


WILLOWBROOK WOODS

HOUSING GUIDE

Phone Numbers

Director of Student & Residence Life:	301-784-5205
Area Coordinators:	301-784-5638
Gate House Security:	301-784-5196
Campus Security:	301-784-5555
Physical Plant:	301-784-5261



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COLLEGE**
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Student Housing for Allegany College of Maryland

10300 Willowbrook Woods Court, SE | Cumberland, MD 21502 | www.allegany.edu/willowbrookwoods

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SECTION I: IMPORTANT COLLEGE INFORMATION

COLLEGE POLICY INFORMATION

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

POLICY MANDATES

Allegany College of Maryland is required to inform prospective and current students of important College policies including Non-Discrimination, Title IX, Child Abuse Mandated Reports, Clery Act, Heroin & Opioid, Drug and Alcohol Use, Academic Disabilities, FERPA, Accreditation, Faith-Based/Religious Academic Accommodations, and Medical Disclosure Procedure.

Please visit <https://www.allegany.edu/policy-mandates/index.html> for more information on these important College policies.

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

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

STUDENT 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 PHILOSOPHY:

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

SECTION II:

STAFF INFORMATION

There are many College personnel who work directly in or closely with Willowbrook Woods to support residents. Please see the positions listed below for where to direct specific issues/questions.

Area Coordinators: They are professional staff members who live and work in Willowbrook Woods. They are responsible for managing the Clubhouse Office, the Resident Support Suite, supervising the RAs, and developing our living/learning community. The apartments occupied by the Area Coordinators are their permanent, 12 month residence; therefore apartments designed and modeled for the Area Coordinators (#4103 and #2103) are largely exempt from many restrictions necessarily required for the health and safety of student residents. Their phone number is (301) 784-5638.

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.

Director of Student & 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. Their office is located in Room 12 of the College Center and their phone number is (301) 784-5205.

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

Director of Student Support & Education and Student Support Coordinator: Professional staff members who are available to provide emotional support, guidance, and resources to students in need. Their offices are located in Room 12 in the College Center. The Student Support Coordinator will also be in Willowbrook Woods on designated dates and times in the Resident Support Suite. Residents may also see them in Willowbrook Woods helping with programs.

Campus Safety and Special Police: Security is the first responder. They patrol the instructional/administrative buildings and also work at Willowbrook Woods in the Gatehouse. The Gatehouse is staffed 24 hours a day when Willowbrook Woods is open. Gatehouse Security aren't permitted to leave the Gatehouse area. Staff at the Gatehouse can be contacted at (301) 784-5196. For emergencies contact Security at (301) 784-5555. **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) 784-5699.

Maintenance Staff: There is one full-time and one part-time member of the College's Physical Plant Department specifically assigned to work in Willowbrook Woods. Maintenance staff respond 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.

Business Office Staff: The professional staff in the Business Office are responsible for all finances, including billing and receiving of payments for Willowbrook Woods. Questions regarding your Willowbrook accounts should be directed to them at (301) 784-5227. The Business Office is located in the College Center.

SECTION III: HOUSING CONTRACT INFORMATION

HOUSING CONTRACTS

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

- This contract is binding for its entire term: the date a resident moves into Willowbrook Woods before Fall classes begin to the date spring semester classes end except when Willowbrook Woods is closed (see below).
- Allegany Housing, LLC (Willowbrook Woods) agrees to provide on campus student housing (as described in the application and Housing Guide) during the term of the contract with the following exceptions: (1) when housing is closed, (2) unless/ until the student is released from the contract, and/or (3) the student is suspended or expelled for financial, credit hour, or disciplinary reasons.
- Housing is closed to **all** residents* on the following dates:
 - Thanksgiving Break: 11/27/24 @ 5:00p.m. – 12/01/24 @ 12:00p.m.
 - Winter Holiday: 12/06/24 @ 5:00p.m. – 01/14/25 @ 12:00p.m.
 - Spring Break: 03/07/25 @ 5:00p.m. – 03/16/25 @ 12:00p.m.
 - Spring Holiday: 04/16/25 @ 5:00p.m. – 04/20/25 @ 12:00p.m.

Residents are required to make arrangements to be off-campus during these closures. *Subject to change based on school calendar and any other closure imposed by Allegany College of Maryland as necessary to protect the health, welfare, or safety of the student and/or the college community. Students and guarantors are responsible for arranging reliable transportation so the student can depart Willowbrook Woods by 5:00pm on closing days. *Residents may request a supplemental contract from staff if they are required to be on campus to meet a College requirement OR have an unexpected and exceptional personal need. Requests are considered on a case-by-case basis applying consistent criteria. Approval is not guaranteed.*
- It is the responsibility of the student and the guarantor to provide for the student's food, toiletries, medication, funds, and other necessities. Please do not rely upon financial aid as awards can change for many reasons; also, campus resources are for unexpected, urgent needs. Students **MUST** have a sustaining source of financial support for the entire year.
- Allegany College of Maryland and Allegany Housing, LLC assumes **NO** liability for students' personal possessions. Each student should purchase private insurance to cover any losses due to accident, natural disaster, theft, etc. Room assignments are subject to change during the term of the contract as well as any summer supplemental contract.
- Student agrees to abide by Allegany College of Maryland's policies and procedures including but not limited to the Code of Student Conduct and the Housing Guide rules. Both documents and other key College policies are available to review online and are incorporated herein as part of this Student Housing Contract. Both documents may be modified/supplemented as needed; students will be provided advance, written notice of any changes/ additions.
- Allegany College of Maryland and Willowbrook Woods complies with laws and policies including but not limited to the Family Education Rights and Privacy Act (FERPA), non-discrimination laws, Americans with Disabilities Act, and Title IX. See the Student Handbook and Housing Guide.
- Allegany College of Maryland and Willowbrook Woods staff reasonably presumes the student and guarantor signatures are authentic; any forgeries or fraud will result in the student's immediate expulsion from Willowbrook Woods as well as appropriate criminal and/or disciplinary action.

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- 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 pursuant to the Cancellation Release policy. This contract is binding for its entire term.
 - This Guaranty is an irrevocable, absolute, unalterable, and unconditional guaranty of both payment and performance. Guarantor's obligation under this Contract is that of asurety, which allows Allegany Housing, LLC to collect from the Guarantor if Resident defaults (eg., non-payment or expulsion). The Guarantor's liability is binding on his/her heirs, legal representatives, successors and assigns. Please note that the refundable deposit is forfeited if the student fails to satisfy the full contract for any reason.
 - This contract offer is not legally binding until it has been fully executed by all parties. Allegany Housing LLC reserves the right to rescind the contract offer prior to full execution if payment arrangements are not honored, fraud is discovered, and/or the student gives notice of an intent not to reside in Willowbrook Woods before 8/1/24.

HOUSING FEES

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

PAYMENT OF BILLS

Payments can be made in the College's Business Office or over the phone.

- Checks or money orders should be made payable to Willowbrook Woods. They can be delivered in person or mailed to:

Allegany College of Maryland
Attn: Business Office
12401 Willowbrook RD SE Cumberland, MD 21502

- Please make sure the resident's first and last name are written legibly on all payments.

- Payments with credit card may be made in person at the Business Office when the College is open or by calling (301) 784-5227
- 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.

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.

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

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, dishwasher, microwave, 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 Residence Life staff by the resident.*
- *Willowbrook Woods I.D. Card is returned to Residence Life staff by resident.*

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

If the 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.

