

MINUTES OF THE HUMAN SERVICES COMMITTEE

November 12, 2018
East Conference Room

Present: Councilmembers Litten, George & Anderson

Also Present: Assistant Law Director Swallow, Human Services Director Gelsomino, City Planner Michelle Nochta, Mary Leigh, Ian Andrews of Lakewood Alive, Allison Urbanek of Lakewood Alive, CCBH Commissioner Terry Allan, Rick Novickis of CCBH, Brian Athey of CCBH, Ashley Takash of CCBH, Tim Hitchcock of CCBH, former Councilmember Cindy Marx, Councilmembers Bullock & Rader

Call to Order: 6:00 p.m.

RESOLUTION 9029-18 - A RESOLUTION authorizing the Mayor to enter into an agreement with the District Advisory Council of Cuyahoga County, Ohio General Health District for the provision of public health services within the City of Lakewood in an amount not to exceed \$531,215.00 for a two-year period commencing January 1, 2019.

Health Commissioner Terry Allan presented the proposed two-year public health services agreement between the City and the Board of Health. It was noted that the agreement calls for a 15% rate increase in 2019 and a 15% increase in 2020. These increases are higher than they have been in previous years. CCBH is requesting this increase of all member communities.

Commissioner Allan explained the major reasons for the proposed increases:

- **National accreditation:** The State passed a bill to require that all local health districts become nationally accredited by 2020 in order to continue receiving state and federal money. Accreditation is very expensive to apply for and maintain – approximately \$33,000 to apply.
- **Coordination of Community Health Assessments:** A new state law requires that the community health assessments performed by hospital systems be synchronized with those performed by health departments. Currently, they are on separate schedules. Additional assessments need to be performed to get them on the same schedule. This is a good thing but no funding was provided by the State to help with this.
- **Facility Improvements:** The Board entered into a 20-year bond to pay off facility repairs and improvements. The County provided some assistance but not enough.

Commissioner Allan provided a brief overview of CCBH's public health programs and staff. CCBH has been serving Lakewood since 2008. Commissioner Allan compared CCBH's rates with those of other urban health departments. CCBH's rates are competitive as is its list of services.

It was summarized that in 2008 the City paid \$228,000 for CCBH services and it is now being asked to pay \$265,000. Over an 11 year period this is not a significant increase. To compare, when the City ran its own health department, the cost was over \$700,000 annually.

Director Gelsomino expressed confidence in the City's relationship with CCBH. She said that she is not surprised by the request for an increase because there have been no significant increases since 2008.

Commissioner Allan explained that CCBH funds half of its work with grants in order to allow for a wide range of services and to keep costs down. He provided details on the Board's lead remediation program and its work in Lakewood. The HUD grant which supports this work caps grants at \$10,000 per home. Mary Leigh explained that the City will use CDBG funds to help supplement these grants if a home requires more than \$10,000. CCBH's program has abated lead in about 100-125 Lakewood homes in a three-year period.

Director Gelsomino remarked on the differences between working with the City's internal health department prior to 2008 and the way things are now with CCBH. She noted that the benefit of partnering with CCBH is its access to grants at the private, state, and federal levels. CCBH provides the core services that Lakewood's former health department provided. She expressed confidence that Lakewood's needs are being addressed by CCBH. She noted that Lakewood is entitled to work with CCBH to pay extra for additional services. She recommended a follow up meeting to more fully review CCBH's services for Lakewood.

Councilmembers asked CCBH staff for additional information about specific services such as connecting with benefits and immunization programs.

Commissioner Allan let the Committee know about an initiative that some member communities are taking to raise the age for purchasing tobacco and vaping products to 21. He spoke about the rise in nicotine use among teens. If Lakewood took this initiative, CCBH would assist with the enforcement.

Councilmember Bullock asked CCBH staff to remark on the nature of its work and if it is more reactive or proactive.

Commissioner Allan described examples of programs that fall into each category. Disease outbreak programs are reactive whereas emergency response programs are proactive.

A motion was made and seconded to recommend adoption of Resolution 9029-18. All members voted in favor. Motion passed.

2017 Pest Control Ordinance Update

Mary Leigh of Community Development remarked on the division's experience managing bed bug issues in the City since the code was amended in 2017. She stated that the change to the Code has been helpful. She remarked on the division of duties between her division and Lakewood Alive. She remarked on the education and outreach that has been done on the City website and in the community.

