

File No: Bed Bug Policy and Procedure

Orig. Date: 8/23/10

Revision Date: December 2014

Messiah College
Bed Bug
Policy and Procedure

Policy: The infestation of Bed Bugs is a very serious situation that must be handled quickly, decisively and with proper communication by everyone involved.

*Objectives: Identify the bug
Exterminate the bug
Communicate the details professionally
Follow up thoroughly to avoid a re-flaring of the problem*

*Equipment: Steri-Fab® Insecticide
Prozap® Insect Guard Jr. Pest Strips
Plastic Containers
Storage Container(s)
Ziploc Bags
Rolls of Trash Bags
Vacuum Cleaners with HEPA filtration*

*Resource: Bed Bug Dog – Western Pest Services
Ryan Sauppee
484-599-1488*

Responsibility: Departments Involved
- Residence Life
- Campus Events
- Facility Services
- Public Relations
- Health Services

Preventative

Procedure: Handling of bed bug reports should be as follows:

Step Action

- 1 To determine what bugs are in the apartment/room
 - a. Calls about bed bugs should be directed immediately to the Director of Housing

- b. The Director of Housing will gather information from the students to determine what course of action needs to be taken (using the template located at M: drive /Housing Bugs/Bug Question Template – Attachment D).
- c. When the Director of Housing determines that we have an infestation of bed bugs, immediately contact X6011 and Campus Events Manager with information.
- d. Contact the Vice President of Operations to handle all public relations related issues/communication.

2 Exterminating Bed Bugs (once identification has been made)

- a. Campus Events will contact the pest company (Angel Systems)
- b. Campus Events will coordinate help from professional staff (Facilities and Residence Life)
- c. Email or call CE Res Hall Team Leader (x7202 or x7155) and ask for a roll or couple of rolls of large plastic bags, and the vacuum cleaner with disposable bags to be delivered to the room/apt. (The students vacuum after treatment.)
- d. Campus Events will need to bring a supply of pest strips to the Campus Events Managers office to give to the licensed Facilities Employee who will place the strips in the bags containing the students' un-washable items.
- e. Talk with the CE Building Coordinator and the Res Hall Team Leader to make sure protocol has been followed.
- f. Call Angel Systems and see when they can come out to treat room/apt. Set up for around 10:00 a.m. so students can return around mid afternoon.
- g. Contact the Director of Housing with all the above details and when spraying will be done. The Director of Housing will notify the RD of the building.
- h. Please Note: All rooms surrounding infested room must be prepared for treatment and treated as well. Specifically this means the rooms on each side and the rooms above and below (where applicable).
- i. All furniture must be moved away from the walls and disassembled so Angel Systems can come in and spray cracks and crevices, and carpeting. Campus Events can assist with the disassembling of furniture.
- j. All wall/ceiling mounted items must be removed. This will be completed by Facility Maintenance.
- k. All infested personal furniture must be disposed of, if necessary, before treatment and replace any mattresses that were infested after treatment is completed.
- l. If more than one room/apt are involved or if students are requesting relocation contact Director of Housing to relocate students.
- m. Send information through email to distribution list that includes the following:
 - i. Facilities Administrative Assistant
 - ii. Facility Services Administrative Coordinator
 - iii. Campus Events Manager
 - iv. CE Daylight Administrator
 - v. CE North Res Hall Team Leader
 - vi. CE South Res Hall Team Leader
 - vii. Director of Facilities

- viii. Facility Maintenance Manager
 - ix. Associate Dean of Students
 - x. Director of Residence Life
 - xi. Director of Housing
 - xii. Assistant to the Director of Residence Life
 - xiii. Coordinator of Health Services
- n. If a number of rooms are affected the Campus Events Manager will:
- i. Coordinate with the Facilities Project Manager to order storage trailers if necessary.
 - ii. Coordinate with Campus Events and Residence Life to move containers to and from large storage containers.
- 3 Communicating with the students involved
- a. Campus Events will contact the student(s) and give them the following information:
- i. The Director of Housing and the RD for their building has been notified and will be contacting them.
 - ii. Tell the students to remove all their bed linens, wash (in hot water if possible and dry them for one hour on the hottest setting).
- b. Campus Events will contact the Director of Housing who will work with the RD to serve as the liaisons with the students. The RD will:
- i. Meet with the students and distribute the "Student Bed Bug Information & Checklist" (See Attachment C) which explains all the details of packing, treatment, unpacking and laundry, etc.
 - ii. Tell the students to remove all items from the floor, and place items in plastic bags. A Facilities Employee who has a pest control applicators license will place pest strips in bags and seal them. (The pest strip needs to stay in the closed plastic bag for at least 48 hours.)
 - iii. Assist students with packing and labeling their belongings
 - iv. Do inventory of containers
 - v. Work with Director of Housing for temporary housing for students
 - vi. RD will physically go and check the room/apt to make sure the floor is completely clear of students' personal belongings, and all items are bagged in plastic bags with pest strips. Make sure computers and all electronic equipment are turned off and unplugged. Make sure no fish or plants are in room/apt. Make sure furniture is moved approximately 1 ½ - 2 feet away from the walls and is disassembled.
 - vii. If one room/apartment is involved the RD will communicate with the students involved (and the rooms/apts surrounding it) and will contact the point person. If more than one room/apartment is displaced, the Director of Housing will work with Res Life staff and Campus Events.
- c. The Director of Housing will:
- i. Communicate with students when the initial treatment and two follow up treatments are scheduled.
 - ii. The Director of Housing will then contact the Director of Marketing and Public Relations to keep them informed in the event that a broader communication response (i.e. beyond students) becomes necessary,

