

TIPS FOR NEWCOMERS & OTHERS

Refer to the *Collington Resident Handbook* for more information

During this time of change engendered by COVID-19, please confirm the information in this document with your Ambassador, Housing Leader, and/or on Channel 972.

1. First Steps

- Punch List. For incomplete items in your residence, submit an email to the following:
 - Rob Reigle. rreigle@collington.kendal.org (Asst. Dir. of Facilities)
 - Eric Mpesha, empesha@collington.kendal.org (Move-In Coordinator)
- 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 Supervisor: Denina Trotman (ext. 7500)
- Director of Hospitality Services¹: Christian Ramsey (4772)
- 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. You will be billed for long distance calls. To make on-campus calls simply dial the final four digits of the office or residence. 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 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.

¹ Hospitality Services includes Culinary Services and Environmental Services.

- 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 maintains services provided by Collington (telephone, WiFi, and cable television).
 - Please engage an outside contractor for issues with your personal technology equipment.

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
 - **During the COVID-19 pandemic, many meetings are cancelled or are being held over Zoom.** Please check the *Courier* and the residents' website for updates.

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(s). 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. **Times have been adjusted during the COVID-19 pandemic. Please check your *Courier* for current hours. A list of available items may be found on the residents' website.**
- 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. **Times have been adjusted during the COVID-19 pandemic. Please check your *Courier* for current hours.**
- Bank: A branch of BB&T is located on the third floor across from the classrooms. Open M-F 9:00 – 2:00. **During the COVID-19 pandemic, the Bank is CLOSED. Watch for news of reopening.**
- 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.
- **During the COVID-19 pandemic The Landing is CLOSED. The Dining Room is open for pick-up and, by reservation, for Courtyard dining. Residents of the apartments and the 1000 District are requested to pick up meals from 11:30am-1:30pm M-S and from 10:00am-12:00pm Sunday. The 2000 – 5000 Districts are requested to pick up meals from 2:30pm-4:30pm M-S and 1:00pm-3pm Sunday. Watch the *Courier* for updates.**

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.
- 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>).