**Bed Bug Sample Call Script**

Hello [parent/guardian name]. My name is [your name] and I am the [principal/AP/nurse] from [school name]. Do you have 10 minutes to speak right now?

Earlier today, we found a bed bug [on your child’s clothes/on your child’s backpack/in your child’s belongings/on your child’s desk], and I wanted to talk with you about that and give you some information. There is no need to worry—bed bugs carry no disease—but I need to alert you to the issue.

Are you familiar with bed bugs? [Wait for response—likely answer is “maybe” or “don’t let bed bugs bite”]

Well, most people have never seen a bed bug. They are usually active at night, and they can leave small clusters of bites on the body. They don’t usually hurt at first, but they can swell and itch, a lot like a mosquito bite. Now, just because we found a bed bug on your child’s belongings doesn’t mean the bed bug came from your house. It could have come from anywhere—a movie theater, a bus, or a friend’s house.

But just to be safe, I am reaching out to you to ask if you have been noticing any signs of bed bugs at home—like bites or bumps, or small blotches of blood on your sheets. [Wait for response]

(*Even if you haven’t seen any bites*), I recommend that you investigate around the house for signs of bed bugs, just in case. I ask because if you find and treat them early, you will avoid a big, expensive hassle later.

You might find no signs at all—and then you have nothing to worry about, and you’ll be glad you checked. I am going to [fax/email/send home with your child] some helpful information that can guide you as you check things out at home. This information will show you what a bed bug looks like, where they hide, and how to recognize bites.

If you do find signs of bed bugs, it’s important that you reach out to your landlord or to a qualified pest control company right away. You can’t treat them by yourself—pesticides and bug bombs don’t work, and they might make you and your family sick. I would also ask that you contact me or [AP/nurse/other staffer] once you’ve checked your home to let me know what you found. If you find something, please do not feel bad or guilty—anyone can get bed bugs! We’ll take some precautions here at school and work with you as you get things taken care of. Let me give you my [number/email/both] so you can reach me.

Thank you! I look forward to hearing back from you. Let me know if you have questions.

**Additional talking points:**

* Bed bugs have absolutely nothing to do with hygiene or cleanliness, and they carry no disease. Unlike lice, they don’t live on people, but instead hide in mattresses, bed frames, couches, carpet edges and other cracks and crevices in the home.
* The source of bed bugs is hard to trace, because they can be found in many places, including movie theaters, hotels, planes and buses. While they don’t live on people, they can hitchhike from one place to another in backpacks, clothing, luggage, books and other items.
* Over the last several years, bed bugs have become more and more prevalent, as you may have seen in the news. Actual bed bug infestations in schools are very uncommon.
* Talk about your school’s integrated pest management plan and what that process looks like at your school.