

Welcome

RESIDENT HANDBOOK



**THE HEALTH AND
REHABILITATION
CENTER**

THE SELFHELP HOME



www.selfhelphome.org

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"This place truly cares about their customers! From the first day I arrived my nurse and CNAs treated me like I was family and with the same respect and customer service from the first day to the last. They are true professionals! "

Charles McLain, Former Orthopedic Patient at Selfhelp (pictured)

WELCOME MESSAGE

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

Whether you're recovering from an orthopedic surgery or an illness, our experienced team will create a treatment plan designed for you to regain strength, mobility and function.

Selfhelp is a special place that puts you first, and soon you will see this is what what we strive to do everyday. We are a family that not only looks out for your health needs but focuses on you and honors your individuality, preferences and abilities.

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

STEVEN LEVY,
Executive Director
(Interim)

MEET THE TEAM



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MEET THE MEDICAL TEAM

During your rehab stay, you will be assigned one of our physicians to oversee your care. You may request one of our physicians below and you also have the right to choose your own physician to oversee your care, as long as they are credentialed with The Selfhelp Home. During your stay, you will continue to see your specialists on an outpatient basis.



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
Visiting Physician
Affiliated: AMITA Health, St. Joseph Hospital



Joel Okner, MD
Cardiologist



Victoria Coraglio MD
Wound Care Specialist

WHAT TO BRING

PREPARING FOR YOUR STAY

Personal Information

- Government issued ID
- Insurance Cards
- Credit Card (will remain on file but not charged without your consent)
- 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 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 lockbox available in the Administrator's office on the 8th floor.

Clothing to Bring /What Do I Wear?

- Soft-soled shoes or athletic shoes with non-skid soles
- Several sets of loose-fitting comfortable athletic clothing
- T-shirts
- Sweatpants or stretch pants
- Shorts, if you have had leg surgery
- Typical clothing that you would wear at home – such as shirts with buttons – so you can practice getting dressed
- Underwear
- Socks
- Pajamas and slippers with tread or traction

Personal Care Items

- We supply your basic toiletries such as shampoo, soap and toothbrush
- Your personal hygiene products
- 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

Welcome

WHAT TO EXPECT WHEN YOU ARRIVE

ASSESSMENT

The admission process begins with a full assessment by our team, which includes a Registered Nurse, Dietary Manager, Therapy Director, Activity Staff and the Social Services Director. Your assigned physician will collaborate with our team and also visit you.

CARE PLAN MEETING

Within a couple of days, our Social Services Director will arrange a care plan meeting to meet the interdisciplinary team to go over nursing needs and therapy goals. A follow up care plan meeting will take place closer to your discharge date. We encourage family members or patient representatives to attend meetings.

PRIVATE SUITE

The Health & Rehabilitation Center was designed with your peaceful recovery in mind. We offer only private and spacious suites with a bathroom and shower in every room and a plush robe to welcome you upon arrival.

YOUR THERAPY PROGRAM

A rehabilitation program will be designed for you based on your assessment that takes into account your goals, prior level of function and your prognosis. Therapy treatment is conducted on a one on one basis and/or group setting. Rehabilitation is offered seven days a week with the length of each session designed to address your specific therapeutic goals and needs. A Physiatrist will evaluate your progress and help to manage your pain.

LENGTH OF STAY

Everybody's length of stay is unique and can differ based on your diagnosis and clinical complexity. On average, the length of stay is three weeks.

DURING YOUR STAY



Pet Friendly

Pets are welcome to visit at any time. Please avoid using our dishware to provide water or food to your pet.

Laundry Services

Selfhelp will wash your clothing daily, please bring clothing that is washable. If a family member would like to wash clothes for you, please let us know.

Transportation

Our Concierge will coordinate any follow up appointments you may have and arrange for transportation. Transportation for these trips are not covered by insurance and is billed to your account.

Accompaniment Services

If you require an aide to accompany you to an appointment, we can provide this service. These services will be billed to your account.

Visitors

We welcome visitors anytime and there are no set hours. Parking is available at no charge behind our building. All guests must sign in at the front desk on the first floor and sign out when leaving. We may ask for a COVID-19 test, depending on the current regulations from IDPH.

Private Caregivers

Private caregivers must register with our business office on the second floor. Due to limited space in our lot, private caregivers are not permitted to park in the parking lot.

Other Health Services

Additional healthcare services are available on-site, including a wound care specialist, cardiologist, podiatrist, audiologist, optometrist, physiatrist and a dentist. Psychiatrist and psychologist services are also available onsite. Just ask us for more information.

DURING YOUR STAY



Wifi

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 you may receive calls directly to your room. You may also dial out to any number in the United States. To reach a staff member, dial the last 4 digits of the number listed.

Call System

A call light /push button intercom system is located at your bedside and in the restroom and communicates to the nurse station. When you need help, please let us know by using the call system.