at the request of the Dean of Students.

- iii. The Director of Housing will send a confirmation email reminding students to be ready for the treatment and what has to be done to be totally "ready" for treatment.
- iv. The Director of Housing will follow up weekly with the students to make sure they are no longer being bitten or seeing bed bugs.

4 After first spraying

a. Campus Events will:

- i. Keep a detailed spreadsheet of the expenses incurred. (Assigned to the Facility Services Administrative Coordinator)
- ii. After the pest strips are in the bags for at least 48 hours, the Licensed Facility Employee will retrieve all used pest strips and dispose of them as per the instruction on the package.
- iii. Schedule a follow-up treatment for about 3 weeks from the first treatment date.
- iv. Keep a detailed log/diary of all information (with treatment dates) so it can be referred to at a later date. (See Attachment D). The template can be found on M: drive /Housing Bugs/Bug Question Template – Attachment D, and is accessible by all
 - 1. Res Life Staff,
 - 2. Facilities Administrative Assistant
 - 3. Facility Services Administrative Coordinator
 - 4. Campus Events Manager
 - 5. CE Daylight Administrator
 - 6. CE North Res Hall Team Leader
 - 7. CE South Res Hall Team Leader
 - 8. Director of Facility Services
- v. Keep in communication with Director of Housing to make sure students are not getting any more bites. Have room/apt periodically checked and recorded in Campus Events' log.

b. Residence Life will:

- i. Communicate with students when the two follow up sprayings will be scheduled.
- ii. Director of Housing will send a confirmation email reminding students to be ready for the treatment and what has to be done to be totally "ready" for treatment.
- iii. RD will physically go and check the room/apt to make sure the floor is completely clear of students' personal belongings, and all items are bagged in plastic bags with pest strips. Make sure computers and all electronic equipment are turned off and unplugged. Make sure no fish or plants are in room/apt. Make sure all furniture is moved approximately 1 ½ - 2 feet away from the walls and is disassembled.
- iv. The Director of Housing will keep a detailed log of all information so it can be referred to later, if needed. (See Attachment D.) The template can be found on M: drive /Housing Bugs/Bug Question Template –

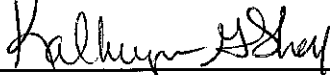
Attachment D, and is accessible by all:

1. Res Life Staff,
 2. Facilities Administrative Assistant
 3. Facility Services Administrative Coordinator
 4. Campus Events Manager
 5. CE Daylight Administrator
 6. CE North Res Hall Team Leader
 7. CE South Res Hall Team Leader
 8. Director of Facility Services
- v. Director of Housing will follow up with the students to make sure they are no longer being bitten or seeing bed bugs.

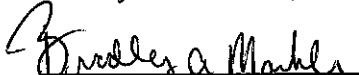
5 Managers are to notify their staff of the content of this policy.

"Note - The signed copy of this procedure is filed in the Facility Service Department. By signing this policy you have agreed to enforce the contents, share with your staff and adhere to standards".

___ Approved ___ Reviewed ___ Revised



Kathrynne Shafer, Vice President of Operations



Brad Markley, Director of Facility Services

Requested signature 12/22, 1/9

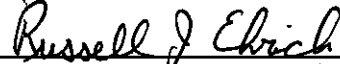
Carla Gross, Executive Director of Marketing & Communications
& Special Assistant to the President for Communications



