

San Francisco Department of Public Health
Director's Rules and Regulations for Prevention and Control of Bed Bugs
Effective date July 1, 2012
Updated effective December 14, 2012

Introduction

Adult bed bugs are reddish brown, flattened, oval after blood meal, and wingless, with microscopic hairs that give them a banded appearance. Bed bugs are a well-known parasite that have existed since ancient times, feeding solely upon the blood of warm-blooded animals, with humans as the preferred host. In July of 2010, the National Pest Management Association (NPMA) and University of Kentucky reported that calls to exterminators about bed bugs nationwide had increased 57 percent since 2005.

Maintaining properties free of unwanted pests, including bed bugs, has been a long-standing responsibility and legal obligation of all California and San Francisco property owners [Implied Warrant of Habitability, *Green v. Superior Court* (1974) 10 Cal.3d 616 [111 Cal. Rptr.704] and San Francisco Health Code Article 11 Section 581(b)(8)]. All property owners, whether they operate apartments, hotels or other housing, are responsible for maintaining properties habitable and free of all public health nuisances regardless of their source. In regards to bed bugs, the property owner must prevent pest entry points within their control, and must also provide timely and professional investigation in response to tenant reports of suspected bed bug infestation as well as follow up treatment subsequent to verification of infestation. Tenants have an equally important role in preventing and eradicating bed bugs, as tenants can inadvertently bring bed bugs to the site or transport them to a new site, because bed bugs can reside in items that are in the tenant's control, such as clothing, personal belongings and furnishings.



Regulatory Authority

The Department of Public Health is authorized by the San Francisco Health Code to adopt rules and regulations to implement the provisions of *Article 11, Sec. 581 (b) (8)*, which declares the presence of bed bugs a public nuisance that must be eliminated. Thus, the Owners, Operators and Property Managers of all rental units must comply with these *Director's Rules and Regulations for Prevention and Control of Bed Bugs*, which are intended to prevent, detect, and ensure prompt professional treatment of bed bug infestations.

Whenever the Department of Public Health is provided with a complaint from a tenant or landlord that one or more party responsible for the prevention, detection, or control of bed bugs is not taking required actions to prevent or eliminate bed bugs, the Department conducts an investigation. If through the investigation, the Department finds evidence of a bed bug infestation *and* that a Responsible Party is not following these Rules and Regulations for the prevention and control of bed bugs, the Department will issue a Notice of Violation. The Notice of Violation will instruct one or more responsible parties to conduct actions for control within a specified time period.

As defined within *Article 11*, "Responsible Party shall include the Owner, Manager, tenant, or any Person having control over a property or who creates or allows or contributes to or fails to correct a condition that constitutes a nuisance as defined by this Article." For example, the Owner will always be named as a Responsible Party, but in addition, a tenant may "contribute to a condition that constitutes a nuisance" or a Pest Control Operator ("PCO") may "fail to correct a condition that constitutes a nuisance" and thus either tenant or PCO may also be named as an additional Responsible Party.

If a Responsible Party or parties fails to comply with the timelines specified in the Notice of Violation, the Department can refer the case to a public administrative hearing. At the hearing, a Hearing Officer appointed by the Director of Health may impose administrative fines on the Responsible Party for non-compliance. If the Responsible Party's non-compliance continues, the Department may refer the matter to the City Attorney who may bring a civil action against the Responsible Party to abate the violations, which may result in civil penalties and recovery of legal fees incurred by the City and County of San Francisco.

Ordinance No. 229-12, effective 12-14-12, amended the San Francisco Health Code by adding Article 11A, requiring: 1) the Department of Public Health ("DPH") to provide written information outlining the rights and responsibilities of tenants, property owners and Pest Control Operators ("PCO") regarding the prevention and treatment of bed bug infestations; 2) DPH to develop a training curriculum on bed bug abatement; 3) owners to respond to bed bug infestation complaints; 4) property owners to disclose bed bug infestation history for the previous two years; 5) DPH to collect and publish bed bug data on a quarterly basis; 6) the Health Department to conduct a biannual public hearing to review DPH's written materials and adopt amendments as appropriate. This ordinance also established enforcement procedures and made environmental findings. Accordingly, the Director's Rules and Regulations finalized effective July 1, 2012 have been modified to be consistent and compatible with Article 11A.

