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
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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, tolerant of differences, respectful, and willing to contribute to providing 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 Residence Life Staff (i.e., 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, Residential Financial Services & Business Coordinator, Maintenance staff, and Security Guards. Please feel free to contact any one of us and we will do our best to make your stay at Willowbrook Woods a safe and comfortable one.

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
Allegany College of Maryland does not discriminate against any individual for reasons of race, ethnicity, color, sex, religion or creed, sexual orientation, gender identity or expression, national origin, age, genetic information, familial status, disability or veteran status in the admission and treatment of students, educational programs and activities, scholarship and loan programs, or to terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training. 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.

Allegany College of Maryland supports the efforts of the State of Maryland and the United States to provide learning centers and workplaces free of illegal drug and alcohol use. The Code of Student Conduct includes provisions making unlawful use or possession of drugs or alcoholic beverages a violation of the Code. In addition, the use of oral tobacco or tobacco substitute products or smoking, or the carrying of any lighted tobacco product or tobacco substitute is prohibited in all interior areas of all campus buildings and in all College vehicles. Effective January 1, 2008 the Board of Trustees approved moving smoking away from building entrances and allowing it in the parking lot areas beyond faculty/staff/handicapped parking OR in parked vehicles. The intent of this measure is to have healthy entrances to the buildings while still accommodating smokers at our campuses. Violators are subject to discipline, which might include censure, restitution, probation, suspension, dismissal, or expulsion. In addition, some of the financial aid programs made available through Allegany College of Maryland or through the State of Maryland require certification that the student recipient remain drug free and avoid the unlawful use of alcohol. Conviction of an alcohol or drug violation in a court or under the College Code of Student Conduct could mean loss of valuable financial aid or scholarships.

All college students are encouraged to become familiar with the Code of Student Conduct, the College Drug/Alcohol Abuse Policy, and the College Tobacco Use Policy, each of these policies are found in The Allegany College of Maryland Student Handbook. If help is needed, the College’s drug and alcohol information booklet can be obtained from the Office of the Dean of Student & Legal Affairs, from brochure racks throughout campus, or from the College’s website at www.allegany.edu under Student Activities.

Allegany College of Maryland prohibits sexual misconduct 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-152, by email at rconner@allegany.edu, or by phone at (301) 784-5206. For detailed information about policy, procedures, and prevention education, see www.allegany.edu/titleIX.

A report on Allegany College of Maryland’s Campus Security Policies and Crime Statistics (34CFR 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 Dean of Student & Legal Affairs’ Office (College Center Building CC-152) or from the College’s website at www.allegany.edu.

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.

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 152 OF THE COLLEGE CENTER FOR THE MOST CURRENT INFORMATION.
ACM VISION, MISSION, VALUES, AND GOALS

Vision: We will be the college of choice that transforms lives, strengthens communities, and makes learners the center of everything we do.

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 236 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: IMPORTANT DATES

### FALL 2019

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/17/19</td>
<td>Willowbrook Woods Move-In</td>
</tr>
<tr>
<td>08/19/19</td>
<td>Full-term classes begin</td>
</tr>
<tr>
<td>08/21/19</td>
<td>Apartment Condition Forms, Roommate Agreements, and Quiz due at 5:00 PM</td>
</tr>
<tr>
<td>08/23/19</td>
<td>Full-term - Last day to enroll in classes (Instructor approval required)</td>
</tr>
<tr>
<td>09/02/19</td>
<td>College Closed for Labor Day – Willowbrook Woods is open</td>
</tr>
<tr>
<td>09/10/19</td>
<td>Delayed start - Classes begin</td>
</tr>
<tr>
<td>09/13/19</td>
<td>Delayed start - Last day to enroll in classes (Instructor approval required)</td>
</tr>
<tr>
<td>10/03/19</td>
<td>24-Hour Quiet Hours begin at 10:00 PM for mid-semester evaluation</td>
</tr>
<tr>
<td>10/07/19</td>
<td>Mid-semester evaluations begin</td>
</tr>
<tr>
<td>10/11/19</td>
<td>Mid-semester evaluations end</td>
</tr>
<tr>
<td>10/14-10/15/19</td>
<td>No Classes - Fall Break – Willowbrook Woods Open</td>
</tr>
<tr>
<td>10/16/19</td>
<td>Classes resume</td>
</tr>
<tr>
<td>11/04/19</td>
<td>Advising and Registration for Spring 2020 begins</td>
</tr>
<tr>
<td>11/27/19</td>
<td><strong>Willowbrook Woods closes at 5:00 PM</strong></td>
</tr>
<tr>
<td>12/01/19</td>
<td>Willowbrook Woods reopens at 12:00 noon &amp; 24-Hour Quiet Hours begin for semester evaluations</td>
</tr>
<tr>
<td>12/02/19</td>
<td>Classes resume</td>
</tr>
<tr>
<td>12/06/19</td>
<td><strong>Classes end – Willowbrook Woods closes at 5:00 PM</strong></td>
</tr>
</tbody>
</table>

