



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

If you have recommendations about ways to make this document more helpful, please contact Elizabeth Gill, editor, at 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.

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| • Activity & Wellness Manager | Natalee Zimmerman (ext. 7795) |
| • Chief of Administration | Karen Cheney (ext. 5023) |
| • Concierge/Administrative Asst. | Vern Rious (ext. 0) |
| • Director of Culinary | Stephanie Tolson (ext. 5012) |
| • Director of Facilities | Shawn Bostic (ext. 4765) |
| • Director of IT & Special Projects | Vacant |
| • Director of Social Work | Marian Adjei-Ampomah (ext.4785) |
| • Facilities Coordinator | Lula Jones (ext. 5035) |
| • Housekeeping | Charlene Smith (ext. 4774) |
| • Project Manager | Sean Pickett (ext. 4791) |
| • Security Supervisor | Denina Trotman (ext. 7500) |
| • Social Workers | Natalyn Battle (ext. 4789)
Phoebe Graham (ext.4786) |

DINING SERVICES: GETTING YOUR MEALS

Collington has two dining venues. You are encouraged to eat in the dining rooms, or you may opt to carry out your meals to eat at home.

The Main Dining Room is located on the ground level of the Clocktower Building (which is actually the second floor because of the land's slope). The entrance is at the end of the Library Corridor. Dining reservations may be made by calling 2135; the latest reservation is for 6:15pm. You may need to leave a message. Dine-in options include table service and a self-serve section.

Current Dining Room hours are:

- Monday-Friday: Dine-In 4:00pm – 7:00pm; Carryout & Self-Serve 4:00pm – 5:30pm. The last seating is at 6:30pm.
- Saturday-Sunday: Dine-In 12:30pm – 3:00pm; Carryout & Self-Serve 11:00am – 3:00pm

The Landing is a casual bistro located in the Clocktower Building, one floor up from ground level (which is actually the third floor). 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 – 10:30am for Breakfast; 11:30am – 3:00pm for Lunch
- Saturday-Sunday *Closed*

Please check the top of the menu in the weekly *Courier* for current hours in the Main Dining Room and the Landing, as opening days and times can change.

Every month, residents receive an allotment of 10 dining credits per day to their meal account. This does not equate to actual dollars; it is an accounting method to track meal usage. Dining Room meals have an assigned value of 10 credits. Meals in the Landing are priced per item, with \$1.00 = 1 dining credit. Dining credits may be used for selected staple food items in the Country Store. Credits do not carry forward into the next month.

Whenever you carry out meals, they will be provided in re-usable green plastic containers. Please rinse out the containers and return them *within 24 hours* to the specially-marked bins near the Dining Room.

Daily Living: Getting Your House in Order

Punch List: things that need doing right away listed on your contract

Check to make sure all contracted items and renovations in your home have been completed and that everything works properly. For anything that needs attention, please refer these punch list items to Project Manager Sean Pickett by email (spickett@collington.kendal.org) for his immediate attention. Do not enter punch list items in WorxHub (see page 5 for information on WorxHub).

Housekeeping

You will receive housekeeping services every other week. Contact Charlene Smith (ext. 4774) in the first week after you arrive to learn your schedule for housekeeping. You may request an annual deep cleaning, which will be scheduled on a Friday.

Recycling

Collington has *single-stream* recycling – paper, plastic, cardboard, and metal cans all go into one container. Apartment residents use large bins located in each floor's Trash & Recycling rooms. Cottages have a trash dumpster in the parking area and a recycling closet in the parking structure. Cottage and villa residents are given a green recycling basket to use on Tuesday & Friday when trash and recycling are picked up in front of the residences. 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.

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, FedEx, USPS, UPS, and sending faxes. The cost will appear on your monthly statement.
- First Class postage stamps are available for purchase in the Country Store.

Telephones

- A landline and one telephone are 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. Check frequently; not all phones have blinking lights to indicate a message, and voicemail blasts from the administration do not trigger a blinking light.

- **Set your mobile phone to use WiFi calling** as cell phone reception on campus at present can be variable.
- The IT Department is working to have a cell tower installed on campus, which will improve reliability and provide more consistent reception for cell phones.

WiFi

- Basic WiFi is provided in all residences. The network name is Kendal-Resident. Ask IT (ext. 4788) for the password and for assistance with set-up.

Television and Cable

- Comcast Standard Cable is provided in all residences. You may purchase additional cable services for additional fees by contacting Comcast.

Maintenance Services: 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 and housekeeping services. 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, but using the website is preferable.

Security and Emergencies

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.

Health and Security 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 (if you signed up to receive one).

