

A circular logo with a dark blue border. Inside the circle, there are silhouettes of a fly on the left and a cockroach on the right at the top, and a mouse at the bottom. Two horizontal red lines are positioned above and below the central text.

Pest Education For Tenants Toolkit

The Pest Education for Tenants toolkit includes the following information sheets about pests:

BED BUGS

- A Bit About Bed Bugs
- Bed Bug Detection
- Get Rid of Bed Bugs
- Bed Bug Prevention
- Bed Bug No No's
- Bed Bug Laundry
- Bed Bug Mattress Encasements
- Bed Bugs & Used Furniture

COCKROACHES

- A Bit About Cockroaches
- Cockroach Detection
- Preventing Cockroaches

MICE

- Identifying and Preventing Mice

These information sheets can be printed and used with tenants in a landlord's pest control program.



A BIT ABOUT BED BUGS



- Bed bugs are small, wingless insects that feed on the blood of humans. They are reddish brown in colour - about the size and shape of an apple seed or red lentil. Their eggs are whitish and about the size of a pinhead. Nymphs (baby bed bugs) are nearly colorless when they first hatch and become brownish as they mature.



- Bed bugs love everyone. They do not discriminate and are an equal-opportunity pest. Bed bugs can infest any home, anywhere.

Having bed bugs is NOT a reflection on:

- who you are
 - how clean you are
 - how smart you are
 - your level of income
 - your age
 - or anything else about you
- Bedbugs are attracted to warmth, moisture, and the carbon dioxide released that we exhale. They can detect carbon dioxide from about six feet away from the source. They typically hide in cracks and crevices near to where you sleep.
 - Bed bugs crawl slowly but cannot jump or fly. They can travel by hitchhiking on items such as clothing, luggage, backpacks and furniture. In a building, bed bugs can move between apartments following pipes, air vents, electrical wiring and other openings.

- Bed bugs are not known to spread disease. Bed bug bites look like a mosquito bite and can be very itchy, but not everyone reacts to their bites. If you do get bitten, try not to scratch. Anti-itch creams can help. See your doctor if a bite becomes infected from scratching.

- It is important to act quickly if you think you have bed bugs.
 Bed bugs breed and spread quickly. A female bed bug can lay between five and seven eggs per day, with each egg taking only 10 days to hatch. What could happen if no action is taken?
 - Today = 1 female bed bug
 - In 3 months = over 100 bed bugs
 - In 4 months = over 400 bed bugs
 - In 6 months = up to 13,000 bed bugs

- Trying to get rid of bed bugs on your own can make the problem worse both for you and other residents in your building. Consider this...
 - Pesticides available in retail stores ARE NOT effective against bed bugs. They have no on-going value once dry and cannot kill bed bug eggs. Using these products will cause the bed bugs to scatter and spread to other rooms, making it harder to get rid of all the bed bugs.
 - Continued use of chemicals can increase bed bug resistance to pesticides.
 - Home remedies found on the internet don't work. Using home remedies just delays you from getting professional help to fight the bed bugs.
 - Throwing away your mattress or furniture before treating it for bed bugs increases the chance of the bugs spreading to other rooms or parts of the building. Most beds and furniture can be successfully treated for bed bugs using a variety of tools and methods available to a pest control professional.

- The fastest way to get rid of bed bugs is to report it to your building manager immediately. You, building staff and the building's pest management company can work together to get rid of bed bugs.

**Do you think your apartment might have bed bugs?
 Contact your building manager immediately.**

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For more information on bed bugs, visit www.hamilton.ca/bedbugs

BED BUG DETECTION

Think you might have bed bugs? Find out where bed bugs hide and some of the tell-tale signs of bed bugs.



Where bed bugs hide:

- Despite their name, bed bugs do not live only in beds.
- Bed bugs are most often found near where they feed. You will usually find them within 5 feet of the places you spend long periods of time, such as your bed or couch.
- Bed bugs can hide in any crack or crevice they find. As an infestation grows, bed bugs spread further away from their main feeding area.
- Bed bugs can be found:
 - In the folds & tufts of mattresses
 - Near the piping, seams and tags of mattresses, box springs and pillows
 - Inside box springs
 - Behind headboards
 - In bed frames and furniture
 - In cracks and corners of dressers or night stands beside the bed
 - In any dark and hidden place!
- In a room that is heavily infested, you may find bed bugs:
 - In the seams of and between the cushions of chairs and couches
 - Behind wall pictures
 - Behind baseboards
 - In floor cracks
 - Inside switch plates, electrical outlets, clocks, computers, phones, televisions and smoke detectors
 - Where the wall and the ceiling meet

Signs of Bed Bugs:

Using a flashlight and magnifying glass, check for the following signs:

Feces and Fecal Stains

- Check for small black stains on your pillow case, sheets, mattress or box spring. Bed bug feces ("poop") leave dark stains that look like they were made with a fine tip marker.

