

**Florida Department of Agriculture and Consumer Services
Division of Agricultural Environmental Services
Bureau of Entomology and Pest Control**

Florida Bed Bug Workgroup Meeting

MINUTES

Date: April 24, 2013
Location: 3125 Conner Blvd., Tallahassee, FL 32399

MEMBERS PRESENT:

Florida Department of Agriculture and Consumer Services (FDACS):

1. Mr. Dale Dubberly
2. Mr. Mike Page
3. Ms. Sonia Cotto-Febo
4. Mr. Joe Parker

Pest Control Companies:

1. Mr. Louis Witherington
2. Ms. Tanya Peak-Smith
3. Mr. Troy Conner
4. Mr. Joe Jonovich

Department of Business and Professional Regulations- Div. of Hotels (DBPR):

1. Steven Von Bodungen

Agency for Health Care Administration (AHCA):

1. Mr. Paul Brown

Department of Education:

1. Ms. Jennifer Fowler

Hotel Industry:

1. Mr. Geoff Luebke

Cruise Ship Industry:

1. Mr. Jim Warneke.

Department of Health:

1. Sharon Saulter
2. Robin Eychaner
3. Ms. Laura Manville (for Katherine Avery)

Visit Florida (tourism):

1. Kathy Torian

NOT PRESENT:

Dr. Phil Koehler,	Ms. Monique Donahue	Mr. Jon Hamrick
Ms. Cheryl Urbas	Dr. Faith Oi	Mr. Scot Haislip
Ms. Laura Heiselman	Mr. Clifford (Chip) Guy	Ms. Kathy Torian
Ms. Julie Dudley	Mr. Mark Ruff	Ms. Tanya Peak-Smith
Mr. Jim Warneke	Ms. Nicole Upano	Mr. Tom Jarzynka

ITEM #1 - CALL TO ORDER:

The meeting was called to order at 1:00 pm.

ITEM # 2 - REVIEW OF THE MINUTES AND AGENDA:

The minutes were reviewed from the meeting of January 16, 2013 and the April 24, 2013 agenda and were approved.

ITEM #3 - OLD BUSINESS:

- Mr. Page reiterated that due to budget constraints, Mr. Jeff Blair will no longer be facilitating our meetings. Also the Sunshine Law does not apply since we are not setting policy and it is not a regulatory group. We are not established by statute and the decisions do not affect a regulated industry. Our mission is to develop models for getting good information out to the consumers or industry as it relates to Bed Bugs.
- Mr. Luebkekmann suggested that we consider summarizing the minutes into a more shorter and precise document. This was definitely noted for future minutes.

ITEM #4 - NEW BUSINESS:

- Mr. Page stated that he only had a couple the following items of interest:
 - A joint webinar with the National Pest Management Association and EPA on developing bed bug plans for schools, and as kind of an FYI, to let you know it's going to be held on April 25, 2013.
- Mr. Page mentioned that Tim Wallace of the Department of Health, and was developing a presentation on bed bugs and their health effects for the Florida Environmental Health Association's meeting in September 6th to be held in Sandestine, FL. Mr. Wallace was hoping that we could get a few folks from the bed bug working group to do presentations at that meeting.
- Mr. Dubberly discussed case studies or joint investigations that were done with other state agencies or by DACS. There was a brief discussion of how FDACS want to develop an action plan to handle these different situations.
 - Discussion on the King's manor case:
 - This case was received from our Institutional Care Facility Sector Group.
 - On February 15, 2013 Mr. John Edwards with the Broward Health Department asked the Department for assistance to evaluate an on-going bed bug infestation at King's Manor.
 - Past treatment methods undertaken at this facility were not successful. This was a joint inspection with our investigators and Mr. Edwards. The structure was a typical residential structure, approximately an 1800 square feet home.
 - Before the inspection, 10 adults resided there before moving out the previous day. It appeared that most personal items were also removed and according to Mr. Edwards, there had been an ongoing bed bug infestation since July of 2012.
 - There was a company called Outside In Pest Control that had entered into a service agreement July 2012, it was a six month service agreement, and some documents were provided by the pest control company outlining actions that the ALF needed to help control the bed bugs.
 - The PCO assured the owner and son that the infestation was being reduced and was coming under control during the service agreement period; however, they acknowledged that there was still some activity.

