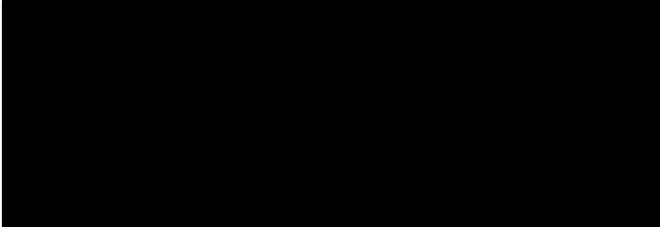


13 September 2018



Re Official Information request for Communication on presence of fleas or biting insects

I refer to your Official Information Act request of 13 August 2018 for the following information:

all internal and external communications, including emails, text messages and phone conversations, pertaining to the presence of fleas or other biting insects at Auckland Hospital.

Your request for all specific emails, text messages, and phone conversations relating to the presence of fleas or other insects is very broad and a request to narrow the frame of your question made on 15 August did not elicit a response. Accordingly, this part of your request is declined under 18(f) where finding the information would require substantial collation or research.

The general process for dealing with reports of fleas and other biting insects is for the department concerned to raise a request. This is submitted to Rentokil which has a contract to begin flea treatment within 24 hours of being contacted. Requests by staff for flea treatment are signed off by the Charge Nurse of the area involved.

Rentokil lays down sticky boards to trap insects to enable identification before using a non-toxic spray which is left in place for five to seven days to prevent a recurrence. Fleas do not survive in an environment without carpet. Carpeted areas are sprayed regularly.

In the past 12 months to 28 August 2018, there have been 109 reports of fleas being present across the Auckland DHB and all have been attended to promptly.

You are entitled under section 28 of the Official Information Act to seek a review of my response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours faithfully



Ailsa Claire, OBE
Chief Executive