

CALIFORNIA AMERICAN EXTERMINATOR'S RESPONSE TO COVID-19



With the novel Coronavirus (COVID-19), California American Exterminator has continued to offer pest control services to our customers as an essential service in the State of California. We are continually monitoring updates and are implementing safety protocols to comply with State and CDC guidelines. Please know that as an essential business and protectors of public health, food and property, we take our role in safeguarding your quality of life very seriously.

We ask that you please read the entirety of this notice prior to any treatment done at your property.

As an organization, we are taking additional measures to ensure we provide the best level of protection for both our customers and our employees. These include:

- We have provided our teams with sanitizing products, disinfectants, and Personal Protective Equipment (PPE) including gloves, shoe covers, respirators and face masks
- On top of daily safety procedures, our team is dedicated to regularly disinfecting all work vehicles, touchscreens, and workspaces throughout the day
- Our staff are not allowed to work if they are sick
- Our Pest Management Professionals will continue to provide high quality services with an emphasis on a complete and thorough exterior service of your property and enter units only if there is a specific need that has been requested in advance and the **resident is NOT sick**

FAQ

CAN I STILL RECEIVE INTERIOR TREATMENTS?

At this time, we are still conducting pest control treatments and inspections for interior units that are vacant or occupied by **HEALTHY** individuals. If you or a resident is ill, please contact us as soon as possible so that we may reschedule your service to a time when everyone is well.

CAN YOU PERFORM A TREATMENT IF A RESIDENT IS ILL?

In the event a tenant is unwell but requires treatment, our company remains available to complete exterior treatments. We will **NOT** enter a unit where we suspect an occupant may be ill and will **NOT** perform an interior treatment. We will consult with the manager to reschedule treatment to another time when everyone is healthy. Our company puts aside judgement, especially during these times, as it is in everyone's best interest to be honest and transparent if they are feeling sick.

Please note that this policy is subject to change and we reserve the right to refuse treatment at any time.

CAN I REMAIN IN THE UNIT DURING A TREATMENT?

We kindly ask that all residents be prepared to leave their unit during and after all treatments. For more information on reentry times, please read the preparation instructions that correspond to your treatment. If you have concerns or challenges with vacating your unit, please contact your manager immediately. We handle these situations on a case-by-case basis with the cooperation of your property management.



Date: _____

Unit #: _____

BED BUG PREPARATION INSTRUCTIONS WITH PICTURES

Because correct preparation by tenants is so important for the control of bed bugs, the following document is offered as a visual supplement to our other preparation instructions (Helpful Hints and our checklist documents). Kitchens and bathrooms do not need to be prepared unless instructed otherwise by the California American Exterminator technician or property manager. In order to treat your unit, you **MUST** be completely and properly prepared by the time of service, otherwise treatment will not be done and you will be charged a non-prepared fee. To avoid a non-prepared fee, please notify your manager 24 hours prior to the appointment if you are not going to be prepared in time for your scheduled treatment. Please take the time to prepare correctly so that treatment can begin in a timely manner and there is less chance for re-infestation.

IMPORTANT: We require you to be out of the apartment/unit for a minimum of 3 hours after a spray treatment in order to allow the treatment to dry. Pets (i.e.: cats, dogs, and birds) must be removed from the unit as well. Fish tanks should be covered with a wet towel and the pump turned off during the treatment.

We realize the work it takes to thoroughly prepare a unit for bed bug treatments and the inconvenience it may cause you and your family while the treatments are being completed. However, due to the nature of the bed bug's life cycle and behaviors, these pests are exceptionally difficult to eradicate. Following this Integrated Pest Management (IPM) approach and proper preparation, as well as your cooperation and patience with our Bed Bug Task Force team, treatments will be successful.

GOOD PREPARATION:

The following pictures show examples of **good preparation**. You should use these as a guideline while preparing your own unit.



