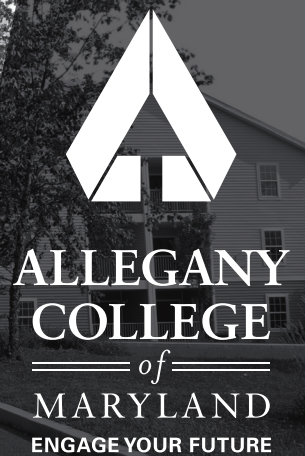


WILLOWBROOK WOODS

HOUSING GUIDE

Phone Numbers

Director of Residence Life:	301-784-5368
Area Coordinator:	301-784-5638
Gate House Security:	301-784-5196
Campus Security:	301-784-5555
Physical Plant:	301-784-5261



Student Housing for Allegany College of Maryland

10300 Willow Woods Court, SE | Cumberland, MD 21502 | www.allegany.edu/willowbrookwoods | 301-784-5068 (Fax)

Updated July 2021

TABLE OF CONTENTS

SECTION I - INTRODUCTION

Welcome Letter	2
College Policy Information	3
Policy Mandates	3
ACM Vision, Mission, Values, and Goals	6
S&LA Mission Statement	6
Residence Life Mission Statement	6

SECTION II - STAFF INFORMATION

SECTION III - HOUSING CONTRACT INFORMATION

Housing Contracts	8
Housing Contract Cancellation/Release Policy	8
Supplemental Contracts	9
Holiday and End of Semester Closures	9
Housing Fees	10
Electricity	10
Payment of Bills	10
Insurance/Personal Property	10
Security Deposit	11
Credit Hour Requirement	12
Behavior Requirement	12
FERPA	13
Communication	13
Procedure for Leaving Housing	13
Procedure for Renewal/Non-Renewal of Housing Contracts	14

SECTION IV - APARTMENT CONDITION & UPKEEP

Apartment Condition	15
Apartment Condition Forms	15
Physical Plant Work Orders	15
Health & Safety Inspections	16
Cleanliness & Pests	16
Damages & Fees	17
Pets/Service Animals	18

SECTION V - AMENITIES, SERVICES, & RESOURCES

The Clubhouse, Clubs, Programming, & Games/Sports	19
Cable, Internet, and Telephone	20
Mailboxes, Mail Keys, and Package Delivery	21
Smoking Policy	22
Supernova Scholarship	23

Cooking	23
Dining Services & Café	23
Laundry Facilities	24
Roommate Agreements & Conflicts	24
Quiet & Courtesy Hours	24
Academic Support	25
Parents, Family, & Friends	25

SECTION VI - SAFETY & SECURITY

Safety & Security Information	26
Sexual Misconduct & Sex Discrimination	26
Criminal Activity (Active Shooter), Student Misconduct	27
Reporting other Concerns	27
Missing Student	27
Emergency Notification Service	28
Photo ID Cards	28
No Trespassing List	28
WW Guest Procedures & Rules	28
Keys, Lockouts, and Staff Key-Ins	29
Fire Safety & Prevention	30
Fire Drills	31
Interpersonal Conduct	31
Vehicles & Vehicle Searches	32
Drug Sweeps	32
Severe Weather	33

SECTION VII - RESOURCES

Important Phone Numbers	34
Academic Resources on Campus	34
Disabilities Services	35
Medical Resources in the Community	35
Additional Community Resources	36

APPENDICES

Appendix A – Miscellaneous Fee List	39
Appendix B – Expectations	41
Appendix C – Food & Nutrition	43
Appendix D – Prohibited Items	44
Appendix E – Using Public Transportation	45
Appendix F – Title IX: FAQ	46

SECTION I: INTRODUCTION

Dear Resident,

Welcome to Allegany College of Maryland and Willowbrook Woods. This handbook serves as one of many resources for your adjustment to Allegany College of Maryland. By signing your Housing Contract, you agree to follow the information contained in this guide, as well as Allegany College of Maryland Student Handbook, including the Code of Student Conduct.

The Office of Residence Life focuses on providing a safe, comfortable and fun environment to meet educational and social needs of all students. Allegany College Maryland's Code of Student Conduct is based upon the College's vision, mission, values and goals and is intended to create a balance between students' educational and social needs.

Together, we attempt to build a strong community that is fully inclusive, that promotes respect, and that provides residents with a positive and safe college experience.

The Resident Assistant staff is a staff of peers who serve as a first stop for help with problems or questions you may have during your time at Willowbrook Woods. In addition, they provide both educational and social programming to promote learning and a sense of community.

In addition to the RAs, Allegany College of Maryland Professional Staff is also available to help you with questions or problems, including the Director of Residence Life, Willowbrook Woods' Area Coordinator, On-Call Incident Manager, Director of Business Office, Maintenance staff, and Campus Safety staff.

Best wishes with your academic endeavors and congratulations on the start of your academic career with Allegany College of Maryland!

Sincerely,

ALLEGANY COLLEGE *of* MARYLAND

Residence Life Staff

COLLEGE POLICY INFORMATION

Allegany College of Maryland does not discriminate on the basis of age, ancestry/national origin, color, disability, gender identity/expression, marital status, race, religion, sex, or sexual orientation in matters affecting employment or in providing access to programs and activities and provides equal access to the Boy Scouts and other designated youth groups. Allegany College of Maryland complies with applicable state and federal laws and regulations prohibiting discrimination and Maryland prohibits retaliation in any form against any person who reports discrimination or who participates in an investigation.

POLICY MANDATES – FY22

TITLE IX

Allegany College of Maryland prohibits sexual harassment and sex discrimination by or against all students, employees, and campus guests. If you have any questions or concerns or if you need to make a complaint, contact ACM's Title IX Coordinator, Dr. Renee Conner in CC-12, by email at rconner@allegany.edu, or by phone at (301) 784-5206. For detailed information about policy, procedures, and prevention education, see <https://allegany.edu/title-ix/index.html>

Prohibited behaviors include: sexual assault, stalking, relationship violence, quid quo pro sexual harassment, hostile environment sexual harassment, gender discrimination, and attempts to commit such acts.

CHILD ABUSE MANDATED REPORTS

Allegany College of Maryland complies with Maryland law which requires all educators to report suspected child abuse. By law, educators are mandated reporters which means that if an educator suspects child abuse has occurred or if a person discloses that child abuse has occurred, the educator is required to make a report to Child Protective Services. A report must be made if regardless of when, where, or by whom the abuse occurred. For detailed information about Mandated Reporters including how to make a report, see [here](#).

The College provides free counseling services. Also, the College's Title IX policy may also apply, so be sure to see the Title IX information.

CLERY ACT

A report on Allegany College of Maryland's Campus Security Policies and Crime Statistics (34 CFR Part 668) and the Clery Act, 20 U.S.C. 1092 (a) and (b) in accordance with the FBI Uniform Crime Reporting (UCR)/National Incident-based Reporting System (NIBRS) is available in the Office of the Dean of Student & Legal Affairs (College Center, room CC-12) or through the Department of Campus Safety and Special Police webpage.

HEROIN & OPIOID POLICY

Allegany College of Maryland recognizes drug and alcohol abuse/addiction as a health risk; the dangers associated with heroin and opioids are gravely concerning to this institution. The college urges everyone to be informed and offers educational resources (including treatment information). All new, full time students are required by Maryland law to participate in heroin/opioid training. In an overdose emergency, call 911. If you have any questions or concerns or if you need help, contact the Department of Campus Safety and Special Police by email or by phone at 301-784-5252 or the Office of Student & Legal Affairs by email, or by phone at 301-784-5206. *Allegany College of Maryland prohibits the possession and use of drugs and alcohol on all college property and in all college-affiliated activities without the express permission of the College President.

DRUG AND ALCOHOL USE

Allegany College of Maryland & Willowbrook Woods is a dry, clean, and clear campus.

Allegany College of Maryland supports the efforts of the State of Maryland and the United States to provide workplaces and learning centers free of illicit drug use and free of unlawful alcohol use. The College supports and complies with the Federal Drug-Free Workplace Act of 1988, the Federal Drug-Free Schools and Communities Act Amendments of 1989, and drug and alcohol abuse policies of the Maryland Higher Education Commission.

It is the College's intention to provide and maintain a work environment for employees and students that is drug-free, healthful, safe, and secure. When any person is on College property and/or participating in a College-sponsored or College-sanctioned activity, the person is expected to be free of any illegal drugs/alcohol and capable of fulfilling their responsibilities unimpaired by any substance. Although the College recognizes drug/alcohol dependency as an illness and a major health problem affecting society, it also recognizes drug use and activity as a potential health, safety, and security problem. Students and employees requiring assistance in dealing with drug or alcohol abuse or dependency are encouraged to seek treatment.

ACADEMIC DISABILITIES

In compliance with federal ADA/504 requirements, Allegany College of Maryland supports the belief that all otherwise qualified citizens should have access to higher education and that individuals should not be excluded from this pursuit solely by reason of handicap. The College is committed to the inclusion of students with disabilities within all areas of college life. Therefore, support services are intended to maximize the independence and participation of disabled students. Further, the College complies with applicable state and federal laws and regulations prohibiting discrimination in the admission and treatment of students.

Any student who wishes to receive accommodations must register with the Academic Access & Disability Resources Office, providing documentation of the declared disability. Once documentation is received, the Director will establish eligibility for specific accommodations based on the student's documented functional limitations and the essential functions of each course. Any student who wishes to declare a disability should contact the Academic Access & Disability Resources office at 301-784-5234. For more information visit the Academic Access & Disability Resources webpage.

ADA/504

American with Disabilities Act of 1990, Title II prohibits discrimination on the basis of disability; this legislation established comprehensive standards that were expanded per 2008 Amendments. Rehabilitation Act of 1972, Section 504 prohibits discrimination against any person on the basis of a "handicap" by entities receiving federal funds.

If you have a disability, we urge you to contact the appropriate office/person to request reasonable accommodations. You will need to complete some paperwork, provide documentation, and meet with the designated College Official who will help you with the process to determine the appropriate accommodations. For questions, referrals, or to file a complaint, contact ACM's ADA/504 Coordinator, Dr. Renee Conner in CC-12, by email at rconner@allegany.edu, or by phone at (301) 784-5206. For detailed information about policy, procedures, and prevention education, see <https://www.allegany.edu/student-and-legal-affairs/ada-504.html>

FERPA

In compliance with the Family Educational Rights and Privacy Act of 1974, Allegany College of Maryland will not disclose any information from the students' educational records without the written consent of students except to personnel within the institution, to accrediting agencies carrying out their accreditation function, to persons in compliance with a judicial order, and to persons in an emergency in order to protect the health or safety of students, other persons, or other lawful exception. At its discretion, the institution may provide directory information to include: student name, address, email address, photo, dates of attendance, credentials earned, honors awarded, and alumni status. Students' rights, the College's obligations, and disclosure standards are detailed in the FERPA policy. View ACM's FERPA policy.

ACCREDITATION

Allegany College of Maryland is accredited by the Middle States Commission on Higher Education, 3624 Market Street, 2nd Floor West, Philadelphia, PA 19104-2680; 267-284-5000. The Middle States Commission on Higher Education is an institutional accrediting agency recognized by the U.S. Secretary of Education and the Council for Higher Education Accreditation. The College is also accredited and approved for operation by the Maryland Higher Education Commission, 6 North Liberty Street, Baltimore, MD 21201; 1-800-974-0203. The Pennsylvania Department of Education has granted certification to the Allegany College of Maryland campus in Bedford County and to the academic programs offered.

MEDICAL DISCLOSURE PROCEDURE

Students are responsible for their own health and should always consult a qualified health care provider if a health or medical condition interferes with the students' ability to attend class in excess of what is permitted by the course syllabus or program requirements or to participate in an essential class function. Medically necessary absences will be excused with documentation from a qualified health care provider; students are responsible for contacting the instructor about if/how to complete any missed work. Information sheet with details is located online at <https://www.allegany.edu/student-and-legal-affairs/index.html> under both the Title IX tab and the ADA/504 tab.

IF ANY LANGUAGE IN THE POLICY PUBLISHED IN THIS HOUSING GUIDE IS INCONSISTENT WITH FEDERAL OR STATE REGULATORY REQUIREMENTS OR LAWS (INCLUDING NEW PROVISIONS ENACTED DURING THE ACADEMIC YEAR), THE COLLEGE & HOUSING STAFF WILL COMPLY WITH AND DEFER TO THE APPROPRIATE FEDERAL OR STATE REGULATORY REQUIREMENTS OR LAWS.

YOU MAY CONTACT THE OFFICE OF STUDENT & LEGAL AFFAIRS, LOCATED IN ROOM 12 OF THE COLLEGE CENTER FOR THE MOST CURRENT INFORMATION.

ACM VISION, MISSION, VALUES, AND GOALS

Vision: We deliver diverse and relevant education centered around student success in a supportive and engaging community.

Mission: Allegany College of Maryland is a lifelong learning community dedicated to excellence in education and responsive to the changing needs of the communities we serve. Our focus is the preparation of individuals in mind, body, and spirit for lives of fulfillment, leadership, and service in a diverse and global society. We are committed to engaging student in rich and challenging learning opportunities within a small college atmosphere that is known for its personal touch.

Values:

QUALITY	We improve through assessment.
INTEGRITY	We promote honesty and trust.
RESPECT	We foster dignity and worth.
OPPORTUNITY	We provide innovative choices.
WELLNESS	We promote healthy lifestyles.

ACM Mission-Based Guiding Principles:

1. To provide convenient geographical access to post-secondary education to people within the service region of the college.
2. To provide financial access to a college education by assuring reasonable tuition rates, comprehensive financial assistance, and college scholarship opportunities.
3. To provide quality education and services, in a safe and comfortable environment, at a reasonable cost.
4. To support an environment that promotes quality teaching and learning.
5. To promote a college that enhances lives and the community through education and service.
6. To instill in our students a philosophy of life-long learning.
7. To foster a pro-learning campus environment that embraces the values of Allegany College of Maryland.
8. To develop the technical competence and knowledge and other essential skills that prepare students for direct entry into the workforce, for career change and advancement, or for transfer to another college or university.
9. To continually assess our programs and services in order to promote and encourage continuous improvement.

OFFICE OF STUDENT & LEGAL AFFAIRS MISSION:

The Mission of the Office of Student & Legal Affairs is to provide direct, non-instructional support services to students, to cultivate a safe learning environment, and to maintain institutional compliance with laws and regulations.

OFFICE OF RESIDENCE LIFE MISSION:

Residence Life is committed to providing on-campus housing opportunities for students that provide both holistic education and personal development through the provision of a safe, comfortable, just, caring and mutually respectful learning community, which fosters inclusive education outside the formal classroom as well as a sense of community, citizenship, responsibility and appreciation for diversity.

SECTION II:

STAFF INFORMATION

Residence Life staff is comprised of Professional Staff and Resident Assistants. During the College's business hours (typically 8:30am – 4:30 pm Fall/Spring semesters), professional staff members are on campus and available to residents as needed. Please see the positions listed below for where to direct specific issues/questions. After business hours, a Resident Assistant is always on duty as a "first responder" to issues, concerns, problems, etc. in Willowbrook Woods; they may be assisted by Security and/or Maintenance personnel as needed. Furthermore, a member of the professional staff is always on duty after business hours to respond to emergencies and/or problems beyond the training/expertise of the Resident Assistants; the professional staff member is required to be within 15 minutes of campus when on duty. Only the Resident Assistants, Security Guards, and Maintenance Staff are authorized to call the Professional Staff Duty Phone after business hours.