- In November 2012, the ALF contacted a fumigation company for a quote. The ALF were informed by Outside In Pest Control that a fumigation was not needed and would not help the situation. No one at the facility could provide information on the type and frequency of service performed by Outside In Pest Control. After the agreement expired, the company would not respond to calls.
- The staff preparation list (Action Plan) for the ALF to comply with was very weak. It stated to remove all linens, etc., from storage closets, place in plastic bags and label. What do you do with them once they are bagged and labeled? All items on floors must be moved away from the walls to allow access for treatment. Resident's linen and clothing must be placed in dryers for a minimum of 20 minutes. Remove all plastic casings from mattresses and box springs, if present. Inspect resident rooms, prior to service, to distribute bags and ascertain preparations are complete. That was the complete staff prep that this company provided to Kings Manor.
- This was the action plan sent to DACS for review after this investigation to see if it was adequate. Our answer back, was, no it was not adequate at all. Control measures - Treated on July 23, 2012, for the elimination of bed bugs – and any recurrence will be treated at no cost. Product used was VA-88 – VaXinate is the product name – use 8 ounces and treat two rooms and two wall voids. This was done on November 2013. A review of the product label states: Learn how to control bed bugs and avoid materials that can cause re-infestation for a year. Results guaranteed for a year following proper application. Then it describes how VA-88 works. The eliminating and vaccinating properties of this product work as a type of protein in suspense using ordinary tap water as its base. Shake and spray. A gallon of finished, ready to use, product will treat 1200 square feet and its furnishings. Reading further, it states that while the product is in its liquid form, VA-88 acts to digest the insect. So, this was the product that was actually used for treatment in this facility.
- While reviewing this further, it was noted on this product's website, several quotes from pest control company owners, and one quote from the Outside In Pest Control owner that stated that he was his customer's hero. So, we have a product that has been used to treat that facility for approximately a year, we don't even know what the active ingredient of the product is; yet they are making claims that it's effective for a year; he provides a 6 month warranty. Then, as we keep investigating and several phone calls between Mr. Edwards, the Department and King's Manor, DACS recommended some kind of whole structure treatment. Localized treatment was not appropriate due to the

number of persons occupying; the size of infestation; and the longevity of the problem.

- The recommendations also included routine inspections and treatments following the whole structure treatment. A protocol for handling new personal items for residents being brought into the facility should be put in place (which was not a part of the company's original preparation list). On March 29, 2013, the owner contacted 9 pest control companies asking them to inspect the property and provide a quote for treatment as well as on-going maintenance. Only 4 companies provided quotes for this bed bug treatment.
- The ALF closed in early March, tried to reopen toward the end of March, the 4 proposals (identified as A, B, C, and D) were discussed – Quotes A and D were fumigation quotes; Quote B was a liquid/spray application; and C was a “fogging” treatment. Prices varied tremendously and no guarantees on any of these were provided without providing additional monthly service fees for quote A. On April 9, we suggested that they use a company with experience with bed bugs and have a written treatment plan and follow up strategy. Controlling bed bugs, long term, requires more than a one time, whole house application.
- Mr. Louis Witherington asked FDACS if they have considered a special permit for bed bugs. Mr. Page replied that the question has come up but we have not essentially thought about that yet. Mr. Witherington jotted down 4 points.
- 1st point is that DOH has no education program for facilities to recognize and deal with bed bugs. 2nd point is PCO's have a lack of knowledge in dealing with these situations. 3rd point is that the individual using a 25B product – exempt from any registration process. This is problematic nationwide.
- And finally, when 10 individuals displaced, it's possible to have spread the infestation. That's why plans and procedures for ALFs are so important. We really need some effort to get this information developed and posted to the website for this sector. Troy asked if this report been shared with EPA.
- Mr. Dubberly stated not yet but we are working on a presentation that demonstrates this problem with several 25B products and Mike will make the presentation nationally.
- Mr. Page stated that at this point, EPA is just deaf to the state's complaints on this problem.

