

BED BUG PROTOCOL

This bed bug protocol has been developed to respond to concerns about bed bugs in the residence halls. The protocol outlines the University's plan to inform residents about bed bugs and investigate, treat and prevent the spread of these pests on-campus. Addressing bed bug concerns involves a coordinated response between the Pace University Housing Operations, Residential Life and Facilities teams, and often includes consultation from a third-party exterminator. Prior to opening, each residence hall is inspected by an exterminator to confirm the residence halls open without the presence of bed bugs. The University is not responsible for any property loss or damage due to the presence or treatment of bed bugs or other pests, but in the interest of the community, the University provides a prompt response and management of these situations and in most cases the University will cover the costs of inspection and treatment. Failure of any resident to follow the bed bug protocol may result in charges to the resident.

- **Presence or Concern of Bed Bugs Suspected**
 - When a resident suspects the presence of bed bugs on-campus, they are advised to review the provided bed bug information and contact the Residential Life staff. During business hours, contact the Residential Life office for New York City at (212) 346-1295 or Pleasantville at (914) 597-8777. After hours, concerns should be directed to the RA on-duty for the assigned residence hall. Other non-urgent pest concerns can be submitted through the Facilities work order process.
- **Bed Bug Report Submitted**
 - A Residential Life staff member will gather information to triage the situation and consult with the appropriate Pace professional staff members from the Residential Life, Housing Operations and Facilities teams. The resident will be asked to provide any photos of any bugs or other evidence they observed. A report will be submitted and copy of the report will be sent to the resident, Residence Director and Facilities.
- **Facilities Reviews Report and Provides Next Steps**
 - After reviewing the report and information provided by the residents and staff, the Pace Facilities team will determine a plan of action to address the concerns and share with the Housing Operations/Residential Life staff. In most cases, an inspection of the resident's room and belongings will be conducted by an exterminator.
- **Residents Prepare for Inspection Appointment**
 - Notice of the scheduled inspection will be provided to the resident and their roommate(s). The room must be tidy and free of obstructions to provide the exterminator with access to all areas, as needed.
 - Photograph any additional evidence of pest concerns prior to cleaning or laundering any items.
 - Residents are advised to wash bedding, recently worn clothing, and clothing they intend to wear next in hot water and dry on high heat, along with any other items directly in contact with the affected area. Any of these items that cannot be washed/dried should be sealed in a bag or container and held until inspection or taken to an offsite cleaner at your own expense.
 - After removing and laundering items, place the cleaned items in sealed containers or bags. If needed, plastic bags may be provided by the University.
- **Inspection Process**
 - When the exterminator arrives, they will be escorted to the resident's room by Pace University staff. The exterminator will gather additional information from the resident, if home, and inspect all areas of the room, including baseboards, inside cabinets, behind furniture, the bed and mattress, and personal belongings at risk of attracting bed bugs. The exterminator will provide a recommendation for treatment and either begin the process or schedule a follow-up appointment.
- **Treatment Process**
 - If treatment is necessary, all residents of the room will be required to participate and follow the instructions provided. To prepare for the treatment process, each resident will be required to remove and launder all textiles, including bedding, clothing, rugs and other fabrics. If possible, items should be washed in hot water and all items must be dried on a high heat setting. All items must be removed prior to the scheduled treatment time.
 - Any textile items that cannot be washed should be sent out, at the resident's expense, to a specialized cleaner that will take the items or discarded. It is at the resident's discretion what items they choose to wash on site and what items they wish to send out for alternative cleaning. The exterminator will provide a recommendation for other non-textile items.
 - Residents are required to remain out of the room while the room is being treated (this process could take up to six hours). Residents will be notified when they can return to the room.
 - Before returning any cleaned items to the room, residents are instructed to seal the items in plastic bags or air tight containers. Plastic bags may be provided by the University upon request. Residents may access items as needed, but the cleaned items should remain sealed for the recommended period of time or until the room is cleared.
 - If needed, a second inspection and/or treatment may be scheduled in 1-2 weeks.
- **Communication and Resources**
 - After the initial report is taken, the primary communication with residents regarding response to bed bug concerns and the treatment plan will be managed by the Residence Director of the building or the Residential Life/Housing Operations professional staff on-call, but communication may also come from the RA on-duty or Facilities in collaboration with the primary case manager.
 - Residents experiencing medical symptoms are advised to consult with University Health Care or another healthcare provider of their choice. An emergency room and urgent care centers are available near campus for more serious health concerns.