

Getting Things Done at Charlestown

1. Start by calling the appropriate department. More phone numbers are in your Resident Handbook.

| Department | Telephone | Comments |
|---|--|---|
| General Services Customer Service | 443-297-3783 Press number after the prompt. | Maintenance – 1, Housekeeping – 2, Reserved Parking, Pest Control – 3, Guest Rooms, Carpet Cleaning, Storage Bins – 4, Custom Interiors – 5, Transportation – 6, Grounds – 7 |
| Facilities Coordinators Liaison with GS, responsible for specific buildings and move-in visits. | 410-737-8838 Ext. 601-8437 410-737-8838 Ext. 601-8560 410-737-8838 Ext. 601-8345 410-737-8838 Ext. 601-8924 | Steve Hall - Buildings FH, MT, NC, CY, AS, GC, EW, CC Julie Colburn – BR, CCS, HR Dave Vickers – Continuing Care North, South, Terrace |
| Dining Services Admin. – LaTonya Hill | 410-737-8838 Ext. 601-8205 410-737-8838 Ext. 601-8333 | Talk with manager on duty, use comment cards, call specific dining room, talk with chef |
| Security | 410-737-8838 Ext. 601-8806 | |
| Medical Center | 410-737-8838 Ext. 601-8590 | |
| Shuttle Service | 410-737-8838 Ext. 601-8448 | |
| Convenience Stores | CTS Market Place 601-8883 | |

2. If your concern is not addressed in a reasonable amount of time, contact the specific department head.

3. If your issue is not resolved, a **Council Communication Form** should be completed. The form is available in the Council Binder at all lobby desks. Ask for a copy. The form can also be downloaded from the website, <http://ccicharlestown.org> or it can be completed using the online form. The CCF will be referred to the appropriate committee or committees. You will receive a written response. Department directors are listed below.

| Name | Department | Phone Ext. | Email Address |
|-----------------|------------------|------------|--|
| Clara Parker | Administration | 601-3519 | Clara.Parker@erickson.com |
| Nathan Blumberg | Administration | 601-3526 | Nathan.Blumberg@erickson.com |
| Patti Santoni | Philanthropy | 601-8832 | Patti.Santoni@erickson.com |
| Myla Carpenter | Medical Director | 601-8019 | Myla.Carpenter@erickson.com |
| Pam Stiner | Finance | 601-3522 | Pamela.Stiner@erickson.com |
| Don Grove | Sales | 601-8918 | Don.Grove@erickson.com |

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| Open | Resident Life | 601-8608 | |
| Aida Blanco | General Services | 601-8814 | Aida.Blanco@erickson.com |
| Pauline Fraser | Continuing Care Administrator | 601-8875 | Pauline.Fraser@erickson.com |
| Ken Zahn | Dining Services | 601-8935 | Ken.Zahn@erickson.com |
| Paulette Tansill | Human Resources | 601-8650 | Paulette.Tansill@erickson.com |

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