- Discussion on Windsor House:
 - The second case presentation involved an ALF in Clearwater, FL called Windsor House. Dubberly asked Ms. Robin Eychner about what assistance does DOH or OCCA need to deal with these issues?
 - Robin stated that, need to get the training for their staff so they know what to look for and knowing what to provide for assistance or action plans to the facilities. King's Manor was an excellent learning example for our office in determining why one treatment method would be recommended over another, so, we're just now getting educated ourselves and that needs to get out to the entire staff.
 - Mr. Dubberly stated that we may have a training opportunity that we could put together for you at our Pest Management University in Apopka where we could probably put on a training program for you if there is any interest.
 - Mr. Page stated that I would have to coordinate that through Dr. Faith Oi and that they already have a curriculum for bed bugs that we might be able to customize for DOH and we'll work on that. We'll make that an action item for us. I think these examples are characteristic of the problem. Mike suggested setting up a sub meeting with PCO's, Faith, Phil and this sector group and try to get the information posted.
 - Dubberly showed a few slides on the Windsor House scenario pointing out that this is another on-going problem and the facility is just indicating that they only want to do the most economical and minimal treatments available. Two hospitalized patients arrived with live bed bugs.
 - Mr. Paul Brown provided an update and stated that ACHA cited them for bed bugs in January. They conducted a reinspection back in March and April and still found bed bugs.
 - Mr. Page asked Mr. Brown about what kind of enforcement authority do you have? Mr. Brown stated that they hold their license however they might not have the expertise to identify pests but if we can rely on others for those determinations, they can take immediate action. Closures can be temporary or on a permanent basis through administrative action.
 - Mr. Brown stated that they do own other facilities and we've had a complaint filed with one of those facilities and we're presently working on those cases.

- The third presentation was about the Tallahassee Homeless Shelter and their issues with Bed Bugs.
 - Mr. Dubberly shared pictures of bed bugs and demonstrated how this shelter has been trying to deal with controlling bed bugs without any financial assistance or any services from Pest Control Companies due to the availability of funds. This facility provides shelter on any given night to about 120 folks. Many of these people chose to sleep outside because of bed bugs. Mr. Dubberly showed picture of beds and efforts made to seal cracks/crevices in the bed frames. However they were trying their best to get a handle on the situation. They installed a heat treatment room, set up an intake location and commercially dried all of the clothing articles of the homeless shelter people before they entered the shelter. The conclusion was that they were doing the best they could with their resources.
 - Mr. Troy Conner stated that they work with a church funded homeless shelter in St Pete and they do have a very strict protocol that would be good to share. I'll try to get their protocol for you. Mr. Dubberly agreed with this.
 - Mr. Page asked Troy, is the funding is just “contributions”? Any public, tax stream funding directed toward them? Mr. Troy – I’m not aware of any public assistance.
 - Mr. Dubberly briefly discussed a Consumer Complaint which is a common occurrence. Disabled people that live on fixed income are complaining that ineffective products being sold over the counter for control of bed bugs do not work. We should try to develop a list of products that are effective. It was suggested that we seek assistance from the University of Florida.
 - Mr. Dubberly briefly discussed a school that was infested with bed bugs. Suwannee County reported that a private residence had a bed bug and lice infestation. School nurses were removing live bed bugs and lice from children every morning. We recommended to the School Board to use our website to download disseminate Bed Bug info to the parents. The document Bed Bug Tips for parents proved to be a viable source of information. Mr. Dubberly thinks this was a true success story and that’s why I think we need to get more of these products developed for the website.
- Transitory Worker’s Housing Situation- Sonia Cotto-Febo
 - Ms. Saulter mentioned that the Farm worker Bed Bug IPM brochure for farm workers and their families is a great brochure. She stated that there are probably more problems in houses than what we probably are aware of and don’t know where

to get this information.

