

HELPFUL HINTS FOR RESIDENTS

This document may be helpful to all residents, but is designed specifically to assist new residents. Refer to the *Collington Resident Handbook* for more information.

During COVID-19 restrictions, please confirm the information in this document with your Ambassador, Housing Leader, in the *Courier*, on LiveCollington, and/or on Channel 972.

1. People to Know; these are the helpers!

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| • Activity & Wellness Manager | Natalee Zimmerman (ext. 7795) |
| • Director of Facilities | Al Matchem (ext. 4777) |
| • Director of Hospitality Services | Christian Ramsey (4772) |
| • Director of Information Technology & Special Projects | Rob Reigle (ext. 5154) |
| • Facilities Coordinator | Lula Jones (ext. 5035) |
| • General Info/Concierge | Vern Rious (ext. 0; you may experience a wait) |
| • Horticulturist | Andre Samuel (ext. 4796) |
| • Housekeeping | Charlene Smith (ext. 4774) |
| • Project Manager | Eric Mpesha (ext.4791) |
| • Security Supervisor | Denina Trotman (ext. 7500) |
| • Social Worker (for Independent Living) | Phoebe Graham (ext. 4786) |
| • Check with your Housing Leader or Ambassador if you have additional questions. | |

2. Upon Arrival

- If you find items in your home that are incomplete, please contact Eric Mpesha (ext. 4791) with your punch list.
- Contact Lula Jones (ext. 5035) to get set up in the WorxHub system. Through this online portal you can request ongoing maintenance services (issues with appliances, utilities, light bulb replacement, etc.) throughout your years at Collington.
- Contact Charlene Smith (ext. 4774) to learn your schedule for housekeeping every other week. You can use the WorxHub system to request any special housekeeping needs throughout your years at Collington.

3. Being Connected and Informed

- **Passwords** are not being published here because this is a public document. Please contact the IT Department, ext. 5154, for password information for LiveCollington, WiFi, directories and recorded events on the residents' website,
- **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.

- **Discussion Group:** Residents use Google Groups to maintain a residents-only forum. Contact resident Julia Freeman (julia@scottclanonline.com or ext.7298) for information about subscribing; to unsubscribe go to the link at the bottom of any message. *Please do not add any staff member to an email sent to the discussion group. This forum is for residents only.*
- **Mail:** Mailboxes are located at the Clocktower. There is 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. Vern Rious at the front desk can help you with postage and shipping.
- **Resident Association website.** Keep up-to-date and find valuable resources at <http://collingtonresidents.org>. A password is needed for protected files (e.g. directories)
- **WiFi:** Basic WiFi is provided as part of your occupancy agreement. Network name = Kendal-Resident. Ask IT for the password and for assistance with set-up.
- **Daily Information:** Channel 972 on your TV provides a scrolling list of daily activities and menus. Many Auditorium events are streamed live.
- **Previously recorded events** can be streamed from the Residents Association website. Look for *Recorded Auditorium Events* under Collington Publications.
- **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.
- **LiveCollington** is an app that can be downloaded to your smart phone from the App Store [iOS] or Google Play [Android]. On the app you can access information on activities, dining, transportation, reserve meeting rooms, read announcements and messages, and more! You can use the same credentials when you go to www.livecollington.org on your computer.
- **Courier.** You will find a hardcopy of the *Courier* in your mail slot each Friday afternoon. You can also read it on LiveCollington. To save paper, you may request electronic delivery from Karen Cheney (ext.5023). The *Courier* contains detailed information about events for the coming week, menus, and special announcements.
- **Meetings and Presentations.** During the COVID-19 pandemic, meetings cannot be held in person. Most are being shown on our in-house TV channel #972. Please check the *Courier*, the residents' website, and LiveCollington for updates.
 - Monthly Community Meetings. 4th Fridays, 1:30pm on Channel 972
 - Monthly Resident Association (RA) Council open meetings. 3rd Tuesdays, 1:30pm on Channel 972.
 - Monthly Ask Me Anything with CEO Ann Gillespie. On Zoom with a recording the following day on Channel 972. Dates are announced in the *Courier*.
 - Neighbor Talks. Occasional Tuesday evenings, 7 pm on Channel 972.
 - Collington Presents. Occasional Saturday afternoons, 3:00pm. An eclectic offering of lectures, concerts, and other performances.
 - UMD Music Interns. Every year Collington hosts two PhD candidates in music from the University of Maryland. They live on our campus and provide a varied schedule of music talks and performances.

5. Health Services

- **MedStar Center for Successful Aging** operates Collington’s on-campus clinic. Hours are M-F 8:00am – 4:30pm. Ext.7791. For after-hours help call MedStar Senior Services Support at (301) 570-7363.
- If you do not use the Clinic as your primary provider, it is nonetheless 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** (just a few options):

ExpressCare Urgent Care
10416 Campus Way South
Upper Marlboro, MD 20774
301-316-9620; 8am-9pm daily

ExpressCare Urgent Care
6000 Laurel Bowie Road
Bowie, MD 20715
301-383-0330; 8am-9pm daily

MedStar Health Urgent Care
6401 America Blvd., Ste. 200
Hyattsville, MD 20782
301-276-8800; 8am-8pm daily

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-S 1:00pm-3:00pm. Orders must be phoned in by 8:00pm the evening before desired pick-up.
- **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.
- **Library:** located in the Clocktower, the Collington Library is run by residents and contains over 5000 volumes along with periodicals and newspapers. Meeting minutes and resident profiles are also archived in the library. There are two computers for resident use.
- **Bank:** A branch of Truist is located on the third floor across from the classrooms. During COVID-19 the bank is CLOSED. Weekly bus trips to the Truist branch in nearby Kettering are offered on Wednesdays by reservation. Contact Security (2020).
- **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 twice a year. A hardcopy is provided to each household; it is also available on the resident website and on LiveCollington.

7. Dining Services

- During the COVID-19 pandemic The Landing (bistro service, located on the third floor) is CLOSED. The Dining Room is open for pick-up only. Residents of the apartments and the 1000 District are requested to pick up meals from 11:00am-1:00pm M-F and from 10:00am-12:00pm Sat/Sun. The 2000 – 5000 Districts are requested to pick up meals from 3:00pm-5:00pm M-F and 1:00pm-3pm Sat/Sun. Request meal delivery by calling ext. 2135 before 9:00am of the day you desire delivery. The delivery fee is suspended during the pandemic.

8. Trash Collection

- **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.

- **Apartments:** Trash chutes are behind the doors marked “Garbage Room”. Recycling containers are in the nearby recycling rooms.

9. Resident Committees

- **Operating 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. Since we cannot meet in person during COVID, most meetings are held over Zoom and may be watched on Channel 972.
- **Activity Committees** arise in response to resident interest. At last count there are over 80, too many to highlight here. Among them are resident publications (monthly *Collingtonian* and semi-annual literary journal *Kaleidoscope*), the *Flower Committee*, that provides arrangements throughout the public spaces; the *Wood Shop*, where you can have scissors and tools sharpened, lamps repaired, furniture repaired or refinished, and have access to power tools; and, the *Frame Shop* where skilled craftspeople will frame your artwork or repair frames. There are groups for veterans, book clubs catering to a variety of interests, you can play ping pong, badminton, croquet, or pickleball, and so much more! A list of Activity Committees and their Chairs is at the back of the Resident Directory.

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.
 - **Lyft** and **Uber** are ride-hailing apps. Instructions for using them are available at *Uber/Lyft at Collington* on the resident website. Resident Ann Marie Rahn (ext. 5098) is willing to help you navigate the options.
 - **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.
- **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>).