Allison Urbanek of Lakewood Alive explained the process of following up on bed bug complaints. She spoke about how the ordinance requires landlords with four or more units to hire

a licensed pest exterminator but that landlords with four or fewer are able to self-treat. Cases that Lakewood Alive is unable to resolve through education and advocacy get referred to the Building Department for code compliance follow up. If that fails then the case will get referred to Municipal Court.

Lakewood Alive and Community Development agreed that the legislation has been helpful in that it clearly spells out who is responsible for remediation. Both agreed that the partnership between the two has been effective.

The Committee reviewed data provided by Lakewood Alive on the number of bed bug calls and referrals received.

The Committee discussed general trends in bed bug complaints over the past several years in Lakewood and in the state.

The Committee discussed the possibility of further amending the ordinance to require landlords with four or fewer units to hire a licensed pest exterminator. Michelle Nochta noted that sometimes even hiring an unskilled licensed exterminator will fail to remediate bed bugs. She advocated for the Code to remain as is for now.

Lakewood Alive discussed a case where they filed a complaint with the Ohio Department of Agriculture against a landlord who misused pesticides to treat his tenant's bed bugs.

Health & Human Services Committee adjourned at 7:18 p.m.

Read the Label First!

PROTECT YOUR HOUSEHOLD



Many household products such as cleaners and pesticides could harm children, pets, or the environment if not used and stored correctly. Choose a product that is labeled for your specific pest. EPA encourages consumers to consider using EPA-registered biopesticides and products with **EPA's Safer Choice label**, which are generally less harmful. Simply reading a products label will help keep your family, your pets, and your community safe.

Keep Your Family and Community Safe with these Tips

✓ Read the Label First

Labels tell you:

- How to use a product safely and effectively.
- How to store the product safely.
- First aid instructions.
- Phone numbers to call for help or more information.

✓ Follow All Label Precautions

- Warnings and directions tell you how to use products safely and correctly.
- Follow warnings to open windows, wear gloves, and not breathe product dust.
- Keep pets and children away from treated areas as directed on the label.

✓ Keep Products in Original Containers

- It is very dangerous to put products in food and beverage containers. Children think that something in a familiar bottle is safe to drink or play with.
- Containers without tight fitting lids can easily spill.

- If you throw away the original container, you throw away important information needed in case of an emergency.
- If the label tells you to mix a product in another container, use all of the mixture. If you can't use all the mixture, label the new container for use in the future.

✓ Prevent Harm to the Environment

- Apply a product according to the label directions to prevent harm to the environment
- Do not apply a product where it could run into ponds, creeks, or other water supplies and contaminate drinking water and kill wildlife
- Spraying products on a windy day can carry the product into nearby water.
- Never pour pesticides or other lawn and garden products down the drain.

✓ Buy the Right Product for Your Needs

- Read the label to make sure you're buying the right product for the job. This will save you time, money, and frustration.
- Buy only what you need. If you buy too much, pass the product on to someone who can use it, with the label instructions. Some products might not be effective if stored for long periods of time. A larger size is not a good value if you can't use it.
- Use the right amount. Labels indicate the correct amount to use. Using more can waste the product, your money and can cause harm to people, pets and the environment.

Know Where to Call for Help

- Many labels contain a phone number to call in an emergency.
- Have your local poison control center number and veterinarian's or local animal hospital number easily accessible.
- Have the product label with you when you call! The label provides those helping you with important information about the product.



LakewoodAlive Bed Bug Program

LakewoodAlive is the City of Lakewood's agent to assist with educating and guiding residents about best practices of fighting bed bugs. We work as advocates for both owner and occupant throughout the process of remediating bed bugs.

LakewoodAlive began working with the City of Lakewood and the Cuyahoga County Board of Health in January of 2016 in a working group to define best practices. Throughout the years the process has been refined in order to best serve all involved with a goal of complete remediation of bed bugs.