### SPRING 2020

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/14/20</td>
<td>Willowbrook Woods reopens at 12:00 noon for returning residents</td>
</tr>
<tr>
<td>01/15/20</td>
<td>Full-term classes begin</td>
</tr>
<tr>
<td>01/20/20</td>
<td>Martin Luther King Jr Observed – No Classes – Willowbrook Woods is open</td>
</tr>
<tr>
<td>01/22/20</td>
<td>Full-term - Last day to enroll in classes (Instructor approval required)</td>
</tr>
<tr>
<td>02/06/20</td>
<td>Delayed start - Classes begin</td>
</tr>
<tr>
<td>02/27/20</td>
<td>24-Hour Quiet Hours begin at 10:00 PM for mid-semester evaluations</td>
</tr>
<tr>
<td>03/02/20</td>
<td>Mid-semester evaluations begin</td>
</tr>
<tr>
<td>03/06/20</td>
<td><strong>Mid-semester evaluations end - Willowbrook Woods closes at 5:00 PM</strong></td>
</tr>
<tr>
<td>03/03-03/13/20</td>
<td>No Classes – Spring Break</td>
</tr>
<tr>
<td>03/15/20</td>
<td>Willowbrook Woods reopens at 12:00 noon</td>
</tr>
<tr>
<td>03/16/20</td>
<td>Classes resume</td>
</tr>
<tr>
<td>04/08/20</td>
<td><strong>Willowbrook Woods closes at 5:00 PM</strong></td>
</tr>
<tr>
<td>04/09-04/10/20</td>
<td>No Classes</td>
</tr>
<tr>
<td>04/12/20</td>
<td>Willowbrook Woods reopens at 12:00 noon</td>
</tr>
<tr>
<td>04/30/20</td>
<td>24-Hour Quiet Hours begin at 10:00 PM for semester evaluations</td>
</tr>
<tr>
<td>05/08/20</td>
<td><strong>Classes end – Willowbrook Woods closes at 5:00 PM</strong></td>
</tr>
</tbody>
</table>

** All residents must vacate unless they have previously provided verification of an academic or collegiate need to be on campus and been approved by the Director of Residence Life. Written requests (w/document) to stay past 5:00 pm must be submitted to Housing Staff by 4:00 pm at least 3 business days before Willowbrook Woods closes.
SECTION III: 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.

Residence Financial Services & Business Office Coordinator: 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 his/her permanent, 12 month residence; therefore, apartment #4103 (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 and the Residence Life Director.

On-Call Incident Manager: A professional staff member who shares after-hours duty rotations with the Area Coordinator and the Residence Life Director 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 Coordinators and the On-Call Incident Manager. The Director’s office is located in Room 155 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 152 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 provided 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.
HOUSING CONTRACTS

The 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 contact 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 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 Housing 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 the Business Manager.

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’ 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 236 rooms. These contracts are legally binding and cannot be voided except in very limited circumstances. By signing the housing contract, the resident and the guarantor are making a commitment to honor that contract through its entire term. Housing 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 Office of Student and Legal Affairs or the Office of Residence Life. 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.) Residents must leave Willowbrook Woods by 5:00 pm 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, and liability waivers must be signed by any resident who is permitted to enter a supplemental contract. Since services such as Security, maintenance, availability of Residence Life Staff, and more will not be available, residents must sign a liability waiver which includes several 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 3 business days).

HOLIDAY AND END OF SEMESTER CLOSURES

Willowbrook Woods is closed for Thanksgiving, Winter Break, Spring Break, and/or Easter Break; Housing 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 students 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.)

**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 maybe 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.

**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 his or her 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.

**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 his/her Program of Study as outlined in Allegany College of Maryland Catalog and in consultation with his/her academic advisor.