Blood Stains and Smears

- Check for blood spots on sheets, pillow cases or mattresses. These stains are the result of blood-filled bed bugs being crushed when you roll over while they are feeding.

Shed Bed Bug Skins

- Check for cast skins that look like light colored empty bug shells. As young bed bugs (nymphs) move toward adulthood, they shed their skin 5 times before reaching maturity.

Bed Bug Eggs

- Check for eggs. Bed bug eggs are about the size of a pinhead (about 1mm) and pearl-white in color.

Bed Bug Bites

- Check for bed bug bites. Bites on the skin can be an indicator of a bed bug infestation; however reactions to bites vary greatly between people.

Sometimes bites produce itchy, red welts that look like mosquito bites. The bites may show up in a grouping of three, in a line or cluster of bites or they can also be scattered in no recognizable pattern. Bed bug bites can look like bites from other insects (such as mosquitoes or fleas), rashes (such as eczema or fungal infections), or even hives. Some people do not react to bed bug bites at all.

Bed Bug Sightings

- Visual confirmation of live bed bugs is the best indication of bed bugs. Bed bugs can be easily confused with other small household insects, including carpet beetles, spider beetles and newly hatched cockroaches.

If you think your apartment has bed bugs, contact your building manager immediately.

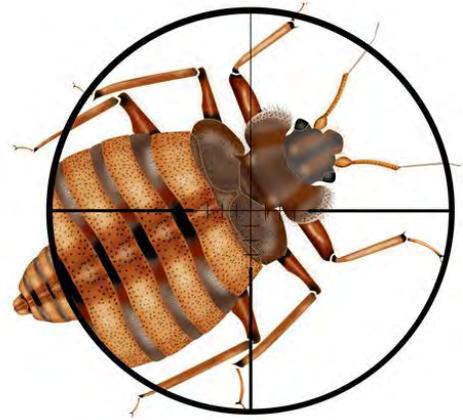
The sooner everyone responds, the more successful everyone will be in getting rid of these unwanted pests

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Things you can do to **GET RID OF BED BUGS**



Effective treatment for bed bugs requires that residents, building managers and pest control professionals all work together.

When working with a pest control professional, you will receive instructions on what to do to prepare your home for your bed bug treatment. Here are some important steps you can and should take immediately.

- ***Report bed bugs to your building manager immediately***



Early treatment by a professional pest management company is the most effective way to get rid of bed bugs. Bed bugs breed and spread quickly. Delays in reporting bed bugs will make the treatment effort longer and harder for you, the building manager and the pest control professional.

- ***Reduce clutter***

Clutter provides a perfect place for bed bugs to hide. It also makes bed bug treatment more difficult. Unwanted items (old magazines, packaging, broken items, etc.) should all be thrown away by placing them in a plastic garbage bag and tying it shut. These bags should be disposed of outside of the building.



All other items including items in boxes will need to be inspected. Items found to be pest-free during the inspection should be placed in a sealed plastic bag or bin. The use of clear bags and bins will help prevent these items from getting mixed with items being thrown away.

Items that need to be treated should be left in the infested area.

- ***Remove bed bugs using a vacuum***

An effective way of removing bed bugs is vacuuming. It gets rid of eggs, as well as live and dead bed bugs.

Vacuum around all mattresses, box springs, bed frames, upholstered furniture, base boards, dressers, cabinets, carpets, and drawers. Be sure to vacuum the corners, folds, seams, and crevices.

DO NOT lift the mattress or box spring and place them against a wall. This can scatter bed bugs, making them harder to control.



After each vacuuming, put the vacuum cleaner bag or the contents from the canister in a plastic bag. Seal it tightly and throw it away in an outdoor garbage bin



- ***Remove bed bugs by laundering***

Laundering clothes, bedding and other washable items at high temperatures is a relatively simple way to kill bed bugs and bed bug eggs.