Director of Business Office: A professional staff member who is responsible for overseeing financial aspects such as billing and receiving of payments for Willowbrook Woods. Questions regarding your Willowbrook accounts should be directed to this individual at (301) 784-5195. The Coordinator's office is located in the Business Office in the College Center.

Resident Assistants (RAs): RAs are students who live in housing with one RA living in each of the five buildings. RAs serve as a resource for residents, are the first contact for residents' minor problems or concerns, and have the responsibility of addressing and documenting any policy violations. RAs also provide programming and events of both a social and educational nature, so if you have ideas for fun activities, please speak with your RA.

Area Coordinator: A professional staff member who lives on-campus and has an office in the Willowbrook Woods Clubhouse. This person is responsible for managing the Willowbrook Woods office, supervising the RAs, and developing our living/learning community. The apartment occupied by the Area Coordinator is their permanent, 12 month residence; therefore, apartment #4103 and #2103 (designed and modeled for the Area Coordinator) is largely exempt from many restrictions necessarily required for the health and safety of student residents. The Area Coordinator's office phone number is (301) 784-5638. The Area Coordinator shares after-hours duty rotations with the On-Call Incident Manager.

On-Call Incident Manager: A professional staff member who shares after-hours duty rotations with the Area Coordinator during the Fall and Spring semesters.

Director of Residence Life: A professional staff member who is responsible for the overall management and future planning of Willowbrook Woods. In addition to numerous operational duties, the Director supervises the Area Coordinator(s) and the On-Call Incident Manager. The Director's office is located in Room 12 of the College Center. The Director's phone number is (301) 784-5368.

Dean of Student & Legal Affairs: A professional staff member who is responsible for Student & Legal Affairs at Allegany College of Maryland. (Willowbrook Woods is one department within Student & Legal Affairs.) Issues/concerns which can not be resolved with the RA, Area Coordinator, or Director should be communicated promptly to the Dean, whose office is located in Room 12 in the College Center.

Campus Safety and Special Police: In addition to Campus Safety staff, who patrol the instructional/administrative buildings, Campus Safety Staff also work at the Willowbrook Woods Gatehouse 24-hours a day when Willowbrook Woods is open; Gatehouse Staff aren't permitted to leave the Gatehouse area. The Gatehouse can be contracted at (301) 784-5196. Additional Campus Safety Staff are available during designated hours to provide additional personnel, presence, and assistance. **All residents and their guests are expected to cooperate fully with Campus Safety and Special Police.** Questions, concerns, or suggestions about Campus Safety and Special Police operations should be directed to the Director of the unit at (301) 784-5252.

Maintenance Staff: There is one full-time and one part-time member of the College's Physical Plant Department specifically assigned to work with housing. Maintenance staff responds to work orders residents may file at any time; please see "Apartment Condition & Upkeep" for details. Concerns regarding work orders, Maintenance, or Maintenance Staff should be directed to the Director of Physical Plant at (301) 784-5261.

SECTION III: HOUSING CONTRACT INFORMATION

HOUSING CONTRACTS

The Student Housing Contract signed by the student and his/her guarantor is a binding contract for the full term of the contract and includes the following CONTRACT TERMS

- Student and Guarantor(s) agree to joint and several liability for the full value of all fees unless/until the student is released from the contract. This Guaranty is an irrevocable, absolute, unalterable, and unconditional guaranty of both payment and performance. Guarantor's obligation under this Contract is that of a surety, which allows Allegany Housing, LLC to collect from the Guarantor if Resident defaults (through, for example, nonpayment or expulsion). The Guarantor's liability is binding on his/her heirs, legal representatives, successors and assigns. Please note that the security deposit is forfeited if the student fails to satisfy the full contract for whatever reason. Any assessed damages or fees will be added to the student's account, and the student will be billed.
- Allegany Housing, LLC (Willowbrook Woods) agrees to provide living quarters (as described in the application and Housing Guide) during the term of the contract with the following exceptions: (1) when housing is closed, (2) unless/until the student is released from the contract, and/or (3) the student is suspended or expelled.
- Willowbrook Woods is closed to all residents during the specified periods in the Student Housing Contract. Please refer to your Housing Contracts for the specific dates this year. **Residents are required to make necessary, off-campus arrangements during these closures.**
- Student agrees to abide by Allegany College of Maryland's Code of Student Conduct and all rules/procedures detailed in the Housing Guide. Both documents are available to review online. Please note that both documents may be modified/supplemented as needed; students will be provided advance, written notice of any changes/additions.
- Allegany College of Maryland and Allegany Housing, LLC assumes NO liability for students' personal possessions. Each student is strongly encouraged to purchase private insurance to cover any losses due to accident, natural disaster, theft, etc.
- If Willowbrook Woods offers summer housing, students who reside in Willowbrook Woods during the summer semester will be required to live in one designated building – to be determined by Staff by the end of the Spring Semester.
- Allegany College of Maryland and Willowbrook Woods Staff reasonably presumes the student and guarantor signatures are authentic; any forgeries will result in the student's immediate expulsion from Willowbrook Woods as well as appropriate criminal and/or disciplinary action.
- It is the responsibility of the student and the guarantor to promptly provide address and telephone number changes to Allegany College of Maryland.

HOUSING CONTRACT CANCELLATION/RELEASE POLICY

Willowbrook Woods relies upon executed contracts to sustain the viability of on-campus housing for its students. Unlike many colleges' on-campus housing, Willowbrook Woods has limited financial support from its parent college and must maintain a strict level of income. Consequently, we must have a contract for each of the rooms. These contracts are legally binding and cannot be voided except in very limited circumstances. By signing the Student Housing Contract, the resident and the guarantor are making a commitment to honor that contract through its entire term. Staff cannot remove a resident without good cause and due process; likewise, residents cannot simply choose to leave Willowbrook Woods. However, in unique circumstances, Willowbrook Woods may approve a resident's petition to cancel or be released from the contract.

Residents must submit a petition to request release with supporting documentation by the deadline to be considered. Petitions may be obtained from the Business Office. Release is not guaranteed.

SUPPLEMENTAL CONTRACTS

Supplemental contracts are available to residents who have a bona fide academic or collegiate need to be in Willowbrook Woods outside the terms of the Fall/Spring contract. Examples include irregularly scheduled classes, academic program orientation requirements, clinical/intern requirements, athletes with games/practices, work-study obligations, student club event, and summer classes. Students must also be in good standing with Allegany College of Maryland both financially and in regards to conduct. (Also, residents experiencing extraordinary personal circumstances may request a supplemental contract; approvals are made on a case-by-case basis.) When Willowbrook Woods is closed, residents must leave Willowbrook Woods by 5:00pm on the designated day and may not return until noon on the designated day. Residence Life Staff will disseminate information in advance about the dates. Exceptions will only be granted to residents who have a bona fide academic or collegiate need to be on the property after 5:00 pm or who are experiencing extraordinary personal circumstances. Residents must request an extension to stay after 5:00 pm by submitting a Willowbrook Woods –Petition for Exemption, letter explaining your situation, and supporting documentation to the Director of Residence Life no less than one week prior to the closing of Willowbrook Woods either for Holiday Breaks, end of Semester, and/or end of the Housing Contract.

Residents who are approved must pay the value of the supplemental contract (per diem rate x number of days) in advance. When Willowbrook Woods is closed (including summer), there are no services, programs, or support by staff members – including Security. Access to the facility is greatly reduced. For these reasons, any resident who is approved for a supplemental contract must sign a liability waiver which includes restrictions. Residents who obtain supplemental contracts for summer need to be aware that Willowbrook Woods Turnover will be occurring during their stay, which means (a) contractors, workers, vendors, and other non-College officials will be in Housing and (b) unusual equipment, noise, and other disturbances will occur.

Residents who elect to cancel their supplemental contract must do so in writing in advance (no less than 3business days).

HOLIDAY AND END OF SEMESTER CLOSURES

Willowbrook Woods is closed for Thanksgiving, Winter Break, Spring Break, and/or Spring Holiday; Residence Life Staff will provide specific directions in advance for what residents must do for the closures (eg., removing trash, unplugging electric devices, packing valuables, locking windows & doors, etc.) and will check each apartment for health and safety issues after the residents leave.

Residents must leave Willowbrook Woods by the designated time and day that it closes and may return at the designated time and day it re-opens. The specific dates and times are referenced in the Housing Contract. Information reminding residents of these dates and times will be disseminated via student email prior to these periods. Exceptions will only be granted to residents who have a bona fide academic or collegiate need to be on the premises while it is closed or who are experiencing extraordinary personal circumstances. Residents must petition for an extension to stay after the contracted closing time; residents must complete the Petition (See Supplemental Contracts). Residents experiencing a non-approved and/or non-emergency delay will be charged a fee: \$100 for the first hour (for example beginning at 5:01 pm when Willowbrook Woods closes at 5:00 pm), \$200 for the second hour, etc. OR could be directed to leave Willowbrook Woods immediately. (Lack of planning and non-emergency transportation problems will not be acceptable reasons for a late departure.)

HOUSING FEES

- Housing Installments are due the first of each month.
- Late Fees – A \$25.00 Late Fee will be applied to the student’s account if payment is not received within five days of the payment due date.
- Failure to pay Housing Fees:
 - o May result in removal from the premises.
 - o If an account becomes delinquent, Willowbrook Woods will place a “hold” on the resident’s account. The resident will be unable to receive grades or transcripts or register for classes until the amount owed is paid in full.
 - o At the end of the Housing Contract, should amounts still be owed, the student will be dropped from any registered classes for the upcoming semester.
 - o If your account is turned over to a Collections Agency it can assume a collection fee payable to the Collections Agent.
- Financial Aid: After tuition, fees, and books are paid, the Financial Aid Office will apply remaining award monies to Willowbrook Woods. Then, any remaining refunds are paid to the student. (If a refund is mistakenly issued to the student before housing fees are paid, the student and the guarantor remain responsible for the Willowbrook Woods balance.)
- Residents with poor payment histories and/or balances may not be invited to renew their contract the next year. No contract will be offered until all obligations are satisfied.

ELECTRICITY

Willowbrook Woods covers up to \$100.00 per month per apartment. Any bill over the \$100.00 allotment will be divided among all current residents of that apartment.

PAYMENT OF BILLS

- Checks or money orders should be made payable to Willowbrook Woods and sent to:
Allegany College of Maryland
Attn: Business Office
12401 Willowbrook RD SE
Cumberland, MD 21502
- Payments with credit card may be made in person at the Business Office when the College is open or by calling (301) 784-5227
- Please make sure the resident’s first and last name are written legibly on all payments.
- Payments can be made in the College’s Business Office.
- Inquiries regarding housing accounts should be directed to the Business Office at 301-784-5227.
- To dispute any payment discrepancies, the resident MUST produce appropriate receipts/records.

INSURANCE/PERSONAL PROPERTY

Willowbrook Woods and Allegany College of Maryland have no responsibility for lost, stolen or damaged personal items. It is highly recommended that either the resident is covered under their parent’s homeowners insurance or obtains another form of Insurance (While college housing is not deemed rental property under Maryland landlord/tenant law, many students in college housing obtain renter’s insurance).

Any personal property remaining in the room following termination/ expiration of the Housing Contract or after a resident vacates the premises will be considered abandoned; disposal of abandoned property is at the discretion of Residence Life.

Any disputes over the Security Deposit must be received in writing from the student within fifteen (15) days of the date of the notice. Disputes should be written to the attention of the Director of Residence Life. A decision regarding disputes will be made within thirty (30) days of receipt of the dispute letter.

SECURITY DEPOSIT

- The security deposit is used to pay for damages during the contract period.
- If the student fails to satisfy the full contract for any reason, the security deposit will be forfeited.
- Residents are expected to report any damages and violations promptly; we cannot make repairs and hold a specific person responsible if we are not notified of damages and violations until after residents leave.
- When possible, residents who are deemed responsible will be billed directly for any damages or fines discovered throughout the year.
- Any amount of damage, which exceeds the security deposit, will be billed to the resident directly.
- Residents will be billed a minimum of \$50.00 per room (i.e. bedroom, kitchen, living room, bathroom, patio) for trash removal or if the apartment is not left in "move-in" condition.
- Security Deposits (or any portion due) will be returned within sixty (60) days of the end of the Contract, regardless of the date of move-out.

As clarification of some of the more common situations resulting in the retention of some or all of the Security Deposit, a refund of the entire Security Deposit is subject to compliance with all six (6) of the following provisions:

- *The full Term of the Contract has expired.*
- *There are no damages, beyond ordinary wear and tear (as determined by maintenance and Residence Life staff), to the Premises.*
- *The entire Unit, including range, refrigerator, bathrooms, closets, cupboards, furniture and carpet are clean and in equivalent condition as that of move-in*
- *No late charges, delinquent fees, fees for damages or other charges remain unpaid by Resident.*
- *All keys are returned to Willowbrook Woods Management by the Resident.*
- *Willowbrook Woods I.D. Card is returned to Management by Resident.*

The cost of all material and labor for cleaning an excessively dirty apartment and making repairs, and all Housing fee income lost as a result of Resident's vacating the apartment prior to the termination date of their Housing contract will be deducted from the Security Deposit.

If Resident has complied with all terms and conditions concerning the Security Deposit, the deposit will be returned by check mailed to the Resident's permanent address as recorded in Admissions/Registration. It is the resident's responsibility to update/correct the address if it has changed. Security Deposit refunds cannot be picked up. The Security Deposit may not be applied to the last monthly Housing Installment.

Residents who indicate they are returning for the next year will have the deposit held for the next year's contract.

NOTE: There is no grade requirement to live in Willowbrook Woods; however, we strongly encourage residents to be diligent about their academic responsibilities and to remember why they chose to come here: to obtain an education. We follow the Satisfactory Academic Progress standards used for financial aid. Residents who are struggling academically will be contacted by the Director of Residence Life after midterm grades are posted and referred to the appropriate College services such as the Student Success Center, Academic Reading Center, tutors, and more. If you need help, please ask!

CREDIT HOUR REQUIREMENT

Willowbrook Woods is a collegiate living community with an emphasis on academic achievement. Residents must be Allegany College of Maryland students and registered for a minimum of 12-credit hours (or meet the equivalency standard). Students are expected to attend all classes and follow their Program of Study as outlined in Allegany College of Maryland Catalog and in consultation with their academic advisor.

Any resident who falls below this requirement must promptly either depart Willowbrook Woods or submit a Petition for Exemption. The Petition will be reviewed by members of the Residence Life Staff to determine if the Exemption will be granted.

If a student's registered course load is less than 12 credits *before* the semester begins, the student must have a bona fide need to be less than full time. The student's Petition for Exemption must include written verification from an authorized College Official that the student's course load meets the equivalency standard: that carrying less than 12 credits is sufficiently rigorous for the student's unique educational circumstances. Students can also petition to be less than 12 credits, if under degree audit, the classes needed to graduate are less than 12 credit hours or the courses being offered that term are less than 12 credit hours. This verification can be satisfied in one of the following ways:

- Program of Study as outlined in the College Catalog and confirmed by the Advising Center, Pathways for Success, the Program Director/Division Chair, or appropriate Academic Dean.
- Necessary to complete Program of Study as outlined in the College Catalog and approved by either the Advising Center, Pathways for Success, the Program Director/Division Chair, or appropriate Academic Dean.
- Learning disability with reasonable, appropriate accommodation as approved by Dr. Bracken, Director of Academic Disability Resources.

