



Indoor Cleaning Begins at Eligible Homes and Businesses

East Palestine Train Derailment Emergency Response

East Palestine, Ohio

Summer/Fall 2023

For more information

To learn more about the cleaning, please visit

<https://www.epa.gov/east-palestine-oh-train-derailment/home-and-office-cleaning>

Contact for Cleaning

If you are interested in cleaning and want to add your name to the list, you can choose one of the following options:

Fill out the online form on our website:

- <https://www.epa.gov/east-palestine-oh-train-derailment/home-and-office-cleaning>
- Call EPA's information line: 330-775-6517
Mon-Sat. 8 a.m.-8 p.m.
- Visit the EPA Community Welcome Center in East Palestine:
25 N. Market St.
Mon-Fri. 9 a.m. – 6 p.m.
Sat. 10 a.m. – 4 p.m.



As part of the response to the Feb. 3 train derailment in East Palestine, Ohio, Norfolk Southern, with U.S. Environmental Protection Agency oversight, will offer indoor home and place of business cleaning to anyone within the village of East Palestine, Ohio limits or within the 1-mile by 2-mile Ohio-Pennsylvania evacuation.

This action follows through on a commitment EPA Administrator Regan made in the weeks following the derailment. Based on air monitoring and sampling conducted in and around the community, there is no evidence to suggest there is contamination of concern inside structures. The indoor cleaning is being offered to address potential dust emissions that may have been generated as part of the train derailment and cleanup work to add an additional layer of comfort when returning to homes and places of business.

Since the derailment, property owners and renters have voiced concerns about the impact of the derailment and cleanup work on their homes and places of business. In response, Norfolk Southern, with EPA oversight, is providing indoor cleaning to interested, eligible occupants.



When Does Cleaning Begin?

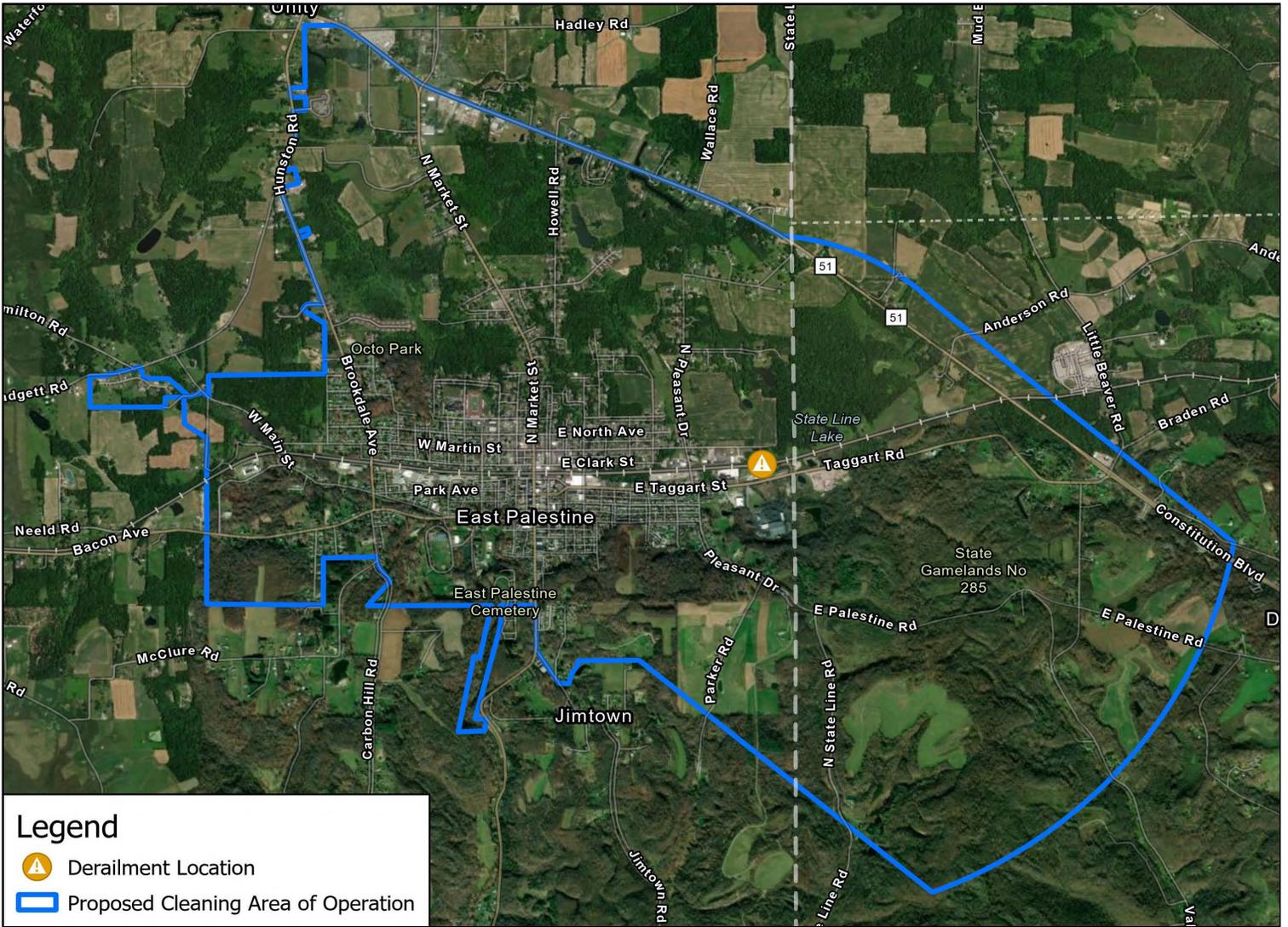
Occupants currently relocated will have first priority to have their homes or place of business cleaned. Cleaning will then be offered to those west of Market Street, and lastly homes and offices closest to the site will be cleaned. This will also include those that were relocated that did not want cleaning at the beginning of this effort. Once cleaning is complete and signed off by the occupant at a home or office, cleaning will not be offered again.

