

# Welcome

## RESIDENT HANDBOOK

Long -Term Care / Skilled Nursing



## THE SELFHELP HOME

A TRADITION OF CARING

[www.selfhelphome.org](http://www.selfhelphome.org)



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# Welcome

Welcome to The Selfhelp Home Health & Rehabilitation Center! We know you have a choice when it comes to your healthcare, and we are delighted that you've entrusted us to be your next home and healthcare partner.

At Selfhelp we are a family that not only looks out for your health needs, but focuses on your needs as an individual in order to provide you with the highest quality of person centered care.

On behalf of the team, I welcome you to The Selfhelp Home.

**STEVE LEVY**

Executive Director (Interim)

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# MEET THE TEAM



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# MEET THE MEDICAL TEAM

*Residents may request one of our partner physicians below who make frequent visits to the Home. However, residents also have the right to continue seeing their own physician to oversee their care. Physicians that visit residents at Selfhelp must be credentialed with Selfhelp.*



**Anna Liggett, MD.**  
*Co-Medical Director*  
Affiliated: Northwestern Memorial Hospital



**Mark Vexelman, MD**  
Visiting Physician  
Affiliated: AMITA Health St. Francis Hospital



**Eric Mizuno, MD**  
Visiting Physician  
Affiliated: Weiss Medical Center,  
AMITA Health, Northwestern  
Memorial Hospital



**Bruce Blackard, MD**  
*Co-Medical Director*  
Affiliated: AMITA Health, St. Joseph Hospital



**Joel Okner, MD**  
Cardiologist



**Victoria Coraglio MD**  
Wound Care Specialist

# PREPARING FOR THE MOVE

## WHAT TO BRING

### Personal Information

- Government issued ID
- Insurance Cards
- COVID-19 Vaccine Card
- Name and phone number of your primary care physician
- A list of any medicines you currently take
- A living will, healthcare and property power of attorney (POA) and advance directives if applicable.
- Emergency contact phone numbers and email addresses.
- We recommend leaving valuables at home. There is a secured safe available in the Administrator's office on the 8th floor.

### Clothing to Bring /What Do I Wear?

- Clothes for the appropriate season. Ample closet space and a dresser is available for off season clothing and storage.
- Mostly comfortable and casual clothing is recommended. Some dressier clothing for holidays and events.
- Soft-soled shoes or athletic shoes with non-skid soles
- Typical clothing that you would wear at home
- Underwear
- Socks
- Pajamas and slippers with tread or traction

### Personal Care Items

We supply your basic toiletries such as shampoo, soap and toothbrush, feel free to bring your own items if you prefer.

- Hairbrush or comb, hair care products, makeup, if applicable
- Denture adhesive and cleaner, if applicable
- Dentures, hearing aids, and/or glasses
- Contact lenses and solution
- Splints, braces, or orthotics

### Personal Items

- Selfhelp rooms are fully furnished with an electric bed, mirror, reclining chair, dresser, TV and bedside table, if residents would like to bring some of their own furniture we are happy to accommodate these requests.
- We encourage residents to bring small pictures, paintings and decorative items to make the room more personal. Please ask for assistance with hanging anything on the walls.

# WHAT TO EXPECT WHEN YOU ARRIVE

## ASSESSMENT

We want to see you healthy, thriving and doing your best! The admission process begins with a full assessment by our interdisciplinary team, which includes a Registered Nurse, Dietary Manager, Therapy Team, Activity Staff and the Social Services Director. Your assigned physician will collaborate with our team and also visit you.

## PRIMARY CARE PHYSICIAN

Residents have a choice to continue seeing their primary care physician or switch to one of our partner physicians who visit the building regularly. We partner with experienced geriatric specialists affiliated with a variety of local hospitals that can oversee your care, working in conjunction with our nursing team (see pg.4) Any healthcare provider that visits residents in the building must be credentialed with Selfhelp. Please contact the Administrator if you have any questions.

## CARE PLAN MEETINGS

Within the first three weeks of admission a care plan meeting will be arranged with the resident and family members to meet the interdisciplinary team and share goals for the resident. Follow up care plan meetings will take place on a quarterly basis or as needed. We encourage family members or patient representatives to attend meetings that may be done by phone, in person or virtually.



## **Laundry Services**

Selfhelp will wash residents clothing daily , please bring clothing that is washable and avoid bringing clothing that requires dry cleaning. If a family member chooses to wash clothes for a resident let us know so we can inform our team. Our staff will label your clothes, be sure to let us know when bringing in new clothing.

## **Housekeeping Services**

Resident rooms are cleaned daily.

## **Pet Friendly**

Pets are welcome to visit at any time. Pets should be up to date with all required vaccinations and be on a leash at all times while in the building.

