



RESIDENT

HANDBOOK

WELCOME

This Resident Handbook has been compiled by your Resident Association to help explain the how, what, where, and when's of the Collington community. With the input of many, many residents and staff, it includes information regarding the community's organization, its services, logistical information, procedures, schedules, and where to go with questions or problems.

This is a living document, which means that information will be updated on a regular basis. Please don't hesitate to ask questions, submit updates, or forward suggestions to the Resident Association.

Collington Residents Association, Inc.

Website: collingtonresidents.org

Comments: please contact Lois Brown
or Peggy Latimer

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I. Important Contact Information

<u>Function</u>	<u>Telephone</u>	<u>Days</u>	<u>Hours/email</u>
Security Desk/ Emergency	x 2020 or 301-925-7707	Every day	24 hours
Clinic Reception	x 7791	Mon-Fri	8:00am - 12pm; 1:00pm - 4:30pm
Clocktower Reception	x 0 [expect short delay] or 301-560- 3601	Mon-Fri Sat	9:00am - 4:30pm 10:00am - 2:00pm
Collington Main Number	301-560-3601	Every day	24 hours
Comcast	800-391-3000 or 855-638-2855		
Country Store	x 2167	Mon-Fri Sat	10:30 am - 2:30 pm 10:30 am - 12:00 pm
Dining Services Dining Room The Landing	x 2135 x 2134	Mon-Sat Sun/Holidays Mon-Sat	Dinner: 4:30pm - 7:00pm Brunch: 11:30am - 3:00pm Breakfast: 8:00am - 11:00am Lunch/Dinner: 11:00am - 7:30pm Closed: 2nd Wed: 2:00 - 3:00 pm every Thurs: 2:00-3:00 pm
Housekeeping	x 4774	Mon-Fri	7:00am - 3:30pm
Maintenance/ Facilities	x 4765 (x 2020 after hours)	Mon-Fri	7:30am - 5:00pm
OO Shop	x 2266	Mon, Wed, & Fri	2:30pm - 4:30pm
Resident Services	x 4778	Mon-Fri	8:30am - 1pm; 2:30pm - 5pm tamarkham@collington.kendal.org
TV: In-house Channel	972	Every day	24 hours
Work Orders	x 2151		collington.theworxhub.com

II. Services

A. Emergencies/Safety/Security

1. Emergencies

a. Medical Emergencies:

- For falls and other emergencies, call: x 2020. Security and medical staff should come promptly. Do not attempt to move a neighbor who has fallen.
- For a life-threatening emergency, call 911 from a landline, then call Security at x 2020 so that the emergency response team can be directed to your unit. You or a responsible party should notify security that you have been transported, and to which hospital.
- Emergency pull cords: located in bathrooms and bedrooms. If you fall or have a medical emergency, pull the cord all the way down, and Security staff should respond quickly. [Call Security: x 2020 promptly if any pull cords are missing or accidentally pulled.] In addition, test your pull cords annually, calling Security before doing so.
- SARA pendants: Residents may purchase a “SARA” [“Situational Awareness Response Assistance”], which is worn as a pendant, on a wristband, or in a purse or pocket [one-time fee]. By pressing the button, SARA’s GPS alerts Security. SARA works throughout most of Collington. Signs on some woodlands trails indicate where SARA may not function. Questions: x 2020. If not working properly, submit a work order at x 2151 or collington.theworxhub.com.

b. Fire Safety:

1. If you discover a fire in your Apartment:

- Get out of your apartment immediately. DO NOT take time to remove personal belongings.
- Shut the door to your apartment. DO NOT take time to lock it.
- Activate the fire alarm by pulling the pull station located in the corridor at the exit door/stair.
- Evacuate to the exterior of the building. If safe to do so, proceed to the Dining Room. If not, go to the Parking Lot. If you cannot evacuate down

the stairs, move to a location on the same floor that is as far away as possible from the fire and then find a neighbor for assistance.

2. If you see or hear the fire alarm while in your apartment, but the fire is not in your apartment:
 - Remain in your apartment with your door shut. Do not open the door unless a fire fighter or Collington staff member knocks on it.
 - Do not call the Security Desk as staff is busy calling and working with local Fire Department.
 - If requested, you will be escorted out of your apartment and across the closest set of cross-corridor doors.
 - Follow instructions of the staff and firefighters at all times.
 - If you encounter smoke while in your apartment and the fire is not in your apartment, stuff wet towels under the door and wait by an open window. Open the window only far enough so you can wave a towel or clothing to alert the Fire Department to your location. If you cannot walk down the stairs, go into the fire-rated stairwell and wait for staff or firefighters to help you. Do not use the elevator.
 3. If you discover a fire in your **Cottage/Villa**:
 - Get out immediately. DO NOT take time to remove personal belongings.
 - Shut the door. DO NOT take time to lock it.
 - CALL 911 from a neighbor's phone.
- c. **Smoke Detectors/Alarms:** Each unit is equipped with smoke detectors, which send a signal to Security, who will call you. [Maintenance replaces detector batteries.]
- d. **Smoking:** Collington is a smoke-free campus. It only is permitted retroactively inside pre-approved resident units occupied prior to February 15, 2019.

2. Safety Precautions

- a. **Door Sensors:** A sensor on your front door indicates whether your door has been opened between 12:00 am and 6:00 pm. If it hasn't, you will be called and asked to press "1". If no answer, Security will come and knock on your door, and, if no answer, will enter.

Important: if you plan to be away overnight, you must fill out a form, available at the Clocktower Reception Desk.

b. Keys and gate; entry devices: For additional or replacement home or mailbox keys [fee]. For repairs or battery replacement for your gate entry device [no fee]: submit a work order at x 2151 or collington.theworxhub.com.

c. Access to Your Unit:

- Collington staff may need to enter your home to perform repairs, respond to work orders, complete scheduled preventive maintenance tasks, or to investigate possible emergencies. They are instructed to knock twice before entering.
- To allow staff access only by appointment and for emergencies, request a small red dot be placed on your door; call x 2151. [This may mean a delay in getting requested work done.]

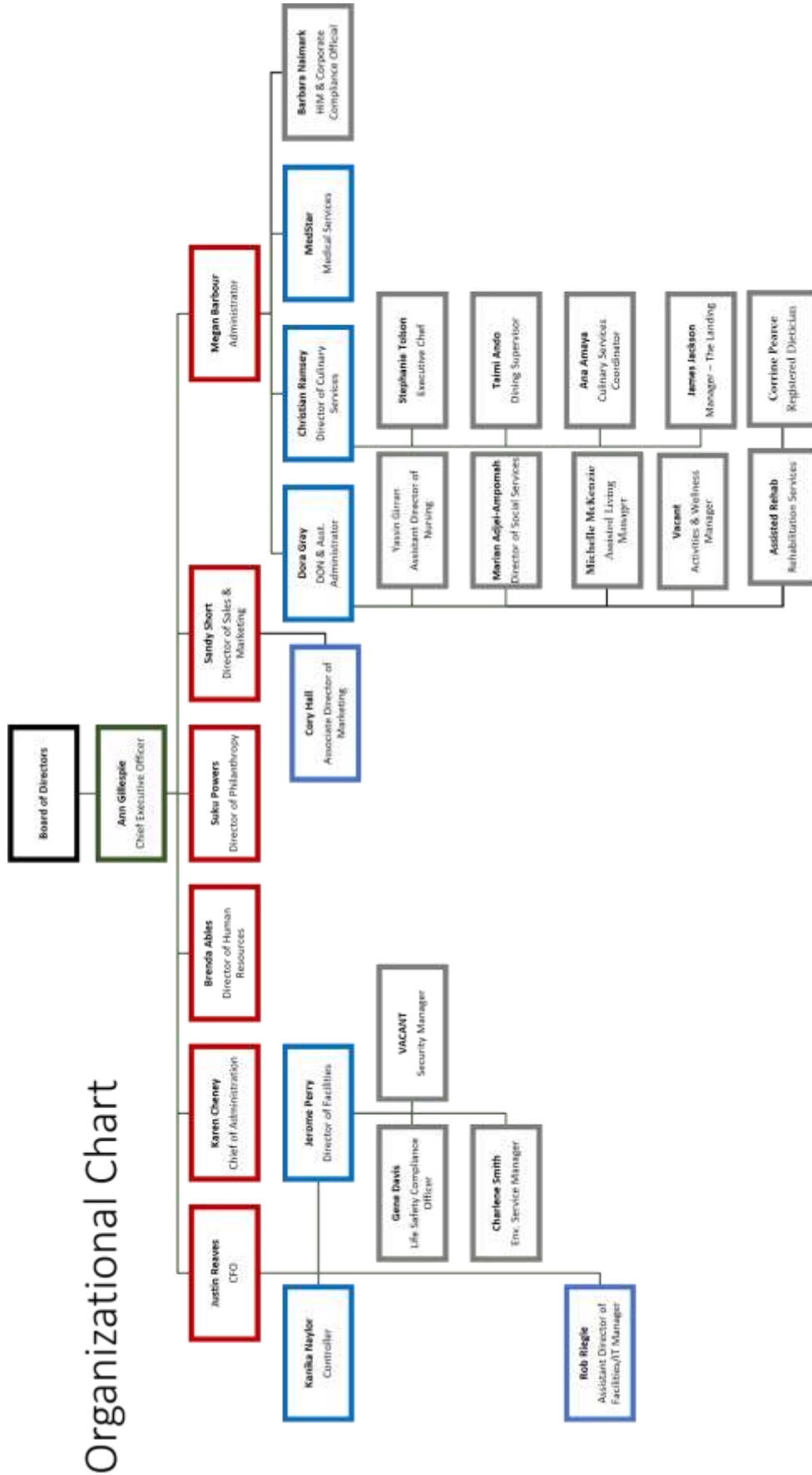
d. Snow and Ice:

