



WELCOME TO
SELFHELP



Independent Living & Assisted Living

RESIDENT GUIDE BOOK



WELCOME!

Dear Resident,

On behalf of all of us at The Selfhelp Home, I want to thank you for choosing us as your new home. My team and I are here to make sure you are comfortable, and we are happy to assist you in any way possible so that you settle in smoothly.

At Selfhelp, we are a family that not only looks out for your health needs but focuses on you as a person and honors your individuality, preferences, and abilities.

Providing top-quality programming and new ways to keep you active, healthy, and enjoying life is part of our mission. We value your input and ideas in making Selfhelp a better place.

On behalf of the entire staff and the Board of Directors, we welcome you to the Selfhelp community! I look forward to getting to know you better.

Sincerely,

A stylized, handwritten signature in white ink, appearing to read 'Mark Dubovick'.

Mark Dubovick
Chief Executive Officer, The Selfhelp Home

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YOUR APARTMENT



YOUR APARTMENT

Pets

Cats, birds, fish etc. are all welcome. Pets should be up to date with all required vaccinations and be on a leash at all times while in the building. Please see the Assisted Living team for more information regarding our pet policy.

WiFi

Selfhelp provides free WIFI throughout the building, in every apartment and in the common areas. The password is 47Selfwifi

Call System (Intercom)

A call light system / push button intercom is located in every room at each bedside and in the bathroom. It can be operated by pushing the red button and by talking or waiting for a voice or in-person response. This system calls our front desk, which is operated 24 hours a day / 7 days a week. We will also make announcements using this system to let you know when activities are happening.

Housekeeping

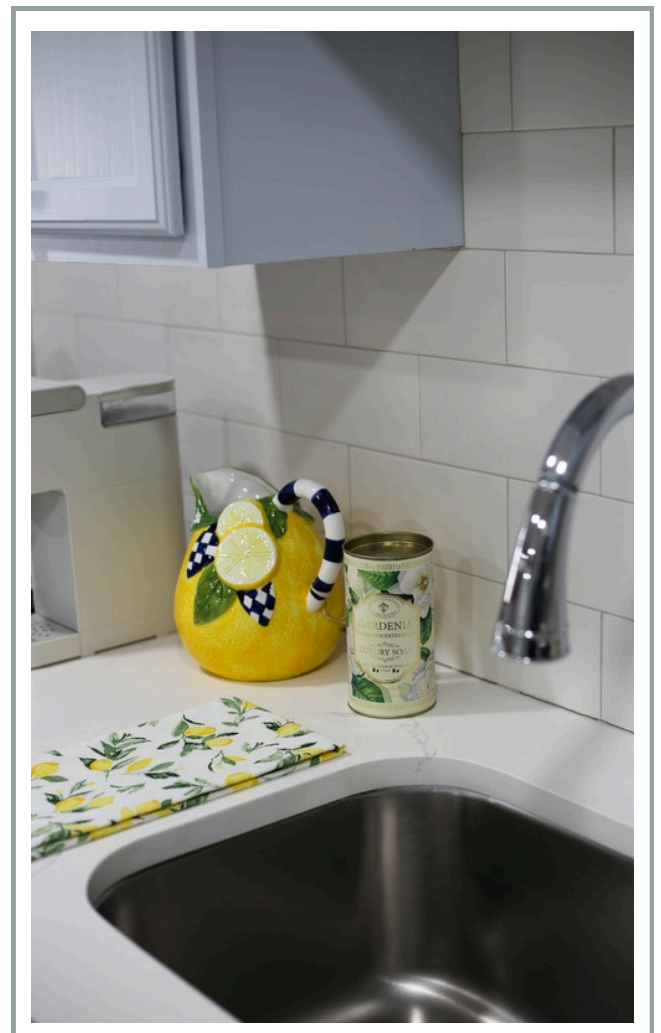
Your apartment is cleaned on a weekly basis, and this service is included with your rent.

Maintenance

We are able to assist you with plumbing, heating and air conditioning, or hanging items on the wall, etc. If any work in your apartment is needed, or if an emergency should occur, please call the front desk at (773) 596.5811.

