DIVISIONAL BEDBUG POLICY
Policy: Bedbugs

The staffs of University Housing Services and Facilities Services are committed to an effective and efficient response to residents who suspect they may have bedbugs. For the safety and comfort of all residents living in the residence halls, the University will adhere to the following guidelines:

1. If residents suspect they may have bedbugs, they should immediately contact the Main Desk of their building or place a Maintenance Service Request. If Housekeeping, Maintenance, or another office learns of a potential bedbug problem, their first call should be to Housing Services at 974-2397; on weekends the emergency protocol numbers should be used.

2. The Housekeeping Supervisor or Hall Director (whomever learns of the problem first) will deliver this policy to the residents, then immediately notify Housing Services. Housing Services will then contact Facilities Services without delay in order to ensure that the Sanitation Safety Office (974-8161) can be dispatched to the location to perform a thorough inspection of the area, room, suite, or apartment in question. PLEASE NOTE: If a student notifies the Main Desk on a weekend or holiday, the Housing Services staff will contact Facilities Services (946-7777) and ask them to notify the Sanitation Safety Office of a potential bedbug problem that must be investigated immediately. Response times may vary, but should be within a couple of hours.

   o Residents who report suspected bedbugs will NOT be granted an immediate temporary room change, nor will they be issued a new mattress UNTIL the Sanitation Safety Office has completed the inspection and submitted the findings.
   o If the Sanitation Safety Office is unable to respond to the resident’s room for inspection within 24 hours, the Hall Director may provide a temporary location in which the resident can sleep until the inspection can take place. This is based on the availability of space within the residence halls. Any resident given a temporary relocation is required to wash and dry whatever clothing they will need to take with them for the night. The resident should then shower and put on clean clothes. The resident will only be allowed to take clean laundry to the temporary room in order to ensure that bedbugs do not travel to another room with the resident.
   o Residents may not, at any time, deny the Sanitation Safety Office or Housing staff access to their living space, including bedroom, suite common space, kitchen, bathroom, etc. This policy is to be shared with residents, and the evaluation questionnaire on page 8 should be completed by the residents and returned to Housing Services and the Sanitation Safety Office.
3. Sanitation Safety Office Findings
   a. If the Sanitation Safety Office finds that there are no bedbugs present in the resident’s room, suite or apartment, they will, as a precaution, place a bedbug monitoring system for follow-up. The resident will be asked to continue observing his/her living space, and to notify the Main Desk immediately if there are further problems. Residents will be encouraged to visit their physician or the Student Health Clinic for further examination and prevention of a secondary infection. On weekends, students who feel the need to see a physician should go to the emergency room at the UT Hospital.

   b. If the Sanitation Safety Office finds that bedbugs are present in the area, room, suite or apartment, affected resident(s) should follow the list of instructions for the removal and laundering of their personal items. The Housekeeping Supervisor (M-F 7:00am - 3:30pm) can provide trash bags to hold laundry and personal items, or the hall staff can retrieve bags from the weekend housekeeping closet. Housing Services will provide complimentary use of washers and dryers in the residence hall laundry room, and upon request, assist residents by laundering their clothes. Housing Services is not responsible for damage due to overheating of garments; therefore residents are encouraged to participate in this process. Any costs associated with dry cleaning or other laundry services will be the responsibility of the resident. The Hall Director will be responsible for contacting the housekeeping on-call staff member if laundry assistance is to be provided during a non-scheduled shift.

   c. The University has a contract with Paramount/U-li-ka Cleaners. Paramount will accept linens with bedbugs, but the laundry must be bagged, completely sealed, and marked to indicate it contains bedbugs. Staff at Paramount must be notified that the laundry contains bedbugs when dropping it off for cleaning. These items will be laundered using a longer wash cycle and a longer drying cycle to be certain the bugs are eradicated.

      - Farragut Cleaners – 11185 Kingston Pike – 865-966-9414
      - Concord Cleaners – 11222 Kingston Pike – 865-966-7171
      - Crown Cleaners – 6300 Kingston Pike – 865-584-7464
      - Volunteer Laundry – 3700 Whittle Springs Rd. 865-805-0598 (also offers pick-up and delivery service)

   d. Only the Sanitation Safety Office can confirm or deny the presence of bedbugs.

