

HOTEL BED BUG TRAINING GUIDE

THE PREEMPTIVE STRATEGY

When it comes to bed bug infestations at your property, it's not a matter of if, but when. Although the inevitability of an infestation is undeniable, there are measures that you can take to preemptively address the issue. By adopting a preemptive strategy in the war against bed bugs, you significantly reduce the number of deep infestations, which in turn significantly reduces the financial fallout from customer grievances.

We believe there are three vital pieces to the puzzle: a CleanRest Pro mattress encasement, a well-trained hotel staff, educated in early detection, and a strong partnership with a preemptive Pest Control Operator.

Please use this complimentary training guide to educate your hotel staff on what to look for, and steps to take when you are confronted with a bed bug infestation.

STEPS TO TAKE *BEFORE* AN OUTBREAK OCCURS

1. Immediately install a CleanRest Pro mattress and box spring encasement. Our products are guaranteed to last the 10 year life of the mattress and are able to ***be repeatedly and commercially laundered***, making them the only option for preemptive encasements.
2. Develop a relationship with a local pest control operator. Work with them to determine a regular cadence of routine inspection. This expense will be offset by substantial property loss and revenue savings.
3. Educate your staff to be able to spot bed bugs. If they are well-trained, chances are they will be able to identify a bed bug before they bite your guests. ***Our optic white fabric will aid in the detection, making it easier for your staff.***

ABOUT THE BUG

Bed bugs are small, reddish-brown, wingless insects. While they do not fly or jump, they are able to crawl quite quickly. Bed bugs are parasitic, meaning they survive by consuming the blood of humans and animals. They hide during the day, and come out to feed at night, so you are much more likely to be bitten while you're sleeping.

WHAT THEY LOOK LIKE:

Adult bed bugs can look very similar to ticks with an oval-shaped and flat body. They range from ¼" to 3/8" long and are reddish brown in color. Young bed bugs, or nymphs, are smaller and a translucent-white color.



LIFECYCLE:

According to epa.gov, the bedbug life cycle consists of seven stages. Please see the chart below:

Stage	Name	Size
1	Egg	1 mm
2	1 st stage nymph	1.5 mm
3	2 nd stage nymph	2 mm
4	3 rd stage nymph	2.5 mm
5	4 th stage nymph	3 mm
6	5 th stage nymph	4.5 mm
7	Adult male/female	5.5 mm

After a female bed bug mates, she then lays the eggs. She will look to do this in small cracks and seams in soft, upholstered furniture, as well as the walls and ceiling. The eggs will then hatch within 6-10 days and the new nymphs will look to start feeding almost immediately.

HOW DO THEY GET TO YOUR HOTEL/PROPERTY?

Bed bugs attach themselves to soft, upholstered objects. It is very common for guests to unknowingly bring them to your hotel via their suitcases. It is also important to note that guests are not the only vessel for bed bugs; your staff and vendors are also at risk for bringing them onto your property.

HOW DO YOU KNOW YOU'VE BEEN BITTEN?

The only way to know definitively that you've been bitten by a bed bug is to find other evidence of an infestation. The bites from a bed bug can be very similar to those of a mosquito or flea- you may develop a small red, irritated bump on your skin. It's important to note that everyone reacts to bed bug bites differently, so you may never experience physical symptoms of an infestation.

WHAT TO LOOK FOR

Bed bugs are most active at night when they will come out to eat. During the day, they nest in the seams of mattress and box springs as well as behind the headboard. It is important for your staff to look for little red/brown fecal stains on the mattress and box springs. This is a good indicator that there is an issue.

WHERE TO LOOK:

- Mattress
- Box Spring
- Behind the headboard
- Upholstery
- On the walls

WHAT TO DO AFTER AN OUTBREAK OCCURS

- Call your contracted Pest Control Operator
- Ensure you don't remove any furniture/objects from the infested rooms
- Check adjacent rooms, as well as the rooms directly above and below the infested area

TYPES OF REMEDIATION:

- **HEAT** – if your PCO determines that heat is the most effective form of remediation for your infestation, it is important to note that you do not have to remove your CleanRest Pro encasements. They are bed bug proof and the insects will not be able to penetrate the mattress/box spring
- **CHEMICAL** – when chemical remediation is used, bag your encasements with other linens and launder them on high heat. Once clean, reinstall on the mattress and box spring.