



CSULB Housing and Residential Life Response to Bed Bugs

Bed bugs have become an increasing problem nationwide. The increase is believed to be due to the discontinued use of the toxic chemicals which are needed to control them. Current measures are effective, but must be followed with care. When a room is infected, the whole room must be treated. In addition, adjacent rooms must be inspected, and possibly treated. Clutter in a room provides more places for these insects to hide. Although bed bugs do not carry disease, they are still unwelcome visitors that are difficult to eradicate. Multiple inspections and treatments may be necessary for complete extermination. A coordinated effort within the university community is most effective in dealing with this issue.

The following departments will work together to resolve any bed bug issues:

- Housing and Residential Life
- Environmental Health and Safety
- Student Health Services

These departments will be responsible for:

- Providing proper pest management services for the areas affected including heat treating all residents clothes and bedding.
- Ongoing communication with the resident about the treatment process and progress.
- Providing vinyl sealed mattress covers or a replacement mattress, as necessary.
- Providing health related assistance to students in regard to bites.
- Communicating any issues related to bed bugs to Environmental Health and Safety.

The resident and roommate will be responsible for:

- Following the Treatment Protocol.
- Communicating with staff about the situation and any future bites, outbreaks or any allergies they may have.
- Understanding that it will likely take multiple treatments to solve this problem and eliminate the pest.



Protocol for Response to Bed Bugs

Housing and Residential Life (HRL) works in concert with a licensed pest control company in our pest control response protocol.

Step 1: Residents who suspect they have bed bugs are first encouraged to read the “Facts about Bed Bugs for CSULB Housing Residents”.

Step 2: The resident needs to contact Housing and Residential Life at (562) 985-4187 to arrange a meeting with the HRL Associate Director, Facilities in the resident’s bedroom

- The HRL Associate Director will discuss/review the Bed Bug Facts Sheet with the Resident.
- The resident will be asked to fill out an HRL Insect Evaluation Questionnaire.
- The HRL Associate Director will make an initial assessment of the bed or sleeping location and collect bug specimens if they are present.
- The resident will be asked to keep Housing staff informed by email of any changes to their situation (email to Housing@csulb.edu).

Step 3: Does the resident have bites?

- If so, the HRL Associate Director will request a medical review of any suspect bites.
- Suspect bites can be examined by medical staff at the Student Health Services across from Los Cerritos Hall, at the corner of Marion Way and Beach Drive, at (562) 985-4609.

Step 4: Whether or not bed bugs are found, the following steps will be taken:

- Physical inspection of bedroom including bed, dresser, closet, desk, linen, clothes, posters, pictures, drapes, carpet, etc.
- All bedding will be removed for cleaning by HRL or RLC Housing staff and returned within 24 hours. Bedding includes sheets, blankets, mattress cover, and pillow cases.
- Housing staff will provide clean white linens and a blanket while cleaning the resident’s bedding.

Step 5: If signs of bed bugs are found, a licensed pest control company will be contacted. However, before treatment is scheduled, the resident must fill out the Pest Control Checklist giving permission for the exterminator to enter and treat the bedroom.

Step 6: After reviewing the bedroom and the treatment options, the HRL Associate Director will determine if a temporary bedroom relocation for the residents is necessary.

Step 7: Treatment Protocol:



