



## TIPS FOR NEW COLLINGTON RESIDENTS

**Welcome! We are so glad to have you as our neighbors and friends.**

This document may be helpful to all residents, but is designed specifically to assist new residents.

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. We update this document frequently, but changes are occurring rapidly and it is best practice to confirm opening status and hours for services.

Some of the resources referred to in this document are password protected. We are not printing the passwords here because this is a public document. Please ask your Ambassador or the IT Department (ext. 5154) for assistance with passwords.

This document has been prepared by volunteers who are members of the Resident Marketing Committee. It is intended to provide the most important information you will need in your first days and weeks at Collington. These tips are not intended to be all inclusive.

If you have recommendations about ways to make this document more helpful, please contact Elizabeth Gill, editor, at [eliz.gill@gmail.com](mailto:eliz.gill@gmail.com).

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# PEOPLE TO KNOW

These people are the helpers! They can help you as you get settled in your new home. A full list of team members can be found in the **Collington Telephone Directory** that you were given by the Marketing Department.

- Activity & Wellness Manager                      Natalee Zimmerman (ext. 7795)
- Chief of Administration                              Karen Cheney (ext. 5023)
- Director of Facilities, *Interim*                      Gene Davis (ext.4765)
- Director of Hospitality Services                      Christian Ramsey (ext. 4772)
- Director of IT & Special Projects                      Rob Reigle (ext. 5154)
- Facilities Coordinator                                  Lula Jones (ext. 5035)
- Concierge/Administrative Asst.                      Vern Rious (ext. 0)
- Horticulturist/Groundskeeper                      Andre Samuel (ext. 4796)
- Housekeeping                                              Charlene Smith (ext. 4774)
- Project Manager                                          Eric Mpesha (ext. 4791)
- Security Supervisor                                      Denina Trotman (ext. 7500)
- Social Worker (Independent Living)                      Phoebe Graham (ext.4786)

Check with your Housing Leader or Ambassador if you have additional questions.

# DINING SERVICES

Collington has two dining venues.

The **Main Dining Room** is located on the second (ground level) floor of the Clocktower Building. The entrance is at the end of the Library Corridor.

Traditional hours are

- Monday-Saturday 4:30pm – 7:30pm for dinner.
- Sunday and holidays 11:30am – 3:00pm for brunch.

Covid-19 hours, during the re-opening phase, are

- Monday-Friday 4:00pm – 7pm for dinner seating (last seating @ 6:30pm); carryout between 4:00 pm and 5:30pm *only*.
- Saturday-Sunday 10:00am – 12:00pm for Apartment and District 1000 residents. Carryout only!
- Saturday-Sunday 1:00pm – 3:00pm for District 2000 - 5000 residents. Carryout only!

You may come at whichever time is convenient; the assignment of housing areas to particular times is intended to ease overcrowding.

**The Landing** is a casual bistro located on the third floor of the Clocktower Building. It can be accessed by the elevators or the grand staircase located around the corner from the Auditorium.

Traditional hours are

- Monday-Saturday 8:00am – 11:00am, breakfast
- Monday-Saturday 11:00am – 6:30pm, lunch/dinner
- Sunday *Closed*

Covid-19 hours, during the re-opening phase, are

- Monday-Friday 11:30am – 3:30pm, lunch
- Saturday-Sunday *Closed*

**Please check the weekly *Courier* for current hours in the Main Dining Room and the Landing, as opening days and times are changing rapidly.**

# HEALTH SERVICES

## On campus medical services

The on-campus medical Clinic is operated by the **MedStar Center for Successful Aging**. It is located on the second (ground) floor of the Clocktower Building in the corridor adjacent to the Marketing Office.

Hours are M-F 8:00am – 4:30pm by appointment. Ext. 7791.

For after-hours help call MedStar Senior Services Support at (301) 570-7363.

Even if the Clinic is not your primary care provider it is recommended that you have an appointment to meet a physician and keep the Clinic updated about your medical condition(s). The information is used in an emergency.

## Off-Campus Urgent Care

There are many options for urgent care in the area. Among them are

- **ExpressCare Urgent Care**  
10416 Campus Way South  
Upper Marlboro, MD 20774  
301-316-9620; 8am-9pm daily
- **MedStar Health Urgent Care**  
6401 America Blvd., Ste. 200  
Hyattsville, MD 20782  
301-276-8800; 8am-8pm daily

## Hospitals

The closest hospital, opened on June 12, 2021, is UM Capital Region Medical Center at Lottsford Road and Harry Truman Drive. <https://bit.ly/3f6NgnL>.

Other area hospitals include MedStar Washington Hospital Center, Anne Arundel Medical Center, and Johns Hopkins Hospital.

## Emergency Care / Response

To get assistance, dial 2020 for Security, use the pull cords in your residence, or activate your SARA pendant.

