



Dear Customer / Tenant:

We have been engaged by the management of this building to carry out a pest control service program in the premises occupied by you. This service is being performed to eliminate (or prevent) BEDBUG infestations.

Poulin's will be treating your premises on _____, 20____ at _____ AM/PM. It will be necessary for you to vacate your premises until _____.

In order to enable our Pest Management Professional to apply an effective treatment, we ask your co-operation in carrying out the following room set up instructions.

1. Remove all food, dishes and cooking utensils from countertops, stoves and tabletops and place in cupboards or on fridge. Place all lamps and fragile trinkets away from the treatment area.
2. Furniture in all rooms should be moved at least 2 (two) feet away from the walls, to allow access to the baseboards and any baseboards within your unit.
3. Remove all sheets and blankets from all beds. Wash if dirty, and/or dry (on high heat) the bedding right after removing from the bed(s), do not place the bedding back on the mattress or any infested area until the treatment is completed. Leave the box spring and mattress on the bed frame but allow enough room for them to be propped up against the wall.
4. Once treatments are complete, if you are purchasing a new mattress, don't install the new mattress in the room until after treatment. Mattress and box spring encasements are strongly recommended to be used.
5. Remove all infested drapes and put in the dryer (on high heat). Do not put the drapes back up until treatment is complete.
6. Do not place items on any surfaces that may be infested, especially fabric covered furniture such as couches, chairs or beds, as they may also need to be treated.
7. All closets and dresser drawers should be completely emptied, including hanging clothes. All clothing should be dried on a high heat (for a minimum of 15 minutes to a max of 45 minutes), then immediately placed in garbage bags until infestation is gone. Garbage bags or sealed Rubber Maid containers can be used. Place these items in the bath tub or in the washroom.
8. All luggage should be emptied of clothing and items, and placed open on the floor.
9. Birds and Pets must be removed from the premises for 4-6 hours. Fish tanks and pumps must be covered, and the pumps turned off, if possible.
10. All plants must be removed or covered. If removed, please inspect for bed bugs.
11. First treatment only: remove the electrical outlet switch plate covers, phone, cable jack plates and other outlet covers.
12. Vacuum all floors (carpets/wood/tile) especially edges, cracks/crevices and remove vacuum bag, and immediately seal it in a plastic bag and place in garbage. Bed bugs can survive being vacuumed.
13. The material covering the bottom of box springs, sofas and arm chairs may be removed by our technicians to properly treat these items.
14. Remove the front panel from heating/air conditioning units, if applicable
15. Everyone must leave the premises for at least 4 to 6 hours from the time we finish the treatment. Anyone who has allergies, asthma, is pregnant; children under the age of 4, or anyone with respiratory problems should leave the premises for 12 to 24 hours.

**CO-OPERATION IS ESSENTIAL FOR BED BUG CONTROL AND FOLLOW-UP TREATMENTS MAY NEED TO BE COMPLETED
PREPARATION ASSISTANCE CAN BE REQUESTED AT AN EXTRA COST**

AFTER TREATMENT

16. Do not wash or clean any baseboards or floors and counters, depending on pest treated to allow for the maximum effectiveness for the product to control the pests.
17. Use clean sheets and blankets on all beds and a sheet should be placed on the couch after treatment for one week.
18. Vacuum carpets especially around baseboards daily, make sure to empty and clean the canister after into the garbage and seal up. Always clean out vacuum and place in sealed garbage bags and remove them.

Winnipeg 24 Poulin Drive 204-233-2500 888-768-5467	Brandon 707 10th St 204-727-7934 877-727-7934	Regina 1245 Winnipeg St 306-757-0323 877-433-4877	Saskatoon 1524 Idylwyld Dr N 306-242-5229 877-287-2340	Calgary 4801 – 32 St SE 403-272-6006 877-533-2500	Edmonton 8737 118th Ave 780-477-1671 877-477-1971	Lethbridge 608 13th St N 403-394-3600 877-533-2500	Vancouver 2621 Kingsway 604-433-2500 888-621-2111
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19. All furniture should be vacuumed daily (i.e. mattress, box spring, couches, chairs, and ottoman).
20. This is generally not an instant kill; most products we use do not kill bed bug eggs. The eggs will hatch and young bed bugs will have to cross the product in order to die, this may take 10 to 14 days. This is the reason why we return until no activity is found.
21. **Do not self-treat**, this can spread the problem to new areas, adjoining suites, or into locations not normal for these pests.
22. HOTEL/MOTEL rooms may be required to be out of commission for 7 days after treatment; depending on infestation and technician's recommendations.
23. To 'clear' an infected location we recommend two dry ice treatments. A dry ice information sheet is available for review.

Please note that it is the responsibility of the landlord or building owner to notify all tenants that may be affected by the above treatment.

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