Any resident who falls below this requirement must promptly either depart Willowbrook Woods or submit a Petition for Exemption to Barbara Cantafio, Student & Legal Affairs Business Manager. The Petition will be reviewed by

**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!
members of Housing 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 his/her class registration changed, must document his/her efforts taken to return to full-time class registration status (or equivalent), and must state why s/he believes 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. No Petitions for Exemption will be accepted after the last date to drop classes for the term. No petitions will be approved if the student has been dropped for non-attendance unless there are exceptional circumstances (e.g., documented medical absence).

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**

In signing your Willowbrook Woods contract, you 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. See Appendixes for an Executive Summary of the Colleges Code of Student Conduct.

**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 mechanisms for communicating with Housing Staff.

- 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.”
- Therefore, Willowbrook Woods residents should be diligent about checking their ACM email accounts daily, since email will be Housing 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). Remember that by signing your housing contract, you agreed to read and follow the Code of Student Conduct.
- We strongly encourage all residents to sign up for e-SAFE!! (see Section VI – Safety & Security)
- Communication is a two-way process, so residents are expected to communicate their questions, concerns, or suggestions to Housing Staff in a timely and responsible manner. Email is an easy way to contact any member of Housing Staff. We also accept phone calls and drop-in visits. Of course, we may not be available at the precise moment you call/visit, but if you 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 his/her 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 his/her time of departure. If the resident doesn’t schedule a formal check-out, he/she are permitted to complete an express check-out. During an express check-out the resident completes a form and surrenders his/her 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 a resident has been expelled for either behavior or financial reasons, he/she is 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 his/her property by that deadline, he/she 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 HOUSING CONTRACTS

Living in Willowbrook Woods is a privilege – not a right. Contracts are not automatically renewed, and Housing 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, Housing Staff reviews the entire Willowbrook Woods roster – discussing issues such as disciplinary record, contributions to the community, financial reliability, academic progress, and more. We then issue color-coded letters to each resident; green means the resident is welcome to return, and yellow means the resident is questionable and needs to attend a meeting with Housing Staff to discuss the concerns.

Residents who receive green sheets have been excellent residents and satisfactory students – demonstrating a commitment to why they are here; they are deemed positive role models.

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

* 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 meetings are scheduled 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 be issued a final “red” sheet meaning s/he 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, s/he 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 received yellow sheets. 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!
SECTION V:
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 Housing 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. SchoolDude 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 the 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, Easter Break, 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 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 ineffective 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

With active residents, accidents and damage to property is inevitable. Every resident of Willowbrook Woods has the right to live in a clean, functioning, and safe community, and Physical Plant Staff is responsible for maintaining the buildings and grounds of Willowbrook Woods; therefore, we encourage any person who observes damage or problems with Willowbrook Woods to report their concern immediately. Reports can be made via online work order via School Dude or to a member of the Willowbrook Woods Staff. Each resident is required to post a $300.00 security deposit from which damages may be deducted at the conclusion of the housing contract pursuant to the procedures in the Housing Guide. We ask that residents and family members NOT try to make any repairs themselves as the College employs staff, contracts with designated vendors, and/or has specialized methods; your good intentions now could cost you more money later if we have to correct or redo something.

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, 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.
*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.

Exceptions:
- Fish (10 gallon tank maximum)
- 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 Student & Legal Affairs and/or Office of Academic Access and Disabilities Resources for information and assistance.

A policy pertaining to service and comfort animals is currently under revision at the time of this publication.
SECTION VI: AMENITIES, SERVICES, & RESOURCES

THE CLUBHOUSE, CLUBS, PROGRAMMING, & GAMES/SPORTS

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 Housing news, and more. Although 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 Housing Staff. The Clubhouse is the hub around which Willowbrook Woods functions. Residents can reserve the Clubhouse for their own functions such 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, Christian Fellowship, NAACP, and Peace Studies. 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 Housing and on the main campus.

• Student Life sponsors some type of recreational and/or educational program each week of 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, Equalogy 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 Blackboard, WebAdvisor, 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 Line 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
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, s/he is 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 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 Office (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: 10290 Willow Woods Court • Cumberland, MD 21502
  - Building 2: 10280 Willow Woods Court • Cumberland, MD 21502
  - Building 3: 10270 Willow Woods Court • Cumberland, MD 21502
  - Building 4: 10260 Willow Woods Court • Cumberland, MD 21502
  - Building 5: 10250 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 Center 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, tobacco product(s), and/or tobacco substitute(s)
  The intent of this policy is to be broadly applied to the following products:
  - Cigarettes, cigars, cigarellos, 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 Adminstration 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 his/her 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 (i.e., 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, Housing 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 Housing 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. Housing 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 s/he 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, s/he should contact a member of Housing 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’s being ill/injured should contact a member of Housing 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 his/her guest!
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 Security & Special Police, or Student & Legal Affairs. Of course, there is NO tolerance for retaliation against students who report or cooperate withinvestigations.

