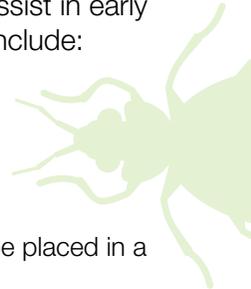




According to the Virginia Department of Agriculture and Consumer Services, there's no way to stop bed bugs from being brought into a hotel. New guests are arriving every day from all over the world and bringing their potentially infested luggage with them. Your hotel can be bed bug free one day and infested in multiple rooms the next. For prevention, in the lodging industry, is really early detection. Bed bugs must be detected very quickly after they're brought in, hopefully, before they bite someone!

Numerous Departments of Health have guidelines for implementing a *Bed Bug Action Plan* that may assist in early detection and response when found. The following is a summary of what response programs should include:

- Training of all employees in bed bug identification.
- Daily inspection of all mattress seams.
- Periodic removal of headboards to inspect behind them.
- Careful inspection of cracks and crevices in walls and other furniture.
- Constant bagging of dirty linens and keeping them away from clean ones. All bagged linens must then be placed in a wheeled tub to reduce movement of bugs from infected linens to other items.



What you should do if a guest complains about bed bugs:

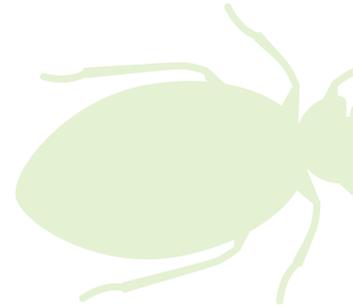
- Have a response policy in place regarding how housekeeping or reception employees are to handle bed bug complaints. It may be best to provide specific wording and guidelines.
- Immediately offer a new room to the guest.
- Reassure the guest the bedbugs aren't known to spread disease.
- Inspect the new room before guests are re-assigned to make sure that the other room isn't infested.
- Offer to accommodate the guest in other ways, launder or dry clean the guest's clothes, discounted room rate, etc.
- Wash all possibly infested clothing and bedding separately in the hottest water and dried on the hottest cycle that's safe for the materials.
- Have the customer complete a complaint form listing their contact information, symptoms, when they were first noticed, how many bites were noticed and if any insects were actually seen by the guest.
- Provide plastic bags to hold the guest's luggage until it can be steam-cleaned or treated by a pest management professional.
- Immediately inspect the room for bed bugs and take photographs of any bed bugs or evidence of bed bugs.
- If bed bugs are found immediately call your pest management company to perform a complete inspection and treatment of the room.
- DON'T use the room until a pest control professional inspects it and determines that it's free of bed bugs.

What can you do to control an infestation?

- Inspect all rooms across the hallway and all rooms that have common walls, floors or ceilings with the infested room.
- Inspect adjacent rooms if more rooms are infested. Continue this until no more infested rooms are found.
- Hire a licensed and bonded professional pest control company that has experience treating bed bug infestations.
- Don't allow hotel employees to attempt to treat bed bugs themselves.
 - Insecticides are commercial products requiring special equipment and training.
 - There are laws and regulations related to bed bugs treatment
 - It's important to be safe and follow all laws and regulations when treating for bed bugs.
- Inspect and treat the entire hotel if you have multiple complaints in different areas.
- Inspected all rooms monthly by a licensed pest control professional. Invoices and receipts should be kept for a minimum of three years as documentation if needed in the event legal action taken against the hotel/motel.
- Consider sealing all mattresses and box springs in plastic.

Hotels & Hospitality Resources

1. [Bed Bug Action Plan for Hotels \(PDF\) - en español](#)
Source: Virginia Department of Agriculture and Consumer Services
2. [Bed Bug Identification, Control and Prevention: Recommendations for the Hospitality Industry \(PDF\)](#)
Source: Vermont Department of Health
3. [Guidelines for the Control and Prevention of Bed Bug Infestations in California \(PDF\)](#)
Source: State of California—Health and Human Services Agency
4. [Stop Bed Bugs in Hotels Safely \(PDF\)](#)
Source: The New York City Department of Health and Mental Hygiene
5. [Control of Bedbugs in Hotel Rooms \(PDF\)](#)
Source: Virginia Department of Health
6. [EPA - US Environmental Protection Agency Get them out keep them out](#)



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