

Bed Bug Detection and Treatment Policy and Protocol:

The staff of CSB Residential Life and CSB Facilities Maintenance is committed to an effective and efficient response to students who suspect they may have bed bugs. For the safety and comfort of all students living in the residence halls, our staff will adhere to the following guidelines:

1. As soon as a student suspects that she may have bed bugs, she should contact her Residence Director (RD) or the Associate Director of Residential Life. If another administrator or office learns of a potential bed bug problem, their first call should be to the RD for that Hall or Associate Director of Residential Life.
2. If the student has not already done so, she should an appointment with the College Health Center to confirm that they do not have bed bugs and not a rash or other health concern.
3. Residential Life will notify the Director of Facilities Maintenance as soon as possible so that the College's exterminator can be dispatched to the location to perform a thorough inspection of the room/suite/apartment in question. Please note that should a student notify Residential Life on a weekend or holiday day, the Facilities staff will be contacted as soon as possible but action may not take place until the next business day. The exterminator cannot be dispatched on weekends or holidays.
 - Students who report suspected bed bugs on a work day when the exterminator can be dispatched within 24 hours will NOT be granted an immediate temporary room change, nor will they be issued a new mattress UNTIL the exterminator has completed the inspection and submitted his/her findings. This is CRUCIAL so that we can prevent the spread of bed bugs if they are found to be in the student's room and belongings.
 - If the exterminator is unable to respond to the student's room to inspect within 24 hours, Residential Life staff may be able to provide a temporary location in which the student can sleep until the inspection can take place. This is based on the availability of space within the residence halls. Any student who is given a temporary relocation is required to wash and dry whatever clothing she needs to take with her for the night. Upon doing that, the student should shower and put on clean clothes. The clean laundry is all the student can take with her to the temp room. We want to ensure that if there are bed bugs in the student's room, they do not travel to another room with the student.
 - Students may not, at any time, deny the College's exterminator or Facilities Staff access to their living space (including their bedroom, suite/apartment/house common space, kitchen, bathroom, etc.)
4. Exterminator Findings
 - If the exterminator finds that there are no bedbugs present in the student's room or suite, then no further action will be taken. The student will be asked to continue monitoring her living space, and to notify Residential Life immediately if there are further problems.
 - If the exterminator concludes that bed bugs are present in the room, suite or apartment, Residential Life will provide the affected student(s) with a detailed list of instructions for the removal and laundering of their personal items. Laundry facilities are available in the residence halls and apartments for student use, and do not require a per use fee – however – if student machines are not readily available due to other resident use – facilities maintenance will make access to one of the institutional machines available to help the student navigate this process as easily as possible. The college will not cover the cost of anything a student wishes to dry clean, or have laundered for her by an outside vendor.
 - Only the College's exterminator can confirm or deny the presence of bed bugs – NOT student health services or any other outside person.
5. Bed bugs are a serious community health issue, and ALL students are expected to comply with all instructions given to them within 24 hours once bed bugs have been confirmed within their living space.