

Roles and Responsibilities



1

The goal of this session is to make team members aware of their roles in an IPM program and who they can contact for support. All points on the slides should be addressed.

This module is drawn from HUD's guidance on IPM.

Each slide should be discussed by those present, or a representative from the PHA will speak, using the slide for his or her role as a prompt. Slide use will depend on who is present at the training and trainees' willingness to engage in discussion.

The Property Manager is responsible for IPM

- Hires a qualified pest management professional (PMP) who uses IPM and a contract that rewards success
- Follows HUD's IPM Guidance (PIH 2008-24 (HA))
- Develops and enforces policies and procedures based on PIH 2008-24 (HA)
- Manages the PMP
- Identifies problems, especially with housekeeping and sanitation
- Monitors and maintain facilities and grounds

2

Because they manage the buildings and issue contracts, the ultimate responsibility for the IPM program rests with the property manager and PHA.

You may also want to address the property manager's policy on PMP visits.

The request for proposal should specify IPM practices.

The Property Manager is responsible for IPM

- Protects and assists vulnerable and sensitive populations
- Tracks complaints and program performance
- Delegates the solutions
 - If unable to assist directly, contacts family member, resident support services or social services agency
- Encourages a reporting system
 - Notify staff and residents of upcoming PMP visits
 - Facilitate the IPM log
 - Provide pesticide use notification

3

It is the property manager's job to ensure communication among all parties and obtain buy-in where needed.

Pest Management Professional

- Qualifications to consider
 - PMP certification: Ecowise, Greenshield, Quality Pro Green
 - Association membership: National Pest Management Association
- Follows contract to get paid
 - Notifies PHA of upcoming visits
 - Communicates with staff *and* residents
 - Inspects and monitors for pests
 - Identifies pests
 - Recommends pest-proofing strategies
 - Applies effective and compatible pesticides
 - Documents everything: observations, pesticide usage, suggestions
 - Follows-up quickly when needed

4

If PHA maintenance staff perform the function previously referred to as “extermination,” their role is that of the PMP.

The PMP must be licensed if required by the state.

Other potential responsibilities, if included in the pest control contract

- *Use the company’s vacuum to initially treat an infested unit.*
- *Seal cracks and crevices.*
- *Set out sticky traps.*

Stress the importance of communication as the foundation of IPM. Documentation leaves a paper trail of what needs to be done and who followed up and did it. (E.g. If the PMP noted that the unit was not prepared because the resident is elderly, social services may need to get involved to do the physical prep work.) People may be used to seeing the PMP come and spray. They may feel that no pest control has occurred if there is not some spraying.

How does unit preparation get done? Will the PMP always be accompanied by staff? Could a resident who has been trained in IPM accompany the PMP to assist in communicating with the resident?

Reference: model RFP available at <http://www.healthyhomestraining.org/IPM/contract.htm>

Maintenance Staff

- Seal cracks
- Fix leaks
- Eliminate moisture problems
- Install barriers to pest entry and movement
- Monitor common areas for pests
- Report observations, problems, and actions
- Possibly assist with unit preparation

5

Maintenance staff have a crucial role in facilitating IPM and maintaining a healthy building. Maintenance staff need to work closely with the PMP to respond to maintenance problems documented in the IPM log. They also need to get at some of the causes of pest problems: leaks and holes in structures and building components.

Maintenance staff may be asked to monitor for pests with sticky traps in common areas and to alert the PMP of new problems.

Unit turnover is a great opportunity to clean up units, repair leaks, and seal cracks and crevices. Apply insecticidal dusts behind cabinets at unit turnover if a pest problem has been identified in the unit or area adjacent to the unit.

Janitorial / Custodial Staff

- Keep common areas clean and sanitary (especially trash chutes and dumpsters)
- Monitor for pests
- Report problems in units and common areas



6

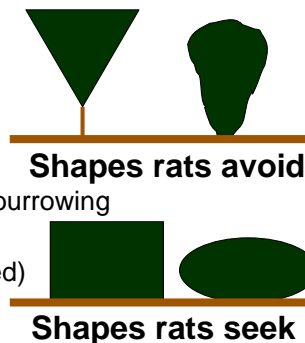
In this case, we are referring to people who address cleaning and upkeep of common areas such as hallways, stairways, trash management areas and laundry facilities.

