

Integrated pest management plan

PLEASE NOTE: THESE DOCUMENTS ARE FOR INFORMATION PURPOSES ONLY

Landlords and Property Managers may design their own templates however please ensure all requirements from the Rental Housing Property Management By-law are included.

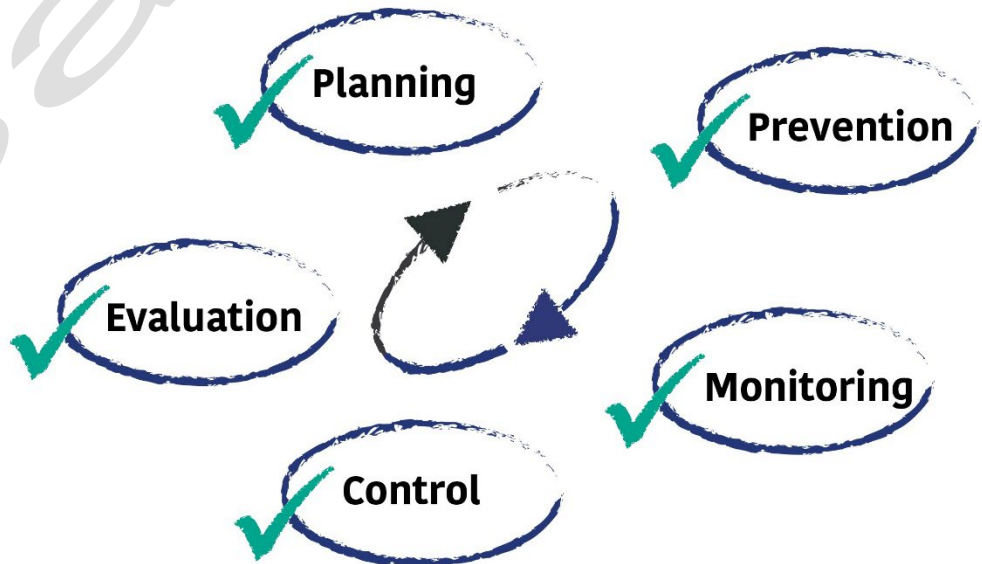
Contact information

Name of owner/landlord: _____

Building address: _____

Phone number: _____

Email: _____



Introduction

What is integrated pest management?

An integrated pest management plan is a multi-step process to manage pests and infestations that includes planning, prevention, monitoring, pest control and evaluation. There is a role for both the landlord and the tenant in effective integrated pest management.

Responsibilities

[List any additional responsibilities for managing, preventing and treating pests for tenants and landlords in this section]

Landlord responsibilities

Under the City of Ottawa's Rental Housing Property Management By-law (No. 2020-255), landlords are responsible for the following with regards to pest management:

- Establish and maintain an integrated pest management plan for a rental property. The following must be included in the document:
 - Schedule of preventative inspections that is reasonable for the age and condition of each rental property.
 - Educational information about the prevention of infestations made available to tenants.
 - Reporting processes for suspected infestations.
 - Standing pest treatment plans to be applied in the event of an infestation of bed bugs, cockroaches, ants, rats, mice, and any species known to cause re-occurring infestations at the given property.
- Provide tenants with a copy of a pest treatment plan prior to treating an infestation within their unit.
- Post notice of a pest treatment plan in the lobby of an apartment building when the treatment is in a building area accessible to tenants other than a rental unit.
- Re-inspect area treated for pests between 15 to 30 days following completion of treatment.
- Submit a copy of the integrated pest management plan and standing pest treatment plan to a by-law officer when requested.

According to the Residential Tenancies Act, 2006, the Province of Ontario states that landlords are responsible for the following with regards to pest management:

- A landlord must keep the rental property clean. This includes the lobby, halls, elevator, laundry room, pool, and parking lot or garage. A landlord must also take steps to control pests such as cockroaches and mice.
- A residential complex shall be kept reasonably free of rodents, vermin and insects. O. Reg. 517/06, s. 46 (1).
- The methods used for exterminating rodents and insects shall be in accordance with applicable municipal or provincial law. O. Reg. 517/06, s. 46 (2).
- Openings and holes in a building containing one or more rental units shall be screened or sealed to prevent the entry of rodents, vermin, insects and other pests. O. Reg. 517/06, s. 46 (3).
- Accommodate tenants with disabilities, as necessary, when treating or inspecting their units for pest infestations.

