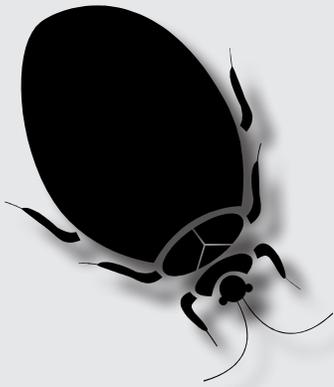


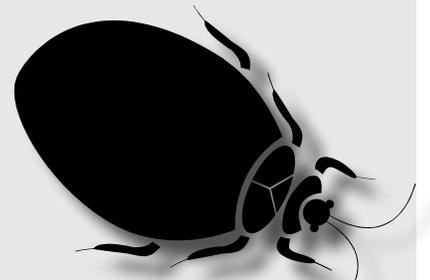
Bedbug Workgroup



Annual Report



June 2012



Report prepared by:
Multnomah County Environmental Health, in consultation with
Bedbug Workgroup members and Steering Committee

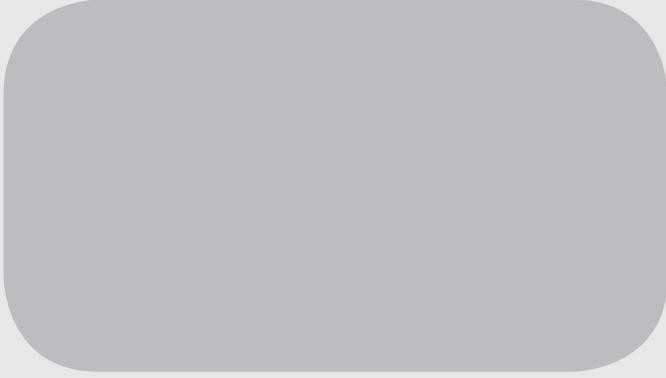
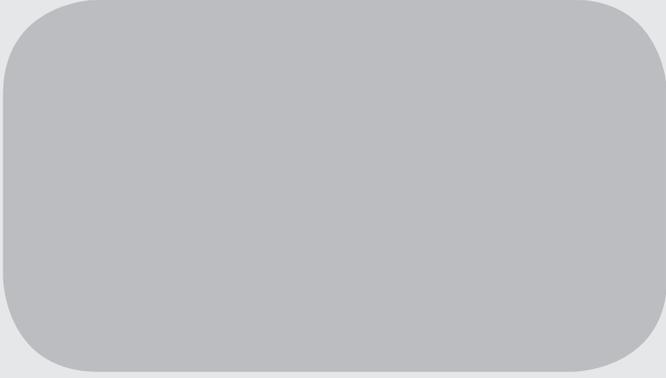


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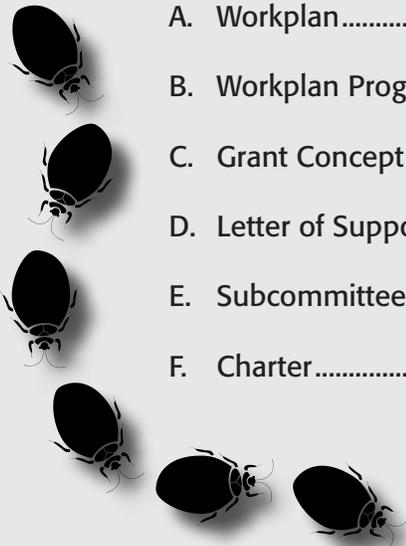
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Bedbug Workgroup Membership

Brian Kalbfleisch
Sprague Pest Solutions

Bruce Head
Oregon Pest Control Association

Bruce Philbrick
Metro

Christine Winson
Univar

Craig Black
Trimet

Dung Ho
Community Alliance of Tenants

Jade Dodge
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Environmental Health

Jon Kawaguchi
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Jon Wild
Home Forward

Jonathan Clay
Metro Multifamily Housing
Association

Kari Brenk
New Avenues for Youth

Kathleen Mahaffy-Dietrich
MESD

Liz Smith Currie
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Board of County Commissioners

Louise Lauman
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Margaret Mahoney
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Martin Soloway
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Aging and Disability Services

Phil Owen
Greater Portland Landlord
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Ron McMaster
Halt Pest Control

