



Training Solutions, Delivered!

# **BED BUGS: FACTS AND PREVENTION**

**Leader's Guide, Fact Sheet  
& Quiz**

**Item Number: 3967  
© Safety Source Productions**

***This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.***

## **PREPARING FOR THE MEETING**

Here are a few suggestions for using this program:

- a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.
- b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.
- c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.
- d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes before the quiz itself, which is on the final page.

## **CONDUCTING THE PRESENTATION**

- a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.
- b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.
- c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.
- d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

# **3967 BED BUGS: FACTS AND PREVENTION FACT SHEET**

**LENGTH: 9 MINUTES**

## **PROGRAM SYNOPSIS:**

Bedbugs have made a comeback in the U.S. due to increased international travel. Bedbugs can crawl out of a traveler's suitcases and establish themselves in hotel rooms. A bedbug problem can be quite expensive. In fact, an outbreak could lead to serious litigation and large settlements and loss of business. Can your property afford it? This program trains your employees to spot bedbugs so they can be caught in the early stages and remediated before a major infestation occurs.

Topics include what bed bugs look like, signs of bed bug bites on humans, how infestations start, how housekeepers can perform inspections, what maintenance can do if an infestation is discovered and how to prevent an infestation from happening.

## **PROGRAM OBJECTIVES:**

After watching the program, the participant should be able to explain the following:

- What bed bugs look like and where they can be found;
- How humans react when bit by bed bugs;
- How housekeepers can perform regular inspections;
- What maintenance can do to control infestations;
- How to prevent infestations.

## **PROGRAM OUTLINE:**

### **DESCRIPTION OF BED BUGS**

- Bed bugs have made a comeback in recent years due to increased international travel.
- Bed bugs can crawl out of a traveler's suitcase and establish themselves in hotel rooms.
- The bed bug problem can be quite expensive. In fact, an outbreak could lead to serious litigation and large settlements and loss of business.

### **WHERE THEY ARE FOUND**

- First and foremost, bedbugs are not associated with filth.
- They were found in hotels, five-star resorts, college dorms, hospitals, private homes, etc. but good housekeeping in association with proper preparation and mechanical removal by vacuuming will certainly assist in control.

### **WHAT BED BUGS LOOK LIKE**

- Adult bed bugs are reddish-brown, flat and oval in shape and wingless with microscopic hairs that give them a banded appearance.
- A common misconception is that they are not visible to the naked eye.
- Adults grow to 1/8 to three-16th of an inch in length.
- Newly hatched nymphs are translucent, lighter in color and become darker brown when they molt and reach maturity. In size, they are often compared to lentils or apple seeds.

### **FEEDING AND ACTIVITY**

- Bed bugs feed on blood and generally become active during the early morning hours, usually around 3:00 to 4:00 AM.
- Bed bugs normally feed on two to three sites of the host, looking for blood vessels. Once found, they feed for approximately 10 minutes. The head, neck and chest are primary feeding areas.
- Bed bugs generally live six months to one year but can live longer.
- Usual travel range for a bedbug is 5 to 6 feet. They will however travel longer distances to look for food. Oftentimes if infested rooms are left unchecked, adjoining rooms become infested as well.

## **HUMAN REACTION TO BITES**

- Unlike ticks, mosquitoes and other insects, bed bugs do not transmit disease to humans and are generally believed to be harmless.
- In most observed cases, bites consist of a raised red bump or flatten welt and are often accompanied by intense itching.
- Bed bug bites may appear indistinguishable from mosquito bites, though they tend to last for longer periods.
- Bites may not become immediately visible and can take up to 9 days to appear.
- Bed bug bites tend to not have a red dot in the center such as the characteristic of flea bites. These bites often appear on a line which occurs as they walk along a blood vessel, sampling as they go.
- People react very differently to bed bugs and individual responses vary with factors including skin type, environment and the species of bug.
- In some rare cases, allergic reactions to the bites may cause nausea and illness. In a large number of cases, estimated to be 70% of all people, there is no visible sign of bites whatsoever, greatly increasing the difficulty of identifying and eradicating infestations

## **INFESTATIONS**

- Hotel infestations are almost always the result of bed bugs being brought into a room in the luggage of guests.
- Bed bugs can travel between rooms in search of a blood meal. However, if a room is continually occupied, they will usually stay put.
- Bed bugs are flat which allows them to hide in tiny crevices. During the day, the bed bugs remain hidden in places such as box springs, behind headboards, in painting or photo frames, baseboards, anywhere there is a crack has the potential for a bed bug hiding place.
- Their favorite hiding places are box springs and headboards, as they are disturbed the least by housekeeping.
- Look for small dark specks on mattresses, photo, artwork frames, wallpaper and headboards. The specs are actually fecal droppings that look similar to pepper.
- Small blood spatters or smears on linen or mattresses which occurs when an engorged bug is accidentally crushed by a sleeping guest.
- Heavy infestations have a sickly sweet and pungent odor.

