

BED BUG REMEDIATION PROTOCOL

Following is the protocol which should be followed if there is a case of suspected bed bugs in a residence hall.

1. Residential Life should contact the Customer Service Center (x7-2226) immediately.
2. Customer Service will then call Ehrlich Pest Control who is the current vendor for pest control issues.
3. Customer Service will notify the following individuals via e-mail of the suspected bed bug case: JoAnn Navarro, Wayne Schneider, Karen Fennie, Rene Coderre, Connie Corey, Kelly Donovan, Mary Ellen Koncak, Erika Clark, David Stone, Diane Contro, Randall Ostrander, and the custodial supervisor and maintenance man for the affected areas. Copy to pfsc@binghamton.edu.
4. A BU staff person will accompany the vendor to the room.
5. The vendor technician will inspect the area and if an infestation is confirmed, following are the responsibilities of each department:
 - **Physical Facilities:**
 - Custodial staff will put on a disposable tyvek suit, gloves, etc. and bag the mattress for disposal in the dumpster. **(All mattresses from the infested room.)**
 - If the bed or other furniture needs to be removed, the dorm maintenance person will be responsible for disassembling any furniture. Custodial staff will bag any furniture parts. Both groups will jointly remove the furniture from the room.
 - Customer Service Center will arrange for all treated areas to be retreated in 30 days.
 - Customer Service Center will also maintain a spreadsheet detailing each incident for future reference.
 - **Residential Life / Student:**
 - Residential Life staff will provide accurate information regarding the how's and whys of bedbug infestation
 - Residential Life staff will provide information to the student(s) regarding cleaning personal items and reducing the potential of any future outbreak of bed bugs.

- Residential Life staff will provide the student names to Health Services for follow-up.
- **Vendor:**
 - The vendor technician will treat the room and any furniture as needed.
 - The vendor technician will also inspect the adjoining rooms.
 - If an infestation is found, they will follow the protocol outlined above.
 - If an infestation is not found, the room will be treated as a preventative measure, however, the mattress and furniture will not be removed.
 - All rooms, hallways, common areas and stairways above, below or adjoining any infested area will be treated.

NOTE: Evidence of an infestation must be found or no treatment will be performed.