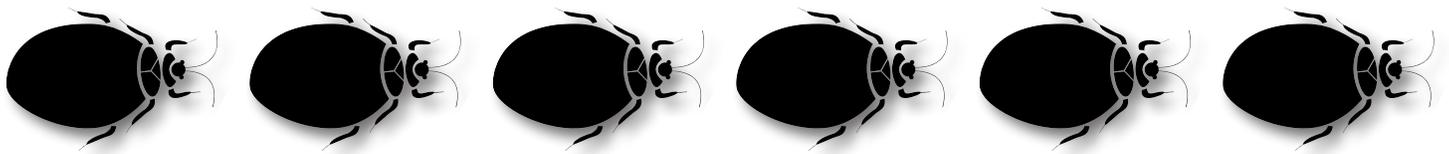
Sauna Sauer
Head Start

Steve Keifer
State of Oregon
Lodging

Suzanne Hansche
Elders in Action

Tim Stock
Oregon State University

Ben Duncan
Workgroup coordinator



Bedbug Steering Committee

Lila Wickham
Multnomah County
Environmental Health

Mark Schmidt/Brian Kalbfleisch
Sprague Pest Control

Chris Wirth
Multnomah County
Environmental Health

Kara Thallon
Oregon Restaurant
And Lodging Association

Jon Wild
Home Forward

Eric Pippert
Oregon Health Authority

Background

Although bedbug populations dropped dramatically during the mid-20th century the United States is one of many countries now experiencing resurgence in the population of bedbugs. Bedbugs are an emerging issue in Oregon, and we have quickly seen and felt the impacts locally, and the increasing impact of bedbugs in the region.

Experts suspect the resurgence is associated with increased resistance of bedbugs to available pesticides, greater international and domestic travel, lack of knowledge regarding control of bedbugs due to their prolonged absence, and the continuing decline or elimination of effective pest prevention or vector control programs at state and local public health agencies. Bedbugs feed on the blood of humans but are not believed to transmit disease. Similar to other non-disease transmitting pests (such as: lice, bees, wasps, fire ants, fleas and snakes) bedbugs can impact overall well-being. Bedbugs may impact the emotional health of people living in infested homes, and reported effects include stress, anxiety, insomnia and systemic reactions. Finally, once an infestation is established, control of bedbugs can be expensive and may lead to stressful economic burdens, including those on housing providers and businesses.

In 2007, Multnomah County began to see the emergence of bed bugs in a variety of settings such as transitional housing centers, shelters, and hotels. As Multnomah County Health Department began to tackle this issue, it became apparent that we needed to convene stakeholders that are heavily impacted by this problem and proactively develop solutions. On March 11, 2011 the Offices of Multnomah County Commissioner Deborah Kafoury, City of Portland Commissioner Nick Fish, the Housing Authority of Portland and the Multnomah County Health Department's Environmental Health Division co-sponsored a Bedbug Summit, which supported the development of action around awareness, education and prevention.

These three elements of addressing bedbugs require focused resources and inter-jurisdictional cooperation and collaboration to have a meaningful impact on the community. The formation of the Multnomah County Bedbug Workgroup is the region's first step towards a coordinated, preventative response.

Multnomah County

Bedbug Workgroup

The bedbug workgroup's mission is *to develop policies, procedures and protocols to mitigate and control bedbugs in Multnomah County and to develop and assure consistent, science based, and current public information in order to implement a comprehensive regional strategy to control bedbugs.* The Workgroup represents a community identified need and is reflective of a multi-stakeholder, inter-jurisdictional approach to addressing bedbugs. Workgroup members were full participants with quorum represented at every meeting.

In developing the workplan for 2011-2012, a few points were considered:

1. Bedbugs represent a community-wide problem with significant impacts for public and private entities, but disproportionately affect those least able to, or capable of responding.
2. The potential impact of bedbugs on the business community, due to increased infestation or lack of information could be significant if we do not address it.
3. Increased awareness and public information are key strategies for the reduction of the spread of bedbugs, and coordinated messaging and resources must be allocated in order to inform the public appropriately.
4. There is increased human health risk from inappropriate remedies, and a lot of misinformation about treatments. The workgroup will be identifying ways to protect consumers and community members.

