

Housing and Real Estate Services Bedbug Control Program

Revised April 2017

Purpose:

The Bedbug Control Program was established in 2007 as an acknowledgement that this issue is becoming more and more prevalent across the nation and inevitably to Princeton's campus. The objective is to identify, treat, and eliminate bedbug infestations in a way that is responsive to customers' needs, minimizes disruption to affected students, and is thorough and complete.

1) Identification and Confirmation

- a) Reports of possible bedbugs are normally received during business hours by Facilities Customer Service, Housing, or Building Services. However, after hours and on weekends such reports are received by Public Safety. During routine business hours the receiving department (usually Customer Service) will contact the Western Pest technician directly via phone, email, or Maximo and the appointed Building services representative.

Western Pest will respond to any bedbug inspection request either by the next business day or within twenty-four hours. For after-hours bedbug inspection requests DPS will follow the HRES emergency call protocol matrix. DPS is to submit a work order to BS-Exterminator.

Contact information for Western Pest Control after hours is as follows:

- i) 24-hour Emergency Response Line: 973-766-7422
- ii) Back-up contact: 732-425-3561

Western Pest will contact the receiving department (usually Customer Service), the appointed Building services representative, and the HRES Manager of Dormitories with inspection results.

- b) By thorough visual inspection, Western will confirm that bed bugs are present. If bed bugs are not found, monitoring will be conducted every other work day for one week via industry standard monitoring devices. Students will not automatically be given a new housing assignment without positive identification of bedbug presence. Monitoring will be conducted for at least one week.
- c) If bed bugs are confirmed, monitoring will also be conducted in rooms above, below and beside the affected room, the occupant's temporary room and in other spaces deemed to be at risk based on the circumstances of each individual case.

2) Notification and Consultation

- a) Upon confirmation of a bed bug infestation, a representative of the Housing Department will meet with the occupants and inform them that bedbugs have been found. This representative of Housing will be the primary liaison between the occupants and the various Facilities Departments working on the problem. The Director of Student Life for the affected residential college will also be kept

informed and involved. For upper class students ODUS will be kept informed and involved. For graduate students ODGS will be kept informed and involved. Housing will also contact EHS making them aware of a confirmed bedbug condition.

- b) The Housing representative will attempt to determine from the occupants information about recent travel and other potential sources of the bedbugs. (Determining the potential source of the bedbug infestation can help to prevent a re-infestation following successful treatment.) Some questions that should be considered:
 - i) Have they recently traveled anywhere or stayed in a hotel here or abroad?
 - ii) Have they had guests staying with them or have they stayed in a different room recently?
 - iii) How long have they had the bedding or furniture that is in their room?
 - iv) Are there items such as furniture or luggage that were purchased second-hand or were they brought from home?
 - v) Have they spent significant time in other dormitory rooms, lounges, or academic space?
- c) In general we want to determine if there are risks of a greater infestation based on questions about where on campus they may have been exposed to bedbugs.
- d) Occupants will be educated about bed bugs, via a fact sheet, and informed about their important responsibilities in the remediation effort. **A Resident Preparation Checklist and Relocation Protocol** document will be provided for the affected student. (Appendix C - copy attached.)
- e) They will be provided with plastic liners, labels, tape, mesh bags and information on bed bugs so that they can begin their part of the treatment process.
- f) Affected occupants will also be addressed by the Pest Control Technician to answer any further questions about bedbugs. The occupants are specifically advised that bedbugs do not carry disease, but that they will need to be moved out of their space for the duration of treatment while their space is treated. The duration of that treatment will generally be two weeks or longer depending on the scheduling of services and ongoing monitoring efforts.
- g) Housing will make alternate room assignments for occupants for the duration of the treatment. Students will not be permitted access to their room during the treatment process. All attempts will be made to house affected occupants within their College. Housing will deactivate academic year room access. Further, relocated students must touch “hot spots” to gain access to their temporary room.

