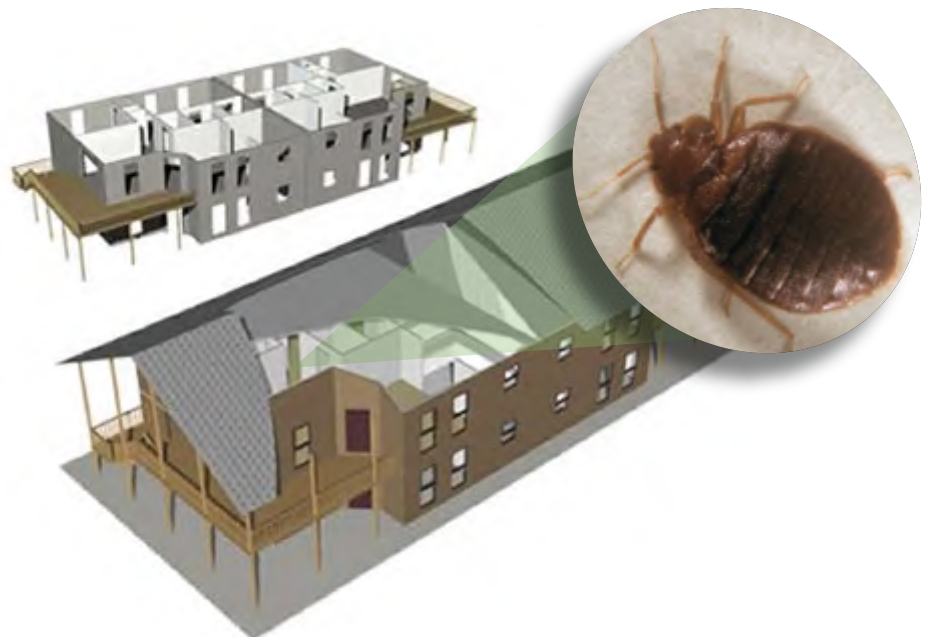


Bed Bug Response Plan

Program Services Include:

- Customized Protocol Development
- Training for Staff & Management
 - Preventative Inspections
 - Monitoring for Activity
- K-9 Inspection Service Available
- Site-specific Treatment Plans
- Record Keeping & Database Services.



When you know you have Bed Bugs:

Bed Bugs are extremely difficult to eliminate. They prefer hiding in small crevices with limited access and can go up to 18 months without food. The following procedures are recommended to help eradicate bed bug infestations.

1.) Cautions should be taken not to spread Bed Bugs into non-infested rooms. NOTHING infested should be placed in other rooms unless completely sealed in plastic.

2.) All bedding (in infested rooms) should be completely sealed in plastic bags and washed in hot water or dry-cleaned.

Tip: Use GreenClean dissolvable laundry bags.

3.) Remove clutter. All potentially infested items should be sealed in plastic bags that are labeled separate treatment categories "clothes", "electronics", "photos and books" etc. and left in the center of the room until they are transported to a treatment chamber.

4.) Mattress, box spring(s) night stands, dressers, etc. should be either be selected to stay in the infested room to be inspected and treated or be sealed and prepared for transport to a treatment chamber.

** If items are selected for disposal... Be sure they are discarded in a way that reduces any chance of being salvaged by others.*

5.) Make arrangements for heat treatments. If properly done, treatments should kill all stages of Bed Bugs. It is recommended that treated items are not returned to infested rooms until Bed Bugs are eradicated.

6.) Determining the source of your Bed Bug concern will help you prevent continued infestation. Likely sources include school/college dormitories, second-hand furniture and clothes, visitors (especially from particular states and countries), and wall-sharing neighbors.

7.) Monitor for activity.



Eden Advanced Pest Technologies

is a regional pest management company which provides BedbugFREE Certified Bed Bug management services.

Eden's Bed Bug Response Plan is designed to prepare and educate; ensuring *peace of mind* when faced with a Bed Bug infestation.



Monitoring & Prevention:

Locations with a high potential for Bed Bug infestation should have an ongoing system for monitoring. Your monitoring program will be unique to your location and will depend on type of facility and its specifications. A monitoring system often combines different tactics:

Visual Inspection

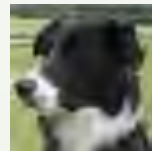
Visual inspection is still the best way to determine if bed bugs are present. This is a very time consuming task, requiring skill, persistence, and patience.

CIMEX Monitoring System

This device uses a combination of heat, carbon dioxide, aggregation pheromone, and human scent to attract Bed Bugs. System success is dependent on several factors including: how recently Bed Bugs have fed and how widely dispersed they are in the infested area. Multiple monitors may be necessary.

Bed Bug Detection Dogs

Eden's Bed Bug K9 Inspection team includes Molly the Bed Bug dog who has over 1000 hours of training from one of the most respected dog training academies in the world. Possessing an extraordinary sense of smell, Molly is able to detect live Bed Bugs and Bed Bug eggs with 97% accuracy; far above that of conventional visual inspections.