5. Mitigation of bedbug infestations can generate discarded materials that are problematic for handling, with greater implications for materials intended for reuse.
6. Core functions of public health include surveillance and monitoring, education and outreach, and acting as a central source of trusted, accurate and relevant information.
7. The bedbug workgroup will partner with local and state elected officials to identify policies, practices, and resources to help combat this emerging issue.

How do we define success?

The Workgroup identified five measures of success:

1. Development and implementation of a workplan (see appendix A: Workplan) developed by the Workgroup
2. Leveraging of resources through grants and organizational commitments
3. Model for ongoing surveillance and monitoring
4. Development of, and implementation of best practices for multiple stakeholders
5. Increased presence of bedbugs on policy agendas at state and local level

Accomplishments

In its first year, the Bedbug Workgroup developed a workplan and made progress on several areas (see appendix B: Workplan Progress) focusing on structural improvements and practices, and in identifying and developing strategies for moving forward. Much of the work was done in subcommittees. (See appendix E for subcommittee workplans)

1. **Website (www.multco.us/health/bed-bugs)**

Multnomah County Health Department hosts a Bedbug webpage that has general information and links to nationally recognized resources, including the University of Minnesota Bedbug Resource Center and the Environmental Protection Agency Bedbug Clearinghouse.

2. **Bedbug Hotline (503-988-BUGS)**

Multnomah County Health Department created a live Bedbug Hotline for direct response to community information requests and referral. The hotline will serve as a community resource respective of limited fiscal resources. The hotline is staffed by Environmental Health Sr Program Specialist and Health Educator.

3. **Surveillance Model**

The Workgroup formed a subcommittee to develop a system for ongoing epidemiological surveillance of bedbug infestation trends. This group, consisting of Multnomah County Environmental Health staff and Pest Control Operators, including the Oregon Pest Control Association focused on several steps of the process for the first of its kind voluntary reporting system.

4. **Waste Stream**

Workgroup members from Metro, Elders in Action, Oregon State Lodging Program, Multnomah County Health Department, Central City Concern and REACH Community Development Coordination coordinated to create a survey examining how community members are receiving education and messaging about the management of discarded, infested items. Metro has also developed a training program, with assistance from the Connecticut Coalition Against Bed Bugs, waste haulers and regional experts to educate front-line workers in waste hauling and materials processing on prevention, identification and best practices in materials management.

5. **Resource Allocation**

Developed and prioritized funding needs and a grant concept plan for future resource development. Advocated and secured funding for Bedbug Program Offer. (see Appendix C: Grant Concept)

6. **Lodging Education:** created outreach materials for lodging operators and a survey to capture knowledge of, and experience with bedbugs.

2012-2013

Focus Areas

The Bedbug Workgroup has a two year Charter, ending July 2013. Over the next year, the Steering Committee has identified several areas of focus:

- 1. General public information:** outreach and education to communities most impacted by bedbug infestations. While resource constraints will impact the ability of Multnomah County Health Department to achieve direct engagement, the Workgroup has strategized and prioritized focused efforts:
 - Public Service Announcements
 - translation of materials for our website
 - increased use of the Bedbug Hotline for community information and referral including coordination with 211 info
 - Include Bedbug information for renters and landlords in City of Portland "Rent Well" handbook
 - Increased coordination and connection to national websites and information centers
 - development of timely articles focusing on seasonal stories (summer travel, school dorm move-in, holiday travel etc)