3) Preparation

- a) To reduce disruption to the occupants, a limited amount of personal items (non-clothing) such as books, electronics, and shoes can be treated via a hotbox following a four-hour treatment cycle. Students are to bag items to be treated in a plastic liner. HRES will transport such items to the hotbox located in the basement of Fisher Hall.
- b) Occupants are advised to select, launder, and bag up to fourteen days of clothing to wear while the treatment process takes place. The proper procedure will be to place such clothing in a mesh bag, place that mesh bag into a plastic bag and transport to their laundry room. Any clothing and bedding must be laundered before they are moved into alternate living quarters. The mesh bags are to be laundered as well. The normal drying cycle is sufficient for this purpose as it is the heat that kills bedbugs. Plastic liners should be deemed as infested and should be wrapped inside of a clean plastic liner and tied off. Under no circumstances should an occupant take any clothes, linens,

blankets, stuffed animals, luggage or duffle bags with them before they are laundered or effectively treated. Doing so may cause the entire treatment protocol to be repeated.

- c) Occupants will bag and label all items for either “disposal” or “fumigation”. These bags are placed in the center of the room. All desk and dresser drawers must be emptied as part of that effort. Also, all pictures and wall hangings must be removed and bagged for fumigation by occupants.
- d) Building Services personnel will place the mattresses in a mattress bag and destroy it. Mattresses will not be treated or reused.
- e) Building Services personnel will assist occupants in moving possessions to new room assignment and back again if necessary.
- f) Refrigerated canned/bottled items can be taken with the student, as well as any other refrigerated items in sealed containers. It is unlikely that transferring refrigerated items to the other room present a cross-contamination risk as bedbugs would not get into the refrigerator.
- g) The student would receive reimbursement for open food items (they are usually disposed of) and any food items that spoil as a result of the refrigerator being unplugged when the room is prepped for heat treatment.
- h) Please refer to Resident Preparation Checklist for occupant responsibilities.

4) Extermination/Treatment Process

- a) The student’s new temporary housing assignment will be subjected to continued inspection and monitoring during the course of treatment.
- b) Contents of bags will be transported to fumigation truck or trailer by Building Services.
- c) The fumigation trailer may not be entered once a treatment has commenced. Western personnel will place a unique lock on the trailer door so that University personnel do not enter. Under no circumstances should University personnel attempt to unlock the trailer during treatment. Western personnel will typically return to vent the trailer and will give the University clearance to empty the contents at that time.
- d) The University has adopted a program of “heat treatment” for the remediation of bed bugs. Ehrlich Pest Control is the selected vendor for these services. However, chemical treatment may be supplemental to the heat treatments. Heat treatment requires that all combustibles, aerosols, lipsticks, and other items that may be damaged by heat be removed by the student in advance.
- e) Please refer to the Facilities Heat Treatment Preparation Checklist for detailed information about how to ready a room for heat treatment. (Appendix A - copy attached.)
- f) Although re-inspection and re-treatment (if necessary) will be conducted within a few days of the primary treatment, reoccupation of the affected room will take in the range of two – four weeks from the date of bedbug confirmation.
- g) In certain circumstances the use of canines for inspection purposes may be warranted. Note that canine inspection is an imperfect process and would be used to supplement visual inspection and treatment.

5) Repatriation

- a) When the affected room is deemed to be free of bedbugs Housing will serve as the point of contact for the students and residential college. A room is deemed to be free of bedbugs when no living bugs have been seen for two weeks.

- b) Please refer to the Facilities Heat Treatment Repatriation Checklist for guidance on restoring a room following heat treatment. (Appendix B - copy attached.)
- c) Replacement mattress will receive a mattress encasement provided by Building Services.
- d) Building Services personnel will assist occupants in returning their possessions to the affected room if requested to do so.
- e) HRES will be the primary point of contact for any reports of damaged personal property.