Tenant responsibilities

Under the City of Ottawa's Rental Housing Property Management By-law (No. 2020-255), tenants are responsible for the following with regards to pest management:

- Submit a tenant service request to report an infestation, suspected infestation, or conditions likely to cause an infestation.
- Do not cause conditions which may attract or harbor pests.
- Treat infestation of fleas, lice, or ticks on pets.
- Follow pest treatment plans prepared by landlords.

According to the Residential Tenancies Act, 2006, the Province of Ontario states that tenants are responsible for the following with regards to pest management:

- A tenant must keep their rental unit clean, up to the standard that most people would consider ordinary or normal cleanliness.
- Promptly notify the landlord if there is a pest problem
- Cooperate with the landlord in fixing the problem by preparing their unit for treatment and cleaning or discarding any of their belongings that have pests, if necessary.
- Allow access to units upon receiving written notice 24 hours in advance or if tenant agrees to let them in for inspection or treatment of pests.
- In the event of an infestation, you can request of your landlord that certain pesticides be avoided however, if this request is refused by the landlord, you must allow the treatment to occur.

1. Prevention

Building inspection schedule

[Create and update a schedule of preventative inspections reasonable to the condition and age of the rental property and consider using format below]

Rental property address: _____

Area of building inspected	Completed by	Results	Action taken	Date and time inspected	Next scheduled inspection	Additional comments

Building inspection instructions

[Enter instructions for whomever is inspecting, where to inspect, what to look for including signs of infestations and openings/screens/cracks]

1. Inspect all common areas for pests or pest activity
 - a. Hallways
 - b. Garbage Chute rooms
 - c. Laundry rooms
 - d. Electrical rooms
 - e. Storage/locker rooms
 - f. Mechanical room
 - g. Bathrooms
 - h. Community kitchens
 - i. Lounges
 - j. Parking garage
2. Complete attached table for each area inspected
3. Where pest activity is suspected:
 - a. Place monitors for tracking purposes
 - b. Schedule follow up inspection
4. Where pest activity is found:
 - a. Place monitors for tracking purposes
 - b. Apply bait and dust
 - c. Post notice in lobby
 - d. Schedule follow up inspection

Individual unit inspection instructions

[Enter instructions for whomever is inspecting, where to inspect, what to look for including signs of infestations and openings/screens/cracks]

1. Inspect each unit for pest activity
2. If tenant is home, speak to them about current or past pest issues
3. Kitchen inspection:
 - a. inside cupboards
 - b. under cabinets
 - c. behind large appliances
 - d. under small appliances
4. Living room inspection:
 - a. Under cushions
 - b. In cracks of furniture
 - c. Around baseboards
 - d. Near exterior doors
5. Bedroom inspection:
 - a. Under pillows
 - b. Below mattress and box spring
 - c. Along bedframe
 - d. Around baseboards
 - e. Around base of dresser or side table
6. Bathroom:
 - a. Under sink
 - b. Inside vanity
7. Where pests are suspected:
 - a. Place monitors for tracking purposes
 - b. Schedule follow up inspection
8. Where pests are found:
 - a. Provide tenant with standard treatment plan
 - b. Schedule follow up for treatment

2. Education

[This section is to include any information regarding pests for tenants]

Bed bugs



Bed bugs are small, brownish insects with oval-shaped bodies about the size of an apple seed. Bed bugs feed on human blood, usually at night however they are not known to spread diseases. Bed bugs can be brought into your home in your suitcase after travelling, on used furniture, or used clothing.

Bed bugs can be found on beds, mattresses, side tables, headboards, under baseboards, in or behind picture frames, in clothes, and on furniture.

The bites can result in skin rashes, psychological effects, and allergic symptoms. Symptoms of a bed bug bite can take minutes to days to appear. Itchiness is often, but not always, present. Bed bug bites are typically visible on skin which is exposed during sleep such as the hands, neck, face, shoulders, arms and legs.

Bed bug eggs and juvenile bed bugs are small and difficult to see. However, adult bed bugs are detectable with the naked eye and can be found grouped together in a small area in a line or zig zag pattern on the mattress or within the seams of a mattress. Bed bugs are also known to enter cracks and crevices of furniture.