If a student's registered course load falls below 12 credit-hours after the semester begins, the student's Petition for Exemption must include a detailed letter outlining why their class registration changed, must document their efforts taken to return to full-time class registration status (or equivalent), and must state why they believe an exception should be approved. Petitions should also include Petitions to the Academic Standards classes if the student is attempting to gain re-admittance to a course or add a new course.

If the student's course selection(s) for a given semester are not eligible for financial aid or covered at 100%, it shall be the student's responsibility to make alternative payment arrangements.

Full time equivalency will be determined on a case-by-case. Residents who do not satisfy the credit hour requirement will be expelled from Willowbrook Woods.

Housing Staff decisions are final.

BEHAVIOR REQUIREMENT

By signing your Willowbrook Woods contract, resident agreed to read and abide by Willowbrook Woods policies/procedures as well as the Allegany College of Maryland Code of Student Conduct which is found in the Student Handbook, which is available online at www.allegany.edu; misconduct which results in student conduct action could lead to your expulsion from Willowbrook Woods. Residents who are expelled remain responsible for the full value of their housing contract unless/until they are released pursuant to the policy described below. It is your responsibility to notify your guarantor of any disciplinary expulsion.

FAMILY EDUCATIONAL RIGHTS & PRIVACY ACT (FERPA)

Federal law enforced by the Department of Education requires institutions of higher learning to do certain things and forbids other things. Non-compliance with F.E.R.P.A. jeopardizes a college's financial aid funding and exposes the institution and the individual to liability if the student whose rights are violated sues. Allegany College of Maryland has a F.E.R.P.A. policy (see page 108 in the Student Handbook); we fully comply with federal law. *Generally, a student must sign a release before information can be shared – even with a parent.* Even with a release, however, Willowbrook Woods staff will require the resident to manage his/her own matters in furtherance of our mission to promote personal development and responsibility.

COMMUNICATION

Effective, clear communication is extremely important! Willowbrook Woods residents need to be particularly aware of the following:

- The Student Communications Policy states, "Whenever possible, Allegany College of Maryland will communicate with students electronically. . . Such methods of communication shall constitute official communication by the College and may replace paper communication wherever paper communication had previously been required and/or used... ** All students are required to monitor their College electronic communication tools regularly and frequently; it is the students' responsibility to read all communications and to respond, as necessary."
- Residents should check their ACM email accounts daily, since email will be Staff's primary method of communicating with you.
- Residents are also expected to read all posted information – including announcements, warnings, and the No Trespassing List (see Section VI – Safety & Security).
- We strongly encourage all residents to sign up for e-SAFE!! (see Section VI – Safety & Security)
- Residents are expected to communicate their questions, concerns, or suggestions to Staff in a timely and responsible manner. Email is an easy way to contact Staff. We also accept phone calls and drop-in visits. Staff may not be available at the precise moment you call/visit, please leave a message, we will get back to you as soon as possible.
- **In an emergency, call 911. Then call Security at (301) 784-5555.**

PROCEDURE FOR LEAVING HOUSING

It is the resident's responsibility to check-out of housing either by scheduling a formal check-out through the Area Coordinator at least one business day in advance of their departure or completing an express check-out. A formal check-out occurs when a member of the Residence Life Staff inspects your apartment after you have packed and cleaned. The formal check-out allows staff to evaluate the apartment at the time of your departure. After completing the formal check-out the resident must return their three keys and Willowbrook Woods Student ID to the staff member and then depart the apartment. A formal check-out permits the resident to challenge any damages assessed to their account during final apartment evaluations which occur after their departure because a record is completed at their time of departure. If the resident doesn't schedule a formal check-out, they are permitted to complete an express check-out. During an express check-out the resident completes a form and surrenders their three keys and Willowbrook Woods Student ID. Completing an express check-out waives a resident's ability to challenge final billing damages since a record of the apartment wasn't created when they departed.

You must remove all personal property and belongings (including food and trash) upon departure. Any items left after the end of the contract period are considered abandoned. It is your responsibility to clean the apartment and return furniture to the original location. If any cleaning, moving of furniture, or removing of items are required, there will be additional fees added to your account.

If the resident is unable to remove their property by that deadline, they must notify the Director of Residence Life prior to the deadline to request an extension. A new date will be given. After the final deadline has passed, staff

will inspect the apartment within 3 business days; any remaining personal property left after this time period is considered abandoned and will be disposed at the discretion of staff.

If a resident has been expelled for either behavior or financial reasons, they are required to vacate the premises and remove their personal belongings by the deadline on the Expulsion and/or Decision Notice. It remains the resident's responsibility to schedule a check-out with one of the options listed above. If the resident is unable to remove their property by that deadline, they must notify the Director of Residence Life prior to the deadline and then has three days from the deadline to remove all remaining personal property. Any personal property left after this time period is considered abandoned and will be disposed.

It is the resident's responsibility to notify appropriate parties that they will no longer be living at Willowbrook Woods.

Willowbrook Woods does not hold or return property such as cable equipment. The resident is responsible for returning this equipment. Willowbrook Woods takes no responsibility for any items left after a resident has departed.

PROCEDURE FOR RENEWAL/NON-RENEWAL OF STUDENT HOUSING CONTRACTS

Living in Willowbrook Woods is a privilege – not a right. Student Housing Contracts are not automatically renewed, and Staff has complete discretion to choose who lives in housing. Pursuant to our obligation to make Willowbrook Woods the best living/learning community possible, we have a very careful and comprehensive process for making these decisions. In late March, Staff reviews the entire Willowbrook Woods roster – discussing issues such as disciplinary record, financial reliability, academic progress, contributions to the community and more. We then issue emails to each resident. Residents are determined to be eligible to renew their contract or questionable to renew their contract. Those who are questionable must attend a meeting with Staff to discuss the concerns.

Residents may be considered questionable to renew their contract for a variety of reasons: disciplinary history, difficult payment record, poor academic record, failure to maintain 12 credit hours or equivalent as required, failure to cooperate with staff when asked, associated with trouble-makers, engaged in suspicious conduct, and/or too involved in drama.

* It is each resident's responsibility to earn good grades and meet the Satisfactory Academic Progress standards required for financial aid.

In mid-April, multiple meeting times are available to allow all questionable residents to find at least one date/time that does not conflict with their class schedule. Any resident who does not attend a meeting will not be allowed to return to Willowbrook Woods next year and will be placed on the No Trespassing List. (NOTE: if a resident is unable to attend a meeting due to unusual circumstances such as medical emergency, they must contact the Director of Residence Life before the last meeting to make alternative arrangements to meet with staff.)

In early June, final renewal status letters will be emailed to residents who were questionable to return. These residents will be notified if they are welcome to return, welcome to return on probation, or denied a contract ("red" sheet). These decisions are FINAL.

All information about the renewal/non-renewal process will be communicated to residents during the spring semester, so residents should watch for this important information!

**This process is subject to change when necessary such as safety concerns or staffing levels.

SECTION IV: APARTMENT CONDITION & UPKEEP

APARTMENT CONDITION

- Condition of rooms and common areas within individual apartments is assessed at the time of move-in by the resident and at the end of the Contract by the Maintenance and Residence Life staff (a formal check-out can be requested and is **STRONGLY** encouraged, at the time of move-out).
- Residents are responsible for the condition of their apartment and will be held accountable for any damages, unless the individual(s) responsible for the damage(s) accept(s) responsibility.
- All residents in an apartment are responsible for policy violations related to housing, unless an individual member takes responsibility for the violation.
- Common areas and individual bedrooms should NOT be modified in any way (i.e. painting, adding shelves, etc.), nor should furniture be moved or disassembled.
- Rooms and common areas are to be kept clean and sanitary, including proper disposal of trash.
- Furniture supplied by Willowbrook Woods is NOT to be placed on the balconies. If furniture is found on the balconies, the resident(s) will be charged the cost of replacement. Only patio furniture is allowed on the balcony.
- Residents will be charged for cleaning if, upon move-out, the apartment is not in a state ready for someone to move in (i.e. all trash and personal items are removed, bathroom sink, bathtub, toilet and floor is cleaned, all carpets vacuumed, refrigerator, stove, cabinets, sink and floor are cleaned, etc.)
- Furniture provided by Willowbrook Woods must remain in designated rooms and apartments (i.e. common furniture such as couches should remain in the designated apartment's common area) and remain on housing property.
- Residents MUST report damages and maintenance problems promptly. (See Work Orders.)

APARTMENT CONDITION FORMS

Apartment Condition Forms will be provided to the Resident at move-in or when a room change occurs. Residents are expected to check for apartment damages at move-in. Failure to return this form results in forfeiting the right to dispute end of contract damages and security deposit deductions since this document verifies any unfavorable conditions you find when you move into a room/apartment. Any issues/items which you are requesting Maintenance Staff to address should be documented on the Apartment Condition Form. Additionally a Work Order (see below) should also be submitted for repairs.

PHYSICAL PLANT WORK ORDERS

It is vitally important for each resident to submit a work order for any broken, damaged, dangerous or malfunctioning equipment (including heating/air-conditioning, appliances, plumbing, etc.) as soon as you become aware of it. Please do not assume that your roommate will take care of it or that a staff member is aware of the problem!

Work orders are easily submitted through an electronic work order system called SchoolDude. The system allows you to monitor the status of your work order and know if/when it was completed. School Dude will also send you updates as to the status of your work order.

The system can be accessed through the Allegany College of Maryland's website (www.allegany.edu). Simply visit the "MyACM" menu and click on SchoolDude.

Please note that first time users will be required to set up an account. Our account number is 1182089216.

When finishing your work order, the last step will be prompt you to enter a "Submittal Password"; the submittal password is the universal password "workorder".

Physical Plant staff members (with third party contractors as needed) are permitted to enter apartments to resolve your work order. They will knock first, and they will work as efficiently as possible to make the repairs. Please allow them to do their job without interference. Please note that safety issues will have top priority.

If the matter is not corrected in a reasonable time period, please contact Physical Plant at 301-784-5261.

HEALTH & SAFETY INSPECTIONS

Residence Life Staff will conduct periodic health and safety inspections; these inspections are conducted by Building and are always announced in advance. Inspections WILL be conducted at Thanksgiving, Winter Break, Spring Break, Spring Holiday, and the end of Spring Semester. The purpose of the inspections is to do our part to prevent or correct conditions which can be dangerous to the welfare of residents, guests, and staff. Staff will be looking for signs of vermin/pests, fire/safety hazards, contraband, and the like.

CLEANLINESS & PESTS

Apartments and common areas are to be kept in clean and in sanitary condition. Each apartment (and each room/storage area within each apartment) is thoroughly cleaned by a professional company during the summer; we also contract with a local exterminator to treat each apartment regularly as a prevention tool. You are provided with a clean, pest-free apartment and room when you arrive in August. Each resident is responsible for maintaining a clean/sanitary home and for preventing infestation by any pests. Roommates are strongly encouraged to agree amongst themselves how/when to clean the apartment (see the Roommate Agreement). Garbage and dirty environments endanger residents' health and invite vermin. If filthy/infested conditions exist, we will consult Maintenance, pest control, and/or the health department as appropriate and charge resident(s) for cleaning or treatments. Any resident who has concerns about his/her living environment must promptly notify a member of Residence Life Staff.

COMMON PESTS

Bedbugs: Scarce during the end of the last century, their numbers have increased in the U.S. in recent years – particularly in high occupancy locations such as hotels, nursing homes, prisons, and dormitories. Bedbug bites can cause itching/irritation, but **they are not known to transmit illness or bloodborne diseases.** They do not necessarily indicate poor hygiene, but they flourish in sloppy or unsanitary conditions. Good personal hygiene, washing clothes and bedding, not placing dirty clothes on beds, inspecting bags after travel, or not having contact with others who have had bedbugs are good tips to avoid an infestation. Bedbugs are transported from place to place – usually in suitcases, bedding, and sometimes clothing. Bedbugs present tiny dark stains on sheets, pillowcases, and normally in the corners of mattresses and foundations and are visible with the naked eye; molted skin and egg shells may also be seen. Residence Life will inspect any suspected bedbug presence, provide details on further cleaning at that time, and follow a written protocol.

Insects (ants, roaches, etc.): Often attracted to cluttered conditions or exposed food. Keep your food in sealed containers, washing dishes promptly, and taking all trash to the dumpsters is the best way to keep insects outside where they belong.

Spiders: Very few pose a health concern and pesticides are often less effective than simply vacuuming up the web or whacking them with a rolled-up newspaper.

Bees: Sometimes bees build nests in corners of buildings. If you see a nest, do NOT tamper with it. Instead, report it at once to a member of Residence Life or Maintenance Staff so it can be safely removed.

Snakes: These reptiles, if seen, are likely simply passing through and will likely flee when they see, hear, or smell you. Never touch or pick up a snake. If the snake does not leave the area, notify a member of Residence Life, Security or Maintenance Staff immediately.

Mice, Squirrels, Skunks, etc: Rodents are often attracted to cluttered conditions or exposed food. Keeping your food in sealed containers, washing dishes promptly, and taking all trash to the dumpsters is the best way to keep rodents outside where they belong.

Wildlife: Allegany College of Maryland/Willowbrook Woods is located in the heart of rural Maryland; therefore, we have abundant wildlife. Animals will generally leave you alone if you do not disturb them; however, they can become aggressive if harassed or frightened. They also sometimes carry disease. Always be aware of your surroundings and never, ever approach or handle a wild animal.

DAMAGES & FEES

There are 3 broad methods of managing property damage.

1. Whenever a particular resident (or group of residents such as roommates) damages property belonging to Willowbrook Woods / Allegany College of Maryland and such damage is committed by accident or through negligence, the resident(s) will be **billed** for the damage. Housing Staff strongly encourages a resident who damages another resident's personal property to make full payment to repair or replace the property; if the residents cannot reach a repayment agreement, WW Housing Staff will offer to mediate the dispute.
2. Whenever a particular resident (or group of residents such as roommates) damages property belonging to Willowbrook Woods/Allegany College of Maryland OR any person at Willowbrook Woods **and** such damage is committed with intent, willful negligence, recklessness, and/or malice, disciplinary action will be initiated pursuant to the Code of Student Conduct. Any person found responsible via the disciplinary process may be assessed **restitution** equal to the cost to repair or replace the property.
3. Whenever property belonging to Willowbrook Woods / Allegany College of Maryland is damaged but the person(s) responsible cannot be identified*, the cost to repair or replace the property will be assessed as **common damages** to each resident who resides in the location of the property damage. The cost (or common damage) is divided among the appropriate residents. Examples: damage within an apartment bathroom will be assessed against the 2 residents who share that bathroom; damage within an apartment kitchen will be assessed against the 4 residents who share that apartment; damage to the Clubhouse kitchen or bathroom will be assessed against all residents. A formal check-out if/when you choose to leave housing is important as we will not charge residents for common damages that occur after they have submitted the proper paperwork along with their keys/ID. (See above.) Willowbrook Woods will pay up to \$1 of common damages per resident per semester. Anything over that amount will be billed to each resident's account at the end of each semester or contract period, depending on move-out date.

NOTE: Resident Assistants are exempt from common damages during their term of employment.

*WW Housing Staff relies heavily upon all residents to report damages immediately and to provide information residents about how the damage occurred so we can hold the right person accountable and minimize common damages. If you cannot or will not cooperate with this process, then Willowbrook Woods is not the right community for you. Please also remember that hosts are responsible for the actions of their guests!