Laundry

The laundry room is located on the second floor next to the beauty shop. The washer and dryer each cost \$.75 a load. There is also an iron and ironing board available for your use. Laundry services are available for independent living residents for \$40 per hour, and may be scheduled as needed. Weekly laundry is included for residents receiving Assisted Living services.



YOUR APARTMENT

Television

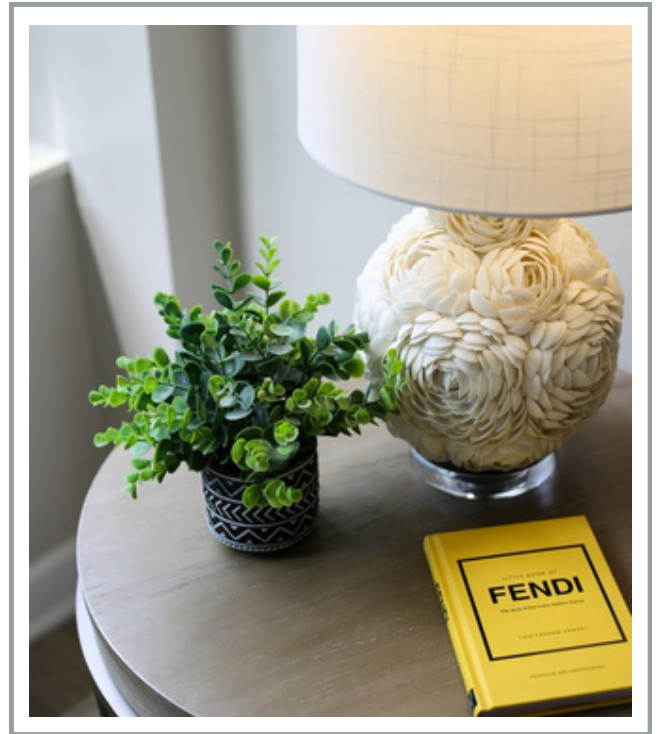
Satellite television is provided in every room without additional charge. A list of channels is provided when you move in and is also available in the 1st floor office. Channel 3 is our own Selfhelp channel and you may find special movies and programs on this channel to enjoy in the comfort of your own apartment.

Temperature in Your Apartment

Selfhelp has a variety of different heating and air conditioning systems, depending on what building you live in. Please contact the front desk for assistance.

Your Apartment Phone

Every resident is responsible for their own telephone and account. Once you receive a phone number through AT&T, please register your phone number in the office. A land line is not required and many residents use cell phones.



THE COMMUNITY



THE COMMUNITY

Transportation

The Selfhelp bus will take you free of charge to local places such as Mariano's, Jewel, Walgreens, and Trader Joes. In addition, the bus may make stops anywhere you request, within a few mile radius of The Selfhelp Home. There may be a charge based on your destination. The front desk can also call you a taxi cab or assist in ordering you transportation.