Process:

1. Client Referral:
 - a. Self-Referred
 - i. Has found a bug or has bites
 - b. Refuse Department
 - i. Sees furniture with spots or bugs on it
 - c. Landlord Referral
 - i. Not sure how to proceed, either the landlord found bed bugs or a tenant contacted them and let them know that they saw bed bugs
2. Inspection:
 - a. Within 24-48 hours Mark McNamara will set an appointment to meet at the site to see if he can spot bed bugs
 - i. According to the City of Lakewood- one bed bug is considered an infestation
 - b. Mark will meet with client to collect a bug specimen. As a licensed exterminator, he uses his training to determine whether or not the bug is a bed bug.
 - i. If bed bugs are confirmed, Mark will notify the owner of the property of the bed bug and explain the ordinance to them.
 - ii. Mark also provides information about best practices, licensed exterminator and ways to prevent re-infestation.
 - c. Mark will allow up to two weeks for the owner of the property to set up their first extermination appointment. Based on best practices owners are encouraged to have at minimum two rounds of treatment (chemical) or one 3-5 hour heat treatment. There should always be a follow-up appointment to confirm the success of the treatment.
 - i. Owner of the property must provide paperwork from the licensed exterminator to show where and how treatment was provided.
 - ii. If the owner has three or fewer units in the building they are able to self-treat the property. LakewoodAlive cautions owners about self-treating because it is very easy to misapply chemicals which can be very harmful to the applicator and/or the tenants.
3. Follow Up:
 - a. If the landlord does not set up an appointment with an exterminator within two weeks, Mark will follow up and provide a second two-week time frame to try and get the landlord on board with treatment.
 - i. If the landlord fails to have the property treated then Mark will refer the property over to the Building Department. They will issue a correction notice and will provide them with a two week time frame to get an exterminator in the property. If they do not comply with that final two week time frame, then they will send the file to the Prosecutor and a court date will be scheduled.

Pre- Ordinance:

Year	Calls	Treated	Remediated	Single Family	Multi-Family
2016	59	52	17	11	48
2017	45	25	24	4	41

Difficulties:

- No one would be willing to accept responsibility for initiating treatment
- LakewoodAlive did not have an official capacity- it was hard to get people to listen
- Landlords would not or could not accept the complexity of treating bed bugs

Post-Ordinance:

1306.34 RESPONSIBILITY FOR PEST EXTERMINATION

(a) An owner of an occupiable structure shall take such measures necessary to prevent and control the harborage and free movement of insects, vermin, rodents or other pests within the structure. An owner of an occupiable structure is solely responsible for the extermination of insects, vermin, rodents or other pests within the structure. No owner shall fail to exterminate insects, vermin, rodents or other pests as required herein.

(b) In the event that the dwelling is infested with or there is a report of infestation with bedbugs, the owner shall make written notification to all contiguous units (including adjacent units on either side, across the hall, or above or below the affected unit) within 72 hours of confirmation of the presence of bedbugs. In addition, where there are confirmed bedbugs in a dwelling unit within a building of more than three dwelling units, the owner or agent shall cause all affected units to be treated by a licensed pesticide applicator under Section 921.06 of the Revised Code or for the affected units to be heat-treated to eliminate the bedbugs.

(c) The occupant of an occupiable structure, if not the owner, shall notify the owner of the structure when the occupant knows of or suspects an infestation of insects, vermin, rodents or other pests within the structure within 72 hours of discovery. The occupant shall grant the owner and the owner's agents or contractors access to every portion of the structure reasonably necessary for the inspection and extermination of insects, vermin, rodents or other pests within the structure. No occupant shall fail to promptly notify an owner or fail to grant the owner or the owner's agents or contractors reasonable access as required herein.

Year	Calls	Treated	Remediated	1-3 Family	Multi-Family (4+)
2018 (Jan-Oct)	42	29	22	22	20

- The difference between treated and remediated is because some folks moved out after they reported the bed bugs and then they could not be verified or others passed away during the process.
- The difference between calls and treated is that some of the reports were not able to be verified, others were verified as pests other than bed bugs and a few times people refused to provide their name and other contact information

Positives:

- Multi- Units (4 or more units) automatically have to hire a professional to treat the property
- All exterminators must be registered with the City as licensed contractors
- Landlords are required to accept responsibility for coordinating treatment
- LakewoodAlive has worked to establish relationships and protocol with local exterminators, making it easier to get verification of treatment.
- Working directly with the Building Department if an owner is non-responsive has had remarkable results. They respect the correction notices and work to get the units treated.

Challenges:

- Owners who have three or less units are able to do self-treatment which often is not successful and can be in extreme circumstances very toxic and harmful to residents.