*See the front desk for a doggie treat!*

## **Transportation**

Selfhelp provides wheelchair accessible transportation to residents. There is a charge for transportation to and from an appointment.

## **Accompaniment Services**

If the resident requires an aide to accompany them to an appointment, we can provide this service. These services will be billed to the residents account.

## **Visitors**

We welcome visitors anytime and there are no set hours. Free parking is available behind our building. All guests must sign in at the front desk on the first floor and sign out when leaving.

## **Guest Apartments**

Guest apartments are available for guests that are coming from out of town or would like to spend the night in a furnished guest apartment at Selfhelp. You can make a reservation by asking the front desk for assistance, there is a charge for the guest apartment.

## **Private Caregivers**

Private caregivers must register with our business office on the second floor. We strongly recommend that private caregivers be selected from a licensed home care business. We are happy to provide you with a list of reputable agencies. Due to limited space in our lot, private caregivers are not permitted to park in the parking lot.



# LIFE AT SELFHELP



## **Wi-fi**

The Wifi password is 47selfwifi.

## **TV**

Every room includes a TV with satellite television. Channel 2,3 & 68 are our own internal channels for updates, announcements and programming.

## **Room Phone**

Every room has a phone and residents may receive calls directly to their room. Residents may also dial out to any number within United States. To reach a staff member, dial the last 4 digits of the number listed.

## **Extention Cords and Power Strips**

Extension cords and power strips are not permitted in resident rooms.

## **Call System**

A call light /push button intercom system is located at the bedside and in the bathroom and communicates to the nurse station. When in need of help, residents may let us know by using the call system.

## **Temperature in Your Room**

Resident rooms can be adjusted with AC/heat to their preference.

## **Security/Main Entrance**

The main entrance of the building is staffed 24 hours a day, 7 days a week. The back entrance is also serviced by a camera and a buzzer. To enter the building, the front desk receptionist must let guests in. The home has a security system throughout the building.

## **Newspapers**

Every morning a copy of the Sun Times, Chicago Tribune and New York Times is delivered to the Bensinger Room on the 1st floor. Residents are welcome to read the paper in the Bensinger Room or may subscribe on their own to receive the morning paper delivered to their room.

## **Mail**

Mail is delivered to resident rooms daily, a mail slot for outgoing mail is located behind the front desk.

# LIFE AT SELFHELP



## **Grievances**

If our service or care is anything less than excellent please let a staff member know so that the issue can be resolved as quickly as possible. If the matter is not resolved, please report it to the Healthcare Administrator. To make an anonymous grievance, please use the comment box in the lobby.

## **Staff Tipping**

Staff members are not permitted to accept tips from residents or guests. However, we are a non-profit organization and accept contributions. See pg. 15 for more information. Residents may contribute to the staff holiday fund that is distributed to all staff during the annual holiday celebration. See the business office on the 2nd floor to contribute.

## **Alcohol Policy**

Selfhelp does not permit alcoholic beverages to be stored or consumed on the premises without a physician's approval.

## **Smoke Free**

Selfhelp is a smoke-free community including e-cigarettes. Smoking is permitted outdoors at least 15 ft. from the entrance.

## **Cash Account**

A cash account may be opened at the Business Office on the 2nd floor with a maximum of \$50. It serves as a convenience for minor purchases at the gift shop, beauty salon, cab fare or out trips. Other valuables may be stored in the facility safe please ask the Administrator. Selfhelp is not responsible for lost or damage to personal property that are not stored in the facility safe (see Resident personal positions section in the resident contract).

## **Voting/Voter Registration**

The Selfhelp Home is a polling place for our residents. Selfhelp residents who have lived at the Home for more than 30 days can register to vote.

## **Locked Elevators**

Although we are not a locked facility the elevators on our healthcare floors (7th and 8th) are equipped with a keypad that require an access code to ensure resident safety. In addition, all exists on the 7th and 8th floors are equipped with door alarms and key pads to disable them.

## **Emergencies and Drills**

The staff at Selfhelp train and prepare for various types of emergencies and will conduct drills as part of emergency preparedness training. Our building is outfitted with sprinklers connected to the Chicago Fire Department and our electrical systems are connected to a back up generator, should there be a power outage.



## General Medicine

We offer skilled nursing services that include:

- Pain management
- Enteral nutrition care (feeding tube)
- Parenteral Nutrition (PN) (intravenous catheter)
- Onsite bladder scanner
- Ostomy care and training
- Intravenous (IV) medications

## Wound Care

An on-site wound care doctor and nurse are on-site and available for the care and treatment of wounds, both acute and chronic.