- Maintenance staff or a contractor will begin snow removal during or directly following a storm.
- To report any conditions that may be dangerous, such as icy spots, downed gutters, water leaks or floods, or loss of heat, call x 2020.
- Residents may be left messages on their phones [without ringing] and may also watch Channel 972 about current conditions, food delivery, precautions, and recommendations.
- Sanding and/or Salting Products: These products do not guarantee safe conditions, so caution will still be needed.

3. Security Desk

- Located on the third floor between the classrooms and Fitness Room; also directly accessible by the flagpole. Call x 2020 or 301-925-7707.
- For less urgent needs: call x 2151 or submit a work order at collington.theworxhub.com.
- Visitors: Inform Security when you are expecting visitors, deliveries, etc. Otherwise visitors need to sign in at the Clocktower Reception Desk when the receptionist is on duty or at the Security Desk.

B. Collington Administration - 2019



C. The Community Center:

Collington's central building, the Community Center, has two main entrances, and because it's built on a hillside, these entrances are on different floors.

From the Clocktower parking area is the main entrance to the 2nd floor. Once inside, surrounding a square, central open-air courtyard are:

- Reception desk
- Country Store
- Lounge areas
- Billiards Room
- Library
- Board Room
- Ivy Lounge
- Dining Room
- Auditorium

To the left [east] of the Clocktower entrance, down a long hallway, you will find:

- Administrative offices
- Marketing
- Clinic
- Game Room
- Interfaith Chapel
- Flower Room
- Access to apartments
- Elevator and stairs between the Clinic and Game Room leads to 1st floor OO Shop and Frame Shop
- Two small meeting rooms on the 1st and 3rd floors

To the right [west] of the Clocktower entrance, continuing past the auditorium to the right are the elevator and stairs to the 3rd and 4th floors.

On the 3rd floor are:

- The Landing
- Creative Arts Room
- Residents Association Office
- Bank
- Salon
- Classrooms/Meeting spaces
- Security Desk and the 3rd floor main entrance
- Rehab
- Fitness Center
- Pool

The elevator/stairs to the 3rd floor also gives access to the Creighton Center, which is on the 3rd and 4th floors:

- Third Floor: Arbor [memory care], Brandywine [assisted living]
- Fourth Floor [accessed only by elevator]: Chesapeake [Skilled Nursing], Potomac [Assisted Living], Shenandoah [Rehabilitation]

D. Dining Services/Country Store

- Collington offers two independent living dining experiences: the Dining Room, in the Community Center main [2nd] floor – a formal setting, and The Landing, in the Community Center 3rd floor – a casual bistro.
- For hours, see: **I. Important Contact Information**, above.
- The Creighton Center has its own dining facilities. [See E.9., The Creighton Center.] Creighton Center residents may also eat in the Dining Room and The Landing.
- Occasionally, residents will be notified when dining hours are changed, such as result of inclement weather or power outage.

1. Dining Options:

a. Dining Room [x 2135]:

- Check-in at the entrance podium.
- Three kinds of service are offered:

i. Staff-service:

- Diners may order through staff and/or select items at the buffet and salad and fruit bars.
- The last seating for dinner is 7:00 pm and for brunch 2:30 pm.
- Reservations are recommended, and for 5 or more persons are required. Call x 2135 or tando@collington.kendal.org; for dinner: by 12:00 pm of the day desired; for brunch: by 8:00 am of the day desired.

Include name, phone number, total number of people, and preferred dining time. Staff will call to confirm your reservation by 2:00 pm for dinner and by 9:30 am for brunch.

If your requested reservation time is unavailable, staff will call to schedule an alternate time.

- Reservations are recommended for holiday brunches.
- Changes or cancelations: x 2135.
- Walk-in residents will be seated on a first-come basis.

ii. Self-serve: adjacent to the Courtyard and outside the kitchen; also in the Courtyard in warm months.

- Residents serve themselves and bus their dinnerware.
- A staff person is assigned to replenish items and provide desserts or ice cream.

iii. Take-Out: Residents who choose to take-out are encouraged to do so between 4:30 to 5:00 pm, and also to bring reusable containers given to new residents or available in the Country Store.

- A Dining Room dinner generally includes a beverage, soup, salad bar, entrée, vegetables, starches, dessert, and a piece of fresh fruit. Sunday brunch includes typical brunch items or a regular meal. Menus are listed in the *Weekly Courier*, on the in-house TV channel 972, and in the Dining Room. Additional special order items are listed on the Dining Room menu.
- Holiday brunches include: New Year's Day, M. L. King, Jr. Day, Easter, Mother's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day. [Dinner is not available on these days.]
- Nutrition: Culinary staff uses low salt broths in soups and sauces; the salad bar offers fresh vegetables and fruit as well as plain yogurt; various herbs are available on the condiment shelf.

b. The Landing [x 2134]:

- All items are a la carte; seating is on a first-come basis. No reservations.
- The menu is available at the Landing and listed on the Collington Residents Association website: collingtonresidents.org. Daily specials are posted at The Landing's entrance.
- Order at the counter or kiosk in the hall for either eating in or take out.
- Last order for breakfast is 10:45 am. Last order for dinner is 6:15 pm.
- A server will bring your order to you. Diners select their cutlery and complimentary beverage and take their used dishes to the busing room. Assistance and service are available to those needing it.

2. Other Features

- **Ivy Lounge:**

Adjacent to the Dining Room entrance, this offers a comfortable place where residents can relax and enjoy a cup of coffee/tea all day and perhaps a pastry in the morning. Monday-Friday, from 4:00 - 7:00 pm, residents may order wine or cocktails [charges added on monthly bill] and complimentary hors d'oeuvres.

- **Wine:**

Residents may bring a bottle of wine to the Dining Room, The Landing, or Ivy Lounge with no additional charge. Your server will bring wine glasses and, on request, open the bottle. Residents may purchase a cocktail or wine (glass or

bottle) in the Dining Room or Ivy Lounge and wine in The Landing. This service is not available at Sunday brunch when complimentary champagne is offered.

- **Private Dining Room:**

May be reserved for small groups [maximum of 16 persons] during dinner hours. To reserve: x 4771.

