Bed Bug Management Plan

Action Items for Indiana University

http://www.ehs.indiana.edu/bedbugs.shtml
2/14/2011
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BACKGROUND

Bed bug infestations are a quality of life issue. Bed bugs are small parasitic insects that feed on blood, preferentially that of humans. They typically obtain a blood meal when their host is asleep. To date, no instances of transmission of infectious diseases via bed bug bites have been documented in either public experience or in research studies. However, some individuals have vigorous allergic reactions to bed bug bites. Others respond with insomnia, anxiety, and various levels of distress related to the infestation. If left untreated or improperly treated, bed bug populations rapidly increase and infestations can quickly spread to other areas. Indiana University is appropriately concerned and interested in pursuing effective ways to improve the quality of life and decrease distress related to bed bug infestations.

ACTION ITEMS and MANAGEMENT POLICY

Introduction

The following Bed Bug Management Plan and list of actions are recommendations and requirements to be performed and addressed by Indiana University housing and departments to best manage bed bug infestations and complaints. Having a bed bug policy in place will ensure that proper management processes are undertaken. Good management practices will increase the likelihood of successful treatment, reduce the risk of spreading bed bugs, reduce costs, and potentially decrease the risk of litigation. It is important to note that not all sections of this document will be applicable to every organization and some tailoring may be required for your establishment.

Responsibilities

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

- Residential Programs and Services
- IU Real Estate
- IMU Biddle Hotel
- Bradford Woods
- Greek Houses
- Environmental Health and Safety Management
- Media Relations
- IU Health Center
- IU Building Services – Pest Management

Responsibilities of the main stakeholders in relation to bed bug management include:

- **Property Management/Building Manager:**
  - Implementation of a bed bug management plan
  - Prompt response to complaints infestations
  - Coordination of pest management
  - Follow response, documentation, pre-treatment, post-treatment, follow up, and monitoring protocols as described in this document
Contracting and working with Pest Management Professionals (PMPs) who have specific training in bed bug management and eradication

- Provide education and raise awareness of tenants and staff
- Designating a ‘first responder’ within each building to respond to bed bug complaints
- Notifying IU’s Office of Environmental Health and Safety of confirmed bed bug infestations and providing them with documentation

**Tenant:**

- Learn about bed bugs and their identification
- Follow pre-treatment preparation guidelines as provided by this document, property management, or the PMP
- Minimize clutter to reduce potential bed bug harborage
- Maintain regular vacuuming regimen and bed linen laundering
- Routine examinations of bed and room for signs of infestation
- Prompt reporting of suspected bed bugs to management
- Cooperate with PMP and facility management
- Do not collect or use extreme caution when acquiring used or secondhand beds, couches, and other used furniture and items
- Cooperate with PMP and facility management

**Pest Management Professional (PMP):**

- Be able to respond swiftly and appropriately
- Provide property management and tenants with steps they need to perform to allow for treatment
- Manage bed bugs according to approved practices and university protocols
- Develop bed bug plan (as described in this document) for each individual infestation, provide plan to property management
- Liaise with property management
- Provide the required follow up inspections and post treatment monitoring

**University Staff**

- Learn about bed bugs and their identification
- Be vigilant in sighting and reporting bed bugs in the workplace to your management
- Notify management when an infestation is confirmed in the home
- Take necessary precautions when dealing with a home infestation to reduce the chance of spreading them to work

**IU’s Office of Environmental Health and Safety Management:**

- Provide and offer education and awareness materials for property and building management to provide to residents, guests, and staff at Indiana University
- Provide and offer training to Indiana University employees and Greek House employees
- Receive notification, documentation, track, and map infestations and follow up inspections on Indiana University properties
- Provide management consultation to IU housing entities during infestations
- Offer recommendations and suggestions for best management practices
- Development of general press releases as needed
- Organizing and calling meetings with IU’s Bed Bug Task Force as needed

**Education, Awareness, and Training**

Proper education, training, and awareness are crucial in bed bug management. Having properly trained staff and educated tenants can lead to greater success in bed bug prevention and eradication. Education, awareness, and training can reduce the size and extent of infestations, reduce costs associated with eradication and treatment, and reduce the chance of spreading bed bugs within a residence and the community.