Preventing and treating bed bugs

To help prevent bed bugs, tenants can take the following steps:

- Carefully check used furniture, beds and couches for any signs of bed bug infestations prior to bringing them into your home. Avoid taking home mattresses or sofas put out on curbside. If you see brown spotting on mattress or furniture, this is most likely bed bug feces, therefore please contact your landlord immediately.
- Reduce clutter in your home to reduce hiding places for bed bugs.
- Move beds away from the wall to create an “island”, preventing bedbugs from traveling up the wall and onto the bed.
- Use protective mattress and box spring covers to limit the potential hiding spots for bed bugs to enter.
- Keep your bed and box spring off the floor, preferably on a metal bedframe.
- Keep your rental unit clean and vacuum frequently, especially under and behind beds.
- Seal cracks and crevices around wooden bed frames, furniture, and light sockets to discourage potential bed bug movement.
- Check your home regularly for bed bugs. If you find signs of bed bugs, notify your landlord immediately.
- While travelling, do not bring your own pillows, and inspect the bed, mattress, headboard, dressers, and side tables where you are staying prior to bringing your luggage onto the premises. When you return, place your luggage on a hard surface away from places bed bugs could crawl to and hide. Wash your clothing and fabric items in hot water and dry in the dryer on the highest heat.

If you are a tenant and you have a problem with bed bugs, you should notify your landlord, superintendent or property manager immediately. Bed bugs can be identified and controlled using a licensed pest control company. You can also vacuum, steam clean, or dry clothes at high temperatures, and reduce clutter in your home to assist with the treatment of bed bugs.

You must also cooperate with your landlord with pest control and follow pest treatment plans.

References

The above information was sourced from the following references:

- [How to Identify and Remove Bed Bugs | Orkin \(www.orkin.com/other/bed-bugs\)](http://www.orkin.com/other/bed-bugs)
- [Bed Bugs - Ottawa Public Health \(www.ottawapublichealth.ca\)](http://www.ottawapublichealth.ca)
- [Bedbugs: how do I get rid of them? - Canada.ca \(www.canada.ca\)](http://www.canada.ca)

Cockroaches



The average fully-grown cockroach has a flattened brown oval body with long spiny legs and measures 15mm in length. Although there are many different types of cockroaches, the German cockroach is one of the most common household cockroaches. They are tan to light brown, with two dark parallel streaks running from the head to the base of the wing. Cockroaches have wings but are unable to fly. Cockroaches can contaminate food and spread disease by walking over, and excreting on, food or food preparation areas after having travelled through garbage and/or sewers. They are attracted to warm, damp conditions such as kitchens, bathrooms, basements, and plumbing areas. Cockroaches and their egg cases can be brought into your home on various objects such as groceries, rugs, used furniture and appliances, empty bottles, some bulk foods, and shipping cartons. Cockroaches are most active at night and are attracted to food sources that contain starches, sugars, and protein.

Preventing and treating cockroaches

Keeping a clean home is a crucial step in preventing cockroaches. Since cockroaches are attracted to food and water, the Government of Canada recommends the following cleaning protocols to prevent cockroaches.

For tenants:

- Reduce clutter in your home to reduce hiding places for cockroaches.
- Clean up spills immediately and do not leave pet water and food out 24 hours a day.
- Keep food in tightly sealed plastic or glass containers rather than in paper or cardboard that roaches can chew through and lay eggs in.
- Regularly clean dark and/or damp areas close to a food source (for example beneath

and behind appliances).

- Store garbage in sealed plastic containers and dispose of it daily.
- Do not allow dirty dishes to pile up, especially overnight. If you cannot wash them immediately, leave them to soak in detergent and water.
- Vacuum often to help remove food particles and insect egg masses.
- Ventilate bathrooms and dehumidify moist areas to reduce sources of water.

Landlords can help avoid cockroaches by:

- Insulating water pipes that are subject to excess condensation.
- Repairing leaky faucets and pipes.
- Sealing all cracks, crevices, and pipe openings to reduce cockroach hiding places.