- **Catering Service:**

Collington has several rooms, including the private dining room, available for occasions such as anniversaries, birthdays, and group meetings. Call x 4771 for information and costs.

- **Mobility Devices:**

Staff members will assist residents in getting their scooters and wheelchairs to a table. The devices may then be put at the side of the room and returned at the end of the meal. Residents also may put mobility devices in the “garage” rooms across from the Ivy Lounge or opposite The Landing.

- **Meal Delivery:**

Meals may be delivered to your home [the fee may be waived if ordered by the Clinic or physician.] Orders may be delivered soon after the Dining Room opens but must be placed no later than 3:00 pm to receive by 7:00 pm.

3. Meal Payment System

- An independent living contract provides each resident one \$10 meal, or 10 credits, per day for each day of the month and is included in resident monthly fees. A month with 30 days has \$300, or 300 meal credits.
- Each meal in the Dining Room is assigned a value of \$10.
- The Landing’s items are priced individually. Payment may be made through meal credits [except for alcohol], charges added to a resident’s monthly bill, or a MatrixCare debit card purchased at the Country Store.
- Guests: Meal credits may be used for a guest. If the resident has no remaining meal credits, guest Dining Room meal charges will be added to the resident’s monthly bill. Guest meals at holiday brunches and special events are priced and charged per event.
- Meal credits may also be used in the Country Store to purchase food items for personal use.
- Receipts indicating remaining meal credits for the month are available in The Landing, Dining Room, or Country Store.

- Meal credits not used by the end of the month do not rollover to the next month.
- Alcohol charges are added to a resident's monthly bill.

Comments Are Welcome: Comment cards are available in the Dining Room waiting area and in The Landing across from the busing room.

4. Country Store

Opposite the Clocktower Reception Desk, the campus convenience store offers such items as bread, milk, sandwich meat, canned soup, juices, soft drinks, reusable food containers, as well as toiletries, batteries, paper products, over-the-counter medicines, and greeting cards.

The Country Store is operated by resident volunteers, managed by Dining Services, and is not a profit-making enterprise.

Hours: Mon - Fri: 10:30 am - 2:30 pm

Saturday: 10:30 am - 12:00 pm

Payment: items are charged to your monthly bill or pay cash. Meal credits may be used for personal food items. A reloadable MatrixCare debit card may be purchased here for use in Collington's dining venues and the Country Store. No other credit cards are accepted.

E. Health/Wellness

1. The Clinic

The Clinic provides geriatric services dedicated to the special needs of our community and is part of the MedStar Center for Successful Aging; medstarhealth.org. Residents who choose to receive care at the Clinic will have the option of enrolling in MyMedStar, an electronic patient portal. A full description of Clinic services is available at collingtonresidents.org.

- Hours of Operation:

Reception: Monday - Friday 8:00 am - 12:00 pm; 1:00 pm - 4:30 pm

Appointments: Tues & Thurs: 8:00 am - 12:00 pm; 1:00 pm - 4:30 pm

Fri: 10:30 am - 12 noon; 1:00 - 2:00 pm

- Telephone Numbers:

Appointments/Reception: x 7791

Medical Records: x 4795

Social Work Services for Independent Living Residents: x 4786

For emergency medical assistance 24/7: call x 2020.

- **Billing:**

Services are billed according to Resident’s health insurance coverage. MedStar is not a Kaiser Permanente facility, and does not bill or accept payment from Kaiser.

2. Specialty Care

Specialists, including a podiatrist, audiologist, optometrist, and dermatologist, come regularly, but are not part of the MedStar Center for Successful Aging. Appointments may be made directly with the specialists. A list of specialists, with their hours and telephone numbers is available collingtonresidents.org; a list of MedStar specialists can be obtained from the Clinic staff. A list of “Nearby Medical Specialists and Medical Centers” is at collingtonresidents.org [non-endorsed].

3. Emergency Care: see II. A., Emergencies/Safety/Security, above.

4. Urgent Care Centers

Nearby centers:

OMNI Med Center
8700 Central Ave., Suite 100
Landover, MD 20785-4861
301-350-8500

My Care Urgent Care
8500 Annapolis Road
New Carrollton, MD 20784
240-667-2099

ExpressCare Urgent Care Center
Largo Plaza Shopping Center
10416 Campus Way South
Upper Marlboro, MD 20774
301-316-9620

UM Bowie Health Center
15001 Health Center Drive
Bowie, MD 20716
301-262-5511

5. Transportation to Medical Offices: See J.4.b.i., below.

6. Rehabilitation

Assisted Rehab offers physical, occupational, aquatic, and speech therapy at Collington as part of a holistic approach to aging in place; contact: x 5017.

Assisted Rehab staff also can perform home safety assessments as well as assessments of mobility devices such as scooters and power wheelchairs.

7. Medication and Medical Waste Disposal

Outdated or unwanted medications and used needles that are enclosed in medical sharps containers may be taken to nurses' station on the fourth floor of the Creighton Center for disposal.

8. Social Services

Social Services at Collington has two areas of focus:

Independent Living residents: This involves initially assisting residents to get documents, such as Living Wills, into their medical record here. As residents deal with changes, the Social Worker is available to help residents assess their changing needs and assist in clarifying what options are available. The Social Worker also provides short term counseling, coordinates mental health services on campus, and participates with local clergy in providing pastoral care as requested. For additional information: x 4786.

Creighton Center residents: This involves a Social Worker who provides "medically related" social services. The Social Service staff participates with the interdisciplinary team in the initial and ongoing assessments needed to provide appropriate care to residents who live in the Creighton Center or who are there for rehabilitation.

9. The Creighton Center

The Creighton Center is the home of our Short Term and Long Term Nursing Care. The Creighton Center has 109 beds, many in private rooms. It is staffed 24 hours a day, seven days a week, with oversight by an RN at all times. Needs for special care and attention determine the appropriate place for residents to live, temporarily or permanently.

Units included within in the Creighton Center include the following:

Brandywine, assisted living light	Chesapeake, skilled nursing
Potomac, assisted living	The Arbor, memory care
Shenandoah, rehabilitation	

Dining Operations:

Hours:	Breakfast	7:30 am - 9:00 am
	Lunch	11:30 am - 1:00 pm
	Dinner	4:30 pm - 6:30 pm

Guest Dining Reservations:

Family members and guests may dine with residents. Fees vary. For reservations: Arbor: x 2243; Shenandoah: x 2246; Chesapeake/Potomac:

x 2306.

Residents in the Creighton Center may also dine with guests in the main Dining Room [x 2135] or The Landing [x 2134].

F. Facilities/Maintenance/Landscape

1. Environmental Services/Housekeeping

Units are cleaned for 1-2 hours every other week at a specified day and hour. Times will be rescheduled, e.g. at holidays. Attendants will not move personal items to dust or provide services beyond those listed below. If you have any concerns or problems: x 4774 or place a work order: x 2151 or collington.theworxhub.com. [Also see #6, below.]

Regular Services:

- General:

- Empty all trash containers (resident must supply)
- Wet-mop, vacuum, or dust floors
- Clean interior windows & sills
- Dust accessible baseboards
- Vacuum under beds and other furniture where accessible
- Remove fingerprints from switch plates and doors
- Clean & polish all accessible furniture surfaces
- Clean sliding glass door tracks
- Sweep front outside and patios
- Dust all pictures
- Change linens (if necessary)
- Clean glass on china cabinets

- Kitchen:

- Clean counter tops
- Clean appliance exterior surfaces
- Clean oven including drip pans, hood, and surrounding walls
- Dust all vents/doors/ceilings
- Clean & polish cabinet fronts
- Clean sink
- Clean laundry/heating unit doors
- Clean tops of kitchen cabinets

- Bathroom:

- Clean tub/shower, including wall and door surfaces
- Clean & disinfect toilet
- Clean/disinfect sink and vanity
- Clean mirrors
- Clean light fixture over sink
- Polish wood surfaces in bathroom

Other services:

- Annual in-depth interior cleaning: no fee; through work order [see #6, below].
- All window exteriors cleaned annually.