Furniture placed in center of room and accessible for treatment



Correctly prepped closet = EMPTY



ALL suitcases emptied unzipped and accessible for treatment

WHAT TO DO:

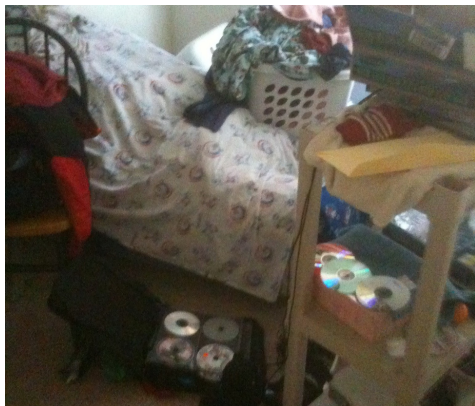
- Clothing and bed linens washed and dried in HOT temperature, placed in new plastic bags, securely tied (no holes!) and stored in middle of room, in bathrooms, or in kitchen
- Furniture placed in center of room (at least 2 feet from wall) and accessible to technician
- Closets completely emptied of ALL contents
- Remove all items such as clocks, pictures, or mounted televisions from the wall
- ALL suitcases emptied of clothing and other items with all clothing & items properly washed, dried and bagged
- Suitcases placed so they are accessible for inspection/ treatments
- Box springs, mattresses stripped of linens/blankets (washed and dried at hot temperatures) and placed against wall
- All items removed from under bed and prepped

IMPORTANT: It is required that you move all furniture 2-3 feet from the wall, but you need to leave couches, mattresses/box springs, dressers, chairs, and nightstands accessible for treatment.

IMPORTANT: Please DO NOT SELF TREAT, this can interfere with our treatment program and cause the bed bugs to spread!

BAD PREPARATION:

The following pictures show examples of **poor preparation**. You should use these as a guideline of what **NOT** to do while preparing your own unit. If any evidence of this is apparent at the time of your treatment, service will not be completed and you will be charged a non-prepared fee.



Furniture inaccessible/items not bagged



Clutter left under bed



Belongings left in closet



Taped headboard and bed frame - inaccessible for treatment(s)



Shelves filled with items - inaccessible for treatment(s)



REMEMBER-NO holes in bags - they must be air tight!

POOR PREPARATION:

- Clothing and bed linens NOT washed and dried in hot temperature, placed in new plastic bags, securely tied (no holes!) and stored in middle of room, in bathrooms, or in kitchen
- Bags improperly secured
- Furniture NOT accessible for treatment or pulled away from walls
- Closets NOT completely emptied of clothing, boxes, hangers, and other contents
- Suitcases full/not completely emptied or inaccessible for treatment
- Box springs and mattresses left on bed with all linens and blankets still on
- Clothing not washed/dried at hot temperatures or not properly bagged/boxed
- Items like pictures and/or clocks still on the walls

IMPORTANT: Do not use cardboard boxes for preparation! Cardboard is a huge harborage area for bed bugs and you should discard any in your unit.

HOW TO PROPERLY SEAL BAGS:



Place all dried items into new, clean plastic bags or airtight boxes



Carefully twist the top of the bag.



*Carefully, being conscious of not tearing the bag, tape the twisted area allowing **NO HOLES**. (If you squeeze the bag and air can escape, it's not tight enough).*



MORE BAG PREPARATION NOTES:

- Mark the bags that you will need to access during the treatment and those not to be opened until after the final treatment
- After the treatment only open those bags of items that you will need to use (i.e. the bags you have marked for use). The remaining bags of items and washed/dried clothes should be kept in bags and securely fastened until your FINAL inspection and the unit has been cleared. DO NOT unpack after your final treatment.
- Prior to your bed bug treatment move the bags to the kitchen, bathroom, patio, or storage area, or center of the room thereby allowing more room for the exterminators to work
- DO NOT place the bags on top of the furniture that needs treatment (ie. beds, dressers, couches, night tables, etc.)

