

Integrated Pest Management Program

USC Housing doesn't have a pest problem and we would like to keep it that way. Our integrated pest management program is designed to keep our facilities pest-free and includes:

- Education of residents on how they can prevent, identify, report, and alleviate pest problems in their rooms or apartments.
- Staff training and operational procedures to identify and eliminate sources of pests.
- Response protocols to address specific problems brought to our attention.
- Pest control services provided by a professional, experienced pest control management company.
- Extermination services for all USC Housing facilities twice yearly, at no cost to residents and with no special preparations required.
- Tri-annual inspection utilizing NESDA certified canine detection.

How to report pest problems. To report pest problems, contact your Customer Service Center (CSC) to submit a work order. The Housing Maintenance office should also be contacted at (213) 740-4646 with the same complaint. The Housing Maintenance Office is available 24/7. Ecolab handles pest control needs for USC Housing. If you call the Housing Maintenance Office number after hours or on weekends, your call will be handled by a representative who will determine if an Ecolab technician should be notified and will usually be handled the next regular business day.

Pest control chemicals. Whenever a resident requests pest control action to occur inside the residence, information on what agent was used and any pertinent instructions that Eco-Lab recommends can be provided.

How to prevent and alleviate pest problems. The following information will help you prevent or alleviate pest problems.

Ants. Ants prefer different foods according to species and environmental conditions. Some ants will appear to favor sweets, others to favor meat, and still others to zero in on seeds/plants. Good housekeeping is very important because ants will go elsewhere if there is no food and water to attract them. Ants venture indoors looking for food especially during the winter

rains and summer heat. For ant problems, you will be asked to spray the ant trail with a household cleaner such as isopropyl alcohol put in a spray bottle which should eliminate the immediate problem. A pest control representative would then be dispatched the next business day.

Bedbugs. Since bedbugs are nocturnal feeding insects they normally bite people while they sleep. Evidence of bedbug bites comes from blood spots on bed clothes and irritation from salivary secretions. Read *What You Should Know About Bedbugs* on our website for important information on prevention of bedbugs and report the problem to your CSC right away.

Cockroaches. Discourage roaches by keeping your residence neat and clean. They can go for weeks without food or water, and they breed and hide in trash. Store food in containers that roaches can't get into.

Fleas. Fleas live primarily on warm-blooded animals, especially feral cats. They pierce their hosts' skin for blood meals and lay their eggs on or nearby their host animals.

Rats and mice. Rats and mice look for food and shelter indoors during the rainy season. To prevent rodent infestations, clean up food sources and close off pest entry points. Outdoors, make sure to keep your residence and surrounding property clear of trash and debris. Use of patio areas as storage will provide a place for rodents to live. Indoors, keep doors closed, remove trash, and vacuum all cracks and crevices from floor to ceiling. Mice only need $\frac{1}{4}$ of an inch opening to get in; rats need only $\frac{1}{2}$ inch. Use steel wool to seal small holes.

Spiders. Spiders look for warmth and move indoors during the winter. Be careful to shake out anything that has been stored outside or in a basement, especially firewood or other items that have been placed against walls. To make your residence less suitable for spiders, eliminate the insects they eat and vacuum their webs.

Further questions. If you have further questions, contact your Customer Service Center (CSC), the Housing Services Office at (213) 740-1809 or the Housing Maintenance Office at (213) 740-4646, available 24/7.