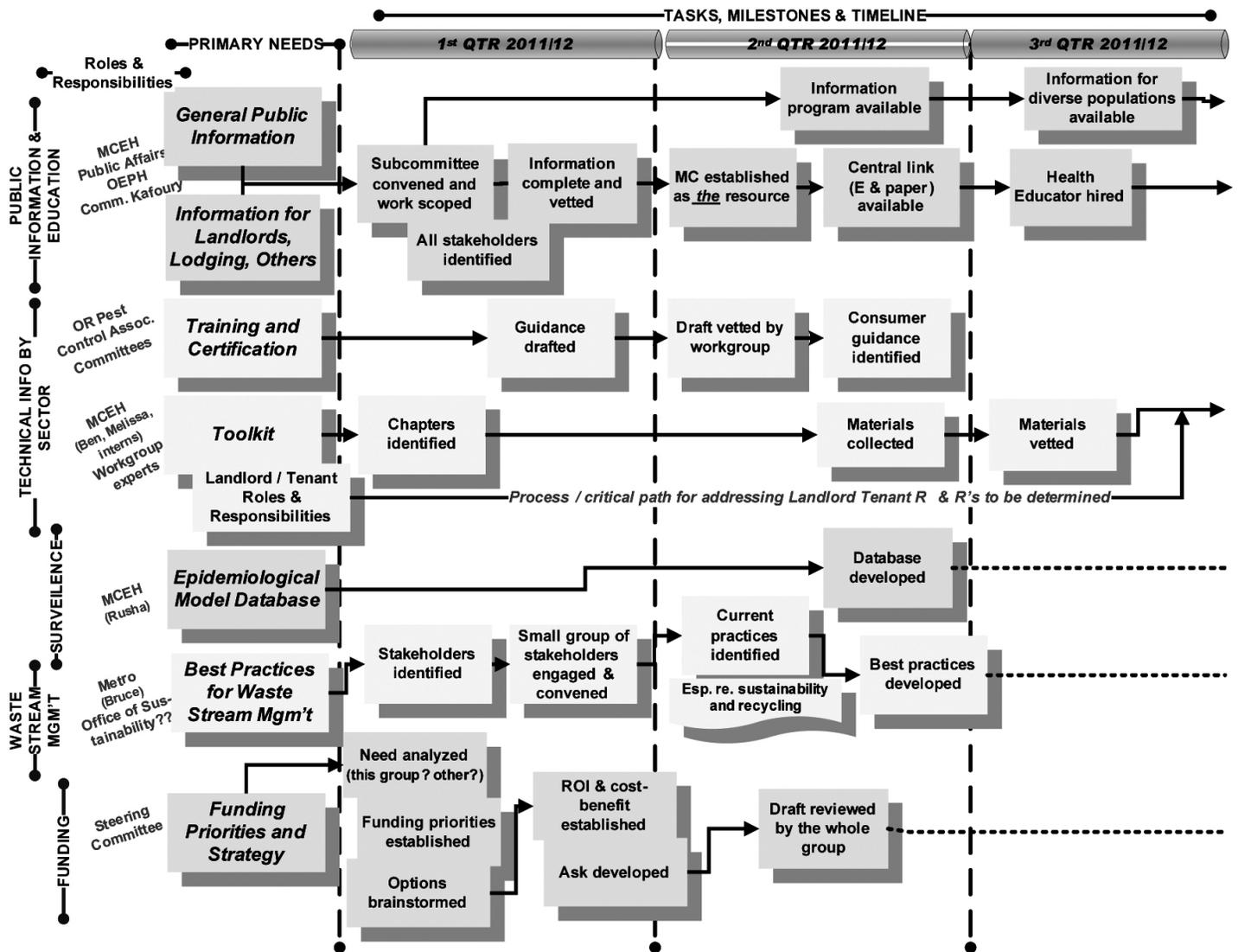
- 2. Training and Certification:** Explore opportunities and existing models of training and certification for Pest Management Professionals.
- 3. Clarifying Landlord/Tenant Roles:** Work to understand and clarify responsibilities and roles relating to landlord/tenant relationships.
- 4. Secure Resources:** Through grants, local, regional and state allocation, the Workgroup will work to identify and secure resources reflective of the Grant Concept Paper. The Workgroup supported the Department of County Human Services Program Offer 25028 and drafted a letter of support to Chair Cogen.
(See Appendix D: letter of support)

