

Order of the Director of SUZ VŠE in Prague No. 09/2023

Ref.: VŠE/10244/7000/2023

Reg. No.: VŠE/13243/2023

In Prague on November 30, 2023

The procedure of exterminating troublesome insects on VŠE dormitories.

This order of the director determines an effective procedure for dealing with the situation of bedbugs (*Cimex lectularius*) and other troublesome insects in the dormitories of the University of Economics.

I.

Principles of the procedure for exterminating troublesome insects.

1. The dormitory management will ensure that the residents are informed about the principles of exterminating troublesome insects. The principles of extermination, and especially the necessity of immediate reporting of the occurrence of troublesome insects by the accommodated persons, are enshrined in the Dormitory rules, which are part of the Accommodation Agreement.
2. Information on the occurrence of troublesome insects must be recorded immediately after their detection by the accommodated person or by the FMD(SÚZ) employee who detected the occurrence in the ISKAM system as an urgent defect in accordance with the Director's Order No. 9/2022, point No. 2.
3. The authorized employee of the dormitory responds immediately and ensures that the appropriate procedure is carried out.
4. Residents are obliged to cooperate with the management of the dormitory/centre and follow their precise instructions.
5. Residents staying in rooms where troublesome insects have been found are not allowed to move without the permission of the dormitory staff and are not allowed to receive visitors or visit anyone.
6. Residents are not allowed to move or manipulate the furniture of the room/unit without consulting a professional employee of the DDD company. They are not allowed to take their belongings (even personal belongings) out of the room into the corridor, they are not allowed to take them to another room or outside the dormitory premises.
7. Residents may leave the dormitory only if the contractual conditions are met. Accommodated residents are not entitled to a dormitory discount.

II.

Ensuring early identification

1. Primarily, the resident is obliged to report the occurrence of troublesome insects – by registering them in the ISKAM system – urgent defects, IMMEDIATELY after detecting the suspicion of bedbugs.
2. If the presence of troublesome insects is detected, the FMD(SÚZ) worker shall inform the management of the relevant dormitory/centre IMMEDIATELY and notify the workers by telephone. The occurrence is recorded in the ISKAM system in the urgent defects section.

3. The dormitory manager / authorized employee regularly monitors the defects section in the ISKAM system and immediately arranges the execution of the intervention with the employee of the disinfestation company. This fact is recorded in the relevant section of defects.
4. If a maintenance worker finds out that the occurrence of a troublesome insect is listed in the defect section without a note about its processing, he immediately informs the head of the relevant dormitory by telephone.

III.

The procedure of the manager of the dormitory

1. During working hours, within two hours of the detected occurrence of troublesome insects, arrange a date for the first treatment of the room / unit. After working hours on the first working day in the morning. The date of the disinfestation intervention should be optimally set within 48 hours.
2. Enter the date of the room treatment into the ISKAM system.
3. Immediately inform the residents about the date of the first treatment of the room/unit and give them instructions for the preparation of personal belongings, room/unit (Annex No. 2). Receive the instructions confirmed by a signature/e-mail from each resident in the room/unit. Remind them to comply with hygiene principles and ask for confirmation (Annex No. 1) that they are not allergic to chemicals. At the discretion of dormitory staff, request a medical certificate of resident.
Only for those who are allergic to chemicals, it is possible to provide alternative accommodation for the necessary period of time, with the proviso that they can only take things that have been checked or treated against bedbugs.
4. Arrange with the maintenance staff the timely preparation of the room/unit and the restoration of the room/unit to its original condition (Annex No. 3).
5. To ensure that there is sufficient capacity of free washing machines and sufficient capacity of freezers for accommodated residents.
6. The dormitory manager/ authorised employee supervises the implementation of all necessary measures, especially those that must be carried out by the accommodated persons.

IV.

Preventive measures

1. Monitoring the occurrence of bed bugs
 - a. Physical monitoring
When checking the housekeeping, regularly check for signs of bedbugs. (See Appendix 6.) If you are in doubt, consult the possible occurrence of bedbugs with the DDD company.
 - b. Physical monitoring should be carried out in cooperation with the DDD company always before the start of accommodation for the academic year, visually. For rooms and units where the occurrence of bedbugs in the last 6 months is recorded, monitoring should be carried out using traps.
 - c. Monitoring with traps
 - Monitoring using traps should be carried out in all rooms/units adjacent to the room with the identified occurrence of bedbugs, i.e. in the rooms/units on the left, right, below and above infected room/unit.
 - Furthermore, in cases where physical monitoring has not proven the occurrence of bedbugs, but the residents repeatedly complain about their occurrence.
 - In other cases, based on the decision of the responsible person.