Private Caregivers

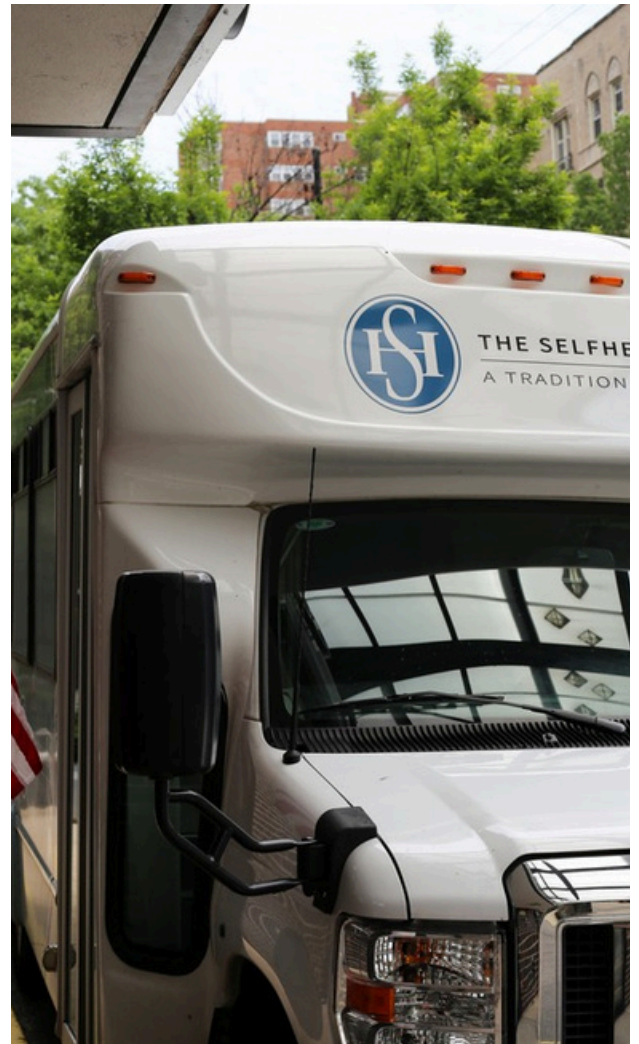
Private caregivers must register with Selfhelp. We strongly recommend that private caregivers be selected from a licensed home care business. We are happy to provide you with a list of reputable agencies. Due to limited space in our lot, private caregivers are not permitted to park in the parking lot. To register please see the Executive Assistant on the 1st floor.

Mail

Every resident has a mailbox located at the front desk. The mail typically arrives in the afternoon (pick-up time is after 1:00 p.m.) A mail slot for all outgoing mail is located near the front desk. Trips to the post office are made weekly by our staff, should you need to purchase stamps or send out a package. Packages received will be delivered to your unit.

Rent

Rent can be paid to the Business Office on the 2nd floor. Residents or family members may sign up for direct payment from a bank account. The Selfhelp Home sends out billing statements on the 20th of the month for the next month billing and payment is due by the 5th of the following month.



THE COMMUNITY

Business Office

The Business Office can assist you in several ways, including answering questions, receiving comments or concerns, paying rent, check cashing and other services. The Business Office is located on the 2nd floor and is open from 9:15–10:15 a.m. and 1:45 p.m.–2:45 p.m. Monday through Friday.

Cash Account

Residents can set up an account in the business office and withdraw cash from when needed. It serves as a convenience for minor purchases when needed and eliminates the need to hold on to cash.

Holiday Fund

For many years, residents of Selfhelp have collected a donation for the employees to show appreciation and to alleviate the need to tip throughout the year. As a resident, you are encouraged to contribute to the Holiday Fund, but participation is voluntary.



LIFE ENRICHMENT



LIFE ENRICHMENT

Art Studio

Selfhelp has a weekly open art studio. The art studio is located on the second floor, and is available for use by residents who wish to paint, sculpt, draw, knit and make jewelry or mosaics on their own or with instruction.

Book Club

Residents use Kindle devices that are easy to learn, provide large print reading, and offer a wide range of books to enjoy. The book club meets once a month for discussion in a group setting.

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 our rooftop garden, front patio and other plants around the home, and meets weekly during the summer months.

Games

Cards and Rummikub are played throughout the week. If there is a group you would like to form or join, please let the activity director know. Bingo is played weekly.

Lectures

The Selfhelp Home offers lectures on a variety of topics ranging from art history, travel, history, and current events.

Memory Brain Games

Take part in fun games designed to sharpen the brain and enhance the memory.

News & Views

News & Views is a monthly review of the latest headlines and a lively discussion of our opinions.



LIFE ENRICHMENT

The Yiddish Hour

An hour of music, reading and schmoozing. A celebration and appreciation for all things Yiddish folk culture.

Exercise

Start your morning off with a burst of energy. Five days a week at 9:45 a.m., Selfhelp offers morning exercise. Yoga is also offered weekly. You may also exercise on your own on recumbent bikes and other exercise equipment, located in the second floor activity room.

Coffee Klatch/Ice Cream Socials

Just about every day we offer an hour where residents gather for a chat and a sweet treat. During the warmer months, residents and guests gather on our rooftop garden or the front patio to take in the summer rays.