- Every home is equipped with emergency pull cords in the bathroom(s) and bedroom(s). You may request additional units from Security.
- Call Security at ext. 2020 for assistance after a fall or other emergency. If needed, Security staff will request additional support by calling 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.
- For personal safety around the community, residents may purchase a SARA device that will identify your location and summon help from Collington Security staff.

Other Emergencies

For any other emergencies (power outages, etc.) residents should shelter in place unless they are in immediate danger. Residents will receive messages from Collington’s management with updates on current conditions and instructions about precautions and recommendations. These messages might be left on your phone without the phone ringing, so check for messages. You may also check Channel 972, email, and contact your District, Floor or Cluster leader.

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 ground (second) floor of the Clocktower Building in the corridor adjacent to the Marketing Office.

Clinic Hours:

- M-F 8:30am - Noon and 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 at Collington, in Bowie.

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 | • UM Bowie Health Center
15001 Health Center Drive
Bowie, MD 20716
240-677-0799; 24 hours daily |
|---|---|

Hospitals

The closest hospital is UM Capital Region Medical Center at Lottsford Road and Harry Truman Drive. <https://bit.ly/3f6NgnL>. Other area hospitals include Doctors Community Medical Center, Anne Arundel Medical Center (both of which are part of Luminis Health), and Johns Hopkins Hospital in Maryland and Washington Hospital Center, Georgetown University Hospital (both of which are part of MedStar), and George Washington University Hospital in the District.

STAYING CONNECTED: GETTING INFORMATION

Courier

The *Courier* is Collington's weekly newsletter containing detailed and important information about events for the coming week, menus, and special announcements. It's your best source of up-to-date information for this community! A hardcopy of the *Courier* is placed in your mail slot each Friday afternoon. You can also read it on the LiveCollington App and Website (see below). You may request electronic delivery of the *Courier* from Karen Cheney (ext.5023).

LiveCollington App and Website

You can download LiveCollington to your smart phone and/or iPad from the App Store [iOS] or from Google Play [Android] as appropriate. 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 on your computer.

Daily Information

Channel 972 on your TV provides a scrolling list of daily activities and menus. Community meetings and many events are also broadcast on Channel 972.

Community Meetings

A monthly Community Meeting, providing important announcements and topics of interest presented by team members, is typically held the third Thursday of the month at 3:00pm. **Please check in the weekly *Courier* for notice of changes to the meeting schedule and for special meetings.** Residents may attend in person in the Auditorium or watch on in-house Channel 972. Recordings of the meetings are available on the Collington Residents website.

Online Discussion Group

An online residents-only forum is available and may be joined by contacting resident Dennis Evans (dennis@evansopticalengineering.com or ext.5062). 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 Technology and Communications 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.

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 or watch on Channel 972. Recordings of the meetings are available on the Collington Residents website.

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 Dennis Evans (ext. 5062)

Residents Association Committees

Operating Committees help Collington function. They are venues where professional team members (administrative staff) 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 meetings are announced weekly in the *Courier*. Feel free to attend meetings to learn about the committees, with no commitment to become or stay a committee member.

Activity Committees arise in response to resident interest. There are too many of them to list here! Among them are resident publications (monthly *Collingtonian* and annual art & literary journal *Kaleidoscope*); the Flower Committee, that provides arrangements throughout the public spaces; and the Wood Shop, where you can have scissors and tools sharpened, lamps repaired, furniture repaired or refinished, and have access to power tools. 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 in the Resident Telephone 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. Current operating hours are M, W, F 10:30am-2:30pm and Tu, Th, S 10:30 am – 12:30pm. Dining credits may be used at the store for select staple food items; beginning

in 2023 all non-food items and some food items (ice cream, cookies, candy, soda, and snacks) may be paid for with cash or will be charged on your next monthly bill.

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 and a magnifying reader for resident use. Hours are M-F 10:30am-4:30pm and Sat 11:00am-1:00pm. The Library closes early for RA and Community meetings.

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 2:30pm – 4:30pm. Ext. 2266 on the 1st floor of the apartments (access via the elevator near the Clinic and the Game Room).

Guests

Collington is now your home; you may invite guests to visit you and dine with you as you wish. Please advise guests and delivery people to use the entrance on Lottsford Road. There is a call box on a stand beside the gatehouse from which they contact the Security Desk. They should identify themselves and announce their destination. Security staff will raise the gate and can provide directions to your home. There is no need to notify Security that you expect guests or a delivery in advance. Security is staffed 24/7.

Motor Vehicles

Within 60 days of moving in, 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>

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 County neighbors (including Kettering and Cora Rice Elementary Schools). 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>