Wash laundry in the hottest water that the fabrics allow. Dry laundry in the dryer on the hottest setting and continue to tumble the laundry in the dryer on the hottest setting for an additional 20 minutes after the items are dry. It is the heat of the dryer that will kill bed bug and eggs.

Items that are not dirty should be put in the laundry dryer at the high setting for 30 minutes. (More laundry instructions are available in the "Laundry: An Important Tool" fact sheet)

- ***Protect you and your bed from bed bugs***

Put mattress and box spring encasements on your bed to totally enclose your mattress. This will prevent new bed bugs from getting into or out of the mattress and box spring. The clean, white encasement also makes it easy for you to inspect for bed bugs.

Make sure you get encasements designed for bed bugs. The encasement should stay on your bed forever.

Move the bed 15 cm (6 inches) away from the wall, so that bed bugs can't get onto the bed by climbing up the wall. Be sure no blankets or bedding touches the floor.

Put bedbug interceptor devices or glue pads under all of the legs of your bed. These will stop bed bugs from crawling up onto your bed from the floor. For platform beds you can put a long piece of double-sided carpet tape all the way around the outside of the bed.

Getting rid of bed bugs takes cooperation. Following these steps will help you get rid of bed bugs and work effectively with a professional pest control company.

Got questions or concerns? Talk to your property or building manager.

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For more information on bed bugs, visit www.hamilton.ca/bedbugs

BED BUG PREVENTION

No one wants bed bugs! What can you do to help prevent them from getting into your apartment and from taking hold? Below are a few tips that can help keep bed bugs out of your apartment home.



Tips for Reducing the Chance of Getting Bed Bugs:

Be careful about what you bring into your home

- Check every item you bring into your home for the first time, especially used books, used electronics, used clothing and used furniture.
- Be very cautious with second-hand items. Each item should be carefully checked before bringing it into your home to make sure you are not getting bed bugs along with it.
- New mattresses are often delivered in the same truck that carries away old mattresses, so be careful to check your new mattress before it enters your home. Insist that your new mattress be sealed before it is delivered.
- Never take a mattress or sofa that was thrown away. 
- Check items before you put them in your vehicle and check your vehicle after helping a friend move.



Reduce the risk of bed bugs when travelling

- Do complete inspection of your hotel room. Examine the corners, creases and folds of the mattress and box spring. Check behind the headboard, the bed frame, night stand and bedding for signs of bed bugs.
- Always inspect the luggage rack for any signs of bed bugs. If it appears free of bed bugs, use it to keep your suitcase off the floor and away from the bed. Move the luggage rack away from the wall to reduce the risk of bed bugs crawling up the wall and into your belongings.

- Keep your clothes inside your luggage, not the hotel dresser. Where possible, keep all luggage zippered closed.
- Use small plastic bags to pack clothing, shoes and other personal items such as books or toiletry kits.
- When returning from a trip, check your luggage and clothing. Inspect and vacuum your suitcases including the luggage lining. As an extra precaution, place clothes and belongings in a laundry dryer on high heat for 30 minutes to kill bed bugs and eggs that might have hitched a ride.

Reduce places where bed bugs can hide

- Get rid of clutter throughout your home. Reducing clutter will remove hiding places; make it easier to see if you do have bed bugs and will make treatment easier, if needed. 
- Vacuum often, including under and behind beds.
- Store unused items in sealed containers or plastic bags.
- Seal all cracks and crevices on wooden bed frames, between baseboards, and in walls, ceilings, windows, door frames, and furniture.
- Check any entry points on walls that you share with neighbours, and openings that allow access to the inside of the wall (e.g. areas where pipes, wires and other utility services enter).

Other things you can do to reduce the risk: of a bed bug infestation

Prevention is much easier than dealing with bed bugs once they are in your home. Remember to:

- Wash and dry bedding often.
- Check beds and furniture for signs of bed bugs.

If despite all your efforts you think you may have bed bugs in your apartment home, contact your property/building manager immediately

The sooner everyone responds, the more successful everyone will be in getting rid of these unwanted pests.

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For more information on bed bugs, visit www.hamilton.ca/bedbugs

BED BUG No No's

Having bed bugs can be very stressful. Even thinking you might have bed bugs can cause anxiety.

Don't make the situation worse. Know what you should and should not do to help get rid of bed bugs.

Below are a few things you should remember.



