



## **New York University**

*A private university in the public service*

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To: Residents of NYU Faculty Housing

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Subject: Helpful Information Regarding Bed Bugs

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As you may be aware, there have been media reports of cases of bed bugs in New York City. Fortunately, we have not experienced this as a serious problem within NYU facilities. Over the past year, we have found bed bugs in fewer than 0.01% of NYU apartments and dorms. While these numbers are extremely low, we are writing to you now to give you some facts about bed bugs, explain the protocol for reporting a suspicion of bed bugs, and give you information about NYU's responsibility and your responsibility in the event bed bugs are found in your apartment.

### **Facts about bed bugs:**

- Although bed bugs are a nuisance, they are not known to spread disease. However, if you are concerned about an insect bite, you should consult your physician.
- It is often hard to see bed bugs because they hide in or near beds, other furniture, and in cracks. Favorite hiding spots include bed frames, mattresses and box springs.
- Most bed bug bites are initially painless, but later turn into large, itchy skin welts. These welts do *not* have a red spot in the center like flea bites.
- You may have bedbugs if you experience itchy welts that are caused by the bites. You may also see the bed bugs themselves, small bloodstains from crushed insects, or dark spots from their droppings.
- Ultimately, we rely on licensed pest control specialists to confirm the presence of bed bugs. A pest control specialist is dispatched whenever a report is made of a suspicion of bed bugs.

### **What you should do if you suspect you have bed bugs in your apartment:**

- **Contact the Client Services Center immediately at [contact.csc@nyu.edu](mailto:contact.csc@nyu.edu) or 212-998-1001.**
- A suspicion of bed bugs is taken very seriously. We maintain contracts with licensed pest control contractors; they will come to your apartment to assess the situation within 8 hours of your call, or first thing in the morning for calls received after 4:00 p.m.
- The contractor will inspect the apartment for purposes of confirming the presence of bed bugs and will determine the proper treatment.
- Their inspection will include a detailed inspection of the mattress, linen and bed frame. Indicator boards may be placed in the room to obtain samples. The contractor will analyze any samples obtained. Generally, the results of the test are received within 24 hours or less.
- It is important that residents not remove any clothing or bedding from the apartment unless instructed to do so. This is so an accurate inspection and samples can be obtained, and to limit the spread of any insect pest that might be present. Do NOT put your mattress or any other item out in the hall. If you do have bed bugs, this may spread infestation.
- If sample results obtained confirm the presence of bed bugs, a treatment program will be started right away.
- If results are negative, repeat inspections may be scheduled as warranted.

### **What to do if it is determined that you have bed bugs:**

- The pest control contractor will outline for you the protocol for treatment of bed bugs based on their findings. This will include information about their treatment, and what you may need to do as well.

### **What NYU is responsible for:**

- NYU is responsible for contacting the pest control contractor.
- NYU is responsible for the inspection and any recommended treatment that is performed by the contractor in the event bed bugs are found. NYU is not responsible for any actions that residents take on their own or for any recommended treatment, such as laundering, of bed linens or other personal items.

For more information, you can visit the New York City Department of Health and Mental Hygiene website by going to:

<http://nyc.gov/html/doh/html/vector/vector-faq1.shtml>

It is important to note that most reports of bed bugs turn out to be false, and the causes of the reported bites or discomfort are attributed to other causes or sources in the vast majority of cases. Even so, because your health and comfort are important to us, we invite you to contact the Client Services Center at 212-998-1001 or at [contact.csc@nyu.edu](mailto:contact.csc@nyu.edu) with any concerns you may have.