See the [DPH Environmental Health](#) website or the [Resources and Reference List](#) on page 13 for further resources.

Director's Rules and Regulations for Prevention and Control of Bed Bugs

1. General Responsibilities for Prevention

Owner 1.1

Owners and Operators of all rental units (hotels, multi-family and single-family homes) shall ensure that all employees responsible for property operation and maintenance or contracted professional Property Managers understand and comply with the [Director's Rules and Regulations for Prevention and Control of Bed Bugs](#) (*Director's Rules*) (see [Resources and Reference List](#) on page 13).

Owner 1.2

Whenever a property owner or manager wishes to use a "trained employee" as referenced in this regulation, the owner or manager must ensure that the employee has bed bug training consistent with the minimum content standard established by the [DPH Bed Bug Building Employee Training Curriculum](#) (see [Resources and Reference List](#)).

Training of building employees shall include, but not be limited to, bed bug prevention techniques, use and placement of monitoring devices such as interceptors, inspection methods for identifying the presence of bed bugs, housekeeping and building maintenance procedures, complaint reporting and response protocols for the building, referral mechanism for helping tenants who cannot prepare their unit for treatment on their own, as well as all effective bed bug treatment and control options.

Owner 1.3

Trained building employees who are not licensed Pest Control Operators (PCOs) may not provide structural pest control advice or recommend or implement structural pest control work for compensation.

Owner 1.4

Owners, Operators and Property Managers of all residential and tourist hotels shall develop and maintain a written bed bug prevention and control plan (see DPH-provided [sample fill-in written plan](#) in the [Resources and References List](#)). Owners, Operators and Property Managers of rental units in apartment buildings, duplexes and single-family homes with a history of chronic bed bug infestations (greater than two documented infestations in the past 12 months), shall develop and maintain a written bed bug prevention and control plan. Owners, Operators and Property Managers of all other such units are encouraged to have a written bed bug prevention and control plan.

Written bed bug prevention and control plans must document how the Owner, Operator or Property Manager will:

- Educate tenants to prevent introduction of bed bugs to the property,
- Undertake housekeeping and building maintenance procedures to prevent bed bug harborage,
- Use monitoring devices on a proactive basis,
- Conduct routine monitoring inspections by trained employees and/or licensed pest control operators (PCOs),

- Implement pest control interventions based on monitoring findings.

Owners, Operators and Property Managers shall provide the written plan to DPH regulatory staff or to any tenant of the rental unit upon request.

Owner 1.5

Owners, Operators and Property Managers of all dwelling units leased on a short-term basis (i.e. daily, weekly or less than 30 days) shall place and observe monitoring devices for the presence of bed bugs at least monthly. Monitoring shall be conducted by individuals with a Branch 2 License from the State Structural Pest Control Board, termed a licensed Pest Control Operator ("PCO") or by employees trained to identify bed bugs. Owners, Operators and Property Managers shall produce these monitoring records to DPH regulatory staff upon request.

Owners, Operators and Property Managers of dwelling units leased on a longer-than-30 day basis are encouraged to have PCOs place monitoring devices for bed bugs that allow tenants to self-report findings to Owner, Operator or Property Manager.

Owner 1.6

Owners, Operators and Property Managers shall identify and seal as needed all cracks and crevices between adjacent dwelling units to prevent the harborage and migration of bed bugs in multi-unit buildings.

Owner 1.7

Owners, Operators and Property Managers who furnish mattresses or box springs to tenants, with the exception of tourist hotels, shall provide, at move-in, durable bed bug-proof breathable encasement covers designed for bed bug control that enclose 100% of the provided mattresses and box springs. Such encasements trap bed bugs so they will not be able to feed or escape and will eventually die. Owners, Operators and Property Managers shall not be responsible for a tenant's removal or destruction of provided encasements, and shall only be responsible for replacing those encasements that have not proven durable due to normal wear and tear.

Owner 1.8

Owners, Operators and Property Managers shall make available to all tenants and lessees information on the signs and symptoms of bed bug infestation, including but not limited to bed bug identification, prevention, and control, for example, the Department of Public Health *DPH Tenant Bed Bug Control Guidelines* (see DPH-provided trilingual *Guidelines* in the [Resources and References List](#)).