- DON'T panic. Bed bugs are extremely annoying and stressful, but they are not known to transmit disease.
- DON'T ignore the problem or wait to tell your building manager. If you think you have bed bugs, immediately let your building manager know. It will be important for you to work with your building's pest management company to quickly and effectively get rid of bed bugs before they spread.
- DON'T try to treat your home with pesticides yourself. Pesticides available in retail stores are of little effect against bed bugs and will not kill bed bug eggs. Using these products will cause bed bugs to scatter and spread to other rooms, making it harder to get rid of all the bed bugs.
- DON'T use total release foggers (sometimes called "bug bombs") to treat bed bugs. Foggers don't reach the tiny cracks and crevices where bed bugs hide. Foggers will cause bed bugs to move into other rooms or apartments, making them even harder to treat. Foggers also leave an insecticide residue throughout your home, exposing you, your children and pets to the dangerous chemicals.
- DON'T depend on home remedies found on the internet. Some home remedies can discourage bed bugs, but won't kill them. Using home remedies just delay you from getting professional help to fight the bed bugs.



- DON'T throw away your mattress and bed. Buying a new mattress won't solve the problem. Install mattress and box spring encasements on your bed to keep bed bugs from getting into or out of your mattress. Use bed leg interceptors under bed legs to stop bed bugs from crawling up onto your bed from the floor. Move the bed 15 cm (6 inches) away from the wall, and make sure your blankets or bedding don't touch the floor.
- DON'T throw away good furniture. Infested furniture can be cleaned and treated. If you decide to get rid of infested furniture, make it less attractive to other people by writing "bed bugs" on it and defacing it. Wrap the item in plastic before removing it from the room to prevent bed bugs or eggs from falling off in areas that are not infested.
- DON'T switch your sleeping location. If you suspect there are bed bugs where you sleep, don't begin sleeping in another room. Bed bugs will follow you to your guest room or sofa. It will then make it much harder to get rid of them.
- DON'T sleep with a light on. Bed bugs are attracted to the carbon dioxide you exhale and feed when hosts are inactive. Usually that's when it's dark—but they'll feed under lights if they're hungry.
- DON'T feel ashamed or embarrassed. Bed bugs do not discriminate and in fact are equal-opportunity pests. Having bed bugs is NOT a reflection on who you are, how clean you or your home are, your level of income, your age or anything else about you. Bed bugs love everyone.

Knowing what NOT TO DO is important to effectively get rid of bed bugs. It is however equally important to know what actions you should take.

Talk to your building manager and check out the Bed Bug Fact Sheet "Things You Can Do to Get Rid of Bed Bugs". Our goal of a pest free building is a shared responsibility.



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For more information on bed bugs, visit www.hamilton.ca/bedbugs

Bed Bug LAUNDRY

Bed bugs are often found on clothing and fabrics near infested areas of a home. Bed bugs will hide and lay eggs on fabrics, especially in seams, under labels and in folds or corners where they are hard to spot.

Laundering clothes and bedding at high temperatures is an effective way to kill bed bugs and their eggs.



Collecting the Laundry

All fabrics in the area around where bed bugs were found should be laundered according to the following instructions. This includes clothes in drawers and on the floor, bedding, linens, pillows and small rugs.

- While in the infested area, pre-sort clothes as you normally would when you wash clothes. Place each sorted pile into its own plastic bag. Mark each bag "To Wash" and tie each bag tightly.
- Clothes in dressers or nearby closets may also need to be treated. If the items are clean, they don't have to be washed, but should be treated in the dryer on high heat for 30 minutes to kill bed bugs and bed bug eggs. Place these items in plastic bags. Mark the bags "Dryer only" and seal tightly.
- Dry-clean only clothes can be dry-cleaned or treated at home using just the dryer. While these clothes cannot be washed, they may be placed in a dryer on high heat for 30 minutes. Put these items in plastic bags noting "Dryer only" and seal the bags.

Doing the Laundry

- Bring the laundry to the laundry room in the sealed plastic bags.
- For items that need to be washed, put the laundry directly from the sealed plastic bag into the washing machine.
- Put the empty plastic bags into another plastic bag and tie it tightly. Do not reuse the plastic bags. Throw them away outside of the building.