Conclusion

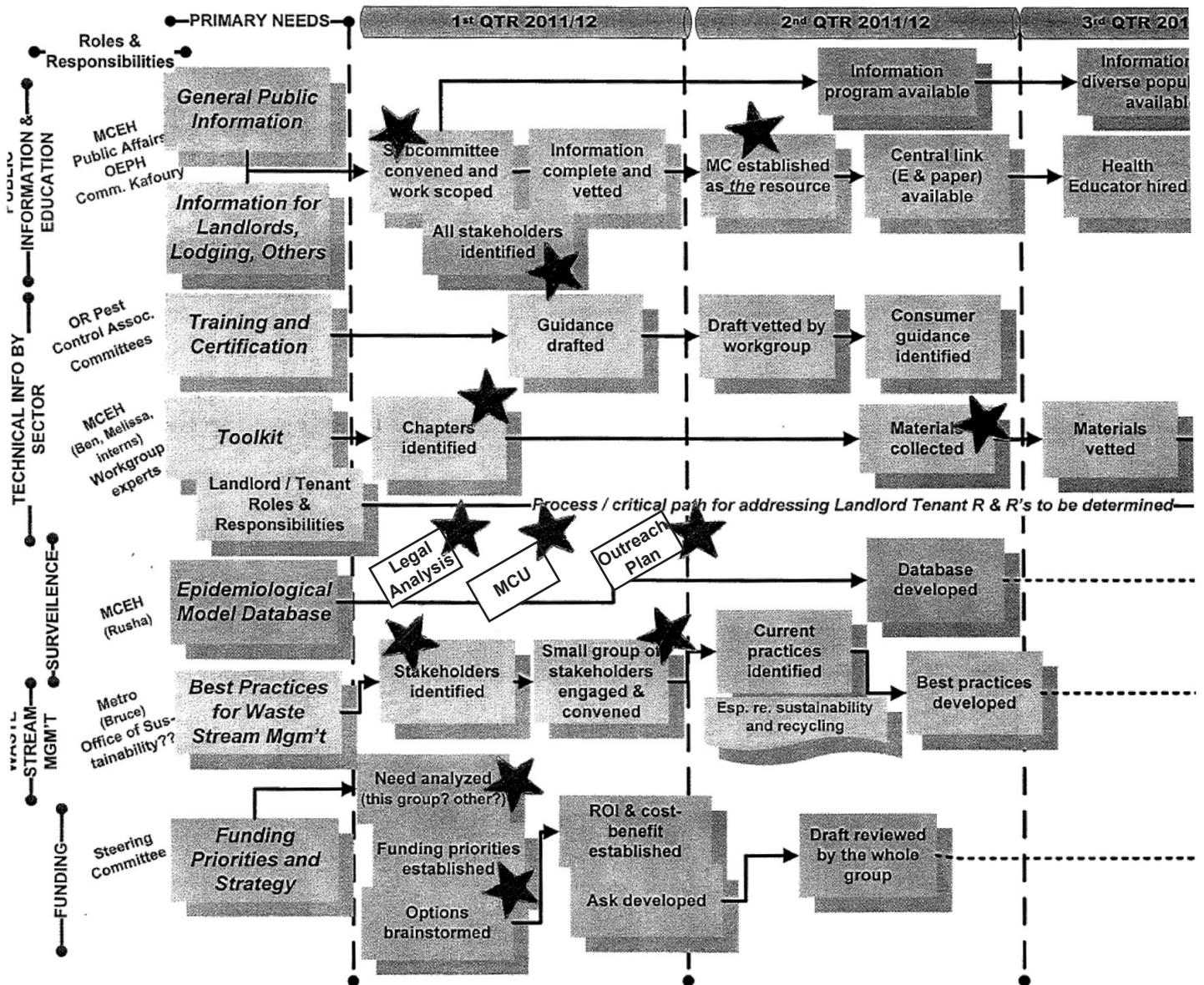
The Bedbug Workgroup made great strides in its first year with limited resources, a critical component to year two work, and the group will identify sources to fulfill funding needs. While this work has been focused on a regional approach, there will be plans and opportunities to present this work and the needs to the State Legislature-both for resources and for influencing other jurisdictions to incorporate successes of this group at other local levels.

We can be sure that this is not an issue that will go away, and trends in other parts of the country signal a real need to be out in front of this emerging epidemic. Resource constraints at both the public and private sectors will continue to pose challenges, but with innovation, strategic partnerships, increased awareness, and political will, Multnomah County can be a national leader in creating systemic changes and structures that can address this problem.

Appendix A: Bedbug Workplan year 1



Appendix B: Workplan Progress



Appendix C:

Grant Concept

Community Need

Bedbugs, both in Multnomah County and nationally, have made a resurgence and require a multi-stakeholder, inter-jurisdictional approach in order to increase awareness, support preventative approaches, and mitigate infestations. Though bedbugs are not a vector, meaning they do not transmit disease, public health still plays a critical role, particularly with core functions including surveillance and monitoring, education and outreach, and acting as a central source of trusted, accurate and relevant information.

Bedbugs are not directly associated with low income communities or affordable housing. In spite of this, the ability of residents living in poverty or social service housing providers to respond to infestations is compromised due to resource constraints. Mental health and disability communities are also disparately impacted because of difficulties complying with treatment preparation.

