



Social Services/Home Visitations – Agency Perspective

Cleveland Department of Aging
Mary McNamara, LISW



First email about bed bugs

8/2010

To Health Department colleague,
I received a referral from ... regarding 132XX
XXXXX – a severe case of bed bugs... can
you please make a visit and get back to
me. What does the Health Dept do for bed
bugs? If the client is a tenant.... Does the
owner get cited ? I thought it was more of a
personal hygiene issue? Co-worker, Aging



December 2010

Jane,

XXX from XXX told one of his caseworkers to call here for some possible ideas about bedbugs for a client in Ward X. Wondered if I am missing anything.

84 year old female. Hoarding and Bed Bugs. No family. Has not talked to her daughter in 3 years.

If she does not clean her apartment in 30 days—XXX says she will be evicted.

Very fixed income.

I don't have a resource. Am I missing anything?

Mary



Early Signs

- Receiving phone calls from older adults asking for help with preparing their rental units for extermination
- Began seeing signs “Bedbug help?, Call Simon” around town
- EMS relayed their protocol for vehicles
- Homelessness prevention began seeing people evicted because of bed bugs



Staff Education in 2011



Older Adult Education

- Bedbugs can be even more problematic for older people, who may not see or feel them because of diminished eyesight or physical challenges
- Don't buy used furniture without thorough inspection (especially bedding and upholstery)
- Plastic covers for mattresses
- Periodically inspecting bedding
- Reducing clutter



Normal Vision vs. Cataracts



A cataract is a painless, cloudy area in the lens of the eye. Cataracts are very common in older adults. Cataracts can also occur after an eye injury, as a result of eye disease, after the use of certain medications or as a result of medical conditions such as diabetes.



CITY OF CLEVELAND
Mayor Frank G. Jackson

Normal Vision vs. Diabetic Retinopathy



Diabetic retinopathy is an eye condition that affects people with diabetes who have high blood sugar over a prolonged period of time. In the early stages of diabetic retinopathy these blood vessels leak fluid and distort sight. If left untreated, these blood vessels may bleed, clouding vision or scar detaching the retina.



Normal Vision vs. Glaucoma



Glaucoma is an eye condition that develops when too much fluid pressure builds up inside of the eye. Without treatment, glaucoma can cause blindness within a few years. Glaucoma is most often inherited, meaning it is passed from parents to children.



Normal Vision vs. Macular Degeneration



Macular degeneration occurs when the small central portion of the retina, called the macula, is damaged. It is the leading cause of severe vision loss in adults over age 60. Macular degeneration often does not have symptoms and is unrecognized until it affects both eyes. The first sign of macular degeneration is usually distortion of straight lines. This may progress to a gradual loss of central vision.



Hard to see with the healthiest of eyes

Bed Bug Life Cycle



Departmental Survey/ 2011

- Bed Bug Tally for _____
- Our Department would like to get a sense of the number of calls we receive with questions and concerns about Bed Bugs between the time period of Nov 18- Dec 20th.
- *****We'd like to simply note if the issue of bed bugs comes up—and not prompt them about the issue.
- If the topic of bed bugs comes up in a conversation with a client in person or over the phone- please put a hash mark below. We do not need the clients' name.
- Please complete the form and return to Mary on Wednesday December 21st.
- **Number of calls:**



Bed Bug Assistance Program Highlights

- First application received December 2013
- 120 households; some treating 2 units
- Oldest applicant- age 96
- Youngest applicant- age 34
- At least one household in every ward in Cleveland



Program Criteria

- City of Cleveland resident
- Owner occupied home
- Income eligible
- Owner must be 60 years of age or older or an adult, 18-59 years old, receiving a disability payment.



Income Guidelines

The Cleveland Department of Aging has a new program to help seniors and adults with disabilities, on a limited income, with the extermination of bed bugs in their home.

Family Size	2015 Gross Yearly Income
1	\$16,205
2	\$18,515
3	\$20,825
4	\$24,250
5	\$28,410
6	\$32, 570
Subject to Change	



Program Implementation

- Outreach/marketing
- Education
- Assisting in completing applications
- Communication with exterminator
- Follow up visits



Lessons Learned

- Controlling bed bugs is not simple or easy to do
- They are hard to see with the best eyesight
- People respond differently to bites
- Making infested areas fully accessible is critical. Older or disabled adults may need assistance.
- Social stigma
- Senior Initiative; multi team approach



Home Visit Tips

- **Preparing for Home Visits**
 - **Ask if there have been any infestations in the last 2-3 months**
 - Wear simple clothes
 - Avoid shirts with buttons and pockets
 - Avoid cargo pants and cuffed pants
 - Wear shoes that can be heated in a clothes dryer
 - Avoid accessories, especially scarves & handbags.
 - Carry a supply of sealable plastic bags (such as Ziploc® plastic bags).



Precautions when at a client's home

- Be extra diligent if a bedbug infestation has been confirmed
- Wear protective booties. Inform the client that the booties help protect against potentially having insects transported into the client's home.
- Do not sit on upholstered furniture or on the bed. Inspect the cracks of hard chairs before sitting down. If possible, bring a hard surface chair or plastic stool.
- Carry only essential items into the home. Use a plastic clipboard to hold any paperwork.
- Avoid placing any belongings on upholstered furniture, bedding or against the walls.
- When there is an infestation and the purpose of the visit is to move items or to move the person, wear coveralls or a Tyvek® suit.



Discovering Bed Bugs at a Client's Home or Apt.

If bed bugs are discovered at the client's residence, remain calm. Take the following steps to avoid transporting the bed bugs out of the client's home.

- When returning to the car, remove the booties immediately and seal them in a plastic bag. Dispose of the bag before getting into the car. If the client lives in a multi-unit dwelling, remove the protective gear just outside the client's door.
- Do not leave the shoe covers on while walking through the building. Place them in a tightly sealed bag and place the bag in an outdoor trash receptacle.



- If coveralls were worn, remove the coveralls by turning them inside out and trapping any bed bugs inside.
- Put the coveralls in a plastic bag and dispose of the bag before getting into the car.
- Use a hand mirror to inspect yourself for bed bugs. Check clothes, shoe treads, cuffs, and collar.
- If an insect is found, use a wet wipe to capture it. Place it in a Ziploc® bag for identification. Use a second wet wipe to wipe down seams, buttons, and other bed bug hiding places.
- Instruct the client to report the infestation to the landlord and to the local health department.



Other Community Resources

- Local Health Departments for inspection/advice
- Cuyahoga County Senior and Adult Services 216.420.6700
- Passport program 216.621.8010
- Other resources



Community Needs

- Education
- Behavior change
- Preparation of units to be treated



Cleveland Department of Aging

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