- After being washed, move the laundry directly into the dryer. **Do not overload the dryer.** Once the clothes are dry, you must keep heating the clothes for an *additional* 20 minutes on high heat. It is the heat that kills the bed bugs and eggs.
- Wool items, dry clean items, plush toys, pillows, shoes and other clean fabric items that were not washed must be placed dry into the into the clothes dryer on the hottest setting for 30 minutes to get rid of bed bugs. **Do not overload the dryer.** The bags used to bring these items from your apartment should be disposed of outside the building.
- Inspect the folding table in the laundry room for signs of bed bugs. Fold the laundry as soon as it is removed from the dryer. Put the folded laundry immediately into new, clear plastic bags or sealable containers. Do not reuse the same bags that held the laundry before it was washed or dried.

Storing cleaned items

- If you your apartment is being treated for bed bugs, your laundry will need to remain in the sealed bags until all bed bugs are gone. Select a few items that you will need for the next few weeks, and put them into a re-sealable plastic container. Remove items only as needed. Reseal the container every time you open it to take out fresh clothes. **DO NOT** put clothing back in this container after it was worn.
- Do not open other sealed bags until after your home has received the final pest control treatment and your apartment is bed bug free.

After Treatment

- If a mattress encasement has been put on your bed during treatment, you can put your own clean bedding (mattress pad, sheets, blankets, pillow cases) over the encasement. **THE ENCASEMENT MUST NOT BE REMOVED** and should stay on your bed forever.
- Any clothing and bedding used while your apartment was getting pest control treatments will need to be washed and dried when each follow up treatment is scheduled. Launder these items following the same instructions on this sheet.

For more information about bed bugs, visit www.hamilton.ca/bedbugs

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Bed Bug **MATTRESS ENCASEMENTS**

Mattress encasements are a safe, affordable and effective way to help protect you and your bed from bed bugs. Mattresses should not be thrown away because of bed bugs – using mattress encasements are more effective at fighting bed bugs than buying a new mattress.



What are Mattress Encasements?

Mattress and box spring encasements are mattress covers that totally enclose your mattress, preventing new bed bugs from getting inside the mattress or box spring.

- Bed bugs are unable to get through the encasement.
- Any bed bugs already in the mattress or box spring are trapped inside and cannot get out.
- Encasements do not have piping or folds where bed bugs can hide. This makes it easy for you to detect new bed bugs that may find your bed in the future. Your mattress has a clean fresh look.
- Unlike a new mattress with many places to hide, your existing mattress covered with an encasement is easy to inspect and clean.

Choosing a Mattress Encasement

Buy only mattress encasements that say Bed Bugs on the label. Features to look for when purchasing a mattress encasement include:

- The encasement is made from a breathable fabric or vinyl. A fabric encasement will be more comfortable than a vinyl cover that does not breath, and less likely to tear when installing it.
- The zipper can be sealed closed, preventing bed bugs from escaping the mattress at the end of the zipper.

Mattress encasements are available from home stores and department stores that sell bedding.

Installing a Mattress Encasement

Follow the installation instructions that come with the mattress encasement.

- Extra care should be taken when installing the encasement and putting the mattress or box spring back onto the bed frame. Be careful of corners of box springs, sharp edges or bolts on the bed frame that can tear a mattress encasement. Any hole will let bed bugs in or out of the encasement.
- Once installed, the encasement should NOT be removed. If your encasement gets a rip or tear, do not remove it. Put another encasement over top.
- Consider the encasement as the new surface of your mattress or box spring. Fitted sheets or mattress pads that can be laundered can be used to protect the encasements from staining.

Make Your Bed an Island

Take these simple precautions to protect your bed from new bed bugs:

- Move your bed at least 6 inches (15 cm) from the wall.
- Wash, vacuum and steam your bed frame to be sure no bugs or eggs remain. If you don't have a bed frame, buy one so that the mattress is not on the floor.
- Put bed bug interceptor traps or glue traps on the legs of your bed to prevent bugs from crawling up.
- Don't let bed skirts, sheets or blankets touch the floor or walls.

Mattress encasements are more effective at fighting bed bugs than getting a new mattress.



Protect your bed from bed bugs and get the good night sleep that you deserve.

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For more information on bed bugs, visit www.hamilton.ca/bedbugs

Bed Bugs & USED FURNITURE

Bed bugs can hitchhike into your home when you bring in used furniture. They can hide in fabric covered furniture and also electronics, tables, nightstands, dressers and other furniture.



If you decide to get used furniture, Choose Wisely, Inspect Carefully, Treat Anyway and Dispose of Responsibly!