Through its Family Assistance Center, Norfolk Southern continues to provide reimbursement for expenses incurred by residents affected by the derailment in addition to compensation for inconvenience during the evacuation. Acceptance of these payments is not a settlement of any future claim. Similarly, accepting a home cleaning is not a settlement of any future claim.

Stay Safe From Scams



- Cleaning is at no cost to eligible homes and businesses. If you have anyone contacting you offering this cleaning service for money or other suspicious activity, please call EPA's hotline, 330-775-6517.



Map of indoor cleaning eligibility boundary.



Who is Eligible?

Anyone in the village of East Palestine, Ohio limits or within the 1-mile by 2-mile Ohio-Pennsylvania evacuation area is eligible for this service (see map, above). Priority will be given to those that have been relocated and wish to return before construction is complete.

If you're interested, you can let us know by calling 330-775-6517, filling out our form online: <https://www.epa.gov/east-palestine-oh-train-derailment>, or visit the EPA Community Welcome Center or the Norfolk Southern Family Assistance Center. If you previously contacted EPA to inquire about interest in the program, there is no need to contact us again. Please note that there will be an end date to contact EPA with program interest. The last day to notify the EPA is Tuesday, September 5, 2023.

What does cleaning entail?

Once EPA has confirmed your home or office is eligible for the cleaning, a pre-cleaning interview with EPA and Norfolk Southern representatives will take place at your home or office to go over the cleaning approach as well as determine which rooms will be cleaned.

- A top-down approach, starting from the top floor and working down. Addressing habitable spaces,
- vacuuming carpets, rugs, and other soft surfaces,
- dry dusting walls and other vertical surfaces,
- wet wiping horizontal hard surfaces such as counter tops and floors.

Cleaning
will include:



- Move any furniture,
- open closets or drawers,
- move or clean items identified by the owner/tenant as not to be touched,
- clean any non-inhabitable rooms,
- clean the exterior of the home or office (however, any special requests can go to the Norfolk Southern Family Assistance Center).

Cleaners
will not:



Frequently Asked Cleaning Questions

Purpose

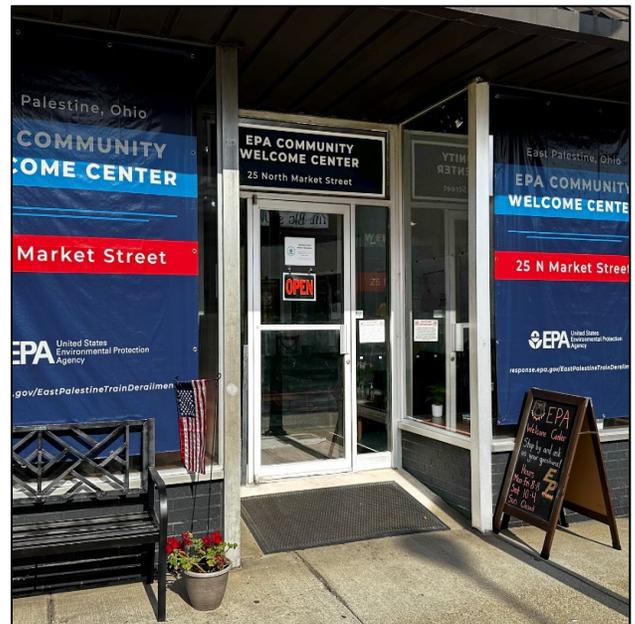
Why are you cleaning homes and places of business?

