

# 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 TREATMENT INFORMATION AND HELPFUL HINTS

We believe that knowledge is power when trying to control a bed bug infestation and cooperation is key. Below is information regarding basic bed bug biology, an outline of treatment protocols, and preparation guidelines. This form should be used along with our Bed Bug Preparation Check List Form.

**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.**

**BED BUG OVERVIEW:** Bed bugs have been around for millions of years and have been plaguing people throughout history. Around World War II, bed bugs were controlled throughout most of the developed world with the advent of DDT and other products. Several factors lead to their resurgence in the 1990's including increased international travel and a lack of public awareness about prevention. Today, one out of five Americans has had an infestation or knows someone who has encountered bed bugs.

**BED BUG HABITS:** Bed bugs can hitchhike on luggage, purses, laptop cases, and other personal belongings. They are elusive insects and will hide in bedding, mattresses, baseboards, electrical switch plates, picture frames, clothes, books, as well as many other areas. They are attracted to CO2, heat, and kairomones (which we produce). Bed bugs are primarily nocturnal and only feed on blood; they prefer humans but will feed on dogs, cats, birds, etc. Bed bugs can live up to a full year without eating. Adult female bed bugs lay one (1) to five (5) eggs per day and up to 500 in her lifetime. When bed bug eggs hatch, the new nymphs (baby bed bug) are small and whitish in color. They develop through five (5) instar stages (see graphic), and during each stage they must feed. Once they feed, they will hide somewhere in the room close to their food source. Between instar stages, they shed their exoskeleton and become a little larger and a little darker in color; their colors vary from reddish to dark brown. In addition to the insects themselves, other evidence of bed bugs include, the shed skins and black fecal marks which is also known as "peppering". Evidence can be found around baseboards, walls, mattress and box springs, pillows, suitcases, anywhere and everywhere. Clutter in an apartment provides harborage/hiding area for the bed bugs.

**It is very important to REDUCE CLUTTER!**

**SERVICE INFORMATION:** Eliminating bed bugs is challenging. It takes a collaborative effort from residents, managers and our Bed Bug Task Force technicians to control them. Because mattresses and box springs provide harborage areas for bed bugs, we may recommend encasing them with high quality encasements, most recommended are CleanBrand encasements.

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.

**Please DO NOT SELF TREAT, this can interfere with our treatment program and cause the bed bugs to spread!**

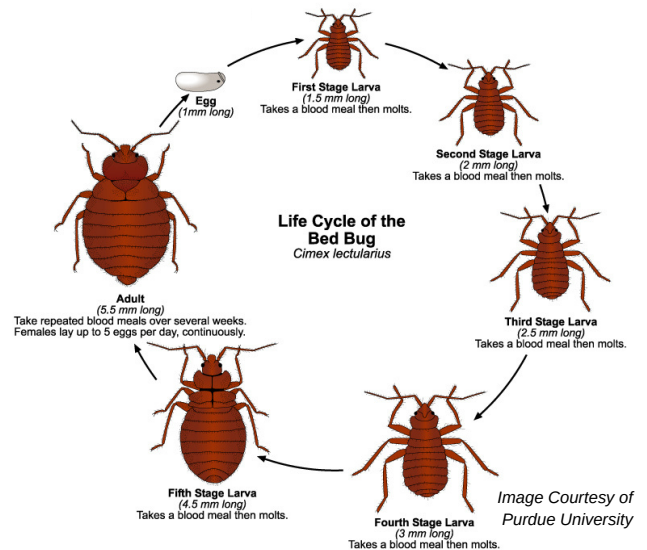
**TREATMENT AND PREPARATION INSTRUCTIONS: A minimum of three (3) treatments are required,** possibly more depending on a number of factors, including the level of your unit's infestation. Please consult your apartment manager for information regarding future appointment dates and times.

**PLEASE SEE OUR BED BUG PREPARATION CHECK LIST FOR FULL PREPARATION INSTRUCTIONS**

**IMPORTANT: 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 HAS BEEN COMPLETED. PLEASE PREPARE ALL ROOMS EXCEPT THE KITCHEN AND BATHROOMS, UNLESS OTHERWISE INSTRUCTED BY THE CALIFORNIA AMERICAN EXTERMINATOR BED BUG TASK FORCE.**

### CLOTHING PREPARATION:

**HELPFUL HINT:** Have one set of bags with a few items of clothes and linens to be used during the treatment process. Rewash and bag prior to each follow up treatment. Leave ALL other articles bagged until after the final treatment.



**IMPORTANT:** If you use laundry facilities that others frequent, please continue to take precautions to NOT spread bed bugs. Carefully sort clothes and place in secure plastic bags prior to bringing them to the laundry room. Once the bag is secured, carefully deliver the clothes directly to the washer/dryer, immediately discarding the used bag into an outside garbage bin/dumpster. Once clothes have been cleaned they should be placed in CLEAN plastic bags and sealed tightly to prevent bed bugs from re-infesting items.

**IMPORTANT:** Only remove from the plastic bags those items you need to use between treatments. Immediately reseal the bag(s). Once again before future treatments, place the items you've used in new bags and treat as needed. (Place the plastic bags in the hot sun when possible.) Remember clutter provides an unlimited area for bed bugs to hide and live. Do your best to continue to eliminate ALL clutter.

**FURNITURE PREPARATION:**

**o Mattress and Box springs:**

- Mattress and box springs are major harborage areas for bed bugs. It is highly recommend that you purchase quality bed bug mattress encasements. These can be purchased through our company. We sell CleanBrands Encasements at our cost plus tax and shipping. Speak to your manager or technician to learn more about ordering these bed bug bed encasements. You can go to [www.CalAmericanExt.com](http://www.CalAmericanExt.com) for additional information about these products.
- Before each treatment remove all bedding, (except bed bug encasements) and wash/ dry at high temperatures. Place the clean bedding in new plastic bags and seal securely until after your appointment.

**o All Furniture:**

- Bed bugs can hide and lay eggs in furniture so it is important that it is accessible for us to inspect and treat it.
- Dust will be placed under the edges of the carpet throughout the unit, so it is important to move furniture at least two feet away from walls to give our Bed Bug Task Force technicians access to the edges of the carpet.
- PLEASE NOTE: The dust cover under the couch, easy chairs, and box springs will be removed in order for the Bed Bug Task Force to thoroughly inspect and treat. These items provide many potential harborage/hiding areas due to the spring, wood frames, and other structures within the furniture.

**PLEASE - Contact your manager to confirm your next treatment date. Take time to make the final preparations before the technician(s) arrive.**

**BE PATIENT-- the treatment of bed bugs is a process, and it will be successful if we all work together.**

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

**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

**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



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