Ask who does these services in the building. Discuss their roles and how they relate to management and residents.

Individuals with these jobs can be good at finding leaks and holes. They should submit work orders for needed repairs.

Landscaping and Grounds Crews

- Monitor for pests (especially rats)
- Report problems
- Minimize use of pesticides on grounds
 - Plant choice
 - Doesn't offer coverage for rat travel and burrowing
 - Resists pests naturally (few pesticides or nutrients required)
 - Plant placement
 - Never touching the building
 - Appropriate sunlight, shade, and moisture for the plant
 - Plant maintenance
 - Mow grass high: 3-4"
 - Mulch grass clippings



7

The landscape surrounding the PHA is a common area that needs to be included in pest control. Rats can be discouraged by proper outdoor landscaping and refuse management. Trees and shrubs touching buildings can create bridges for pests, such as ants, to enter. Those responsible for plant choice, placement, and maintenance should be familiar with IPM and IPM recommendations for the plants being used. Using plants that grow with minimal chemical assistance and do not supply spots for rats to travel and burrow is part of IPM.

IPM for grounds covers practices such as watering and fertilization, but the goal is the same: to keep pest populations at tolerable levels by using multiple, economical approaches that pose minimal risk to people and the environment. Lawn care pesticides will make people with MCS sick and are a barrier to access. Vulnerable populations such as infants and pregnant women are at greater risk for adverse health effects associated with exposure to pesticides and for this reason it makes sense to use reduced risk practices, follow label instructions, and practice prevention-based approaches.

References:

School IPM 2015: A Strategic Plan for IPM in Schools in the US, pages 141-161. Online at: <http://www.ipmcenters.org/pmsp/pdf/USschoolsPMSP.pdf>

<http://www.growinggreenlawns.org/index.html>

<http://www.epa.gov/osw/partnerships/greenscapes/>

Resident Support Service Staff

- Get assistance for residents who are unable to prepare their unit for the PMP due to financial or physical limitations
- Educate residents about:
 - Pests
 - Proper housekeeping
 - Reporting presence of pests, leaks, and mold
- Enforce lease provisions regarding:
 - Housekeeping
 - Sanitation
 - Trash removal and storage
- Encourage residents to allow PMP into unit

8

Resident support services representatives interact with and assist residents. Their representatives may help residents prepare for PMP visits or accompany the PMP on unit visits. Resident support services staff should be aware of and work with both the property manager and PMP to assist residents who are especially vulnerable, such as the elderly and people with disabilities, including those with chemical sensitivities.

Introduce the concept of a peer educator. The Boston Housing Authority educates residents and pays them to be IPM peer educators. The IPM-educated residents educate their peers about pests and IPM solutions leading to changes in residents' behaviors. They can assist in unit preparation before the PMP visits and make follow up visits to ensure behavior has changed. Having these peer educators work closely with a few focus units (often the source of others' pest problems) can be very beneficial and should be considered in the early phases of IPM program implementation.

Resident

- Notifies management of disabilities or when assistance is needed to participate in an IPM program
- Gives PMP access to unit
 - Works with staff to find reasonable accommodations if sensitivities exist
- Prepares unit for PMP visit according to instructions
- Follows lease regarding
 - Housekeeping
 - Sanitation
 - Trash removal and storage
- Reports presence of pests, leaks, and mold
- Monitors unit for problems
- Helps and educates neighbors



9

The resident has a critical role in IPM—just as important as the PMP's. Vulnerable and sensitive tenants and their representatives can provide valuable input for safer pest control practices.

As part of this training, the Northeastern IPM Center is offering a residents' briefing that will be made available to the PHA. It is self-directed and will educate residents about pests; tell them how their behaviors can help prevent pests; and tell them about the IPM team that is in place at the PHA. Residents who receive the briefing will receive an "IPM Kit" with tools to help them keep their units maintained and pest-free.

Residents at the Boston Housing Authority report that they throw out unnecessary items and are proud to show the PMP what they have done (to facilitate his/her bait application).

References:

Tenant preparation instructions

The results of the team approach

- An inspection and monitoring system that finds pests
- A reporting system that identifies areas of improvement
- Units are prepared to receive effective treatment
- Communication that empowers all
- Fewer pests and a healthier environment

10

Questions?