2. Records of bedbugs

To keep records of the occurrence of bedbugs in dormitories of the VŠE in ISKAM system so that it is possible to display trend statistics of the occurrence of bedbugs and to analyse critical points in order to predict future preventive measures.

IV.

Competence

1. The responsible persons in the individual dormitories of the Prague University of Economics and Business are the dormitory manager, the head of the centre and their deputies.
2. The responsible person is obliged to:
 - a. 1x a year to attend training on the issue of bedbugs, to know preventive measures against infestation,
 - b. communicate with the professional DDD company and the relevant authorities,
 - c. be able to carry out a cursory inspection of rooms for bedbugs;
 - d. coordinate the activities of accommodated persons, FMD (SÚZ) workers and DDD employees of the company in the event of bedbug presence,
 - e. monitor the situation and proactively address the need for corrective action;
 - f. keep records of the history and presence of bedbugs, perform trend analysis,
 - g. as part of the trend analysis, also to determine whether the costs of bed bug control are rising or falling, to know the indicative prices of DDD interventions,
 - h. know how the bedbug situation changes over time,
 - i. be able to define the critical time of bedbug occurrence, prepare preventive measures, propose proactive plans,
 - j. Update guidelines and plans for residents.

V.

Final Provisions

Tasks:

To ensure a sufficient capacity of freezers of at least 400 litres for each dormitory:

Thaler dormitory 2x

University hotel 1x

Palachova dormitory 3x

Eisler dormitory 1x

dormitory Jarov II. 1x

Blanice dormitory 2x

Vltava dormitory 1x

Roosevelt dormitory 1x

Carried out by the dormitory/centre manager in cooperation with the purchasing officer.

Provide one vacuum cleaner for each dormitory and spare bag for it exclusively used for the elimination of bedbugs. Carried out by the dormitory/centre manager in cooperation with the purchasing officer.

To provide a powerful steam cleaner for the Jižní Město resort and the Jarov Campus. Carried out by the head of the department in cooperation with the purchasing officer.

To carry out a tender for companies performing disinsection, with the understanding that the contract will also include cooperation in carrying out inspections for the occurrence of bedbugs and troublesome insects. Carried out by the head of the operating department.

Provide training once a year for responsible persons and other relevant employees of SUZ VŠE in Prague. Head of Human Resource Management.

Carry out appropriate construction modifications in order to minimize the space for bedbugs to multiply. Head of Investment and Construction Department.

This Director's Order is effective from 01.01.2024 until further notice.

Attachments:

No.1.: Confirmation of allergy to chemicals.

No. 2: Instructions for residents.

No. 3: Instructions for employees.

No. 4: Minimum and maximum time span.

No. 5: Prevention when traveling.

Ing. Ota Zima CSc., MBA
Director of SUZ

Appendix 1: Certificate of allergy to chemicals

On at..... o'clock a treatment of the unit/room with an anti-bed bug chemical substance will take place.

In accordance with the dormitory rules, I confirm that I AM/I AM NOT allergic to chemicals.

In Prague on:

.....
Signature

Appendix No. 2 Instructions for accommodated residents:

BEFORE INTERVENTION:

1. Suspicion of bedbugs or finding bedbugs must be reported IMMEDIATELY to the staff of the dormitory/the centre and (where the reception is located) to the reception staff and recorded in the ISKAM system as an urgent defect.
2. Residents are obliged to cooperate with the management of the dormitory/centre and follow their precise instructions.
3. Residents are obliged to exclude visitors to their room and at the same time not to visit other rooms and common areas of the dormitory.
4. Residents are not allowed to move and manipulate with the furniture of the room/unit, they are not allowed to take things (even personal items) out of the room into the corridor, they are not allowed to take them to another room or outside the dormitory premises (in exceptional cases only after a thorough inspection and consultation with a DDD worker).
5. Preparation of the room before the intervention of the DDD company – before its arrival:
 - a. Store personal belongings in plastic bags. All clothing, accessories (shoes, belts, etc.) and personal belongings **MUST pass through the** freezer for 48 hours or through the washing machine at 60 °C !! – always according to the instructions of the dormitory management.
 - b. Remove bed linen, store in extra bags, put in the freezer or wash at 60 °C.
 - c. Items that the resident needs for their stay outside the room thoroughly inspect in cooperation with a DDD worker, exclude the occurrence of bedbugs, or treat them with a worker of the DDD company.
 - d. Empty the cupboards, bedside table, desk, bed storage, shelves, drawers, racks – place things in plastic bags, leave them tied up in the room.
 - e. Bags with personal belongings should be left alone in the event of an intervention by the DDD company.
 - f. Attention!!! Bedbugs can also be found in electronics. Therefore, do not take the laptop and other electronics away and rather check it thoroughly with a worker of the DDD company.
 - g. Thorough cleaning of the room – wipe the dust, vacuum the floor and other places, be careful to vacuum with a specially designed vacuum cleaner borrowed by FMD(SÚZ) employees.
 - h. Place the contents of the vacuum cleaner bag in a plastic bag and dispose of it after thorough freezing or DDD treatment by a worker of the DDD company, clean the vacuum cleaner hose with water at a temperature of 60 °C, which you let flow through the hose for 5 minutes or have it treated by a worker of the DDD company.
 - i. Treatment of objects
 - I. If it is possible to treat objects and bedding with a chemical product, it is advisable to leave them alone during the DDD intervention.
 - II. After the DDD intervention, the bedding should be taken to the laundry room and washed at a minimum of 60 °C (killing all stages, lower temperature does not guarantee egg death).
 - III. Bedding or other linen can be treated with high temperature during ironing.
 - IV. Items that **cannot be treated chemically and cannot be left alone;**
Consult the method of treatment with a worker of the DDD company or:
 - put the knitted clothes in the freezer or treat them with a steam cleaner,
 - shoes, handbags, suitcases, books, etc. put in the freezer or have DDD treated by a worker of the DDD company,