The potential impact of bedbugs on the business community, due to increased infestation or poor messaging, could be significant. Most obvious is the lodging industry, but all public settings could be impacted without proper risk communication and best practice protocols.

Proposed Solution

Multnomah County Health Department, with community partners, formed a Bedbug Workgroup in June, 2011 and has identified a pathway and strategies to meet the needs identified above. The pathway requires the partnership of multiple organizations coming together to create an environment that supports prevention and public information as key strategies for the reduction of the spread of bedbugs, and coordinated messaging and resources allocated in order to inform the public

appropriately. Since bedbugs increasingly do not respond to a growing list of chemical applications, and there is increased human health risk from inappropriate use of “over the counter” remedies, and a lot of misinformation about treatments, there is a need to identify ways to protect consumers and community members.

Grant Components and Deliverables

1. Build upon the Bedbug Workgroup efforts, particularly those efforts focused on education and conduct specific outreach to the most vulnerable communities and affected businesses. (Need for capacity-Health Educator)
2. Maintain a robust surveillance system (Need for Capacity-in kind support from Multnomah County Health Department, in-kind administrative support from Pest Management Professionals)
3. Develop culturally competent and first language educational materials in multiple learning formats. Utilize “Train the Trainer Model”. (Need for Capacity-Translation dollars, partnership with culturally specific community partners, perhaps Community Health Worker, popular education training dollars)
4. Conduct outreach and increase use of the Bedbug Hotline for community awareness. (Need for Capacity-hotline staffing/health educator, in-kind technical/IT Multnomah County Health Department)
5. Maintain website or technological mechanism to share models, practices, and materials.
6. Prevent Evictions based on inability to comply with treatment protocols. (Need for Capacity-case manager)

Appendix D: Letter of Support

Brian Kalbfleisch
Sprague Pest Solutions

Bruce Head
Oregon Pest Control Assoc

Bruce Philbrick
Metro

Christine Winson
Univar

Craig Black
Trimet

Dung Ho
Community Alliance of Tenants

Jade Dodge
Multnomah County Environmental Health

Jon Kawaguchi
Multnomah County Environmental Health

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Portland Public Schools

Melissa Greeney
MC Aging and Disability Services

Phil Owen
Greater Portland Landlord Assoc.

Rabia Yeaman
Citizens Bedbug Task Force

Ron McMaster
Halt Pest Control

Shauna Sauer
Head Start

Steve Keifer
State of Oregon Lodging

Suzanne Hansche
Elders in Action

Tim Stock
Oregon State University

Ben Duncan
Workgroup Coordinator

Multnomah County Bedbug Workgroup

April 9, 2012

Jeff Cogen, Chair Multnomah County Commissioners
501 SE Hawthorne Blvd
Portland, Oregon 97214

Chair Cogen and Commissioners,

The Bedbug Workgroup was formed following a County and City sponsored Bedbug Summit and represents a diverse group of stakeholders in Multnomah County. The Workgroup has taken a leadership role in addressing the myriad issues around bedbug prevention and mitigation and identifying resources and needs to educate and safeguard the public from infestations of bedbugs. The recent resurgence of bed bugs has found the public and many agencies unprepared to address treatment and services to the infected communities.

Multnomah County Aging and Disability Services is a key partner in the workgroup, and plays a critical role in providing the most direct assistance to low income elderly and disabled residents of Multnomah County; specifically for those inflicted with bed bugs who need assistance with personal care and housekeeping to insure that chemical or heat treatment is successful, and to protect this vulnerable group from eviction.

As representatives of the community, the Bedbug Workgroup wishes to express its support for the Department of County Human Services Program Offer 25028 that was submitted for inclusion in the FY 2012-2013 budget. The vulnerable populations most affected by bed bugs depend on the continuation of services through ADS. This package, which includes a line item for translation, is critical to maintaining resources that will benefit the non-English speaking residents by providing clear information in their first languages to help them understand and address bed bugs.

The Bedbug Workgroup thanks Multnomah County for providing leadership around this issue.

Thank you for your continued support.

