

DESCRIPTION OF PROCEDURE(S)

As part of the Boston Public Health Commission's "Healthy Homes Project" **Asthma Program**, RIVARD's RESOURCES: IPM performs the following services:

1. Establish contact via phone or in person
 - a. Identify who we are
 - b. Our connection to the Asthma Program
 - c. Explain what we are doing and
 - d. Set up an appointment to visit their home

2. On arrival
 - a. Introduction
 - b. Conversation with resident regarding pest activity/sightings& access
 - c. Answer any questions they may have
 - d. Consent form reviewed and signed
 - e. Walk through & survey living quarters
 - f. Draw diagram to understand structure and future reference
 - g. Ask if we can move major appliances and for access to closets and clutter areas
 - h. Identify areas to be cleaned of pest activity (mouse droppings & dead insects)
 - i. Closely examine previously placed insect or rodent glue traps for information or clues on existing infestation(s)
 - j. Treat voids/pipe chases with rodenticide tracking powder or insecticide gels/dust
 - k. Fill & seal holes, cracks & crevices with Stuff It and Pur-Fill foam
 - l. Discreetly add glue boards and/or snap traps and insect monitors

3. Describe the following to the resident:
 - a. What we found
 - b. What they can do to help us and themselves
 - c. The importance of cleaning and how the pest waste becomes airborne

4. Record
 - a. Conditions observed in the apartment,
 - b. Pest(s) found, how many and where
 - c. Our activities - inspection, monitoring, findings, cleaning, treatment(s), repair, education, etc.
 - d. Pesticides applied – name, type, amount and placement
 - e. Follow-up, if necessary, by
 - i. Us
 - ii. The resident
 - iii. The management

- iv. Maintenance
 - v. The Pest Controllers
 - vi. Others
5. Explain to the resident that we plan to return in two-three weeks to check on the progress made.
- a. Ask if there are any further questions
 - b. Remove any equipment or trash

Additional Items:

- Show respect for the resident's property, opinions, way of life, etc.
- Encourage and guide their participation in clean-up
- Provide information relating pest biology to asthma