



August 9, 2016 8 p.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 will not have access to the Main Street area through Friday, Aug. 12 to allow county engineering crews to examine public infrastructure. It is our hope that residents will be able to return to the area for more cleanup on Saturday and Sunday.

Residents and owners that need credentialing may go to the DAC during regular DAC hours.

- **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](http://www.HelpEllicottCity.com)

Community Action Council of Howard County

[www.cac-hc.org](http://www.cac-hc.org)

United Way

[www.uwcm.org/ecstrong](http://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**

More than 250 volunteers have already assisted with damage clean up and more than 3,000 people have requested information on how they may volunteer.

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Access to Main Street has been curtailed to the public and volunteers through Friday to allow for an extended, uninterrupted evaluation of the Main Street infrastructure. The hope is to reopen access to residents, merchants and business owners next Saturday and Sunday.

The County's #ECStrong Volunteer Reception Center will relocate from the Walmart parking lot on Ridge Road to the Disaster Assistance Center (DAC) located at the Ellicott City 50+ Center (9401 Frederick Rd, Ellicott City, MD 21042). The Volunteer Reception Center will be open on Saturday and Sunday, Aug. 13 and 14 from 8:00 a.m. to 4:00 p.m. 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.**

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.

For more information, visit [www.howardcountymd.gov/ECStrong-Recovery-Resources](http://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. 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](http://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.

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- **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?**

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.

- **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](mailto: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](http://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

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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](http://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 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?**

*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.

- **I am a resident or business owner whose building was flooded. My flood insurance requires me to take certain actions (opening windows, pumping out the basement, etc.), but in order to get paid by my policy, I have to do this within a certain number of days. Due to my property falling in the no access zone designated by Howard County, I was not allowed to access my property to take**

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**these required actions. What can I do to avoid problems with my insurance companies?**

While Howard County understands that you may need to get to your property to fulfill your obligations to your insurance policy, please understand that the safety of citizens and responders must remain our first priority. To help reduce any conflict with your insurance companies, please document all actions that you take, including efforts to get to your property. Also, please contact the Maryland Insurance Administration at 410-468-2340 or 800-492-6116. These issues are often resolved on a case by case basis and the MIA will help you navigate these issues.

- **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 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.dllr.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.