HOLIDAY AND END OF SEMESTER CLOSURES

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

Residents must leave Willowbrook Woods by the designated time and day that it closes and may return at the designated time and day it re-opens. The specific dates and times are referenced in the Housing Contract. Information reminding residents of these dates and times will be disseminated via student email prior to these periods. Exceptions will only be granted to residents who have a bona fide academic or collegiate need to be on the premises while it is closed or who have an unexpected and exceptional personal circumstance. 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 may 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 OR could face other consequences including disciplinary action. Lack of planning and non-emergency transportation problems will not be acceptable reasons for a late departure.)

SUPPLEMENTAL CONTRACTS

Supplemental contracts are permitted only if the resident is required to be on campus for an academic/college purpose or if you have an unexpected and exceptional personal circumstance and have nowhere else to go. You must be in good disciplinary, academic, and financial standing. You must be approved by Residence Life and may be required to pay a per diem cost assessed by the Business Office. Requests for Supplemental Contracts are **due 1 week before the date(s)** requested or any date specified by staff. Late submissions may be denied.

If the request for a Supplemental Contract is denied, it is the responsibility of the resident to depart Willowbrook Woods by the date/time it closes and to make any off-campus arrangements needed during the break.

If the request for a Supplemental Contract is approved, the resident must agree to the following terms and conditions:

- When Willowbrook Woods is closed, services and staff support will not be available (including . Residence Life Staff and Physical Plant/Facilities) When the College is closed, no campus services or supports will be available.
- Allegany College of Maryland and Allegany Housing LLC is not responsible for your personal safety or the safety of your belongings.
- Gatehouse Security: There may be no Security presence or limited Security presence during your stay. Be prepared for the gates to closed; when closed, you must park on the main campus.
- **Contact Campus Safety / Special Police at 301-784-5555 and/or 911 for emergencies.**
- The Code of Student Conduct and Housing Guide remain in effect.
- NO guests - including other Willowbrook Woods residents without Supplemental Contracts.
- You must remain in your assigned apartment, and it must remain in clean/sanitary condition.
- If the College is open, College personnel as well as outside contractors (under the supervision of Physical Plant/ Maintenance Staff) may be performing essential facilities, technology, or other work at Willowbrook Woods which may require entry to your apartment.
- If the Supplemental Contract is for an Early Arrival, it is your responsibility to check-in during a specified time period.
- It remains your responsibility to communicate with your parent(s)/guardian(s) and/or guarantor regarding your whereabouts during your stay.
- Under the Housing Contract, it remains your responsibility and your Guarantor's responsibility to provide all the necessary food, toiletries, medications, supplies, and funds while at Willowbrook Woods.

- It is your responsibility to read and sign the agreement for a Supplemental Contract. If you fail to submit this paperwork to Residence Life ***at least 3 business days in advance of the first date*** of the Supplemental Contract, you will not be permitted to stay at Willowbrook Woods.
- It is your responsibility to contact the Business Office regarding any payment that may be due. If payment is not made or payment arrangements are not made before the first date of the Supplemental Contract, you will not be permitted to stay at Willowbrook Woods.

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

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

HOUSING CONTRACT CANCELLATION/RELEASE POLICY

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

Residents must submit a petition to request release with supporting documentation by the deadline to be considered. Petitions may be obtained from the Business Office who is authorized to review and decide whether or not to release residents from their contracts. Release is not guaranteed.

PROCEDURE FOR LEAVING WILLOWBROOK WOODS

It is the resident's responsibility to check-out of Willowbrook Woods either by scheduling a **FORMAL** check-out through an 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 removed your items and cleaned. The formal check-out allows staff to evaluate the apartment at the time of your departure. After completing the formal check-out the resident must return their three keys and Willowbrook Woods Student ID to the staff member and then depart the apartment. A formal check-out permits the resident to challenge any damages assessed to their account during final apartment evaluations which occur after their departure because a record is completed at their time of departure. If the resident doesn't schedule a formal check-out, they must complete an express check-out. During an express check-out the resident completes a form and surrenders their three keys and Willowbrook Woods Student ID. Completing an express check-out waives a resident's ability to challenge final billing damages since a record of the apartment wasn't created when they departed.

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

If the resident is unable to remove their property by that deadline, they must notify the Residence Life staff prior to the deadline to request an extension. A new date will be given. After the final deadline has passed, staff will inspect the apartment; any remaining personal property left after this time period is considered abandoned and will be disposed at the discretion of staff.

If a resident has been expelled, they are required to vacate the premises and remove their personal belongings by the deadline on the Expulsion and/or Decision Notice. It remains the resident's responsibility to schedule a check-out with one of the options listed above. If the resident is unable to remove their property by that deadline, they must notify the Residence Life staff 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, store, or return personal property. Willowbrook Woods takes no responsibility for any items left after a resident has departed.

PROCEDURE FOR RENEWAL/NON-RENEWAL OF STUDENT HOUSING CONTRACTS

Living in Willowbrook Woods is a privilege – not a right. Student Housing Contracts are not automatically renewed, and Staff has complete discretion to choose who lives in Willowbrook Woods. Pursuant to our obligation to make Willowbrook Woods the best living/learning community possible, we have a process for making these decisions. Staff reviews and discusses issues such as disciplinary record, financial reliability, academic progress, contributions to the community and more. Residents are determined to be eligible to renew their contract or not.

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!

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.

CREDIT HOUR REQUIREMENT

Willowbrook Woods is a living/learning community where each student's focus must be on academic success to achieve their goals. Residents must be Allegany College of Maryland students and registered for a minimum of 12 credit hours or equivalent for the entirety of each semester to live in Willowbrook Woods. There are sometimes valid reasons for a student to carry fewer than 12 credits. If a student's registered course load is less than 12 credits at any time, the student is part-time which violates the housing contract. The student has two choices:

1. Speak to your advisor and enroll in class(es) to meet the 12-credit minimum
OR
2. Request an exception to remain in Willowbrook Woods by submitting this petition and supporting documentation by the deadline given.

NOTE: some petitions may be submitted before the semester begins. Decisions are made on a case-by-case basis.

IMPORTANT NOTE: This petition is separate from any Academic Standards petition required for a student to enroll/re-enroll in a class; see Admissions and Registration Office for details.

EXCEPTION ELIGIBILITY/CRITERIA:

- Incomplete petitions will be denied.
- Late petitions may not be accepted.
- Credits should be for classes that meet the full-term semester or for the delayed start semester. *High condensed classes that only meet for a few days will not be counted for the basic 12 credits required.*
- Your petition will be viewed favorably if:
 - Reduced course load is part of the typical program pathway (eg., clinical hours)
 - Reduced course load is an approved accommodation from Academic Access & Disability Resources
- Your petition is unlikely to be approved if:
 - you have fallen below credit hours in the past
 - your academic record is extremely poor (eg. prior semester grades, mid-term grades)
 - you were not attending and fully engaged with the class you dropped or from which you were dropped
 - you are not attending and fully engaged with your remaining classes
 - you are on disciplinary probation or have a disciplinary matter pending
- Standards based on number of credit hours:
 - Students carrying *at least* 9 credits are likely to be approved if you are otherwise qualified.
 - Students carrying only 7-8 credits may or may not be approved if you are otherwise qualified.
 - Students carrying 6 or fewer credits are not permitted to live in Willowbrook Woods, and your petition will be denied.
- Students whose petitions are denied will be expelled from Willowbrook Woods.
- Students who fail to submit a petition will be expelled from Willowbrook Woods.

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 Residence Life staff after midterm grades are posted and referred to the appropriate College services such as the Reading and Writing Center, Study labs, tutors, and more. If you need help, please ask!

SECTION IV:

APARTMENT CONDITION & UPKEEP

When you arrive, your apartment has been made move-in ready for you. Repairs have been made and the apartment has been cleaned.