IMPORTANT: Remember that all clothing from dresser(s), closets (both linen and hallways), and suitcases must be washed and dried in machines at hot temperatures and securely sealed in plastic bags or airtight containers. **DO NOT USE CARDBOARD BOXES.** Cardboard is a huge area of harborage for bed bugs and any cardboard should be discarded.

FURNITURE PREPARATION:

Properly preparing furniture is a crucial step in controlling a bed bug infestation. It's important that you follow all these required guidelines so that we can treat your unit upon arrival. If you skip steps, our technicians will not treat and you will be charged a non-prepared fee.

STEP 1: All furniture

Move all furniture in living room and bedroom(s) at least 2 feet from wall(s). The preparation in kitchen and bathroom(s) is not necessary unless instructed otherwise.



STEP 2: Beds

Remove all bedding linens from mattress and wash/dry in hot temperatures. Place linen(s) in clean new plastic bags and securely fasten allowing **NO holes**.



STEP 3: Mattress

Strip the mattress (NO linens) and place it against the wall. Do not place anything on top of mattress.



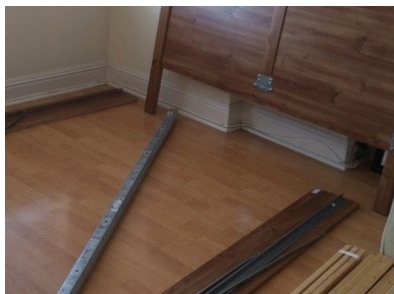
STEP 4: Box Springs

Remove the box spring from the frame and place it against the wall. Do not place anything on top of box spring.



STEP 5: Bed Frame

Disassemble the bed frame, if possible, and leave the parts out for treatment. If the frame is metal it may be left as is for treatment.



STEP 6: Couches and Easy Chairs

Place couches and chairs with backs toward the center of the room and the pillows facing the wall(s). The pillows need to be accessible for treatment.



STEP 7: Bookshelves

Remove and wipe/vacuum all books & other items on shelves. Place them in tightly-sealed plastic bins or in clean plastic bag(s). Move bookshelf at least two feet from wall. Discard vacuum bag and clean attachments.



STEP 8: Electronics

Unplug electronics, wipe down or vacuum items, then place them in clean plastic tubs or in clean heavy duty plastic bags. Discard vacuum bag and clean vacuum attachments.



STEP 9: Nightstand

Remove all items from nightstand. Wipe off/vacuum all items in drawers or on top of nightstand. Place all items in a clean new trash bag, securely fastening it. **NO holes**.



LUGGAGE AND SUITCASE PREPARATION:

All suitcases and luggage must be properly prepared before treatment. Please make sure they are all accessible for treatment and do not place bags, furniture, or bins on top/inside of any luggage.

STEP 1: Empty Suitcases



Remove **all** suitcases from closet(s) and storage areas, both inside and out. Remove any items from inside the suitcases.

STEP 2: Prep Difficult Items



Any items that cannot be heat-dried such as belts, hats or hangers should be wiped off or vacuumed then placed into sealed bags. Discard vacuum bag and rags.

STEP 3: Prep All Items



Other items, such as clothes or linens, should be washed and heat dried. They should then be bagged up in a clean plastic bag and sealed.

STEP 1: Bag Items



Place **all** prepared items into clean plastic bins or bags and seal them tightly. Make sure there are **no holes**.

CLOSET PREPARATION:

Closets can be a hotbed for bed bug activity. It is important that they are completely and properly prepared when our technicians arrive or we will not be able to treat and you will be charged a non-prepared fee.

STEP 1: Empty Closet



Remove **all** items from closets.

STEP 2: Prep Items



Wash and heat-dry all items that can be. All other items that cannot be washed and dried should be vacuumed/wiped down. Hangers and plastic bins should be wiped down. Dispose of **all** cardboard boxes.

STEP 3: Bag Items



After all items from the closet have been prepared, place them into clean plastic bins or bag and tightly seal them leaving **no holes**. Discard the vacuum bag and rag.