IU’s Office of Environmental Health and Safety Management can provide training to Indiana University and Greek House employees. However, Indiana University housing entities and Greek Houses also have the responsibility of raising awareness and providing education to tenants and guests of Indiana University.


**Training Aids:**

Each location should have access to a range of education material for staff and tenant education and training. Items could include:

- Images of bed bugs
- Fact sheets
- In house procedural guidelines
- Access to IU-EHS’s bed bug website and other credible online resources

Other useful items include:

- Samples of dead bugs (preserved in 70% ethanol, if possible)
- Images of bed bug activity from their own facility
- Records of where bed bugs have been found in their own facility
- Online training guides
  - [http://www.ehs.iu.edu/topics/pest-management/bed-bugs/additional-links-resources.shtml](http://www.ehs.iu.edu/topics/pest-management/bed-bugs/additional-links-resources.shtml)
Staff:

There should be designated staff members at each housing site that have the responsibility of dealing with bed bug infestations. Wherever possible, these staff should be trained via the property management company, a pest management professional, IU’s Office of Environmental Health and Safety Management, or another reputable entity.

**This staff member should be trained in:**

- Bed bug identification and biology
- Inspection tools and their use
- Places to look during inspection
- How to handle and treat infested items and linens
  - [http://www.ehs.iu.edu/topics/pest-management/bed-bugs/housekeeping-procedures-for-bedbugs.shtml](http://www.ehs.iu.edu/topics/pest-management/bed-bugs/housekeeping-procedures-for-bedbugs.shtml)
- Conduct in infested rooms (i.e.- avoid leaning or sitting on beds, taking minimum and only necessary equipment in to infested rooms, bagging or sealing items that are brought into rooms, avoid placing items on the bed or floor)
- What PPE should be used, if any
- How to disinfect one’s own clothing, or items taken into infested rooms
- Proper documentation and questionnaire procedures
- How to educate tenants and other staff to minimize possible bed bug exposure
- Basic understanding of the control process
- Proper disposal of infested items
- Preventative measures
- Tenant risk behaviors that could increase chance of introducing or spreading bed bugs
- What constitutes inappropriate use of insecticides (i.e. – insecticide bombs)

These staff members should also be responsible for continuing education of other staff, ensuring that bed bug training records and infestation records are properly maintained, and that bed bugs are a regular item at staff and tenant meetings. This staff should also be responsible for ensuring that the relevant bed bug information is included in new staff training.

For other staff, there should be a bed bug component within staff induction. Information should include:
What are bed bugs and how to identify them

Identifying the staff members whom are designated to deal with bed bug infestations

Reporting structure within the property management company, office, building

An overview of the facilities bed bug management process

Where to find additional, reliable resources

- [http://www.ehs.iu.edu/topics/pest-management/bed-bugs/additional-links-resources.shtml](http://www.ehs.iu.edu/topics/pest-management/bed-bugs/additional-links-resources.shtml)

Tenants:
Tenants should be educated in the following:

- How to recognize bed bugs and their signs

- Where to look for bed bugs

- Reporting policies of the facility if bed bugs are detected or suspected
- How to prepare the room for treatment
- Laundering handling procedures during infestation
- What not to do in an infestation (such as using pesticides, insecticides, insecticide bombs, which can spread an infestation, be a risk to public health, and pose a fire risk)
- How to avoid bed bugs

**Documentation**

All confirmed bed bug infestations shall be recorded in the provided database which is attached in the appendix of this document and available as an excel document on the IU bed bug website.

Proper documentation of actual and suspected infestations is a vital part of bed bug management. This provides evidence that procedures have been completed and undertaken in an appropriate order and fashion. IU’s Office of Environmental Health and Safety must be notified of every confirmed infestation on campus and be given the details of the infestation and treatment actions. In addition to a best practice, documentation can be an excellent tool if litigation from bed bug infestations occurs with your property management company or department.

