



DEPARTMENT OF
RESIDENT LIFE

FREQUENTLY ASKED QUESTIONS - ELKTON HALL

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The safety, health, and well-being of each and every resident is a matter of utmost concern for the Departments of Resident Life and Residential Facilities at the University of Maryland. Mold has been reported throughout Elkton Hall, as well as isolated reports in other residence halls, and the issue has been exacerbated in recent days due to significant rain and high humidity in our area. We recognize and sincerely apologize for the inconvenience and concern this has caused our residents and their families. We want to assure students we are working as quickly as possible to eradicate the problem.

University staff has been working around the clock to thoroughly remediate the mold. We have taken a number of steps to address the issue, including hiring contractors who specialize in mold remediation; installing commercial-grade dehumidifiers in floor hallways; conducting inspections of rooms that have reported service requests; cleaning all surfaces, and cleaning or replacing furniture.

Why are Elkton Hall residents being relocated to local hotels?

Out of an abundance of caution, we need to relocate Elkton Hall students, floor by floor over a number of days, to local hotels to thoroughly access, clean and remediate when necessary every room and AC unit in the building.

HOTEL INFORMATION

What hotels will temporarily house students during these cleaning efforts?

We have reserved rooms at the following hotels:

[The Cambria](#) located at 8321 Baltimore Avenue, College Park

[The Hotel at the University of Maryland](#) located at 7777 Baltimore Avenue, College Park

[The College Park Marriott](#) located at 3501 University Boulevard, College Park

Why were these hotels selected?

We have selected Cambria, The Hotel at the University of Maryland, and College Park Marriott due to their proximity to campus. Each hotel had limited availability due to previous bookings which required our staff to make reservations at multiple hotels adjacent to campus.

Once I receive my assigned hotel location, can any changes be made?

No. Due to limited room availability and tight timelines, we are unable to make any changes to specific hotel assignments. Our goal is to thoroughly clean the building and transition students back to their residence hall room as quickly as possible.

Do the hotels have Wi-fi access?

Yes, each hotel provides complimentary wi-fi internet service.

Will hotels provide towels and daily service?

Yes, the hotels will provide daily towel service to rooms as long as students do not leave their "Do Not Disturb" signs on their doors. Bed linens will not be changed daily.

What else should students know about checking into their assigned hotel?

Students should be prepared to show their University of Maryland ID or other form of photo identification upon check-in at the hotel. Students will not be required to provide a credit card at check-in, however, students will be responsible for any incidental charges, including room service, and for any damages.

PACKING

What should students pack and for how many days?

Student will need to pack a bag of personal items needed, including *all* medications, computers, textbooks, clothing and any valuables, for up to one week's time. These items will go with you to the hotel. Students will not have access to belongings left behind until notice has been given that the cleaning is completed and students may return to the floor.

Will students need to take everything from their rooms?

No. A professional moving service will pack all remaining belongings in your room, label them with the appropriate room number, and store them securely. Stored items will be re-delivered to students' rooms after the floor has been cleaned and cleared for reentry.

What if I want to pack some of my own belongings?

A professional moving service will pack all remaining belongings in your room, label them with the appropriate room number, and store them securely. Stored items will be re-delivered to students' rooms after the floor has been cleaned and cleared for reentry. If students want to pack the belongings that they are not taking with them to their assigned hotel, they can certainly do so. Student can utilize clear, plastic bags available at the service desk to consolidate items or take items out of drawers so that it is easier to pack into boxes and make it easier for you to unpack. We encourage you to launder your belongings before you bag them up so you are ready to go when you return.

Do students need to remove posters from the walls or will movers do that?

Yes. Students will need to prepare their rooms so that movers can pack everything from the room so that rooms can be completely emptied and then cleaned.

What should I do if I have a carpet in my room?

Please leave your carpet in your room. The University's mold remediation specialists will HEPA vacuum all carpets.

What additional detail can you provide regarding what students must pack and how they should clear out their rooms? Will boxes be provided to students to pack their possessions?