## **ROOM INSPECTIONS: HOUSEKEEPERS**

- As beds are being stripped, the linens and pillowcases used by guests may have small bloodstains that look like small reddish-brown spots.
- Check the mattress by closely inspecting the seams for brown spots that could be bug feces, shed skin or actual bed bugs.
- Bed bugs can hide in the smaller spaces between headboards and walls. Check headboards thoroughly.
- Check furniture seams, drapery, molding and areas where wallpaper may be loose. Also check behind picture frames and baseboards, especially those located near beds.
- A flashlight can help housekeepers check for brown spots in cracks and crevices, using a flashlight to look for signs of infestation.
- Early detection is the key to preventing infestation and housekeeping personnel are the first line of defense.
- If any activity is noted or suspected, the room attendant should immediately contact his or her supervisor.
- Once reported to the supervisor, the room should be closed and nothing should leave until a more thorough inspection has been completed by management. This includes linen and the vacuum cleaner if it was brought into the room.
- If bed bug activity has been confirmed or strongly suspected, the general manager or manager on duty must be immediately notified.

## **ROOM INSPECTIONS: MAINTENANCE**

- A thorough bed bug inspection should be incorporated into the property's preventative maintenance program.
- A form will be required to be filled out and signed by the tech conducting the inspection. The form should note each area that will be required for inspection. The completed form should be filed with the proper preventative maintenance documentation.

- If bedbug activity is noted or suspected, management should be immediately notified. Management will then conduct an inspection if bedbug activity is confirmed or strongly suspected.

## **PREVENTION**

- The challenge is to detect an infestation early and begin control measures before bed bugs have become established in a room.
- There is no easy way to trap and survey for the presence of bed bugs. Other than a visual inspection for signs of bed bugs, including the presence of bites, there is no trap or device currently in use that is effective in early detection of bed bugs.
- To successfully implement an effective bedbug prevention program, all associates must work together as a team.
- Housekeepers need to inspect beds and linens daily.
- Rooms must be vacuumed regularly and carefully. Vacuuming can be very useful in removing bugs and eggs for mattresses, carpet, walls and other surfaces. Take the time to vacuum the perimeter edge of wall-to-wall carpets.
- All associates who observe or are notified of suspected bed bug activity should immediately contact property management.
- Management should react very quickly and enact approved pest control strategies, including calling an exterminator in the case of serious infestations.
- Housekeepers and maintenance play critical roles in finding bed bugs before they have time to become established in a room. If you have concerns, questions or ideas, please contact your supervisor

## **BED BUGS: FACTS AND PREVENTION**

### **ANSWERS TO THE REVIEW QUIZ**

1. b
2. d
3. a
4. a
5. b
6. b
7. d
8. d
9. b
10. b

**BED BUGS: FACTS AND PREVENTION**  
**REVIEW QUIZ**

Name \_\_\_\_\_ Date \_\_\_\_\_

*The following questions are provided to determine how well you understand the information presented in this program.*

1. Bed bugs are never found in hotels which are clean and well-maintained.
  - a. True
  - b. False
2. Which of the following are signs bed bugs may be present in a guest room?
  - a. Small, reddish-brown spots on pillowcases
  - b. Small blood smears on mattress or sheet
  - c. Bed bug feces which look like black pepper
  - d. All of the above
3. If you suspect there may be bed bugs in a room, you should report it immediately so that the problem can be addressed.
  - a. True
  - b. False
4. Using a flashlight will help you find bed bugs hiding in tiny crevices.
  - a. True
  - b. False
5. Bed bugs can only be seen under a microscope.
  - a. True
  - b. False
6. Bed bugs transmit disease to humans.
  - a. True
  - b. False
7. Where are some common hiding places for bed bugs?
  - a. Box springs
  - b. Behind headboards
  - c. Baseboards
  - d. All of the above
  - e. A and B only
8. Which of the following describes a bed bug's appearance?
  - a. Reddish-brown
  - b. Invisible
  - c. 1/8" in length
  - d. A and C only
  - e. All of the above
9. Bed bugs usually enter your hotel through which of the following?
  - a. Food deliveries
  - b. Guest's suitcases
  - c. Open windows
  - d. Trash receptacles
  - e. All of the above
10. What is the best way to know if bed bugs are present in a guest room?
  - a. Ask the guest
  - b. Inspect the room
  - c. Wait for a complaint
  - d. Vacuum thoroughly