

## APPENDIX F

### Riderwood Main Phone Lines

This is a list of main numbers. Refer to the Riderwood Yellow Pages or MyErickson Department Directory for staff and other phone numbers.

**\* When calling from a mobile device to connect to departments with extensions only, dial the Employee Contact Line at 301-572-8399, dial the extension and then press #.**

Department	Description	Phone Number	Landline Extensions *
<b>Clubhouse Front Desk</b>	Main Number	301-572-1300	
	Arbor Ridge ( <b>ABR</b> )	301-572-8430	
	Lakeside Commons ( <b>LSC</b> )	301-572-8454	
	Montgomery Station ( <b>MST</b> )	301-572-8388	
	Town Center ( <b>TNC</b> )	301-572-8303	
	Village Square ( <b>VSQ</b> )	301-628-3667	
<b>Administration</b>	Main Number	301-572-8348	
<b>Arbor Ridge Administration</b>	Main Number	301-572-8430	
<b>Catering</b>	Main Number	301-628-3620	
<b>Comcast/Xfinity</b>	Bulk Account	855-638-2855	
<b>Community Resources</b>	Main Number	301-572-8390	
<b>Custom Interiors</b>	Main Number		Ext. 606-8382
<b>CVS Pharmacy</b>	Main Number	301-572-8470	
<b>Dining Facilities</b>	Fireside Host Stand ( <b>VSQ</b> )		Ext. 606-2023
	Fireside Carryout ( <b>VSQ</b> )	301-628-3651	
	Potomac Café ( <b>VSQ</b> )		Ext. 606-2027
	Windsor Host Stand ( <b>MST</b> )		Ext. 606-2123
	Hilltop Table ( <b>MST</b> )		
	Seasons Host Stand ( <b>TNC</b> )		Ext. 606-2089
	Seasons Carryout ( <b>TNC</b> )	301-628-3652	
	Wye Oak Bistro ( <b>TNC</b> )		Ext. 606-2096
	Overlook Host Stand ( <b>LSC</b> )		Ext. 606-2544
	Overlook Carryout ( <b>LSC</b> )	301-628-3626	
	Market Place ( <b>LSC</b> )		Ext. 606-2549
	Blue Heron Pub ( <b>LSC</b> )		Ext. 606-2412
<b>Dining Services</b>	Main Office	301-628-3622	
<b>Erickson Advantage</b>	Member Services Rep	301-628-3600	
	Care Coordinator	301-572-8448	

Department	Description	Phone Number	Landline Extensions *
	Health Insurance Resource Manager	301-572-8450	
<b>Facilities Coordinators</b>	Village Square	301-628-3820	
	Montgomery Station	301-572-8477	
	Town Center	301-572-8452	
	Lakeside Commons		Ext. 606-2048
<b>Finance/Accounting-Billing Questions</b>	<a href="mailto:RiderwoodBillPay@erickson.com">RiderwoodBillPay@erickson.com</a>	301-628-3699	
<b>Gatehouses</b>	Beltsville Road entrance		Ext. 606-2079
	Gracefield Road entrance		Ext. 606-2061
<b>General Services</b>		<b>301-572-8355</b>	
General Services Office is open M-F 8a-4p. After hours, call your Front Desk for <b>maintenance/housekeeping emergencies at 301-572-1300.</b>			
To place a Service Request, you may call 301-572-8355 or email (see below) your request(s):			
<a href="mailto:RWVWorkOrders.VillageSquare@erickson.com">RWVWorkOrders.VillageSquare@erickson.com</a>			
<a href="mailto:RWVWorkOrders.MontgomeryStation@erickson.com">RWVWorkOrders.MontgomeryStation@erickson.com</a>			
<a href="mailto:RWVWorkOrder.TownCenter@erickson.com">RWVWorkOrder.TownCenter@erickson.com</a>			
<a href="mailto:RWVWorkOrder.LakesideCommons@erickson.com">RWVWorkOrder.LakesideCommons@erickson.com</a>			
<a href="mailto:RWVWorkOrder.ArborRidge@erickson.com">RWVWorkOrder.ArborRidge@erickson.com</a>			
<b>Home Health</b>	Certified Care	301-572-8375	
<b>Home Support</b>	Aide Support	301-572-8344	
<b>Intermissions</b>	Memory Care Program	301-572-8313	
<b>Medical Center</b>	<b>M-F 8a-5p; Doctor is on call 24/7</b>	<b>301-572-8340</b>	
<b>After 5pm, all calls for Medical Center go to the front desks. Calls are transferred to Security if a doctor is needed. Please use your pull cord if necessary. Medical Alert necklaces/bracelets may be purchased by calling Security at 301-572-8391.</b>			
<b>Pastoral Ministries</b>	Main Number	301-572-8302	
<b>Philanthropy</b>	Main Number	301-572-8395	
<b>PNC Bank</b>	Village Square Branch	301-586-8015	
	Town Center Branch	301-572-7990	
<b>Rehabilitation</b>	Out-Patient Rehab Main Number	301-572-8372	
<b>Resident Life</b>	Main Number	301-572-8339	
<b>Resident Life</b>	Village Square	301-572-8338	
	Montgomery Station	301-572-8451	
	Town Center	301-572-8393	
	Lakeside Commons	301-572-8341	
<b>Riderwood Connect</b>	Landline/Internet/Computer Services	800-677-0211	

Department	Description	Phone Number	Landline Extensions *
Robin's Nest	Town Center Convenience Store	301-572-8418	
Sales & Marketing	Main Number	301-495-5700	
Salon (Beauty / Barber)	Village Square	301-572-8335	
	Montgomery Station	301-572-8378	
	Town Center	301-572-8397	
	Lakeside Commons	301-572-8482	
<b>Security Main Number</b>	<b>24 hrs. a day / 7 days a week</b>	<b>301-572-8391</b>	
Transportation	Shuttle / Sedan Services	301-572-8358	
Riderwood Excursions	Local Trips	301-572-8471	
Treasure Chest Store	Consignment Store	301-572-8434	
<b>TV Studio, Riderwood Reporter Newspaper, Audio/Visual Support</b>		301-572-8457	
Wellness Center	Fitness Center Main Number	301-628-3653	

(Apple App Store or Google Play). Search and download **MyErickson**

Link for MyErickson from a desktop/laptop:

<https://myerickson.erickson.com>

Link to sign up for the Digital Cubby Initiative:

<https://signup.e2ma.net/signup/2004010/1922311/>

Email for Digital Cubby Initiative sign-up:

[RWVPaperless@erickson.com](mailto:RWVPaperless@erickson.com)

Link for Riderwood TV:

[www.riderwoodtv.com](http://www.riderwoodtv.com)

Riderwood Yellow Pages are available on MyErickson and at the Front Desk of your clubhouse.