- When you call Security at ext. 2020; they will respond to a fall or other emergency.
- If the emergency is life-threatening dial 9 (for an outside line) and then dial 911. If you are able, call ext. 2020 to alert Collington Security that an ambulance is responding.
- Every home is equipped with emergency pull cords in the bathroom(s) and bedroom(s). You may request additional units from Security.
- For personal safety around the community, residents may purchase SARA pendants (“situational awareness response assistance”) which identify your location and summon help from Collington Security.

# STAYING CONNECTED

## Community Meetings

A monthly Community Meeting, providing important announcements and topics of interest presented by team members, is held the fourth Friday of the month at 1:30pm. Residents may watch on in-house Channel 972 and, COVID-19 restrictions permitting, attend in person in the Auditorium.

## Courier

The *Courier* contains detailed information about events for the coming week, menus, and special announcements. A hardcopy of the *Courier* is placed in your mail slot each Friday afternoon. You can also read it on LiveCollington. To save paper, you are encouraged to request electronic delivery from Karen Cheney (ext.5023).

## Daily Information

Channel 972 on your TV provides a scrolling list of daily activities and menus.

## Discussion Group

Residents use Google Groups to maintain a residents-only forum. Contact resident Julia Freeman ([julia@scottclanonline.com](mailto: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; you may email staff separately.

## LiveCollington App

You can download LiveCollington 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, submit work orders, and more! You can use the same credentials when you go to [www.livecollington.org](http://www.livecollington.org) on your computer.

## Mail

- Mailboxes are located in the Clocktower lobby; your unit number is your mailbox number.
- There is a mailbox for outgoing mail at the Flag Circle outside security and a mail drop-off slot in the Clocktower Lobby near the Country Store.
- Vern Rious, at the Clocktower Reception Desk, can assist you with postage, USPS, UPS, and with faxing. The cost will appear on your monthly statement.

## Technical Support

- The Resident 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.

### **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, dial the final four digits of the number.
- Rapid beeping indicates the presence of a voice mail message. Dial 7200 and follow instructions to retrieve it.
- The IT Department is working to have a cell tower installed on campus which will allow reliable and consistent reception for cell phones

### **WiFi**

Basic WiFi is provided as part of your occupancy agreement. The network name is Kendal-Resident. Ask IT (ext. 5154 or 4788) for the password and for assistance with set-up.

# RESIDENTS ASSOCIATION

## Residents Association Meeting

Open meetings of the Residents Association [the RA], which include reports from the operating committees and housing leaders, are held the third Tuesday of each month at 1:30pm. You can attend in-person in the Auditorium when that is possible or watch on Channel 972.

## Residents Association website

Keep up-to-date and find valuable resources at <http://collingtonresidents.org>. A password is needed to access protected files (e.g. directories); contact Julia Freeman (ext. 7298) for those passwords.

## Resident Committees

- Operating Committees help Collington function. They are venues where professional team members share ideas with and receive input from residents. Meetings are open to all residents. A list of committees with meetings schedule may be found on the Residents Association website and are announced weekly in the *Courier*.
- 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 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.

# MISCELLANY

## **Country Store**

The Country Store, located at the Clocktower entrance, is operated by resident volunteers. It offers groceries, OTC medications, ice cream, and convenience items. Ext. 2167. Check the Courier for current operating hours. Meal credits may be used at the store for food items; other items will be charged on your next monthly bill.

## **Housekeeping**

Contact Charlene Smith (ext. 4774) to learn your schedule for housekeeping, which occurs every other week.

## **Library**

The Collington Library is run by residents and contains over 5,000 volumes along with periodicals and newspapers. Meeting minutes and resident profiles are also archived in the library. There are two computers for resident use.

## **Motor Vehicles**

You must register your vehicle within 60 days of moving into Maryland. There is a nearby MVA office on Central Avenue, Rte. 214. <https://bit.ly/3y4bSGr>.

## **Opportunity Outlet**

Did you bring too much with you? Did you leave something behind and now find you need it? The OO Shop, as it is known, is the perfect solution! Resident-run, it accepts donations of and sells clothing, housewares, jewelry, furniture, and more. It raises ~\$40,000 annually to support RA activities. M/W/F 2:30 – 4:30. Ext. 2266 on the 1<sup>st</sup> floor of the apartments (access via the elevator near the Clinic and Game Room).

## **Punch List**

If you find items in your home that are in need of immediate attention, please contact Eric Mpesha (ext. 4791) with your punch list. After the initial residency period, please submit work orders through the WorxHub system.

## **Security Desk**

The Security Entrance is located beyond the employee parking lot by the flag circle. From inside, the desk is on the third floor between the classrooms and the Fitness area. Open 24/7. From on-campus dial ext. 2020; from off-campus dial 301-925-7707.

## **Work Orders**

Contact Lula Jones (ext. 5035) to get set up in the WorxHub system, <https://collington.theworxhub.com>. Through this online portal you can request maintenance services (issues with appliances, utilities, light bulbs, etc.) You can also access the WorxHub on the LiveCollington app.