



# Welcome

The Village at Rockville  
Connected Living & Environmental Services

LET'S GO MOVE  
PROGRAM



Sarah Seifollahi

Move Coordinator

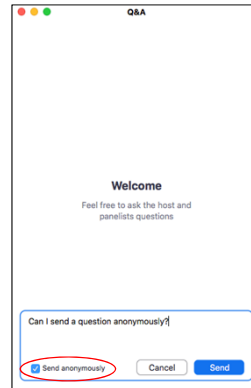
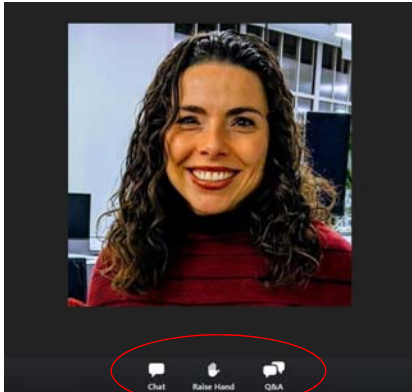
301-354-4557

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# Zoom Interactions



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# Welcome

The Village at Rockville  
ConnectedLiving & Environmental Services

**This event is being recorded.**

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*Kyle Hreben*, LNHA

Executive Director

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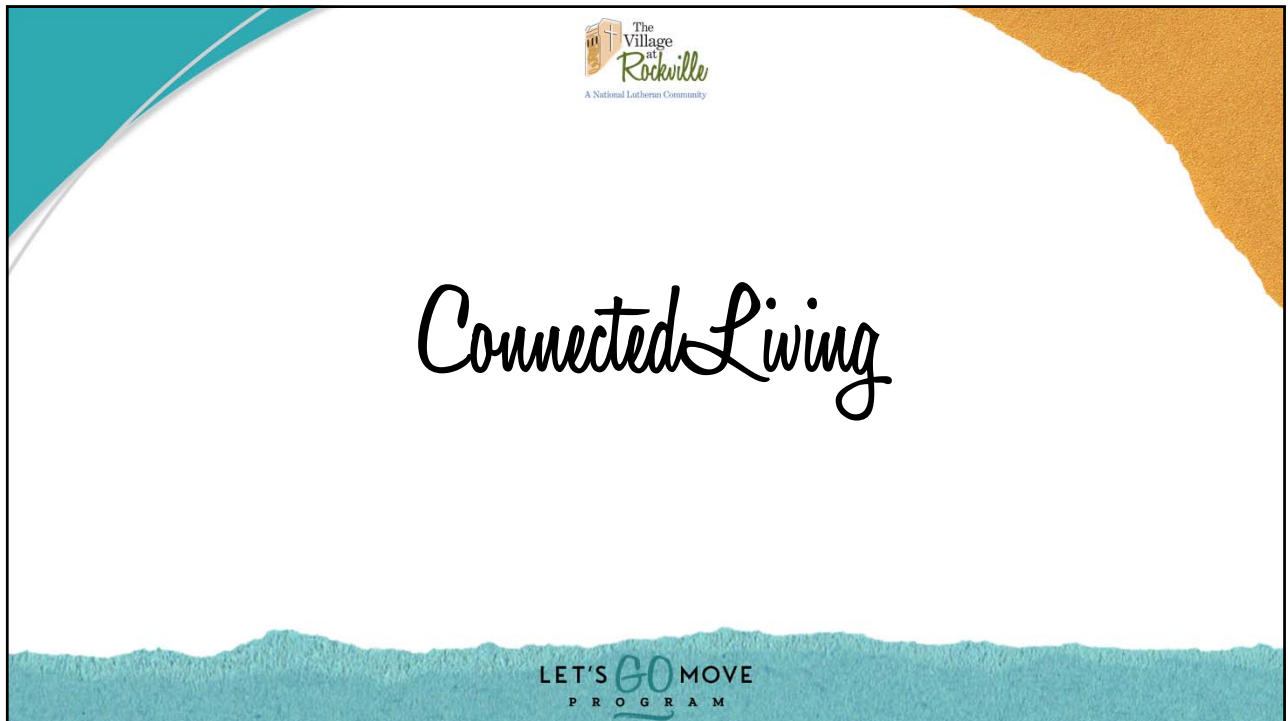
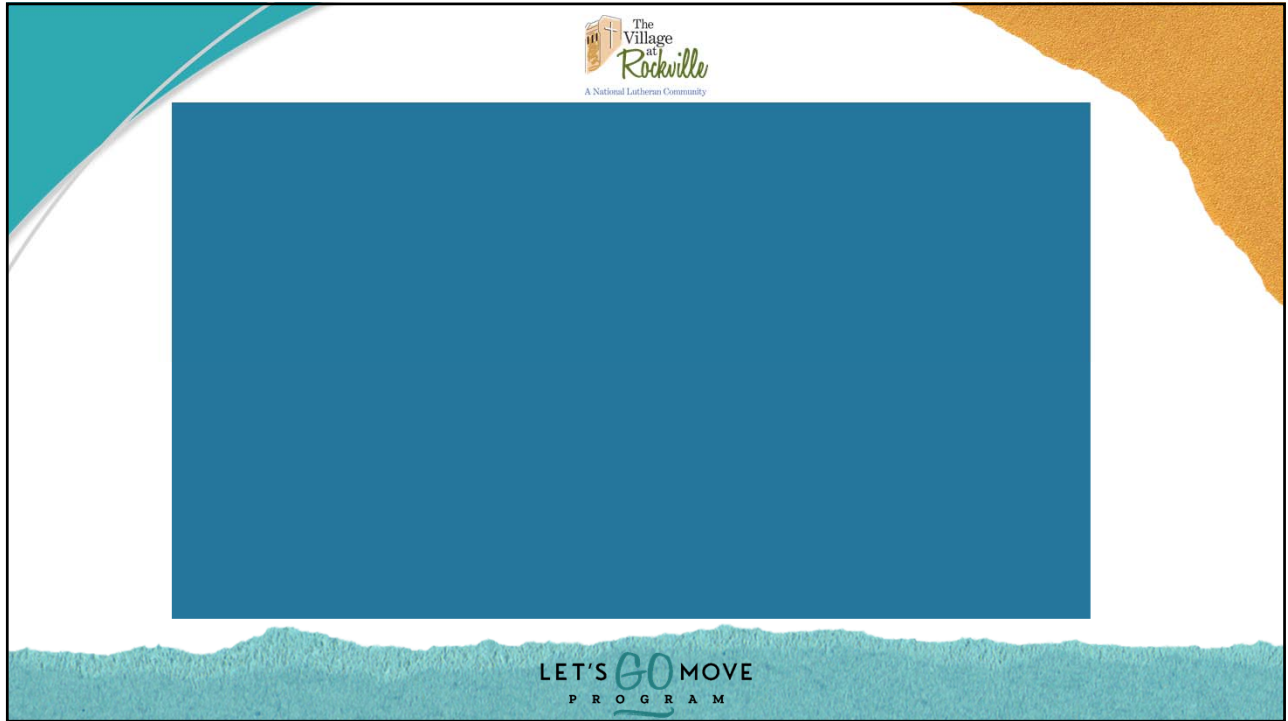
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Sales Director

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*Melissa Blackstone*

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### *The Role of Connected Living*

- Provide residents with enriching experiences and improve quality of life
- Foster an atmosphere of continual learning and wellness
- Partner with residents and families to identify abilities and passions; work to bring those needs and desires to life



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## Mission

- Provide opportunity to engage and thrive in experiences that outline a high quality of life, support personal choice, life long learning and an increased sense of well-being.
- Innovatively connecting your mind, body and soul to past, present and future experiences.
- Our wellness program achieves whole-person wellness and focuses on the seven dimensions of wellness.