APARTMENT CONDITION

- Condition of rooms and common areas within individual apartments is assessed at the time of move-in by the resident using the Apartment Condition Form (see below) 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 Willowbrook Woods, unless an individual member takes responsibility for the violation.
- Common areas and individual bedrooms should NOT be modified in any way (i.e. painting, adding shelves, etc.), nor should furniture be moved or disassembled.
- Rooms and common areas are to be kept clean and sanitary, including proper disposal of trash.
- Furniture supplied by Willowbrook Woods is NOT to be placed on the balconies. If furniture is found on the balconies, the resident(s) will be charged the cost of replacement. Only patio furniture is allowed on the balcony.
- Residents will be charged for cleaning if, upon move-out, the apartment is not in a state ready for someone to move in (i.e. all trash and personal items are removed, bathroom sink, bathtub, toilet and floor is cleaned, all carpets vacuumed, refrigerator, stove, cabinets, sink and floor are cleaned, etc.)
- Furniture provided by Willowbrook Woods must remain in designated rooms and apartments (i.e. common furniture such as couches should remain in the designated apartment's common area) and remain on Willowbrook Woods property.
- Residents MUST report damages and maintenance problems promptly. (See Work Orders.)

APARTMENT CONDITION FORMS

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

PHYSICAL PLANT WORK ORDERS

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

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

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

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

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

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

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

HEALTH & SAFETY INSPECTIONS

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

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 (see below). Roommates are strongly encouraged to agree among themselves how/when to clean the apartment (see Section V: Assignments, Roommate Agreements & Room Switches). 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 their living environment must promptly notify a member of Residence Life Staff.

DAMAGES & FEES

There are 3 broad methods of managing property damage.

1. Whenever a particular resident (or group of residents such as roommates) damages property belonging to Willowbrook Woods / Allegany College of Maryland and such damage is committed by accident or through negligence, the resident(s) will be **billed** for the damage. Residence Life 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, Residence Life 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.

*Residence Life staff relies heavily upon all residents to report damages immediately and to provide information to 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!

COMMON PESTS

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

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.

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

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

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

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

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

ANIMALS

Willowbrook Woods restricts the presence of animals in its on-campus residential community. Pets are prohibited for any resident except for (1) fish in a tank no larger than 10 gallons and (2) professional residence life staff who live in Willowbrook Woods as a condition of employment on a year-round basis.

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

Residents who have one service animal or one AA&DR approved emotional support animal as an accommodation must comply with the Willowbrook Woods animal policy and satisfy all required procedures before bringing the animal on-site. Contact Residence Life or Student Affairs for those documents. Failure to complete the required procedures will result in the animal's prompt removal and disciplinary action as appropriate.

Only the resident whose service animal or emotional support animal has been cleared by Residence Life may have possession or custody of the animal. Other residents are not permitted to assume any possession or care for the animal.

Any resident with concerns about an approved animal in Willowbrook Woods (eg., roommates with allergies) should promptly contact Residence Life for assistance.

SECTION V: AMENITIES, SERVICES, & RESOURCES

THE CLUBHOUSE, RESIDENT SUPPORT SUITE, 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 WW news, and more. Although Residence Life 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 Clubhouse 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, upcoming events, key campus services/resources, safety, and news updates from Residence Life staff. The Clubhouse is the hub around which Willowbrook Woods functions. Residents can reserve the Clubhouse for their own functions by requesting and submitting a reservation form at least two business days in advance.

Resident Support Suite (RSS): The Resident Support Suite is located in Building 5 and is an auxiliary office space for the Area Coordinators, the Student Support Coordinator, and Campus Safety/Special Police. The Area Coordinators will alternate their time between the Clubhouse Office and their personal office in the RSS. The Student Support Coordinator will be in the RSS on designated days/times to provide emotional support, guidance, and resources to students in need. This space also includes a meeting area for small group meetings/mediations.

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

- Student Life sponsors recreational and/or educational programs during the Fall and Spring semesters. Some of the popular programs offered in recent years include ACM Days, Real Deal Crazy Game Show, Clearly You Crystals, 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 College to Community Partnership Center 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.

INTERNET

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 <https://www.allegany.edu/wifi/index.html> . 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 IT HelpDesk Line is 301-784-5444. For On-Campus assistance, students can submit a HelpDesk Ticket online by going to <https://www.allegany.edu/it-helpdesk/student-helpdesk-form.html> or visit the HelpDesk in the Technology Building, room 20. The Technology HelpDesk is open from 8AM until 6PM (Monday through Thursday) and 8AM until 4PM (Friday) or you can send an email to studenthelpdesk@allegany.edu . The Help Desk will return after hours telephone calls and inquires when it re-opens the next business day.

Additional internet/cable services may be purchased through Breezeline the local provider. Any equipment/costs are the resident’s responsibility.

MAILBOXES, MAIL KEYS, AND PACKAGE DELIVERY

- The mailboxes at Willowbrook Woods are the property and responsibility of the United States Postal Service (USPS). Residence Life staff **DOES NOT** have access to a resident's mailbox NOR do we have copies of your mailbox key. Lost keys MUST be replaced. Cost of a new lock and key is \$11.55.
- Students MUST check their mailboxes, as it is an official form of receiving communication.
- **MAIL NOT COLLECTED IN MAILBOXES IS RETURNED BY USPS FOLLOWING THEIR PROCEDURES.**
- It is the student's responsibility to ensure that an accurate mailing address is on record with the College, the United States Postal Service, and third party vendors/shipping entities. It is also the student's responsibility to schedule delivery of mail and packages when the student is residing in Willowbrook Woods. Neither Allegany College of Maryland nor Willowbrook Woods assumes responsibility for any mail or package; such items shall be marked "Return to Sender" if received when the student is not residing in Willowbrook Woods.
- When a resident moves out of Willowbrook Woods they are responsible for notifying the United States Postal Service of their change of address. Residents will also be required to complete a change of address form for the Post Office upon moving out. The form is available online by visiting www.usps.com/move.
- **MAILING ADDRESS:**
 - Building 1: 10250 Willow Woods Court, Apt.____ • Cumberland, MD 21502
 - Building 2: 10260 Willow Woods Court, Apt.____ • Cumberland, MD 21502
 - Building 3: 10270 Willow Woods Court, Apt.____ • Cumberland, MD 21502
 - Building 4: 10280 Willow Woods Court, Apt.____ • Cumberland, MD 21502
 - Building 5: 10290 Willow Woods Court, Apt.____ • 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. Residents will be notified by the Mailroom to pick up their package once it has been received. 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.

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 C (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

Allegheny College of Maryland's Dining Service is provided by Metz. In addition to accepting cash, debit, and credit cards, Metz offers a debit type card that can only be used in the cafeteria for purchases. These cards can be purchased in the cafeteria with cash, debit or credit card. If students have funds available, they can use their Financial Aid to purchase a card. To do this, the student will go to the Campus Store to make a purchase and will be given a voucher to take to the cafeteria to exchange for the card. Funds can be added to the card throughout the Fall and Spring semesters. Specific information regarding pricing, menus, and hours of operation can be obtained by contacting the manager at (301) 784-5335. There is no dining services on campus in the evenings and 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.**

ASSIGNMENTS, ROOMMATE AGREEMENTS & ROOM SWITCHES

Room Assignments

Room assignments are made by Residence Life based upon information provided in the Roommate Matching Form each applicant submitted as well as unique needs dictated by the facility and community needs. Compatibility to promote harmonious living is a priority, and Residence Life personnel are experienced to match residents to minimize the common sources of conflict. Some standards in making room assignments:

- Apartments are designed for four occupants, so four residents are typically assigned to each apartment.
- Apartments are not coed.
- Residents may request to live with each other, and staff will meet those requests where possible.
- Residents may not request single apartments.
- Residents are required to live in their assigned apartment.
- Any apartments with fewer than four occupants are subject to the addition of new occupant(s) at any time at the discretion of Residence Life Staff.
- Residence Life staff may consolidate apartments as needed for departures or room switches.