For unconfirmed complaints, documentation should include:
The date complaint was received
• Building and room number
• Date of inspection and who performed the inspection
• And confirmation of monitoring devices placed (if applicable)

**Items and Supplies:**

Below are items and supplies that can be obtained for more effective bed bug management:

**Personal Protective Equipment (PPE)**

PPE for staff that are working in heavily infested rooms include:

- Gloves
- Boot covers
- Ziploc bags for items coming in or leaving the room
- Durable plastic bags

**Disinfection Facilities:**

Disinfection items that are recommended to be accessible to employees working in bed bug infested areas:

- Hot water washing machine
- Dryer capable of reaching 120 degrees F
- Ziploc bags
- Change room and clothing storage area
- Durable plastic bags (>2ml)
- Material Safety Data Sheets (MSDS) for insecticide(s) used in treatment should be available to staff and tenants by PMPs that conduct the treatment.

**Inspection Kit**

For staff performing inspections the following tools will be of assistance:

- A powerful flashlight with spare batteries
- A 10X magnifying lens (to inspect bugs, cast skins, stains, excrement, and eggs)
- Collection bottles, Ziploc bags, or sticky tape for gathering bugs
- Fine tipped tweezers (to collect bugs)
- Screwdrivers and other tools to dismantle items
- Inspection mirror
- Plastic bags (to hold bottles, tape, infested items)
- Notepad for recording details of inspection
- Digital camera for recording findings and producing future educational materials
Eradication Process


The following section provides an eradication overview, protocols for property management response, pre-treatment and room preparation document for tenants, and post-treatment information for property management. The protocols and preparation documents are available separately on the IU bed bug webpage.

Overview

- All confirmed and suspected infestations must be responded to and documented
- All bed bug control activities must be in accordance with Pest Management Professionals and Indiana University’s protocols and policies
- Management must act promptly in dealing with potential and actual bed bug infestations
- Only licensed PMPs shall be used, PMPs should be able to provide evidence of bed bug training and experience
- Only EPA registered and bed bug approved insecticides may be used at IU housing locations
- It is not advised to attempt to move tenants during an infestation as bugs may be spread elsewhere
- It is suggested that the tenant notify any frequently visited family or friends of the infestation
- A minimum of two follow up inspections are required post treatment to assess eradication success
- Monitoring devices shall be placed following every suspected report regardless if evidence of an infestation is found
- Heat treatments shall be considered for infestations occurring in multiple rooms or in areas where the population may be highly susceptible/immunocompromised to reduce the use of insecticides in those areas
- Call IU’s Environmental Health and Safety Management or your department to see if you can arrange for use/access to the pack-tite heating unit. The heating unit can kill bed bugs on hard to treat items by heating them up to lethal bed bug temperatures.
- For the latest control measures and treatment options review The National Center for Healthy Housing document: What’s Working for Bed Bug Control in Multifamily Housing
Bed Bug Response Protocols for Indiana University Housing Staff and Property Management

1. If you receive a call or report of bed bugs contact your contracted pest management company as soon as possible.
2. If bed bugs or signs of an infestation are found and identified, arrange for professional treatment as soon as possible.
3. IU’s Office of Environmental Health and Safety shall be notified of any confirmed infestation. EHS can provide support and assistance during the time of an infestation.
4. If no bugs or signs of infestation are found, have your contracted pest management company place monitors in the room. The monitors should be checked after 7 days, if no bugs are found, they should remain in place for 7 days. If nothing is found after the 14 days they may be removed.
5. If bed bugs are confirmed, begin preparation for treatment as instructed by your pest management company.
6. Upon confirmed infestation your contracted pest management company shall inspect all adjacent rooms for signs of infestations. Monitors can be placed in these rooms as well.
7. Document details of the infestation and provide information concerning bed bugs and treatment preparation to the affected residents.
8. Monitors should be placed post treatment and checked 7 days after treatment, if no bugs are found, they should remain in place for 7 days. If nothing is found after the 14 days they may be removed.
9. Upon visits for checking monitors, the pest management company shall conduct visual follow up inspections.
10. If bugs are found upon follow up visits or reported by tenants, a retreatment of the room shall occur as soon as possible.