PETS/SERVICE ANIMALS

Pets are prohibited in Willowbrook Woods except for fish in a tank no larger than 10 gallons

Allegany College of Maryland and Willowbrook Woods comply with the Americans with Disabilities Act and the Fair Housing Act. Residents must contact the Office of Academic Access and Disabilities Resources for information and assistance for accommodations for either a Service or Emotional Support Animal. Additional information regarding Allegany College of Maryland and accommodations may be found at <https://www.allegany.edu/academic-access-and-disability-resources/index.html> and <https://www.allegany.edu/student-and-legal-affairs/ada-504.html>

SECTION V: AMENITIES, SERVICES, & RESOURCES

THE CLUBHOUSE, CLUBS, PROGRAMMING, & GAMES/SPORTS*

***All social/recreational activities in Willowbrook Woods and on the main campus are subject to change due to Covid19 and mitigation/prevention protocols.**

The Clubhouse: Willowbrook Woods' Clubhouse is a convenient, student-friendly place to meet friends, watch your favorite shows on the large screen television, attend programming events, keep up with important WW Housing news, and more. Although WW Housing Staff reserves the right to adjust hours and usage as needed, the Clubhouse is open 24-hours unless there is a special event or meeting in progress. The Area Coordinator's Office and Laundry Room are in the Clubhouse, which also has vending machines, kitchenette, comfy chairs, and bulletin boards. Residents get important information such as the schedule for van trips to Wal-Mart/Country Club Mall, who has packages, upcoming events, key campus services/resources, safety, and news updates from WW Housing Staff. The Clubhouse is the hub around which Willowbrook Woods functions. Residents can reserve the Clubhouse for their own functions by requesting and submitting a reservation form at least two business days in advance.

Student Clubs: Your peers at Allegany College of Maryland belong to numerous student clubs and organizations. Some of them are specific (and therefore limited to) academic programs such as the Respiratory Therapy Club, but many others have open memberships – meaning any interested student can join. A complete list of all clubs is located in the Student Handbook, but here are a few: Student Government Association, Choir, Advocates for Christ, and Peace Club. If you have an interest but we don't have a club for you, contact the Director of Student Life about how to form your own club!

Programming: We strongly encourage all residents to get involved by participating in the many programming opportunities offered in WW Housing and on the main campus.

- Student Life sponsors recreational and/or educational programs during the Fall and Spring semesters. Some of the popular programs offered in recent years include ACM Days, Real Deal Crazy Game Show, Clearly You Crystals, Equality Playwrights, Stress Buster, Finals Massage, Super Smash Brothers Tournament, Bus Trips, Motivational Speakers, X-box Tournament, Drunk Driving Simulator, Intensity Game Show, Ability Exhibit, Take Back the Night rally, Clothesline Project, and annual Veteran's Day Ceremony. Look for these and more opportunities to make your ACM experience more meaningful.
- Resident Assistants organize programs each month for either a specific building or the entire community. RAs have hosted Football Night, America's Next Top Model, game nights, movie nights, cookout at Rocky Gap State Park, ice cream socials, and more. Part of the college experience is making friends and being involved; these events are much more fun if residents participate, so please talk to your RAs and watch for announcements about upcoming programs. If you have ideas for programs, please share it!
- Volunteer/Charity. Residents who want to give back to the local community and/or want to gain valuable experience for their resumes can get involved in numerous ways right here on campus. SGA sponsors regular blood drives, giving all students the chance to save lives. Academic programs frequently choose to adopt a cause or accept a challenge via fundraisers, collections, promotions, awareness-raising events, and more. The Service Learning Center for Engagement or SLiCE Office matches student interest with local agencies. There is plenty to do if you want to contribute, learn, and grow!

Games/Sports: The College does not have a policy about where sports may be played. Students, faculty and staff are expected to use common sense.

- When possible, use the College's existing athletic facilities. We recognize that the larger campus is closed at 11:00 pm which is often when residents need an outlet for their energy; however, both campus safety and quiet hours are paramount. It is therefore best for residents to make full use of the gymnasium, tennis courts, track, etc. before 11:00 pm.
- Any game or sporting activity must be played with caution and respect for the rights of others.

- Games using hard balls (with or without bats) or other projectiles should not be played where property can be damaged or people can be injured. Anyone who causes damage/injury will be held responsible for that damage/injury, through a disciplinary procedure if appropriate.
- If another student, faculty or staff member expresses concern about the behavior, noise, etc., the players must stop playing or take their activity somewhere that will not disturb others.
- Dangerous behavior is not permitted.
- Don't play in the parking lots.

CABLE, INTERNET, AND TELEPHONE

Internet

Internet access through Allegany College of Maryland's Wi-Fi System is provided at no additional cost to the resident. Each apartment unit is provided with a wireless access point, which uses a security certification protocol program known as WPA2-Enterprise (Wi-Fi Protected Access II- Enterprise). The College's Wi-Fi allows students to connect many devices that have wireless capabilities as computers, tablets, and smartphones. This program also allows each student to login to the College's Wi-Fi system throughout the many campus buildings too! A limitation to the Wi-Fi System is that residents will not be able to connect some home devices such as smart televisions or gaming consoles which do not support WPA2-Enterprise. The second limitation is that each individual will have a cap in the amount of bandwidth/speed in which each individual will have access at any given time.

Residents can access directions to connect their personal devices by visiting www.allegany.edu and clicking on "Student Web Links". Directions are available for multiple devices and operating systems.

Allegany College of Maryland remains committed to helping students with many technological issues through the IT Student Help Desk. Please be aware that the HelpDesk can't fix or repair student's personal devices, but can help students log-on to college web-based services such as Brightspace, Self-Service and student email as well as help students connect to the College's Wi-Fi network. The telephone number for the Technology HelpDesk Line is 301-784-5444. For On-Campus assistance, students can visit the HelpDesk in the Technology Building, room 20. The Technology HelpDesk is open from 8AM until 6PM (Monday through Thursday) and 8AM until 4PM (Friday) or you can send an email to studenthelpdesk@allegany.edu. The Help Desk will return after hours telephone calls and inquires when it re-opens the next business day.

Additional internet services may be purchased through Atlantic Broadband, our local provider. See additional information in this section about outside service providers.

Television Services

WW Housing Staff has investigated providing television services as part of the current housing contract. Unfortunately, doing so is not feasible at this time. We understand many institutions include cable in student housing; however, due to a variety of circumstances, including finances and physical location, we are limited in our options. It is much more complicated than you might think or we would wish.

Residents are permitted to enter service contracts with outside providers. Atlantic Broadband is our local cable service provider. Satellite services may be arranged after contacting the Director of Residence Life for written approval. Satellite services will be permitted if NO Permanent construction is needed (i.e. wiring through walls or securing a dish to the building). See additional information in this section about outside service providers.

Atlantic Broadband considers it illegal to share their services from one bedroom to another, from the living room into a bedroom(s) or from a bedroom to the living room, as they have designated each bedroom and living room as separate units. Willowbrook Woods is required to report sharing to Atlantic Broadband. Atlantic Broadband will prosecute accordingly.

Telephone Service

Willowbrook Woods does not provide telephones or telephone service; most residents bring mobile phones. If a resident wants a land line, they are responsible for making arrangements. The local providers are Verizon and Atlantic

Broadband. See additional information in this section about outside service providers. See additional information in this section about outside service providers.

Outside Service Providers

Allegany College of Maryland and Willowbrook Woods have no control over outside service provider costs. These matters are considered private agreements between the resident and the service provider. Please be aware that failure to pay your outside service provider could result in termination of service and future refusal to provide service.

Any equipment received from an outside service provider is the resident's responsibility, including the responsibility to return any equipment after the service agreement ends. Please note that Atlantic Broadband will only accept cancellation of service by the resident/customer, not by Allegany College of Maryland or Willowbrook Woods.

MAILBOXES, MAIL KEYS, AND PACKAGE DELIVERY

- The mailboxes at Willowbrook Woods are the property and responsibility of the United States Postal Service (USPS). Residence Life staff **DOES NOT** have access to a resident's mailbox NOR do we have copies of your mailbox key. Lost keys **MUST** be replaced. Cost of a new lock and key is \$11.55.
- Students **MUST** check their mailboxes, as it is an official form of receiving communication.
- **MAIL NOT COLLECTED IN MAILBOXES IS RETURNED BY USPS FOLLOWING THEIR PROCEDURES.**
- It is the student's responsibility to ensure that an accurate mailing address is on record with the College, the United States Postal Service, and third party vendors/shipping entities. It is also the student's responsibility to schedule delivery of mail and packages when the student is residing in Willowbrook Woods. Neither Allegany College of Maryland nor Willowbrook Woods assumes responsibility for any mail or package; such items shall be marked "Return to Sender" if received when the student is not residing in Willowbrook Woods.
- When a resident moves out of Willowbrook Woods they are responsible for notifying the United States Postal Service of their change of address. Residents will also be required to complete a change of address form for the Post Office upon moving out. The form is available online by visiting www.usps.com/move.
- **MAILING ADDRESS:**
 - Building 1: 10250 Willow Woods Court • Cumberland, MD 21502
 - Building 2: 10260 Willow Woods Court • Cumberland, MD 21502
 - Building 3: 10270 Willow Woods Court • Cumberland, MD 21502
 - Building 4: 10280 Willow Woods Court • Cumberland, MD 21502
 - Building 5: 10290 Willow Woods Court • Cumberland, MD 21502
- **All Packages: 12401 Willowbrook Road – Cumberland, MD 21502**
- **PACKAGES:** Residents receive lots of packages throughout the year. Not only do family/friends ship items to residents, but many residents also order purchases online. You are free to use the vendor of your choice (i.e., Fed Ex, UPS, USPS, & other services). **All packages should be sent to:**

**12401 Willowbrook Rd
Cumberland, MD 21502**

Packages will be delivered to the Allegany College of Maryland mailroom. During the week a daily list will be posted in the clubhouse for anyone who has a package in the mailroom. Residents must bring their Willowbrook Woods I.D. when picking up the package and must sign for the package. Packages are available to be picked up at the mailroom between 1:00 pm and 4:00 pm Monday through Friday.

*There is no package delivery on weekends, holidays, or when the College is closed.

- **Do not send packages that contain medication or require refrigeration. Willowbrook Woods nor Allegany College of Maryland have the ability to provide refrigeration of packages.**
- Allegany College of Maryland is not responsible for lost, stolen, or misdirected mail or packages.

SMOKING POLICY

Per the College's Tobacco/Smoking Policy below, smoking and tobacco use in all its forms (including e-cigarettes are prohibited on all College property – including Willowbrook Woods. Smoking is not permitted anywhere in Willowbrook Woods – including the lane approaching the Gatehouse. Effective October 1, 2019 it will be illegal for anyone under the age of 21 to purchase and thus use all types of tobacco products, including cigarettes, cigars, smokeless tobacco, e-cigarettes, vaping devices, and also cigarette wrapping papers.

Please remember that hosts are responsible for their guests.

If you smoke, we hope you will take advantage of any smoking cessation opportunities offered by the College; contact the Nurse Managed Wellness Clinic for information . Thank you in advance for your compliance with this policy.

POLICY

Policy Statement: No person shall use tobacco, tobacco product(s), and/or tobacco substitute(s) on any property owned, operated, or managed by Allegany College of Maryland including – but not limited to – buildings, parking lots, vehicles, and fields/lawns. This policy applies to *all* forms of tobacco, tobacco products, tobacco substitutes, and tobacco delivery devices – regardless of whether the delivery device is being used with tobacco or nicotine. Hereinafter, the use of the word “tobacco” in this policy and in any procedures which are developed shall encompass all the products listed in “Definitions” below.

The only exceptions to this policy are (a) smoking/tobacco cessation products such as nicotine patches, gum, physician-prescribed medications, or similar approved product and (b) exceptions expressly permitted by the College President or designee.

Definitions:

- **Tobacco, tobacco product(s), and/or tobacco substitute(s)**

The intent of this policy is to be broadly applied to the following products:

- Cigarettes, cigars, cigarettos, pipes, chewing tobacco, snuff, snus, dissolvable tobacco, other smokeless tobacco;
- Nicotine;
- e-cigarettes, electronic nicotine delivery systems, hookahs, and other devices whose products are inhaled and/or which produce a vapor;
- any product which is designed to mimic the act of smoking without using actual tobacco or nicotine;
- any tobacco-, nicotine-, or smoking-related product which has an actual or potential effect upon a non-user;
- any tobacco-, nicotine-, or smoking-related product existing at the time the policy is adopted; and
- any tobacco-, nicotine-, or smoking-related product which may be developed in the future.

- **Vehicle:**

This policy applies to all vehicles operated, idling, or parked on campus including College-owned vehicles, College-owned golf carts, other College-owned motorized equipment, delivery/business vehicles, and personal vehicles.

- **Smoking Cessation Product:**

The intent of this policy is to encourage the students, staff, and visitors to quit using/consuming the products prohibited on campus by this policy; therefore, legitimate smoking cessation products are permitted. Preference will be given to any such product approved, endorsed, and/or provided by local, state, and federal agencies such as the Food & Drug Administration and the Allegany County Health Department.

SUPERNOVA SCHOLARSHIP

The Supernova Scholarship is funded by College Park Associates through the Allegany College of Maryland Foundation. One resident will be selected in the Spring Semester to receive a \$500 credit to their housing account; in addition, the winner will be lauded via campus-wide announcement of the award, press release to the Cumberland Times-News (as well as the winner's hometown newspaper), and recognition at the spring College award ceremony.

This scholarship is designed to promote and reward worthy citizen-residents. We believe it will help promote the kind of living/learning community we want in Willowbrook Woods.

Qualification Criteria

- 2.0 Minimum GPA (grade point average, including Fall mid-terms)
- Clean judicial/disciplinary record
- No pending judicial/disciplinary matters
- Not an RA
- Demonstrated financial need
- Positive contribution to the Willowbrook Woods community
- Good environmental steward
- Positive role model for Willowbrook Woods peers

COOKING

Each apartment in Willowbrook Woods is equipped with a full kitchen; students are NOT permitted to cook in their rooms. We necessarily presume that residents know how to operate basic kitchen appliances, but if you don't know, please ask! Questions can be directed to the Resident Assistant and/or Area Coordinator. We encourage residents to follow standard nutritional guidelines and avoid relying on fast food, pizza, and microwavable snacks. A well-balanced, healthy diet with plenty of fruit and vegetables will aid learning. See Appendix F (Nutrition) for more information. Be sure to keep the kitchen clean; leaving food, garbage, and dirty dishes around will lure bugs/vermin, promote illness, and create unnecessary conflict in the apartment.

Most importantly, residents who choose to cook (especially anything fried) need to be cautious and **never leave the stove unattended!** (See Fire Safety.)

Please dispose of cooking oils and fat (grease) properly by collecting them in a jar, tub, or other container that you don't mind throwing away. **Do not pour hot oil or fat from cooking meats down your drain or dispose of outside in drains or grass areas.** You should always dispose of oil and grease in the provided trash receptacles.

DINING SERVICES AND CAFÉ

Allegany College of Maryland's Dining Service does offer a Meal Plan called "Flex Dollars"; the plan is in the form of a debit type card which can be purchased in the cafeteria. Specific information regarding pricing, menus, and hours of operation can be obtained by contacting Dining Services at (301) 784-5335. There is no dining on campus during the weekends.

ACM's café often doubles as a "hang-out spot"; remember other students, faculty, staff, local business persons, visitors and children also use the space. Moderate your volume and use appropriate language. You are responsible for busing your own table and properly disposing of your trash.