4. Bedbugs are a serious community issue, and ALL residents are expected to comply with all instructions given to them within 24 hours once bedbugs have been confirmed within their living space.
**Bedbug FAQ**

**What are bedbugs?**

- Bedbugs are small nocturnal insects that live by feeding on the blood of humans and other warm-blooded hosts. The adult bedbug is 1/4 inch long, 1/8 inch wide (about the size of an apple seed) and reddish brown. It is flattened from top to bottom, with an oval body that is well adapted for hiding in narrow crevices. The body may become greatly enlarged and blood-red during a blood meal, but it subsequently turns a dirty brown. Bedbugs lack wings and cannot fly, but they are very mobile.
- Bedbugs are generally active at night or dawn, with a peak feeding period approximately an hour before sunrise. After feeding for five to fifteen minutes, the bug returns to its hiding place. They typically walk undetected across human skin.
- Bites consist of a raised red bump or flat welt, and are often accompanied by intense itching. The red bump or welts are the result of an allergic reaction to the anesthetic contained in the bedbug's saliva, which is inserted into the blood of the host. Bedbug bites may appear indistinguishable from mosquito bites, although they tend to last for longer periods. Bites may not become immediately visible and can take up to 9 days to appear. Bedbug bites tend not to have a red dot in the center which is a characteristic of flea bites. A trait shared with flea bites, however, is the tendency towards arrangements of sequential bites. Bites are often aligned three in a row, giving rise to the colloquialism "breakfast, lunch and dinner."
- There have been no known cases of bedbugs passing disease from host to host. Extensive testing has been performed in laboratory settings which confirm this finding. Therefore, bedbugs are less dangerous than some more common insects such as the flea.
- To move from egg through adult and egg again under ideal conditions (75 to 80 percent relative humidity, 83 to 90 degrees F) may take four to five weeks; under less optimal conditions such as lower temperature and/or with fewer blood meals, development time may be longer. Adults can live several months (some say more than a year) and nymphs for three months without feeding. Under typical conditions with a host (food supply), a bedbug may be able to live more than 300 days.

**How did I get bedbugs?**

- Bedbugs were originally brought to the United States by early colonists from Europe. Bedbugs thrive in areas with high occupancy, such as hotels. Bedbugs were believed to be altogether eradicated 50 years ago in the United States and elsewhere with the widespread use of DDT.
- There are several theories regarding the resurgence of bedbugs. One theory attribute the reemergence to DDT no longer being used for pest control and another points to the increase in international travel. A recent hypothesis regarding bedbug reappearance involves potential geographic epicenters in some states. It was determined that workers in these facilities were the main spreaders of these bedbugs, unknowingly carrying them to their places of residence and elsewhere after leaving work.
• Anyone can unknowingly pick up bedbugs from a location where they presently exist – someone’s apartment, other dorm rooms, movie theatres, hotels, motels, etc. Bedbugs are equal opportunity pests – they will infest anyone, anywhere.

What happens when the Sanitation Safety Office comes to my room?

• If your room, suite or apartment is confirmed to have bedbugs, the Sanitation Safety Office will treat all spaces. You will be required to clean and bag all clothing, bedding, books and personal items prior to the treatment.
• The treatment will likely consist of a multiple approach:
  o A pesticide called Bedlam will be applied to locations within your room that may harbor the bugs. A copy of the link to access the MSDS for this product is detailed below: http://www.bedbugsupply.com/assets/images/Bedlam_Spray_MSDS.pdf
  o The Sanitation Safety Office may place glue boards in your room. These boards can act as good detectives in illustrating the degree of success of the treatment. If the glue board collects bedbugs after its placement, then another treatment may be warranted. If this happens, you should contact the Main Desk as soon as possible.

I travel quite a bit - what can I do to reduce my risk of bringing these bugs back with me?

