



SAMPLE LONG-TERM CARE PEST CONTROL NOTICES

How family councils can encourage communication about this challenging topic

Update - Pest Control/Room Cleanup

Dear Families and Residents,

I wanted to provide another update on our pest control response and the current actions being taken to deep clean/de-clutter the residents' rooms.

In an effort to de-clutter resident rooms, clothing items that aren't being worn by residents have been stored in storage bags. Excessive storage of items has proven to be a haven for rodents, and we want to maintain all resident spaces in the best possible condition.

In previous communications, we have asked that families come on site to remove any excessive belongings when visiting, and I will reiterate that ask again.

In the meantime, many resident rooms have been cleaned and de-cluttered already. We are requesting that all families come and collect the items that are no longer in use. If we do not hear back from you by **September 8th**, we will be disposing of all unused items.

Please ensure you come on-site to collect the items stored in the clothing bags to prevent any unwanted items from being disposed of in error.

We appreciate your support and collaboration as we work through this deep cleaning process.

Pest Control Update – Room Guidelines

Dear Families,

At ABC LTCH, we are committed to maintaining a safe, clean, and pest-free environment for our residents and staff. To ensure compliance with safety protocols, environmental licensing standards, and pest management practices, we regularly review furniture in resident rooms to ensure it meets our established guidelines.

Below is a detailed memo outlining the standard furniture guidelines, including dimensions and permitted items, as well as items that are not allowed. These guidelines are designed to support Infection Prevention and Control (IPAC) protocols, facilitate thorough cleaning, and prevent conditions that could attract or harbor pests. Proper furniture dimensions and materials are critical to



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ensuring that all spaces remain hygienic and free from potential infestations.

We kindly ask for your cooperation in adhering to these guidelines when bringing or replacing furniture in resident rooms. If furniture does not meet the required standards, it will need to be removed to maintain safety, cleanliness, and pest management protocols.

Thank you for your understanding and support in helping us provide a safe, comfortable, and pest-free environment for your loved ones. Please refer to the attached memo for the full details. (excerpts below)

You may choose a maximum of 3 additional furniture items to bring during admission from the list below. All personal furniture MUST be within the dimension outlined below. Anything larger is NOT permitted.

- Table - Maximum size (20"W X 30"H X 32"L)
- Side Table - Maximum size (20"W X 20"H X 20"D)
- Dresser/Open Shelf - Maximum size (20"W X 45"H X 32"L)
- Armchair/Recliner – Maximum Size (43" H X 29" W X 34" D) & Maximum chair weight (65 lbs). Chair must be wipe able and on legs for appropriate cleaning protocols.

Please Note:

- If you are being admitted to a shared room or if during your stay you need to be transferred to a shared space, only 2 pieces of additional furniture from the list are permitted. **This does not include the option for an arm chair, as it is too large to accommodate in a shared space.**
- Upon admission, your furniture items will be measured against our furniture map to ensure they meet the dimensions listed above for safety. If they do not fit the required dimensions they must be removed.

Items not permitted at

- Rugs
- Mattress covers/ pillow top covers
- Heavy Duvet Blankets



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We must be prescriptive with our furniture guideline, so that we can adhere to Infection, Prevention and Control (IPAC) guidelines and safety protocols. Which include the following:

- Furniture size/weight must not prohibit the staff's ability to provide care to a resident. This includes emergency situations, such as a resident having a fall, which would necessitate the staff to utilize lifts and safety equipment in a resident's room.
- Furniture must not pose a safety concern for the resident or staff during a seismic incident.
- Furniture must adhere to the above outlined guidelines so that housekeeping staff can keep residents rooms clean to ensure we are in line with IPAC guidelines and prevent the harborage of pests.
- All furniture and items must be wipeable and made of material than can be appropriately cleaned.

We kindly ask for your support in ensuring the safety of your loved one and our staff, by adhering to these guidelines upon admission and when replacing furniture in a resident's room. Our team will continue to conduct furniture reviews in resident rooms, and if items do not fit within the permitted guidelines, they pose a safety risk to the residents and staff, and must be removed, as they inhibit us from providing appropriate care.