Denise Blackley, Facility Services Administrative Coordinator



Jennifer Sheaffer, Facility Services Administrative Assistant



Russ Ehrich, Project Manager



Dan Smith, Facilities Maintenance Manager

Michelle A. Lucas

Michelle Lucas, Coordinator of Health Services

Rhonda King

Rhonda King, Assistant Director of Residence Life- Housing

David Downey

David Downey, Director of Residence Life

Doug Wood

Doug Wood, Associate Dean of Students

Norma Miller

Norma Miller, Assistant to the Director of Residence Life

George Blackburn

George Blackburn, Campus Events Day Time Administrator

Heidi Shultz

Heidi Shultz, CE Team Leader, Res Halls

Ted Gingrich

Ted Gingrich, CE Team Leader, Res Halls

Scott Zeigler

Scott Zeigler, Campus Events Manager

Attachment A

RESIDENCE LIFE BED BUG CHECKLIST

- RD - Get plastic bags from the Campus Events Residence Hall Team Leader and deliver them to the students in the infected room(s) and rooms around the infected room(s).
- RD - Get a vacuum cleaner with disposable bags from Residence Supervisor for Campus Events and deliver to the students so they can vacuum before and after treatment.
- RD – Notify Campus Events when the pest strips can be placed and a licensed Facilities employee will place the strips and seal the bags.
- RD - Give students “Student Bed Bug Information & Checklist” sheet containing information about bed bugs, treatment, packing, unpacking, laundry, dry cleaning, etc.
- RD - For first treatment, tell the students to remove all items from the floor, walls, all dresser drawers, all desk drawers, bedroom closets, and place items in sealed plastic bags or containers with a pest strip. (Pest strips need to stay in closed plastic bags or containers for at least 48 hours)
- RD - Assist students with packing and labeling their belongings (if needed).
- RD - The morning of the treatment, physically check the apartment/room to verify that the apartment/room is ready and the floor is completely clear of students’ personal belongings, and all items are bagged or in containers with pest strips. Make sure computers and all electronic equipment are turned off, unplugged, and moved to bathroom floor or kitchen table. Make sure no fish or plants are in room/apt. Make sure all furniture has been moved approximately 1 ½ - 2 feet away from the walls and is disassembled.
- RD - Post signs on doors (Attachment B) to let students know when they can return to their apt/room.
- Director of Housing - Give students plastic containers to pack their things (if needed).
- RD – Contact Campus Events to make arrangements to remove the used pest strips by a licensed Facilities Employee
- Director of Housing - Ask residents if they have asthma, allergies to pesticides or any other health concerns that may be aggravated by bug spray.
- Director of Housing - Communicate to the students when spraying will take place. Let them know when they will need to leave their apartment/room and when they can return.
- Director of Housing - Talk with students about disposing of all personal furniture, i.e., couches, upholstered chairs, etc.
- Director of Housing - relocate students if necessary.
- Director of Housing - Get cell phone numbers or preferred method of contact from students.
- Director of Housing - Send a reminder e-mail about spraying (if necessary).
- The Director of Housing will then contact the Director of Marketing and Public Relations and give all information **so that he/she is informed in the event that a broader communication response (i.e. beyond students) becomes necessary, at the request of the Dean of Students.**
- Director of Housing - Tell students that there will be 2 follow up ‘crack and crevice’ treatments. The second treatment will be 10 to 14 days after the initial treatment and the third treatment will be 10 to 14

days following the second treatment. They will need to stay out of their apartment/room for approximately 4 hours. The same preparation is necessary for both follow-up treatments.

- ❑ Director of Housing - Arrange with Campus Events to have someone vacuum the apts/rooms before students move back.
- ❑ Director of Housing - Arrange for Campus Events to place new mattresses in room/apt before students move back.
- ❑ Director of Housing - Check with Campus Events to find out when the two follow up treatments are scheduled and inform the students of treatment date, time, and give instructions on what needs to be packed.
- ❑ Director of Housing - Make sure Residence Life Office contacted the student's professors to let them know that the process will likely disrupt the student's academic work.
- ❑ Director of Housing - Record details of all information on the template on the M drive. Save as the building and room number.
- ❑ Director of Housing - Send an email with information about students' apt/room, date of treatment, when ready for treatment to the following distribution list: To:
 - Facilities Administrative Assistant
 - Facility Services Administrative Coordinator
 - Campus Events Manager
 - CE Daylight Administrator
 - CE North Res Hall Team Leader
 - CE South Res Hall Team Leader
 - Director of Facility Services
 - Associate Dean of Students
 - Director of Residence Life
 - Director of Housing
 - Assistant to the Associate Dean of Students
- ❑ Follow up with the students weekly for three months to make sure they are no longer being bitten or are seeing bugs.

THIS ROOM HAS BEEN TREATED FOR BUGS

**RESIDENTS ARE NOT
TO RE-ENTER UNTIL**

_____ **at** _____

STUDENT BED BUG INFORMATION & CHECKLIST

- ❑ Place all clothing, books and other belongings (including pillows, stuffed animals, suitcases/duffle bags) from dressers, desks, closets, walls and floors into bags or plastic containers. Remove all items from walls and place in plastic bags or containers. Contact RD to call Campus Events who will have a licensed Facilities Employee place pest strips in the container/bag. Pest strips must stay in sealed container/bag for at least 48 hours to be effective. After at least 48 hours the licensed Facility employee will return to remove the used pest strip as per the packaging instructions.
- ❑ Throw out all cardboard boxes.
- ❑ Throw out pillows if heavily infested.