Pre-treatment and Room Preparation for Housing Residents

Your residence has been inspected and has a confirmed presence of bed bugs. Your cooperation (along with the cooperation of property management and the pest management company) is critical in successfully eradicating this pest. We know that having bed bugs is a stressful situation. You and your roommate(s) must read and complete the following protocol in order for your room to be treated. If your room is not prepared, it will not be treated.

Most pest managers prefer to conduct an inspection before any cleaning or rearranging has occurred. This gives the pest manager a sense of the full extent of the problem and prevents the disturbance and spread of bed bugs before treatment. However, once bed bugs are located and the size of the problem has been estimated, room preparation must be done, and usually by the resident. Some clients may need help and the pest control professional or building management must be sensitive to this. Different types of treatment may require different preparation steps than are specified in this document and the pest management professional should provide this information to you.
Rooms adjacent to yours will also be inspected. Monitors will be placed in your room and possibly adjacent rooms. The climb up insect interceptor monitor may be installed by the pest manager under your bed posts or other furniture items within the room. It is important that the bed be pulled away from the walls (minimum of 6 inches), and that sheets be kept up off the floor while the monitors are in place.

If you see any bugs in the monitors, experience any bites, or see signs of a live infestation, contact your resident manager immediately. Your residence will also have follow up inspections. These follow up inspections will occur between 7-14 days after treatment. Many infestations require multiple treatments.

Your room is scheduled to be treated on __________________________. You do not need to be present for the treatment. A hang-tag will be placed on your door with information on when you may return to your room after treatment (generally 4 hours).

Preparation Action Steps:

- Do not attempt your own pest control of any kind.
- All floors shall be cleared of any personal items in preparation for treatment
- All clothing and bedding should be laundered. Your property management may supply bags for the laundering.
- Shoes and other items (i.e.- backpacks) which can’t be washed need to be placed in the dryer for 30 minutes.
- If it is not possible to launder items, they can be put in a hot dryer cycle for 30 minutes. Dry cleaning will also kill bed bugs.
- After laundering, all laundry should be placed in new sealed plastic bags. You may have to ‘live’ out of the bags for up to two weeks post-treatment.
- After laundering put on a clean set of clothes prior to leaving your residence for treatment.
- Items that can not fit into a dryer must be inspected for presence of bed bugs. Pay special attention to seams, folds, zippers or any other location that provides the bed bugs with a hiding place.
- Thoroughly inspect non-dryable items that will be leaving with you, prior to removing from the infested area.
- You may also be asked to remove non-clothing items (books, electronics) from your closets and shelves, dressers, and under your bed. These items can be bagged and placed in the middle of the room for inspection.
- The baseboards, wall hangings, light switches, and electrical outlets in your room may be removed for treatment.
- Make sure the pest control professional can get to all furniture, closets, beds, and baseboards to inspect and treat.
- Property management or the pest control professional may vacuum your room prior to treatment.
- Based on the pest management professional’s inspection your mattress may be removed, treated, or a mattress encasement may be installed.
- If the pest management professional thinks there are items that may not be able to be treated, access to IU’s heat chamber can be requested.

The resident manager, pest management company, pest management coordinator, or IU’s Environmental Health and Safety Management may meet with you and your roommates to ensure the treatment preparations are understood and answer any questions you may have. Educational materials are also available.

**Post Treatment information for Property Management**

The following should occur post-treatment:

- If chemicals were used, tenants should not re-enter until chemicals have dried and the PMP says it is safe to re-enter the treated room.
- Ask the PMP if floors and upholstered furniture can be vacuumed. Some items may not be able to be vacuumed for at least 12-14 days after application of residual insecticides.
- Follow up visits must occur at least twice prior to declaring the infestation eradicated. First follow up should occur 7-14 days after 1st treatment.
- All signs of the first infestation should be removed such as dead bugs and blood spotting to avoid confusion during follow up visits.
- Some type of monitoring must be established post treatment. The use of monitoring devices, traps, glue boards, or similar items can provide monitoring. A passive monitor like the [Climb Up Insect Interceptor](#) is recommended for areas where tenants are sleeping.
- The tenants should be encouraged to immediately report any sightings, signs, or bites.
- Preventative measures should be taken to avoid re-infestation.