Owner 1.9

Owners, Operators and Property Managers shall provide tenants with the Department of Public Health [San Francisco Bed Bug Complaint Report Form](#) (see template for reproduction made available to Owners in the [Resources and Reference List](#)), as well as their management's written instructions for reporting a suspected bed bug occurrence at that property.

Owner 1.10

Owners, Operators and Property Managers shall maintain a [San Francisco Bed Bug Complaint Response Log](#) (see template for reproduction made available to Owners in the [Resources and](#)

[References List](#)) to track Owner's ongoing responses to each bed bug report (i.e. verification inspection and inspection of adjacent units, notice to tenants, unit preparation inspections, treatment type, locations and dates, follow up inspections). Owners shall provide the *Complaint Response Logs* to DPH regulatory staff, upon request to verify that required inspections and treatments have occurred and to document the Owner's ongoing efforts to eradicate the infestation. Owners keep all *San Francisco Bed Bug Complaint Response Logs* generated during the prior two years (twenty-four months).

Owner 1.11

With the exception of tourist hotels, at the request of a prospective tenant, Owners, Operators and Property Managers shall furnish to the prospective tenant written disclosure of the unit's bed bug infestation and abatement history for the previous two years. If there is no history of bed bug infestation, Owners, Operators and/or Property Managers shall disclose that fact in writing. Such written disclosure must be signed by the Owner, Operator and/or Property Manager and the tenant prior to the date that the Owners, Operator and/or Property Manager initially delivers possession of the premises to the tenant; (see template for reproduction made available to Owners in the [Resources and Reference List](#)).

Owner 1.12

Owners, Operators and Property Managers shall notify tenants in writing 24-hours in advance of entering a rental unit for inspection related to routine monitoring, bed bug complaint verification, unit preparation or treatment. Tenant may grant consent to enter in advance of the 24-hour period.

Tenant 1.1

Tenants shall cooperate with Owners, Operators, Property Managers and PCOs for inspection and treatment purposes. Tenants who do not cooperate will be subject to a Notice of Violation.

Tenant 1.2

Tenants shall maintain their units free of cluttered conditions that prevent detection of bed bugs and that facilitate the harborage of bed bugs. Tenants shall be referred by Owners to resource agencies that help them address hoarding and cluttering behaviors, if that is considered to be a contributing factor.

Tenant 1.3

Tenants shall not knowingly bring into the building personal furnishings or belongings that are infested with bed bugs. Tenants who find bed bugs in their unit, including on personal furnishings or belongings, are obligated to promptly report those findings to the Owner or Manager as required by Tenant 2.1 of this Rule.

2. Mandated Actions Subsequent to Tenant Report of Bed Bugs

Tenant 2.1

Tenants shall promptly report all suspected bed bug occurrences to Owner, Operator or Property Manager promptly, using the *San Francisco Bed Bug Complaint Report Form* or a written letter to the Owner or Manager. The tenant reporting a bed bug occurrence may not be the individual responsible for introducing bed bugs into the building, and there should be no

reprisals or retaliatory behavior directed at the reporting tenant, as early reporting is an important component of preventing bed bug infestation.

Tenant 2.2

Where an Owner, Operator or Property Manager does not respond to the tenant's complaint of bed bugs within two working days of receiving tenant's complaint, the tenant shall report the complaint to the Department of Public Health using the City's 311 phone or web-based reporting system. Working days are defined as Monday through Friday, excluding legal holidays. DPH has a database for all fee-paying rental units where the building's designated contact person can be voluntarily put on record, if the Owner, Operator or Property Manager has anticipated periods of being out of town or otherwise unreachable.

Owner 2.1

Within two working days of receiving a tenant's complaint of bed bugs, the Owner, Operator or Property Manager shall provide the tenant a copy of the documented complaint and the [DPH Standard Instructions for Unit Preparation Prior to Treatment](#) (trilingual template made available to Owners in the [Resources and Reference List](#)).