The professional movers will take belongings and box up, remove, and secure any belongings that students don't take with them to the hotel. Other preparations should include:

- Students must complete a packing inventory to list all of the major items that you are leaving in your room that the movers will be packing for you. You can be as detailed as you'd like, but we recommend listing any electronics you are leaving in your room, and any other valuables.
- Students should take down posters or other items hung on walls or furniture, and take down curtains.
- If students want, they can utilize clear, plastic bags available at the service desk to consolidate items or take items out of drawers so that it is easier to pack into boxes and make it easier for you to unpack. We encourage you to launder your belongings before you bag them up so you are ready to go when you return.

SERVICES

Will buses be available to for Elkton Hall residents?

Yes, in addition, to all hotels being close to and within walking distance to campus, the UMD Department of Transportation Services will run a dedicated [Elkton UMD Shuttle](#) approximately every 40 minutes from Elkton Hall to the three area hotels from 7:00 am-11:00 pm daily to assist students with moving items to and from the hotel and to get to campus during the hotel stay. Outside shuttle route hours, the [UMD Nite Ride program](#) will be adapted to service the three hotels.

What meal options are available to Elkton Hall residents while they are temporarily assigned to a hotel?

Students can continue to use their on-campus dining plan as usual while they are assigned to a hotel. In addition, students will be allowed to carry out one meal each day while staying in their assigned hotel. Students can pick up the meal at 251 North. (Please note, on Saturdays only, this carryout option will be from The Ellicott Diner.)

Is parking available at the three hotels?

Given the hotels' proximity to campus, most students will not need a vehicle. The hotels are located in walking distance to campus. UMD Transportation Services has also arranged for a dedicated shuttle bus route to service the hotels. For students who require a car, parking is available at each location. Students can confirm details of specific parking location and requirements upon check-in to their assigned hotel.

What if I need temporary on-campus parking while I am staying at the hotel?

The UMD Department of Transportation Services has arranged to provide temporary parking permits for affected Elkton Hall residents for the days students are staying in their assigned hotel on a first-come, first-served basis. Any student who would like to request a temporary on-campus parking permit should visit this link to make a request directly to the Department of Transportation Services at <https://goo.gl/forms/0YEaeowtClcHdNE42>

Will there be laundry facilities at the hotels?

While the Marriott and Cambria have limited laundry service capacities, we have arranged for the washers and dryers in Elkton Hall to operation temporarily free of charge. Since students will only stay at the hotels for several days, we advise students to do their laundry before they leave for their assigned hotel or after they return.

What should I do about laundering my bedding and comforter?

Students should continue to launder their bedding and personal items using the washers and dryers in the Elkton Hall laundry room. These machines will continue to operate free of charge throughout the duration of the temporary relocation schedule. If students have a comforter that needs to be cleaned, students should pick up a clear, plastic bag from the Elkton Service Desk to bag it, label it, and deliver to the Elkton Hall classroom located across from the Service Desk. Staff will have it cleaned by a local vendor and it will be delivered back to the Service Desk and logged as a package. This program applies only to comforters, please. We are unable to send other items away to be laundered.

Will the University be notifying faculty members?

We encourage students to contact their faculty members directly. To support students who have been impacted by relocations, the University has sent a notice to all UMD faculty members. A copy of the notification sent to the faculty can be found at, [Notice Regarding Academic Accommodations for Affected Students](#).

What if I need additional time to complete class assignments because of this disruption, or become ill from the mold exposure and can't attend my classes?

We recognize that packing belongings, cleaning, and moving in the midst of the semester are unanticipated, time-consuming activities. Therefore, all faculty have been notified of this disruption and were asked to give every consideration for academic accommodation to affected students during this period. Faculty have also been alerted that students experiencing adverse health effects should be referred to the University Health Center or other facilities for medical care. You can find a copy of the message to faculty [here](#).

CLEANING AND REMEDIATION PLAN

What is the plan for the cleaning and remediation of Elkton Hall residential floors?