• First, look at the room to seek potential hiding places for bedbugs, such as carpet edges, mattress seams, pillow case linings, head boards, wall trim or other tiny crack-like places bedbugs might hide.
• Next, look specifically at the mattress seams for signs of bedbug activity: droppings, eggs, bloodstains or even bedbugs themselves – hiding in tiny folds and seam lines.
• Never leave your clothing lying on the bed or in any other location of possible infestation. Instead, use hangers or hooks capable of keeping all cloth distant from the floor or bed. It’s also a good idea to elevate suitcases off the floor on a luggage stand, tabletop or other hard surface.
• Close your suitcase or travel bag when not in use. If the bugs move over top of your luggage, they will have greater difficulty getting inside.
• Keep any bedbug you find (intact if possible) to show the Sanitation Safety Office.
• When you return from any travel (especially abroad) it is a good idea to take your suitcase to the laundromat so you can wash ALL items before taking the suitcase to your home, residence hall, etc. If you wash and dry your clothes at 120 degrees F before entering your residence, you will stop the spread of these bugs.

What SHOULD I do if I believe I have bedbugs?

• Notify your main desk ASAP.
• Be prepared to follow the written instructions to the letter and in a timely manner (within 24 hours).
What SHOULDN’T I do if I believe I have bedbugs?

- Don’t panic! Although bedbugs can be annoying, they can be battled safely and successfully if you follow all guidelines given to you by Housing Services and the Sanitation Safety Office.
- If you believe you have bedbugs, do NOT wait until after 5pm on Friday to notify someone. It is difficult to get service from the Sanitation Safety Office and Housekeeping after hours, they will respond, but service may be delayed.
- **Do not apply pesticides on your own.** The Sanitation Safety Office has a licensed pest control operator to confirm the infestation and to develop an integrated pest management plan.
- Do not move your mattress or any furniture out into the hallway. Infested furniture can be cleaned and treated. Placing infested furniture (particularly mattresses) into common areas or on the street may simply help spread bedbugs to the rooms and suites of other residents.
- Do not make plans to sleep in a friend’s room or at off-campus residences. If you actually have bedbugs, you will only spread them to others.

Credit: This policy developed using information from Barnard College, Columbia University, Northern Illinois University, and the UT Extension Office.
Treatment Protocol for Bedbugs

Treatment Process

Step 1: Inspection

1. Once an area has been identified as a potential problem, a certified Pest Control Technician will inspect the area. A thorough inspection of the room will include, but not be limited to, the mattress, bed frame, closet, desk, clothing, and any luggage. This investigation may require several hours as bedbugs are difficult to locate.
2. If an infestation of bedbugs is not found, the area may be treated for any other pest problems that are identified. As with any health issue, if residents continue to experience a skin outbreak, they should see a physician.

Step 2: Treatment

1. All floors must be bagged and cleared of any personal items in preparation for treatment.
2. Based on the inspection, the mattress will either be treated or removed in sealed plastic.
3. Inspection and potential treatment may include rooms immediately surrounding (including above, below, left, right, and across) the target room. This is a precautionary technique and residents in these rooms are not required to follow the laundry recommendations unless they too have signs of bedbugs.
4. Treatment of infested areas may take more than one application. Follow-up inspections may be necessary.

Step 3: Post Treatment

1. All clothing and bedding should be laundered. Bedding should be folded into the middle and then bagged to avoid dropping bedbugs. Place items directly from the bag to the washer and, if possible, dump directly from the bag inside the washer. Tie the bag inside another clean bag sealed and dispose of them. If it is not possible to launder items, they should be placed in a hot clothes dryer for 30 minutes. After cleaning, ALL laundry should be placed in NEW plastic bags to be returned to the room.
2. Items that cannot be laundered or placed in the dryer may need to be disposed of, as they cannot be treated with insecticide. Consult the Sanitation Safety Office before disposal.
3. The Residence Hall Director will meet with roommates to resolve any conflicts due to the pest issues.
4. Follow-up inspections will be performed as necessary to ensure complete eradication. Generally, two follow-ups are needed.
5. If any new bites are found after full treatment, residents should notify the Main Desk immediately and visit the Student Health Clinic for further examination.
UT Pest Control Request Form

Name___________________________Contact # _____________________Building/Room__________________

ALL OCCUPANTS MUST READ AND COMPLETE THE FOLLOWING PROTOCOL AND ATTACHED QUESTIONNAIRE IN ORDER FOR YOUR ROOM TO BE TREATED FOR PESTS. IF YOUR ROOM IS NOT PREPARED, IT WILL NOT BE TREATED.