Your Attire

When visiting other areas of the home, please be sure to wear clothing and shoes that are appropriate. Please avoid wearing hospital attire, open gowns and house slippers.

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. 14 for more information.

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.

YOUR REHABILITATION PROGRAM

Individualized Therapy Program

A rehabilitation program will be designed for you based on an assessment that takes into account your goals, prior level of function and your prognosis. Therapy treatment is conducted on a one on one basis and/or group setting. Rehabilitation is offered seven days a week with the length of each session designed to address your specific therapeutic goals and needs.

A Physiatrist will evaluate your progress and help to manage your pain.

General Medicine

We offer skilled nursing services that include:

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

Orthopedic Rehabilitation

We offer intensive orthopedic therapy that uses the latest equipment designed for you to gain strength and mobility while building physical endurance. We work with your surgeon and doctor to design a recovery plan to meet your needs.

Cardiac Rehabilitation

A specialized heart health program for patients recovering from heart attack, surgery or complications from heart disease with an onsite cardiologist to oversee your care plan.

Pulmonary Rehabilitation

A rehab program designed to help patients with chronic breathing problems associated with Chronic Lung Disease (COPD), emphysema, pneumonia and chronic bronchitis.

Neurological Rehabilitation

A therapy program for patients recovering from stroke, Parkinson's Disease, and other neurological disorders.

Music Therapy

Our Music & Movement Group supports rehabilitation goals in collaboration with occupational therapy. The group is led by a music therapist from The Greater Chicago Music Therapy.

Wound Care

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

DINING



THE DINING ROOM

Meals are served in our small dining room on the 6th floor, just a short walk from your room. You may also dine in your room if you prefer.

DINING WITH A GUEST

If you are having a guest for a meal, please let us know in advance. There will be a charge for guest meals that may be billed to your account.

KOSHER DINING

We serve healthy, 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, vegan, vegetarian and sugar-free. A registered dietitian at Selfhelp will review and evaluate your dietary needs and caloric intake to ensure you are getting proper nutrition.

ORDERING MEALS

There are several options to select from during every meal, a staff member will take your order 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 your favorite restaurant is allowed. Please use disposable plates and utensils. If you have leftovers we are required to label and store them in our community refrigerator located in the dining room.

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. You can schedule an appointment with the Concierge.

Sunday Concerts

Selfhelp concerts feature some of the most renowned classical musicians in Chicago, and can be enjoyed every Sunday at 2:30 pm in the Gerald E Franks Center for Culture and Community located on the first floor. Family members are welcome to enjoy the concert with you.

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 during clement weather.

Lectures and Entertainment

Selfhelp offers a wide selection of activities throughout the day. Our activities team will help connect you with activities that interest you. A monthly and weekly calendar will be in your room. You can also download our community app on your phone to view the calendar, just as for assistance.

Shabbat Services

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

Business Office

You can visit or contact the Business Office on the second floor with any questions or concerns you may have regarding billing and insurance. The office is open Monday-Friday from 8:00 am-4:00 pm.

DISCHARGE HEADING HOME

PLANNING YOUR DISCHARGE

Our Social Services Director will work with you to make a smooth transition home. Appropriate referrals and supplemental services will be discussed and put in place (such as home health, home care services, assisted living or outpatient therapy.)

RESPITE CARE

When your therapy is coming to an end, but you're not quite ready to go home, we offer respite care. That means a temporary stay in a furnished apartment with the help you need with activities of daily living. During a respite stay, you can continue your therapy with our outpatient therapy services from the same therapists. Respite stays are typically not covered by insurance.

OUTPATIENT THERAPY AT SELFHELP

Once you complete your therapy and are heading home, you may continue to receive therapy at The Selfhelp Home through our outpatient therapy services, working with the same therapists to continue the great progress you have made.

ABOUT US

Selfhelp is a Continuing Care Retirement Community (CCRC) that offers all the levels of care under one roof. Selfhelp is the only Jewish CCRC in the State of Illinois and ranks at the top nationwide. Selfhelp has earned The Joint Commission Seal of Approval for Assisted Living, Post-Acute Care, and Nursing Care.

JOIN OUR COMMUNITY

Selfhelp could be your next home. We offer a variety of modern apartment styles, suitable for independent or assisted living. Try it out by staying in a respite apartment for a temporary stay. Let us know if you would like more information about joining our warm and welcoming community.

OUR HISTORY GIVING

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.

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!

MAKING A GIFT

Visit Selfhelp online to make a gift or contact Beth Ida Stern, Director of Development, for more information at bistern@selfhelphome.org or 773-596-5862. 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.

CONTACT INFORMATION



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**THE HEALTH AND
REHABILITATION
CENTER**

THE SELFHELP HOME



Rated "Best Nursing Homes" for short-term rehabilitation and
Skilled Nursing for the past 10 consecutive years.

*Selfhelp has earned the Joint Commission Gold Seal of approval for
Post Acute Care and Nursing Care services.*