



## 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 ☐  
Trash ☐  
Housing ☒  
Septic ☐  
Other ☐

DATE 11/13/23 TIME 3:52 PM  
COMPLAINANT [REDACTED] PHONE [REDACTED]  
ADDRESS [REDACTED]

DESCRIPTION OF COMPLAINT Stayed at La Quinta Inn  
OCT. 11 - 14, 2023. Bitten By Bed Bugs, Provided  
pictures + video, see attached. Room 402.

OWNER La Quinta Inn ADDRESS 8 Keeleway Drive  
ACTION TAKEN I Investigated this complaint on 11/17/23  
while accompanied by [REDACTED] the room has  
been out of service since this issue began in October.  
(C) the room has been treated by Ecolab several  
times, see copies of reports. The mattress + box  
frame has been replaced and the room will be  
cleaned + set-up before re-occupying. No  
other complaints or reports of bed bugs have  
been received other than this room to date.

INSPECTOR [Signature]  
DATE 11/17/23 TIME 10:40 AM

## Lockard, Brian

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**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]

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**From:** Lockard, Brian <bblockard@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*

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**From:** [REDACTED]  
**Sent:** Monday, November 13, 2023 3:52 PM  
**To:** Lockard, Brian <[blockard@salemnh.gov](mailto: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,

[REDACTED]

[REDACTED]

***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

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**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

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**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,  
[REDACTED]

Hand Borne - La Quinta Inn

8 Kalamazoo Drive

OCTOBER, 2023



STONER SERVICE REPORT

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

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

QUINTA

KEEMAYDIN DR  
ELEM NH 03079-2839

Unit #

SERVICE PERIOD  
SERVICE DATE 10/17/23

SERVICE END TIME 11:22

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.  
Action items

SERVICE RELATED COMMENT

Rooms Inspected today: 402

PEST ACTIVITY FOUND

LOCATION	FINDING	ACTION NEEDED/TAKEN
Bedroom/Guest	Bed bugs noted	Bed bug
Rooms-Interior	during inspection	inspection-only
- Interior	402	provided and we
		recommend the
		room(s) be taken out
		of service.

STRUCTURAL CONCERNS

Findings noted during service.

INITIATION ISSUES

Findings noted during service.

FACILITY PREP ISSUES

Findings noted during service.

COFLO RELATED COMMENTS

Findings noted during service.  
SUMMARY

Bed Bug Inspection Only Survey

Room number(s)/area(s) Inspected? 402

SAPQ

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



CUSTOMER 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: 2211802  
SVSP ID: [REDACTED]  
SVSP NAME: [REDACTED]  
LICENSE NUMBER: [REDACTED]

A QUINTA

KEEWAYDIN DR  
ALEM NH 03079-2839  
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 CONCERNS

0 findings noted during service.

SANITATION ISSUES

0 findings noted during service.

FACILITY PREP ISSUES

0 findings noted during service.

COFLO RELATED COMMENTS

0 findings noted during service.



CUSTOMER SERVICE REPORT

ECOLAB PEST ELIM. DIV.  
15252 NETWORK PLACE  
CHICAGO, IL 60673-1262  
Payment of invoice constitutes  
acceptance of any surcharges.  
1-800-325-1671

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

QUINTA  
[REDACTED]  
KEEWAYDIN DR  
ALEM NH 03079-2839  
S  
1st fl

SERVICE PERIOD J  
SERVICE DATE 10/18/23  
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\*\*\*  
Action Items

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 bug activity noted during inspection.

PEST ACTIVITY FOUND

No 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 DIY 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 DIY USED: 0.25 GAB	TARGET PEST: Bedbugs APPLICATION METHOD: Crack & Crevice

ECOLAB  
CUSTOMER 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 QUINTE  
ACCOUNT # [REDACTED]  
KEEWAYDIN DR  
SALEM NH 03079-2839  
US  
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 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

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