**Bed Bug Incident Management Plan**

A bed bug incident management plan should be provided to the facility for the treatment of all bed bug infestations by the PMP. This can also serve as a service contract to the facility. The plan would detail the work and control processes to be performed by the PMP. It should be stated up front the aim of the treatment is to achieve eradication of the infestation. Following an initial visit and inspection, the management plan should include:

- The findings of the initial inspection (i.e.- were bed bugs found, the extent of infestation)
- Results of adjacent room inspections
- Estimated treatment start date and a time frame for the treatment process (ideally within 48 hours)
- Estimated number of treatments to reach complete eradication
- List of non-chemical means of control
Insecticides and other chemical products to be used and their MSDS sheets
- Where the insecticides will physically be applied
- Times and duration that tenant(s) need to vacate the room and when they can re-enter
- Any tenant or property management duties prior and post treatment
- The dates for follow up inspections (2 minimum even if no evidence is found after first follow up inspection) and follow up treatments if necessary.
- That the plan follows facility and university procedures
- List any warranties, limitations, and restrictions
- Period of validity of the plan and quote for work
- The charge assessed for treatment

PREVENTATIVE MEASURES

Overview

Bed bug prevention is about risk reduction and harm minimization. Each facility should have a multidisciplinary approach to prevention with various strategies against bed bug infestations. The most important aspect in relation to bed bug risk management is swift action. The following provides some key points for prevention.

http://www.ehs.iu.edu/topics/pest-management/bed-bugs/quick-prevention-tips.shtml

http://www.ehs.iu.edu/topics/pest-management/bed-bugs/prevention.shtml

The Traveler

Advice should be given to tenants on avoiding bed bugs when traveling during academic and holiday breaks to reduce the risk of introducing them to university housing. This includes checking beds and bedding areas and keeping luggage packed, or storing unpacked luggage elevated on luggage racks or in plastic bags.

If there is suspicion that a tenant may have been exposed to bed bugs while traveling, the following can assist in minimizing the chance of infestation:

- On return back to the facility, luggage should be inspected, and isolated from the bedroom.
- If kept in the room, then luggage should be stored in sealed plastic bags.
- All clothing (including the clothing worn when returning) should be either hot washed and/or dried on the hot cycle in a clothes dryer for a minimum of 30 minutes.
- If there is an infestation that may have been acquired then the PMP should be contacted immediately.
- Document the incident and the management actions taken as discussed above.
Second Hand Furniture

Ideally, the acquisition of secondhand furniture and other items would be minimized in university housing. These items could be inspected or treated prior to placing in tenant rooms.

Linens and Bedding

All linen should be laundered in hot water and dried on a hot cycle. Routine laundering can reduce bed bug populations and infestations.

Room Furnishings & Room Construction

All furnishings and construction elements should be designed to reduce bed bug harborage and ease of movement. Materials that are smooth and contain few or no cracks and crevices should be considered. For example:

- Try to avoid using wicker furniture and Medium Density Fiberboard (MDF) materials
- Avoid having fixed dressers or other storage furniture
- Avoid fixed headboards
- Render and paint walls that are open brickwork
- Consider linoleum or tiled floors rather than carpet
- Consider metal furniture and furnishings

Ongoing Maintenance

All cracks and crevices should be sealed, and loose wallpaper removed or re-glued. Routine inspections for cracks and crevices can occur between housing/tenant changes.

Bed Design

Consider beds that are constructed of metal without box springs when purchasing new bed frames. Ensemble and captains beds should be avoided.

Mattress Design and Mattress Encasements

Mattresses without edge beading and bed bug specific mattress encasements should be considered. Contact your PMP or IU’s Environmental Health and Safety for information concerning effective encasements. Mattress encasements can be used as a preventative measure (preventing bugs from harboring in the mattress), during treatment (to ‘seal’ bugs within the encasement), or post treatment (to prevent re-infestation of the mattress). If sealing the mattress with possible bugs inside, the encasement shall stay on for a minimum of 12 months. Occasional inspection of the encasement should occur to make sure it has not been ripped or torn. If the bed has a box spring, it would also need to be encased.
Hygiene

A regular vacuuming regimen to all common areas and tenant rooms during bed bug infestations can assist. A rather high powered vacuum is powerful enough to remove bed bugs from bedding, carpeting, and floors.