Upon moving into Willowbrook Woods, all residents must complete a Roommate Agreement. The Roommate Agreement form will be provided to you by staff. This form is a guide to help occupants in an apartment decide – in the beginning – how to live together harmoniously. You will discuss and agree to various subjects including noise, cooking, guests, sharing personal property, and more. If you need help navigating this discussion, ask staff. The Roommate Agreement is turned into staff. Residents are bound by this agreement unless/until it is changed by mutual agreement. If any conflict arises later, the roommates should refer to the agreement and follow whatever you decided in the beginning. If you cannot resolve the conflict, ask staff for help.

Room Switches

Residents may not switch apartments unless one of these conditions apply:

- » Roommate conflict that cannot be resolved via mediation with staff. If mediation fails, all roommates may be required to move to new apartments.
- » Health reasons such as an allergy that requires an accommodation approved by Academic Access & Disability Resources.
- » As directed by Staff.

\$35 room switch fee may be applied to the residents' housing account.

Residents who switch rooms must complete a new Apartment Condition Form and a new Roommate Agreement; both must be submitted to staff.

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

SUPERNOVA SCHOLARSHIP

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.

The Supernova Scholarship is funded by College Park Associates through the Allegany College of Maryland Foundation. Up to two residents will be selected in the Spring Semester to receive a scholarship that will be applied to their housing account; and be recognized at the spring All-College Awards Ceremony.

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

SECTION VI: RESIDENT RESPONSIBILITIES

INTRODUCTION

Residence Life is committed to providing a safe, comfortable, just, caring and mutually respectful community. We offer many supports, services, and protocols to create the best possible living/learning environment for all residents. Willowbrook Woods is your community. You have a role in developing that sense of community, being a good citizen, and being a good roommate and neighbor. All residents share these responsibilities.

STUDENT COMMUNICATION POLICY

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

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

FAMILY EDUCATIONAL RIGHTS & PRIVACY ACT (FERPA)

Federal law enforced by the Department of Education requires institutions of higher education to do certain things and prohibits other things. Non-compliance with FERPA jeopardizes the College’s financial aid funding and exposes the institution to liability if students’ rights are violated. Allegany College of Maryland has a policy and practices that align with FERPA. See allegany.edu/legal-information/index.html to read the policy, an information sheet, and Frequently Asked Questions. Generally, a student must sign a release before any specific information about a student may be shared with any third party – including a parent. Even with a release, however, staff will require the resident to manage their own matters in furtherance of our responsibility to develop students’ personal development and independence. Students will have any particular information about matters arising on campus or in Willowbrook Woods in writing; students are free to share that information with whomever they wish.

PERSONAL CONDUCT AND DECISION-MAKING

When applying to Willowbrook Woods, you read, understood, and signed “Expectations of Applicants and Residents” Those standards apply during your entire stay at Willowbrook Woods.

ALL STUDENTS MUST KNOW HOW TO:

- » greet people courteously / mind their manners
- » follow directions
- » get themselves up for school/work every day
- » make and follow a budget
- » purchase their own groceries and cook their own meals
- » clean up after themselves and keep their living quarters clean
- » dispose of trash properly
- » do their own laundry
- » care for themselves if they become sick (including how to get to a doctor and get medication)
- » obtain transportation (bus, cab, ride-share) to get where they need to go if they do not have a vehicle or don't drive.

ALL STUDENTS MUST HANDLE SITUATIONS APPROPRIATELY, SPECIFICALLY :

- » you will attend all classes.
- » if you have free time from studying, you will get involved on campus: join student organizations, participate in campus activities, and/or find healthy & fun things to do.
- » you will ask if you have questions or need help.
- » if you disagree with someone or get angry about something, you will try to resolve it peacefully and maturely.
- » if you feel you have been disrespected, stay calm and rise above it.
- » if you hear gossip, you will be supportive of the person being targeted.
- » if someone is making so much noise that you can't sleep or read or hear the TV, you will calmly go speak to that person and ask them to lower the volume.
- » if something is stolen from you, you will report it to the proper authorities – not retaliate or steal it back.
- » if someone is drinking or using drugs in your presence, you will ask them to stop and leave the area. We are a dry, clean, and clear campus.
- » you will never put your hands on someone else without their consent.
- » if you See Something, Say Something and if you have information about an incident and/or are asked for help by College Officials, you will cooperate fully. We reject the “snitches get stitches” mentality!
- » when you meet new people, you will get acquainted in public areas and only invite them into your apartment after they have become trusted friends.
- » you are ready to meet and make friends with people who are different from you (eg., race, ethnicity, nationality, language, age, veteran status, gender/gender identity, sexual orientation, disability, religion) .

In college, you have more control over your choices and have a higher level of responsibility. All students should want to live in a community where people look out for each other, are kind to each other, and treat one another with respect.

By 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 includes a detailed list of the standards of behavior expected of all Allegany College of Maryland students. See below. 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 in Section III. It is your responsibility to notify your guarantor of any disciplinary expulsion.

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. 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 Title IX Policy information and accompanying procedures on www.allegany.edu/titleIX for details – including the definition of “consent” and other important terms. It is each student’s responsibility to ensure that their actions comply with this policy and do not endanger the health, safety, or wellbeing of any other person.

If you are aware of an act of misconduct under the Code of Student Conduct, Title IX policy, or other inappropriate behavior (on campus or off-campus) by a student, promptly report the matter to Campus Safety/Special Police.

CODE OF STUDENT CONDUCT

Students enrolling at the College assume an obligation to conduct themselves in a manner compatible with the College’s function as an educational institution and community partner. 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, and 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.

The Code of Student Conduct applies to all students upon enrollment in a credit course. Students are required to follow the Code of Student Conduct as well as other College policies and local/state/federal laws. The Code of Student Conduct applies on and off-campus. Reports of alleged misconduct may prompt disciplinary action. If an accused student presents a danger to any person or the campus, the student may be suspended pending resolution of the case. Students are entitled to written notice of the allegation(s), the Conduct violation(s) they are alleged to have committed, a hearing to tell their side of the story, and written notice of the findings. Notices are provided via student email; students are responsible for monitoring their email and following directions. Findings include whether the student has been found responsible for any violation(s) and, if so, what the consequence (or sanction) will be. No student shall be presumed responsible unless/until proven responsible; the standard of proof is preponderance of the evidence. Appeals are limited. The Code of Student Conduct is an administrative process; proceedings non-legal in nature and are, therefore, not subject to the same rules, procedures, and standards of proof as legal proceedings.

WHAT YOU NEED TO DO:

Do not commit any acts of misconduct. Period. If you are unsure what is permitted and what is not permitted, review the entire Code of Student Conduct which is in the Student Handbook. ACM is an educational institution that is learner centered, so we urge you to LEARN. Report any acts misconduct. Participate in any disciplinary matter for which you receive a notice (as victim, accused, or witness). Tell the truth. Do not retaliate against any person who reports and/or cooperates with an investigation.

TITLE IX POLICY

Title IX is federal law that prohibits specific interpersonal conduct as well as discrimination against any person on the basis of sex in any education program or activity; it is implemented via federal regulations, and the College has policy/procedures to comply with this federal mandate. Conduct which violates Title IX include **SEXUAL ASSAULT, ABUSIVE RELATIONSHIPS, STALKING, SEXUAL HARASSMENT, GENDER DISCRIMINATION, SEXUAL EXPLOITATION**, and more.