- Electrical appliances (laptop, radio, TV, etc.) are visually inspected, wiped with a cloth and vacuum its fan openings.
 - Vacuum armchairs, tables with a vacuum cleaner and treat them with a steam cleaner.
6. Important notes:
- a. Insecticides to kill bedbugs cannot harm you if you OBSERVE the withdrawal period set by the DDD technician (e.g. 4 to 8 hours). After the protection period has expired and after thorough ventilation, the stay in the room is safe.
 - b. Bedbug monitors are designed to monitor bedbugs and cannot harm you. Do not remove them and leave them in place.
 - c. The occurrence of bedbugs, especially after the first intervention, is common and is not a sign of ineffectiveness of the treatment. Insecticides may not immediately affect all bedbugs, bedbugs will only come into contact with it in the following days, when they come out of hiding. (Affected bedbug stays in hiding for few days.) Some insecticides have a so-called delayed effect and the bedbug dies only after a few days after contact and also no insecticide kills the eggs, it destroys only the individuals that hatch from them.
 - d. After the withdrawal period expires you can sleep in the bed without any problems. Cover the bed with clean bed linen (do not sleep in uncovered bedding). Ideally, sleep in pyjamas that cover most of the loose skin.

AFTER THE INTERVENTION:

1. It is possible to return to the room after the protection period, after the product has dried (as recommended by the DDD technician, usually 4 to 8 hours).
2. Change the bed linen.
3. Be careful **not to wipe the room!!** Carpet, upholstered furniture – **do not vacuum!!**
4. Wipe only surfaces that could come into contact with food.
5. Do not handle the furniture in the room/unit, it is strictly forbidden to bring new furniture.
6. Items that have been heat-treated or washed after the first intervention should be stored in sealed bags at a sufficient distance from the infested bed/furniture.
7. Wash bed linen 1× a week (min. at 60°C).
8. **IT IS STRICTLY FORBIDDEN TO USE YOUR OWN PURCHASED INSECTICIDES** – they are ineffective and their effect is that they expel (repel) bedbugs from the room and further infestation of the dormitory occurs.
9. Inform the dormitory / centre management about the occurrence of bedbugs after the first spraying
10. Your belongings only need to be in your room. There is no such thing as your towel hanging loose in the bathroom.
11. It is strictly forbidden to visit other rooms and use the common areas of the dormitory (gym, study, shared kitchen). Pay attention to the safety of others!
12. In case of severe infestation of the room and following the instructions of the dormitory/centre management, leave the room only in clean clothes that has passed through the washing machine or freezer. Used laundry store in sealed bags and wash it again at 60 °C or let it pass through the freezer.
13. Before the next intervention (after about 10-14 days), you need to do the same cleaning of the room (the number of necessary room treatments to exterminate bedbugs is 2 to 3 times).
14. If you have any questions, please contact the dormitory/centre management.

Appendix No. 3: Instructions for employees:

BEFORE INTERVENTION:

- Residents should be informed individually about the instructions. Have the sending to the e-mail confirmed by an e-mail reply. When handing over the instructions, have the receipt signed in person. Have Appendix No. 1 – allergies confirmed.
- Reserve the appropriate capacity of washing machines for residents free of charge.
- Check that the freezers are turned on.
- **Assistance** to residents with cleaning – cleaning staff, caretaker, or maintenance.
 - providing of bags,
 - providing of a special vacuum cleaner.
- Supervision of the activities of the residents.
- Dismantling shelves, mirrors, drawers, light covers, moving furniture, leaving everything in the Room / unit – maintenance workers.
- Supervise the disconnection of electrical appliances from the mains – maintenance workers.
- Treat the mattress, blanket and pillow with spray, steam cleaner or put it in the freezer.