Owner 2.2

The Owner, Operator or Property Manager shall record their ongoing response to the tenant's complaint using the *San Francisco Bed Bug Complaint Response Log* (made available to Owners in the [Resources and Reference List](#)).

Owner 2.3

The Owner, Operator or Property Manager shall keep all *San Francisco Bed Bug Complaint Response Logs* generated during the prior two years (twenty-four months), and make them available to Department regulatory staff when requested.

Owner 2.4

Within two working days of receiving the tenant's *Bed Bug Complaint Report*, the Owner, Operator or Property Manager shall retain the services of a PCO to verify the tenant's complaint and to assess adjacent units. The inspection must be conducted by a person in possession of a Branch 2 License from the State Structural Pest Control Board (a PCO). Contracted investigation services shall be provided in a timely manner.

Owner 2.5

The Owner, Operator or Property Manager shall ensure that the PCO inspects all units or units adjacent (i.e. above, below, next to and across from) to the initially reported dwelling unit. Adjacent units found to have bed bug infestation shall be incorporated into all of the same abatement actions as those required for the initial dwelling unit, and may be tracked on the same *Complaint Response Log*.

Owner 2.6

The Owner, Operator or Property Manager shall ensure that all tenants in units that were investigated receive notice of the PCO findings relevant to their unit within one working day of receiving the PCO inspection report. For findings in common areas, the Owner, Operator or Property Manager shall ensure that all tenants receive notice of the PCO findings.

PCO 2.1

The investigating PCO shall provide detailed visual inspection of the dwelling unit to verify the infestation. Such visual inspections shall include, but not are limited to, flashlight examination of all locations where bed bugs are most often found: beds, bedding, baseboard/carpet edges, furniture such as nightstands and dressers, upholstered furniture such as couches and chairs, walls and ceilings, clothing and appliances, as well as any cracks, crevices or other suspected harborage areas. The PCO shall verify the bed bug infestation through documentation of any of the following criteria: live mobile bed bugs, live bed bugs found on monitoring devices, bed bug eggs, bed bug exoskeletons, and/or bed bug fecal matter, which in their professional judgment is due to a currently active bed bug infestation. The PCO may use dogs trained to identify the presence of bed bugs.

PCO 2.2

The PCO shall inspect all units above, below, next to, and across from a dwelling unit where a bed bug infestation has been confirmed. The same requirements apply for adjacent units with bed bug infestations.

PCO 2.3

The PCO shall investigate all relevant common areas with furnishings that may harbor bed bugs, including any sitting areas in lobbies, TV rooms or hallways.

PCO 2.4

The PCO shall maintain written documentation of inspections, including professional best practices used and findings. Any PCO who does not provide professional best practices as required by these Rules and Regulations, or whose written documentation falsely claims to have taken actions as required by these Rules and Regulations, will be considered in violation of Article 11 and this Rule and subject to a Notice of Violation.

3. Preparation for Treatment Subsequent to Confirmation of Infestation**Owner 3.1**

The Owner, Operator or Property Manager shall retain the services of a PCO for treatment to eliminate bed bugs and their eggs in all units and common areas where the presence of bed bugs was verified, including all common sitting areas, garbage storage rooms, hallways and laundry rooms, within two working days of receiving a report confirming a bed bug infestation in a dwelling unit(s) or common area. Contracted services shall be provided in a timely manner, allowing adequate time for tenant unit preparation. The Owner or Manager shall ensure that the PCO treats all crevices, baseboards, window sills, bed frames, mattresses, box springs, furniture and closets, or other identified harborage locations.

Owner 3.2

The Owner, Operator or Property Manager shall provide at least two working days written notice to all affected tenants indicating the tenant's responsibility for unit preparation prior to a specific treatment date, and the PCO-provided unit preparation checklist. Notice shall include the information that bed bug infested personal belongings or furnishings designated for disposal shall not be removed prior to the unit treatment by the PCO, with the exception of bagged

clothing to be laundered and items that the PCO has ordered bagged and removed for offsite treatment.

Owner 3.3

The Owner, Operator or Property Manager shall provide tenants with durable and sealable plastic bags to be used for separate bagging of pre- and post- laundered clothing. Water dissolvable laundry bags are available for transporting infested items to the laundry room. Laundered clothing placed in a new clean plastic sealed bag will prevent re-infestation of the items. To optimize effectiveness, tenants should be advised to keep all but essential items in the sealed bags for as long as practical during the multiple treatment period.