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## 2020 Vision: Thrive and Grow

- Expand and develop a curriculum of programming to meet needs of residents
- Deepen teams knowledge in specialized areas through educational opportunities
- Recruit specialized staff to carry out mission and vision
- Create key partnerships in our community

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## Key Partnerships

Alzheimer's Association	Carpe Diem Arts
Collette Travel	Dance for Parkinson's Disease
Holy Cross Health	International Council for Active Aging
Leading Age	Music & Memory
National Council of Certified Dementia Practitioners	National Symphony Orchestra in association with The Kennedy Center
Opening Minds Through Arts (OMA)	OSHER Life-long Learning Institute at Johns Hopkins University
Parkinson's Foundation of the National Council Area	Strathmore
Title Boxing	

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## OSHER Partnership

- Popular past programs include:
  - Creative Connections between Artists & Writers
  - Seeing History through Artists' Eyes: The Middle Ages
  - The American Civil War 1861-1865
- No travel required; OSHER comes to our community!
- Residents have a say in content – tell us what you want to learn about.
- Registration is independent and fee apply. Fall and Spring semester options available.

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## Parkinson's Disease Partnership

The Centers for Disease Control and Prevention (CDC) rate complications from Parkinson's disease as the 14th cause of death in the United States.

Programs available to all residents:

- Brain, Body and Voice for Parkinson's
- Exercise for Parkinson's
- Dance for Parkinson's Disease
- Parkinson's Pointers (quarterly)

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## Dimensions of Wellness

- Spiritual
- Physical
- Intellectual
- Emotional
- Social
- Environmental
- Vocational/Occupational



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## Spiritual Wellness

- Connected you to your spiritual side to achieve inner peace and wellness
- Program examples:
  - Shabbat service
  - Lutheran chapel service
  - Catholic mass
  - Bible study
  - Seder



The Village at Rockville Chapel

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## Physical Wellness

- Physical activity is key to overall health including:
  - obtaining a healthy lifestyle
  - eating a nutritious diet
  - eliminating unhealthy habits
- Program Examples:
  - Fitness Classes
  - Barre for Balance
  - Dance class



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## *Intellectual Wellness*

- Continued learning opportunities reduces the risk of cognitive decline
- Your brain is a muscle and thrives when exercised
- Program Examples:
  - OSHER lifelong learning with Johns Hopkins University
  - History Series with Dr. Jenner
  - Memory Academy

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## *Emotional Wellness*

- Help keep a positive outlook by connecting to others
- Connecting with others and freeing emotions can help improve mood and mental health
- Program Examples:
  - Support groups
  - Meditation
  - Round table/open discussion groups

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## Social Wellness

- Making new friends and connections is vital
- Social engagements foster an environment to connect with others
- Programs Examples:
  - Themed holiday parties
  - Interest clubs and groups



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## Environmental Wellness

- Active aging through engaging with the natural environment
- Program examples:
  - Horticulture program
  - Floral arranging
  - Walking paths
  - Outdoor programming



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## Vocational/Occupational Wellness

- Utilizes a person's skills while providing personal satisfaction
- Program examples:
  - Volunteering
  - Wood shop
  - Board member program
  - Mentors
  - Teachers



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## Engage Center

Glenmere | Terrace Level

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## Engage Center Overview

- Includes all fitness and aquatic areas
- Hosts creative arts and learning center for classes, gatherings and private events
- Engage Café available for a variety quick bites and drinks



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## Aquatics Center

- Includes lap, therapy and whirlpool
- Lifeguard on duty
- Men's & women's locker rooms with dressing areas, restrooms private lockers and showers
- Will include open swim and various scheduled classes



Darcy Brodman, Aquatic Specialist  
[dbrodman@thevillageatrockville.org](mailto:dbrodman@thevillageatrockville.org)