GOOD CLOSET PREP



BAD CLOSET PREP



IMPORTANT: DO NOT use cardboard boxes! Cardboard boxes should not be used for preparing items as cardboard is a huge area of harborage for bed bugs. If you have cardboard in your home, it should be discarded immediately.

IMPORTANT THINGS TO NOTE:

- Please **do not self-treat** with do-it-yourself measures such as bleach or over-the-counter products. These attempts at treatment often make the situation worse and can prolong the treatment period. Treating a bed bug infestation is truly a job for professionals.
- We encourage you to clean, vacuum, and remove dead insects between treatments. But please do not shampoo carpets for at least 90 days after the last treatment.
- Please only prepare the "living" areas of your home; bedroom, living room, closets, etc. Do not prepare the kitchen or bathroom unless otherwise instructed by California American Exterminator.
- Once you have prepared your unit, **keep it prepared** until after you have been instructed to put things away. Furniture can be moved back into place once the first treatment has been completely, but please be prepared to move it for the following treatments. It is crucial that you stay prepared during the entirety of the bed bug treatment process and do not unpack unless otherwise instructed by California American Exterminator.
- Contact your manager to confirm your next treatment date and direct your scheduling concerns with them. Please take your time and ensure you have properly prepared prior to our technician coming out. If your unit is not fully prepared when we arrive, you will be charged a non-prepared fee and we will have to reschedule your appointment to another day. To avoid prolonging your treatment process, please fully prepare your unit the day before treatment.
- If you have any concerns regarding these instructions or any other preparation-related questions, feel free to call our office at: 1 (800) 540-0658

PLEASE BE PATIENT! Controlling bed bugs is a team effort and your hard work in preparing your unit for treatment is crucial for success. If you have questions regarding treatment, or scheduling please contact your manager. California American Exterminator thanks you for your cooperation!

State law requires that you be given the following information:

CAUTION: PESTICIDES ARE TOXIC CHEMICALS. Structural Pest Control operations are licensed and regulated by the Structural Pest Control Board and apply to pesticides which are registered and approved for by use by the California Department of Food and Agriculture and the U.S. Environmental Protection Agency. Registration is granted when the state finds that, based on existing scientific evidence, there are no appreciable risks if proper use conditions are followed or that the risks are outweighed by the benefits. The degree of risk depends upon the degree of exposure, so exposure should be minimized.

ANTICOAGULANT REACTION:

If Rodenticide ingestion occurs, you may experience symptoms of mild shock or bleeding.

PESTICIDE REACTION:

If within 24 hours following application you experience symptoms similar to common seasonal illnesses comparable to the flu, contact your physician or poison control center and your pest control operator immediately.

FOR FURTHER INFORMATION CONTACT ANY OF THE FOLLOWING:

- Your Resident Manager.....
- California American Exterminator..... (800) 540-0658
- Poison Control Center..... (800) 222-1222
- Structural Pest Control Board (Regulatory Information)..... (916) 561-8700

COUNTY HEALTH DEPARTMENTS

- | | |
|-----------------|----------------|
| • Alameda | (510) 267-8000 |
| • Contra Costa | (925) 313-6150 |
| • Marin | (415) 499-3030 |
| • San Francisco | (415) 554-2500 |
| • San Mateo | (650) 301-9971 |
| • Santa Clara | (408) 885-2010 |
| • Santa Cruz | (831) 454-4000 |
| • Solano | (707) 784-8259 |
| • Napa | (707) 253-4471 |

AGRICULTURAL COMMISSIONERS

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|-----------------|----------------|
| • Alameda | (510) 670-5232 |
| • Contra Costa | (925) 646-5250 |
| • Marin | (415) 889-8601 |
| • San Francisco | (415) 252-3939 |
| • San Mateo | (650) 363-4700 |
| • Santa Clara | (408) 299-2171 |
| • Santa Cruz | (831) 454-2620 |
| • Solano | (707) 421-7465 |
| • Napa | (707) 253-4357 |



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