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Name: Pest Management
Policy Number: 3-3014
Origin: Facilities Management
Approved: October 2001
Issuing Authority: Director, Facilities Management
Responsibility: Manager, Custodial and Administration
Revision Date(s): July 2011
Effective Date: July 2011
Supersedes: N/A

Policy:

Facilities Management is responsible for Pest Management on campus and shall manage it as per the following procedures.

Procedures:

1. The following procedure shall be used for all pest concerns except bed bug concerns where policy **FMVII-2** shall supersede.
2. Facilities Management shall request that the Pest Management service contractor (herein referred to as 'the contractor') respond immediately to urgent calls. For all other pest reports, the contractor shall respond on scheduled service days.
3. Scheduled service days are currently Mondays and Fridays. The contractor visits all sites that have reported pest concerns.
4. The three kitchens on campus (Faculty Lounge, Student Centre, Dockside) are visited every Friday by the contractor. The contractor shall contact the Manager, Custodial and Administration and provide a Corrective Action Report. The Manager shall then ensure the report is distributed to the Director, Food Services.
5. **On campus (8:30am – 4:30pm, Monday – Friday):**
 - a. When a pest concern is addressed to Facilities Management, a call shall be placed by the Secretary, Facilities Management to the contractor. The call is logged at the contractor's office and the service person reports to Facilities Management the nearest service day.

- b. The Secretary, Facilities Management shall log the concern in the pest management book on the call-in form with the date and time of the call, the location of the pest concern, and the pest being reported. The contractor reports to Facilities Management and checks the log book for pest reports. Upon completion of a service call, the contractor logs the treatments in the pest management book.
- c. The contractor does not need accompaniment to campus locations unless authorized entrance is required. If authorization is required, Security or the Manager, Custodial and Administration (or designate) shall accompany the contractor.

6. In Residence (8:30am – 4:30pm, Monday – Friday):

- a. When a pest concern is addressed to the Residence desk, the Residence desk shall send a pest management report (by email) to Facilities Management.
- b. The Secretary, Facilities Management shall check the Facilities Management email on an hourly basis. Once the Secretary, Facilities Management receives the report, the contractor shall be contacted as per the procedure above.
- c. The contractor responds as per the procedure above, except that the contractor shall be accompanied to the residents' rooms. The Residence desk provides a residence security officer to accompany the contractor who will stay with contractor for the duration of their work visit.

7. In Residence (weekends and evenings):

- a. The Residence desk shall inform the student that Facilities Management policy is to wait until the next service day to contact the contractor. When a pest concern is addressed to the Residence desk, the Residence desk shall send a pest management report (by email) to Facilities Management.
- b. The next working day, the Secretary shall follow the same procedure as working hour calls.
- c. If a student is not satisfied with the wait time Residence Department staff will provide options: 1. make temporary arrangements to stay elsewhere, 2. temporary accommodations in emergency room, 3. contact Braemar Pest Management immediately if an emergency area is not available.

Current Pest Management supplier: Braemar Pest Management

On call/Office: 443-8704/835-2304: call first and wait for at least 2 hours, call again, if no answer, move on to call the following individuals:

Dave: 449-4896

Nathan: 452-0389

Don: 835-8770 or 449-6546

Residence desk: 420-5591: keep in contact with the Residence desk to let them know when Braemar will be in so they can advise the Residents when we will do the inspection.