WHAT YOU NEED TO KNOW:

- What acts are prohibited. Educate yourself about important topics like healthy relationships, consent, and sexual harassment.
- If you are unsure what is permitted and what is not permitted, review the abundant information about healthy relationships, consent, risk reduction, Do's/Don'ts, and more on the dedicated website: <https://www.allegany.edu/title-ix/index.html>
- **Do not commit any of these acts, period.** Violations can occur in private, in public, and on social media.
- Never put your hands on someone without their consent. Always get a YES.
- Social Media / Internet: Be careful what you post, what you share, and what you comment/like. Sexual harassment and sexual exploitation can easily happen in cyberspace, so use caution.
- Do not gossip about others. If you always treat others with respect and kindness, you need not worry about hurting someone and being investigated.
- Set a good example. Be the kind of person your peers admire and aspire to be. Ask if your family would be proud of your actions? What about a future employer?
- Student Athletes: be advised that if you plan to transfer to a four-year college after ACM, they will ask (And ACM must disclose) if you were the subject of any Title IX investigation.
- **Report any violations immediately.** Contact Campus Safety/Special Police or professional Residence Life staff right away. Any report will be given to the Title IX Coordinator who will then contact you to discuss the situation, to provide supportive measures, and to decide the next steps.
- Reports can be resolved informally or with a formal investigation. Decisions are made on a case-by-case basis.
- If you are notified about an investigation (as the Complainant, Respondent, or Witness), cooperate fully.
- Never retaliate against anyone who is involved in a report or formal complaint.
- Participate in campus events and programs designed to educate students and employees about Title IX.

NO TRESPASSING LIST

Willowbrook Woods maintains and posts a list of persons who are banned from Willowbrook Woods Housing property. This list is extremely important for the safety of everyone since people can be banned for a variety of reasons – including past violent or otherwise dangerous behavior, resident expulsion, non-renewal of housing contract, and court orders. People on the list may or may not have been prior residents. They may or may not be students. Staff determines who is banned, why, and for how long. Willowbrook Woods property begins at Old Willowbrook Road, so banned persons (and their vehicles) must stop at the bottom of the Willowbrook Woods entrance road.

Each resident is responsible for checking the list at least weekly, and **RESIDENTS ARE NOT PERMITTED TO HOST, ACCOMPANY, OR OTHERWISE ENABLE A BANNED PERSON TO BE ON WILLOWBROOK WOODS PROPERTY.** Residents who do so will face disciplinary action which could result in expulsion from Willowbrook Woods. Partly for this reason, we ask that all residents make sure they know the first and last names of every person with whom they associate – including visitors to their apartment and their roommates' guests. If a resident (or any person) is aware that a trespasser is in Willowbrook Woods, the resident should exit the area and notify Security immediately. Trespassers will be removed and could be prosecuted. If they are students, they will also face disciplinary action.

WILLOWBROOK WOODS IS CLEAN, CLEAR, AND DRY

DRUGS & ALCOHOL

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

Per the College's Heroin and Opioid Policy

PROHIBITED ACTS

- Allegany College of Maryland prohibits the unlawful possession, use, and distribution of illicit drugs and/or alcohol.
- Alcohol is not permitted on campus unless approved in advance by the College President.
- Drug paraphernalia is not permitted on campus unless approved in advance by the College President.
- No person is permitted on campus impaired by the use of drugs and/or alcohol.
- No person is permitted to participate in a College-sponsored or College-sanctioned activity or event impaired by the use of drugs and/or alcohol.
- No person is permitted to operate a vehicle or machinery on campus or as part of a College-sponsored or College-sanctioned activity impaired by the use of drugs and/or alcohol.

MARIJUANA

The law in Maryland changed effective 7/1/23 which legalized some personal use by persons over the age of 21 years. However, marijuana is still not permitted on ACM property or in any ACM activity (on or off-campus) – regardless of quantity or your age. And you may not be impaired by any substance including marijuana while on campus or engaged in any college activity. If you are suspected of being impaired by any person, Security can be notified to remove you from the class/office/activity and conduct an assessment. Disciplinary action will be initiated for any violation. Also, College employees are empowered to ask any student to leave a class/office/activity if you have an odor* of marijuana about your person.

*Or any odor that is offensive, distracting, risks allergic reaction.

If you are using marijuana to self-medicate for personal problems, use the College's free counseling and support resources.

SMOKING/TOBACCO

Per the College's Tobacco/Smoking Policy, tobacco, tobacco product(s), and/or tobacco substitute(s) are strictly prohibited on any property owned, operated, or managed by Allegany College of Maryland including – but not limited to – buildings, parking lots, vehicles, and fields/lawns. Smoking and use of any tobacco products are thus prohibited at Willowbrook Woods. 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. 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.

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 wax warmers are permitted. Candles for religious purposes must have prior approval from the Residence Life staff.
- Oil lamps
- Fireworks (*including sparklers*)
- Tapestries and other wall hangings (*including flags and posters that cover more than 1/2 of the wall space.*) *None should be hung on the ceiling or from the sprinklers.*
- Dart Boards
- Gasoline powered items (*i.e. moped, motorcycles*) or other components. *Any gasoline-powered mode of transportation MUST be stored outside, and NOT on apartment balconies.*
- Any mind-altering substance (*including synthetic drugs and abused prescription medication*)
- Hookahs & similar smoking devices
- Alcoholic beverages
- Any alcohol related items that include alcohol in its packing and intended use, including but not limited to:
 - (1) Alcohol bottles or containers such as shot glasses and flasks for decorative or any other purposes
 - (2) "Beer bong" or other items that promote the consumption of alcohol
 - (3) "Beer pong tables" and other items that promote "games" designed for alcohol consumption
- Drugs (including Marijuana)
- 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, air soft guns, splat or orbeez water guns, ammunition, and any weapon (*or lookalike/toy*) *regardless if for decorative purposes.*
- Any weapon or ordinary item used/wielded as a weapon.
- Unauthorized items *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

Residence Life staff reserves the right to add similar and/or other demonstrably dangerous items as needed.

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

Any student who brings any banned item to Allegany College of Maryland (including the main campus and Willowbrook Woods) is strictly liable for injuries/damages.

WW GUEST PROCEDURES & RULES

Guest rules/procedures apply to ALL visitors to Willowbrook Woods unless expressly permitted by policy

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

- No guests will be admitted to Willowbrook Woods housing unless their host is present at the gate.
- Hosts must register each guest and be present when the guest enters.
- Residents are not permitted to register any person fraudulently.
- Residents may host no more than 1 guest at any given time. (Exceptions may be made for parents/guardians.)
- Residents are not permitted to register any person fraudulently.
- Each guest must sign in at the gate house, identify their host, identify the host's apartment, agree to follow all rules/procedures, and leave a photo ID with the guard. The ID may be a driver's license, a state-issued ID card, or a school-issued ID card.
- Guests must park in a designated Visitor Parking area.
- Each guest must display a GUEST BADGE at all times.
- Guests are not permitted to bring contraband or any banned item onto Willowbrook Woods property.
- **Each guest must be with their host at all times.**
- Before leaving, each guest must return the guest badge and retrieve their personal ID.
- Guests are permitted in Willowbrook Woods from 8:00 AM – 10:00 PM
- No guests are permitted in WW housing when Willowbrook Woods is closed (ie. Supplemental contract terms).
- Overnight guests are permitted only with the consent of all roommates and with permission from WW Housing Staff and Security. See the Overnight Guest Registration Procedures/Form. (NO overnight guests are permitted on move-in weekend.)
- No one under age 18 will be admitted without advance written permission from their parent/guardian; no one under age 5 will be admitted without their parent/guardian who must be with the child at all times. See the Minor Guest Visit - Parental/Guardian Permission Form.
- Willowbrook Woods/ACM provides no supplies, materials, or services to guests.
- Residents are responsible for their guests' damages, lost badges, violations, etc.; Hosts whose guests violate these policies and/or the Code of Student Conduct will face disciplinary action.
- Guests who violate these policies and/or the Code of Student Conduct may be banned from housing; guests who are students may also face disciplinary action.
- Willowbrook Woods/ACM reserve the right to modify or restrict guest privileges for individual residents or all residents if/when there is a demonstrated safety need.