Your room is scheduled to be treated on _______________________. You do not need to be present during the process. A hang-tag will be placed on your door with information on when you may return to your room after treatment, (generally 2 hours). This form to be returned to resident by SSO when treatment time is scheduled.

Protocol
1. All clothing and bedding MUST be laundered then placed in a clean plastic bag. Plastic bags are available upon request from the Housekeeping Supervisor or Hall Director in your building. Shoes and other items which cannot be washed need to be placed in the dryer for 30 minutes.
2. Remove EVERYTHING from your closets, including all items on the shelves. Place in plastic bags.
3. All drawers must be emptied and items placed in plastic bags.
4. REMOVE ITEMS UNDER THE BED and place in plastic bags.

PLASTIC BAGS ARE TO BE LEFT IN THE MIDDLE OF THE ROOM.

Bedbug Facts

- **About the Bug** - Bedbugs are parasites that preferentially feed on humans. In the past decade, bedbugs have made a comeback across the United States, mainly due to the removal of DDT previously used by exterminators to control this pest. Bedbug infestations usually are not a reflection of poor hygiene or bad housekeeping, although clutter will provide more places for the bugs to hide.
- **Life Cycle** – Adults are reddish brown, flattened oval and wingless. They are visible to the naked eye, about the size of an apple seed or lentil. Nymphs and adults can live up to 18 months without food (blood). The adult's lifespan may encompass 12-18 months. Three or more generations can occur each year.
- **Habits** - Bedbugs are fast moving insects. They feed mostly at night when their host is asleep. After feeding, they then crawl away to a hiding place to digest the meal. Bedbugs hide during the day in dark, protected sites. They can hide almost anywhere in a room including bedding, carpets, wooden holes and electrical outlets. They usually congregate in groups.
- **Injury** - The bite is normally painless but may cause swelling in some people. Rows of three or more bites are characteristic signs of bedbugs. However, it is extremely difficult to determine an infestation by bites alone. *Bedbugs are not known to transmit disease.*
- **Revealing Signs** – A bedbug infestation may be recognized by blood stains from crushed bugs or by rusty (sometimes dark) spots of excrement on sheets and mattresses, bed clothes, and walls.
- **Control Measures** – All reports of potential bedbugs will be treated with respect. A licensed pest controller will work with the resident to provide the best treatment program possible in order to eliminate the pest. Several treatments may be necessary to ensure complete eradication.
- **Prevention** – Bedbugs rely on people to bring them to new locations. It is important to carefully inspect clothing, luggage and furniture. Infested items should be bagged before removal to prevent shedding of the bugs and eggs while being dragged through common areas.
Insect Evaluation Questionnaire:

1. When did you first notice the bites? (days/weeks ago) ________________

2. Have you seen insects in your room? **Yes/ No**

3. Are your roommates experiencing any bites? **Yes/ No**

4. When did you last travel (before and/or after) noticing the bites? __________________________________________________________________________________________________________

5. Have you stayed in any other location overnight during the time the bites appeared? (other rooms, friend’s apartments, motels, hotels) **Yes/ No**

6. Have you had any overnight guests in your room/apartment around the time you noticed the bug bites? **Yes/ No**  If yes, when ______________________________________________________________________________________________________

7. Do you have problems with insect bites at home? **Yes/ No**

8. Indicate specific areas where bites are located (all over, legs, arms, back, face, etc) __________________________________________________________________________________________

9. Have any old/new items brought into room/apartment? (stuffed animals, TV, computer, furniture, clothes, shoes, and any used items) **Yes/ No**

10. Have you seen spots or marks of any kind on your bed sheets? **Yes/ No**

11. Have you sprayed any type of insecticide before or after you first noticed the bite marks/insects? **Yes/ No**  If yes, what __________________________________________________________________________________________________________

12. When was the last time you washed your bed sheets? __________________________________________________________________________

13. Have you had contact with anyone who is also experiencing bite marks? **Yes/ No**

14. Have you spent any time outdoors in grassy/wooded areas that correspond with the time frame in which you first noticed the bite marks? **Yes/No**

   If yes, where__________________________________________________________________________________________________________

15. Do you spend significant time outside at dusk or after dark? **Yes/ No**

16. Have you had any changes in soap/detergent or in personal hygiene toiletries? **Yes/ No**

   If yes, what has changed? ____________________________________________________________________________________________