- Drapery cleaning: fee; through work order.
- Other housekeeping requests may be available: fee; through work order.

2. Trash/Recycling

Apartments: Trash/recycling rooms are located near each of the two elevators on each floor. Dispose of garbage and unrecyclable items in the trash chute. Recyclable items should be placed in bins marked specifically for recyclable materials.

Cottages/Villas: Pick up: Tuesdays and Fridays after 8:30 am. Put recyclable items in green baskets and trash at cottage front door walkway and at villas by the roadway.

Larger recyclables should be collapsed and put in bins in district parking areas.

For assistance with bulk trash or to obtain or replace a bin: x 4774 or submit a work order: x 2151 or collington.theworxhub.com.

Batteries, light bulbs, and small electronic equipment: place in labeled bins in Clock Tower coatroom near the auditorium.

3. Maintenance Services

a. Utilities:

- Individual use of electricity, gas, and water is not monitored, but residents are asked to use utilities responsibly. Collington's electric bill averages more than \$80,000 per month.
- Digital thermostats in residential units can be tricky to use; the instruction manual is only so helpful. Problems: x 2151 or collington.theworxhub.com.

b. Pest Extermination and Animal Control

Routine pest extermination services are provided as needed. Additional services will be provided for specific problems. There is an exterminator signup sheet at the Clocktower Reception Desk. Problems: x 4774 or submit a work order: x 2151 or collington.theworxhub.com.

c. Residence Upgrades:

Any interior or exterior alterations, additions, or improvements require approval by the Executive Director.

Structural changes must be under the supervision of the Facilities Department. Residents will bear all the costs of plans, permits, approvals, labor, materials, insurance, and other expenses. After a request is reviewed and approved, Collington may engage a contractor to do the work. Any alteration that is

attached to the structure becomes Collington property and may not be removed.

4. Grounds/Landscape

Personal Gardens: For advice and permission regarding gardens around cottages, villas, and ground-floor apartments, residents should contact the Collington horticulturist, x 4796 or the Grounds Committee.

Residents may plant in the front beds between the cottage walls and the covered walkway, and within 15' of the rear foundation in back, or 15' out from a ground-floor apartment. For cottages with a screen porch or sunroom, planting is permitted 5' out.

Trees may not be planted in front beds, and plants that spread into walkways will be cut back. Trees planted in rear gardens may not exceed 6-8' when mature. In apartments above the first floor, hanging baskets may be used only in enclosed balconies. No plantings, including ground covers, trees, shrubs, and perennials, may be allowed to grow on, or touch building, foundations, and sidewalls at full maturity.

Residents should consult with the horticulturist for permission to install any permanent or semi-permanent structure such as a raised bed, terrace, wall, or fence.

Grounds Maintenance: Residents are encouraged to maintain their own gardens, and this should be taken into consideration at the planning stage. Collington's landscape contractor schedules the following annual services free of charge: spring cleanup, edging, weeding, mulching, pruning, pest/insect control, and fall leaf removal.

The contractor may provide additional services such as soil preparation, amendment, planting, and regular maintenance, for a fee: x 2151 or submit a work order.

If you prefer not to have the landscapers do any work on your garden, you need to notify the horticulturist, x 4796, who will mark your residence with large red dots at your front door and in back.

Common Area Landscape: Using a Grounds Committee form, residents may propose plantings in areas such as a courtyard or beyond the 15-foot limit, in the context of the Landscape Master Plan. After review, a recommendation will be made to the horticulturist. The proposer(s) are expected to pay for the planting and its installation and watering for the first year.

5. Work Orders

- To submit: x 2151 or collington.theworxhub.com, also reachable at collingtonresidents.org. You will need a username and password, which can be requested at x 2151. Residents should submit a work order for help in maintaining anything supplied by Collington such as a light bulb or a leaky faucet. Light bulbs in overhead fixtures will be replaced on request. Collington-supplied equipment will be fixed or replaced without charge. Staff may repair items that have been installed as a “custom option,” but a charge may be incurred.
- To submit: If you call x 2151, include your name, unit number, and telephone extension as well as a description of the issue.
- For emergencies: x 2151 during working hours or Security, x 2020, at other times.

6. Pets

- A Collington resident may have up to two household pets provided that they are well mannered, properly managed, and meet legal requirements for licensing and vaccination.
- When all pets, including cats, are outside they must be on leashes and under control at all times, except in the Dog Park.
- Feeding or caring for any other animals on the Collington campus is prohibited.
- All dogs, prior to move-in or acquired later, must be interviewed with their owner by a representative of Management.
- Each pet owner must complete and file a Pet Addendum and Pet Care Questionnaire with the Chair of Collington’s Pet Committee, including instructions for the care of the pet in the event that the owner is temporarily or permanently unable to exercise responsibility.
- If the quality of care or the behavior of the pet becomes disruptive to the safety, comfort, or well-being of other residents, as determined by Management, the pet owner will be informed and must take effective corrective action.
- All inoculations must be kept up to date, and a record of inoculations must be kept with the Pet Committee. Dogs and cats must be spayed or neutered.
- Owners must pick up and properly dispose of their animal’s waste from all Collington areas, using your own plastic bags or use the several “pet stations” throughout the campus.
- When using the Dog Park, please ask to use it if it’s being used by another dog. Pick up after your dog here, as required elsewhere.
- With the exception of Service Dogs, pets are not permitted in the Auditorium, Beauty Parlor, Clinic, Country Store, Ivy Lounge, Dining Rooms, Fitness Center, Meeting Rooms, or Pool.

- Residents may choose a veterinarian. A vet visits Collington periodically, as listed in the *Weekly Courier*.
- Residents who have uncaged pets in their home must be present at their scheduled housekeeping time, or the Housekeeping staff will not enter.
- If you are going away, or if you are temporarily under the weather, and need onsite assistance with pet care, such as dog walking, check with the Pet Committee.
- Visiting pets must be preapproved and adhere to these guidelines.

G. Finance/Payments/Giving

1. Monthly Statements

Each residential unit receives a statement of charges early each month. Payment is due within five days of delivery in accordance with your contract. Checks may be left in the payment box outside the Finance Department on the second floor or at the Security desk on the 3rd floor, or you may arrange for automatic payment by your bank; see the Billing Specialist for authorization forms.

The monthly charge for residence, including the basic telephone, WiFi, and cable TV charge, and, if applicable, the fee for rental of covered parking are pre-billed; all other charges, e.g., beauty salon, extra meals, catering, cocktails, copier and fax charges, cot/crib rental, or additional housekeeping or landscaping, are billed as they are incurred. Questions: x 4775.

2. Cash at Collington

Cash is rarely needed on campus. Fees are added to monthly bills. One pays cash at the OO Shop and for produce at the Groaning Table and flowers at the Donation Table, and may use cash at the Country Store. Credit cards are not accepted anywhere on campus, but debit cards for use at the dining venues and Country Store may be purchased at the Country Store.

3. Gratuities

Collington residents may not offer money or goods to staff members, and staff members cannot accept them. Also the charges at the Salon already include tips. Letters and cards of appreciation are welcome, especially if a copy goes to Management.

In lieu of tips, residents are encouraged to contribute to the annual Resident Association Employee Appreciation Fund each fall, see 4.c., below.

4. Donating Opportunities

There are three tax-exempt charitable 501(c)(3) entities at Collington, for which contributions are welcome:

a. Collington

Gifts to Collington should be directed to the Collington Foundation, see below.

b. The Collington Foundation, Inc.

The Collington Foundation, Inc. is the philanthropic arm of Collington Episcopal Life Care Community (CELCC). Its purpose is to provide financial support to help improve the lives of its residents, the work environment of its staff, and the effectiveness of its community outreach. The Foundation's board includes members of Collington's board and management, as well as residents and members of the larger community.