Choose Used Furniture Wisely

- Avoid taking used furniture from dumps or furniture left at the side of the road. NEVER take a discarded mattress or box spring into your home. They aren't worth the risk. Furniture is usually thrown away for a good reason, and bed bugs are often why.
- Ask the owners of the furniture if they have had a bed bug problem.
- If purchasing used furniture from a store, ask if the items have been inspected for bed bugs, fleas and roaches.
- Know that fabric covered items such as couches are harder to inspect for bedbugs, fleas and roaches.

Inspect Used Furniture Carefully

Inspect all furniture BEFORE you take it into your vehicle or home.

- Know the signs of bed bugs on furniture. Look for live bugs, bed bug skins or stains from bed bug feces. Visit www.hamilton.ca/bedbugs to learn how to look for the signs of bedbugs.
- Use a flashlight and old business card or playing card to inspect all cracks, tight spaces and hidden areas. This is where bed bugs like to hide. Check all seams and folds in fabric covered furniture.
- If there are any signs of bed bugs, do not bring the furniture into your vehicle or home. (see Dispose of it Responsibly)

Treat Anyway

Even if there are no signs of bed bugs, treat furniture as a precaution.

- Leave the furniture outside of your home until you have treated it.
- Vacuum all cracks, tight spaces, hidden areas, seams and folds.
- Steam all cracks, tight spaces, hidden areas, seams and folds.
- Remove all cushions and covers from fabric covered furniture and put them into a hot dryer on the hottest setting for 30 minutes.

Dispose of it Responsibly

Be responsible when you get rid of unwanted furniture that may have bed bugs.

- NEVER give away or sell furniture that has bed bugs.
- Destroy infested furniture before disposing of it. Slash cushions and mattresses so that no one wants the furniture.
- Be careful not to spread bed bugs when removing infested furniture from your home. Wrap furniture in plastic and mark it with clear warnings before arranging for a bulk pickup or bringing it to the dump.
- Hamilton residents can get large plastic bags for disposing of infested mattresses and couches by calling 905-546-CITY.

Be sure to consider these bed bug precautions whenever you take furniture into or out of your home.

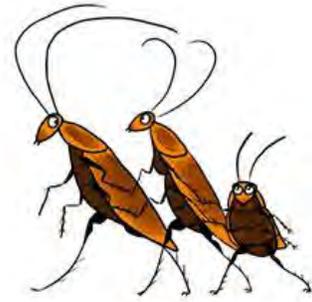


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For more information on bed bugs, visit www.hamilton.ca/bedbugs

A BIT ABOUT COCKROACHES



- There are over 3,500 different cockroach species worldwide. In Ontario, the most common species of cockroaches are the German cockroach and Oriental cockroach.
- German cockroaches are light brown in colour. They have two dark streaks running from their head to their wings. They measure from about 1 to 1.5 cm (3/8 to 5/8 inches) long. These are the most common cockroach species found in buildings.
- Oriental cockroaches are larger than the German cockroach. They measure from about 2 to 3 cm (approx. 1 inch) long. They are dark brown or black in colour and appear glossy.
- Despite having wings, German and Oriental cockroaches seldom fly. They crawl quickly and hitchhike on items such as cardboard boxes, luggage, in containers with food and vegetables, and in infested equipment such as used toasters and microwaves. In a building, bed bugs can move between apartments along water pipes, under doors or through other holes and openings.
- Cockroach droppings (poop) are black and look like specs of pepper or coffee grounds. Signs of cockroaches include cockroach droppings, live or dead cockroaches, or egg casings that are oblong and brown in colour.
- Once in a building, cockroaches live near sources of food, water and warmth. Kitchens and bathrooms are favourite places for cockroaches.



Photos: P.G. Koehler
University of Florida

- When populations become large and food is scarce, cockroaches can be found in bedrooms and other less likely places.
- Cockroaches hide during the day in sheltered places, such as under a sink, or behind a dishwasher, stove, refrigerator or cupboards. They prefer to crawl along the edges of counters, walls and floors.
- Cockroaches come out at night to look for food. If disturbed, they run for shelter and disappear into their hiding places. If you see cockroaches during the day, it is usually a sign of a heavy infestation.
- Cockroaches feed on almost anything. They will eat soap, glue, toothpaste, leather, fabric, grease and any food items. Their favourite foods are starchy or sugary items. Cockroaches can survive for weeks without food or water.
- Established cockroach infestations have an oily, musty smell.
- Cockroaches can carry disease-causing bacteria. Particles from their droppings (bug poop), shells and eggs can cause allergic and asthmatic reactions in some people.
- Trying to get rid of cockroaches on your own can make the problem worse for you and other residents of your building:
 - Many cockroaches have developed a resistance to the pesticides available in retail stores.
 - Using repellent sprays will scatter the cockroaches, making them harder to find and kill.
- Cockroaches reproduce very quickly. One female cockroach and her offspring can produce thousands of cockroaches in just one year.