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

If you are the victim of a sexual assault, harassment, and/or domestic/dating violence, please know that Allegany College of Maryland is committed to providing immediate assistance and support. Allegany College of Maryland offers educational programs to students, partners with both local law enforcement and local service agencies, and has numerous policies/procedures in place to promote awareness and prevention of sexual assault, harassment, and domestic/dating violence. Programs include informational brochures throughout campus, speakers, and professionally produced plays open to all students (female and male). Our partnerships include counseling providers (with free sessions for enrolled credit students) and the Family Crisis Resource Center which provides education, support, advocacy, and counseling. The College also provides a list of medical resources and alternative mental health resources in the local community. While the victim has the right to choose whether to notify law enforcement, Allegany College of Maryland strongly encourages victims of sexual assault and domestic violence to report the crimes, to seek orders of protection from the court, and to actively participate in prosecutions; the College
will assist with these measures – including enforcing court orders. The College also has internal disciplinary
procedures if the assailant is a student* (Section 8: Code of Student Conduct), offers direct assistance by Campus
Security (e.g., escort to/from classes), and will assist the victim if changes to his/her living arrangements or classes
are needed following an assault.

*Disciplinary action will be initiated by the College unless the victim specifically requests no action to be taken.

Allegany College of Maryland prohibits sexual misconduct 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-152, by email at rconner@allegany.edu, or by phone at
(301) 784-5206. For detailed information about policy, procedures, and prevention education, see
www.allegany.edu/titleIX. Frequently Asked Questions are in Appendix J.

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 am – 4 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!

*If you are more comfortable reporting the concern to another member of the ACM faculty or staff, you may do so, and that official may
accompany you or otherwise support you in making the formal report.
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 Security & 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 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 Housing 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

HAVING GUESTS IN 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 housing unless their host is present at the gate.
- Hosts must register each guest and surrender his/her Willowbrook Woods ID 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 his/her 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 his/her host at all times.
• Before leaving, each guest must return the guest badge and retrieve his/her personal ID. When the guest departs, his/her Host’s Willowbrook Woods ID will be returned to the Host.
• Guests are permitted in Willowbrook Woods from 10:00 AM – 10:00 PM
• No guests are permitted in 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 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 his/her parent/guardian; no one under age 5 will be admitted without his/her 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.
• Petitions to request an exception to any of these rules must submitted to the Area Coordinator at least 2 business days in advance. The Petition says to submit to Barbara Cantafio, but for guest requests, the petition should be submitted to the Area Coordinator.
• 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 his/her keys, he/she is 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 his/her key, it is the resident s responsibility to arrange for its prompt return to his/her 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 s/he 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 Housing 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 serviced by BFPE International, a private fire, safety, and security company which monitors the electronic systems and notifies both 911 dispatchers and designated College officials 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. All residents are provided a list of 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). **No one is permitted to smoke inside the apartments!**

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), 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 his/her 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: 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 his/her 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 (e.g., 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 Housing 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 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,” s/he 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 (e.g., 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](http://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 (e.g., 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/](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 VIII: 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 Security................................................................. 301-784-5252
Student & Legal Affairs Business Manager......................... 301-784-5208
Dean of Student & Legal Affairs............................................. 301-784-5208
Residential Services Business Manager............................... 301-784-5195
Advising Center................................................................. 301-784-5654
Director of Physical Plant....................................................... 301-784-5261
Bookstore.............................................................................. 301-784-5348
Financial Aid Office............................................................... 301-784-5163
Food Service Management................................................... 301-784-5163
Inclement Weather................................................................. 301-784-5000, the webpage, and/or the e-SAFE alert system
Library.................................................................................... 301-784-5276
Registration Office................................................................. 301-784-5198
Student Success Center.......................................................... 301-784-5551
Technology HelpDesk............................................................ 301-784-5444