Therapy Pool



Lap Pool

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## Strength & Cardio Center

- Includes a variety of machines aimed at helping you with your fitness goals
  - Examples include: various treadmills, elliptical, recumbent bike, upright bike, NuStep cross-trainer, free weights, and a variety of weight-machines
- Each resident invited to work with staff to establish personal goals
- Orientation will be required before using equipment



Strength & Cardio Center

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## Strength & Cardio Center

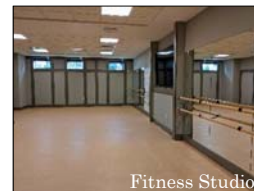


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## Fitness Studio

- Will host a variety of innovating and engaging fitness classes
- Includes mirrored walls, ballet bar and technology to enhance your class experiences



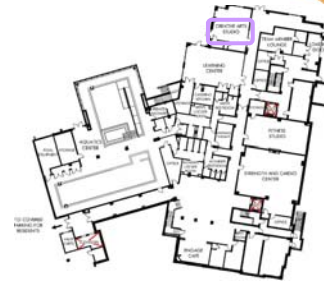
Fitness Studio

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## Creative Arts Studio

- Overlooking nature, this space offers an open space to be creative!
- Equipped with a sink for convenience, a pottery wheel, and ample storage for various art projects
- Will host classes as well as provide opportunities group and private activities



Creative Arts Studio

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## Learning Center

- This multi-purpose space will be a hub of activity!
- Huge open space equipped with technology, and an attached catering kitchen
- Will host classes as well as provide opportunities group and private activities



Learning Center

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## Massage Therapy

- This inviting space will offer the opportunity for private massage services
- Anticipated to be available when it is safe to offer this type of service



Massage Therapy – Coming Soon

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# Additional Connected Living Spaces

Glenmere | Main Level

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## Guest Conference Suite & Private Office

- Available for use with appointment
- No fee, but reservation is required
- Conference suite seats 5; office seats 4
- Both offices have 42" smart TV with Bluetooth connectivity

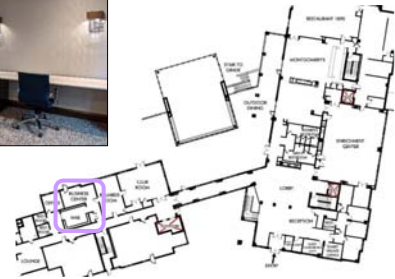


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## Business Center & Mail Room

- Open 24-7 and includes computers, printers and shredder
- Printing services will incur fee
- Mail room hosts both USPS and internal mailboxes
- Larger packages will be held in secure room behind reception; residents notified when package is available for pick-up



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## Enrichment Center

- Large multi-purpose space to fit many gathering need!
- Includes floor-to-ceiling windows, removable dance floor, piano, audio-visual equipment and adaptable stage
- Also available for private gatherings



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## Billiards & Club Room

- Two spaces that will be free-flowing, fun areas for all
- Billiards room features pool table that converts to a full-size ping pong table
- Club room opens to the courtyard and overlooks the Aquatic Center
- Both rooms available for private events



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## Additional Connected Living Services

Concierge | Transportation | Outings | Reservations | Volunteer

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## Community Services Concierge

- Acts as point of reference for all Independent Living residents
- Assistance includes, but not limited to:
  - General information
  - Main contact for inquiries on the Resident Portal
  - Maintenance/handyman work orders
  - Key duplication
  - Scheduling housekeeping services



*Chelea Butler*

Community Services Concierge

301-354-8447

[cgibson@thevillageatrockville.org](mailto:cgibson@thevillageatrockville.org)

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## Transportation

- On-campus shuttle services available regularly
- Off-campus transportation provided through scheduled weekly/monthly/quarterly trips
- Off-campus medical appointments complimentary within 5-miles
- See monthly calendar or online Resident Information Center (portal)
- General information available in your handbook

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## Outings

- Many different gatherings planned throughout the year.
- All trip information available in monthly calendar or through online Resident Information Center (portal)
- Short, long & special trips planned in conjunction with the Independent Living Association.