Preventing and controlling pests takes the cooperation of residents, building management and a pest control professional.

**Do you think your apartment might have cockroaches?
Contact your building manager immediately.**

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COCKROACH DETECTION

How to tell if your home has cockroaches



Think you might have cockroaches? Find out where cockroaches hide and learn the signs of cockroaches to determine if your home has these pests.

Look where cockroaches like to hide:

- Cockroaches do not like strong light. They hide in dark spaces during the day.
- Cockroaches usually prefer dark, moist and warm places that are close to food and moisture. Kitchens and bathrooms are the most common places to find cockroaches.
- In kitchens, cockroaches often hide in cupboards, beneath appliances and in hidden areas around water pipes and drains.
- Cockroaches often hide near the motors of appliances. Check below and behind stoves, refrigerators and dishwashers. Also check small kitchen appliances like microwaves, coffee makers, toasters and blenders.
- In bathrooms, cockroaches often hide at the back of bathroom cabinets and around water pipes and drains. Cockroaches will eat soap residue, toilet paper, tissues and even shed skin flakes and hair.
- Other cockroach hiding places include:
 - Inside electronic devices;
 - In crevices around baseboards, door frames and mouldings;
 - Above drop ceilings;
 - Around and inside drains, pipes or conduits;
 - Inside furniture crevices;
 - Near garbage cans and recycle bins;
 - Inside, behind or below cabinets and cupboards.

Look for signs of cockroaches:

Cockroach Droppings

- Check cupboards, floors, counters and cockroach hiding places for signs of cockroach droppings (poop). Cockroach droppings look like ground pepper or coffee grounds. The more droppings you find, the higher the number of cockroaches that are living in your home.

Shed Cockroach Skins

- Check for cast skins that look like empty bug shells. Cockroaches shed their skins 5 – 8 times as they grow and mature to adult. These skins are usually found close to where cockroaches are hiding.

Cockroach Eggs

- Cockroaches lay their eggs in egg casings that are oblong, brown sacs. Each casing can contain many eggs. When the eggs hatch, the casings are left behind.
- Look for egg casings inside pantries, behind furniture, in cracks, books or other tight protected places. If you find egg casings, cockroaches are nearby.

Cockroach Odour

- Cockroach droppings can have an oily, musty smell. If you notice a musty odour and can't find another source, you may have a cockroach infestation.

Live or Dead Cockroaches

- Finding dead cockroaches is a sign that cockroaches are in your home.
- Seeing live cockroaches is proof that you have these pests. If you see live cockroaches during the day, it is a sign that you have a significant infestation.

**If you think your apartment has cockroaches,
contact your building manager immediately.**

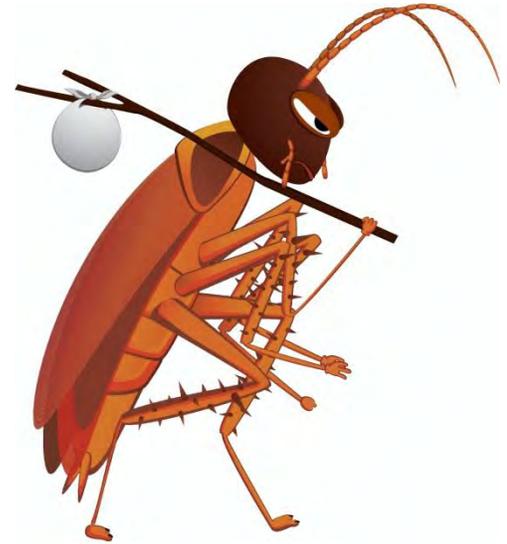
**The sooner everyone responds to cockroaches, the more
successful everyone will be at getting rid of these unwanted pests.**

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PREVENTING COCKROACHES

Steps You Can Take



There are a number of steps you can take to stop cockroaches from entering your apartment and prevent them from making it their home.