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

**CABLE/INTERNET**
Atlantic Broadband................................................................ 888-536-9600

**URGENT NEED COMMUNITY RESOURCES**

<table>
<thead>
<tr>
<th>Category</th>
<th>Resource</th>
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</thead>
<tbody>
<tr>
<td><strong>Counseling</strong></td>
<td>Western Maryland Health System....................................................... 240-964-8585</td>
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<tr>
<td></td>
<td>Appalachian Behavioral Health Center................................................. 301-724-7277</td>
</tr>
<tr>
<td></td>
<td>Family Crisis Resource Center................................................................ 301-759-5034</td>
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<tr>
<td></td>
<td>Department of Social Services................................................................ 301-784-7000</td>
</tr>
<tr>
<td></td>
<td>Allegany County Health Department...................................................... 301-759-5280</td>
</tr>
<tr>
<td><strong>Food</strong></td>
<td>Student &amp; Legal Affairs Emergency Assistant Program............................ 301-784-5206</td>
</tr>
<tr>
<td></td>
<td>Western Maryland Food Bank..................................................................... 301-722-2797</td>
</tr>
<tr>
<td></td>
<td>Department of Social Services (food stamps).......................................... 301-784-7000</td>
</tr>
<tr>
<td><strong>Drug/Alcohol</strong></td>
<td>Allegany County Health Department....................................................... 301-777-5680</td>
</tr>
<tr>
<td></td>
<td>Mental Health Center.............................................................................. 301-689-5034</td>
</tr>
<tr>
<td></td>
<td>Alcoholics Anonymous (A.A.).................................................................... 301-722-6110</td>
</tr>
<tr>
<td></td>
<td>Narcotics Anonymous (N.A.)..................................................................... 301-722-6110</td>
</tr>
<tr>
<td></td>
<td>Al-Anon Hotline....................................................................................... 800-344-2666</td>
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<tr>
<td><strong>Other</strong></td>
<td>Allegany Transit Authority (bus service)............................................... 301-722-6360</td>
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<td></td>
<td>Human Resources Development Commission............................................. 301-777-5970</td>
</tr>
<tr>
<td></td>
<td>Red Cross............................................................................................... 301-722-1760</td>
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<tr>
<td></td>
<td>Maryland Job Services............................................................................... 301-777-2169</td>
</tr>
<tr>
<td></td>
<td>Western Maryland Job Training Program................................................. 301-777-1990</td>
</tr>
</tbody>
</table>

*Medical Resources are listed separately.
ACADEMIC RESOURCES ON CAMPUS

YOUR ACADEMIC ADVISOR
Upon acceptance to Allegany College of Maryland, each student is assigned an academic advisor; your advisor can help you choose courses, answer questions about your curriculum, assist you in making decisions related to your education (e.g., dropping/adding classes, retaking placement tests), interpret academic regulations & how they apply to you, assist with your career planning, and provide overall guidance to maximize your academic success.

ADVISING CENTER
All students are welcomed at the Advising Center. The Advising Center’s staff is here to provide guidance on your college path and to give you the necessary tools to reach your goals. If at any time you have questions or need support, please come visit us. We’re happy to help!

YOUR INSTRUCTORS
Course instructors are responsible for teaching their classes, answering questions about course content, and helping students who are struggling with the material. There are countless ways your instructor can help you!

☑️ If you are falling behind, ask your instructor what you can do to catch up.
☑️ If your grade isn't what you want it to be, ask your instructor what you can do to improve (e.g., submit late work, extra credit, study groups, special projects, etc.).
☑️ If you have missed classes due to illness or personal circumstances, talk to your instructor about what happened* and get any material you missed. *Documentation may be required.
☑️ If you don’t understand the material, ask questions in class or after class. Go see your instructor during his/her office hours and discuss what you don’t understand. Sometimes a little one-on-one time can make a world of difference!

STUDENT SUCCESS CENTER
Located in the Humanities Building, the Student Success Center is where several academic resources are located in one space. Here is where you take (or retake) the placement test, take course tests, brush up on study skills, and request a tutor. Tutors are fellow students who have demonstrated expertise in a particular subject and can help you learn the course material. You can also inquire about career counseling to ensure that your strengths/interests match your academic/career goals.

DONALD ALEXANDER LIBRARY
The library offers many services: experienced librarians who are happy to help students with projects and assignments – as well as books galore, magazines, digests, and databases covering any topic you can imagine. Additionally, there are group study rooms and a computer lab for library instruction.

