



August 8, 2016 8 a.m.

Frequently Asked Questions

- **How can I get access to my home or business?**

Residents, business owners and property owners displaced by the flooding on Main Street in Ellicott City are being allowed to get inside their homes for a clean-up day Monday, Aug. 8, from noon to 8 p.m.

Residents and owners may begin the credentialing process at 8 a.m. at Saint Peters Episcopal Church in Ellicott City. Trips to Main Street will begin from the church at noon and all participants will be transported to the location. Residents and owners to be credentialed should be prepared to show ID. Credentialing will end at 5 p.m.

The second clean-up day allows residents and owners to remove trash and debris from their properties, but is not intended to be a retrieval day. The county will provide dumpsters and trash bags. If dumpsters become filled to capacity, they will be closed for the day, but participants may continue to bag trash for preparation for removal on Monday. In order to allow dumpsters to be taken off-site and emptied, **participants should not pile trash in the street or throw debris from windows.**

Residents and owners may bring non-credentialed guests, who will be granted one-day access. The number of guests permitted is not limited, but they must stay with a credentialed resident or owner. Insurance adjusters and private contractors are permitted as guests of credentialed residents and owners.

When coming to the site, all participants should:

- Wear solid, closed toe footwear, preferably an over the ankle work boot or hiking boot.
- Wear long pants and consider wearing a long sleeved shirt.
- Bring work gloves and eye protection, if possible.
- Bring a flashlight due to the current power outage.
- Bleach and ammonia should NOT be mixed.

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- **How can I help?**

Donations

We have been overwhelmed by the outpouring of donations coming in every day this past week. While we are so grateful, our support agencies no longer have the capacity to accept, store or distribute physical donations. From this point forward, if you wish to donate, please do so monetarily through one of the following organizations:

Ellicott City Partnership

www.HelpEllicottCity.com

Community Action Council of Howard County

www.cac-hc.org

United Way

www.uwcm.org/ecstrong

While there are certainly other legitimate organizations accepting monetary donations, using one of the above three avenues guarantees your donations will get where you intend.

Volunteers

To register to volunteer, stop by the Volunteer Reception Center, located in the parking lot of the Walmart Supercenter at 3200 North Ridge Road in Ellicott City, from 8 a.m. to 4 p.m. daily. Volunteers must bring a photo ID and can register in person at the Volunteer Center. Volunteers must be at least 18 years old and able to pick up at least 40 pounds.

To be assigned a work shift, you must be contacted and asked to report to the VRC. Volunteers will receive instructions about assignments and transported to work sites. Water will be provided, food will not.

All volunteer groups must check in at the VRC. **DO NOT GO DIRECTLY TO WORK SITES.**

More than 2,500 volunteers have contacted Howard County's call center since flash floods devastated Ellicott City's Historic District.

As larger areas are deemed safe as work sites, staff of the County's Department of Recreation and Parks will contact and deploy volunteer teams of 10 from 8:00 a.m. to 4:30 p.m. daily. Jobs for all volunteers will not be immediately available. Tasks will be expanded as needed. If you are not contacted and still wish to volunteer, please visit the Volunteer Reception Center to re-register.

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For more information, visit www.howardcountymd.gov/ECStrong-Recovery-Resources or call 410-313-2900.

- **How can I ask for assistance?**

The Disaster Assistance Center is open from 2-7 p.m. Mon, Aug. 8 – Wed., Aug. 10 and from 10 a.m. – 3 p.m. Thurs. Aug. 11 – Fri., Aug. 12. If you know anyone who needs support, please encourage them to stop by the Ellicott City 50+ Center located at 9401 Frederick Road, Ellicott City, MD 21042. For more information call 410-313-2900.

- **How can I get the latest news about the recovery efforts?**

Follow Howard County Government on our website or social media at:

www.howardcountymd.gov
<https://www.facebook.com/hocogov/>
<https://www.twitter.com/@HoCoGov>

If you have specific questions, you can call 410-313-2900

- **When will electricity and water be restored to Main Street?**

Electricity has been restored on a limited basis.

- **Will I continue to be charged for my cable TV, internet and other services?**

We have heard from several individuals who have been displaced by the flooding about cancellation charges related to cable, internet and other services. We're reaching out to ask those service providers to work with residents and consider waiving those charges. Please stay tuned and do not hesitate to contact us if we can be of help in any way.

- **I've lost my job because of the flooding. How can I get help?**

The Howard County Office of Workforce Development will hold a job fair for employees impacted by the flood in Ellicott City on Monday, Aug. 8 from 10 a.m. to 1:30 p.m. at the DAC (Ellicott City 50+ Center) in the Great Room. Currently, there are 53 businesses signed up, with jobs including customer service, healthcare, retail, restaurants (food service) IT and others.