Owner 3.4

The Owner, Operator or Property Manager shall provide all tenants, as needed, with a list of publicly-supported and low-cost resources that can potentially assist them with [unit preparation and laundry services](#) (see DPH-provided listing in the [Resources and Reference List](#)).

Owner 3.5

The Owner, Operator or Property Manager shall arrange for necessary assistance to provide reasonable accommodations (e.g. assistance with room preparation , alternative pest treatments) to tenants with medically-documented disabilities, to the extent required by applicable City and County, State and Federal law. Time extensions may be granted to Owners, Operators or Property Managers as needed for reasonable accommodation services.

Owner 3.6

The Owner, Operator or Property Manager , to the best of their ability, shall not allow any items to be removed from infested dwelling units before treatment, to prevent transmitting bed bugs to other areas within the premises, with the exception of bagged clothing to be laundered and items that the PCO has ordered bagged and removed for offsite treatment.

PCO 3.1

The PCO shall provide the Owner, Operator or Property Manager a unit preparation checklist for tenant use that corresponds with the treatment methodology to be used. For example, heat treatment may require removal of substances that may melt under high heat conditions. The PCO shall also provide exposure prevention guidelines to Owners and tenants in accordance with the Material Safety Data Sheet (MSDS) if a chemical treatment method is used.

Tenant 3.1

Tenants shall be responsible for fulfilling tenant-responsibilities for unit preparation before the scheduled treatment, as described in the PCO-provided pre-treatment checklist. Tenants shall be responsible for management of their belongings, including but not limited to clothing and personal furnishings.

Tenant 3.2

Tenants who are not able to fulfill their unit preparation responsibilities shall promptly notify the Owner, Operator or Property Manager to request reasonable accommodation, to the extent that is required by local, state or federal law. These tenants may require assistance from the Owner, Operator or Property Manager or from public service agencies to prepare their unit or

launder their clothes. Inadequate unit preparation will undermine PCO efforts to identify the presence of bed bugs and control an infestation.

Tenant 3.3

Tenants shall not remove any infested items from unit before treatment, except for bagged clothing to be laundered or specific items the PCO has ordered bagged and removed for offsite treatment.

Tenant 3.4

Tenants shall be responsible for laundering all clothing stored in the unit. When the PCO is ready to begin treatment, the tenant shall remove bagged clothing to be laundered. Clothes must be dried on the highest dryer heat setting for at least 30 minutes, or washed in hot water and dried for at least 30 minutes on the highest dryer heat setting and then stored in a clean and sealable bag. Clean clothes should remain bagged and stored outside the unit until initial treatment is complete. Clean clothes can remain sealed tight in bags as long as feasible inside of the unit during subsequent treatments.

4. Owner Coordination of Tenant and PCO Actions for Treatment**Owner 4.1**

The Owner, Operator or Property Manager shall notify tenants at least two working days before each treatment of the specific date and time treatment will occur, the treatment method that will be used, and the length of time that the tenant must be absent from their unit. The Owner, Operator or Property Manager shall coordinate the tenant's removal of clothing to be laundered with the date and time of PCO treatment, as clean laundered clothes will need to remain outside the unit until treatment is completed.

Owner 4.2

Only PCOs with a Branch 2 License from the State Structural Pest Control Board may treat bed bug infestations. No one without a Branch 2 License from the State Structural Pest Control Board, including owners, Operators, Property Managers building employees, or tenants may treat bed bug infestations.

Tenant 4.1

Tenants shall cooperate to vacate their unit as notified for treatment purposes and not re-enter the unit until directed by the PCO to do so.

PCO 4.1

The PCO shall treat all locations found to have infestation, including but not limited to crevices, baseboards, window sills, bed frames, mattresses, box springs, furniture and closets, or other suspected harborage locations. The PCO shall utilize only chemical or non-chemical or combined treatment methods that are legally allowed (i.e. chemical methods are registered for treatment of bed bug infestation by the U.S. EPA and California Department of Pesticide Regulation) and recognized as effective for the treatment of bed bug infestation (i.e. those treatment methods listed as effective in the most recently published best practices guidelines of the National Pest Management Association).