The Collington Foundation administers several funds:

The Fellowship Fund:

Provides supportive financial assistance to residents. The fund dates back to Collington's beginnings. Residents may apply to the Executive Director; all applications are confidential.

The Scholarship Fund:

Grants tuition assistance to employees for continuing education. Its goals are to enhance job performance, improve job satisfaction, and increase retention of qualified employees. This fund provides scholarships for 30-40 employees per year.

The Arts and Culture Fund:

Supports a broad range of artistic, cultural, and educational activities at Collington, such as the purchase and maintenance of pianos, concert series, and special endeavors in the Creative Arts Room.

Annual Fund:

Contributes to projects that support the general needs of Collington and endeavors that fall outside of other fund categories, whether operational or capital. One program funded through the Annual Fund is directed specifically at projects that improve or add amenities for residents, have the backing of residents and management, and could not otherwise be funded by management. These grants must be approved by the Resident Association before submission to the Foundation Grants Committee.

Giving Process:

Donations to the Collington Foundation are accepted throughout the year. Gifts can be unrestricted or earmarked for a specific fund. If a gift is intended

for a fund or purpose not currently maintained by the Foundation the Board reserves the right to determine its use with written notice to the donor.

Contributions can be in the form of outright gifts of cash or securities, planned gifts, or bequests. For information and questions: x 7682.

c. The Residents Association

The RA welcomes donations to support its activities and to support members of the larger Prince George's County community, and Collington employees.

- Support for the RA: comes primarily from the Opportunities Outlet through its OO Shop, the Glass Cases, and estate sales. [About the Opportunities Outlet: see III.B., below.] The RA welcomes donations from residents and relatives of both items and cash.
- Non-perishable food items as well as toiletries for donation to local food banks may be left in the basket at the hallway by the Library.
- Each year, the RA solicits resident donations for its Employee Appreciation Fund, which provides a holiday check to every member of the Collington staff toward the end of each year. This is particularly important given Collington's no-tipping policy.

H. Communications

Telephone:

Every residence has a Collington telephone and wireless Internet access. Long distance fees are added to your monthly bill. To call from within Collington to another Collington number, use just the last four digits.

For all outside calls, first dial 9. Parts of area codes 301, 202, 240, 410, 443, and 703 may be designated "local." For other calls, press 1 before the area code and number. If you do not know whether a call is without charge, try calling without the 1 in front; if there is a charge you will be told to press 1 first. Charges are added to monthly bills.

The general Collington telephone number is 301-925-3601.

Voicemail:

To enter your Voicemail from your own landline phone, dial x 7200. Then follow the prompts to hear or send messages, change your incoming answer message, etc. For help: x 2151.

If you have received a message, your phone will alert you with either a blinking light or a "stutter" in the dial tone. To hear your message, dial x 7200 and follow the prompts.

To get your messages when you are not in your home or at Collington, dial your own home number (301-xxx-xxxx). Wait for the call to connect, and when the message comes on the line, enter “*”. You will be prompted to enter your ID. (Your ID is the last four digits of your phone number), then your PIN password. Your PIN password should be the same as your extension or 12345# unless it has been changed. For help changing the PIN: x 2151 or place a work order.

The Collington Telephone Directory is updated and distributed twice a year. It lists numbers for residents, administrative offices, services, and Resident Association information. The directory is available by email and on the resident website: collingtonresidents.org. Periodic updates are printed in the *Weekly Courier*.

Internet Access:

Collington has free Internet connection for residents. Network name: Kendal-Resident; password: 123Resident [case-sensitive.]. Some areas of the campus have better Wi-Fi reception than others. Issues: x 2151. Further internet services are available for a fee directly from Comcast.

Collington’s Websites:

- Collington Administration’s public website: collington.kendal.org.
- Residents run the Resident Association public website for residents and their families and friends. It is found at collingtonresidents.org and is frequently updated. Stories, photos, *The Collingtonian*, and *Weekly Courier* are on file, along with links to many resources.
- The Collington Discussion Group: This is a private group. New residents with an email address will be invited to join the resident Discussion Group. Call x 7298 or x 5081.

Television & Cable:

Collington’s monthly fee includes complimentary Digital Starter, Basic cable channels through Comcast; residents must call and set up this installation; Comcast: 855-638-2855 or 800-391-3000. Collington is classified as a “Bulk Service” at 10450 Lottsford Road, Mitchellville, Maryland 20721.

Additional cable services, including premium channels, pay channels, High Definition Service, extra TV boxes, and Xfinity Internet, may be purchased for additional fees. Concerns: x 2151 or collington.theworxhub.com.

In-house TV channel - 972:

Collington’s in-house TV channel, 972, carries current information about Collington, including a schedule of the day’s events, hours of operation for the swimming pool and Fitness Center, the day’s menu, and updates, changes to the day’s schedule, and emergencies.

Resident volunteers often broadcast events in the Auditorium, and occasionally, with public notice, record them.

Weekly Courier:

Collington's weekly newsletter includes listings of classes, trips, meetings, special events and announcements, and menus for the week. It is placed in residents' mail slots Fridays. To arrange an email version: x 4778. Also available at collingtonresidents.org.

To place a listing and/or a more detailed listing: contact x 4778, tamarkham@collington.kendal.org. Deadline: no later than Wednesday, 12:00 noon to be published in the upcoming edition. Any full-page announcement or poster being submitted must be pre-approved by a Resident Association officer unless the charge is being covered by the submitting entity's budget.

Collingtonian: Resident Association Newsletter, see III. B., below.

Cell Phones:

Cellular reception within Collington is poor in spots, regardless of the cellular carrier providing the service. For better service, link your smartphone to the Collington Resident WiFi or personal WiFi by enabling WiFi calling. For assistance: x 2151.

Computers:

Two computers and two printers are available for general use in the Library; no charge. For the library catalog, the User ID is: collington, and the Password is: kendal. Bring your own paper or use discarded paper in the adjacent recycle bin.

Home Delivery of Newspapers

Washington Post call 9-202-334-6100

New York Times call 9-1-800-698-4637

Wall Street Journal call 9-1-800-568-7625

Special deals may be available if you ask for them.

Mail Service:

Mailboxes and mail slots are located in the Clocktower lobby, where there is also a drop for outgoing mail, collected Monday - Saturday.

Incoming packages: Packages too large for a resident's mailbox are kept at the Reception Desk. If postage is due, charges will be added to your monthly bill. You will be notified by email or a notice in your mail slot. Packages may be picked up when the Receptionist is present. When packages arrive, the Receptionist must log each in; residents need to be patient until this is complete. In off-hours, packages may be left at Security; check at x 2020.

Outgoing packages: The Receptionist accepts packages for the Postal Service, and can

also arrange for pick-up of UPS and FedEx shipments. Charges are added to your monthly bill. Stamps may be purchased at the Country Store.

FAXes:

A fax machine is available at the Clocktower Reception Desk. Fees are added to your monthly bill. Incoming faxes may be sent to the Reception Desk at 301-925-7357. The Receptionist will put the fax in your mail slot and contact you.

Photocopying:

Available at the Clocktower Receptionist's desk. Charges are added to monthly bills. Large jobs may be dropped off and picked up when ready [contact x 5023].

For Resident Association [RA] business, use the copier in the RA office and fill out the required information. Committees are encouraged to email agendas, minutes, etc. rather than using paper, ink, toner.

I. Amenities/Conveniences

Collington offers a myriad of spaces, facilities, and conveniences on site.

Auditorium/Meeting Rooms:

The Community Center has many rooms of various types and sizes that can accommodate organized activities; consult Resident Services (x 4778) to find and reserve an appropriate venue. For room set ups contact both: tamarkham@collington.kendal.org and kcheney@collington.kendal.org. If food is involved also call x 4772. For catering: x 4771. For audiovisual needs: x 5154.

The auditorium has a "hearing loop", through "telecoil," which can be added to a hearing aid and activated by an audiologist.

Bank:

Our local branch of BB&T is on the third floor near Security and the Beauty Salon. Monday-Friday, 9:00 am-2:00 pm; phone: 301-925-8048.