LAUNDRY FACILITIES

As part of their Housing Fees, residents have unlimited use of the laundry machines while the Clubhouse is open. Laundry machines are owned and maintained by a third party vendor. Please report any issues to Residence Life Staff so they can be resolved as soon as possible. **Laundry machines are for Willowbrook Woods residents only.**

ROOMMATE AGREEMENTS & CONFLICTS

A harmonious apartment should be every resident's goal, although differences and disagreements are inevitable among people. To anticipate and prevent problems, all roommates should participate in the creation of a Roommate Agreement which covers the common sources of conflict with college roommates (ie., sharing personal belongings, noise, tidiness, cleaning chores, temperature, and more). All 4 roommates should discuss the Roommate Agreement right after move-in (or room change) honestly and respectfully. Once you sign the Roommate Agreement, it is a social contract you must follow unless/until everyone agrees to change anything. Then, if you have a disagreement, you should refer back to the Roommate Agreement for guidance. See Appendix D for a sample agreement.

Sometimes, roommate conflicts are not easily resolved or include issues not covered in the Roommate Agreement. When that happens, Residence Life Staff offers mediation as a vital service to restore harmony in the apartment and to prevent escalation of tensions. Informal mediation can be conducted with a Resident Assistant. **Formal Mediation** (conducted with 2 professional staff members) is an organized process by which residents who have a conflict

- (1) agree to make a good faith effort to resolve the conflict,
- (2) share their experiences and feelings about the conflict in a safe, confidential environment, and
- (3) devise a mutually acceptable solution.

When successful, mediation results in a written agreement that all parties contribute to creating and all parties pledge to follow. Everyone gets a copy of the agreement, and the parties may return to mediation if the agreement becomes impractical or if any party violates its terms. The process is 100% collaborative. Almost any problem can be resolved favorably for all parties if people commit to the process.

QUIET & COURTESY HOURS

As a living and learning community, academics are essential. Noise should ALWAYS be kept to a minimum, and Residence Life Staff will respond to noise complaints or obvious, unacceptable noise at any time. In other words, **COURTESY HOURS ARE IN EFFECT 24 HOURS PER DAY, 7 DAYS A WEEK.** Please remember that sound carries, walls are thin, and we have neighbors nearby.

Quiet Hours are the designated times when noise is NOT permitted. During Quiet Hours, as noted below, residents are not permitting to make noise; all persons (residents and guests) MUST make every effort to honor a neighbor's need to sleep and study.

Sunday-Thursday	10 pm until 10 am
Friday - Saturday	12 midnight until 10 am
Mid-Term Weeks	24 hours
Finals Weeks	24 hours

ACADEMIC SUPPORT

As a living/**learning** community, Willowbrook Woods emphasizes academics over entertainment, and Residence Life Staff is here to help the residents succeed. Our academic support includes credit requirements, roommate matching by major when possible, Courtesy/Quiet Hours (see above), referrals to services on the main campus, mid-term grade checks, and encouraging study groups which are an extremely valuable tool for academic success. While there is no GPA requirement to live in Willowbrook Woods, residents who have extremely low GPAs may not be invited to return the following year in order to make room for students devoted to their studies. (See Section VII for Academic Resources on Campus.)

PARENTS, FAMILY, & FRIENDS

Residents' relationships with their parents, grandparents, siblings, other relatives, and friends are very important. The people in residents' lives helped to shape who that person is today and continue to influence who the resident will become. Residence Life Staff respects and values those connections although our commitment is to the student-resident.

Please refer to the FERPA section in both this Housing Guide and the ACM Student Handbook. Federal law and college policy restrict the information we **may** disclose to third parties; furthermore, we are never required to disclose information and often exercise our discretion to communicate only with the resident – particularly where sensitive information or other students are involved. Please note that we do not participate in 3-way calls.

Questions about bills, rules, grades, work orders, and the like should be discussed first with the resident; each resident has all the information necessary to resolve such questions, but if the resident is confused they should contact the appropriate staff member. Residents are strongly encouraged to communicate information directly to their parents, guarantors, or other third parties in furtherance of the resident's relationship with that person.

Not all residents have positive/uplifting relationships with parents or other relatives. Among the many services Housing Staff offers is conflict mediation. If a resident needs help communicating more effectively with a parent or solving a family problem, they should contact a member of Residence Life Staff. (We can mediate conflicts with friends, boyfriends, and girlfriends too.) We will schedule time to sit down with all of you and facilitate a useful conversation.

Any loved one or concerned person who is unable to contact a resident or who is worried about a resident being ill/injured should contact a member of Residence Life Staff. We will conduct a "Wellbeing Check" to confirm the resident is okay and ask the resident to immediately contact the loved one. (In emergencies, call Security at (301) 784-5555.)

Guest rules/procedures apply to **ALL** visitors to Willowbrook Woods – even residents' immediate family members, guarantors, caseworkers, and friends. **No one** will be admitted to Willowbrook Woods without being accompanied by the resident who signs that person in as their guest!

As part of their Housing Fees, residents have unlimited use of the laundry machines while the Clubhouse is open. Laundry machines are owned and maintained by a third party vendor. Please report any issues to Residence Life Staff so they can be resolved as soon as possible. Laundry machines are for Willowbrook Woods residents only. Due to Covid occupancy mitigation/prevention protocols, only 2 people are permitted in the laundry room at a time.

SECTION VI:

SAFETY & SECURITY

The College is committed to providing a safe living/learning environment for all residents. Security is on duty 24 hours; Resident Assistants are on duty at night; and Professional Staff is on call 24 hours when Willowbrook Woods is open. Residents are equal partners in our safe community and are expected to (1) conduct themselves in a responsible, safe manner and (2) report any unsafe conditions/activities. Residence Life enforces the **Code of Student Conduct** and implements policies/protocols designed to enhance safety. Each resident is responsible to be familiar with all rules, regulations, policies, procedures, and laws; each resident is also required to read the posted No Trespassing List. (NOTE: residents are not permitted to host, accompany, or otherwise enable any banned person on Willowbrook Woods property). Ignorance is never an excuse for creating or ignoring an unsafe situation. All Allegany College of Maryland officials are committed to your safety and a wholesome living/learning community; we expect all residents, family members, and guests to help us by modeling appropriate behavior, reporting unsafe situations, and fully cooperating with staff members – including providing information during disciplinary investigations.

Reports made to Residence Life will be acted upon as the situation warrants. Sometimes that means monitoring a situation rumored to be problematic; sometimes that means temporarily suspending a resident; and most circumstances require some action in-between. However, **Residence Life cannot act on something we don't know about!** It is essential residents bring safety/security issues to a staff member's attention immediately as it is nearly impossible to act on a complaint if more than a few days have passed since the incident occurred. While it is preferred to have concerned persons go on the record, Residence Life will accept anonymous reports. Slide a note under a door of any member of Residence Life, Campus Safety & Special Police, or Student & Legal Affairs. Of course, there is NO tolerance for retaliation against students who report or cooperate with investigations.

Each resident should follow these *fundamental personal safety practices*:

- Always lock doors and windows
- Never open your door to a stranger OR enter a stranger's apartment or bedroom alone.
(Note: A "stranger" is someone you have never met and someone whose full name (first & last) you do not know.)
- Be aware of your surroundings and the location of your belongings at all times.
- Make sure your roommates/friends know where you are.
- Get to know your neighbors.
- Do not walk alone outdoors at night.
- Do not leave cash or valuables unsecured.
- Have your valuables (eg., computers, stereos, televisions) engraved by Security.
- Maintain a detailed description of valuables to aid in identifying/recovering of any lost/stolen items.
- Program Security's number into your cell phone (301-784-5555) and call anytime you feel unsafe.
- CALL 911 IN AN EMERGENCY!

SEXUAL MISCONDUCT & SEX DISCRIMINATION

Sexual Harassment & Sex Discrimination Policy Title IX is federal law that prohibits discrimination against any person on the basis of sex in any education program or activity; it is implemented via federal regulations. The College's policy and procedures relating to sexual harassment and sex discrimination include requirements under Title IX, Clery Act, Violence Against Women Act, and other federal/state laws commonly referred to – collectively – as "Title IX". Offenses include sexual assault, relationship violence, stalking, sexual harassment, gender discrimination, and more.

WHAT YOU NEED TO KNOW: Do not commit any acts of sexual harassment or sex discrimination. Period. If you are unsure what is permitted and what is not permitted, review the abundant information about healthy relationships, consent, risk reduction, Do's/Don'ts, and more on the dedicated website. (See below.) Participate in campus events and programs designed to educate students and employees about Title IX. ACM is an educational institution that is learner centered, so we urge you to LEARN. Report any acts of sexual harassment or sex

discrimination. (See below). Participate in any proceeding for which you receive notification. Tell the truth. Do not retaliate against any person who reports and/or cooperates with an investigation.

CRIMINAL ACTIVITY

The College strives to maintain a safe environment for students to learn, for faculty to teach, and for administration and staff to work by (1) having policies and procedures which may prevent crime, (2) reporting crimes to local law enforcement and assisting with those investigations, (3) initiating disciplinary action for any crimes committed by students, and (4) banning unsafe persons from campus. If you are the victim of a crime or if you have information about the commission of a crime, please report the crime immediately.

- **Always call 911 in an emergency.**
- Contact Campus Security at (301) 784-5555.
- Contact Cumberland Police Department at (301) 777-1600.
- You may also report activity in person by coming to the Office of Student & Legal Affairs in the College Center (CC-152) between 8:30 am – 4:30 pm Monday thru Friday on days when the college is open or by calling us at (301) 784-5206.
- You may also report by contacting the Area Coordinator in the Willowbrook Woods Clubhouse (301-784-5638). The Area Coordinator is generally available between the hours of 10:00 AM and 6:00 PM Monday-Friday when Willowbrook Woods is open.

In the event of an active shooter on campus, the College will make every effort to issue alerts, warnings, and information to keep students, staff, and visitors safe. According to the Maryland State Police, who have provided direct training to College officials, an active shooter situation is when one or more suspects participate in an ongoing, random, or systematic shooting spree demonstrating their intent to continuously harm others. The best advice is to be vigilant and SEE SOMETHING/SAY SOMETHING! Report anything suspicious or concerning to a College official or to the police, and let the authorities take the appropriate action. Read safety communications from the College, and attend any training/informational opportunities. Sign-up for e-SAFE (details below). Follow all laws, rules, policies, and procedures; they exist to help keep you safe. If the worst happens, your goal is to SURVIVE. Evacuate if it is safe to do so; if you cannot safely escape, barricade yourself and hide. If you are discovered, defend yourself. Always follow directions from College and law enforcement officials.

*This information provided by Maryland State Police's Active Shooter Training at Allegany College of Maryland 4/3/13.

Student Misconduct

If you are aware of an act of misconduct under the Code of Student Conduct or other inappropriate behavior (on campus or off-campus) by a student, please contact Dr. Renee Conner, Dean of Student & Legal Affairs at (301) 784-5206 or rconner@allegany.edu. Please see the Code of Student Conduct (Section 8) for a detailed list of the standards of behavior expected of all Allegany College of Maryland students.

Reporting Other Concerns

Allegany College of Maryland relies upon students, employees, and visitors to report any concerns related to health, safety, or overall well-being to the appropriate college official*. The College will accept all reports and take the appropriate action. The College will not retaliate against any person making a report and will not tolerate retaliation by others. SEE SOMETHING / SAY SOMETHING! Any person can make anonymous reports via the College's contracted service: Lighthouse; see the link on ACM's website.

Missing Student

If you believe a student is missing or in danger, please report this concern immediately; both local law enforcement and the College will undertake immediate steps.

- **Always call 911 in an emergency.**
- Contact Willowbrook Woods Security at (301) 784-5196.
- Contact Campus Safety & Special Police at (301) 784-5555.
- Contact Cumberland Police Department at (301) 777-1600.
- You may also report by contacting the Office of Student & Legal Affairs at (301) 784-5206, the Director of Residence Life at (301) 784-5368, the Area Coordinator at (301) 784-5638, or your Resident Assistant (RA duty phone # after hours: (301) 876-7149).

EMERGENCY NOTIFICATION SERVICE

e-SAFE is a text messaging and e-mail notification system that contacts registered users when there is a major emergency, crisis, disaster or a weather emergency closing/delay for the College. To register, visit <http://www.allegany.edu/esafe> , and students need to register *each* year. Signing up is free!

PHOTO ID CARDS

Every resident is required to obtain Willowbrook Woods ID immediately upon move-in and to carry that ID at all times. IDs are one of our most important security tools, and we take ID issues very seriously. Residents who fail to display* their ID at the Gatehouse will be cited with security fines and after the 4th violation could be denied entry – regardless of the hour or the weather – and will then face disciplinary action by the designated College Official. Residents are not permitted to share their IDs or possess more than one ID; if their ID is lost, residents must report the loss and replace the card immediately.

* **“Display” means to show the entire Willowbrook Woods ID card to any College Official when asked. Further, all residents must hand their ID to any College Official upon request. Staff members must confirm that that name, picture, and face of the person presenting the ID match. “Flashing” the ID or inadvertently covering parts of the ID prohibit staff from confirming identity.**

NO TRESPASSING LIST

Willowbrook Woods maintains and posts a list of persons who are banned from Willowbrook Woods Housing property. This list is extremely important for the safety of everyone since people can be banned for a variety of reasons – including past violent or otherwise dangerous behavior. Each resident is responsible for checking the list at least weekly, and residents are not permitted to host, accompany, or otherwise enable a banned person to be on Willowbrook Woods property. Residents who do so will face disciplinary action which could result in expulsion from Willowbrook Woods. Partly for this reason, we ask that all residents make sure they know the first and last names of every person with whom they associate – including visitors to their apartment and their roommates’ guests. If a resident (or any person) is aware that a trespasser is in Willowbrook Woods, the resident should exit the area and notify Security immediately. Allegany College of Maryland will prosecute trespassers, and the local judges have been imposing active jail sentences.

WW GUEST PROCEDURES & RULES

Due to COVID-19, Guests may or may not be permitted at Willowbrook Woods. At time of publication, several operational decisions are still being made. Residents will be notified of any Covid-required guest rules/procedures including whether guests will be permitted or not and whether any permitted guests must show proof of vaccination. The rules noted here are the pre-Covid rules.

HAVING GUESTS IN WILLOWBROOK WOODS HOUSING IS A PRIVILEGE, NOT A RIGHT; IN ADDITION TO PROVISIONS LISTED IN THE CODE OF STUDENT CONDUCT, THE FOLLOWING PROCEDURES/RULES APPLY.

- No guests will be admitted to Willowbrook Woods housing unless their host is present at the gate.
- Hosts must register each guest and be present when the guest enters.
- Residents are not permitted to register any person fraudulently.
- Residents may host no more than 2 guests at any given time.
- Each guest must sign in at the gate house, identify their host, identify the host’s apartment, agree to follow all rules/procedures, and leave a photo ID with the guard. The ID may be a driver’s license, a state-issued ID card, or a school-issued ID card.
- Guests must park in a designated Visitor Parking area.
- Each guest must display a GUEST BADGE at all times.
- Guests are not permitted to bring contraband or any banned item onto Willowbrook Woods property.