PCO 4.2

The PCO shall apply all treatments in accordance with federal and state laws, and in the case of chemical treatments, shall follow the product-specific application instructions of the registered pesticide's EPA Pesticide Label. For chemical pesticide treatments, repeat treatments are usually indicated at 10-14 day intervals, or as dictated on the EPA Pesticide Label, in order to eradicate all life stages present in a bed bug infestation, including eggs and nymphs.

PCO 4.3

The PCO shall treat on the same day all units and common areas found to be infested with bed bugs, including any entry points (i.e. gaps, cracks or crevices) in walls, ceilings and floors. The PCO may conduct treatment when a unit is not adequately prepared for treatment, but shall report to the Owner, Operator or Property Manager that unit's required additional preparation prior to subsequent treatments. Treatments are more likely to fail in a cluttered unit.

PCO 4.4

The PCO shall provide notice to the Owner, Operator or Property Manager, of the treatment being completed for that day and post a visible "safe to re-enter" tag on the units of affected tenants identifying the precise time for safe re-occupancy of all treated units, as well as a visible "safe to re-enter" sign for all treated or common areas. For each repeat treatment, the PCO shall again provide notice of treatment completion for that day to the Owner and again post "safe to re-enter" tags on all treated units and common areas.

PCO 4.5

All PCOs treating for bed bugs in San Francisco are required to report on a monthly basis the number of units treated per census tract to the San Francisco Department of Public Health. Report template is available to PCOs in the [Resources and References List](#).

Owner 4.3

The Owner, Operator or Property Manager shall caulk to seal any remaining entry points (i.e. gaps, cracks or crevices) in walls, ceilings and floors after the PCO treatment is completed, to prevent infestation reoccurrence.

5. Owner Coordination of Post-Treatment Disposal of Infested Materials**Owner 5.1**

The Owner, Operator or Property Manager shall ensure that vacuumed refuse from infested rooms units and common areas is bagged, labeled as bed bug infested, and given to the PCO for appropriate treatment and disposal.

Owner 5.2

The Owner, Operator or Property Manager shall seek to ensure that all items designated by the PCO for disposal, such as heavily infested mattresses, furnishings and tenant personal belongings, have first been treated by the PCO according to the U.S. EPA pesticide label instructions (i.e. the required number of treatments), then double-bagged and labeled as bed bug infested prior to disposal, to discourage these materials from being picked up from the sidewalk or dumpster for reuse. Owner shall inform tenants that discarded items, even though treated, shall not be recycled or resold.

Owner 5.3

The Owner, Operator or Property Manager shall provide tenants with durable and sealable plastic bags to be utilized for bagging of infested personal items designated for disposal.

Tenant 5.1

The Tenant shall be responsible for securely bagging, labeling as bed bug infested, and properly disposing of all treated personal belongings designated for disposal. Such materials must not be recycled or allowed to be picked up from the sidewalk or dumpster for reuse.

6. Verification and Communication of Abatement of Bed Bug Infestation

Owner 6.1

The Owner, Operator or Property Manager shall, after the final treatment by the PCO, ensure that monitoring devices are used for at least four-weeks to confirm effective treatment. Only a trained employee or a PCO shall place the monitoring devices. Either a PCO or a trained employee may provide periodic inspection of the monitoring devices.

Owner 6.2

The Owner, Operator or Property Manager shall use the *San Francisco Bed Bug Complaint Response Log* to record the periodic inspection of the monitoring devices. DPH regulatory staff and affected tenants may request to review the Log.

Owner 6.3

The Owner, Operator or Property Manager shall provide written notice to affected tenants at the completion of the four-week monitoring period that abatement has been achieved, if monitoring shows no more presence of bed bugs. If monitoring reveals the continued presence of bed bugs, then the Owner, Operator or Property Manager shall provide written notice to affected tenants that preparation for treatment will be renewed as indicated in **Owner 3.1**.

7. Enforcement of Compliance by the Department of Public Health

DPH 7.1

DPH Environmental Health shall promptly investigate reported allegations of non-compliance with the *Director's Rules and Regulations for Prevention and Control of Bed Bugs*.

