

**Messiah College**  
**Bed Bug Policy and Procedure**  
**December 2017**

*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 – Ehrlich  
Shane Carter  
717-350-5979

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

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

Step   Action

1. To determine what bugs are in the apartment/room (see attachment F for flow Chart)
  - a. Calls about bed bugs should be directed immediately to the Assistant Director of Residence Life - Housing.
  - b. The Assistant Director of Residence Life - 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 Assistant Director of Residence Life - Housing determines that a room check is needed, immediately contact X6011 and Campus Events Manager to check room. (steps b & c may happen simultaneously)
  - d. Our preferred method is to handle this issue during regular hours. However, if an issue arises **off hours**, then do the following
    - i. The RD on Call should perform duties described in 1.b. above,
    - ii. If a bed bug search is needed
      1. Call CE Manager first
      2. If CE Manager is not available, then call on campus CE Staff/Weekends
    - iii. CE Staff on shift 1, shift 2, shift 3 supervisory team and the High Center 3B will be trained annually in January by a representative from Ehrlich on how to search for bedbugs
    - iv. Trained CE staff will have a list of mattress and bag locations in the North and South Complexes, so mattress switches can be made
  - e. If bedbugs are found at any point, move to #2
  - f. If bedbugs are not found and there are bites
    - i. Nursing Practitioner Visit—if NP determines the bites are likely from bed bugs, move to #2 and do treatment

- ii. If multiple suspected rooms, arrange for a Bedbug Dog visit
- iii. Ehrlich visit within 3 days, if recommended
- iv. Housing meeting follow up for next 3 weeks
- v. CE provide: hepa vac, large trash bags, change mattress
- g. If no bedbugs are found
  - i. Ehrlich check during next scheduled visit
  - ii. Assistant Director of Residence Life- Housing follows up weekly via email
  - iii. CE provide items as necessary to provide comfort (see point 1.f.v. above)
- 2. Exterminating Bed Bugs (once identification has been made)
  - a. Campus Events will contact the pest company (Ehrlich) ASAP or at the latest within 1 business day of finding a bug
  - b. Campus Events will coordinate help from professional staff (Facilities and Residence Life)
  - c. Email or call CE Res Hall Supervisor (x7202) 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 Supervisor to make sure protocol has been followed
  - f. Call Ehrlich 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 Assistant Director of Residence Life - Housing with all the above details and when spraying will be done The Assistant Director of Residence Life - Housing will notify the RD of the building
  - h. Please Note: Surrounding infested rooms may also need to be prepared for treatment and treated as well
  - i. All furniture must be moved away from the walls so Ehrlich 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 Assistant Director of Residence Life - Housing to relocate students
  - m. Contact the Vice President of Operations to handle all public relations related issues/communication
  - n. 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 Assistant Manager
    - v. CE Res Hall Supervisor
    - vi. Director of Facilities
    - vii. Facility Maintenance Manager
    - viii. Associate Dean of Students
    - ix. Director of Residence Life
    - x. Assistant Director of Residence Life - Housing
    - xi. Assistant to the Director of Residence Life
    - xii. Coordinator of Health Services
  - o. 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 Assistant Director of Residence Life - 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 Assistant Director of Residence Life - 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, if needed
  - iv. 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
  - v. 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 Assistant Director of Residence Life - Housing will work with Res Life staff and Campus Events

c. The Assistant Director of Residence Life - Housing will:

- i. Communicate with students when the initial treatment and two follow up treatments are scheduled
- ii. The Assistant Director of Residence Life - Housing will then contact the Executive Director of Marketing and Communications 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 Assistant Director of Residence Life - 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 Assistant Director of Residence Life - 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 Assistant Manager
  6. CE Res Hall Supervisor
  7. Director of Facility Services
- v. Keep in communication with Assistant Director of Residence Life - 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. Assistant Director of Residence Life - 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

iv. The Assistant Director of Residence Life - 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 Assistant Manager
6. CE Res Hall Supervisor
7. Director of Facility Services

v. Assistant Director of Residence Life - Housing will follow up with the students to make sure they are no longer being bitten or seeing bed bugs

5. If after three rounds of treatment, bugs are still being found a meeting of CE, Res Life, the students & the pest control company should be held

6. 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.**

**Attachment A**  
**RESIDENCE LIFE BED BUG CHECKLIST**

- RD - Get plastic bags from the Campus Events Residence Hall Supervisor 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 Executive Director of Marketing and Communications 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 Assistant Manager  
CE Res Hall Supervisor  
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 \_\_\_\_\_

**Attachment C**  
**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.

## Attachment D BUG QUESTION TEMPLATE

**Room/Apt #, Extension**

**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 Assistant Manager, CE Res Hall Supervisor, 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.*