Since the derailment, property owners and renters have voiced concerns about the impact of the derailment and cleanup work on their homes and place of business. In response, Norfolk Southern, with EPA oversight, is providing indoor cleaning to interested, eligible occupants.

What is defined as a structure (home or place of business)?

While generally defined as a building, a structure under the structural cleaning program will include only those habitable spaces where indoor occupancy is frequent and regularly occurring on a daily or near-daily basis. Examples of residential structures include primary residences and living spaces, and examples of commercial structures include offices and common spaces within facilities currently in operation. Examples of spaces not included under this program are structures or spaces used solely or predominantly for

industry/manufacturing operations or storage, including unfinished attics and basements, garages, and exterior storage rooms.



Stop by EPA's Welcome Center at 25 N. Market Street to learn more.

Does this mean my home or place of business is contaminated?

No. However, indoor cleaning is being offered to address potential dust emissions that may have been generated as part of the train derailment and cleanup work. This service is being offered as an additional service to interested members of the community.

I'm not concerned about dust. What about chemicals that may have been released by the event or the cleanup?

The air and soil in and around the community has been monitored and sampled, and results confirm our confidence that the air and soil in East Palestine and surrounding communities, including inside homes, is not a concern for incident specific chemicals. While community testing conducted to date has not indicated that potential impacts inside homes or places of business were significant, indoor cleaning is being offered to address potential dust emissions that may have been generated as part of the train derailment and cleanup work.



Air monitor and sampling in community.

Eligibility

Who is eligible?

Anyone within the village of East Palestine, Ohio limits or within the 1-mile by 2-mile Ohio-Pennsylvania evacuation area is eligible for this service.

Who pays for it?

Norfolk Southern will cover costs associated with home and place of business cleaning.

How do I notify the EPA that I am interested?

You can let us know by calling **330-775-6517**, filling out our form online: <https://www.epa.gov/east-palestine-oh-train-derailment/home-and-office-cleaning>, or visiting the EPA Community Welcome Center or the Norfolk Southern Family Assistance Center. If you previously contacted EPA to inquire about interest in the program, there is no need to contact us again. Please note that there will be an end date to contact EPA with program interest. The last day to notify the EPA is Tuesday, September 5, 2023.

Do I have to sign an access agreement?

Yes. After you meet with representatives from EPA and Norfolk Southern to discuss the cleanup of your home or place of business and agree to move forward with the cleaning, you will be asked to sign an access agreement. This form documents the occupant giving EPA permission to access the property for cleaning.

I rent. Can I give permission for cleaning, or does it have to go through the owner?

You should review your lease to ensure there is not an issue and contact your property owner for clarification as needed.

Will participating in the program preclude me from receiving other benefits or participating in or filing a claim against Norfolk Southern?

No.

Prior to Cleaning

How will a cleaning date be scheduled?

A scheduling specialist will contact you to find a date and time for a pre-cleaning interview at your home or place of business.

Will someone explain the process to me so that I can decide if I want cleaning?

During your pre-cleaning interview, representatives from EPA and Norfolk Southern will explain the cleaning process, assess time and resource needs, answer questions, and if desired schedule a cleaning date.



A type of wet mopping similar to cleaning being provided.

What do I have to do in preparation for the cleaning?

Cleaning crews will not move any of your personal belongings, including furniture or appliances. To ensure the most thorough cleaning of your home or place of business, please clear countertops and other surfaces, and limit excess clutter. Norfolk Southern will provide a few boxes if needed to allow for easy storage of items being cleared off horizontal surfaces. On the day of the cleaning, a pre-inspection team will conduct an inspection of the structure and document the pre-cleaning conditions.

About the Cleaning Process

Who will conduct the cleaning?

Cleaning will be performed by workers contracted by Norfolk Southern who are trained and experienced with structure cleaning. Cleaning teams will wear the following: badges, identification clothing, safety vest, shoe covers, gloves (when appropriate for the task), and face coverings (upon request by the property owner or renter).

