

## TIPS FOR NEWCOMERS & OTHERS

Refer to the *Collington Resident Handbook* for more information

### 1. First Steps

- Punch List. For incomplete items in your residence, submit an email to the following:
  - Rob Reigle. [rreigle@collington.kendal.org](mailto:rreigle@collington.kendal.org)
  - Gene Davis. [gedavis@collington.kendal.org](mailto:gedavis@collington.kendal.org)
- Requests for maintenance and housekeeping may be submitted through WorxHub <https://collington.theworxhub.com>. Call ext.2151 to obtain your username and password.

### 2. Ongoing Questions

- Assistant Director of Facilities: Rob Reigle (ext. 5154)
- Facilities Coordinator: Lula Jones (ext. 5035)
- Housekeeping: Charlene Smith (ext. 4774)
- Security: *Temporarily Vacant* (ext. 7500)
- General Info: Vern Rious (ext. 0; wait 30 secs) M-F 9:00-4:00, 10:00-2:00 Sat. Mail, packages, copies, fax.
- Check with your housing leader or Ambassador if you have additional questions.

### 3. Being Connected

- Telephones: A landline is provided by Collington. Dial 9 for an off-campus line. Rapid beeping indicates you have a message; if equipped with a message light, your phone's message light will flash. Dial 7200 and follow instructions to retrieve. Administration uses phones to send important campus-wide messages.
- Maintenance: Use the WorxHub system to request assistance with maintenance, housekeeping, and technology.
- Residents use Google Groups to maintain a Discussion Forum: Contact resident Julia Freeman ([julia@scottclanonline.com](mailto:julia@scottclanonline.com) or ext.7298) for information about our private residents-only discussion group. Julia should add you automatically; to unsubscribe go to the link at the bottom of any message.
- Mail: Mailboxes are located at the Clocktower. There is also an outgoing U.S. Postal Service mail drop in the Clocktower and a mailbox outside near the Security entrance. Your mailbox number is the same as your residence number.
- Resident Association website: keep up-to-date and find valuable resources at <http://collingtonresidents.org>. Password = collington is needed only for protected files (e.g. directories).
- WiFi: Provided as part of your occupancy agreement. Name = Kendal-Resident, Password = 123Resident. Submit a work order if you need set-up assistance.
- Daily Information: Tune your television to Channel 972. Most Auditorium events are streamed live. There is also a scrolling list of the day's activities and the menu.

- Previously recorded event: You can stream past events from the residents website. Look for *Recorded Auditorium Events* under Collington Publications. Password = 123Resident.
- Technical Support:
  - The Technical Support Committee provides a weekly clinic for help with your own system. Wednesdays, 1pm, First Floor Meeting Room.
  - Collington's IT department provides excellent help. Submit a work order or contact Khalil Braswell or Brian Stanton at ext. 4788.

#### 4. Weekly *Courier* and Other Community Connections

- You will find a hardcopy of the *Courier* in your mail slot each Friday afternoon. You can also see it online on the Collington resident website. Request electronic delivery from Karen Cheney (ext.5023)
- Review the *Courier* to be aware of meetings, events, classes, personnel introductions, menus, and more.
- Come out to community-wide events to know what's going on. In addition to the *Courier*, plan to attend
  - Monthly Community Meetings. 3rd Fridays, 1:30pm, in the Auditorium
  - Monthly Resident Association (RA) Council open meetings. 3rd Tuesdays, 1:30pm in the Auditorium
  - Neighbor Talks. occasional Tuesday evenings, 7 pm in the Auditorium

#### 5. Health Services

- Collington Clinic: MedStar Center for Successful Aging. M-F 8:00 – 4:30 Ext.7791.
- Even if you do not use the Clinic as your primary provider, it is recommended that you have an introductory appointment with a physician and keep them updated about your medical condition. The information is used should you need to be hospitalized.
- Off-Campus Urgent Care:

##### **ExpressCare Urgent Care**

10416 Campus Way South  
Upper Marlboro, MD 20774  
301-316-9620; 8am-9pm daily  
<http://www.whywaitintheer.com/largo.php>