*Shawn Harrison*

ConnectedLiving Coordinator

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## Reservation Services

- All ConnectedLiving events require RSVP for safety and planning purposes. Reservations available include:
  - Programming
  - Private Spaces
  - Outings
  - Overnight Guest Suites\*
  - Independent leisure activities taking place in dedicated amenity areas including: wood shop, lap pool, therapy pool
- Reservations easily made on the online Resident Information Center (portal)

\*The two guest suites, are available at \$95 per night by reservation only, based on availability. Reserve directly through Community Services Concierge.

NOTE: This is separate from the complimentary stay offered in conjunction with move-in.

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## Online Resident Information Center

- Often called the portal
- Resident website offering connection to reservations and latest information at any time.
- Each resident will have their own password-protected log-in
- Will grow with our community!

Let's take a look...



The screenshot displays the following services and resources:

- Announcements
- ConnectedLiving Programming (December 14)
- Virtual Meeting Links &...
- Dining Services
- Off-Campus Transportation...
- Maintenance Request
- Resident Directory
- Team Member Directory
- Newsletter
- Clubs and Groups
- Leave of Absence
- Volunteer Opportunities
- Messages
- My Wellness Cloud
- Photos
- Pay My Bill
- Room Reservation...
- Salon Services
- ConnectedLiving YouTube Channel
- The Engage Channel
- ConnectedLiving Trips
- Resident Information...
- How to Sign-Up for Engagemen...



## Volunteer Services

- Purpose-driven, we strive to connect with various groups to increase our social giving and community impact.
- Many local students, residents and community citizens volunteer at The Village at Rockville
- Off-site volunteer opportunities also available
- Reach out to Volunteer Coordinator Isabel Bouchard for more information



**Isabel Bouchard**  
Volunteer Coordinator

301-354-8462

[mbouchard@thevillageatrockville.org](mailto:mbouchard@thevillageatrockville.org)

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# Questions?



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# Environmental Services

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*E. Dawn McKee*

Facilities Director

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## *Environmental Services Overview*

Maintains community services including:

- All building and grounds maintenance
- Housekeeping
- Handyman services and contractor coordination
- SARA system
- Community security

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## *Services: Building & Grounds*

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## Landscaping & Grounds Maintenance

- Community grounds will be maintained through various services including: mowing, weeding, trimming, fertilization, seasonal plantings and proper clean-up
- No planting areas adjacent to ground level apartment homes are permitted for resident use.
  - Free-standing potted plants/planters are permitted on terraces, patios and balconies
- If you see any landscape issue that needs attending, please report to the Community Service Concierge

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## Snow/Ice Removal

- Contracted service provider will remove snow and ice from roads/parking lots/walkways as soon as possible after storm
- Removing snow from vehicles parked in uncovered parking spots is the responsibility of the resident/guest

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## *Pest Control*

- The Village at Rockville contracts with an exterminator company for monthly maintenance for the entire community
- To report the need for a specific exterminating service please complete a work order in the online Resident Information Center (portal) or contact the Community Service Concierge

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## *Building Access | Residents & Guests*

- All residents will enter Glenmere through the garage or various doors with ID badge entry access
- All guests should enter Glenmere at the Glenmere East entry and sign in at the reception desk
  - The reception desk is staffed from 8 a.m. to 8 p.m.
- Entry doors at Glenmere and the Health Center automatically lock at 7 p.m. each night
  - Residents must have their ID badge to gain access after this time

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## Building Access | Food & Standard Packages

- **Food deliveries** can be made directly to your door, pending additional COVID-19 restrictions. Drivers should come through the main Glenmere entrance in Glenmere East.
- **Package deliveries** will be delivered through the main entrance at Glenmere East and stored in a secure room behind the reception desk. A staff member will alert you when your package is available to be picked up.
- If you need assistance with food or package deliveries please contact the Community Services Concierge

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## Building Access | Vendor Deliveries

- **Vendor item deliveries** must be announced. Please enter your furniture delivery on the Resident Information Center (portal) or contact the Community Services Concierge. Examples include furniture, beds, etc. that vendor will deliver and assemble.
  - NOTE: It is always the recommendation for these items to be delivered to your current home before the move and brought to Glenmere by your move team.
  - As move-ins will occur generally Monday through Thursday, please strive to schedule large vendor item deliveries on a Friday.

