

BED BUGS

RED CROSS
COMMUNITY HEALTH
SERVICE PROGRAMS

December 2010

Our Services



- Personal Support and Homemaking
- Supportive Housing
- Attendant Outreach
- Home at Last/Home First
- Day Programs
- Friendly Visiting
- Nutrition-based Programs
- Home Maintenance
- Transportation
- HELP

Challenges with Service Provision in the Client home



- Uncontrolled work environment – the client's home
- Provider unaware of bed bug infestation
- Confirmation of bed bug infestation (Is it really Bed Bugs! Who is responsible??)
- Vulnerable population served (Minimal/no client support)
- Client state of mind/attitude.....denial
- Client's right to choose to 'live at risk'

Challenges with Service Provision in the Client home



- Services provided in Apartments, Condominiums, Town houses etc (Landlord/Superintendent cooperation)
- Parameters of our services (Task limitations)
- Service supplies, equipment and personal belongings in the client home.....aka vehicle for transmission
- Cost implications associated with professional remediation (Repeat tx, repair costs, cleaning & disinfection, de-cluttering, removal of items from the home, replacement of items, laundry etc)

Challenges with Service Provision Outside the Client home



- Pertinent client information (What is that??)
- Parameters of our service
- Client personal belongings/equipment – vehicle for transmission
- Direct exposure to other clients
- Limited ability to isolate client /belongings
- Client cognitive state

Risk/Safety Concerns



- Placing services on hold
- Limiting social/therapeutic interaction
- Client psychological /emotional state
- Employee/Volunteer psychological /emotional state
- Fear – Worker apprehension to service, Client apprehension to accept service
- Relationship with client may be impacted
- Transmission - Staff/Volunteer/other clients

Our Plan of Action



1. To endeavor to continue with service provision to clients that are known/suspect to have Bed Bugs
2. Educate our staff and volunteers to recognize the signs of bed bug infestation
3. Provide a Bed Bug resource for our clientele
4. A provincial Bed Bug Protocol

Highlights of Our Plan



- Education component for all staff/volunteers
- Reporting responsibility outlined
- Routine Inspection protocol for all programs
- BB Protocol for service provision in the client home – with known/suspect to have BB

BB Protocol for service provision outside the client home

- at third party location
- on transit vehicle

Highlights of our Plan



- Protocol for staff/volunteers that may have been exposed to Bed Bugs
- Service provision Risk Mgt Plan
- Bed Bug Checklist
- Bed Bug Fact Sheet for Clients



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Well, good night, sleep tight, and don't let the bed bugs bite.