DPH 7.2

DPH Environmental Health shall issue a Notice of Violation whenever a Responsible Party has failed to comply with the *Director's Rules and Regulations for Prevention and Control of Bed Bugs*. The Notice of Violation shall include notification to the Responsible Party that failure to comply may result in applicable fines, penalties and recovery of administrative and/or legal fees and costs.

DPH 7.3

Whenever the DPH Environmental Health issues a Notice of Violation to correct a bed bug infestation, DPH shall re-inspect the property after final pest control treatment and the subsequent required four-week post-treatment monitoring (Owner 6.1), in order to verify abatement of the bed bug infestation. Such re-inspection shall occur within 45 days of the last treatment.

DPH 7.4

As authorized by *Health Code Article 11* and the *Director's Rules and Regulations for Prevention and Control of Bed Bugs*, Environmental Health regulatory staff shall name any Person whose actions have impaired compliance with the Notice of Violation as a Responsible Party in addition to the Owner, Operator or Property Manager; this may include a Tenant or a PCO, if they failed to follow the mandates of these rules and regulations.

Resources

Templates provided on DPH Environmental Health website:

- (Owner 1.2 reference) DPH Sample Bed Bug Prevention and Control Written Plan
 - <http://www.sfdph.org/dph/files/EHSdocs/Vector/BedBug/BBWrittenPlan.pdf>
- (Owner 1.3 reference) DPH Tenant Bed Bug Control Guidelines
 - <http://www.sfdph.org/DPH/files/EHSdocs/Vector/BedBug/TenantsGuideEnglish.pdf>
- (Owner 1.4 reference) San Francisco Bed Bug Complaint Report Form
 - <http://www.sfdph.org/dph/files/EHSdocs/Vector/BedBug/BBComplaintReportForm.pdf>
- (Owner 1.5 reference) San Francisco Bed Bug Complaint Response Log
 - <http://www.sfdph.org/dph/files/EHSdocs/Vector/BedBug/BBComplaintResponseLog.pdf>
- (Owner 2.3 reference) DPH Standard Instructions for Unit Preparation Prior to Treatment
 - <http://www.sfdph.org/dph/files/EHSdocs/Vector/BedBug/GuidelinesforUnitPreparation.pdf>
- (Owner 1.11 reference) DPH template for Owner disclosure of bed bug treatment to prospective tenants/lessees
 - <http://www.sfdph.org/dph/EH/Housing/BedBugs.asp>
- (PCO 4.5) PCO online reporting form
 - <http://www.sfdph.org/dph/EH/Housing/BedBugs.asp>

Other resources provided on DPH Environmental Health website:

- *Director's Rules and Regulations for Prevention and Control of Bed Bugs*
 - http://www.sfdph.org/dph/files/EHSdocs/Vector/BedBug/BedBugRegs_070112.pdf
- (Owner 1.1 reference) DPH Bed Bug Building Employee Training Curriculum
 - <http://www.sfdph.org/dph/files/EHSdocs/Vector/BedBug/EmployeeTrainingCurriculum.pdf>
- (Owner 4.8 reference) DPH listing of publicly-supported resources for tenant unit preparation
 - <http://www.sfdph.org/dph/files/EHSdocs/Vector/BedBug/GuidelinesforUnitPreparation.pdf>

References

- National Center for Healthy Housing Report: *What's Working for Bed Bug Control in Multifamily Housing: Reconciling best practices with research and the realities of implementation* (February 2010). Available at: http://www.nchh.org/Portals/0/Contents/bedbug_report.pdf
- National Pest Management Association Guideline: *Bed Bug Best Management Practices* (January 2011). Available at: <http://www.pestworld.org/all-things-bed-bugs/best-practices/guidelines/>
- San Francisco Health Code: Articles 11 and 11A. Available at: [http://www.amlegal.com/nxt/gateway.dll/California/health/healthcode?f=templates\\$fn=default.htm\\$3.0\\$vid=amlegal:sanfrancisco_ca](http://www.amlegal.com/nxt/gateway.dll/California/health/healthcode?f=templates$fn=default.htm$3.0$vid=amlegal:sanfrancisco_ca)