- **Each guest must be with their host at all times.**
- Before leaving, each guest must return the guest badge and retrieve their personal ID.
- Guests are permitted in Willowbrook Woods from 10:00 AM – 10:00 PM
- No guests are permitted in WW housing when Willowbrook Woods is closed (ie. Supplemental contract terms).
- Overnight guests are permitted only with the consent of all roommates and with permission from WW Housing Staff and Security. See the Overnight Guest Registration Procedures/Form. (NO overnight guests are permitted on move-in weekend.)
- No one under age 18 will be admitted without advance written permission from their parent/guardian; no one under age 5 will be admitted without their parent/guardian who must be with the child at all times. See the Parent Permission Form.
- Willowbrook Woods/ACM provides no supplies, materials, or services to guests.
- Residents are responsible for their guests' damages, lost badges, violations, etc.; Hosts whose guests violate these policies and/or the Code of Student Conduct will face disciplinary action.
- Guests who violate these policies and/or the Code of Student Conduct may be banned from housing; guests who are students may also face disciplinary action.
- Willowbrook Woods/ACM reserve the right to modify or restrict guest privileges for individual residents or all residents if/when there is a demonstrated safety need.

KEYS, LOCKOUTS, AND STAFF KEY-INS

Each resident is provided one set of keys at check-in. Residents are responsible for their keys. For security reasons, **keys are not permitted to be copied.**

- If a resident loses or misplaces their keys, they are responsible for paying for the new lock(s) and new key(s).
- For safety, failure to return keys at check-out or by the end of the Contract period will result in a change of locks, for which the resident is responsible.
- Keys are not to be loaned to other residents or non-residents for any reason.
- Staff must have the resident's permission to allow anyone into said resident's room for any reason.
- If a resident forgets their key, it is the resident's responsibility to arrange for its prompt return to their possession without endangering roommates by leaving doors unlocked.

If a resident is locked out of the apartment, please contact a member of Residence Life Staff and they will provide access to the apartment and/or bedroom. If the lock out is due to a lost key, the resident is responsible for informing Residence Life.

Willowbrook Woods and/or Security Staff are permitted to use a master key to enter an apartment or an individual bedroom in limited circumstances which include, but are not limited to, fire drills, fire/fire safety incident, medical emergency, safety emergency, wellbeing check (pursuant to the Student & Legal Affairs Protocol), suspected criminal activity, equipment failure, mechanical failure, natural disaster, pest control and maintenance/custodial work order. Professional Residence Life Staff reserves the right to enter an apartment or bedroom to enforce health and safety policies. Whenever possible, the Housing and/or College official will knock prior to entering an apartment or individual room. At all times, Housing and/or College staff will make every effort to avoid embarrassing or unduly inconveniencing any resident or guest of Willowbrook Woods.

Residents are not permitted to remove the locks or add additional locks to any doors or passage ways in the apartment units.

FIRE SAFETY & PREVENTION

Each apartment in Willowbrook Woods is fully equipped with smoke detectors, sprinklers, and a fire extinguisher. Fire evacuation plans have been posted in all apartments. Please be prepared in case you need to use it. Each floor has a manual-pull fire alarm in the breezeway. Additionally, Willowbrook Woods is monitored electronically and notifies 911 dispatchers whenever the systems are activated. Fire extinguishers are inspected annually by a local vendor; if used during the year, they are immediately refilled. Other safety systems include the live-in Area Coordinator, 5 Resident Assistants who conduct regular, nightly rounds, a professional staff member on-call during non-business hours, Gatehouse Security, and walking Security during many overnight hours. All residents are provided the contact information for essential safety personnel and are given critical fire safety information during the mandatory one day Orientation for all new residents at the start of each semester. A prohibited items which includes electrical appliances as noted below and other items which pose risk of fire safety (eg., gasoline powered items, smoking devices, grills, live Christmas trees, fireworks, oil lamps, combustible/flammable liquids, and candles/incense) is available on the college website. No one is permitted to smoke inside the apartments! No one is permitted to cook cleaning products or other dangerous chemicals. If an alarm is activated or a fire is caused by any substances or behaviors which are prohibited by law or policy, the resident(s) face disciplinary action as well as fines by the local Fire Marshall. Finally, the local Fire Marshall inspects Willowbrook Woods each summer prior to the residents' late August arrival.

Preventing fires is everyone's responsibility. Many of our rules (eg., maximum apartment occupancy, smoking, candles, cords under carpets, etc.) are directly related to fire safety; breaking these rules could cost a life. Willowbrook Woods residents have started accidental fires in years past; most often, these are cooking fires. We have been very fortunate that no one has been seriously injured; however, property damage and disruption to studies are serious matters everyone would rather avoid. Tips for safe cooking have been posted in all apartments.

It is very important for all residents to observe the following fundamentals:

- Never tamper with or remove fire extinguishers.
- Never tamper with or remove smoke detectors.
- Never put cloth or paper in a heating/cooling vent.
- Never leave the stove or oven unattended.
- Never pour water on a grease fire.
- Never leave open flames unattended.
- Never toss a cigarette into mulch or grass. Use a receptacle when smoking outside.
(Smoking is *not* permitted on any College property.)
- Leave the building immediately upon the sound of a fire alarm.

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act is a federal law that, beginning in October 2009, requires colleges and universities to maintain a fire log, collect and report data related to campus fires, and to publish an annual Fire Safety Report; Allegany College of Maryland's Annual Crime & Fire Safety Report is available in the Office of Student & Legal Affairs.

If the worst should happen and your apartment is damaged by a fire (or water from extinguishing the fire), WW Housing Staff will assist you in finding temporary living quarters; typically, residents will stay with friends in another Willowbrook Woods apartment, although occasionally they will stay with friends off-campus. Willowbrook Woods has no alternative housing available, but we will allow residents who only need to wait for carpets to dry to sleep "slumber party style" in the Clubhouse overnight if they wish. In extreme situations, the local American Red Cross may be contacted for help.

FINAL NOTE: Pulling a false fire alarm is dangerous and a crime. DO NOT pull an alarm unless there is an actual safety emergency. Never pull an alarm as a prank. Cumberland Fire Department may levy fines for false fire alarms and those fines will be passed onto the residents of Willowbrook Woods.

FIRE DRILLS

Fire drills will be conducted throughout the year. Failure to evacuate your apartment during a fire alarm will result in a minimum of a \$100 fine per incident/person. In the event of a fire alarm/fire please go to the designated areas for your buildings (you MUST be 30-50 feet away from the building with the alarm/fire):

Building 1 – meet in the grass between building 3 & 4

Building 2 – meet in the grass between building 5 & the Club House

Building 3 – meet in the grass between building 1 & the Club House

Building 4 – meet in the grass between building 1 & 2

Building 5 – meet in the grass between building 2 & 3

***Please **STAY OUT OF THE PARKING LOTS** during a fire/fire alarm, otherwise you will interfere with the arrival of emergency personnel and risk your own safety. It is vital that you follow the instructions of the Residence Life, Security or Emergency Personnel during any emergency procedure.

INTERPERSONAL CONDUCT

Willowbrook Woods is a residential living and learning community comprised of residents of different ages, races, cultural backgrounds, religions, languages, family structures, sexual orientations, life experiences, and more. We revel in the glorious diversity of our community and relish the opportunity to help each of you learn to embrace people who are different from you in some ways but oh so similar in others. With that in mind, however, we caution against some of the common pitfalls students experience the first time they are away from home.

Socializing: You will make many new friends and perhaps even encounter some people you already know -- friends and not-so-friendly people. Every resident is expected to treat others with dignity, courtesy, and respect at all times, while being cautious about taking risks with people you may not know well. The emotional bonds of closeness tend to be made quickly and easily in a college environment, but you should never allow yourself to be alone or isolated with someone who is – in reality – a stranger to you. You should also always make sure you know people’s full names (first and last); nicknames might be common, but someone who isn’t willing to tell you their full name likely has something to hide. Never, ever leave a drink unattended – as someone could spike it or put a dangerous drug in the drink. (Remember, alcoholic beverages of any kind are strictly prohibited at Willowbrook Woods!)

Sexual Activity: WW Housing Staff will not get into your business, but we discourage all forms of casual sexual activity. If you choose to engage in sexual activity, be sure you are practicing the safest possible practices to avoid disease, pregnancy, and injury. The Allegany County Health Department is a neighbor to the College; that agency has free/reduced cost contraceptives and intimate health care within easy walking distance. Remember that sexual activity should be private, that the walls in your apartment are thin, and that your roommates have the right to feel comfortable in their home; please be sure you and any guests you have to your apartment exercise discretion, are appropriately attired outside your private bedroom, and communicate respectfully with anyone who expresses concern or discomfort with your activities.

Obviously, any non-consensual activity is forbidden; assaults, harassment, dating/relationship violence, and other forms of abuse are NOT tolerated. See the Sexual Misconduct & Sex Discrimination Policy and accompanying procedures on www.allegany.edu/titleIX for details – including the definition of “consent” and other important terms. It is each student’s responsibility to ensure that their actions comply with this policy and do not endanger the health, safety, or wellbeing of any other person. The College strongly encourages students to report such violations to both the police and to the College for immediate action. Retaliation is NOT permitted.

VEHICLES & VEHICLE SEARCHES

All vehicles entering Willowbrook Woods must comply with Maryland's Motor Vehicle Code; non-compliant vehicles will be denied entry (eg., expired tags, malfunctioning equipment, window tinting, etc.). Additionally, residents who wish to have a vehicle in Willowbrook Woods for more than 72 hours must obtain a FREE registration sticker from Residence Life Staff or Security; to obtain the sticker, the car must pass a visual inspection by Security. All other non-Staff vehicles entering Willowbrook Woods are deemed visitor vehicles which must be parked in the designated visitor parking areas.

Willowbrook Woods Security will, at random or due to a specific concern, search vehicles (including trunks) to stop non-residents and unwelcome guests from entering housing by hiding in a resident's vehicle. If a driver does not cooperate with a search or vehicle has a mechanical failure, the car will be denied entry.

DRUG SWEEPS

The College works with Cumberland Police, Maryland State Police, and the States Attorney to do random, unannounced searches of housing for illegal substances. This involves bringing C3I units onto campus and having trained drug dogs search Willowbrook Woods housing. Only if a dog indicates a positive alert on an exterior apartment door will police, with the consent of the student or management, do a search of the apartment for illegal substances.

Any resident whose apartment, bedroom, vehicle, personal property, trash, etc. is "hit" by a trained drug dog will be subjected to disciplinary action under the **Code of Student Conduct** – in addition to any criminal charges brought by local authorities. Unless the resident can adequately explain the "hit", they can be held responsible for the presence of illegal substances and sanctioned accordingly.

We recognize these drug sweeps may cause distress to residents; while we have no intent to disrupt educational endeavors, we take seriously our responsibility to provide a safe living and learning environment. We ask for your help and support by not bringing illicit substances onto campus, report the use of illicit substances promptly, and ensure you are not present if illicit substances are being used (or other conduct violations occur).

As noted in previous pages, the College discourages the use and/or abuse of mind-altering substances. We welcome the opportunity to help students who abuse alcohol/drugs or who have addictions. Free counseling is available through local partnerships by contacting the Office of Student Affairs at (301) 784-5206. Education/prevention information will be provided throughout the contract term.

SEVERE WEATHER

Our region has seen a noticeable increase in severe weather (all seasons) in recent years. Severe weather such as a dangerous thunderstorm, derecho, blizzard, tornado warning, and other naturally occurring events can be dangerous. To prepare for the possibility of severe weather, all residents should take these steps:

- Bring an emergency/safety kit with you; the kit should have items such as flashlight, first aid kit, bottled water, and several days' supply of essential medications. **See <http://www.weather.com/safety/home-safety/disaster-supply-kit-20120330> for a comprehensive disaster preparedness kit.**
- Always monitor the weather via television, radio, or internet. In an emergency, stay tuned to the radio or television (eg., Weather Channel) for news.
>> Local radio stations: 91.9 FM, 94.1 FM, 106.1 FM 100.5 FM
- When severe weather is in the forecast, make sure you have several days' non-perishable food on hand that does not require cooking.
- **Register for e-SAFE!** (It's free and easy. Go to www.allegany.edu . Once you've signed up, the College will notify you of any emergencies and tell you what you need to do.)
- Monitor your student email before and during a severe weather event. Important information will be communicated via email – particularly if the severe weather event occurs during a scheduled College break (eg., winter/spring closures), and we will notify you via email of any changes to Willowbrook Woods' opening/closing schedule due to weather or other emergency.
- It is your responsibility to communicate with instructors, work-study supervisors, and other ACM personnel. The chance of missing classes due to severe weather is yet another reason all students should attend classes routinely; save any absences for emergencies!
- Sign up for local/national weather alert systems. The National Weather Service has a free service that sends texts to your phone and emails to your account. Allegany County has a similar service called "Nixle" on their website: <http://www.gov.allconet.org/>
- Make sure you have purchased private insurance (or are covered on your parent's policy) to replace any personal property lost in an emergency. As noted elsewhere in this Guide (and Housing Application), the College's/Willowbrook Woods' insurance does **not** cover your belongings.
- Stay indoors during dangerous weather.
- If you choose to travel when severe weather is in the forecast, such travel is your responsibility to arrange. Allegany College of Maryland and Willowbrook Woods assumes no responsibility for transporting you to your home community or any injury if you travel during severe weather.
- ACM/WW offices and services may be unavailable during the event itself and possibly for hours/days afterwards, so residents should plan accordingly. Remember that candles and other flammables are not permitted in Willowbrook Woods.
- Follow directions from College or public safety officials. Do what you are told immediately.

SECTION VII: RESOURCES

EMERGENCY NUMBERS

Police, Fire, Ambulance	911
Security	301-784-5555

ON-CAMPUS NUMBERS*

Information	301-784-5005
Area Coordinator.....	301-784-5638
Director of Residence Life	301-784-5368
Resident Assistant Duty Phone.....	301-876-7149 (5 p.m. – 8 a.m.)
Gate House Security	301-784-5196
Director of Campus Safety & Special Police.....	301-784-5252
Dean of Student & Legal Affairs	301-784-5206
Director of Business Office	301-784-5195
Advising Center	301-784-5654
Director of Physical Plant.....	301-784-5261
Bookstore	301-784-5348
Financial Aid Office	301-784-5213
Food Service Management	301-784-5335
Inclement Weather	301-784-5000, the webpage, and/or the e-SAFE alert system
Library.....	301-784-5269
Registration Office.....	301-784-5198
Learning Commons - Testing/Tutoring	301-784-5551
Technology HelpDesk	301-784-5444

** A more extensive list of campus phone numbers is located in the Student Handbook.*

CABLE/INTERNET

Atlantic Broadband	888-536-9600
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URGENT NEED COMMUNITY RESOURCES

Counseling	UPMC Western Maryland Health Systems	240-964-8585
	Family Crisis Resource Center	301-759-5034
	Department of Social Services	301-784-7000
	Allegany County Health Department.....	301-759-5280
Food	The Pantry – On-campus resource	301-784-5234
	Western Maryland Food Bank	301-722-2797
	Department of Social Services (food stamps).....	301-784-7000
Drug/Alcohol	Allegany County Health Department.....	301-777-5680
	Alcoholics Anonymous (A.A.)	301-722-6110
	Narcotics Anonymous (N.A.)	301-722-6110
	Al-Anon Hotline	800-344-2666
Other	Allegany Transit Authority (bus service)	301-722-6360
	Human Resources Development Commission	301-777-5970
	Red Cross	301-722-1760
	Maryland Job Services	301-777-2169
	Western Maryland Job Training Program.....	301-777-1990

**Medical Resources are listed separately.*

DISABILITY SERVICES

Allegany College of Maryland is committed to the integration of students with disabilities into all areas of college life. Therefore, support services are intended to maximize the independence and participation of disabled students. Further, the College complies with applicable state and federal laws and regulations prohibiting discrimination in the admission and treatment of students. American with Disabilities Act of 1990, Title II prohibits discrimination on the basis of disability; this legislation established comprehensive standards that were expanded per 2008 Amendments. Rehabilitation Act of 1972, Section 504 prohibits discrimination against any person on the basis of a “handicap” by entities receiving federal funds.

