

Canahahns Company Limited has a **No Shame / No Blame** policy for tenants reporting pest concerns to building management. Tenants will not be blamed for causing the pests when they report the pests to building staff.

This policy recognizes that:

- Infestations of pests (bedbugs / cockroaches / mice / etc.) are accidental. No one wants these pests in their home;
- Eliminating the pests is everyone's goal;
- Residents, building owners, property managers and pest management professionals all have a role to play in fighting pests;
- Pests should be reported as soon as possible to prevent larger infestations and more expensive treatments.

### **Pest Control Management Company**

Canahahns Company Limited has an ongoing contract in place with a Ministry of the Environment licensed pest management company to inspect, monitor, and provide treatment services. We have selected a pest management company committed to operating from an Integrated Pest Management approach and who have experience and expertise in dealing with the most common pest issues (cockroaches, bedbugs).

### **Integrated Pest Management**

It is the policy of Canahahns Company Limited to follow Integrated Pest Management (IPM) procedures to control structural and landscape pests in and around all the buildings in our portfolio and to minimize exposure of residents, visitors, contractors, and staff to pesticides.

Through our IPM procedures, pests will be managed to:

- Provide a safe and decent place to live and work for residents, staff, and others;
- Prevent loss or damage to housing resources, structures or property;
- Reduce potential human health hazards; and
- Prevent pests from spreading in the community or beyond.

Canahahns Company Limited follows an Integrated Pest Management Plan which details specific information on the procedures of the properties' IPM such as:

- A description of the roles various staff, residents and contractors carry out;
- Listing of potential pest issues;
- Use and notification procedures for pesticide applications.

## **Resident Relations**

Canahahns Company Limited is committed to quality and expedient service to our residents. All pest related issues are investigated and responded to by building staff within two business days. The no shame no blame policy attempts to reduce the fear and stigma of having to report pests to building staff with encouragement to report pest issues as early as possible.

It is however equally important for residents to co-operate with pest inspections and unit preparations when required. As well, building residents are encouraged to maintain basic housekeeping, sanitation and waste removal duties of their own to minimize the potential of attracting pests.

## **Unit Inspections**

Once per year Canahahns Company Limited perform unit inspections for multiple purposes such as maintenance issues, safety issues and pest issues. Throughout the inspection process, staff endeavour to inspect for pests, document issues, and follow up with necessary actions taken in accordance with our Integrated Pest Management Plan. Building residents are subsequently advised if pests were or were not found and any actions required or that have been taken.

In addition to annual inspections, upon unit turnover and prior to new tenants moving into a unit, a thorough pest inspection is completed.

## **Common Area Inspections**

Indoor and outdoor common areas of the building are inspected on a monthly basis by a pest management company who shall visually inspect for pests or for evidence of pests to identify any pest problem. As well, the pest management company shall monitor pest monitoring devices, traps, and bait stations as required by the company's Integrated Pest Management Plan.

Logs and records of all monthly pest inspections are kept with details where the inspections took place, when and by whom, along with the outcome of the inspection. These records are available to residents upon request to building management.

## **Employee Education**

Employee education and engagement are critical components to the success of a building's integrated pest management program. Knowledgeable staff help ensure the building Integrated Pest Management Plan is being implemented and adhered to.

All staff receives training on:

- The Integrated Pest Management approach, the biology and behaviours of pests, procedures used in pest control measures, how to inspect for pests, and protocols when working in units with pests;
- Strategies and actions that should be taken including the no shame no blame policy, encouragement of resident co-operation and responsibilities;
- Who to contact and what to do if there is a pest control issue or problem;
- Keeping proper documentation and recordkeeping.

## **Resident Education, Communications and Engagement**

Residents play an extremely important role in addressing pest management issues quickly and effectively. Canahahns Company Limited provides residents with the information they require to help raise awareness to assist them in understanding potential problems and to promote timely notification as well as to promote a co-operative approach to pest management.

By use of resident engagement, Canahahns Company Limited endeavours to inform residents of the pest management approach and solutions followed, policies, information on pest management and the companies no blame no shame policy. Engagement starts at move in with discussions with the new resident, information in the companies welcome package, as well with posted bulletins and fact sheets on pest information.

We encourage residents to keep informed, ask any questions they may have to building staff, follow basic housekeeping requirements in their apartment and most importantly to inform building staff immediately of any pest related issues.

## **Record Keeping**

Canahahns Company Limited buildings maintain a record keeping system that is essential to establishing trends and patterns in pest outbreaks and includes information such as pest identification, pest population size and locations, recommendations for future prevention, and complete treatment action taken and/or required.

Log books include:

- Dates and locations of proactive and reactive inspections;
- Name of pest management operator;
- Inspection results;
- Recommended action/treatment;

Working together with Residents, Building Staff, Management, and Pest Management Companies, Canahahns Company Limited strives for pest free living and a higher quality of living for their residents.