If you have cockroaches, contact your landlord immediately. Here are some ways to treat cockroaches:

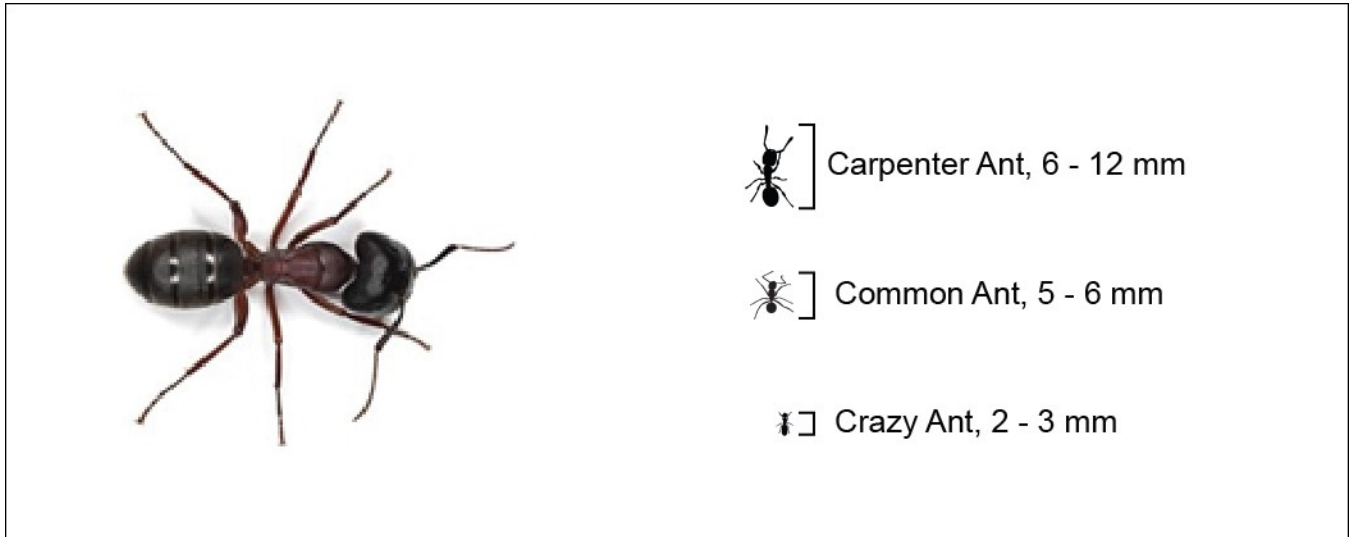
- Keep your home clean.
- Steam clean furniture, toys or crafts. For items you cannot steam clean, freeze infested items for at least 24 hours to 1 week.
- Vacuum regularly to remove food sources, cockroaches, and their egg cases. Place your vacuum bag in soapy water to ensure the pests are all destroyed after vacuuming. Dispose of vacuum bag in an outside garbage bin, if possible.
- Buy or build cockroach traps.
- Consider hiring a professional pest exterminator.

References

The above information was sourced from the following references:

- Cockroaches - Canada.ca
- Cockroaches - Ottawa Public Health
- [Cockroaches | Facts & Identification, Control & Prevention \(orkincanada.ca\)](http://Cockroaches | Facts & Identification, Control & Prevention (orkincanada.ca))

Ants



Ants are tiny insects that can vary in colour from black, brown, red, or yellow. Carpenter ants are a larger type of ant, which can be measured up to 12.mm.

Preventing and treating ants

According to the Government of Canada, removing access to food and water is the easiest way to avoid pest problems:

- Store ant-attractive foods in glass jars with rubber gaskets, or in plastic containers with lids that snap tight.
- Keep kitchen countertops clean. Sweep or vacuum the floor often, especially around pet dishes.
- Rinse containers before putting them in the garbage or in recycling bins.
- Empty kitchen garbage containers often.
- Place composters at a reasonable distance from your house.
- Place pet food dishes in a shallow dish of water. Ants can't swim, so they won't be able to get at your pet's food.
- Ants will not cross sticky barriers. Try placing two-sided tape around the legs of plant stands.
- Flood ant nests repeatedly with a garden hose to encourage the ants to move farther away from your house.
- Pour boiling water and detergent down the nest to temporarily reduce the population of a colony.

Landlords can help avoid ants by:

- Repair and seal as many visible cracks in the foundation and exterior walls of the house as possible.
- Caulk along baseboards, cracks, and crevices to keep ants from passing through your house. If needed, use duct tape or petroleum jelly to temporarily seal cracks.

Consider hiring a professional exterminator that can use chemical products to treat for ants. Non-chemical products and bait systems may also be used to treat ants.

References

The above information was sourced from the following references:

- Ants - Canada.ca
- [Ant Types & Facts | How to Get Rid of Ants | Orkin](#)

Rats and mice



The house mouse has large ears and is light brown to dark grey. Rats are larger than mice and can weight up to 1 pound. Rats and mice are both known to be carriers of disease and can damage property.

