



TOWN OF SALEM, NEW HAMPSHIRE

33 GEREMONTY DRIVE, SALEM, NH 03079

(603) 890-2120 · FAX: (603) 890-2220

OFFICE OF THE TOWN MANAGER

Joseph R. Devine, Town Manager

March 26, 2025

Ms. Martine Policard

[REDACTED]

VIA EMAIL: [REDACTED]

Dear Ms. Policard:

The Town of Salem is in receipt of your request for documents under NH RSA 91-A, which we received on March 24, 2025.

As you know, in accordance with NH RSA 91-A:4, IV(b-1-3), the Town of Salem shall, within five business days, “make such record available, deny the request (to include a brief explanation of how the exemption applies to the record withheld), or provide a written statement of the time reasonably necessary to determine whether the request shall be granted or denied and the reason for the delay.” Please consider this letter as fulfillment of your request.

In your request, you specifically requested the following:

obtain any and all documents pertaining to any incidents of bed bugs at La Quinta Inn & Suites by Wyndham Salem NH, 8 Keewaydin Dr, Salem, NH 03079 during 4/1/23-4/1/24.

Enclosed are all documents relating to your request. This should satisfy your request with the Town of Salem. If you have any questions, please don't hesitate to contact me at 603-685-6421.

Sincerely,

Madeleine Baptiste

Madeleine Baptiste
Right To Know Specialist



**TOWN OF SALEM FIRE DEPARTMENT
INSPECTIONAL SERVICES
HEALTH DIVISION
33 GEREMONTY DRIVE
SALEM, NEW HAMPSHIRE 03079**

Type of Complaint

| | |
|---------|-------------------------------------|
| Food | <input type="checkbox"/> |
| Trash | <input type="checkbox"/> |
| Housing | <input checked="" type="checkbox"/> |
| Septic | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |

DATE 11/13/23 TIME 3:52pm

COMPLAINANT [REDACTED] PHONE [REDACTED]

ADDRESS [REDACTED]

DESCRIPTION OF COMPLAINT STAYED AT 64 Quinta Inn
OCT. 11 - 14, 2023. BITTER BY BAD BUGS, PROVIDED
PICTURES & VIDEO, SEE ATTACHED. ROOM 402.

OWNER 64 Quinta Inn ADDRESS 8 Keweenaw Drive
ACTION TAKEN I INVESTIGATED THIS COMPLAINT ON 11/13/23
WHILE ACCOMPANIED BY [REDACTED] THE ROOM HAS
BEEN OUT OF SERVICE SINCE THIS ISSUE Began in October.
([REDACTED]) THE ROOM HAS BEEN MAINTAINED BY A COLOSSAL SEVERAL
TIMES, SEE COPIES OF REPORTS. THE MESSNESS & BOR-
DERS HAS BEEN REPAVED AND THE ROOM WILL BE
CLEANED & SET-UP BEFORE RE- OCCUPANCY. NO
OTHER COMPLAINTS ON REPORTS OF BAD BUGS HAVE
BEEN RECEIVED SINCE THIS ROOM TO DATE.

INSPECTOR Richard DATE 11/17/23 TIME 10:40 AM

Lockard, Brian

From: [REDACTED]
Sent: Tuesday, November 14, 2023 8:42 PM
To: Lockard, Brian
Subject: RE: how to report bed bugs?

CAUTION: This email originated from outside Salem. Do not click links or open attachments unless you recognize the sender and know the content is safe. Thanks Salem IT Department

Hi, Brian,

Thank you for responding.

It was La Quinta Inn & Suites by Wyndham Salem NH (8 Keewaydin Drive in Salem NH).

I checked in on Wed Oct 11 2023. The bed bugs bite marks started showing up on Fri Oct 13 2023. It was late that Friday night that I actually saw bed bugs in the room and reported them. I checked out of the hotel on Sat Oct 14 2023.

It was Room 402, on the fourth floor.

I told the person at the front desk around midnight, and showed them the video. The person working there said there was nothing they could do, and he handed me the General Manager's card [REDACTED]

I then emailed [REDACTED] It took four emails because of the attachment sizes. I will forward those emails to you now. They have the bed bugs photos and video attached.

No one from the hotel contacted me at all from that point until the following Monday. Then I received [REDACTED] response to my email, saying that I will need to change to another room (apparently unaware that I had already checked out two days before).

Please let me know if you need any more information.

Thanks,

[REDACTED]
[REDACTED]

From: Lockard, Brian <blockard@salemnh.gov>
Sent: November 14, 2023 08:38
To: [REDACTED]
Subject: RE: how to report bed bugs?

Hello,

I am the Health Officer for Salem and I will follow up on this issue.