Beauty Salon/Barber Shop:

"Salon 2226" is located next to the bank on the third floor. Hours: Mon-Fri: 9:30 am to 3:00 pm. On request, staff will come to residents who cannot get to the salon. Charges are added to monthly bills. Tips are figured into the price. Appointments recommended: x 2226; walk-ins accepted, but may experience a long wait.

Classes:

There are three types of classes at Collington:

Collington staff-conducted: a variety of fitness classes, listed in the *Weekly Courier*; no fee.

Resident-conducted: residents teach or sponsor classes such as yoga and tai- chi. Listed in the *Weekly Courier*; no fee.

SAGE [Seasoned Adults Growing Educationally], sponsored by Prince George's Community College: a variety of fitness and academic courses. A single administrative fee, paid at the time of registration, covers all classes in a semester. Prior to each semester, a schedule of classes and registration form are printed in the *Weekly Courier*.

Creative Arts Room:

Located on the third floor across from the Landing, the room is used for classes as well as for resident-organized activities.

Fitness Center & Pool:

The Fitness Center, beyond the Security desk, has a variety of strength training and aerobic equipment. These are offered on a first-come, first-served basis to any resident after a brief assessment by the Fitness staff. No fee. Information: x 2254.

Collington's swimming pool, located past the Fitness Room, is for the use of residents. Families and guests welcome, only if a resident is present. Hours: Monday-Friday: 8:00 am-12:00 pm; 1:00 pm-3 pm; Saturday: 10:00 am-2:00 pm. Information: x 2229.

Users of the fitness center and pool must sign in.

The Villages of Collington, the neighborhood adjacent to our Community, has invited our residents to enjoy their outdoor pool. Hours vary. [Villages residents also may use Collington's pool.]

Guest Rooms:

Collington has a few units for the use of residents' overnight guests. For information about rates, availability, and request forms: x 3601. Cribs, cots, and linen may be rented. Small approved pets are welcome, for an additional fee. There may be a charge for reservations cancelled less than 48 hours prior to the scheduled arrival.

A resident should accompany overnight guests first through the check-in process at Security and then to the room. Check-in: 2:00 pm; checkout: 10:00 am. Reservations are accepted up to two months in advance. There is no room service.

Collington partnered with Hampton Inn & Suites, 2901 Campus Way N., to offer a special negotiated rate. Phone: 301-322-3200. Other near-by hotels may offer less-expensive rates.

Interfaith Chapel:

Residents organize opportunities for worship to members of any faith group. Activities include services and programs conducted by resident and nearby clergy and laypersons. It is also used as a meditation space.

The Library:

Collington residents donate, purchase, organize, and operate the Library of more than 6,000 books and periodicals. Signs throughout the Library assist in locating books, and a library floor plan is hanging near the computer area. Books are cataloged in an online catalog. Instructions at the self-check-out desk explain procedures for signing out and returning books.

A small Archives Room contains materials relating to Collington's history, and records of various committees and administrative groups, and all issues of the *Collingtonian*. The Periodical Room includes subscriptions to the *New York Times* and *Wall Street Journal*. Residents donate other newspapers and the magazines. There is a collection of Collington Authors, which includes donated books written or edited by residents. In the back area of the Library near the patio door are binders containing resident profiles and articles.

Donations to the Library are welcome for books that will fit into the collection, e.g., not textbooks. Residents are asked to make a list of authors and titles of potential donations and place it in the Library or #4101 mail slots. For questions: x 7251 and leave a message.

Residents are entitled to use "Books by Mail," a free service of Prince George's County Library, including library books, audio books, magazines and CD's. Application forms at the check-out desk.

Lost and Found:

Collington's Lost and Found is located at the Security desk; check with x 2020 or Clocktower Reception Desk, x 0.

Notary:

Notary services are available through the Chief of Administration, x 5023.

Recreation:

Collington has several miles of woodland trails that loop around the perimeter of the campus. [Trail guide at collingtonresidents.org.] The National Wildlife Federation has recognized Collington as a Certified Wildlife Habitat. Resident committees and groups sponsor numerous recreational activities. [See also III.B., below.]

Resident Services:

Resident Services, x 4778, is responsible for coordinating a variety of activities and tasks, including: the *Weekly Courier*, meeting and event room reservations, and trips.

Voting:

New Maryland residents may register to vote at the same time they get their Maryland driver's licenses. Just to register: 410-269-2840, 800-222-8683, or elections.maryland.gov.

Registered voters may vote by absentee ballot; contact above numbers or website. Residents may vote early or on Election Day; see schedule in the *Weekly Courier*, including Collington bus schedule to the polling place on Election Day.

J. Transportation

1. Vehicle Registration/Driver's License/Maryland ID

- An out-of-state driver's license is good for 60 days. If you have come from out of state, you must re-register your vehicle within 30 days of taking up residence here. Penalties can be costly.
- Please note that in order to get your car registered, it must first pass inspection by a licensed inspection station.
- The Motor Vehicles Administration [MVA] is a stickler about rules for both vehicle registration and driver's licenses. Check MVA's web page and follow the instructions to the letter.
- Nearest MVA branch: 10251 Central Avenue [Route 214]. A slightly less busy branch: 160 Harry S. Truman Parkway, Annapolis, off Route 50 [Exit 22].
- MVA Customer service: mvacs@mdot.state.md.us; 410-768-7000 or TTY 800-492-4575.
- Required *original* documents for driver's license: birth certificate or passport, driver's license from prior residence, 2 pieces of actual mail with your new address, proof of Maryland insurance auto coverage, and a Social Security card. Marketing can help with proof of your address, since you may not have received any bills. [For replacement Social Security card: 800-772-1213; nearest Social Security office: 7401 Forbes Blvd., Suite C, Lanham, MD, 866-338-4115. Calling to make an appointment should save time.]
- Emissions test: may also be required, but you will be notified by mail. If you are 70+ and drive no more than 5,000 miles per year, you can be exempt from inspection.
- The costs of re-registration include an inspection fee, any repairs identified as needed, title change fee, and the standard registration fee.
- Handicapped plaques/plates: A formal application to the MVA must be completed by the applicant and a physician.
- Maryland ID cards: The MVA also supplies these for non-drivers. The same documentation as for licenses is required.

2. Personal Vehicles:

- Cars kept at Collington must be registered with Security. Form is included with package provided by Marketing. Also notify Security if your car tag number

changes.

- Remote control device: a clicker that opens all security gates is provided for each registered car at time of move-in. Battery replacement: see Security desk.
- Golf carts: are heavily restricted for use at Collington; permission is granted only under rare circumstances. Contact x 5023.

3. Parking:

- Resident parking lots: Residents and their guests may use unreserved, open-air parking spaces on a first-come, first-served basis [no fee].
- Covered parking: All covered parking is reserved. Spaces are available for a monthly fee. To apply: x 7500.
- Clocktower parking: for use only by residents and guests while on business in the Community Center. For cars only. Not for long-term parking or as a substitute for residential parking spaces. Overnight parking prohibited.
- Employees/Personal assistants: must use the Employee Parking Lot, not lots designated for residents.

4. Collington Transportation Services

a. Campus Shuttle

A free, dinnertime shuttle runs throughout the campus Mon - Sat; reservations not needed, but the driver must see that you are waiting.

Schedule: Mon - Fri: Pickup beginning at 4:30 pm; route: 1000s, 2000s, 3000s, 4000s, 5100s, 5000s. Drop off at the Clocktower. Returns: 6:30 pm from Security. Sat: Pick up beginning at 4:15 pm. Return: 6:30 pm.

b. Beyond Collington

- Collington provides scheduled local transportation, some without charge. Collington has buses and vans, some with 1 or 2 wheelchair spaces. Neither buses nor vans can accommodate electric scooters. All passengers must use a seat belt.
- Residents need to make reservations for all outgoing and incoming trips: x 2020, or off-site: 301-925-7707. Where pertinent, indicate if wheelchair access is needed.
- For trips to museums, cultural events, etc., see ii. Special Trips, below.
- All regularly scheduled transportation leaves from the Security desk unless otherwise stated.
- Visitors may use Collington's transportation services, but should be reminded about Collington's no-tipping policy and that reservations are required for all incoming and outgoing trips.

i. Shuttle to:

□ **Local Grocery Stores and Shopping:**

Free shuttles from Security go to Woodmore [Wegmans, Costco, Best Buy, liquor store], Largo Center [Shoppers Warehouse], Kettering Plaza [Giant, Loews, Target, liquor store], Watkins Park, and Bowie Towne Center. See *Weekly Courier* for schedule.

