



YMCA of Hamilton/Burlington/Brantford

YMCA Wanakita
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To Whom it May Concern:

Our guests' health and safety is the number one concern at YMCA Wanakita. In an effort to keep you well informed and continue to foster good communication between us and our participants and their families, we are writing in response to the increasing presence of bed bugs in communities around North America.

Bed bugs are nuisances and are generally off-putting to people, but are not known to pose any major health risks. As with mosquitoes, people can be allergic to their bites, which can cause swelling, itchy welts and in some cases infections. However, they are not known to carry any blood-borne diseases. Bed bugs are mainly active at night. As they typically feed when people are asleep, their bites may not be detected immediately.

In order to help prevent incidents involving bed bugs the following protocols are in place:

- 1) Prior to each season, before participants arrive, we contract the services of GreenLeaf Pest Control Canine Services (Toronto). The canines are NESDCA (National Entomology Scent Detection Agency) certified. Research shows that this is one of the most accurate forms of detection of bed bugs and viable eggs. GreenLeaf and their partner company, the Bed Bug Tracker, are the only companies in Ontario with NESDCA certified canines.
- 2) During regular cleaning rotations, our Staff members are trained to be observant and aware of bed bug detection and follow up with protocol when indications of potential bed bug presence are observed.
- 3) Immediately following detection of bed bugs or viable eggs by canine services or staff inspection, a cabin will immediately be quarantined and Miller Pest Control Services conducts a site visit for thorough inspection with their trained staff.
- 4) If detection is positive, Miller Pest Control institutes a high heat treatment to the entire cabin and applies a preventative residual treatment to the entire building affected. Any participants who may have been affected would be notified immediately.
- 5) Miller Pest Control specifies a post-treatment vacancy time for the cabins and after follow up, the cabin is then re-opened for use.

*Building healthy
communities*



Charitable Registration # 10808 3825 RR0001

As our guest you can help further prevent the spread of this nuisance by taking the following steps :

- 1) If there is any possibility that an individual visiting Wanakita may have come in contact with bed bugs, we request that prior to the visit all personal belongings are washed with hot water and dried at the "High" dryer setting for a minimum of 30 minutes. In the case of delicate items that cannot be laundered, steam cleaning or placing the items loosely into a tightly sealed bag and into a freezer (-15 °C) for a minimum of 4 days is recommended.
- 2) Immediately upon return home, we recommend that all personal belongings are washed with hot water and dried at the "High" dryer setting for a minimum of 30 minutes and placed directly into the washing machine from the bags in which the belongings were contained. In the case of delicate items that cannot be laundered, steam cleaning or placing the items loosely into a tightly sealed bag and into a freezer (-15 °C) for a minimum of 4 days is recommended.

The source of bed bugs often cannot be determined, as bed bugs may be found in many places including hotels, hospitals, planes, and movie theaters. Unfortunately this has become a prominent issue in our communities and we are taking every precaution to prevent incidents. For further information on bed bugs please visit www.bedbugsinfo.ca.

Should you have any questions regarding your stay at YMCA Wanakita or the protocols in place, please do not hesitate to contact me at 1.800.387.5081 ext. 237 or cam_green@ymca.ca.

Regards,

A handwritten signature in black ink, appearing to read 'Cam Green', with a small dot at the end of the line.

Cam Green
Program Manager