## Attachment E 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.*

**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.*

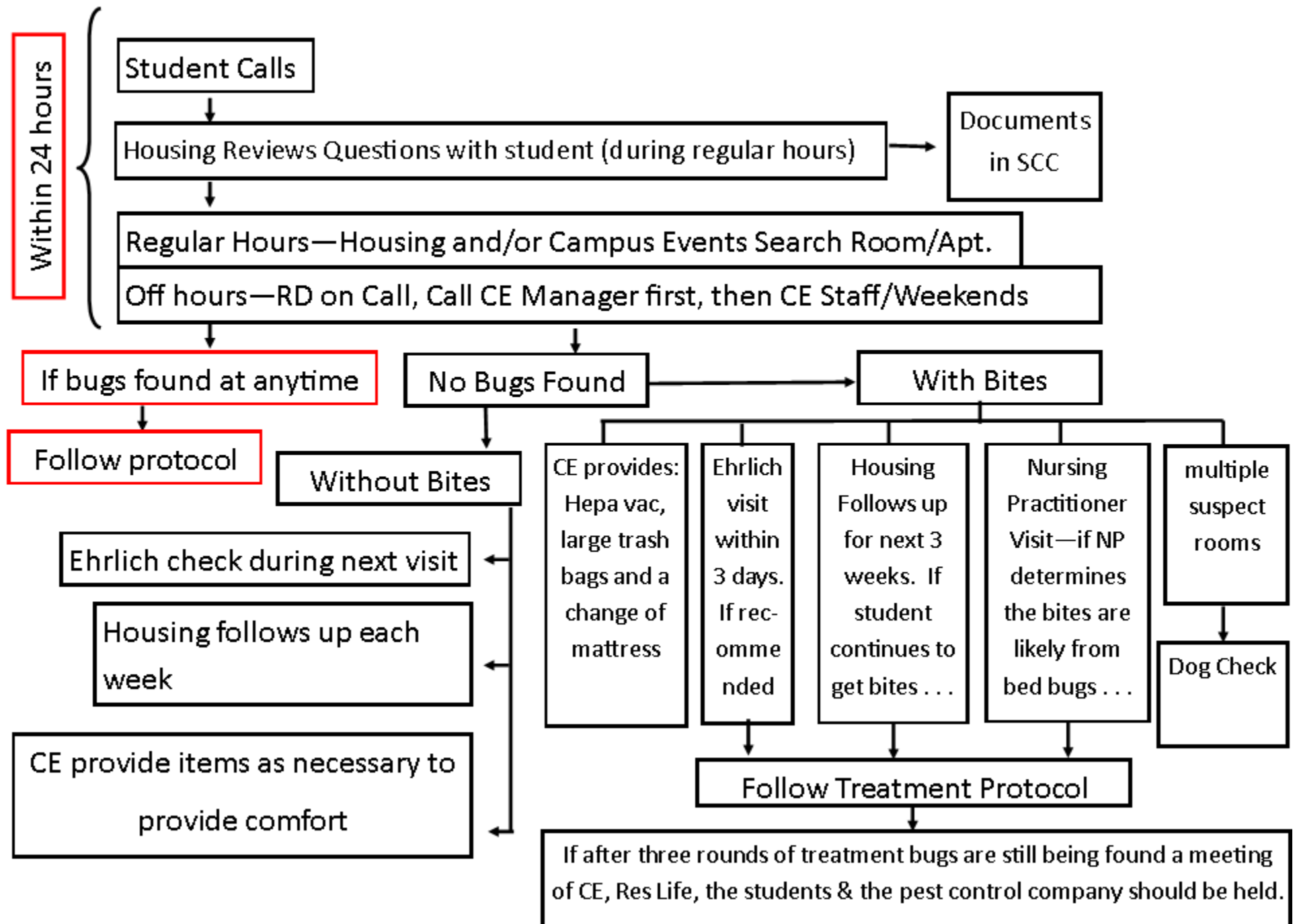
**What is the history of bed bugs?**

*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.*

# Bed Bug Action Plan



Jen Peachey, Form creator Signature	Electronically signed by Jen Peachey on 01/05/2018 10:52:01 AM
Vice President for Operations Signature	Electronically signed by Kathie Shafer on 01/05/2018 12:16:22 PM
Director of Facility Services Signature	Electronically signed by Bradley Markley on 01/08/2018 7:47:05 AM
Executive Director of Marketing & Communications Signature	Electronically signed by Carla Gross on 01/08/2018 2:24:01 PM
Facility Services Administrative Coordinator Signature	Electronically signed by Denise Blackley on 01/05/2018 12:15:44 PM
Facility Services Administrative Assistant Signature	Electronically signed by Jennifer Sheaffer on 01/08/2018 8:09:27 AM
Administrative Assistant, Facility Services Signature	Electronically signed by Jen Peachey on 01/08/2018 11:24:15 AM
Project Manager Signature	Electronically signed by Russ Ehrich on 01/05/2018 2:44:19 PM
Facility Maintenance Service Manager Signature	Electronically signed by Daniel Smith on 01/11/2018 12:37:24 PM
Coordinator of Health Services Signature	Electronically signed by Michelle Lucas on 01/05/2018 11:24:36 AM
Assistant Director of Residence Life-Housing Signature	Electronically signed by Rhonda King on 01/10/2018 8:20:34 AM
Director of Residence Life Signature	Electronically signed by Lyndsay Grimm on 01/11/2018 12:03:03 PM
Associate Dean of Students Signature	Electronically signed by Doug Wood on 01/08/2018 9:02:29 AM
Assistant to the Director of Residence Life Signature	Electronically signed by Norma Miller on 01/05/2018 10:57:25 AM
Campus Events Manager Signature	Electronically signed by George Blackburn on 01/05/2018 11:01:45 AM
Campus Events Residence Hall Supervisor Signature	Electronically signed by Heidi Shultz on 01/08/2018 11:21:33 AM
Facility Compliance/CE Inventory Control Signature	Electronically signed by Scott Zeigler on 01/08/2018 11:16:13 AM