Ask the driver where he will pick you up; it is not always where you get off. Return trips leave about one hour after arrival. You may ask to be discharged at Security, the Clocktower, or your residence, particularly if returning from grocery trips.

□ **Metro:**

A free shuttle goes between Security and the New Carrollton Metro/Amtrak/MARC/Bus center. Carrollton pickup is near the bus shelter a few yards past drop off. If possible, call 301-925-7707 for the return so the driver knows to look for you. Schedule:

Monday to Friday:

Leave Collington	Leave New Carrollton	Leave Collington	Leave New Carrollton
6:15 am	6:30 am	1:00pm	1:15pm
7:00 am	7:15 am	2:00pm	2:15pm
8:00am	8:15am	3:00pm	3:15pm
9:00am	9:15am	4:00 pm	4:15pm
10:00am	10:15am	5:00pm	5:15pm
11:00am	11:15am	6:00pm	6:15pm
No noon shuttle		8:30pm	8:45pm

Saturday

9:00am	9:15am
10:00am	10:15am
11:00am	11:15am
1:00pm	1:15pm
5:00pm	5:15pm
8:30pm	8:45pm

Sunday

9:00am	9:15am
11:00am	11:15am
1:00pm	1:15pm
5:00pm	5:15pm

□ **Local Doctors/Dentists**

Buses leave from Security and go to Bowie, Greenbelt, Largo, and Annapolis. Fees vary and are added to monthly bill. For schedule to

Bowie, Greenbelt, and Largo, see the *Weekly Courier*. Reservations are required; forms available in the Clinic. For return trip: 301-925-7707. Appointments to Annapolis must be requested 72 hours in advance; every attempt will be made to meet these requests.

□ **Local Churches**

Buses leave from Security and are listed in the *Weekly Courier*.

ii. Special Trips

The *Weekly Courier* announces trips to museums, cultural events, sports, restaurants, shopping, and performances [including subscriptions]. Residents must sign up for each trip and pay the going rate plus any venue charges. A signup book is by the bulletin board between the Clocktower and the Library. All trips depart from Security. Cancellation for any reason must be made at least 48 hours in advance or there will be a cancellation fee. Call x 4778.

5. Other Transportation Services

a. Metro:

Senior Metro SmarTrip Fare Cards:

Seniors 65+ receive a 50 percent discount by purchasing the SmarTrip card. Government-issued photo ID required. Purchase at many places, including: Metro Center stations or the South Bowie Branch Library off Route 214 at 15301 Hall Rd, Bowie, MD 20721; 301-850-0475. Metro website: wmata.com; SmarTrip phone: 888-762-7874.

Nearby Metro Stations:

Collington is convenient to 2 Metro stations:

Orange Line - New Carrollton: In addition to Metro, AMTRAK trains, MARC trains, many local buses, and Greyhound intercity buses stop at New Carrollton. Elevator access but no porters or wheel-chair assistance. ACELA trains don't stop at New Carrollton.

Blue and Silver Lines - Largo Town Center: Although there is no Collington shuttle service, it is closer by car. Taxis generally available. The station is off Lottsford Road; two entrances: turn right just past Arena Drive or at Harry S Truman Drive. Overnight parking not permitted.

b. Local buses

Metrobus/TheBus: The nearest scheduled bus stop is on Bus Route 28 at the intersection of Lottsford Rd. and Campus Way North. For routes, schedule, map,

cost: 301-324-2877; or princegeorgescountymd.gov/1120/countys-thebus.

Call-a-Bus: Prince George's Country offers curb-to-curb service when existing bus or rail service is not available, with priority to seniors and those with disabilities. Information/scheduling/cost: 301-499-8603.

c. Special Services

MetroAccess

- MetroAccess provides complimentary accessibility service in Prince George's County. It is a door-to-door, para transit service for people whose disability prevents them from using TheBus. For eligibility requirements and additional information: 301-562-5360 or princegeorgescountymd.gov/1131/MetroAccess.
- MetroAccess is a shared-ride service, and users may experience delays.

Abilities-Ride

A new MetroAccess program that partners with local cab companies. A trip must at least begin or end in Maryland. Contact info:

Regency Taxi Company

Phone: 301-990-9100; armonusa.com

Silver Cab Company

Phone: 301-277-6000; coachtransportation.comarmonusa.com

d. Cab Services

Local Cabs

Security has a list of phone numbers for various taxicab agencies: x 2020.

Residents also are now using Uber and Lyft.

Call-A-Cab: Taxi Coupons

Call-A-Cab is a transportation assistance program that provides mobility at a reduced cost for County seniors and/or persons with disabilities. Eligible residents may purchase coupon books used to pay for rides with participating cab companies when Metrobus, Metrorail, and/or Call-A-Bus are not available.

For requirements and guidelines: 301-883-5656 or princegeorgescountymd.gov/1102/Call-a-Cab.

For problems with taxi service call the Prince George's County Business & License Office at (301) 731-7990 or write: 6016 Princess Garden Parkway, Suite 370, New Carrollton, MD 20784.

6. Directions to Collington

GPS or maps.google.com will help drivers get to the Lottsford Road entrance gate. Visitors should use the left lane at the first gatehouse to check in. Security can help with directions from there. Make sure not to make any turns until reaching the second gatehouse where vehicular access within the Collington community begins.

III. Collington Residents Association

Collington's Resident Association [RA] collaborates with board members, management, staff, and residents through its operating committees, supports initiatives and activates by residents through their activity committees, and fosters transparency and open communications throughout the community. All residents are automatically RA members. The RA and committee officers are listed at the end of the Collington Telephone Directory.

A. RA Governance:

- **Executive Committee:** consisting of the RA officers – President, First Vice-President, Second Vice-President, Secretary, and Treasurer – it has overall responsibility for the RA's operation. Residents elect RA officers annually.
- **RA Council:** comprised of the Executive Committee, Operating Committee chairs, and Housing District leaders.
 - The duties of the Council are to: adopt an annual budget, approve the establishment of committees, determine meeting agendas, encourage, monitor, and seek consensus among residents on community issues, and transmit resident views to the Board of Directors and management.
 - Operating Committees are mandated by the RA by-laws: Buildings, Dining Services, Fiscal Review, Grounds, Health Services, Marketing, and Technology & Communications. They work with corresponding divisions of the Collington Administration on a variety of services, activities, and support groups.
 - Districts: Housing areas are divided into districts, each of which has an elected District representative.

The RA Council meets in open session monthly [3rd Tuesday of the month at 1:30 pm]. Residents are encouraged to attend or view on TV Channel 972. A rebroadcast of the meeting is also available through collingtonresidents.org.

Members of Administrative Committees as provided for in the bylaws – Nominating, Elections, Finance, and Audit – are appointed.

RA Committees:

- **Executive Committee:** The president and vice presidents serve up to two consecutive one-year terms. The treasurer and secretary do not have term limits. Nominations are put forth by the Nominating Committee and may be expanded by a procedure for direct nomination by residents.

The President has overall responsibility for the RA, the First VP for liaising with the Operating Committees, and the Second VP for liaising with the Activities Committees. Issues may be brought to the attention of the Executive Committee at the monthly Council meetings, by calling x 2214. The RA President has regular office hours posted on the office door or by appointment; office: 3rd floor, between the Creative Arts Room and Glass Cases.