I need the name of the hotel, the dates you were there and the room location.

You can forward the photos and videos to me as well.

Did you let management know of the problem and did they respond at all?

Thanks.

Brian

*Brian A. Lockard
Health Officer
Town of Salem
33 Geremonty Drive
Salem, NH 03079
603-890-2050*

From: [REDACTED]
Sent: Monday, November 13, 2023 3:52 PM
To: Lockard, Brian <blockard@salemnh.gov>
Subject: how to report bed bugs?

CAUTION: This email originated from outside Salem. Do not click links or open attachments unless you recognize the sender and know the content is safe. Thanks Salem IT Department

Hi, Brian,

I was bitten by bed bugs at a Salem NH hotel, and I saw (and photographed and video-recorded) a dozen or so bed bugs crawling around the bed headboard.

Is this something to report? If so, what is the reporting process?

Thanks,

Before printing think green; read on the screen.

This message contains information intended solely for the individual named. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

E-mail sent and received on the Town's system is subject to potential disclosure under N.H. R.S.A. 91-A and in litigation unless exempt by law. Users of the e-mail system should be aware that e-mail is not a private or confidential means of communication.

Lockard, Brian

From: [REDACTED]
Sent: Tuesday, November 14, 2023 8:44 PM
To: Lockard, Brian
Subject: FW: La Quinta room 402 - bed bugs #1 of 4
Attachments: [REDACTED]

CAUTION: This email originated from outside Salem. Do not click links or open attachments unless you recognize the sender and know the content is safe. Thanks Salem IT Department

From: [REDACTED]
Sent: October 14, 2023 01:40
To: [REDACTED]
Subject: La Quinta room 402 - bed bugs #1 of 4

Hi, [REDACTED]

The guy at the front desk told me to email you:

I'm staying in room 402, checked in this past Wed Oct 11 and staying to Friday (Oct 20) then have another two-day reservation for the same room type (single king) to Sun Oct 22 ... so 11 nights total.

I woke up yesterday (Fri) morning with numerous itchy bumps on my hands. And right now I'm looking at bed bugs literally crawling out of the crevices in the headboard attached to the wall. I'm emailing photos of these things, and one short video clip. The first photo is attached to this email...

Thanks,

Hard Board - La Quinta Inn

8 Keweenaw Drive

OCTOBER, 2023



CUSTOMER SERVICE REPORT

ECOLAB PEST ELIM. DIV.
5252 NETWORK PLACE
CHICAGO, IL 60673-1262
Payment of invoice constitutes
acceptance of any surcharges.
800-325-1671

INVOICE NUMBER: 2211801
SUSP ID: [REDACTED]
SUSP NAME: [REDACTED]
LICENSE NUMBER: [REDACTED]

R QUINTA [REDACTED]

KEENAYDIN DR
ALEM NH 03879-2839
[REDACTED]

SERVICE PERIOD
SERVICE DATE 10/17/23

SERVICE END TIME 11:22

Unit H

BB Inspection Only

This confidential report is provided to identify
infestation deficiencies, structural defects, and improper
storage practices contributing to pest infestations.
*After service, all food surfaces must be washed in
order to remove any possible residue**

SERVICE RELATED COMMENT

Rooms Inspected today: 482

SI ACTIVITY FOUND

| LOCATION | FINDING | ACTION NEEDED/TAKEN |
|--------------------------------------|--------------------------------------|--|
| Guest/Guest Room-Interior - Interior | Bed bugs noted during inspection 482 | Bed bug inspection only provided and we recommend the room(s) be taken out of service. |

STRUCTURAL CONCERN

0 findings noted during service.

INITIATION ISSUES

0 findings noted during service.

ACILITY PREP ISSUES

0 findings noted during service.

COFLO RELATED COMMENTS

0 findings noted during service.

SUMMARY

Bed Bug Inspection Only Survey

Room number(s)/area(s) Inspected? 482

STONER SIGNATURE: [REDACTED] Thank you for your business!

CUSTOMER SERVICE REPORT

COLAB PEST ELIM. DIV.
6252 NETWORK PLACE
CHICAGO, IL 60673-1262
Payment of invoice constitutes
acceptance of any surcharges.
1-800-325-1671

INVOICE NUMBER: 2211882
SVSP ID: [REDACTED]
SVSP NAME: [REDACTED]
LICENSE NUMBER: [REDACTED]

QUINTA

KEEWAYDIN DR
PALEM NH 03079-2829
S
Unit #

SERVICE PERIOD
SERVICE DATE 10/17/23

SERVICE END TIME 12:02
BB Treatment-Initial

This confidential report is provided to identify
sanitation deficiencies, structural defects, and improper
storage practices contributing to pest infestations.
**After service, all food surfaces must be washed in
order to remove any possible residue**
Action Items

SERVICE RELATED COMMENT

Inspected and treated selected areas. 402
Rooms serviced today: 402
Pesticide applications were made to the following
room(s)/area(s) 402 Keep out until After 24 hour follow
up

PEST ACTIVITY FOUND

| LOCATION | FINDING | ACTION NEEDED/TAKEN |
|---|--|--|
| Patient/Guest Rooms-Interior - Interior | Bed bugs noted during treatment 402 | This area was inspected and serviced. I will return for a follow-up service according to the contract. |

STRUCTURAL CONCERN

No findings noted during service.