## Other Health Services

Additional healthcare services are available on-site, including a dentist, cardiologist, podiatrist, audiologist, optometrist, physiatrist and a dentist. A psychiatrist and psychologist visit the home regularly and are also available onsite. Just ask for more information.

## Short-Term Rehabilitation Onsite

Residents who may require short-term rehabilitation following a hospital visit may do so onsite. We offer intensive therapy that uses the latest equipment designed for you to gain strength and mobility while building physical endurance. Selfhelp is also licensed to provide outpatient therapy services if needed. Medicare Part B, or private insurance may cover the cost of short-term rehabilitation and can be done from the comfort of a resident room. There is no need to transfer to another floor or unit.

## Restorative Therapy

Restorative therapy is a program offered at Selfhelp that helps residents maintain progress made during short-term therapy, or anytime, to prevent a decline in health and enables residents to function at their highest capacity. Residents pay privately for this service.

## Doctor & Medical Appointments

Selfhelp staff members can set up doctor and medical appointments for residents. Charges for transportation and a staff member to accompany a resident, if necessary and will be billed to the resident account.

# DINING



## THE DINING ROOM

Meals are served in our dining room on the 7th and 8th floors, just a short walk from resident rooms.

## DINING WITH A GUEST

Residents may have a guest for a meal, please let us know in advance if possible. There will be a charge for guest meals that may be billed to resident accounts.

## KOSHER DINING

We serve fresh, healthy and delicious home cooked Kosher meals. A kosher diet does not combine dairy and meat in the same meal. While our kitchen is not under rabbinical oversight, all ingredients are kosher and dietary rules are followed.

## YOUR DIET

Selfhelp offers a variety of different diets including low sodium, gluten-free, dairy-free, vegan, vegetarian and no added sugar. A registered dietitian at Selfhelp will review and evaluate your dietary needs and caloric intake to ensure you are getting proper nutrition. Residents that require a mechanically altered diet (pureed or soft foods) will also be accommodated. Nutritional supplements will be provided for a charge and supplied with Doctor's orders.

## SNACKS

A variety of snacks are always available at the nurses station at all times.

## ORDERING MEALS

There are several options to select from during every meal, a staff member will take residents meal orders for the day or for the entire week. You can always change your mind and also order snacks during the day.

## ORDERING TAKE OUT

Having a family member or friend bring in food from a favorite restaurant is allowed. Please use disposable plates and utensils.



# OUR COMMUNITY



## **Salon Services**

Salon 908 is located on the second floor and serves both men and women. Manicures are also available, in addition to hair services. The Nurse on the floor can schedule an appointment for residents. Family members or residents may also make appointments directly with the front desk. Payment may be made through the business office for residents.

## **Outdoor Space**

Our front patio and rooftop terrace are both areas to enjoy some fresh air, visit with friends and family or just catch some sun. Both areas are open and available all year round, weather permitting.

## **Gift Shop**

Our gift shop is located on the 1st floor near the lobby and is run by volunteers. The gift shop sells unique gifts, greeting cards, jewelry, baby blankets, European chocolates and more. The gift shop is open on Sunday afternoons.

## **Shabbat Services and Jewish Holidays**

Selfhelp is a culturally Jewish home that welcomes residents and families to attend our weekly Friday night Shabbat services and Jewish holiday celebrations and observances.

## **Volunteers**

Selfhelp was founded by volunteers and we are fortunate to have many volunteers who help out regularly. We are always looking to grow our volunteer base and there are many opportunities to volunteer, including family members.

## **Business Office**

The Business Office is located on the second floor and can help with any questions or concerns about billing and insurance. The office is open Monday-Friday from 8:00 am-4:00 pm.

## **Family Support Group**

The family support group meets virtually every month and is open to all family members of residents residing at The Selfhelp Home. The meeting gives family members a chance to discuss and share problems or challenges and to provide support.

# RESIDENT ENGAGEMENT



## SUNDAY MUSIC CONCERTS

### **Vivian E. and Robert W. Rice Sunday Concert Series**

Weekly live music concerts are a long standing tradition at Selfhelp and a time for families to connect and enjoy rich cultural experiences through music. Selfhelp features some of the most renowned classical musicians in Chicago, and residents are encouraged to invite family and friends to visit, relax and enjoy the music. Concerts take place every Sunday at 2:30 pm, followed by refreshments.

## **Art Programs**

Residents are offered a guided art class every week that includes discussion and a hands-on project. Selfhelp embraces each person's individuality and encourages creative expression. Other art activities include painting and crafts.

## **Daily Exercise**

Start your morning off with a burst of energy. Selfhelp offers morning exercise five days a week.

## **Garden Club**

Horticulture Therapy works wonders for the mind, body and spirit. Growing and nurturing a plant provides a sense of purpose or a chance to learn something new. At Selfhelp, the Garden Club is responsible for planting herbs and other plants around the home, and meets weekly during the summer months.