RAWC (Reading and Writing Center)
Located in the library, the ARC is a specialized program for any student who would benefit from some concentrated support by members of the faculty. This program was recognized in Spring 2012 with a national award for academic service to student. The purpose of the Center is to provide reading support for all ACM students on a weekly or a onetime, drop-in bases. If you need help reading a text, understanding what you read, or just remembering the material you read, we can help. Students may work individually or in small groups; it is your choice. The ARC is open M-R 10-3 and Friday 10-1. For more information or to schedule an appointment, call 301-784-4056.

WRITING CENTER
Located in the Humanities Building, the Writing Center offers free, drop-in consultation on a variety of writing subjects. The Center’s goal is to help students become independent collegiate writers through improvement of grammar and mechanics. Students can visit the Center during any stage of the writing process, including thesis development, outlining, research, rough drafts, and citations. The Center does not provide proofreading services; rather, it provides advising and instruction. Additionally, the Center can provide support for composing scholarship and admissions essays as well as job application cover letters and resumes.
**MATH LAB**
Located in the Humanities Building, the Math Study Lab offers a warm, friendly place for free, drop-in assistance with mathematics. The goal of the Lab is to help students develop a better understanding of math while building their confidence. Students are welcome to visit the Lab to work on class assignments, to prepare for tests and quizzes, and to perform post test or retest reviews. Assistance is not limited to math courses, but help can be provided for the mathematics portion of other disciplines.

**SCIENCE COURSES STUDY LAB**
Located in the Science Building, the Science Courses Study Lab offers assistance with many of the college’s laboratory science courses. The lab can assist with students individually or students can work together in groups. It is an excellent location to work on lab and class assignments as well as prepare for tests.

**PATHWAYS FOR SUCCESS**
Federally funded with TRIO monies, this program is new to Allegany College of Maryland and is targeted to provide intensive academic support to students who meet one of three criteria: first generation college student, low income, and/or disabled. Once a student’s application is approved, the student remains in the program until s/he graduates or transfers.

**NURSE MANAGED WELLNESS CLINIC**
The Nurse Managed Wellness Clinic offers educational experiences for nursing and allied health students. The NMWC is located on the first floor of the Allied Health Building (room 115). Services offered during the Fall and Spring semesters include influenza vaccinations, Tuberculosis (PPD) screenings, cholesterol and blood sugar screenings as well as health education on a variety of topics. (NOTE: NMWC is not a health care clinic!) A full list of services with dates and times is available at NMWC (301)784-5670 and online.

**DEVELOPMENTAL EDUCATION**
Laura Fiscus, Director of Developmental Education, oversees the courses in Developmental Reading, Developmental English, and Student Development. Ashley Dively is the Coordinator of Developmental Education. If you have concerns about any of these courses, please see your instructor, Ms. Fiscus, or Ms. Dively. For Developmental Math, please see either your instructor, Dr. Mark Shore or Ms. Clorinda Calhoun. The Reading and Writing Center (RAWC) and the Math Study Lab are free services that provide guidance in these areas.

**ACADEMIC ACCESS AND DISABILITY RESOURCES**
Willowbrook Woods is fully compliant with the Americans with Disabilities Act and Section 504. Disability accommodations must be requested in the office of Academic Access and Disability Resources (Dr. June Bracken, Director). For timely consideration and implementation of approved accommodations, requests should be made in writing no less than two weeks before needed. Call (301) 784-5234 for information.

**TUTORING & ONLINE RESOURCES**
Here is a link that offers some nice video lessons that can be used to help students review materials and/or to gain better understanding of courses: [http://education-portal.com/academy/course/index.html](http://education-portal.com/academy/course/index.html).

24 hour online tutoring help for most courses: [https://www.thinkingstorm.com/acm/](https://www.thinkingstorm.com/acm/).

**DISABILITY SERVICES**
In compliance with federal 504/ADA 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 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.
Any student who wishes to receive accommodations must register with the Academic 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. Any student who wishes to declare a disability should contact the Access and Resources Coordinator at 301-784-5234 or the Director of Academic Disability Resources at 301-784-5112, TDD 301-784-5001; or, contact wkerns@allegany.edu, jbracken@allegany.edu or http://www.allegany.edu/ssc/disabledstudentservices.shtml to obtain information and assistance.

