

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 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

- Director of Facilities: Alfred Matchem (ext. 4777)
- Asst. Dir. of Facilities (IT) 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/Concierge Vern Rioux (ext. 0; you may experience a wait)
M-F 9:00-4:00, 10:00-2:00 Sat.
- 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 totaling over \$5/month. 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.
- If you use a smartphone or computer, you can use *Live Collington*. Go to the App Store [iOS] or Google Play Store [Android] and search for Live Collington. Download the app. The username and password is not being published here to maintain security; check with IT to obtain them. On the app you can access information on activities, dining, transportation, reserve meeting rooms, read announcements and messages, and more! You can also use the same credentials when you go to www.livecollington.org on your computer.

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. It is available on the resident website and on Live Collington.

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. Subject to change; 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>).