For additional information regarding furniture and personal items, please click the link below to access our admission checklist: |

Thank you for your support in this matter.

Pest Control Update

Dear Family,

With the colder weather setting in, we've noticed in the past that mice tend to seek shelter indoors more frequently during this time of year. However, we've been proactive in managing this natural seasonal change, and I'm happy to report that the efforts we've made over the past few months have led to a significant improvement. The number of reported mice sightings has trended downward, as reflected in the graph below. In addition to routine inspections and baiting, here are some of the corrective and preventive actions that have been implemented by our Building Services team, in collaboration with the Pest Control Technician:

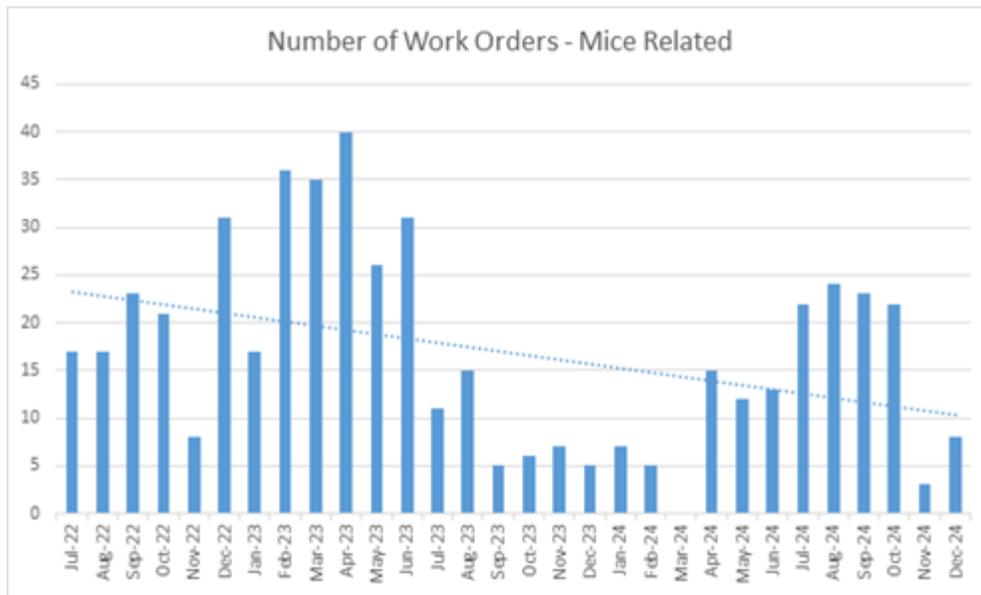


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1. **Door Sweeps Replacement:** We've recently replaced 19 door sweeps with superior excluder-type models to prevent pests from entering through doors.
2. **Sealing Gaps and Holes:** We are in the process of filling any gaps and holes in walls, ceilings, radiators, heating pipes, and dividers as part of an ongoing exclusion plan.
3. **Additional Bait Stations:** More bait stations have been installed, with close monitoring conducted weekly by the Pest Control Technician.
4. **Extra Hours by the Pest Control Technician:** To ensure prompt response to any urgent issues, we've required the Pest Control Technician to work additional hours beyond what was stipulated in the original contract.
5. **Implementation of new admission process:** allowable furniture, clothing, and other personal belongings are clearly defined to support safety and infection prevention and control practices. Dimensions of furniture permitted in residents' rooms allow the environmental services team to clean and disinfect hard-to-reach areas.



We also kindly request that, when you are on site next, you inspect the rooms of your loved ones. As soon as possible and convenient, please remove any excess clothing that isn't required, remove any excess furniture from the residents' rooms, and ensure that any food left out is either removed or securely stored in plastic containers. Please bring plastic containers to assist with this secure storage.

I hope this update provides reassurance that we are actively managing the situation and making good progress. Should you have any further questions or need additional information, please don't hesitate to reach out to info@iltccabc.ca