##### **ExpressCare Urgent Care**

6000 Laurel Bowie Road  
Bowie, MD 20715  
301-383-0330; 8am-9pm daily  
<http://www.whywaitintheer.com/bowie.php>

##### **MedStar Health Urgent Care**

6401 America Blvd., Ste. 200  
Hyattsville, MD 20782  
301-276-8800; 8am-8pm daily  
<https://www.medstarhealth.org/mhs/urgent-care/hyattsville>

#### 6. Other Resources

- Security Desk: located on the third floor between the classrooms and the fitness area. Open 24/7. Ext. 2020 or 301-925-7707 from off-campus.
- Country Store: located at the Clocktower entrance, offering groceries, OTC medications, ice cream and convenience items. Ext. 2167. M-F 10:30-2:30; S 10:30-noon.
- Thrift Store: The Opportunity Outlet (OO Shop) is open to residents, staff, and family, accepting donations of and selling clothing, housewares, jewelry, furniture, and more. Proceeds benefit the Resident Association. M/W/F 2:30 – 4:30. Ext. 2266.

- Bank: A branch of BB&T is located on the third floor across from the classrooms. Open M-F 9:00 – 2:00.
- Clocktower Desk: Services include copying, faxing, mailing by UPS and USPS, and receiving resident packages. M-F 9:00 – 4:00; S 10:00 – 2:00.
- Telephone Directory: Information for residents and staff is published approximately January and July every year.

## 7. Dining Services

- Dining Room. Call ext. 2135 for reservations or to request delivery. Mon-Sat dinner 4:30-7:30; Sun brunch 11:30 - 3:00. Check the *Courier* for holiday hours and special menus.
- Dining Room meals are offered at pre-set tables with servers or in the self-service section. In the pre-set area a server will bring beverages and desserts; you have the option to walk to the buffet line or to have the server bring your food. In self-service each diner sets his/her own place, gets food from the buffet line, and busses the dishes etc. after dining.
- The Landing is our casual bistro style dining venue. Open at 8:00 for breakfast until 11:00, remaining open from 11:00 – 6:30 for lunch and dinner. Call ext. 2134. Closed one afternoon a week for staff meeting.

## 8. Trash Collection

- In the Cottages: Trash Collection and Recycling takes place on Tuesdays and Fridays beginning at 9:00 a.m. Cans, plastics and glass are set out in the provided green basket; newspapers should be placed in a shopping bag and set beside the trash. There are recycling containers in each cluster recycling room for office paper.
- In the Apartments: Trash chutes are behind the doors marked “Garbage Room”. Recycling containers are in the nearby recycling rooms.

## 9. Resident Committees

- Operating and Activity Committees help Collington function. Meetings are open to all residents; it is not necessary to join or volunteer. A list of committees with meetings schedule may be found in the Welcome Bag.

## 10. Other Helpful Hints

- Prince George’s Library System will deliver books requested online. Instructions are posted in the Collington Library near the sign-out boxes.
- Taxis / Hired Vehicles. Recommended by residents:
  - Femi Ogunlade at Remmy Transportation, LLC. 240-715-5567.
  - Malik Usamot, MFM General Services Inc. 202-423-5220.
  - Ride-hailing apps Lyft and Uber require a user to download their respective apps to a smart phone. For details, see *Uber/Lyft at Collington* on the resident website.
  - Go-Go Grandparents is an option for people without smart phones; they will contact Uber or Lyft on your behalf for a fee. 855-464- 6272.
  - Call-A-Cab: a reduced price taxi service for seniors (you buy a book of tickets:

20 tickets, \$10), call 301-883-5656 to request an application form.

- Resident Ann Marie Rahn has done extensive research on ride-hailing apps and is willing to help you navigate the options. You may contact her at ext. 5098 or [annrinva@verizon.net](mailto:annrinva@verizon.net).
- Emergency Equipment.
  - Each cottage is equipped with emergency pull cords. You may request more as needed by submitting a work order.
  - For a one-time fee you may obtain a SARA pendant or wrist alarm which lets you call for help around campus.
  - Pull cords and SARA devices should be tested every six months by the resident. Inform Security on 2020 before testing.
- Collington is a relatively safe community. However, it is prudent to lock your cars and your apartment or cottage doors.
- Familiarize yourself with the information and resources available on the resident website (<https://collingtonresidents.org>).