- If bed bugs are found in the bedroom, Housing staff will provide residents with clear plastic bags. Residents will need to bag all personal belongings (clothing, pajamas, shoes, etc.)
- Housing staff will pick up these items and heat-treat them in a hot dryer for 30 minutes. Items not able to be heat-treated will be steam-treated.
- Personal items will be stored by Housing until treatment of the bedroom is complete.
- A physical inspection of the adjacent bedrooms next to, above, and below the target bedroom will be performed by Housing staff to confirm these bedrooms are not infested.
- University Housing staff will remove any infested items including: mattresses, pillows, bed boards, and drapes and encase them in impregnable zipper covers designed for bed bug control.
- A licensed pest company will respond to treat the bedroom carpeting and furnishings inside the infested bedroom(s).
- The residents will need to vacate the bedroom for approximately six (6) hours. No reentry will be possible until six hours have passed. In some cases, the residents will be relocated to another bedroom while the treatment takes place.
- After the bedroom has been treated, Housing staff will reassemble the furniture, clean the bedroom, and bring back personal items.
- University Housing staff will install climb-up insect interceptor (cup traps) at each bed post to prevent any active bed bugs from accessing the bed. The Housing staff will monitor these cup traps for the next five to seven days.
- After the residents have organized their belongings back in their bedroom, the Housing staff will set-up a Night Watch, an electronic carbon-dioxide monitoring and trapping device in the bedroom for five to seven days to ensure the bedroom is bug free. After five to seven days have passed without any trace of bugs, the Night Watch will be removed.

Step 8: University Housing staff will continue to monitor the situation:

- The HRL Associate Director will schedule with the resident a time within 24 to 36 hours that the traps and bedding can be re-inspected by Housing staff.
- If bugs are present in the traps:
 - The bugs will be collected by Housing staff.
 - Following identification, a licensed pest control company will be consulted for treatment.
- If no bugs are found in traps:
 - Housing staff will refresh the traps and re-examine the traps within another 24 to 36 hours. This procedure will be conducted for the next three days to determine if pest are still present.
- If spotting appears on the bedding but no bed bugs are found in the traps:
 - Housing staff will request that the resident remove bedding and bag it for immediate washing and drying by Housing staff.
 - Housing staff will re-inspect the bed, frame, and furnishings and re-clean.
 - Housing staff will heat-treat all clothing around and under the bed.



- Where appropriate, Housing staff will request that resident put all personal items in contact with the bed into plastic bags and heat-treat in dryer for 30 minutes to eliminate any “hitchhiking” bed bugs.
- The resident will report to the HRL Associate Director whether any additional bites have appeared.
- This assessment process is repeated until bed bugs are positively confirmed. Upon confirmation, a licensed pest control company will be contacted and a schedule established to begin the treatment process.



Name of Resident: _____

Date: _____

Hall and Room Number: _____

HRL 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 overnight during the time the bites appeared? (other rooms, friends apartments, motels, hotels) **Yes/ No**
6. Have you had any overnight guests that have stayed in your room 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 been brought into room? (Stuffed animals, TV, computer, clothes, shoes, 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 that is also experiencing bite marks? **Yes/ No**
14. Have you spent any time outdoors in grassy/wooded areas that corresponds with the time frame that 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. Any changes in soap/detergent being used or in personal hygiene toiletries **Yes/ No**
If yes, what has changed? _____



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HRL Pest Control Checklist

Hall: _____ Room: _____

Treatment Date: _____ Time: _____

Signing this Pest Control Checklist gives your permission for an exterminator to enter your room for the purpose of pest control.

In order for your room to be treated for pests, you must be sure the following has been done before the pest control technician arrives. If the area is not properly prepared, it will not be treated and you may be charged for the service call. Post this information for all roommates to read and leave on nearest furniture item to the door for technician to pick-up.

- A physician's authorization will be required for any person who is a heart patient or has allergies.
- No area will be sprayed where there are pregnant women.
- For ants, spiders and crawling insects' control, move all items and furniture three feet away from walls and baseboards in every room.
- Remove all food, utensils and shelf paper from the area to be treated. Place any open food in refrigerator or seal in plastic bag.
- Cover or bag any toys or stuffed animals.
- Houseplants may remain.
- Remove all trash from premises.
- You should remain out of the room until the insecticide has dried thoroughly, at least six hours. Upon re-entry, open windows and doors for cross-ventilation. A door hanger will be left to let you know when it is safe to re-enter.
- After insecticide has dried, the Housing staff will enter the room to wipe down the furniture.

I have read and understand the above.

Resident Signatures: _____ Date: _____

_____ Date: _____