What is EPA's role?

EPA will provide oversight of the cleaning.

What will cleaning involve?

Cleaning will include a top-down approach, starting from the top floor and working down, addressing habitable spaces. Workers will wet-wipe accessible horizontal hard surfaces, wet mop hard floors, vacuum floors, carpets and appropriate soft surfaces, and dry dust appropriate vertical surfaces. Cleaning teams will not move appliances, and cleaning under furniture and appliances will be done using a long-ranged cleaning tool. Cleaning teams will not open cabinets, drawers, or private spaces for cleaning. Additional private spaces can be defined by the owner/occupant. Cleaning does not include washing clothing, blankets, or other personally worn items.

How long will it take?

The expectation is for cleaning to take less than one day. The duration will be dependent on the size of the structure and the scope of work.

Do I need to leave my structure during the cleaning?

While it is strongly recommended that you leave the property during the cleaning, you are not required to do so.

Will there be photos and videos taken of my property?

Yes, photos and videos of your property will be taken as a requirement of the program. This is done to ensure that the conditions of the property both pre- and post-cleaning are documented thoroughly.

What about cleaning basements or attics?

Basements or attics will be considered for cleaning if they are finished and habitable areas.

What about duct cleaning?

Per the recommendations of health agencies, duct cleaning is not necessary and will not be part of the cleaning under this program. However, if an individual in the village of East Palestine or in the 1-mile by 2-mile evacuation area would like to have their ducts cleaned separately, they may present a receipt for reimbursement to Norfolk Southern at the Family Assistance Center.

Was there any consideration for cleaning outside structures or conducting additional residential soil sampling?

Cleaning under this program includes only the inside of structures. Based on soil sampling results from the Phase 1 soil sampling program, additional soil sampling is not necessary. You can find additional information on the EPA website at: www.epa.gov/east-palestine-oh-train-derailment.

How can we be assured that this cleaning will remove any persistent hazardous material or substances?

Based on air monitoring and sampling conducted in and around the community, there is no evidence to suggest there is contamination of concern inside structures.

Personal Belongings During Cleaning

What happens to my belongings during the cleaning?

The items you leave on your property and inside your home or place of business will remain where you left them and will not be removed.



What do I do with my indoor plants during the cleaning?

You may leave plants on your property and inside your home or place of business. However, the cleaning team will not move any of your belongings, including plants. You may want to consider moving plants outside for the day, if possible, and watering them before you leave.

What should I do with food items?

Any food in your kitchen cabinets and refrigerator/freezer that you will not need while you are away can be left in place. This includes items such as spices, canned, boxed, and bagged foods, and refrigerated/frozen foods. Before you leave your home or office, please be sure to empty all garbage and trash containers.

Can I leave my car or other vehicles on my property while I am away?

The cleaning team will need workspace outside of your home or place of business to set up trailers and equipment. If it is determined that your vehicles need to be moved, you should arrange to temporarily remove them from your property.



Example of surface cleaning around personal items.

How do I know that my belongings will be safe during the cleaning?

Before the team begins cleaning, they will videotape each room and photograph the items you left. The videos and photos provide a record of the items that were present and the conditions of those items at the time the cleaning team entered your structure. An EPA representative will be present for the pre-cleaning inspection and documentation.

What happens if any of my items get damaged during the cleaning process?

If any items get damaged, an independent appraiser will estimate the value of the item by using the videos and photos of your belongings to determine a fair value for the item that needs to be replaced. The assessment will then be presented to you for your approval. If you agree with the appraisal, you will sign off for reimbursement.

Assistance With Child Care and Pets During Cleaning

I have kids who are on a strict nap schedule. Will someone pay for childcare?

We recommend first speaking with your neighbors, friends, and relatives, who may be able to help while you are away during the cleaning. If this option is not available, residents can contact the Norfolk Southern Family Assistance Center for alternative options.

What should I do with my pets during cleaning?

Pets (dogs, cats, birds, reptiles, etc.) cannot remain in the home during cleaning. You will need to make arrangements for your pets. We recommend first speaking with your neighbors, friends, and relatives, who may be able to care for your pets during the cleaning. If this option is not available, residents can contact the Norfolk Southern Family Assistance Center for alternative options. If you have large fish tanks or aquariums, you can leave them in your home or place of business.

After Cleaning

How will I know when I can return?