Appendix A

Facilities Heat Treatment Preparation Checklist

Preparation of room for treatment:

Building Services:

- Encase mattress(s) in plastic bag; remove from room and dispose of.
- Encase window shade(s) in plastic bag; remove from room and dispose of.
- Remove all student furniture from room and transport to fumigation trailer.
- Remove all items bagged by occupants and transport to fumigation trailer.
- Check all drawers, wardrobes/closets, window seats to insure all items have been removed. Remove all wall hangings (if required). If items are found, place in bag and transport to fumigation trailer.
- Assist occupants in moving possessions to temporary room assignment (if required).

Carpenter:

- Remove and/or wedge trim/molding (base, chair rail, ceiling, door, window, etc.).
- Disconnect wardrobe from wall.
- Remove University signage from walls.
- Remove, bag and dispose of shade(s).

Electrical:

- Remove light fixtures and cover plates.

HVAC:

- Remove thermostat and heat covers.

Site Protection:

- Remove smoke detector head(s).
- Remove strobe/audible devices.
- Switch sprinkler head(s) to high temperature heads.

Appendix B

Facilities Heat Treatment Repatriation Checklist

Repatriation of room:

Building Services:

- Clean room prior to student(s) return.
- Provide new mattress(s) encased in bedbug encasement.
- Return all items (furniture, bagged belongings, etc.) from fumigation trailer to room.
- Assist occupants in moving possessions to academic year room (if required).

Carpenter:

- Restore all items removed and/or wedged from walls.
- Install removed University signage.
- Install new window shade(s).

Electrical:

- Restore light fixtures and cover plates.

HVAC:

- Restore thermostat and heat covers.

Paint:

- Patch and paint room as needed.

Site Protection:

- Restore smoke detector head(s).
- Restore strobe/audible devices.
- Restore sprinkler head(s) to University standard.

Appendix C

Resident Preparation Checklist & Relocation Protocol

When bed bugs have been confirmed in your residence, you will be relocated to a temporary room in order for your residence to be treated. You will receive plastic and mesh bags to assist with the preparation of your personal items for transport to your temporary room or for transport for fumigation.

Please follow the instructions below to ensure that the treatment in your residence is as effective as possible and to prevent cross-contamination of the temporary room to which you have been assigned. If you have any questions regarding the instructions below or the treatment of your residence please consult with a Housing or Building Services staff member.

Preparation of items to be taken to your temporary room:

- Launder fourteen days of clothing/footwear and bedding for at least one cycle in the dryer.** Once laundered, place all items in plastic bags. Do not take this bag(s) back to infested room. The bag(s) should be labeled with your name. A space will be identified where the bag(s) should be left for transport to your temporary room.
- Change into clothes which have been laundered only after infested room items have been packed for fumigation. Fumigation packing includes: placing unlaundered clothing in mesh bag(s) then placing mesh bag(s) in plastic bag(s). The bag(s) should be labeled with your name.
- Place essential items (laptop, books, chargers, etc.) in backpack/tote. Label backpack/tote with your name. These items will be placed in a hotbox for a four-hour treatment cycle. Upon completion of heat cycle, items will be transported to your temporary room.
- Toiletries can be placed in a shower caddy and rinsed under hot water.
- Medication, cosmetics, and foodstuff can be taken to your temporary room only after being inspected by a Housing or Building Services representative.

Preparation of infested room for treatment:

- Empty all drawers, closets, wardrobes and remove all wall hangings/window treatments and place all items in mesh bags then place mesh bags in plastic bags. Label all bags with your name. These bags will be transported by Building Services staff to a fumigation trailer.
- Dispose of all trash at a nearby dumpster.
- If necessary, staff will be available to assist you in moving personal items to your temporary room and back to your primary residence.

Change into clothes which have been laundered only after the above steps have been followed. All clothing worn while performing the above steps should be laundered for at least one cycle in the dryer before being transported to your temporary room.

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