



## 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.

While many COVID restrictions at Collington have been lifted, 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            | Shawn Bostic (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      | <i>Vacant</i>                                     |
| • Housekeeping                      | Charlene Smith (ext. 4774)                        |
| • Project Manager                   | Eric Mpesha (ext. 4791)                           |
| • Security Supervisor               | Denina Trotman (ext. 7500)                        |
| • Social Workers                    | Phoebe Graham (ext.4786)<br>Natalyn Battle (4789) |

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.

Current Dining Room hours are:

- Monday-Friday. 4:00pm – 7:00pm *Dine-In*; 4:00 – 5:30 *Carryout*
- Saturday-Sunday 10:00am – 12:00pm and 1:00pm – 3:00pm.  
*Carryout only*

**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.

Current Landing hours are:

- Monday-Friday 8:00am – 10:00am for Breakfast; 11:30am – 3:00pm for Dinner
- 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 as we return to historical operating hours.**

Every month, residents receive an allotment of \$10.00 per day to their meal account. This does not equate to actual dollars; it is simply an accounting method to track meal usage. Dining room meals have an assigned value of \$10.00. Meals in the Landing are priced per item. Dining dollars may also be used for food items in the Country Store. Dining credits do not roll over from month to month.

## 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:

- M-F 8:00am - Noon – 1:00 - 4:00pm by appointment. Ext. 7791
- The Clinic is closed for lunch from Noon – 1:00pm
- For after-hours help call (443) 444-8000 and ask for the on-call provider for Geriatrics at the Center for Successful Aging.

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

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|--|--|
| <ul style="list-style-type: none"><li>• <b>ExpressCare Urgent Care</b><br/>10416 Campus Way South<br/>Upper Marlboro, MD 20774<br/>301-316-9620; 8am-9pm daily</li></ul> | <ul style="list-style-type: none"><li>• <b>MedStar Health Urgent Care</b><br/>6401 America Blvd., Ste. 200<br/>Hyattsville, MD 20782<br/>301-276-8800; 8am-8pm daily</li></ul> |
|--|--|

### **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 Doctors Community Hospital, 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 (“situational awareness response assistance”) device.

- 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 a SARA device which will identify your location and summon help from Collington Security.
- When you call Security at ext. 2020, they will respond to a fall or other emergency. If needed, Security staff will request additional support from 911.
- If the emergency is life-threatening dial 9 (for an outside line on your home landline) and then dial 911. If you are able, call ext. 2020 to alert Collington Security that an ambulance is responding.

# **STAYING CONNECTED**

## **Community Meetings**

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

## ***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.

## **LiveCollington App**

You can download LiveCollington to your smart phone and/or iPad from the App Store [iOS] or to a mobile phone from 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.

## **Online Discussion Group**

An online residents-only forum is available and may be joined by contacting resident Julia Freeman ([julia@scottclanonline.com](mailto:julia@scottclanonline.com) or ext.7298). 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.

## **Technical Support**

- The Resident Technical Support Committee provides a weekly clinic for help with your own system. Wednesdays, 1pm, via Zoom or telephone.

- 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. You can ask for recommendations from the online discussion group.

### **Telephones**

- A landline is provided by Collington. Dial 9 for an off-campus line.
- 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 in all residences. 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 meeting schedules 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 art & 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

### **Collington Foundation**

The Collington Foundation is the philanthropic arm of Collington Life Plan Community. The Foundation sets a tone of generosity of spirit, of time, of talent, and of resources with the purpose of serving the entire Collington community – residents, team members, and our neighbors. This work is accomplished through disbursements from the Fellowship Fund, the Scholarship Fund, the Arts and Culture Fund, and the Annual Fund. <https://collington.kendal.org/about/giving>

### **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. Current operating hours are M, W, F 10:30am-2:30pm and Tu, Th, S 10:30 am – 12:30pm. Meal credits may be used at the store for food items; non-food items will be charged on your next monthly bill as will food items beyond your monthly allotment.

### **Housekeeping**

Contact Charlene Smith (ext. 4774) to learn your schedule for housekeeping, which occurs every other week. After one year of residence you may request a deep cleaning, which are scheduled on Fridays.

### **Library**

The Collington Library is run by resident volunteers 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**

Within 60 days of moving, you must register your vehicle if you have moved from out of state or update your address if you moved from elsewhere in 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 first month of residency, please submit work orders through the WorxHub system.

## **Recycling**

Collington has *single-stream* recycling – paper, plastic, cardboard, and metal cans all go into one container. Apartment residents use large bins located on each floor's Trash & Recycling room. Cottages have a trash dumpster in the parking area, a recycling closet in the parking structure. Cottage residents are given a green recycling basket to use on Tuesday & Friday when trash and recycling is picked up from in front of the cottages. Many hard-to-recycle items (e.g., batteries, CFL lights, plastic bags) can be deposited in the special recycling containers in the coatroom area near the rear entrance to the Auditorium.

## **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.) Your Ambassador can lead you through a WorxHub tutorial or it is available at <https://bit.ly/3KJ8Ldl>. You can also access the WorxHub on the LiveCollington app.