Sincerely,

Margaret Mahoney
Chair, Bedbug Workgroup

Multnomah County Bedbug Workgroup

Appendix E:

Subcommittee Workplans

General Public Information

Components:

1. Website
 - Review website from perspective of Community Alliance of Tenants Constituency-what does it currently lack that is of relevance to rental housing community
 - Develop a "Phone Tree" for who to call for specific questions, concerns, complaints
 - Develop "What not to do" sheet to reduce risk from toxics exposure
2. Referral and Information
 - Clarify 211 process for dissemination of information (how do they know where to send, what information to they ask, what information will they provide?)
 - Develop criteria to assist 211 operators to direct call appropriately
 - Develop a flowchart for where calls should be directed
3. Public Messaging/Media Advocacy
 - Develop talking points/summary brief for media responses
 - Develop video with Communications office for website
 - Clarify messages
4. Communication
 - Develop one page "handout" that reflects core messages, is simple and accessible, translatable, strategic
 - Determine how and who to share document with
 - Identify resources for translation

Other consideration points:

- Need to focus on risk communication
- De-stigmatize issue
- Examine what sorts of legal information or tenants rights information we can reference (i.e. Legal Aid Society of Oregon analysis)
- Identify resource needs
- Develop mechanism for capturing community "stories"

Bedbug Waste Stream Sub-Committee

Components:

1. Development of best practice document for waste stream haulers, recyclers, resale
 - Identify BP for handling traditional waste stream for haulers and recyclers in partnership with Trade Associations
 - Examine what the mechanisms are for creating change: who would the workgroup partner with (Bureau of Planning and Sustainability)
 - Examine recycle/reuse process: inspection, pick up practices, origin
 - Research legislative issues around "tagging/hazard/treated"
2. Identify Scope of Issue
 - Develop survey to determine public information needs, current messages community members, social service agencies, landlords, etc are providing or receiving around disposal, treatment etc
 - Compile results of survey to inform messaging for everyone in the community, landlords, social service agencies around proper disposal, risk management, etc

3. Identify Additional partners
 - Community warehouse
 - Salvation Army, Goodwill etc
 - Textile recyclers (potentially infested fabric)
 - Insulation (reuse of potentially infested fabric)
 - Anyone bagging up waste for appropriate discard (point of origin)
 - Organizations and individuals collecting resale items/ reselling items

for treatment. Are there biodegradable bags? Are there certain plastics that can be put into wash/dry cycle? What are business development opportunities related to establishing safe and innovative ways to reuse? And reconstruct?

- 3) May be some policy actions that are identified through this process (state/local)

Other consideration points:

There are three strategic approaches: First, identify waste stream processing and best practices for management. Second, identify the point of origin for waste stream and identify waste reduction strategies, including risk communication messages, and public education about alternatives for disposal. Third, determine scope of problem for the destination of waste stream.

Three separate processes:

- 1) Isolate waste stream processing steps and determine best practices for safe management. How do we educate the general public as well as all those areas increasingly at risk?
- 2) Examine waste reduction/reuse strategies and materials, particularly referring to the use of plastic for bagging up belongings

Surveillance

1. Development of a database to collect infestation reporting
2. Develop an outreach packet for pest control operators to enter into voluntary agreements to supply data to Multnomah County Health Department
3. Create Memorandums of Understanding for Multnomah County Health Department and Pest Control Operators and Pest Control Operators and their clients
4. Legal Memo from County Attorney and reviewed by State Assistant Attorney for protection of confidentiality of data.
5. Develop outreach plan for connecting with appropriate sampling of pest control operators for trend analysis

Appendix F: Charter

Our Mission

The mission of the Bedbug Workgroup is to develop policies, procedures and protocols to mitigate and control bedbugs in Multnomah County and to develop and assure consistent, science based, and current public information. The Workgroup will leverage resources through grants and organizational commitments.

Vision

Implement a comprehensive regional strategy to control bedbugs.

Length of Workgroup:

The Workgroup will be convened from June 30, 2011 until July 1, 2013 unless the timeline is revised with the consent of the steering committee.

Steering Committee members:

The function of the committee is to guide the workgroup to recommend policy change and actions that will control bedbugs through community education and remediation in the region.