AFTER THE INTERVENTION:

- Attach back to the place shelves, mirrors, drawers, light covers, furniture attachment – maintenance workers.
- As agreed with the DDD technician – check of bedbug monitors, if they have been placed.
- Checking that the resident is following the required instructions.
- Notification of the resident's date of the next intervention, reminder of how to prepare the room for the next intervention, help with the preparation of the next intervention.

Appendix 4: Minimum and maximum time spans.

Action	time min. [hrs]	Total time min. [hrs]	time max. [h.]	Total time max. [hrs.]	Note	number of days min.	number of days max.
Reporting the occurrence of bedbugs to accommodated residents (ISKAM, e-mail)	0		0				
Identification of bedbugs by the head of the track (directly in the room/unit)	2	2	8	8	Ideally, it will take a place in one step at a time	1	1
Reporting to the DDD company	0	2	0	8		1	1
Student instruction (verbally + by e-mail)	0	2	0	8		1	1
Clearing out personal belongings by the residents (in the washing machine, in the freezer)	6	8	16	24		1	3
Preparation of the room by the caretaker/maintenance	2	10	8	32	Take a place in one step	2	4
Vacuuming of the room by the resident / cleaning	0	10	0	32		2	4
Performing disinsection	8	18	8	40		3	5
Maintenance entry to the room (after the deadline)	4	22	8	48		3	6
Restoring the room to a habitable and safe condition	1	23	6	54		3	7
Return of the resident to the room	0	23	0	54		3	7
The resident wipes the table, chairs, everything they touch (chair backrests, table top) and everything that may come into contact with food	1	24	1	55		3	7
Second spraying	80	104	112	167		13	21
Possible third spraying	80	184	112	279		23	35

Appendix 5

TRAVEL PREVENTION

HOW TO PROTECT YOURSELF WHEN TRAVELING IN A HOTEL ROOM

1. PROCEDURE WHEN ARRIVING AT THE ROOM
 - Room control, focusing on mattresses, sheets, and furniture.
 - How to check? Lift the mattress, pull out the drawers, look under the sheets, check the corners of the bedside table.
 - What to look for? Small black dots (droppings) and small white dots (eggs) stuck to the mattress, sheets, furniture, ochre transparent parts of the bodies (bedbug strips), live or dead bedbugs.
2. DO NOT PLACE YOUR LUGGAGE ON THE FLOOR – keep your luggage away from the bed and preferably on a chair throughout your stay.
3. EFFECTIVE PROTECTION – application of repellent on the suitcase or on the legs of the bed or on the mattress.
4. CHECK THE ROOM DURING YOUR STAY – bites may not appear on the body immediately, it is advisable to check yourself.

WHAT TO DO AFTER RETURNING HOME / TO THE DORMITORY

- Put your luggage in the bathtub or on the terrace. Take things out in these places.
- After taking things out, it is recommended to wash them immediately, everything at a minimum of 60 °C (all stages will be killed by a temperature from 45 °C).
- Freeze the luggage itself (all stages will be killed by a temperature of -18°C for 24 hours) or wash it.
- Put everything that cannot be washed (cosmetic bag, shoes, pillow) in the freezer as long as you can but 1 day should be enough.
- Do not forget that bedbugs can also crawl into electronics, they are attracted by heat, in this case it is recommended to inspect the electronics, knock them out and if there is any sign of the presence of bedbugs, vacuum them thoroughly and then freeze or throw away the contents of the vacuum cleaner bag.

Appendix 6

Symptoms of bedbug infestation:

A colony of bedbugs can be recognized by black dots (feces), moults (undressed handyman nymphs), eggs, live nymphs and adults. Bedbug droppings look like tiny dots 1 to 5 millimeters in size. Fresh droppings are reddish-brown in color, old ones are black. This is because it contains digested blood. It is soft to the touch, but when wiped with a damp wipe or a moistened cotton swab, it leaves a rusty color. Feces can be found where bedbugs feed, most often on the bed frame, on bed linen or on the mattress. In some places, the droppings are smeared on the substrate and over time they can even soak into the mattress and leave stains. Bedbugs can be found in particular: in mattresses, in the bed frame, in the bedside table, under the bed carpet, in the upholstery, under the covers of switches or sockets, under loose wallpaper / wall covering.