The most effective way to prevent cockroaches is to deny them food, water and shelter. Here are some important steps that you can take.

- *Eliminate hiding places*

Cockroaches prefer being in tight spaces, so take away their places to hide:

- Caulk cracks in walls and around baseboards and door frames.
- Cockroaches can live inside cardboard boxes and paper bags. They will eat the glue that holds boxes and bags together and will lay their eggs in the corrugation.
- Remove any old newspapers, magazines, cardboard, paper bags, rags or boxes. Unwanted, broken or out-dated items should be thrown away. These all provide great hiding places for cockroaches.
- Clean behind furniture, appliances, televisions and electronics. Look for dark hiding spots and crevices.

- *Eliminate food sources*

Cockroaches are attracted to places where they can find an easy meal. Kitchens can be a perfect home. To prevent cockroaches, make it harder for them to find a meal:

- Keep all food in tightly sealed containers.
- Never leave dishes unwashed in the sink or on the counter – especially at night.
- Do not leave food sitting out on counters.

- After your pets have eaten, remove and wash their bowls.
- Clean your pantry and cabinets for crumbs and spills.
- Wipe your counters thoroughly to remove crumbs and grease from surfaces – these are common food sources for cockroaches.
- Clean all surfaces, especially between appliances and counters.
- Vacuum and clean under the refrigerator and stove. Scrape food deposits from the corners. Clean under stove burners.
- Cockroaches feed at night, so sweep or vacuum your kitchen floor each night.
- Vacuum or sweep around furniture where people eat, such as the dining room table, coffee table and sofa.
- Use garbage cans with tight-fitting lids so pests cannot find a meal by getting into your trash.
- Rinse bottles, cans and plastics before putting them in the recycle bin. Small amounts of soda, beer, wine, milk and juice can be a feast for cockroaches.
- Empty your garbage and recycling often.

- *Eliminate water sources*

Cockroaches need water to survive. German cockroaches can only live for 12 days without water. Prevent cockroaches by denying them a drink:

- Do not leave liquids in sinks or buckets.
- Empty pet water dishes.
- Wipe up spills.
- Dry the kitchen sink, bathroom sink, bathtub and shower with a towel each night.
- Keep wet towels out of cabinets or drawers.
- Report leaking pipes and dripping faucets so they can be repaired.

Preventing and controlling cockroaches takes the cooperation of residents, building management and a pest control professions.

**Got questions or concerns about pests in your apartment?
Contact your building manager immediately.**

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IDENTIFYING AND PREVENTING MICE

Here are some important steps that you can take to stop mice from entering your apartment and prevent them from making it their home.



- *Look for signs of mice*

Mice leave a number of signs if they are present. Look for these clues:

- Chewed or damaged food packages in your kitchen.
- Urine stains, or mice droppings that look like small brown grains of rice, in kitchen or bathroom cupboards, under your sink or around appliances.
- Tracks on dusty surfaces.

- *Eliminate entry points*

Mice can squeeze through cracks and holes the size of a dime. Keep them out with these steps:

- Check under your sink, behind appliances and furniture. Look for holes and cracks that could let them in.
- Caulk cracks in walls and around baseboards and door frames.
- Fill holes around water pipes with steel wool, then caulk.

- *Eliminate food and water*

Mice are attracted to places where they can find an easy meal. Kitchens can be a perfect home. To prevent mice, make it harder for them to find a meal:

- Keep all food in tightly sealed containers.
- Never leave dishes unwashed in the sink or on the counter – especially at night.
- Do not leave food sitting out on counters.
- After your pets have eaten, remove and wash their bowls.
- Vacuum or sweep around furniture where people eat, such as the dining room table, coffee table and sofa.

- Use garbage cans with tight-fitting lids so mice cannot find a meal by getting into your trash.
- Empty your garbage and recycling often.
- *Take care when cleaning*

Be careful cleaning mice droppings and urine stains:

- Wear rubber gloves and a dust mask during clean up.
- Never sweep or vacuum dry droppings. The dust can cause illness.
- Dampen droppings and debris with a solution of bleach and water before wiping them up.
- Wear gloves to dispose of dead mice.
- Wash exposed clothing after clean-up, and separate from your other laundry.
- Wash your hands carefully after the cleanup is complete.

We know that no one wants pests in their apartment.

**If you see any signs of mice or other pests, please contact
your building manager immediately.**

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