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## Parking

- All parking assignments will be provided through the Sales Team. Each assigned vehicle will receive a numbered parking sticker.
- Please only park in your assigned parking spot with the vehicle you have registered. Any changes to vehicles should be reported to the Community Services Concierge as soon as possible.
- Any parking issues related to accidents or inappropriate parking will be reported to Environmental Services and appropriate action will be taken.

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## Parking continued

### GUEST PARKING:

- Any unassigned outdoor space is considered guest parking.
- Please alert the Community Services Concierge to any overnight guest so that security may be informed of the car.

### ELECTRIC VEHICLE PARKING:

- There are 3 electric vehicle charging stations in the Glenmere garage for resident use.
- There is a 3-hour limit to these spots to allow for all to use timely.

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## Trash & Recycling Disposal

- Each floor of Glenmere has a trash room with both standard and recycling trash opportunities
- Please bag all standard trash and place in appropriate bin
- Please only put acceptable items in the recycling bins
- Please break down all cardboard and put next to the recycling bins in each trash room
- If you need special assistance or have questions please contact the Community Services Concierge

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## Storage Rooms

- Each Glenmere resident has one storage cage located in a storage room on either their floor, or a near location
- Storage cages are 3'x3'x7' and require a resident-provided lock



Storage cage example

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## Security

- Security is available 24 hours a day
- Entry doors at Glenmere and the Health Center automatically lock at 7 p.m. each night
  - Residents must have their ID badge to gain access after this time
  - Please strive to not have deliveries after this time as that delivery will not have access to the building
- If you need to reach security please call the Health Center reception team

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## Services: Resident

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## Housekeeping

- Light housekeeping is provided, inclusive of monthly fees including:
  - Light cleaning of kitchens and bathrooms (counters/outside of appliances/mopping)
  - Vacuuming open carpeted areas
  - Dusting of flat, open and unobstructed surfaces
- Additional services are available for fees
- Outside cleaning teams are welcome, pending they provide appropriate documents for safety and protection of the building

The Community Services Concierge will contact you to set up your initial housekeeping schedule.

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## Identification Badges & Mailbox Keys

- Identification (ID) badges serve as your front door key as well as access to various parts of the building
- Mailbox keys provide access to your USPS mailbox
- Identification badges, mailbox and storage keys will be distributed at your settlement/closing. Replications are available for a fee.

**It is imperative that you report any lost or stolen ID badge/keys immediately to the Community Services Concierge.**

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## Lock Out Procedure

- Should you be locked out of your apartment home, contact the Health Center reception team and an Environmental Services team member will be sent to assist you.
- Health Center reception contact information is found in your handbook

Health Center reception: 301-424-9560

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## Maintenance Services

- Emergency maintenance issues are addressed 24 hours a day
- Ongoing and preventative services are provided at no cost
  - Ongoing Maintenance:
    - Water filter changing
    - Installation and changing of community provided lightbulbs
    - Issues with any provided systems
- Submit a work order through the online Resident Information Center (portal) or call the Community Services Concierge to submit your request.

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## *Maintenance Services continued*

- Ongoing and preventative services are provided at no cost.
  - Preventative maintenance includes:
    - Appliance and hardware upkeep
    - SARA systems/fire alarms and other safety items
    - Plumbing/HVAC
  - Preventative services will be scheduled and shared via Resident Information Center (portal) and via the Engage Channel.