"Molly" the Bed Bug Detection Dog

Pitfall Traps



Pitfall traps can be placed under the feet of the bed frame legs and on some styles of furniture. These traps are very effective for monitoring purposes but also reduce large numbers of bed bugs. They are unobtrusive and resemble carpet or floor protectors.

Handheld Tracking/Online Reports

Eden uses handheld devices to track trends and activity on site and translates that data to online reports.

Training for Staff Includes:

Bed Bug Identification

How to recognize Bed Bugs at all life stages: egg, nymph, adult, etc.

Bed Bug Behavior & Biology

How to spot signs of infestation and prevention tips.

Specimen Collection

Alcohol filled vials provided to preserve specimens and reduce damage for identification purposes.

Bed Bug Training Materials

Posters and handouts for future reference, employee turn-over and follow-up sessions.

Customized Procedural Guideline

Includes an easy-to-follow action strategy for implementation if activity is reported. (Based on facility specific procedures agreed upon prior to training.)



"Our purpose is to manage Bed Bug populations in a responsible, efficient and economic manner, while limiting the risk of parasitism to people and the infestation of their goods and property."

Setting up Site Specific Response and Protocols:

Eden's Response Plan Implements an Integrated Pest Management (IPM) approach to Bed Bug Management. IPM is an intelligent and environmentally responsible approach to pest control that offers low risk, effective solutions. Our comprehensive plan is based on sound scientific knowledge and makes use of the latest technologies, equipment and materials.

When brought together, these methods furnish a cost-efficient level of Bed Bug detection and management to help keep your facility free from the physical and emotional effects of a Bed Bug infestation. Detailed documentation of the Bed Bug management process is critical to long-term success and requires team effort.

Protocol Development	Treatment Plans	Online Reporting
Training for your Staff	Dry Heat & Steam	Mattress Encasements
Monitoring Inspections	K9 Inspections	Monitoring Traps

Detailed documentation of the Bed Bug management process is critical to long-term success and requires team effort.

Eden Provides:

- Evaluation of the facility and a complete written response plan.
- Written report of initial identification and location of infestations, as well as those areas where no activity is found.
- Written assessment of the severity of the infestation.
- Written recommendations for handling of possessions and furnishings, as well as structural maintenance issues that need to be addressed. These recommendations will be an important factor in preventing recurrence of Bed Bug infestation.
- During follow-up inspections, all Bed Bug evidence and sightings will be recorded to evaluate progress.

It's equally important for your staff to provide:

- Logged entries concerning the discovery of insects or evidence of their presence.
- Record of complaints received from customer including time, date and location.
- Records should include time, date, and area of in-house inspections performed.
- *Documentation is reviewed as part of the evaluation process to measure the success of the program and to determine the need for changes in policy and/or program content.*

Post-Treatment Tips:

- Seal box springs and mattresses in Protect-A-Bed mattress and box spring encasements.



- Abstain from buying new furniture or introducing new or recently treated objects into the infested areas until the area is cleared. If possible, keep treated furniture in storage.

- If you choose to sleep in another room, take precautionary measures to get the new area treated with a residual pesticide and keep feet of furniture (that is slept on) on glue boards and away from walls and other furniture.

- Carpeting and furniture can be steam cleaned and vacuumed to kill eggs that may be hidden. *The vacuum bags must be disposed of in sealed plastic bags to prevent reinfesting through the vacuum.

- Prevent Bed Bug infestations in the future by refraining from secondhand purchases. When traveling, inspect hotel rooms before settling in. Keep suitcases in the bathroom while inspecting.

- Seal crevices in bedrooms around sills, baseboards, and furniture with caulk to exclude Bed Bug hiding places.



Bed Bug Response Plan

Crucial steps to successfully control Bed Bugs:

1.) Inspect

Thorough, intensive inspections performed by a Bed Bug Management specialist to:

- Positively identify the presence (or absence) of insect infestation.
- Identify *all* infested areas and/or active harborage sites including electronics, picture frames, books, etc.
- Identify potential areas to which the insects could move or be transported to.

2.) Isolate

Prevent unnecessary spreading of the infestation by using precaution, awareness and isolation:

- Isolated items that will need to be treated.
- Remove all items that are found to be Bed Bug free.

3.) Determine & Implement

Eden's integrate method of control is based on sound, scientific knowledge and makes use of the latest technologies, equipment and materials. Together, these methods furnish a cost-efficient Bed Bug detection and management contract.

- Heat gun treatments for wood and metal furnishings.
- Steam treatments to mattresses, box springs, draperies, and upholstered furnishings.
- HEPA filter vacuum removal of pests.
- Inspection and insecticidal dust applications to electrical switch boxes, plug boxes, ceiling light fixtures and wall voids.
- Treatment to door, window and wall moldings.
- Breaking down bed frames and removal of drawers from furniture, treatment to cracks and crevices followed by caulking to eliminate future harborage sites.
- Installation of "Bed Bug Proof" mattress and box spring covers.

4.) Monitor

Follow-up inspections and monitoring tools are used to document the level of control achieved and determine the need for re-treatment.



Be Prepared. Be Proactive. Be Protected.

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