EPA representatives will keep you informed about the progress of the cleaning. The cleaning team will provide an estimate of cleaning time when they arrive. You will be notified when cleaning is wrapping up so that you can return. Representatives of the cleaning team will not leave until you return to your property and the post-cleaning sign-off process occurs.

Will samples be collected after cleaning is completed?

Indoor air or surface samples will not be collected as part of this cleaning program. Indoor sampling is not recommended since exposure pathways for volatile organic chemicals (VOCs) have been effectively managed through site engineering controls and an extensive network of air monitoring and sampling equipment. Any VOCs that may have been present from the early days of the response would have broken down quickly. In addition, common household chemicals (fuels, cosmetics, paints, glues, smoking/vaping, etc.) would interfere with the sampling results.

Can I use clothes, towels, and bedding that I left behind in my structure?

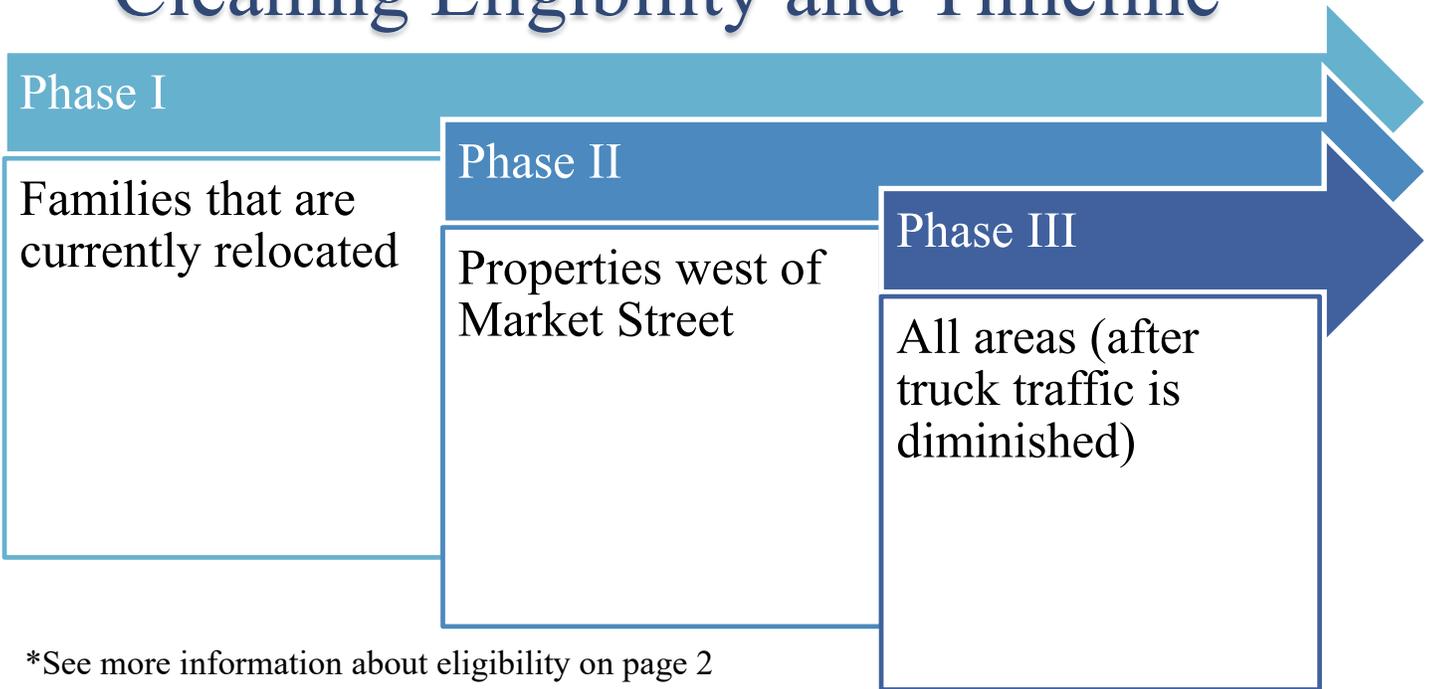
Yes. However, it is recommended the occupant launder clothes, towels and bedding as normal.

Relocation Assistance

How long will I be eligible for relocation assistance from Norfolk Southern?

While an official end date has yet to be determined, it is expected that you would return to your home after getting it cleaned and would no longer require relocation assistance.

Cleaning Eligibility and Timeline*



*See more information about eligibility on page 2

EAST PALESTINE TRAIN DERAILMENT RESPONSE: Indoor Cleaning Begins at Eligible Homes and Businesses

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