Any person who is banned from Willowbrook Woods will be placed on the No Trespassing List for an indefinite period of time; to seek restoration of guests privileges, a banned person must submit the Petition for Exception. The petition can be obtained from a Professional Residence Life Staff member.

NEIGHBORS AND SURROUNDING PROPERTY

Much of the area around Willowbrook Woods is private property, including **Cumberland Meadows** (our neighboring complex.) Only residents of that complex and their invited guests are permitted on the property.

The Allegany County Commissioners, in partnership with Allegany College of Maryland (ACM), are developing approximately 24 acres of land into a community-based outdoor sports/recreation complex on the current ground of ACM called the **Willowbrook Outdoor Wellness (WOW) Complex**. The WOW Complex will be an addition to the current ACM outdoor athletic facilities and will create a unique recreational experience for the surrounding community.

The project will be completed in two (2) phases. Phase 1 will include outdoor kinetics park, extension of current walking path from ACM, outdoor educational classroom pavilion, access roads and parking areas. Phase 2 will include an artificial turf soccer/football field, natural grass multi-use fields, addition of a woodland trail to the current walking path, concession/restrooms/storage building, and additional parking area. Both phases are scheduled to be complete by August 2025.

SECTION VII: SAFETY & SECURITY

INTRODUCTION

Campus Safety/Special Police is charged with operating the Willowbrook Woods Gatehouse which is staffed 24 hours when Willowbrook Woods is open. Gatehouse Security perform many vital functions to keep residents safe.

- The non-emergency phone number for Gatehouse Security is **(301) 784-5196**.
- Detailed information here: <https://www.allegany.edu/campus-safety-special-police/index.html>
- We are a **See Something / Say Something!** campus

In addition to many measures on the main campus, Campus Safety/Special Police offers the following safety measures/services to Willowbrook Woods residents:

- 24-hour Staffed Security Gatehouse at the gated Willowbrook Woods on-campus housing.
- Responding to emergencies and managing any safety incidents that occur
- Responding to requests for assistance
- E-Safe emergency notification system
- Security cameras
- Fire drills
- Public criminal record checks for each applicant to student housing
- Escort to/from campus locations, vehicles upon request by any person
- Patrols
- Training of all guards in the administration of first aid, AED, and Naloxone for heroin/opioid overdose.
- Training of all guards and Resident Assistants in the proper use of fire extinguishers.
- Engraving of personal property (including electronics)
- Lost and found
- Accident/damage reports for Finance/insurance
- Run/Hide/Fight active shooter protocol. A training video is posted on the CS/SP website for anyone to view.
- Color Codes for emergencies have been created and added to Photo ID cards.
- Vehicle searches as necessary and approved by the Director
- No Trespassing List (some persons not permitted on the property for safety reasons)
- Enforcement of guest registration, procedures, and badges
- Strict controls over access to and use of master keys
- Fence line along the only open neighboring land
- Coordination and communication with local law enforcement and fire departments

EMERGENCIES

Any person experiencing a health or safety emergency should immediately seek help.

- Call 911 or (301) 784-5555 for emergencies

What is an emergency? Fire, severe injury, life-threatening medical incident, suicide attempt, suicidal ideation, missing person, overdose, active shooter, violent crime, natural disaster, severe weather incident, broken water line, no water, no electricity/heat, broken/unsecured door or window, malfunctioning fire safety equipment, wild animal bite.

REPORTING 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. Any incident or concern related to individual or campus safety should immediately be reported to Campus Safety/Special Police which will accept all reports and take the appropriate action. Non-emergencies may be reported to Security or Residence Life Staff. The College will not retaliate against any person making a report and will not tolerate retaliation by others.

EMERGENCY NOTIFICATION SERVICE (E-SAFE)

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!

GATEHOUSE

The Gatehouse serves as the only entry point into Willowbrook Woods. The Campus Safety staff are there to help keep the community safe!

SHOW YOUR WILLOWBROOK WOODS STUDENT ID CARD

- Upon arriving at the Gatehouse, residents **MUST** stop and show their Willowbrook Woods Student ID cards.
 - You must show your ID each time you enter Willowbrook Woods.
- Residents are also required to always carry their ID with them, even within Willowbrook Woods.

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.**

DRIVING AND WILLOWBROOK WOODS

- DRIVE SLOWLY. Obey the campus speed limit.
 - There are many pedestrians walking both a Willowbrook Woods and on the main portion of campus.
- Wait for the gate at the Gatehouse
 - Only ONE vehicle is permitted to enter and exit at a time.
- Be aware of the stop sign at the bottom of the hill as you leave Willowbrook Woods.
- Yield to traffic when turning into Willowbrook Woods.

VEHICLES & VEHICLE SEARCHES

All vehicles entering Willowbrook Woods must comply with Maryland’s Motor Vehicle Code; non-compliant vehicles will be denied entry (eg., expired tags, malfunctioning equipment, window tinting, etc.). Additionally, residents who wish to have a vehicle in Willowbrook Woods for more than 72 hours must obtain a FREE registration sticker from Security; to obtain the sticker, the car must pass a visual inspection by Security, and verification of a valid driver’s

license, registration and insurance. All other non-Staff vehicles entering Willowbrook Woods are deemed visitor vehicles which must be parked in the designated visitor parking areas.

The Director of Campus Safety and Special Police may authorize Gatehouse Security to conduct vehicle searches (including trunks) at random or due to a specific concern. Reason to believe there is something in the vehicle that shouldn't be credible threat to the community random 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.

THEFT PREVENTION

Theft can happen to anyone, anywhere, anytime. No person has the right to take property belonging to another person without permission, and theft is a crime without justification. Identity theft is a growing threat to everyone, and can be very difficult to fix. There are things you can do to minimize your risk of being a victim of this crime.

- Keep Doors and Windows LOCKED
- Don't leave Valuable Items Unattended (in common area, Clubhouse, Café, Library, etc.)
- Engrave Your Valuable Items
- Write Down or Take a Photo of Your Model & Serial Numbers for Electronic Devices
- Don't advertise or Keep Large Amounts of Money in Your Room
 - Keep it in the Bank!

- Residents are encouraged to purchase insurance for their personal property. **Neither ACM nor Willowbrook Woods are responsible for any losses**
- Do not admit someone to your apartment/room whom you do not know (full names, where they live, etc.)
- Do not allow people to enter your apartment unless you or your roommate have opened the door and let them in
- Never let someone else use your credit card, Chime, Paypal, or other digital payment method.
- Never give anyone your account password or PIN
- Guard your personally identifiable information
- Never leave your computer or phone open where someone can access it

PERSONAL SAFETY TIPS

Willowbrook Woods is a very safe community thanks to security staff, safety protocols, residence life staff, carefully screened applications, disciplinary procedures, and other deliberate measures in place for YOU. However, there are still bad people in this world or persons who lack self-control/impulse control. There are things you can do to minimize your risk of being the victim of a violent crime or other misconduct.

Things you should do to stay safe:

- Be aware of your surroundings.
- Keep your doors and windows locked.
- Know who you are with by asking their full name, not just their nickname.
- Don't let anyone into your apartment that you don't know.
- If you go out at night, don't go alone and walk in well-lit areas.
- When you go off-campus, bring a friend or let them know where you are going and when you will be back.
- Avoid off-campus parties.
 - They can become violent events.
- Walk away from dangerous situations.
- Do not go anywhere with someone you do not know.
- Never get into a car with a driver who has been drinking/using drugs.
- Report any threat of harm immediately.
- Do not engage in the exchange of threats or hostile words.
- If a conflict arises, ask staff for help.