What you need to do: If you have a disability, we urge you to contact the appropriate office/person to request reasonable accommodations. You will need to complete some paperwork, provide documentation, and meet with the designated College Official who will help you with the process to determine the appropriate accommodations. Students: higher education differs from K-12; in college, it is your responsibility to reach out for accommodations. We cannot know what you need if you don't tell us, and we want to help you. Additional information regarding Allegany College of Maryland and accommodations may be found at <https://www.allegany.edu/academic-access-and-disability-resources/index.html> (for learning disabilities, academic accommodations) and <https://www.allegany.edu/student-and-legal-affairs/ada-504.html> (information, other disability needs, and/or to file a complaint).

MEDICAL RESOURCES IN THE COMMUNITY

Allegany College of Maryland does not endorse or recommend any of these health care providers. This list is provided simply as an informational service. It is the student's responsibility to choose their own provider and to pay for all medical services.

HOSPITAL

UPMC WESTERN MARYLAND

12500 Willowbrook Rd, Cumberland, MD 240-964-7000 (www.wmhs.com)
*from ACM left onto Willowbrook Road

Prescription Medications: **PHARMACARE ON WILLOWBROOK** 301-759-0203
(located in the Medical Arts Building at UPMC Western Maryland, near the cafeteria)..... 301-759-0207 (FAX)

Students will need to provide:

- some personal information (e.g., demographic data, allergies)
- their insurance card (front and back - may be faxed), and
- a new, valid prescription (many prescriptions may be called or faxed by the doctor)

CLINICS

ALLEGANY COUNTY HEALTH DEPARTMENT

Provides outpatient prevention only services as well as some in-patient programs
12501 Willowbrook Road, Cumberland, MD (within walking distance) 301-777-5600 (**Appointment necessary**)

DOCTORS URGENT CARE

17204 McMullen Hwy. SW, Cumberland 301-729-0060

FROSTBURG MEDICAL CENTER

Open 8:00 a.m. daily; 7 days; appointment necessary
Frostburg Plaza, Frostburg, MD (~20 minute drive)..... 301-689-3229

HEALTH MATTERS URGENT CARE

Open Monday – Saturday, 9:00 a.m. – 7:00 p.m.; no appointment necessary
Bel Air Plaza @ Barton Blvd..... 301-729-3278

HUNT CLUB MEDICAL CLINIC

Open 7:00 a.m. daily; 7 days; same day appointments available

Short Gap, West Virginia (~20 minute drive)..... 304-726-4501

MEDEXPRESS URGENT CARE

1219 National Hwy., LaVale 301-729-0529

TRI-STATE COMMUNITY HEALTH CENTER

621 Kelly Road, Cumberland, MD (next to the YMCA) 301-722-3270

UPMC Western Maryland Primary Care Centers

1050 Industrial Blvd., Cumberland..... 240-964-9200

1313 National Hwy., LaVale 240-362-0288

PRIVATE PHYSICIANS – See the Yellow Pages (yellowpages.com) for listings

OTHER

1-800-QUIT-NOW

State of Maryland smoking cessation information, support, & local program info.

ADDITIONAL COMMUNITY RESOURCES

**The College in no way endorses any specific businesses or vendors. This list was compiled from the local Yellow Pages.*

DIRECTIONS TO LOCAL SHOPPING

The Country Club Mall – As you exit campus, turn right onto Willowbrook Road to Interstate 68. Take 68 West to Exit 40 (Vocke Road). Make a right off the exit ramp and then follow the signs posted for the Country Club Mall. (left at second light).

Wal-Mart – There is a super Wal-Mart located in the Country Club Mall (farthest end).

Martin’s Grocery Store – As you exit campus, turn right onto Willowbrook Road to Interstate 68. Take 68 West to the Maryland Avenue Exit (exit 43D). Proceed straight off the exit ramp. At the stop sign, turn left. Go past the post office. Go straight through the light into the shopping center. Chick-Fil-A is on the left hand corner; there is also a Papa John’s Pizza and other stores in this plaza.

Save-A-Lot and Roses – As you exit campus, turn right onto Willowbrook Road to Interstate 68. Take 68 West to the Downtown Exit (exit 43C). Make a right off the exit ramp. Continue straight until the stop light. Make a left at the stop light, proceed straight through the next stop light. Entrance for Roses on the left, directly past the McDonalds. There is a Rent-A-Center, Jin’s Asian Cuisine, and Dominos in this plaza.

INDUSTRIAL BOULEVARD

This long stretch of road has multiple fast food restaurants and bargain shopping stores including Dairy Queen, Burger King, McDonalds, Subway, Save-A-Lot groceries, Planet Fitness, Big Lots department store, and Dollar Store. Directions: as you exit campus, turn left onto Willowbrook Road. Go past the new hospital. At the stop sign, turn left onto Williams Road. Drive approximately 1/2 mile. Turn right onto Messick Road. At the stop sign, turn right onto Industrial Boulevard.

BANKS IN CUMBERLAND

Allegany County Teachers Federal Credit Union	301-729-8015
BB&T	301-777-0961
Chessie Federal Credit Union	301-777-1781
First Peoples Community Federal Credit Union.....	301-784-3000
First United Bank & Trust	301-724-1095
Kelco Federal Credit Union	301-777-8100
M&T Bank.....	301-784-3101
PNC Bank	301-689-1112
Standard Bank	301-722-5770

DELIVERY PLACES

CHINESE	Chopsticks	301-724-1082
	Jin's Asian Cuisine	301-777-5555
PIZZA	Domino's Pizza.....	301-722-0022
	Fox's Pizza Den.....	240-362-7677
	Gianni's Pizza	301-722-0840
	Hartley's Pizza.....	301-759-3095
	Papa John's.....	301-724-7300
MISCELLANEOUS	D'Atri Subs Etc (hoagies, subs, pizza, wings).....	301-724-4899
	JJ's & Sons Pizzeria (pizza, wings, and more)	301-777-3994

RENTAL CENTERS IN CUMBERLAND

Aaron's.....	301-722-2580
Rent-A-Center.....	301-722-6332 or 301-777-3563
RentWay.....	301-777-3563

TRANSPORTATION *(See Appendix I for Guidelines!)*

BUSES	Allegany County Transit.....	301-722-6360
	<i>schedule posted in Clubhouse</i>	www.gov.allconet.org/ACT/
	<i>*ACM student semester passes = \$180/semester for unlimited rides</i>	
TRAINS	Amtrak.....	800-872-7245
		amtrak.com

TAXI COMPANIES*

**Willowbrook Woods only permits fully licensed and insured taxi businesses on the property. The business must be a bona fide business with the ability to produce the following current documents/information: state and local license, company insurance, vehicle insurance, business address, company owner/agent contact information, and other materials or information upon request. Any resident who chooses to use a ride-sharing service should carefully read the information and risks in the Student Handbook found online at www.allegany.edu before booking a ride. Neither Willowbrook Woods nor the College endorse or will facilitate any enterprise that is not bona fide and legal. Any use of such transportation modes is at the resident's own risk.*

Crown Taxi LLC	301-759-4090
Queen City Taxi, Inc.	301-722-2800

BAYRUNNER SHUTTLE	1-855-BAY-RUNR
	www.BAYRUNNERS.com

THINGS TO DO

- Willowbrooks Woods Programs – see your RA or the Area Coordinator
- Student Life – ACM's Director of Student Life schedules programming activities in Fall/Spring; your Student Government Association (SGA) plays an important role in choosing and organizing events.
- Unity Center – See the Ashley Dively for more information.
- Refer to the Student Handbook for on-campus Clubs/Organizations or how to start your own.
- Local Attractions such as Canal Place, Downtown, museums, plays/performances, and more.
- Outdoor venues: Constitution Park, Rocky Gap State Park, Deep Creek Lake State Park

BOWLING

Allegany Bowling – 1649 Oldtown Rd., Cumberland, MD 301-724-6262

ROLLER SKATING

Moon Glo Skating Rink – 12700 Bedford Rd., NE, Cumberland, MD 301-724-9086

Star-Lite Roller Skating Center – 100 National Hwy., LaVale, MD..... 301-724-5500

MOVIE THEATERS

Country Club Cinemas – 1262 Vocke Rd., LaVale, MD 301-729-4212

Frostburg Palace Theatre – 31 E. Main St., Frostburg, MD 301-687-0921

THE ARTS & COMMUNITY

The New Embassy Theatre – 49 Baltimore St., Cumberland, MD 301-722-4692

Allegany Arts Council – 9 North Centre St., Cumberland, MD 301-777-2787

Allegany Co. Historical Society – 632 Washington St., Cumberland, MD..... 301-777-7782

Allegany Co. Public Library System – 31 Washington St., Cumberland, MD 301-777-1200

Cumberland Theatre – 103 N Johnson St., Cumberland, MD 301-759-4990

APPENDIX A: MISCELLANEOUS FEE LIST

Willowbrook Woods has numerous policies and procedures designed to make your living/learning experience the best it can be, to promote independence/responsibility, and to maximize efficiency for staff. Any resident who has questions about a policy/procedure is encouraged to ask their Resident Assistant or a member of the Residence Life Staff. Residents (or guests) who violate policies/procedures create unsafe situations for everyone, disrupt the community, undermine the mission of residence life, create additional & unnecessary work which distracts staff from meaningful recreation/educational programming, and drive up costs for everyone. Therefore, we reserve the right to assess these administrative fees* as appropriate. (This list, while not exhaustive, contains the most common fines given to students.)

- Candles - \$15 each
- Trash - \$25 per bag
- ID Card Violations - 1st violation \$5, 2nd violation \$15, 3rd violation \$30, 4th violation \$60 & Student Conduction Investigation
- Smoking (including odor or smoke/vapor) - 1st violation \$100 per person, 2nd violation, \$200 per person & Student Conduction Investigation, 3rd violation \$300 per person & Student Conduction Investigation with possible expulsion
- Drugs (any evidence of activity including ashes, blunts, paraphernalia, etc.) - 1st violation \$200 per person, 2nd violation, \$400 per person & Student Conduction Investigation, 3rd violation \$600 per person & Student Conduction Investigation with likely expulsion
- Alcohol (any evidence of alcohol including bottles, cups with alcohol, etc.) - 1st violation \$200 per person, 2nd violation, \$400 per person & Student Conduction Investigation, 3rd violation \$600 per person & Student Conduction Investigation with likely expulsion
- Fire Safety (any signs of tampering with equipment, causing false alarms, or endangering others including bags over smoke detectors, detached smoke detectors, cooking cleaning products, etc.) - 1st violation \$200 per person, 2nd violation, \$400 per person & Student Conduction Investigation, 3rd violation \$600 per person & Student Conduction Investigation with likely expulsion
 - **Misuse of Fire Equipment: \$500 per incident (i.e. fire extinguishers, smoke detectors, etc.)**
 - **False Fire Alarms: \$750 per incident or the cost provided by Cumberland Fire Department, whichever is lower.**
- Pets: \$50 fee, plus cost to de-flea, clean upholstery, etc. (\$250 approximately)
- Fire hazards: \$50 fee (i.e., live Christmas trees, space heaters, extension cords run under rugs, overloaded electrical outlets, more than 10 people in an apartment at one time, etc.)
- Apartment furniture on balcony: cost to repair or replace furniture
- Excessive cleaning: Average \$50 per room (typically assessed at check-out/end of the Housing Contract if not left in move-in condition. May increase or decrease, depending on severity.)
- Reassembly of bed and/or dresser drawers : \$15 (typically assessed at the time of check-out or at the end of the Housing Contract, this includes dresser drawers left off-track)
- Furniture moving: \$25 per item to be moved back in original location (typically assessed at the time of check-out or at the end of the Housing Contract)
- Removal of large items (i.e. personal furniture, items in storage closet): \$100 (typically assessed at the time of check-out or at the end of the Housing Contract)
- Improper check-out: \$25 if check-out procedures are not adhered to (i.e. items left plugged in at closings, resident left w/o completing either a formal or express check-out, no show for specially-scheduled formal check-out, etc.)
- Late check-out: \$100 per hour will be charged if a resident fails to depart Willowbrook Woods at the designated time for closings (i.e., breaks when the College is closed, end of contract term, etc.). Departure deadlines will be publicized in advance, and all residents must make the necessary arrangements to vacate as directed. Failure to vacate will be treated as trespassing.
- Failure to return ID: \$50 (All residents are required to return their photo ID when they leave housing for good, and no resident is permitted to possess more than one photo ID.)

*Administrative fees are not the same as disciplinary fines, although some disciplinary fines issued as a sanction under the Code of Student Conduct may mirror the amounts listed here. For example, if a candle is found during a Health & Safety Inspection, a \$25.00 fee will be assessed by the Resident Assistant and/or Area Coordinator; if a candle is found when Residence Life/Security staff “busts” a loud party with alcohol, a violation for banned items will be included as part of the disciplinary investigation which could result in a \$25.00 fine or other sanction(s).

Fees and damages found throughout the year will be billed directly to students whenever possible. These bills must be paid within the timeframe specified in the notice. If a resident does not pay within the specified time period and does not contact a staff member to make alternate arrangements, the fine and or damage cost could increase, disciplinary action in some cases could be initiated, and the resident(s) will not receive grades, transcripts, or degrees until all financial obligations are satisfied.

APPENDIX B: EXPECTATIONS

Our Mission: Allegany College of Maryland is a lifelong learning community dedicated to excellence in education and responsive to the changing needs of the communities we serve. Our focus is the preparation of individuals in mind, body, and spirit for lives of fulfillment, leadership, and service in a diverse and global society. We are committed to engaging students in rich and challenging learning opportunities within a small college atmosphere that is known for its personal touch.

EXPECTATION #1: ATTEND CLASS.

Go to each of your classes each time it meets. Be on time, and stay for the entire class session. If you must miss class because of illness or emergency, check your course syllabus to know the instructor's attendance policy. Make up any missed work promptly. (It is vitally important that you read each course syllabus! It contains what you need to know to be successful in that class; it also tells you what each individual instructor's expectations are.)

EXPECTATION #2: DO THE WORK.

It is true that for every hour you spend in class, you should study two hours outside of class. (If you are taking 12 credits, you should be studying/doing homework 24 hours each week.) Read each assignment. Turn in your homework when it is due.

EXPECTATION #3: ASK FOR HELP.

If you are having problems with a class or an assignment, help is available. See the instructor. Go to the Learning Commons for a tutor. Form a study group with classmates. Meet with your advisor. But *don't wait until it is too late!* Waiting until the final weeks of a semester is unlikely to help.

EXPECTATION #4: READ THE HANDBOOK.

The Student Handbook is full of useful information to help you negotiate the often-rolling waters of college life. It also details the responsibilities of campus citizenship. (Ignorance of the rules is NOT an excuse for breaking them.) The answer to virtually any question you have about Allegany College of Maryland is in this Handbook.

EXPECTATION #5: RESPECT OTHERS.