Wash and dry all clothes and bed linens in hot water and dry on high heat for at least one hour. If clothing cannot be washed, place it in a plastic bag and take it to the dry cleaner and tell them you have bed bugs.

- ❑ Check with Residence Life staff about personal furniture – to determine if it needs to be disposed of, i.e., couches and other upholstered furniture.
- ❑ Move all furniture away from the wall approximately 1 ½ - 2 feet. Disassemble all furniture. Contact Campus Events if help is needed.
- ❑ Remove hanging items from walls. Facility Maintenance will be visiting to remove mounted items from walls.
- ❑ Residence Life staff will check bags and containers for proper packing.
- ❑ Talk with Director of Housing (ext. 5239) about a temporary housing location (if necessary).
- ❑ Residence Life staff will let you know when you can return to your room/apartment.
- ❑ There will be two follow up treatments. The second treatment will be 10 to 14 days after the initial treatment and the third will be 10 to 14 days after the second treatment. Someone from Residence Life will let you know when they will be scheduled, and give instructions on what needs to be packed.

Let the Residence Life staff know **immediately** if you see bugs or receive bites again after spraying.

BUG QUESTION TEMPLATE

Room/Apt #, Extension

Student Name, ID #

Student Name, ID #

Student Name, ID #

Student Name, ID #

Student Name, ID #

- Person who receives phone call about bugs call student(s) and records all details on “M” drive in the Housing Bugs folder. Save as specific building and room number. The following must be recorded: exact date and time of interview, details of what was said, all student names and ID numbers in apartment/room (as seen above), and exactly what students saw where and what time. Send email with pertinent information to distribution list (see below).
- Record any items to be reimbursed, i.e., replacement items, meals, etc.
- Record treatment dates, including follow-up treatment date.
- Record RD and Campus Events names you were working with, and any other Messiah staff members you were working with.
- Record any other significant conversations or actions taken and your name.
 - Email distribution list: To: Facilities Administrative Assistant, Facility Services Administrative Coordinator, Campus Events Manager, CE Daylight Administrator, CE North Res Hall Team Leader, CE South Res Hall Team Leader, Director of Facility Services, Associate Dean of Students, Director of Residence Life, Director of Housing, Assistant to the Associate Dean of Students
- Record all information pertaining to the following questions:
 - *First ask if they had bed bugs before.*
 - *Did they see a bug? If so, where, when, and what did it look like? Did they kill it or put it into a plastic bag or container?*
 - *Did a bug bite them? If so, when and where? What does the bite look like? Is anyone else in the room/apt getting bitten? If so, where?*
 - *Did they recently go into the woods or the Yellow Breeches?*
 - *Have they traveled abroad recently or done a service project recently?*
 - *What were they wearing when they noticed the bites?*
 - *When was the last time they washed their sheets? What color are their sheets?*
 - *Which bed is theirs? Where is it located in the bedroom? Which bedroom if a two-bedroom apartment?*
 - *Do they have any cardboard boxes in their bedroom, under their bed, in their closets, in their living room area? If so, dispose of all cardboard boxes right away in the outside dumpster.*
 - *Do they have furniture other than the college furniture? Couch, recliner, loveseat? If so, how long have they had it? Where did they get it from?*
 - *Has anyone stayed in anyone else's room/apt while any of their current roommates were getting bitten? If so, when and where?*
 - *Did they go to the Engle Center to have their bites looked at?*
 - *If there are any questions about if these are bed bugs ask the student to trap a bug in a Ziploc bag and visit the health center to have their bites examined.*
 - *Any details or comments that could be relevant.*

Bed Bug Facts



What do bed bugs look like?

Adult bed bugs are flat, less than ¼ inch, broadly oval, wingless bugs. They are reddish-brown in color.

Baby bed bugs are transparent.

— Actual size

What do bed bug bites look like?

Bed bug bites are similar to mosquito bites, but there may be severe swelling that extends beyond the bite area in highly sensitive individuals. Approximately 20% of the population will show no reaction to the bite.

Do bed bugs transmit disease?

There is no conclusive evidence that bed bugs transmit disease to humans.

Where do they hide?

Bed bugs typically can be found around mattress buttons and binding, in box springs or their coverings, and in any crack and crevice of bed frames, furniture, and walls. They come out to feed at night.

What is the history of bed bugs?

Bed bugs were eradicated from the United States since World War II. They have returned in the past 5 years to many cities in America due to more people traveling abroad and returning with them in their belongings. Many hotels including those in large cities have been infested in recent times with bed bugs.

How can I prevent taking bed bugs with me?

While at any off-campus program you can take precautions by not putting your clothing or suitcase/duffle bag on the floor. Wash and dry all clothing before you return to your home.