Workforce Development is partnering with the Maryland Department of Labor, Licensing and Regulation (DLLR) and Howard County Economic Development Authority to identify immediate employment opportunities for displaced workers. During the job fair, Workforce Development staff will offer one-on-one resume assistance. Staff is available to help with unemployment insurance as well.

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- **I am a business owner from outside the Main Street Ellicott City area and I would like to hire one of the displaced workers. How can I help?**

Businesses seeking to hire individuals on a temporary or permanent basis may contact the Office of Workforce Development at 410 290-2620 or email at owd@howardcountymd.gov .

- **How will the disaster impact my scheduled trash and recycling pickup?**

THE FOLLOWING STREETS WILL RECEIVE NORMAL TRASH, RECYCLING AND YARD TRIM COLLECTIONS SERVICE: West Main Street (between Ellicott Mills Drive and Rogers Avenue), Old Columbia Pike (after Brittany Drive), Nelson House Road, Edith Court, Sears House Court, Victoria Falls, Overlook Drive, Hunt Avenue, Howard Street, Woodward Street, Hunter Road, St Paul Street. All normal rules apply to trash, recycling, and yard trim collections.

THE FOLLOWING STREETS WILL NEED TO BRING ITEMS TO THE INTERSECTION OF THEIR STREET AND MAIN STREET: Hill Street, Merryman Street. Collections will be made on their normal day and all normal rules apply (SEE RULES HERE - <https://www.howardcountymd.gov/CurbsideCollections>).

The Alpha Ridge Landfill also will waive tipping fees for Howard County private residents transporting debris from flooding for the next two weeks (through August 17).

Visit www.HowardCountyRecycles.org or call 410-313-6444. Recycling, trash and yard trim DROP-OFF is available at the Alpha Ridge Landfill, Monday-Saturday 8 a.m. to 4 p.m. More details can be found at <https://www.howardcountymd.gov/ARL> .

- **What about my mail delivery in the impacted areas?**

The United States Postal Service has modified its delivery plan to assist those with mail service interruption because of the flooding. Residents should visit the Ellicott City Post Office, 3375 Ellicott Center Drive, Ellicott City, 21043-9996 between 9 a.m. to 5 p.m. Mon-Fri, 9 a.m. - 2 p.m. Saturday. The phone number is 410-640-1340.

Mail can be placed on hold for up to 30 days. Proper ID is required for establishment of Hold and Pick-Up. A designated pick-up location within the lobby will be available for quick and easy access. Change of address forms can be found on line at www.usps.com.

- **My car is still in the river. How soon until it is retrieved?**

We are doing our best to retrieve the vehicles that remain in the river. We have been impeded by debris piles and other storm-related issues. Because of these issues, we have yet to determine an exact time frame for their retrieval. Owners of these vehicles will be contacted when information is available. Please refrain from going in or near the river

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in an attempt to access vehicles or other items. It is unsafe and many of the vehicles are inaccessible. This applies to citizens and towing companies not contracted by the county.

- **My vehicle was towed out of the Main Street area. How do I get it?**

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NOTE: As of SATURDAY NIGHT, xx cars have been picked up from the Centennial High School parking lot. Currently, 25 remain on the lot.

- **What does it mean when I see a marking on my building? Does it mean that my property is not accessible?**

For those residents or business owners accessing their properties on Main Street, you may see an orange "X" spray painted on a window. An "X" does not necessarily mean that the building is unsafe to enter or that the structural integrity has been compromised. This "X" simply indicates that a complete secondary search of the property took place by our emergency personnel. There is an Ellicott City No Access List on the county webpage <https://www.howardcountymd.gov/ECStrong-Recovery-Resources> for properties that are unsafe to allow entry.

- **How can I get an insurance adjustor or license contractor to evaluate my property?**

Access for contractors and insurance adjusters is not yet available. The county knows how important this step is toward Main Street's recovery and is working toward making it possible.

- **How can I get mental health support or speak with a counselor?**

The Howard County Mental Health Authority is responsible for planning, managing and monitoring publicly funded mental health services in Howard County. For information call (410) 313-7350.

- **How can I file an insurance claim?**

The Maryland Insurance Administration has representatives available to assist Marylanders filing insurance claims as a result of the flooding in Howard County. Consumers can contact the Maryland Insurance Administration at 410-468-2340 or 1-800-492-6116 if they need assistance with property and casualty claims related to the storm.

- **Will financial assistance be available from FEMA or other sources?**

It remains early in the recovery process and these resources are being considered. As

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soon as details are available, we will distribute that information.

- **How can I find a licensed contractor?**

Please be sure to independently verify any licensed contractors. License status of contractors and salespeople can be reviewed at <https://www.dlr.state.md.us/license/mhic/>

- **I need my building pumped out. What do I do?**

Please call 410-313-2900 and a county DPW representative will respond. PLEASE DO NOT PUMP ITEMS ON THE STREET OR SIDEWALK.