- **Operating Committees:** All residents are eligible to participate in any committee. Committee members elect its officers annually. Most meet monthly, and meetings are open and announced in the *Weekly Courier*.

The operating committees are:

- **Buildings:** works with Facilities on issues concerning the campus's built environment. Sub-committees: Auditorium, Interiors, Sustainability, and Transportation.
- **Dining:** works with the Dining Services on menus, nutrition, service, and ambience in the dining room and The Landing. Subcommittee: Hospitality.
- **Fiscal Review:** works with the Chief Financial Officer to review the Collington financial reports and proposed budgets and to reflect the priorities of residents in the budget process.
- **Grounds:** works with Facilities and the horticulturist through its 2019 Landscape Master Plan to plan, maintain, and upgrade the condition of Collington's extensive grounds as well as monitor deer management. Subcommittees: Weed Warriors, Birds.
- **Health Services:** works with the Health Services staff on all issues involving the Clinic, Creighton Center, rehab, and fitness. Subcommittees: Fitness, Health Center, Ombudsman, Palliative Care+, Social Support/Vitalize 360. Support Groups: Caregivers, Grief and Bereavement, Hearing Loss/Low Vision, Parkinson's Disease.
- **Marketing:** works with Marketing staff to assist with marketing activities, recruiting potential residents, and welcoming and assisting new residents

through its Ambassador Program.

- **Technology and Communications:** operates the RA website, collingtonresidents.org, and Collington's discussion group, a weekly Collington Computer Clinic to help residents resolve computer problems, and provides tech support for the low vision support group.

- **Housing Districts:**

There are 9 districts: Apartments: 1st, 2nd, and 3rd floors; cottages: 1000s, 2000s, 3000s, and 4000s; villas: 5000-5001s; and the Creighton Center. Districts are further divided into clusters or corridors. Residents may bring questions and concerns to cluster, corridor, or district leaders. Housing leaders also have special responsibilities in helping new residents.

Each district, cluster, and corridor has its own guidelines regarding meeting frequency and topics. Meetings are an important source of information and a good way to know one's neighbors.

B. Activity Committees & Groups

Activities Committees and groups are initiated and run by residents. They meet on a regular basis or as needed.

Residents may join any committee simply by attending meetings. A new committee may be formed with approval of the RA Council.

Current Activity Committees & Groups are:

Book Clubs/Discussion Groups:

At present, there are three Book clubs. Booker and Beyond concentrates on touted literary works, another is centered on mysteries, and the third, Wisdom Seekers members choose readings that enlighten their spiritual journey. The monthly Foreign Affairs Discussion Group focuses on current critical topics. The Poetry Group honors that literary form.

The *Collingtonian*:

Residents publish *The Collingtonian* 10 months annually. Issues include stories about Collington events and concerns, new resident profiles, resident activities, and photos. Issues are also available at collingtonresidents.org.

Collington Singers:

Organizes seasonal and special presentations throughout the year.

Community Outreach:

Supports, assists, and undertakes projects and activities that foster resident involvement with the larger Prince George's County community, including

mentoring and reading aloud, books and school supplies, making and donating clothing, food, and personal items.

Courtyard:

The RA appointed this ad-hoc committee to foster the transformation of the courtyard for both using and viewing 12 months a year.

Creative Arts:

The creative arts studio houses classes and other activities, e.g. painting, beading, textile arts, photography, and provides space for personal pursuits.

Drama:

Residents present such activities as semi-staged play readings, musicales, dinner theater, and trivia nights.

Flower:

Creates and maintains flower arrangements throughout the Community Center and Creighton Center. Members make arrangements for the Dining Room and in more than 20 public spaces as well as providing displays for special events. Forms for special requests available at the Clocktower "donation table."

Frame Shop:

Custom framing for a reasonable charge.

Garden:

The Garden Committee manages the Greenhouse and the Hilltop Garden and raised beds for resident use. The committee organizes the spring plant sale and the "Home Groan" table in the Clocktower, where one may purchase fresh produce for a donation.

Ham Radio Group:

Operates a ham radio station located in the Woodshop.

Interfaith Chapel:

Arranges programs in the Chapel, interfaith activities, and worship and meditation services, and organizes visits to Health Center residents. It is also available for memorial services.

Library:

The Library Committee supervises our collection of more than 6,000 books. This self-service library is always open. You may sign out books, use the periodical room, or donate books; see also I. Amenities, above.

Music:

Invites musicians to the campus to present concerts and promotes informal

presentations by residents.

Neighbor Talks:

Arranges autobiographical and topical talks by residents.

Opportunities Outlet:

Provides three functions, all made possible by goods donated by residents:

- The “OO Shop” sells clothing, household items, small furniture, office supplies, greeting cards, and many other items. Special sales are announced through posters, Channel 972, and the *Weekly Courier*. The OO is on the first floor, accessed by elevator or stairs between the Clinic and the Game Room.
- Glass cases, by the Billiards Room on the second, and outside the RA Office on the third floor, display small items such as fine jewelry, pottery, silver objects, knick-knacks, crystal, and other choice items. Sales are on an individual basis by appointment; contact information posted at the glass cases.
- Estate sales assist residents and their families in downsizing or clearing out vacated units. Furniture and other items left behind are sold from the unit. Advertised in the *Weekly Courier*, on bulletin boards, and in elevators.

Proceeds from the OO Shop are the main source of income for the Residents Association. The Shop is an excellent way for residents to donate items as part of downsizing.

Recreation:

Although not a separate committee, residents organize many recreational activities, e.g., billiards, bingo, bocce, card games, chess, croquet, mah jongg, and pickleball.

Speakers:

Arranges talks by prominent experts on foreign and domestic policy and other subjects.

Trips:

Organizes trips to cultural, sports, restaurants, and artistic events. Residents must sign up for each trip and pay for transportation and any charges. See also, J.4.b.ii, above.

Woodshop:

Located off of the perimeter road, it is well equipped for do-it-yourselfers. Volunteer residents, e.g., repair furniture, rewire lamps, or sharpen knives.

C. Committee Meetings Calendar:

Committee meetings are posted in the *Weekly Courier* and on TV channel 972.

Meeting arrangements: Resident Services Office, x 4778. Here are many of them:

<u>Operating</u>	<u>Date</u>	<u>Time</u>	<u>Activity</u>	<u>Date</u>	<u>Time</u>
RA Council	3rd Tues.	1:30 pm	Collingtonian	2nd Friday	2:30 pm
Building	2nd Wed.	10:00 am	Coll. Singers	Every Mon.	4:00 pm
Sustainability	4th Mon.	10:00 am	Comm. Outreach	3rd Thurs.	9:30 am
Dining	1st Wed.	10:00 am	Drama	4th Thurs.	4:00 pm
Fiscal Review	4th Mon.	2:00 pm	Flower -quarterly	4th Tues.	4:00 pm
Grounds	2nd Thurs.	3:00 pm	Garden	2nd Mon.	3:00 pm
Health Services	1st Tues.	2:00 pm	Hospitality	1st Thurs.	10:00 am
Hearing Loss &Low Vision	2nd Sat.	10:00 am	Interfaith Chapel	4th Friday	10:00 am
Marketing	1st Thurs.	11:00 am	Library	1st Mon.	10:00 am
Technology	2nd Tues.	9:30 am	Neighbor Talks	1st Wed.	4:00 pm
			Transportation	4th Wed.	2:00 pm

There are more activity groups that meet regularly in addition to many others that meet on an as needed basis. Check the *Weekly Courier* for days and times.

D. RA Budget

The Residents Association provides financial support for a variety of Collington activities. Some of these activities include paying stipends for musicians who perform here, purchasing fresh flowers that are used to decorate the public spaces, and printing the *Collingtonian*.

The RA is supported by income from the Opportunities Outlet, which generates between a third and two-thirds of the RA annual budget, from donations for services such as those available at the Frame and Wood shops, and from proceeds from such activities as the annual spring plant sale and the Holiday Bazaar. Each committee may apply to the RA for funds to support its programs.