The vacuums should be the type with disposable bags, which must be routinely changed, sealed, and properly disposed. Light weight vacuums will help the ease of movement for staff. When not in use, vacuums should be stored away from tenant rooms to minimize risk of bed bug transfer. Residents should make an effort to reduce and eliminate clutter which can be harborage for bed bugs.

Pest Inspections

In facilities with ongoing bed bug infestations, there should be regular and documented bed inspections. Frequency of inspections would depend on the level of activity and modified according to the rate of new infestations. All previously infested vacated rooms should be inspected before re-occupying.

Destruction of Infested Items

Items earmarked for disposal must be labeled as ‘bed bug infested’ and rendered unusable before disposal. Many items can be successfully treated, your pest management professional is able to advise which items can be treated and which items can be disposed.

Employees with Bed Bug Infestations at Home

Employees should notify management when they have a current infestation in their home. Employers should request documentation showing treatment has occurred. Follow up inspections and monitoring at the employees home should also occur to prove successful eradication.

Employees and employers may consider the following depending on the severity of the infestation and the job duties of the employee:

- Minimize what the employee brings to work. Only bring items necessary to perform the job.
- The employee could bring personal/work items in large Ziploc bags or in smooth plastic containers.
- The employee could keep a clean set of clothes at work and change into them when arriving on campus. Then they can place their home clothes in a sealed bag. The bagged clothes can be washed and/or dried at work or at home.
- The employee may avoid areas while working that are large common areas or housing areas until the infestation is under control to reduce the chance of spreading bugs elsewhere on campus.
- The employee could avoid wearing pants with cuffs or open-toed shoes which may allow for hitchhiking bugs.
- They can hang up coats and bags and store items brought from home elevated and away from the walls.
- The employer could arrange for increased vacuuming in the areas where the employee works.
- Clutter can be reduced in the employees work area.
• Monitoring could be established by the employer through Building Services, their contracted Pest Management Professional, or IU’s Office of Environmental Health and Safety Management.

Information concerning bed bugs in the workplace: http://www.ehs.iu.edu/topics/pest-management/bed-bugs/how-to-avoid-picking-up-bed-bugs-at-work.shtml
For additional bed bug information please visit: http://www.ehs.iu.edu/topics/pest-management/bed-bugs/index.shtml

MEDIA

For each facility, all media inquiries should be directed to and handled by a designated media liaison officer who is familiar with bed bugs. Indiana University’s Office of Media Relations (812-855-3911) should be notified before the designated person speaks to the media. No other staff should speak to the media. If the media liaison is unavailable, then inquiries should be directed to the Executive Director of the facility. If you would like to know more about handling media inquiries or would like media training please visit IU’s Office of Media Relations website: http://newsinfo.iu.edu/web/page/normal/6169.html

Generic press releases should be prepared for a rapid media response. Information could include:

• The United States is seeing an increase in bed bug infestations and that they are not uncommon.
• That the facility has or is in the process of developing management policies and strategies to deal with any infestation.
• Staff is sympathetic and proactive in assisting tenants and guests in resolving the problem.

Additional items could be mentioned such as: staff training, treatment plans, and the education of tenants. IU Media Relations and IU’s Office of Environmental Health and Safety Management can assist and review press releases prior to submission.