Updated June 15, 2015

**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 his/her own provider and to pay for all medical services.*

**HOSPITAL**

**WESTERN MARYLAND HEALTH SYSTEM**
12500 Willowbrook Rd, Cumberland, MD............................................................... 240-964-7000 ([www.wmhs.com](http://www.wmhs.com))
*from ACM left onto Willowbrook Road

Prescription Medications: **PHARMACARE ON WILLOWBROOK** ........................................ 301-759-0203
(located in the Medical Arts Building at WMHS, 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

**WMHS 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). Major stores: JCPenney, Bon-Ton, Sears, Aeropostale, American Eagle, Finish Line, FYE, GameStop, Spencers, Hallmark, Claire’s, Bath & Body Works/White Barn, Chick-Fil-A, Orange Julius, Personal Best Athletics, rue21, Wasabi, Auntie Anne’s Pretzels, Maurices, Books A Million, Subway, TJ Maxx, Christopher & Banks, Payless Shoes, Country Club Cinemas.

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. At the next stop sign, turn left again. 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 Subway in this plaza. There is also a Dollar Store located on the Downtown Mall (walking area) on Baltimore Avenue.

INDUSTRIAL BOULEVARD

This long stretch of road has multiple fast food restaurants and bargain shopping stores including Pizza Hut, Dairy Queen, Burger King, McDonalds, Subway, Chinese restaurant, Save-A-Lot groceries, Planet Fitness, Big Lots department store, Dollar Store, Goodwill Store, and Rite-Aid. 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
- China Express ................................................................. 301-777-7773
- Jin’s Asian Cuisine .......................................................... 301-777-2233

## 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
- Pizza Hut ................................................................. 301-722-0673

## MISCELL ANEOUS
- D’Atri Subs Etc (hoagies, subs, pizza, wings) .................. 301-724-4899
- JJ’s & Sons Pizzeria (pizza, wings, and more) ............... 301-777-3994

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# RENTAL CENTERS IN CUMBERLAND

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

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# TRANSPORTATION (See Appendix I for Guidelines!)

## BUSES
- Allegany County Transit ...................................................... 301-722-6360
  - schedule posted in Clubhouse
  - www.gov.allconet.org/ACT/
  - *ACM student semester passes = $180/semester for unlimited rides

## TRAINS
- Amtrak ........................................................................... 800-872-7245
  - amtrak.com

## TAXI COMPANIES
- Crown Taxi LLC ................................................................. 301-759-4090
- Queen City Taxi, Inc .......................................................... 301-722-2800
- Yellow Cab Co ................................................................. 301-722-4050

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

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# THINGS TO DO

- Willowbrooks Woods Programs – see your RA or the Area Coordinator
- Student Life – ACM’s Student Life Director schedules programming activities in Fall/Spring; your Student Government Association (SGA) plays an important role in choosing and organizing events.
- Diversity Center – See the Director of Student Life 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

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

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# 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
MOVIETHEATERS
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 his/her Resident Assistant or a member of the professional Housing 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/incense - $25 per candle or incense paraphernalia
- Smoking - $50 per occurrence (this fee includes ashtrays within the apartment or other signs of smoking inside, i.e. ashes, cigarette butts, smell, etc.)
- Improper disposal of trash: $25 per bag (trash is not to be placed outside the apartment door; rather place it directly inside the dumpster, not left on the ground around the dumpster)
- **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 Housing/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.**
I. PHILOSOPHY

Allegany College of Maryland, hereinafter referred to as "the College" is an institution of higher learning dedicated to excellence; as stated in the College’s mission statement, “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.” Consequently, the College accepts its responsibility to provide a meaningful, safe, educational environment not only in the classroom but also in the library, in the residence halls, in the cafeteria, in the gym, and anywhere else we find students, faculty, staff, and visitors. To fulfill that responsibility, the College presents this Code of Student Conduct, which demands high standards in our Core Values: Respect, Integrity, Opportunity, Wellness, and Quality.

II. AUTHORITY

III. JURISDICTION

The Code of Student Conduct applies to all students on any of the College’s campuses and to all students whose off-campus conduct (whether or not affiliated with the College or any College-sponsored activity) adversely affects the student’s fitness to be a member of the College community or is detrimental to the aims and objectives of the College. The Code of Student Conduct applies from enrollment (including between semesters) until the student graduates, withdraws from the College, or transfers to another institution without enrolling for further coursework at the College.

IV. STANDARD OF CONDUCT AND POLICIES

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 educational 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, such as manners, keeping hands to oneself, respecting the property rights of others, listening in class, and obeying authority. Each student is likewise expected to follow all federal, state, and local laws. Furthermore, each student shall be presumed to have read the Code of Student Conduct; ignorance of its provisions shall not be a defense to violating them. Finally, the actions/behaviors prohibited in the lists that follow are not exhaustive, since every possible conduct action/behavior cannot be foreseen by College officials, and the College reserves the right to supplement the standards of conduct at anytime with notice to the students. Any questions about the Code may be addressed to the Dean of Student & Legal Affairs.