Once students temporarily vacate each floor, remediation will be completed by mold remediation specialists contracted by the University. Actions will include:

- Inspection and review of building mechanical systems
- Cleaning all room surfaces including walls, floors, doors, and closets, and HEPA vacuuming carpets
- Servicing and cleaning the fan coil unit (air conditioning unit) in the room, including removing and cleaning the cover, cleaning coils, and changing filters
- Cleaning all furniture surfaces, including inside and underneath drawers
- Cleaning all surfaces in the hallways and bathrooms, other public areas
- Dehumidifiers and additional air filtration will be in place during this process

What products are being used to clean the mold?

Employees are using two products to clean mold on surfaces. These include:

- Foster 40-80 - A disinfectant already in use by DRL maintenance staff. The product's Safety Data Sheet indicates that the product is not classified as hazardous.
- Spartan Neutral Disinfectant Cleaner (103) – The product's Safety Data Sheet indicates that the product is not classified as hazardous.

What process is being used to clean the area rugs in Elkton student rooms?

DRF has contracted with Stanley Steemer to clean Elkton students' area carpets. Stanley Steemer is using a hot-water extraction method to extract dirt and allergens from the rugs using their SSG900 detergent and Stanley Steemer Spot Remover. Safety Data Sheets are available from the Stanley Steemer website. Rugs are removed from the rooms and taken to a separate building to be cleaned and dried before they are returned to the room.

SAFETY & SECURITY

What should students do if they have a safety concern or emergency while at the hotel?

In an emergency, students should dial 911 or 301-405-3333 to contact police. In addition, Resident Life will assign a professional staff member who will be scheduled to stay each night at each hotel. The staff member will be available each night from 7pm - 8am weeknights and 7pm - 10am on weekends.

How will student possessions be secured during the temporary relocations?

After belongings are packed by the professional movers, boxes will be relocated and stored in the building's secure storage location until belongings are returned to each student's room.

What types of safety measures will be in place for students staying at the hotels?

All three hotels fall within the University of Maryland Police Department's primary and concurrent jurisdiction. In addition to normal patrols in those areas, patrol supervisors are checking in with hotel staff

during each shift and sector cars are keeping in close touch with hotel staff throughout their shifts.

In addition, the UMD Department of Transportation Services will run a dedicated Elkton UMD Shuttle approximately every 40 minutes from Elkton Hall to the three area hotels from 7:00 am-11:00 pm daily to assist students with moving items to and from the hotel and to get to campus during the hotel stay. Outside shuttle route hours, the [UMD Nite Ride](#) program has been adapted to service the three hotels.

Is it safe for me to stay in my dorm that currently has mold?

According to federal health and safety agencies, mold growth is commonly found in both indoor and outdoor environments. Some people are sensitive to molds and may experience short-term reactions in the presence of mold growth. Symptoms associated with mold exposure are not unique and cannot be readily distinguished from symptoms caused by other medical conditions such as the common cold or seasonal environmental allergies. Since some individuals may have more intense reactions, individuals with medical conditions or who experience symptoms should consult with medical personnel regarding their risk to mold exposure.

OTHER QUESTIONS

What should I do if I am missing a comforter or carpet that was sent for cleaning or other personal belongings that were packed and moved by the professionals?

We have several items that lost labels during transport and need to find their rightful owner. If you are missing a comforter, carpet, or other belongings, please contact Jordan Adams, the Elkton Hall Resident Director, at jadams18@umd.edu and he will follow up with you.

What should I do if I have experience any personal property damage or loss?

The University is a self-insured organization through the State of Maryland. If you wish to file a claim for property damage, claims can be directed to the Treasury office using the links and information below.

<https://www.essr.umd.edu/risk/insurance/instructions-completing-notice-claim>

<http://www.treasurer.state.md.us/insurance.aspx>

Claim forms can be submitted to the Treasury office by fax to 410-974-2865 or via email to accidentreports@treasurer.state.md.us

We also encourage students to check for coverage under their parents' homeowners insurance and/or renters' insurance to determine possible coverage for loss through these policies.

Where can I find additional information?

We have created a website containing information we have shared with UMD students which can be found on:

<http://reslife.umd.edu/moldconcerns/>

UMD's Department of Environmental Safety, Sustainability and Risk has provided the following:

<http://reslife.umd.edu/global/documents/notifications/MoldFactSheet.pdf>