Additional Resources

Please visit the IU-EHS website about bed bugs for further resources and information. The website will be updated to reflect the latest and most effective information. You can also contact IU-EHS at 812-855-6311 with further questions or inquiries. http://www.ehs.iu.edu/topics/pest-management/bed-bugs/index.shtml
<table>
<thead>
<tr>
<th><strong>Appendix:</strong> Bed Bug Infestation Database for Indiana University</th>
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</thead>
<tbody>
<tr>
<td><strong>Location:</strong></td>
</tr>
<tr>
<td>Field</td>
</tr>
<tr>
<td>Building and Room Number(s)</td>
</tr>
<tr>
<td>Date tenant moved in</td>
</tr>
<tr>
<td>Date bed bugs were reported</td>
</tr>
<tr>
<td>Date inspection by staff</td>
</tr>
<tr>
<td>Staff member inspected</td>
</tr>
<tr>
<td>Access granted by tenant (Y/N)</td>
</tr>
<tr>
<td>Bed bugs present (Y/N)</td>
</tr>
<tr>
<td>Describe activity</td>
</tr>
<tr>
<td>Previous activity</td>
</tr>
<tr>
<td>List of surrounding room numbers</td>
</tr>
<tr>
<td>Date surrounding rooms inspected by staff</td>
</tr>
<tr>
<td>Activity detected in surrounding rooms</td>
</tr>
<tr>
<td>Date IU-EHS contacted</td>
</tr>
<tr>
<td>Date Pest Management Professional contacted</td>
</tr>
<tr>
<td>Date of Inspection</td>
</tr>
<tr>
<td>Bed bugs confirmed (Y/N)</td>
</tr>
<tr>
<td>Adjoining rooms inspected by Pest Management Professional (Y/N)</td>
</tr>
<tr>
<td>Bed bug management plan received (Y/N)</td>
</tr>
<tr>
<td><strong>Date/time of treatment notice and information pack given to resident</strong></td>
</tr>
<tr>
<td>Who was the information given to and by which staff member?</td>
</tr>
<tr>
<td><strong>Date and time of first treatment</strong></td>
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<tr>
<td><strong>Date and time of follow up inspection</strong></td>
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<tr>
<td><strong>Date and time of subsequent treatments &amp; follow up inspections</strong></td>
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<tr>
<td><strong>Date treatment declared eradicated</strong></td>
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<tr>
<td><strong>Formal notification of eradication received from PMP (Y/N)</strong></td>
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<tr>
<td><strong>Total cost of pest management treatment</strong></td>
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<tr>
<td><strong>List bedding/furniture and furnishings replaced</strong></td>
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<tr>
<td><strong>Cost of replacement (bedding/furniture)</strong></td>
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<tr>
<td><strong>Laundering costs</strong></td>
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<tr>
<td><strong>Estimated staff time</strong></td>
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<tr>
<td><strong>Staff costs</strong></td>
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<tr>
<td><strong>Total costs</strong></td>
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<tr>
<td><strong>Follow up investigations: How where the bed bugs brought in?</strong></td>
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<tr>
<td><strong>Follow up investigations: List other tenants and their room numbers that may be at risk</strong></td>
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<tr>
<td><strong>Follow up investigations: List date of inspections</strong></td>
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<tr>
<td><strong>Follow up investigations: Previous tenant/s</strong></td>
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<tr>
<td><strong>Does the previous tenant or facility need contacting?</strong></td>
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<tr>
<td><strong>Contacted?</strong></td>
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<td><strong>Data entry person</strong></td>
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<td><strong>Notes:</strong></td>
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Bed Bug Complaint Questionnaire

1. Have you experienced any bites?
   a. If yes, when did you first notice the bites (days/weeks)?

2. Have you observed any insects in your room?

3. Are your roommates experiencing any bites?

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

5. Have you stayed overnight in other rooms, friends, hotels, etc around the time bites appeared?

6. Have you had any guests that have spent time in your room around the time you experienced bites or observed bugs?

7. Do you have problems with insect bites at home?

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

9. Have you recently had any new or old items that were brought into the room? (furniture items, appliances, clothing, shoes, etc)

10. Have you seen spots or markings of any kind on or around your bedding and mattress?

11. Did you attempt any of your own pest control measures? (this is not advised, if yes, what did you attempt?)

12. When was the last time you washed your bedding?

13. Have you had contact with anyone that is also experiencing bites?

14. Have you spent any time outdoors in grassy/wooded areas that corresponds with the timeframe that you noticed bite marks?

15. Do you spend any significant time outside at dusk or after dark?

16. Any changes in soaps/detergents being used or personal hygiene products that may cause a skin reaction?