WELLBEING CHECKS

At times, ACM will receive inquiries from parents and other loved ones concerned about you. ACM will make every attempt to locate you and pass along information about the concern that is raised.

Please remember that others do care about you and want to make sure you are okay.

MISSING STUDENT

If you believe a student is missing or in danger, report this concern immediately. Provide as much information as you can including any health issues the student may have, any locations the student might be found, friends/associates who might know where the student is, social media accounts/posts, and whether there is any reason to suspect foul play. Both local law enforcement and the College will undertake the necessary actions to search for the missing student. (The College has a protocol and will prioritize locating the missing student.) Once found, the student will receive any treatment, care, and any other services that they need. If the student has been the victim of a crime, the College will support charges and court orders of protection.

- ✓ **Always call 911 in an emergency**
- ✓ Call Campus Safety/Special Police at (301) 784-5555
- ✓ Call Willowbrook Woods Security at (301) 784-5196
- ✓ Contact Cumberland Police Department at (301) 777-1600

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

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 (in the Student Handbook) for a detailed list of the standards of behavior expected of all Allegany College of Maryland students.

KEYS, LOCKOUTS, AND STAFF KEY-INS

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

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

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

Staff Key-In/Entry

Residence Life 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, health & safety inspection, suspected criminal activity, equipment failure, mechanical failure, natural disaster, pest control and maintenance/custodial work order. Professional Residence Life Staff reserves the right to enter an apartment or bedroom to enforce health and safety policies. Whenever possible, the College official will knock prior to entering an apartment or individual room. At all times, College staff will make every effort to avoid embarrassing or unduly inconveniencing any resident or guest of Willowbrook Woods.

FIRE SAFETY & PREVENTION

Each apartment in Willowbrook Woods is fully equipped with smoke detectors, sprinklers, and a fire extinguisher. Fire evacuation plans have been posted in all apartments. Please be prepared in case you need to use it. Each floor has a manual-pull fire alarm in the breezeway. Additionally, Willowbrook Woods is monitored electronically and notifies 911 dispatchers whenever the systems are activated. Fire extinguishers are inspected annually by a local vendor; if used during the year, they are immediately refilled. Other safety systems include the live-in Area Coordinators, 5 Resident Assistants who conduct regular, nightly rounds. Gatehouse Security and Campus Security lists, no one is permitted to smoke inside the apartments! See the prohibited items list on page 25. This list includes electrical - candles/incense. No one is permitted to smoke in Willowbrook Woods. No one is permitted to cook cleaning products or other dangerous chemicals. If an alarm is activated or a fire is caused by any substances or behaviors which are prohibited by law or policy, the resident(s) face disciplinary action as well as fines by the local Fire Marshall. Finally, the local Fire Marshall inspects Willowbrook Woods each summer prior to the residents' late August arrival.

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

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

- Never tamper with or remove fire extinguishers.
- Never tamper with or remove smoke detectors.
- Never put cloth or paper in a heating/cooling vent.
- Never leave the stove or oven unattended.
- Never pour water on a grease fire.
- Leave the building immediately upon the sound of a fire alarm.
- 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.

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), Residence Life 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.

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): **for all buildings - Outer edge of the parking lot adjacent to your building**

***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.

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 www.redcross.org/get-help/how-to-prepare-for-emergencies/survival-kit-supplies.html for a comprehensive disaster preparedness kit.
- Always monitor the weather via television, radio, or internet. In an emergency, stay tuned to the radio or television (eg., Weather Channel) for news.
>> Local radio stations: 91.9 FM, 94.1 FM, 106.1 FM 100.5 FM
- When severe weather is in the forecast, make sure you have several days' non-perishable food on hand that does not require cooking.
- **Register for e-SAFE!** (It's free and easy. Go to <https://www.allegany.edu/esafe/index.html> . Once you've signed up, the College will notify you of any emergencies and tell you what you need to do.)
- Monitor your student email before and during a severe weather event. Important information will be communicated via email – particularly if the severe weather event occurs during a scheduled College break (eg., winter/spring closures), and we will notify you via email of any changes to Willowbrook Woods' opening/closing schedule due to weather or other emergency.
- Residents will be directed where to park their cars before a snow event to allow for removal of the snow.
- 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: www.alleganygov.org/AlertCenter.aspx
- 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 Student Housing Contract), 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 Coordinators.....	301-784-5638
Director of Student & Residence Life.....	301-784-5205
Resident Assistant Duty Phone.....	301-876-7149 (5 p.m. – 8 a.m.)
Gate House Security	301-784-5196
Director of Campus Safety & Special Police.....	301-784-5699
Dean of Student & Legal Affairs	301-784-5206
Business Office	301-784-5227
Student Support Coordinator.....	301-784-5115
Director of Student Support & Education.....	301-784-5206
Advising Center	301-784-5198
Director of Physical Plant.....	301-784-5261
Campus Store.....	301-784-5348
Financial Aid Office	301-784-5213
Food Service Management	301-784-5335
Inclement Weather	301-784-5000, the webpage, and/or the e-SAFE alert system
Library.....	301-784-5269
Learning Commons - Testing/Tutoring	301-784-5551
Testing Lab	301-784-5554
Tutoring/Study Labs	301-784-5669
Technology HelpDesk	301-784-5444

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

CABLE/INTERNET

Breezeline.....	888-536-9600
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URGENT NEED COMMUNITY RESOURCES

Counseling	UPMC-WM Outpatient Behavioral Health Services	240-964-8585
	Family Crisis Resource Center	301-759-9244
	Allegany County Health Department.....	301-759-5280
Food	The Pantry – On-campus resource	301-784-5314
	Western Maryland Food Bank	301-722-2797
Drug/Alcohol	Department of Social Services (food stamps/SNAP).....	301-784-7000
	Allegany County Health Department.....	301-777-5050
	Al-Anon Hotline	757-563-1600
	Western Maryland Intergroup of Alcoholics Anonymous.....	844-568-3422
	ADAC (Alternative Drug & Alcohol Counseling)	301-729-0340
Other	Western Maryland Recovery Services	301-724-1144
	Allegany Transit Authority (bus service)	301-722-6360
	Human Resources Development Commission	301-777-5970
	Salvation Army.....	301-777-7600
	Western Maryland Consortium	240-362-7329
	The Possibility Shop	240-410-0255

**Medical Resources are listed separately.*

DISABILITY SERVICES

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

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

MEDICAL RESOURCES IN THE COMMUNITY

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

HOSPITAL

UPMC WESTERN MARYLAND

12500 Willowbrook Rd, Cumberland, MD 240-964-7000 (www.wmhs.com)

*from ACM left onto Willowbrook Road

Prescription Medications: **PHARMACARE ON WILLOWBROOK** 301-759-0203

(located in the Medical Arts Building at UPMC Western Maryland, near the cafeteria)..... 301-759-0207 (FAX)

Students will need to provide:

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

CLINICS

ALLEGANY COUNTY HEALTH DEPARTMENT

Provides outpatient prevention only services as well as some in-patient programs

12501 Willowbrook Road, Cumberland, MD (within walking distance) 301-777-5600 (**Appointment necessary**)

UPMC Urgent Care

Open 8:00 am - 8:00 pm daily; 7 days a week

Cumberland - Industrial Blvd, Cumberland, MD..... 240-860-6618

Frostburg - 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

MEDEXPRESS URGENT CARE

1219 National Hwy., LaVale 301-729-0529

TRI-STATE COMMUNITY HEALTH CENTER

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

UPMC Western Maryland Primary Care Centers

1313 National Hwy., LaVale 240-362-0288

12502 Willowbrook Road, Suite 680, Cumberland, MD 240-860-6351

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.

