**

If within 24 hours following application you experience symptoms similar to common seasonal illnesses comparable to the flu, contact your physician or poison control center and your pest control operator immediately.

**FOR FURTHER INFORMATION CONTACT ANY OF THE FOLLOWING:**

- Your Resident Manager.....
- California American Exterminator..... (800) 540-0658
- Poison Control Center..... (800) 222-1222
- Structural Pest Control Board (Regulatory Information).... (916) 561-8700

**COUNTY HEALTH DEPARTMENTS**

- Alameda (510) 267-8000
- Contra Costa (925) 313-6150
- Marin (415) 499-3030
- San Francisco (415) 554-2500
- San Mateo (650) 301-9971
- Santa Clara (408) 885-2010
- Santa Cruz (831) 454-4000
- Solano (707) 784-8259
- Napa (707) 253-4471

**CHEMICAL INFORMATION**

- ALPINE DUST INSECTICIDE-Dinotefuran, Diatomaceous Earth
- ALPINE FLEA & BED BUG INSECTICIDE w/IGR-Pyriproxyfen, Prallethrin, Dinotefuran ALPINE WSG-&
- ALPINE PRESSURIZED-Dinotefuran
- CIMEXA INSECTICIDE DUST-Silicon Dioxide as Amorphous Silica
- CROSSFIRE AREOSOL-S-Hydroprene
- CROSSFIRE BED BUG CONCENTRATE- S-Hydroprene
- ECO RAIDER ALL NATURAL INSECT SPRAY-Natural Geraniol, Cedar Oil, Sodium Lauryl Sulfate
- HARMONIX-Pyrethrins, a Botanical Insecticide
- PHANTOM INSECTICIDE AND PHANTOM PRESSURIZED-Chlorfenapyr
- TEMPRID READY SPRAY & TEMPRID SC-Imidacloprid
- SENSCI ACTIVE BED BUG LURE-Nonanal, L-lactic acid, 1-octen-3, Spearmint Oil

**AGRICULTURAL COMMISSIONERS**

- Alameda (510) 670-5232
- Contra Costa (925) 646-5250
- Marin (415) 889-8601
- San Francisco (415)252-3939
- San Mateo (650) 363-4700
- Santa Clara (408) 299-2171
- Santa Cruz (831) 454-2620
- Solano (707) 421-7465
- Napa (707) 253-4357



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