

WELCOME TO GOODWIN HOUSE BAILEY'S CROSSROADS

Greeter's Name _____

Phone extension _____

Email _____

Dear New Resident,

We know how hectic these first few days and weeks are. You have reams of reading material, all very useful and thorough, and we hope you will read it. However, sometimes questions arise at a time when it is inconvenient to look through large tomes. This is intended to answer some of the more immediate questions you might have during your first days. We hope you will soon feel comfortable in your new home.

FIRE AND SAFETY PROCEDURES WHEN THE ALARM GOES OFF: DO NOT LEAVE YOUR APARTMENT OR ATTEMPT TO USE THE STAIRS OR THE ELEVATORS. Unlock your door and close your windows. Do not leave your apartment until the 'All Clear' announcement is made. If you are somewhere else in the building, please follow the instructions from the loud speaker. The fire alarm may stay on for some time and is noisy and annoying, but necessary.

WIFI AND RESIDENT WEBSITE

- WIFI: Under 'Settings' and WIFI, choose GH_SECWIFI
- **AFTER** getting a password by calling ext. 7572 or 703-578-7572 *if not using a house phone.*
- Resident website: Type ghbcresidents.org into your browser. To access the resident directory, you need to use the password, available from your greeter or by contacting Claudia Blake (ext. 7485) or Carol Lewis (ext. 7546).

DINING SERVICES

Menus are distributed each Saturday to your mailbox located behind the Reception Desk. Menus are also available on the resident website. All three dining venues use your prepaid 'dining dollars' for resident meals.

1. **Bistro** is open 7AM-8PM, every day, a la carte items only.
 - Eat in, or carry out service, after ordering at the counter.
 - Carry out DINNER must be ordered through the Lounge (next door to Bistro), or **ext. 7313**

2. **Jefferson Dining Room (JDR)** is open 11:30 AM-1:00 PM for lunch, 5:00-7:00 PM for dinner and 11:30 AM-1:30 PM for Sunday midday meal. The JDR is not open for an evening meal on Sundays.
 - Reservations are needed to eat in this venue. See a host or hostess for instructions.
 - Prix fixe meals are with seated service.
 - You may carry out dinner with certain restrictions. See a host or hostess for instructions, or **ext. 7254**
 - Proper dress is especially encouraged at this venue.
3. **Fireside** is open for dinner Thursday-Sunday, 5:00-8:00 PM
 - A la carte items with seated service.
 - No reservations needed or taken.
 - Carry out is from 5:00 – 7:30 PM **by calling ext. 7254. No walk in to carry out.**
4. **Market Place** is open for ‘grab and go’ sandwiches and salads, milk and yogurt from 10:00 AM-4:00 PM, Monday-Friday. The sandwiches and salads are paid for with dining dollars, and the milk and yogurt are free to residents. **(All other items in the Market Place are paid for either with cash or put on your monthly bill.)**
5. **Other dining information**
 - Milk, coffee, tea and sodas are supplied without charge for residents. (Limit of 2 containers per day from the serve-yourself refrigerator.)
 - Fresh fruit (apples, oranges, and bananas) is supplied without charge for residents.
 - Yogurt is supplied without charge for residents. (2 per day)
 - Free house wine is provided in all three venues on Tuesdays, Thursdays, and Saturdays.
 - Wine may be purchased every night, either through the Lounge or in small bottles in the Bistro and larger bottles in the other two venues. Residents may also bring their own wine into all venues.
 - Each resident may get four (4) guest vouchers each month. The vouchers allow the resident to use dining dollars to pay for guest meals except for Sunday brunch, holidays or special dinners. **Additional guest meal costs will appear on the resident’s monthly bill.** Vouchers may be picked up from the Market Place during the week or from the Jefferson Dining Room host or hostess on the weekends.

NO TIPPING/GIFTS

Goodwin House has a very **strict no tipping and no gifts policy**. Employees are forbidden to accept gifts or gratuities of any kind. Doing so leads to dismissal. However, in the fall, residents conduct an **Employee Gift Fund** campaign to show their appreciation to the employees.

MAINTENANCE [ext.7244](tel:7244) or erubio@goodwinhouse.org or use the request form on the resident website.

- Plumbing questions or problems.
- Appliance questions or problems.

- Housekeeping questions or problems.
- Heating/AC questions or problems.
- Furniture moving or picture hangings.
- Paint or caulk questions or problems.
- Check out the Green Team information located in the **Trash/Recycling** room. We recycle all paper unless it is wax coated, as well as plastics, glass bottles/jars and metal cans. PLASTIC BAGS MAY NOT BE RECYCLED, but Giant has a bin in which they may be placed. Garbage must be in a tied plastic bag and put down the chute.

IN-HOUSE COMMUNICATION AND MAIL SERVICES

- All independent living residents have an in-house mailbox as well as a USPS mailbox.
- Ask the receptionist to check your in-house mailbox a couple of times a week. *USPS mailboxes are in the Mail Room off the rotunda.
- The Resident Website has the most up-to-date information all in one place. It also has a resident directory that is very useful for putting names and faces together.
- West Winds, the in-house newsletter, comes out every week. It is available online Friday afternoons or Saturday in the in-house mailbox.
- Minute-to-Minute is published about once a month. It has current information from the resident committees. (Resident committees are open to all residents; note the dates and times of meetings if you are interested.)
- Try to attend the Resident Council Community meeting and the Management Town Hall meeting. Each meets monthly and presents information needed by all residents. Look for notices in West Winds and by the elevators.

NAME TAGS Marketing provides each new resident with a name tag. Should you prefer a more 'decorative' name tag, they may be custom-ordered from Office Depot in our convenient shopping center or on line. We are all encouraged to wear name tags all the time.

PARKING

- A parking decal is necessary for all resident-owned vehicles. Ask at the front desk ASAP after moving in.
- The Crossroads garage is labelled 'Health and Wellness Center Parking'
- Battery assistance is available by contacting the front desk.

THE NEWCOMERS et al. GATHERING The Newcomers et al. gathering is designed especially for residents who have recently moved in but is open to all residents.

- Meets every Tuesday at 4:00 PM in the Formal Parlor
- There is a different topic each week. Topics are listed on the resident website. Use the "new resident" tab on the left side and then scroll down to find the upcoming topics. They are also listed in the mailroom on the bulletin board.

PERSONAL SERVICES All departments and services, including the names, apartment numbers, telephone numbers and email addresses of residents may be found in the Resident Directory or on the website.

- If you are calling a number OUTSIDE THE BUILDING, you must **DIAL 9 followed by the number.**
- If you use your house phone for long distance calls, the **extra fees will** appear on your monthly bill.
- Here are a few telephone numbers you may need immediately:
 - Salon ext. 7237
 - Clinic ext. 7498
 - Laundry Service ext. 7102
 - Notary Public ext. 7213
 - Pharmacy 9-703-824-1352 (Open M-F with two deliveries a day from the CVS at Goodwin House Alexandria)
 - RECEPTION DESK (Front Desk) "0" • **For any emergency call the Front Desk first, even before calling 911** • Call for general information if you can't find answers elsewhere. • All guests need to sign in at the reception desk upon arrival and get a guest sticker.
 - The Internet Help Desk ext. 7572

VOTING AND DRIVER'S LICENSE

Get your driver's license changed promptly to reflect your new address including your apartment number. When you are giving up driving, be sure to get an ID card promptly from the DMV. The nearest DMV is 4150 S. Four Mile Run Drive, Arlington, VA

Voting information: Our precinct is in Fairfax County. The polling place is here at Goodwin House. Voters must present a government-issued photo ID in order to vote. Be sure to change your voter registration.