- Lila Wickham, Multnomah County Environmental Health
- Chris Wirth, Multnomah County Vector Control and Enforcement
- Eric Pippert, State of Oregon
- Kara Thallon, Oregon Restaurant and Lodging Association
- Mark Schmidt, Sprague Pest Control Solutions
- Jon Wild, Housing Authority of Portland Bedbug Task Force
- Ben Duncan, Multnomah County Environmental Health *as Operations Manager

Term of office:

- 2 years

Co-Chairs:

Appointed by Steering Committee

- A. Plan and execute workplan and objectives.
- B. Provide supervision over the affairs of the Workgroup.
- C. Establish special committees as deemed necessary.
- D. Fill vacant offices for any unexpired terms as required.
- E. Plan and distribute agendas and preside at meetings of the Workgroup.

Staff Support

Multnomah County Environmental Health will designate staff to provide support to the workgroup. Operations Manager: will act as liaison between the workgroup and steering Committee and be the central point of contact for all public inquiries. State of Oregon will provide clerical support. Housing Authority of Portland will provide meeting spaces.

Process Agreements:

When deciding on recommendations, the workgroup will use open forum discussion and seek consensus to approve or vote on recommendations. To approve a recommendation or decision, more than 50% of the members must be in attendance and a simple majority vote is required. Co-Chairs are voting members and can move decisions in the event where decision is time sensitive and quorum is not present.

Definitions of Coalition Membership

Roles of Members

- Members are identified and appointed by the Steering Committee and will include at least one representative from: Housing, Lodging, Schools/Childcare, Shelters/Transitional Housing, Pest

Control Operations, Academia, Public Health and other public sectors that are impacted or whom the Steering Committee deems appropriate.

- Member terms run for the duration of the timeline outlined in the Workgroup charter.
- A Member's participation in a meeting via teleconference suffices as attendance at the meeting. A Member may send a proxy to make decisions on their behalf in his or her absence. A Member is allowed two consecutive unexcused or failure to designate proxy absences before being asked to step down from the Workgroup. Unexcused means that appropriate advanced notice was not provided to Co-Chairs.
- Coalition members are requested to participate in subgroups and events and provide feedback when requested.
- Should a member fail to participate in meetings or resign from the Coalition prior to the completion of the task/timeline, a replacement member will be appointed by the Steering Committee.
- It is the role of Workgroup members to seek solutions on behalf of the broader community, and not a narrow constituency of interest. In the event that Workgroup members are also members of specific geographic communities or other communities-of-interest, they are free to voice those perspectives at the Workgroup table.

New Members

In the event that an appointed Workgroup member resigns, or is asked to step down, Workgroup members should send names of

interested new members to the Steering Committee for appointment.

Arriving at an Outcome

1. It is not the goal of the Workgroup to make unanimous recommendations on every aspect of the task. If agreement on aspects of a task cannot be reached, the difficulties should be framed and forwarded to the Steering Committee for consideration.
2. Recommendations reached via the consent of all members will have the most viability and value to the Workgroup process. The Coalition should strive to craft and recommend approaches and solutions that are workable for a wide range of needs and interests.

Protocols and Participation

1. The Co-Chairs will preside over the meetings, except in instances when a third-party facilitator is designated. Co-Chairs will alternate this responsibility.
2. Meetings of the Workgroup are open to the public, however non-member attendees will not be recognized to speak, unless they are invited to provide information on a specific issue by the Workgroup, and their participation is noted in advance through the agenda.

Meetings of the Coalition

1. Meetings will be held on the fourth Wednesday every other month.
2. Meetings will start and end on time.
3. Meeting agenda items for upcoming meetings will be discussed at the end of each meeting.

4. Meeting packets will be distributed electronically at least seven days before each meeting.

Confidentiality and Ethics

1. Workgroup proposals, papers, or concepts that are in "draft" form, if discussed outside of the Workgroup, should be clearly identified as such.
2. Operations Manager will be primary contact for media inquiries relating to Workgroup. Members may choose to respond to media inquiries, but agree to honor the group process and not use it to promote individual "agendas" or presume to represent the positions of other members or of the group as a whole.
3. If a member has a direct personal and/or financial interest in the outcome of any question under consideration by the Workgroup, the member should disclose the nature of their interest. Once the issue is disclosed, the member is free to take part in the discussion and process.

Momentum

1. Finalize and adopt workplan, approved by Steering Committee.
2. Because of the inter-relatedness of their work, the timelines for the Workgroup are critical, and can only be revised with the consent of the members.

Evaluation

The Workgroup will develop and implement a work plan and provide an annual report July 2012 and July 2013 to the Steering Committee outlining progress towards goals and objectives.