- Mr. Page said that homes are probably the largest reservoir for bed bugs. It is a known fact; bed bugs are where we live and then are brought into other facilities like schools, etc. Best way to handle is to avoid it or recognize and treat it early.
- Ms. Cotto-Febo is trying to work with the migrant community. Ms. Cotto-Febo introduced Ms. Lourdes Villanueva, with RCMA (Redlands Christian Migrant Association).
- RCMA provides child care for migrant workers. Ms. Villanueva's organization has been really good with helping and allowing us to reach the community they serve. They serve about 8,000 children. All materials are in Spanish and we're looking for recommendations from the groups to get this built correctly and have a good product to use and deliver.
 - A lot of people that view live bed bugs identify them as fleas or ticks... so identification and awareness is critical. Farm workers have a particular situation as they are a migratory population that is mostly moving from one point to the other – may bring used furniture and go to non-profit organizations –, and may stay in locations (e.g. labor camps) that have a shared laundry facility.
 - Some housing places are very crowded and are shared with multiple families and may have cluttered areas. Many come from heavily infested states like New York and we really don't know if they are bringing them in with them.
 - Florida relies heavily on labor contractors who locate and transport the migrant workers. Lack of awareness and provide them IPM ideas to prevent infestations.
 - Mr. Dubberly has a real concern of pesticide misuse (foggers) and use of non-registered pesticides which we want to prevent through education.
 - We understand that have to talk to people who provide services to migrant workers. They can reinforce what we've been educating them.
 - An awareness campaign is being designed to help them identify the pest and choose the correct approach to treat. Try to break the cycle through education and reduce the movement of bed bugs within the State.
 - We are trying to keep it simple for them, so they learn the basic

information/fact of bed bug IPM. We are looking for any recommendation from this group to improve our awareness materials.

- We have found that treatment is troublesome for farm workers. In most cases they don't "own" the residences and aren't going to pay for treatment but they are reluctant to report problems to the owners/landlords. We don't know why they don't report them unless they are afraid of being evicted. This is also another group with limited resources.
- Amongst the awareness materials that we would like to develop are probably an IPM bed bug poster for migrant workers – they have large boards for posting various Department of Labor info. etc., and thought it would be a good idea to use in health centers and other locations.
- Lourdes' group wants to get the information developed so they can distribute.
- Mr. Page asked if Dr. Oi's document is available in Spanish.
- Mr. Dubberly stated that they will need to get them translated and we'll make that an action item.
- Mrs. Cotto-Febo talked about the fact that farm workers could be illiterate and how sometimes they like to rather listen to certain radio stations – and that is a good media for us to use to reach the workers. This is opened to any other suggestions.
- Mrs. Saulter stated that it was an excellent presentation and that the documents that Ms. Cotto-Febo has developed seem right on target for the migrant worker camps. Pictures are better than words for this group.
- Mrs. Cotto-Febo concluded her presentation by saying that there's a lot of room for education and that it is one area she really wanted to concentrate on.
- Mr. Dubberly thanked everybody for their participation and their input and summarize the following:
 - The last agenda item: "Litigation- Expense of Bed Bug Litigation" by Mark Ruff will be postponed for the next meeting.
 - We will continue to work on the Action plan for DOH. At this point, we'll concentrate on developing DOH training program and this might be beneficial to other sector groups, too.
 - We'll keep working on the other action plans that we've got going on, Ms. Cotto-Febo has done a lot; and schools are always going to have some issues, but I think the schools sector has some pretty good information that they can use now. We will focus

on assisting DOH and we will arrange utilizing PMU University assistance for this.

- We need to coordinate a face to face meeting for this group. It was previously discussed by this group to have at least one face to face meeting a year. If the group is still interested in having a face to face meeting we would like to know where to have it. So, the group can just send me an email indicating your preference for that.

- Mrs. Villanueva stated that there is a need to continue education, She thinks the under reporting could be due to lack of knowledge.

- Mr. Jonovich said that lot has been done in homeless shelters, public transportation, libraries treat and then they're re-infested again within a week. A lot of challenges there.

- Mr. Page said that he doesn't think there is a specific sector for this, but he has that as another area to focus on, and he'll probably be calling on you to get your ideas on that area. Shelters are run by local counties and they need to know what they're dealing with and an outreach program to them should give us some traction.

2:50pm Wrap Up and Questions

3:00pm Adjourn