Preventing and treating rats and mice

Scratching sounds in the walls of your home, signs of gnawing or chewing, damaged food packages, signs of droppings and urine, burrows or holes in and around foundation walls can be a good predictor that you have an infestation of mice or rats. Notify your landlord immediately if you suspect there is a rat or mouse infestation.

If rats and mice are present in a rented home, there are several options for control that tenants can use:

- Make their home less attractive to rodents by removing clutter and garbage around the

house and sealing garbage containers to keep rats and mice out of them.

- Garbage within the home should be kept in a container with a sealed lid.
- Traps such as the snap traps and electronic traps are easy to use and effective. Live traps are also effective and are triggered when rats or mice walk over them.
- Ultrasonic devices that give off sound waves or vibrations that rodents dislike. However, please keep in mind that the rats and mice may adapt to the device and return. It is recommended to use devices along with other pest control options.
- Consider hiring a professional pest exterminator.

Prevention is a key component of controlling rodent problems in your home. Here are some preventative tips that a landlord can implement to eliminate rodents:

- Ensuring all cracks are sealed on the exterior of the rental home.
- Hire a professional pest exterminator.

References

The above information was sourced from the following references:

- [Rat Control - Ottawa Public Health](#)
- [Rats and mice - Canada.ca](#)
- [Common Types of Rodents | Remove Rats & Mice | Orkin](#)

[Name of pest]

[Provide additional pest information for your tenants specific to your rental property, if applicable.]

3. Reporting

Submitting a pest service request

[Provide information on reporting processes for suspected pest infestations which align with the tenant service request requirement in the Rental Property Housing By-law]

How to submit a service request

[Enter steps for tenants to follow in order to submit a service request related to pests]

Reinspection requirements

[Enter information regarding obligations to re-inspect areas within 15 – 30 days where treatment has been undertaken]

Sample

4. Treatment

The Rental Property Management By-law requires that landlords include standing treatment plans for bedbugs, cockroaches, ants, rats, mice and any other pest known to cause infestations in the rental property. These treatment plans must be applied in the event of infestations. See below an example of a treatment plan for bedbugs provided by Ottawa Community Housing.

Treatment plan for bedbugs

[Create a standing treatment plan for any pests that is specific to your rental property. An example of a Standing Treatment Plan for bed bugs can be found below]



Standing Treatment Plan- Bedbug Response

SAMPLE

****This is a template created by Ottawa Community Housing and shall be used for informational purposes only****

Bedbug Standard Treatment Plan

Initial Visit:

Inspection

- Vacuum
- Mattress Encasement
 - Number installed _____
- Moats
 - Number installed _____

Steam

Follow up treatment: yes No Date: _____

Inspection

Vacuum

Steam

Mattress Encasement

 o Number installed _____

Moats

 o Number installed _____

Chemical treatment (all humans and all pets must leave home for minimum 4 hours)

 o Product applied _____

 o Quantity applied _____

Tenant Responsibility for follow up

Pick up clothing and other loose items from floor

Remove all sheets, covers, duvets, pillows or other bedding from your beds. These should be placed in dryer for 40 minutes on high cycle.

Remove all garbage from the home

Declutter to remove potential bedbug harborages

Move all furniture away from wall to allow access to baseboards

Vacuum baseboards to remove dust and debris

Other:

Technician Name: _____

Date of visit: _____

Notice of entry and additional treatment plan

Notice of Entry and Treatment Plan

SAMPLE

****This is a template created by EOLO and shall be used for informational purposes only****

**NOTICE OF ENTRY
& TREATMENT PLAN
(NORMAL PREPARATION)**

Dear resident(s) of _____

On (date) _____, between (time) _____ and _____, a staff person or pest control operator will enter your unit to treat the unit for (name of pest) _____ by one of more of the following means: vacuuming, steam cleaning, a pesticide spray, Gel treatments and/or residual dust (using products approved by Health Canada). Pest monitors may be left in your unit.

INSTRUCTIONS TO YOU ARE ATTACHED. PLEASE BEGIN THE PREPARATION WORK AS SOON AS POSSIBLE, because much of the preparation needs to be done BEFORE THE TREATMENT to eliminate the pests.

YOU ARE REQUIRED TO ABIDE BY THE ATTACHED INSTRUCTIONS, AND THE INSTRUCTIONS BELOW. IF YOU FAIL TO FOLLOW THE INSTRUCTIONS, that can easily result in

- the failure of the pest treatment, and/or
- your committing an offence under section 37 of the City of Ottawa's Rental Housing Property Management By-law.