SANITATION ISSUES

No findings noted during service.

ACILITY PREP ISSUES

No findings noted during service.

COFOLO RELATED COMMENTS

No findings noted during service.

CUSTOMER SERVICE REPORT

COLAB PEST ELIM. DIV.
15252 NETWORK PLACE
CHICAGO, IL 60673-1262
Payment of invoice constitutes
acceptance of any surcharges.
-800-325-1671

INVOICE NUMBER: 3729767
SVSP ID: [REDACTED]
SVSP NAME: [REDACTED]
LICENSE NUMBER: [REDACTED]

4 QUENTA

SERVICE PERIOD 3

SERVICE DATE 10/18/23

KEEWAYDIN DR
ALEM NH 03079-2839
S
mt 4

SERVICE END TIME 15:40

BB Treatment-24 Hour

This confidential report is provided to identify sanitation deficiencies, structural defects, and improper storage practices contributing to pest infestations. After service, all food surfaces must be washed in order to remove any possible residue.

SERVICE RELATED COMMENT

Rooms Inspected today: 402
Pesticide applications were made to the following
room(s)/area(s) 402 Keep out until 5:30pm
Rooms serviced today: 402
No bed bugs or fleas noted during inspection

BEST ACTIVITY FOUND

3.2 Findings noted during service

STRUCTURAL CONCERNs

No findings noted during service.

SANITATION ISSUES

No findings noted during service.

FACILITY PREP ISSUES

No findings noted during service.

ECOFLO RELATED COMMENTS

No findings noted during service.

MATERIAL SUMMARY

| MATERIAL | APPLICATION |
|---|--|
| MATERIAL APPLIED: DELTA DUST INSECTICIDE QTY USED: 3.8 OZ REGULATORY NUMBER: 432-772 EPA DESC: Delta Dust Insecticide (0.05%) ACTIVE INGREDIENT: Deltamethrin (0.05%) LOT #: | TARGET PEST: Bedbugs APPLICATION METHOD: Crack & Crevice LOCATION APPLIED: Patient/Guest Rooms-Interior |
| MATERIAL APPLIED: TEMPRID FX INSECTICIDE QTY USED: 0.25 GA | TARGET PEST: Bedbugs APPLICATION METHOD: Crack & Crevice |

ECOLAB®
CUSTOER SERVICE REPORT

ECOLAB PEST ELIM. DIV.
6252 NETWORK PLACE
CHICAGO, IL 60673-1262
Payment of invoice constitutes
acceptance of any surcharges.
1-800-325-1671

INVOICE NUMBER: 3729768
SVSP ID: [REDACTED]
SVSP NAME: [REDACTED]
LICENSE NUMBER: [REDACTED]

4 QUINTA
ACCOUNT #: [REDACTED]
1 KEEWAYDIN DR
SALEM NH 03879-2839
IS
Unit #

SERVICE PERIOD J
SERVICE DATE 10/30/23
SERVICE END TIME 13:40
BB Treatment-2 Week

This confidential report is provided to identify
sanitation deficiencies, structural defects, and improper
storage practices contributing to pest infestations.
**After service, all food surfaces must be washed in
order to remove any possible residue**
Action Items

SERVICE RELATED COMMENT

Ecolab Large Fly Program equipment was missing or
damaged. Light in laundry is not functioning. Will grab a
replacement and replace it. I will replace the equipment
on Nov 2

Inspected and treated selected areas.

Rooms Inspected today: 402

Pesticide applications were made to the following
room(s)/area(s) 402 Keep out until 3pm

No bed bug activity noted during inspection

No bed bug activity during inspection. Please deep clean
room prior to putting back in service

PEST ACTIVITY FOUND

No findings noted during service.

STRUCTURAL CONCERN

No findings noted during service.

SANITATION ISSUES

No findings noted during service.

FACILITY PREP ISSUES

No findings noted during service.

ECOFLO RELATED COMMENTS

No findings noted during service.

MATERIAL SUMMARY

La Quinta Inn
8 Keewaydin Drive
Room 402
November 17, 2023