## **Bird Program**

Residents learn about different birds and do a craft project led by a bird expert. Our roof deck has bird feeders and many residents enjoy bird watching.

## **Lectures**

News & Views is a weekly review of the latest headlines and a lively discussion of our opinions, led by a communications expert.

## **Resident Rights / Monthly Resident Council Meeting**

Once a month, a resident meeting is held where residents can voice concerns that are referred to the appropriate department and are addressed and resolved. A list of resident rights are provided upon admission and is a requirement by the Illinois Department on Ageing.

# RESIDENT ENGAGEMENT



## **Out Trips**

When the weather permits, the activity staff and Certified Nurses Assistants (CNA's) lead exciting trips with residents to various places such as the Chicago Botanic Garden, a picnic at the park, Navy Pier, The Art Institute, Millennium Park, out to lunch, plays and concerts. A charge may be incurred for trips to restaurants or other entertainment facilities.

## **Coffee Klatch & Ice Cream Socials**

Just about everyday we offer a social hour for residents to grab a coffee or a sweet treat. During the warmer months, residents and guests gather on our rooftop garden or front patio to take in the summer ray.

## **Music Therapy**

The Friedmann-Tuber Program for Cognitive Therapies is one of the crown jewels in The Selfhelp Home's cognitive and cultural programming. The program is implemented under the supervision of our partners at Greater Chicago Music Therapy and offered to all residents at no additional cost. Both group and individual sessions are available weekly.

## **Intergenerational Programing/Mitzvah Mensches**

Mitzvah Mensches is an intergenerational community-based program that works with nearby Chicago synagogues and is open to any bar and bat mitzvah age children. Volunteers will coordinate a project that connects with residents based on their interests, talents, or passions. Projects have included, concerts, baking cookies for the community, knitting with residents, teaching tech classes, making art projects or raising money for Selfhelp.

## **Drum Circle**

Residents clap drumsticks together to the rhythm of the drummer and his drumming instructions. This Dementia program uses the mind and focus to follow along, reduces tension, anxiety, depression and stress.

## **Music and Sing a Longs**

A variety of keyboardists that both sing and play active, energetic and upbeat music of the 50s and 60s, popular, and old time favorites.

# RESIDENT ENGAGEMENT



## **Birthday Celebrations**

Residents with birthdays are celebrated with festive enhancements along with staff members. The celebration includes decorations, music, dancing and birthday cupcakes for everyone.

## **Let's Cook**

Twice a month residents prepare and cook various dishes such as apple pie, hamentashen, chicken wings, and home made ice cream.

## **Storytelling with Kucha & Baba**

An exciting activity of animated storytelling with musical instruments. Residents are given maracas, tambourines and various percussion instruments to engage and focus on the tale while participating in the story.





## Selfhelp the Story...

Since our founding in 1938, The Selfhelp Home has evolved from a home for Holocaust survivors on Chicago's South Side to a home for all Jewish seniors on Chicago's North Side. Started by European Jewish immigrants as a volunteer-driven organization in Chicago, today Selfhelp honors our tradition of tikkun olam as a 501(c)(3) philanthropy supported by our community. Our generous donors help support this unique non-profit home that offers world-class medical, nursing, and therapeutic care to our grandparents, parents, and ourselves as we age.

## Consider Making a Donation

In addition to the revenue Selfhelp receives from our residents, Medicare, and other sources, we rely on the support of our donors to continue our tradition of world-class care. As you celebrate your gratitude for the care you receive at The Selfhelp Home, consider "paying it forward" with your tax-deductible gift. We're building our second century... together!

## Join the legacy Circle

Remember The Selfhelp Home in your will or trust through a bequest and join our Legacy Circle. There are a number of ways to make a bequest. The easiest no-cost way is to name The Selfhelp Home as a beneficiary of your, trust or IRA.

## MAKING A GIFT

Visit Selfhelp online to make a gift or contact:

Beth Ida Stern, Chief Development Officer

[bistern@selfhelphome.org](mailto:bistern@selfhelphome.org)

773-596-5862

or visit us online at [www.selfhelphome.org](http://www.selfhelphome.org)

We accept cash; credit cards; distributions from Individual Retirement Accounts, Donor Advised Funds, and stock transfers; and estate gifts. Every gift ensures the future of The Selfhelp Home.



**THE SELFHELP HOME**

A TRADITION OF CARING

# CONTACT INFORMATION



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Rated "Best Nursing Homes" for Short-Term Rehabilitation and Long -Term Care Skilled Nursing for the past 10 consecutive years. *Selfhelp has earn the Joint Commission Gold Seal of approval for Post Acute Care and Nursing Care services.*