APPENDIX A: MISCELLANEOUS FEE LIST

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

- Candles - \$15 each
- Trash - \$25 per bag
- ID Card Violations - 1st violation \$5, 2nd violation \$15, 3rd violation \$30, 4th violation \$60 & Student Conduction Investigation
- Smoking (including odor or smoke/vapor) - 1st violation \$100 per person, 2nd violation, \$200 per person & Student Conduction Investigation, 3rd violation \$300 per person & Student Conduction Investigation with possible expulsion
- Drugs (any evidence of activity including ashes, blunts, paraphernalia, etc.) - 1st violation \$200 per person, 2nd violation, \$400 per person & Student Conduction Investigation, 3rd violation \$600 per person & Student Conduction Investigation with likely expulsion
- Alcohol (any evidence of alcohol including bottles, cups with alcohol, etc.) - 1st violation \$200 per person, 2nd violation, \$400 per person & Student Conduction Investigation, 3rd violation \$600 per person & Student Conduction Investigation with likely expulsion
- Fire Safety (any signs of tampering with equipment, causing false alarms, or endangering others including bags over smoke detectors, detached smoke detectors, cooking cleaning products, etc.) - 1st violation \$300 per person, 2nd violation, \$600 per person & Student Conduction Investigation, 3rd violation \$900 per person & Student Conduction Investigation with likely expulsion
- Unauthorized animals: \$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 checkout 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 may 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.

Fees and damages found throughout the year will be added to their Willowbrook Woods account by the Business Office. Resident(s) will not receive grades, transcripts, or degrees until all financial obligations are satisfied.

APPENDIX B: EXPECTATIONS

EXPECTATION #1: ATTEND CLASS.

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

EXPECTATION #2: DO THE WORK.

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

EXPECTATION #3: ASK FOR HELP.

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

EXPECTATION #4: READ THE HANDBOOK.

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

EXPECTATION #5: RESPECT OTHERS.

One of the College's Core Values is Respect. Showing respect means many things, including being courteous in the classroom, hallway, library, cafeteria, courtyard, parking lot – anyplace you encounter other people. Respect also means treating others as you would like to be treated; insulting, humiliating, judging or ignoring another person can hurt 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, iPad, laptop, headphones, credit cards, 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 all scandals, it is usually the cover-up that gets people into trouble. Most problems can be resolved – unless one person decides to lie. Lying costs respect and trust, but a reputation for honesty will take you far in life. And you don't have to remember the truth; it just is.

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

APPENDIX C: FOOD & NUTRITION

**10
tips**

**Nutrition
Education Series**

build a healthy meal

10 tips for healthy meals



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

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

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



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

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



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

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

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

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

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



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

APPENDIX D: 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: <https://www.alleganygov.org/ACT> or 301-722-6360
- The bus stops at “the circle” by the flagpoles outside Humanities
- Bus schedules are posted on bulletin boards on campus, in the Clubhouse, 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 Campus Store. 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.

TAXI COMPANIES*

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

- 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.

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

TRAINS

Amtrak 800-872-7245
amtrak.com

BAYRUNNER SHUTTLE

..... 1-855-BAY-RUNR
 301-898-2571
www.BAYRUNNERS.com

APPENDIX E: TITLE IX FREQUENTLY ASKED QUESTIONS

SEX-BASED HARASSMENT & 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; sex-based harassment and sex discrimination are forms of discrimination under Title IX. The College's policy and procedures comply with all with all legal mandates under Title IX, Clery Act, Violence Against Women Act, Maryland State Law, and related laws are commonly referred to – collectively – as "Title IX." Many of the offenses under Title IX are also crimes which can be reported to the police.

Title IX also provides protections for students and employees who are pregnant.

All information related to Title IX may be found at <https://allegany.edu/title-ix/index.html>.

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

- ✓ Sex-based harassment is a general term that includes sexual assault, stalking, relationship violence, quid pro sexual harassment, and hostile environment sexual harassment.
- ✓ Sex discrimination is treating someone differently on the basis of their gender, gender identity, sexual orientation, sex stereotypes, and pregnancy.
- ✓ ACM prohibits sex-based harassment and sex discrimination in all its forms.
- ✓ All students, employees, and persons participating in a College-sponsored program or service are required to comply with Title IX – on **and** off-campus.
- ✓ Any person with knowledge of sex-based harassment and sex discrimination should report it immediately.
- ✓ The College will take the necessary action.
- ✓ ACM prohibits retaliation against any person involved in a Title IX matter.
- ✓ ACM provides protections for students and employees who are pregnant or have experienced certain conditions related to pregnancy.

3.) What do I do if someone tells me they experienced sex-based harassment or sex discrimination?

Students: Listen and be kind; urge the person to report what happened.

Employees: Listen and be kind; unless you have been designated as a confidential employee, you **must** promptly contact the Title IX Coordinator.

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

Reports should be made to the Title IX Coordinator who is charged with managing and overseeing all of Title IX.

Reports may be made to Campus Safety/Special Police or a College Official who are required to forward the report to the Title IX Coordinator. ACM strongly encourages all persons with knowledge of any misconduct to contact the Title IX Coordinator.

5.) Who is the Title IX Coordinator?

Dean of Student & Legal Affairs: Dr. Renee Conner
(301) 784-5206 / rconner@allegany.edu / College Center #12

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

The Title IX Coordinator will contact the Complainant with information about the policy and the process, gather preliminary information about what happened, determine what supportive measures are needed, and discuss options with the Complainant (*ie., the person reportedly harmed by misconduct*). Sometimes, matters can be resolved informally. Sometimes, matters require a formal investigation. If there is a formal investigation by Campus Safety/ Special Police, the parties will be notified in writing of the allegations and the process. Interviews will be conducted, evidence will be collected, and a detailed report will be written. The Respondent (*ie., the person accused of misconduct*) is presumed innocent and can only be found responsible if the allegation is proven; the standard of proof is preponderance of the evidence. The parties are treated equally throughout the process. Based on the report and any hearing, the Title IX Coordinator (in consultation with other Title IX Team Officials as needed) will determine if the Respondent violated policy and, if so, what the appropriate consequence(s) will be.

7.) Will the police be involved?

Maybe. ACM strongly encourages any crime to be reported to local law enforcement; ACM will assist Complainants in contacting police, but Complainants will not be compelled to pursue criminal charges. The Complainant may also seek a court order of protection if needed. Any police or court process is entirely separate from the College's Title IX process.

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

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

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

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

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

10.) What if someone starts talking about me or harassing me over this?

Report any concerns you have about what other people say/do to the Title IX Coordinator right away. The College, this policy, and the law do not permit retaliation. Steps will be taken to preserve the privacy of the parties, their ability to participate in programs/services, and the integrity of the process.

11.) What do I do if I am pregnant or someone tells me they are pregnant?

Students: Listen and be kind; urge the person to contact the Title IX Coordinator.

Employees: Listen and be kind; unless you have been specifically designated as a confidential employee, you **must** promptly contact the Title IX Coordinator.

Allegany College of Maryland does not discriminate on the basis of age, ancestry/national origin, color, disability, gender identity/expression, marital status, race, religion, sex, or sexual orientation in matters affecting employment or in providing access to programs and activities.

For inquiries related to this policy, Title IX, and ADA/504, please contact:

Dr. Renee Conner
Dean of Student and Legal Affairs
Title IX Coordinator
ADA/504 Coordinator
301-784-5206 / rconner@allegany.edu

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