



# Don't Let The **Bed Bugs** Bite

Lessons Learned in Collaborating  
Across Cultures



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# Disclosure of Commercial Support

**I have no disclosures to report**

# Faculty/Presenter Disclosure

Faculty: **Carole Cohen**

Relationships with commercial interests:

**Consulting Fees:**

- **Capacity Assessment Office, Ministry of the Attorney General of Ontario**
- **VHA Home Health Care**

# Mitigating Potential Bias

**This presentation will not make any mention of these agencies or their policies**

# Learning Objectives

1. Appreciate the issues arising in the care of community dwelling seniors with mental health problems
2. Highlight the development of a collaborative bed bug situation table in North Toronto
3. Explore the barriers & facilitators encountered in collaborating across cultures



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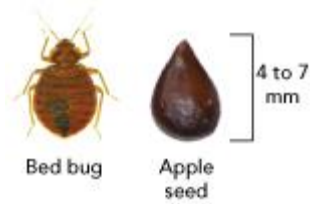


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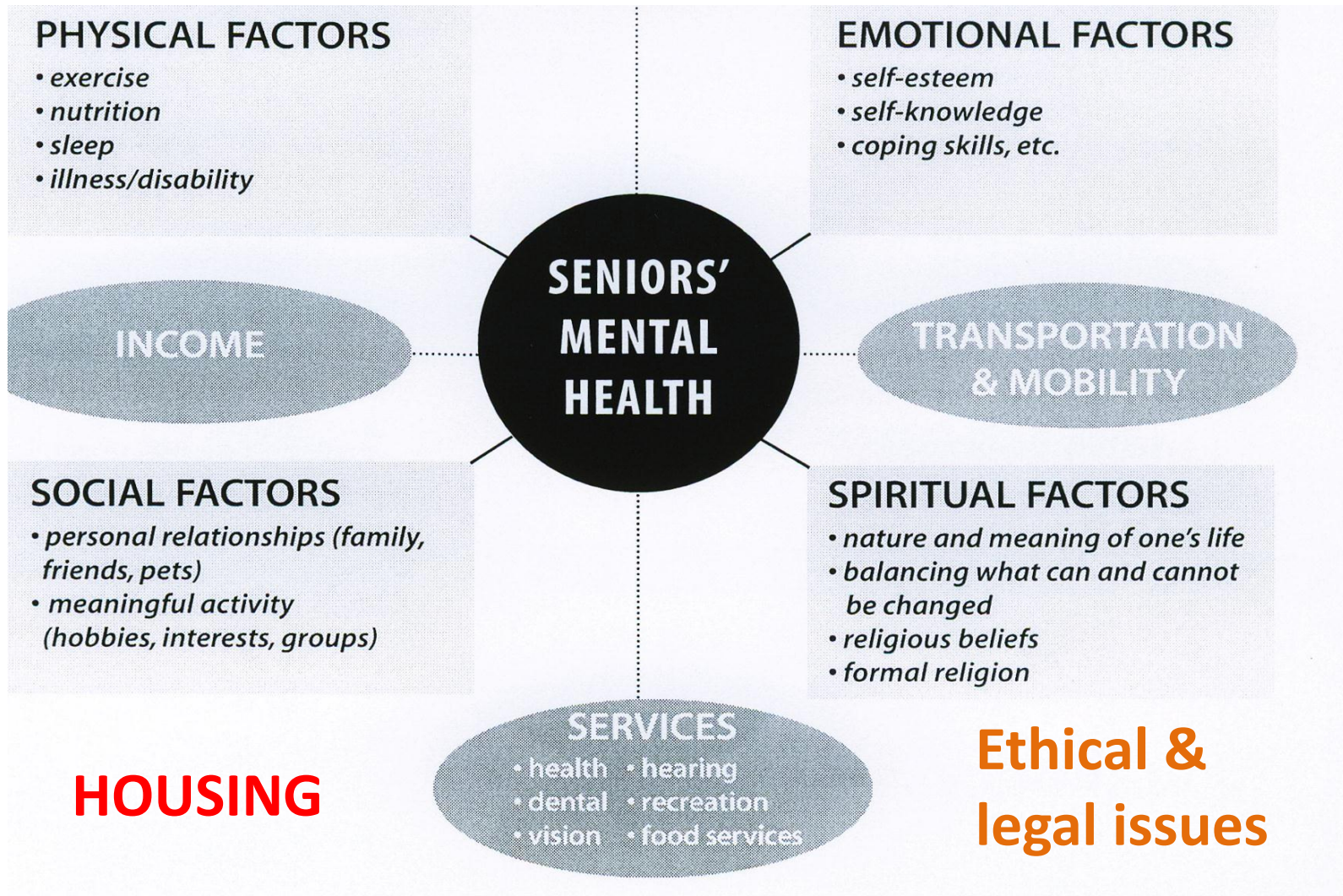


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**Can You Spot  
the Bed Bug?**



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# Issues Arising in Community Outreach

1. Lack of financial & social resources
2. Autonomy vs. Risk or Gain
3. Capacity & Substitute Decision-makers
4. Advanced Care Planning & Transitions Across Settings

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**“PREP” !**

**“ Bedbugs carry a strong social stigma and can result in stress, anxiety, sleeplessness and further social isolation, all of which comprise the client’s health and wellbeing”\***

**Samuel Leite**

“When a Bedbug Problem  
Snowballs into an Emergency” Kalli  
Anderson The Local Nov 14, 2017

# Clinical Vignettes

**North Toronto home:  
90 year old husband of patient  
presents me with bug in a pill  
bottle (mistaking me for the  
Public Health RN)**

**Supportive housing:  
75 year old single woman with  
bipolar disorder whose  
apartment is infested with bed  
bugs brought in by another  
tenant visiting**

**Retirement home:  
84 year old woman with dementia  
brought bed bugs back from  
another retirement home into her  
and her “boyfriend’s” suite**

# BED BUG RESOURCES

## **Toronto Bed bug Registry:**

<http://bedbugregistry.com/metro/toronto/>

## **Treatment: How to get your home ready for bed bug treatment**

<http://www.gov.mb.ca/bedbugs/factsheets.html>

## **How to look for and avoid bed bugs in hotels**

<https://www.youtube.com/watch?v=tnOrYqKpmpI>



**COLLABORATIVE “BED BUG TABLE”**

# Timeline

March, 2012

June 2012

December 2012

**TCHC Integrated Service Meeting**

April 2018





# Current Members

## **SPRINT Senior Care**

- **Managers**
- **Supportive Housing Staff**
- **Social Workers**

## **Toronto Community Housing Corporation**

- **Pest Management Technicians**
- **Residents & Community Services**

## **COPA/RECONNECT**

- **Case Manager**

## **Community Psychiatric Services for the Elderly**

- **Social Worker**
- **Psychiatrist**

# Collaborating Across Cultures

## Facilitators\*

- Willingness to collaborate
- Trust
- Communication
- Mutual respect
- Coordination & communication mechanism

\*San Martin-Rodriguez et al.  
2005

# Collaborating Across Cultures

## Barriers

- Multiplicity of players/initiatives
- Lack of algorithm/pathway
- Lack of funding for “prep”
- Lack of shared database
- Multiple diagnoses
- Missing players

# Conclusions

- Collaboration takes time
- Benefit of working through challenging situations together
- Importance of understanding each other's cultures, management & regulations
- There is a lot to learn about pests