A. Personal Interaction
   1. Assault / Assault & Battery
   2. Aggravated Assault
   3. Threat / Intimidation
   4. Sexual Assault
   5. Sexual Harassment
   6. Harassment
   7. Bullying
   8. Other / Law

B. Respect for Property
   1. Theft / Unauthorized Use
   2. Trespassing
   3. Unauthorized Entry
   4. Breaking & Entering
5. Robbery
6. Vandalism / Destruction of Property
7. Other / Law

C. Health & Safety
1. Weapons
2. Disregarding Fire Safety
3. Drugs
4. Alcohol
5. Tobacco
6. Reckless Endangerment
7. Child Endangerment
8. Enabling
9. Unauthorized Possession / Duplication of keys
10. Traffic Obstruction
11. Unsafe Driving
12. Unauthorized Parking
13. Animals
14. Infectious Disease
15. Other / Law

D. Peace & Order
1. Failure to Comply [Directions of College Official]
2. Probation Violation
3. False Statement
4. Fraud
5. Disorderly Conduct
6. Inappropriate / Unauthorized Computer Usage
7. Residence / Residency
8. Unauthorized Publications/Sales
9. Other / Law

E. Housing Regulations
1. Photo IDs
2. Guests
3. Quiet Hours
4. Smoking
5. Banned Items
6. Exceeding Occupancy
7. Unregistered Car
APPENDIX C: 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 student 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 Student Success Center 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 – anywhere 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 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.*
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 soymilk (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.

**Go to www.ChooseMyPlate.gov for more information.**
APPENDIX E: 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 bongs” 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 Housing 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 F:
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 / Crown, Frostburg, Queen City, Yellow Cab
- 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.
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 misconduct and sexual harassment 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 is the most important thing I need to know?
It is all important, but everyone should know that –
• ACM’s Sexual Misconduct & Sex Discrimination Policy and accompanying procedures comply with all legal mandates. All information related to Title IX compliance may be found at www.allegany.edu/titleIX .
• ACM prohibits sexual misconduct and sex discrimination, and retaliation.
• Any person with knowledge of sexual misconduct and sex discrimination shall make a report.

3.) What do I do if someone tells me s/he was a victim of sexual misconduct or sex discrimination?
Education and training will be provided to students and employees, and information will be published and posted online on these subjects including what constitutes sexual misconduct and sex discrimination, safety/security procedures and resources, bystander intervention, risk reduction, consequences if found responsible, and receiving, reporting and handling complaints.

4.) To whom do I report sexual misconduct or sex discrimination?
Any ACM employee – who must forward the report to the Title IX Coordinator for appropriate action.

5.) Who is the Title IX Coordinator?
Dean of Student & Legal Affairs: Dr. Renee Conner
12401 Willowbrook Road SE / Cumberland, Maryland 21502
College Center #152 / (301) 784-5206 / rconner@allegany.edu

6.) Will the police be involved?
Maybe. ACM strongly encourages complainants to report crimes to local law enforcement, and ACM will assist complainants in contacting police. Complainants will not be compelled to contact police. (NOTE: ACM strongly urges complainants to get necessary medical treatment; doing so will not automatically involve the police.)

7.) Will the accused person be removed from campus?
Maybe. ACM’s top priority must be to stop the sexual misconduct or sex discrimination and to prevent its recurrence. Therefore, the accused person’s removal from campus may be necessary. Factors to be considered include the nature of the complaint, the extent of harm to the complainant, and the extent of risk to any other person or the campus generally.

8.) What if no one knows who is responsible for the sexual misconduct or sex discrimination?
A Timely Warning under the Clery Act using e-SAFE and other communication methods may be issued, and ACM will make every effort to identify the person with the help of law enforcement if the complainant agrees to involve the police. (See above.)

9.) Will the campus be notified that sexual misconduct or sex discrimination occurred?
Probably not – unless a Timely Warning is issued. 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 accused person, and the integrity of the process. However, ACM submits its crime statistics to the federal government and publishes a crime report annually; that information is available to anyone via www.allegany.edu , http://ope.ed.gov/security/ , Campus Security, and the Office of Student & Legal Affairs.
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 misconduct and sex discrimination never happens.