One of the College's Core Values is Respect. Showing respect means many things, including being courteous in the classroom, hallway, library, cafeteria, courtyard, parking lot – anyplace you encounter other people. Respect also means treating others as you would like to be treated; insulting, humiliating, judging or ignoring another person hurts feelings. Shouting and cursing are always inappropriate in a learning environment.

EXPECTATION #6: BE RESPONSIBLE.

We trust that you meet all obligations that are part of attending college. As an adult, you must learn *to read* all notices given to you, mailed to you, or posted for you to read, *to show up* for work study assignments, *to pay* your bills on time, and *to manage* problems/issues yourself without demanding special treatment or immediate gratification.

College is about more than merely attending classes and getting grades. College is about finding and creating opportunities to grow. It is about learning independence, making your own decisions, and becoming a community citizen. We are here to help you learn those things, too.

We promise to treat you with respect, to give you quality education, to act with integrity, to provide you with opportunities to learn and to grow as a person, and to promote wellness in mind, body, and spirit. That's our part. You must do yours.

MASTERING SOCIAL STANDARDS (STUDENT & LEGAL AFFAIRS)

ACM's CODE OF STUDENT CONDUCT says, in part, "Students enrolling at any campus of Allegany College of Maryland assume an obligation to conduct themselves in a manner compatible with the College's function as an education institution. Conduct shall be consistent with the College's Core Values: Respect, Integrity, Opportunity, Wellness, and Quality. Each student is presumed to have fundamental knowledge of proper conduct[.]"

- **GREETING.** Always say hello when you approach someone – especially if you have a question or a problem. It's common courtesy. A simple greeting establishes that you respect the other person and invites respect in return.
- **PLEASE/THANK YOU.** Have you heard the expression "you attract more flies with honey than vinegar"? It is true and applies to human interaction. Whenever you ask for something, say "Please." Whenever something is given to you, say "Thank you." It is common courtesy. Oh, and say "Excuse me" if you interrupt, bump, block or cross another person.
- **VOLUME.** Always be conscious of when you should use your "indoor voice"; obviously, being indoors means you must speak with an indoor voice, but being outdoors near classrooms and offices also requires an indoor voice. You may have free time, but other students may be studying or taking tests. Show respect for them and the faculty who are teaching them. What about when you're in the library? If you must speak, *always* use a whisper!
- **TONE/BODY LANGUAGE.** Some folks are unaware of how they come across to others. What may seem fun-loving or harmless to you could be perceived as insulting or aggressive to others. Therefore, be aware of how you are speaking, what looks you are giving, and whether you are sending non-verbal cues with your hands, arms, leg stance, posture, etc. You communicate more than you know.
- **SHOW UP. BE ON TIME.** If you have a class, a job, a meeting, or anywhere else you are supposed to be, go. If the event starts at 10:00, get there by 10:00 – not 10:15 or 10:30. If you cannot get there on time or at all, *call* right away and *ask* if you can reschedule. (Remember: working around your schedule/convenience is a courtesy, not an obligation.) If you don't show up, you can't complain about the consequences.
- **KEEP YOUR HANDS TO YOURSELF.** You do not have the right to put your hands on anyone else. Period.
- **TAKE NOTHING THAT DOES NOT BELONG TO YOU.** You do not have the right to touch another person's property, much less to take it. The same for College property. If you did not purchase it yourself or if it was not given to you as a gift, hands off! If you find money, purse, backpack, books, cell phone, iPod, or any other item, you are required to turn it over to a College official immediately. "Finders keepers" doesn't apply here.
- **TELL THE TRUTH.** Much like Watergate, it is usually the cover-up that gets people into trouble. Most problems can be resolved – unless one person decides to lie. Lying costs respect and trust, but a reputation for honesty will take you far in life. And you don't have to remember the truth; it just is.

Sadly, some students forget what were they taught or get lazy once they leave the confines of home/high school. You must comply with the standards of conduct that are expected on our college campus. Of course, these standards are also expected in "the real world"; future employers will assume you know your manners, and you might not even get a job if you have not mastered these basic social standards that promote civility, compassion, and community.

APPENDIX C: FOOD & NUTRITION

**10
tips**

**Nutrition
Education Series**

build a healthy meal

10 tips for healthy meals



A healthy meal starts with more vegetables and fruits and smaller portions of protein and grains. Think about how you can adjust the portions on your plate to get more of what you need without too many calories. And don't forget dairy—make it the beverage with your meal or add fat-free or low-fat dairy products to your plate.

1 make half your plate veggies and fruits
Vegetables and fruits are full of nutrients and may help to promote good health. Choose red, orange, and dark-green vegetables such as tomatoes, sweet potatoes, and broccoli.

2 add lean protein
Choose protein foods, such as lean beef and pork, or chicken, turkey, beans, or tofu. Twice a week, make seafood the protein on your plate.



3 include whole grains
Aim to make at least half your grains whole grains. Look for the words "100% whole grain" or "100% whole wheat" on the food label. Whole grains provide more nutrients, like fiber, than refined grains.

4 don't forget the dairy
Pair your meal with a cup of fat-free or low-fat milk. They provide the same amount of calcium and other essential nutrients as whole milk, but less fat and calories. Don't drink milk? Try soy milk (soy beverage) as your beverage or include fat-free or low-fat yogurt in your meal.



5 avoid extra fat
Using heavy gravies or sauces will add fat and calories to otherwise healthy choices. For example, steamed broccoli is great, but avoid topping it with cheese sauce. Try other options, like a sprinkling of low-fat parmesan cheese or a squeeze of lemon.

6 take your time
Savor your food. Eat slowly, enjoy the taste and textures, and pay attention to how you feel. Be mindful. Eating very quickly may cause you to eat too much.

7 use a smaller plate
Use a smaller plate at meals to help with portion control. That way you can finish your entire plate and feel satisfied without overeating.

8 take control of your food
Eat at home more often so you know exactly what you are eating. If you eat out, check and compare the nutrition information. Choose healthier options such as baked instead of fried.

9 try new foods
Keep it interesting by picking out new foods you've never tried before, like mango, lentils, or kale. You may find a new favorite! Trade fun and tasty recipes with friends or find them online.



10 satisfy your sweet tooth in a healthy way
Indulge in a naturally sweet dessert dish—fruit! Serve a fresh fruit cocktail or a fruit parfait made with yogurt. For a hot dessert, bake apples and top with cinnamon.

APPENDIX D:

PROHIBITED ITEMS

- Appliances with exposed heating elements
- Immersion coils
- Overloaded electrical outlets (*more than 3 appliances per outlet or multiple plug adapters*).
Use power strips with circuit breakers that shut off when overloaded.
- Space heaters
- Live Christmas trees
- Extension cords under rugs
- More than 3 strands of lights
- Halogen lamps and sun lamps
- Incense, incense paraphernalia, candles (*regardless if for decorative purposes*).
Electric potpourri burners are permitted. Candles for religious purposes must have prior approval from the Director of Residence Life.
- Oil lamps
- Fireworks (*including sparklers*)
- Tapestries and other wall hangings (*including flags and posters that cover more than 1/2 of the wall space.*) None should be hung on the ceiling or from the sprinklers.
- Dart Boards
- Gasoline powered items (*i.e. moped, motorcycles*) or other components. Any gasoline-powered mode of transportation **MUST** be stored outside, and **NOT** on apartment balconies.
- Any mind-altering substance (*including synthetic drugs and abused prescription medication*)
- Hookahs & similar smoking devices
- Alcoholic beverages
- Any alcohol related items that include alcohol in its packing and intended use, including but not limited to:
 - (1) Alcohol bottles or containers such as shot glasses and flasks for decorative or any other purposes
 - (2) "Beer bong" or other items that promote the consumption of alcohol
 - (3) "Beer pong tables" and other items that promote "games" designed for alcohol consumption
- Barbeque grill
- All flammable and combustible liquids including, but not limited to thinners, chemicals, gasoline, and an incendiary devices.
- Switch blades, knives with a blade over 3" (*with the exception of a kitchen knife*)
- Guns, rifles, handguns, paintball guns, bb-guns, ammunition, and any weapon (*or lookalike/toy*) regardless if for decorative purposes.
- Any weapon or ordinary item used/wielded as a weapon.
- Pets, *with the exception of fish in the maximum of a 10-gallon tank.*
- Road Signs (i.e. parking, street, stop), parking cones, etc.
- Waterbeds
- Window air-conditioning units
- Cooking appliances in bedrooms

Housing Staff reserves the right to add similar and/or other demonstrably dangerous items as needed.

NOTE: Contraband will be confiscated by authorized Residence Life or Security Staff and may be destroyed, turned over to local law enforcement, or used for educational/training purposes. If you want to keep this property, leave it at home!

APPENDIX E: USING PUBLIC TRANSPORTATION

As a student at Allegany College of Maryland who does not have your own vehicle or use of a vehicle sometimes, you may use public transportation to get to/from campus. Please use this resource to help you manage your transportation needs as affordably and peacefully as possible.

Bus / Allegany County Transit

- Information: <http://www.gov.allconet.org/ACT/>
- The bus stops at “the circle” by the flagpoles outside Humanities
- Bus schedules are posted on bulletin boards on campus and can be found on their website
- Be on time for the bus you need; drivers cannot wait for you.
- Have your fare ready. You need exact change
- **It costs \$2 (one way) to ride the bus.**
Frostburg State University students pay their fares via a fee through the university, so they simply show their FSU ID to board.
- Board the bus one at a time. The driver needs to verify that each passenger has paid the fare.
- Not paying your fare is stealing!
- You can purchase a bus pass for unlimited rides (\$180 per semester) in the ACM Bookstore. Financial Aid may be used.
- You must wear a seatbelt – ACT regulations.
- You must be able to hold/secure all property/packages/parcels.
- Eating, drinking, and smoking/tobacco use are not permitted on the bus.
- Do not distract the driver or interfere with the bus’ safe operation.
- Be courteous at all times and follow directions.
- If you do not follow the rules, you will not be allowed to ride the bus. Some violations could be reported to ACM and result in disciplinary action.

Taxis

- Only call for a taxi if you need one; don’t call a cab and then decide to get another ride. It costs gas for them to come to you!
- Find out how much your total fare will be or get an estimate if possible.
- If sharing a taxi, agree in advance how much each passenger will pay; then be sure to pay your fair share.
- Not paying your fare is stealing!
- Do not distract the driver or interfere with the taxi’s safe operation.
- Be courteous at all times and follow directions.
- Violations could be reported to ACM and result in disciplinary action.

APPENDIX F:

TITLE IX FREQUENTLY ASKED QUESTIONS

TITLE IX: SEXUAL MISCONDUCT & SEX DISCRIMINATION POLICY

1.) What is Title IX?

Title IX is federal law that prohibits discrimination against any person on the basis of sex in any education program or activity; sexual harassment and gender-based discrimination are forms of discrimination under Title IX. The College's policy and procedures relating to sexual misconduct and sex discrimination include requirements under Title IX, Clery Act, Violence Against Women Act, and related laws are commonly referred to – collectively – as “Title IX”

2.) What are the most important things I need to know?

It is all important, but everyone should know that –

- ACM's Sexual Harassment & Sex Discrimination Policy and accompanying procedures comply with all legal mandates. All information related to Title IX compliance may be found at <https://allegany.edu/title-ix/index.html>
- ACM prohibits sexual harassment and sex discrimination in all its forms.
- Sexual harassment is a general term that includes sexual assault, stalking, relationship violence, quid quo pro sexual harassment, and hostile environment sexual harassment.
- ACM prohibits retaliation against any person involved in a Title IX matter.
- Any person with knowledge of sexual harassment and sex discrimination should make a report.

3.) What do I do if someone tells me they were a victim of sexual harassment or sex discrimination?

Listen, be kind, and urge the person to report what happened. There is a guiding document on the web page: *Response Guide [How to]* provides more specifics that can help you.

4.) To whom do I report sexual harassment or sex discrimination?

Reports should be made to the Title IX Coordinator who is charged with managing and overseeing all of Title IX. Reports may be made to Campus Safety/Special Police, HR, an administrator, or other designated officials who are required to forward the report to the Title IX Coordinator. ACM strongly encourages all persons with knowledge of sexual misconduct to contact the Title IX Coordinator.

5.) Who is the Title IX Coordinator?

Dean of Student & Legal Affairs: Dr. Renee Conner
12401 Willowbrook Road SE / Cumberland, Maryland 21502
College Center #12 / (301) 784-5206 / rconner@allegany.edu

6.) What will happen after a report is made?

The Title IX Coordinator will contact the Complainant with information about the policy and the process, gather preliminary information about what happened, determine what supportive measures are needed, and discuss options with the Complainant. Sometimes, matters can be resolved informally. Sometimes, matters require a formal investigation. If there is a formal investigation, all parties will be notified, interviews will be conducted, evidence will be collected, a findings report will be written, and a hearing will be held to determine if the Respondent violated the policy and, if so, what the appropriate sanction will be. There are specific rules and rights that apply to the investigation and hearing such as advisors, presumption of innocence, access to each side's statements/evidence, cross-examination by the other party's advisor who may or may not be an attorney, and standard of proof (preponderance of the evidence). The parties are treated equally throughout the process.

7.) Will the police be involved?

Maybe. ACM strongly encourages any crime victim to report crimes to local law enforcement; ACM will assist Complainants in contacting police, but Complainants will not be compelled to pursue criminal charges. Any police or court process is entirely separate from the College's Title IX process.

(NOTE: ACM strongly urges complainants to get necessary medical treatment; doing so will not automatically involve the police. In sexual assault cases, a PERK exam can be completed without police notification.)

8.) Will the accused person be removed from campus?

Maybe. ACM's top priority must be to stop the sexual harassment or sex discrimination and to prevent its recurrence. Therefore, in some situations, a person accused of misconduct may be removed from campus as an interim safety measure. Factors to be considered include the nature of the complaint and any continuing risk of harm to the Complainant, other person, or the campus generally. Any student or employee removed on an interim basis has the right to challenge that decision and seek reinstatement.

9.) Will the campus be notified that sexual misconduct or sex discrimination occurred?

Probably not – unless a Timely Warning is issued because of a continuing danger to the campus community. Generally, ACM will honor confidentiality to the greatest extent possible to protect the privacy of the people involved, the rights of the Complainant and the Respondent, and the integrity of the process.

10.) How can I help?

Participate in all the education and opportunities; intervene if you see something happening – anywhere; and help us create a campus climate where sexual harassment and sex discrimination never happens.

Non-Discrimination Statement: Allegany College of Maryland does not discriminate on the basis of age, ancestry/national origin, color, disability, gender identity/expression, marital status, race, religion, sex, or sexual orientation in matters affecting employment or in providing access to programs and activities and provides equal access to the Boy Scouts and other designated youth groups.

For inquiries related to this policy, please contact:

Dr. Renee Conner, Dean of Student and Legal Affairs
Title IX Coordinator | ADA/504 Coordinator
12401 Willowbrook Road | Cumberland, MD 21502
College Center 12
301-784-5206 | rconner@allegany.edu
www.allegany.edu/title-ix
www.allegany.edu/ADA-504

Allegany College of Maryland is required to inform prospective and current students of important College policies including Non-Discrimination, Title IX, Child Abuse Mandated Reports, Clery Act, Heroin & Opioid, Drug and Alcohol Use, Academic Disabilities, FERPA, Accreditation, and Medical Disclosure Procedures. For full details on these key policies, please visit the Allegany College of Maryland website at allegany.edu/policy-mandates.