

CIRCULAR

Date: May 22, 2014

CIRCULAR NUMBER: EIA#2012-03 Revised (2) Alternate Program(s):

To: Community Social Service Supervisors WINNIPEG & BRANDON

Subject: Manitoba Bug N'Scrub – Winnipeg and Brandon

Reference: Circular 2008-30R(2) – Bed Bugs

Type: Policy Replaces # _____
 Procedure
 Rate
 Information Only

Effective Date Immediately

This circular is to advise staff of the Manitoba Bug N'Scrub program, which is part of the Government of Manitoba's bed bug strategy. Funded by the Department of Housing and Community Development, the Bug N'Scrub Team provides preparation services, such as moving furniture, general cleaning, laundry service and reducing and removing clutter, when the tenant/homeowner is unable to complete this work on their own.

The Bug N'Scrub Team will accept referrals from social services or health providers, community advocates, and/or landlords for individuals who require assistance preparing their residence for bed bug treatment. Individuals will be asked to vacate their residence while the team prepares the residence for the extermination. Residence preparation requires several hours but participants will be able to return to their homes at night. The Bug N'Scrub team provides 3-5 visits to ensure the space is adequately prepared and afterwards, that there are no signs of bed bugs. Bug N'Scrub operates within Winnipeg and Brandon as well as some of the surrounding area (dependent upon proximity to Brandon).

Bug N'Scrub conducts a detailed assessment to determine eligibility for its services. Only individuals who are assessed as being unable to complete preparation work on their own will receive Bug N'Scrub services. The EIA Program has reviewed and approved the Bug N'Scrub screening criteria to assess participants' abilities to prepare their residence. Therefore, EIA staff do not need to pre-approve this service for clients. All EIA clients assessed eligible for Bug N'Scrub services have standing pre-approval for this service.

Typically, Bug N'Scrub services are free to individuals who qualify; however, EIA has agreed to cover the cost of Bug N'Scrub Services for persons with disabilities.

Circular 2008-30R states that EIA will pay the:

“Cost of preparing a residence for bed bug treatment for persons with disabilities assessed by EIA staff to be incapable of performing the necessary cleaning that is required to ensure an effective treatment. In homes where there is a need for disposal of belongings prior to the treatment process, EIA may consider providing for the cost of disposal.”

To apply for Bug N'Scrub service, a Request for Service form (attached) needs to be completed by a landlord, government/community agency or relative/friend aware of the individual's ability to prepare their residence for treatment. A participant cannot self refer. EIA staff can complete the form if they have sufficient knowledge of the participant's situation to do so. The completed form should be forwarded to Bug N'Scrub by fax at 1-204-948-3093 or by e-mail to bedbugs@gov.mb.ca.

Bug N'Scrub will determine whether the request for service meets their program's criteria and if approved, prioritize the request based on the capacity of the resident to prepare their home themselves and the severity of the infestation. Bug N'Scrub will only provide service where bed bugs are present on-site and not for preventative treatments. Additionally, in scenarios where more than one treatment is required for full eradication of bed bugs, Bug N'Scrub only provides services for the first treatment and possibly some limited services for successive treatments.

EIA staff should not be invoiced for participants who live in Manitoba Housing as Manitoba Housing is responsible for the cost of their buildings.

If EIA staff have any concerns, or would like to ensure that Bug N'Scrub services are being appropriately coordinated with other supports that may be in place, they can call Bug N'Scrub at 1-855-362-2847.

EIA staff have the discretion to apply an overpayment, for Bug N'Scrub visits where the participant is not home or refuses Bug N'Scrub staff entry, if no reasonable circumstances exist for the missed or refused visit.

If the participant is found ineligible for Bug N'Scrub services, the referring agency contact person who originated the assessment form will be contacted. Additionally, the availability of Bug N'Scrub services does not preclude the use of other service providers who prepare residences for bed bug treatment.

If you have further question or concerns about Bug N'Scrub please contact them by phone at 1-855-362-2847 or e-mail at bedbugs@gov.mb.ca.