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## *Handyman Services*

- Handyman services are provided by the Environmental Services team and are available for a fee. Examples of services include:
  - Moving and assembling furniture
  - Wall and window hangings
  - Painting touch up
- All large-scale projects and items that require licensed electrician will be handled with our community preferred contractor, Division 9
- Submit a handyman work order through the online Resident Information Center (portal) or call the Community Services Concierge to submit your request.

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## Customization/Contractor Projects

- Before you take residence:
  - For inquiries that are large-scale projects or require licensed electricians, our preferred contractor, Division 9, will complete all work
  - Inquire with Facilities Director, Dawn McKee, to submit requests of this nature.
  - A quote will be provided and price/scope of work will be agreed upon, with full payment, before work begins.
- After you take residence:
  - For inquiries of the same nature, contact Facilities Director Dawn McKee to submit requests | [emckee@thevillageatrockville.org](mailto:emckee@thevillageatrockville.org)

NOTE: As these require a licensed electrician, the **hanging of fans/chandeliers with remotes/dimmers** must be handled through Division 9.

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## Emergency Preparedness & Safety Features

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## *Safety in your apartment home*

- Fire horns
- Smoke/carbon monoxide detectors
- Sprinkler system
- SARA System

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## *Additional safety in common areas*

In addition to common area fire horns, smoke/carbon detectors and sprinkler systems:

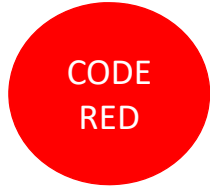
- Accushield check-in system for all guests
- AtmosAir, a bi-polar ionization technology proven to neutralize coronaviruses by more than 99.9%
- AED machines on both terrace and main level of Glenmere East

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*In case of fire/smoke in your apartment home*

- Leave your apartment immediately and pull fire alarm closest to you
- Exit the building using closest point of refuge and wait for further instructions from team member or fire officials – **DO NOT USE THE ELEVATOR**
- Wait for fire personnel approval before re-entering the building



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*In case of fire/smoke in Glenmere*



- Multiple exits from building
- Gather spots are away from the building for safety
- If you cannot safely exit unassisted, activate the SARA system and communicate your need with staff, then make your way to the nearest stairwell and wait for assistance



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## *In case of severe weather emergency*

- Stay away from all windows and move into a protected space
- Residents who have medically-related needs use SARA system to communicate with team staff
- Staff will prepare and protect building appropriately

CODE  
BROWN

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## *In case of building power outage*

- Emergency generator will allow:
  - Elevator usage
  - Safety lighting in all halls
  - Limited power in food services at Glenmere East
- Residents who have medically-related power needs use SARA system to communicate with team staff

### POWER OUTAGE TIPS:

- ✓ Do not open your fridge unless necessary to preserve cooling
- ✓ Always have a battery-operated or wind-up flashlight/lantern available

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## Emergency Education & Fire Drills

- Residents and team members will receive annual emergency education
- Independent living residents will participate in regularly scheduled fire drills
- Residents should familiarize themselves with their closest exit, their assigned gathering spot and community emergency codes

Being prepared is the best way to stay safe. Thank you for your partnership.

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## Additional Independent Living Community Spaces

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The Village at Rockville  
A National Lutheran Community

- Workshop
- Grill
- Dog park
- Bike storage
- Resident laundry, second floor Glenmere West

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The Village at Rockville  
A National Lutheran Community

# Questions?

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## Next Steps in Events

Though this concludes the official Let's GO Move event series,  
there will be connection events throughout the year.

Stay tuned for more information.

For now, the next events will be your private walk-throughs  
and move-ins. We look forward to welcoming you home!

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*Thanks for attending!*

Visit us at

[www.thevillageatrockville.org/letsgomove](http://www.thevillageatrockville.org/letsgomove)

for the latest event calendar and  
links to all previous documents and videos.

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