HERE ARE FURTHER INSTRUCTIONS (in addition to the attached instructions):

FOR THE TREATMENT DAY:

2. Ensure all pets are under control or are caged.
3. Put away any valuables.
4. Be ready to stay away from the unit (with your pets) for 6 hours after the visit if necessary.

AFTER THE TREATMENT:

5. If any treatment products, or residue or dust are left behind, DO NOT CLEAN THEM UP UNTIL AFTER WE INSPECT AGAIN IN 15 TO 30 DAYS.
6. If any pest traps or monitors are left after the visit, do not interfere with them in any way.

After the treatment, we will contact you to schedule a follow up inspection, or another full pest treatment. If a further treatment is needed, more instructions will follow.

If you have any questions, contact _____.

**NOTICE OF ENTRY
& TREATMENT PLAN
(MINIMAL PREPARATION)**

Dear resident(s) of _____

On (date) _____ between (time) _____ and _____, a staff person or pest control operator will enter your unit to inspect the unit for (name of pest)

After the inspection, the staff person or pest control operator MAY treat parts of the unit by one of more of the following means: vacuuming, steam cleaning, a pesticide spray, Gel treatments and/or residual dust (using products approved by Health Canada). Pest monitors may be left in your unit.

INSTRUCTIONS TO YOU

FOR THE INSPECTION/TREATMENT DAY:

1. Without moving any more items than you have to move, please make sure the staff person or pest control operator can access the room and area where you think the pests are located.
2. Ensure all pets are under control or are caged.
3. Put away any valuables.
4. Be ready to stay away from the unit (with your pets) for 6 hours after the visit if necessary.

AFTER THE INSPECTION/TREATMENT DAY:

5. If any treatment products, (such as residue, gels or dust) are left behind, DO NOT CLEAN THEM UP UNTIL AFTER WE INSPECT AGAIN IN ABOUT 15 TO 30 DAYS.
6. If any pest traps or monitors are left after the visit, do not interfere with them in any way.

YOU ARE REQUIRED TO ABIDE BY THE ATTACHED INSTRUCTIONS, AND THE INSTRUCTIONS BELOW. IF YOU FAIL TO FOLLOW THE INSTRUCTIONS, that can easily result in

- **the failure of the pest treatment and/or**
- **your committing an offence under section 37 of the City of Ottawa’s Rental Housing Property Management By-law.**

After the inspection or treatment, we will contact you again to tell you the result of the inspection, or to schedule a follow up inspection, or a full pest treatment. If a further treatment is needed, more instructions will follow.

If you have any questions, contact _____.

**NOTICE OF ENTRY
& TREATMENT PLAN
(INSPECTION AND POSSIBLE NON PESTICIDE TREATMENT ONLY)**

Dear resident(s) of _____

On (date) _____, between (time) _____ and _____, a staff person or pest control operator will enter your unit to inspect the unit for (type of pests)

After the inspection, the staff person or pest control operator MAY treat parts of the unit by one of more of the following means: vacuuming, steam cleaning, Gel treatments and/or residual dust (using products approved by Health Canada). Pest monitors may be left in your unit.

INSTRUCTIONS TO YOU

FOR THE INSPECTION/TREATMENT DAY:

1. Without moving any more items than you have to move, please make sure the staff person or pest control operator can access the room and area where you think the pest are located.
2. Ensure all pets are under control or are caged.
3. Put away any valuables.

AFTER THE INSPECTION/TREATMENT DAY:

4. If any treatment products (such as residue, gels or dust) are left behind, DO NOT CLEAN THEM UP UNTIL AFTER WE INSPECT AGAIN IN ABOUT 15 TO 30 DAYS.
5. If any pest traps or monitors are left after the visit, do not interfere with them in any way.

After the inspection or treatment, we will contact you again to tell you the result of the inspection, or to schedule a follow up inspection, or a full pest treatment. If a further treatment is needed, more instructions will follow.

If you have any questions, contact _____.

[Create a separate standing treatment plan for cockroaches, ants, rats and mice, and any other pest specific to your rental unit. An example of a Standing Treatment Plan for bed bugs can be found above]

Treatment plan for cockroaches

Treatment plan for ants

Treatment plan for rats and mice

Treatment plan for other pests specific to your property