LIFE ENRICHMENT

Sunday Music Concerts

Selwyn S. Schwartz & Renee Kraushar Schwartz and Vivian E. & Robert W. Rice Concert Series Since the founding of Selfhelp, live music concerts have been a part of our home, 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 p.m., followed by refreshments.

Group Outings

Resident outings throughout the year include picnics and bbq's at the beach, Chicago Botanic Gardens, the CSO, Millennium Park, and more.

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 for family members.

Resident and Council Meetings

Resident meetings are held once a month and are an open forum for residents to communicate any concerns or suggestions to the staff that make life more comfortable here. This is an opportunity to hear announcements, meet new staff members, ask questions, voice concerns, commend staff, recommend activities and offer solutions.

Intergenerational Programming & Mitzvah Mensches

The Selfhelp Home partners with the community to bring in kids of various ages to engage in projects and activities with residents throughout the year. Mitzvah Mensches is a community-based program that works with nearby Chicago synagogues and is open to any bar and bat mitzvah age volunteer. Mensches find a mitzvah project that will connect with residents that is individualized based on their interests. Projects have included friendly visits with residents, playing board games, knitting, telling jokes, baking cookies for the community, making challah, visiting with pets, teaching tech classes, making art projects or raising money for Selfhelp's Holocaust survivor fund. Mitzvah Mensches has been awarded the Jewish Programming Award from AJAS in 2022 (American Jewish Aging Services), Mitzvah Mensches was also recognized with the 2022 Community Impact Award given by Leading Age.



LIFE ENRICHMENT

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. The program offers music therapy tailored to all residents at Selfhelp. Music therapy has been shown to be highly effective in improving the mood, interactions, and overall mental health of people experiencing dementia, as well as in motivating and improving healing in rehab patients, and promoting connection and cognition in all seniors.



Art Therapy

Artful Hands is The Selfhelp Home's newest addition to our cognitive and cultural programming—a vibrant Art Therapy initiative designed to spark creativity, connection, and joy. Led by licensed therapists and visiting artists, Artful Hands provides residents with meaningful opportunities to express themselves, explore memories, and celebrate identity through visual art. Whether you're a lifelong artist or picking up a brush for the first time, this program welcomes all skill levels and fosters a warm, supportive environment.

JEWISH LIFE



JEWISH LIFE

We consider it a sacred honor and privilege to offer you a diverse menu of Jewish culture and religious life activities. We are committed to providing all of our residents with meaningful Jewish engagement with respect and sensitivity to the diversity of the Jewish community.

Jewish Holiday Celebrations

The Selfhelp Home celebrates / observes all the major Jewish Holidays. During the High Holidays and Passover, special meals are prepared and residents are encouraged to invite family members and friends. We build a beautiful Sukkah every year, and host celebrations for both Hanukkah and Purim featuring live music.

Friday Night Services

We hold warm and inviting Shabbat services every Friday afternoon before dinner at 4:30p.m. in the Social Hall. All residents, along with guests and family members, are invited to participate and be a part of our Kehilla (congregation). Our Director of Jewish Life or a volunteer leads services. Our services are musical, participatory and intellectually engaging.

Shabbat

Every Friday night, an elegant Shabbat dinner with homemade chicken soup and challah is served in the Dining Room. Residents look forward to our Shabbat dinner and are encouraged to invite family or friends to join and dress up.

Jewish Learning / Study

Selfhelp is proud to offer a weekly class on Jewish topics of interest and importance. Selfhelp invites local rabbis from the community to visit and lecture each month. We also offer a monthly Jewish book club, alternating between fiction and non-fiction books of merit.



COMMUNITY FEATURES



COMMUNITY FEATURES

Sybelle Heilbrunn Butterfly Garden

A butterfly garden on the east end of the front patio, a colorful garden growing herbs and flowers.

Front Patio

The front patio is a favorite place for residents to gather and catch some sun with friends and family. It is open everyday of the week.

Rooftop Garden

The Rooftop Garden is accessible from the 9th floor and offers a lovely outdoor open place to take in some fresh air and chat with a friend. Many events are held on the roof garden during the warmer months.

Beauty Salon Services

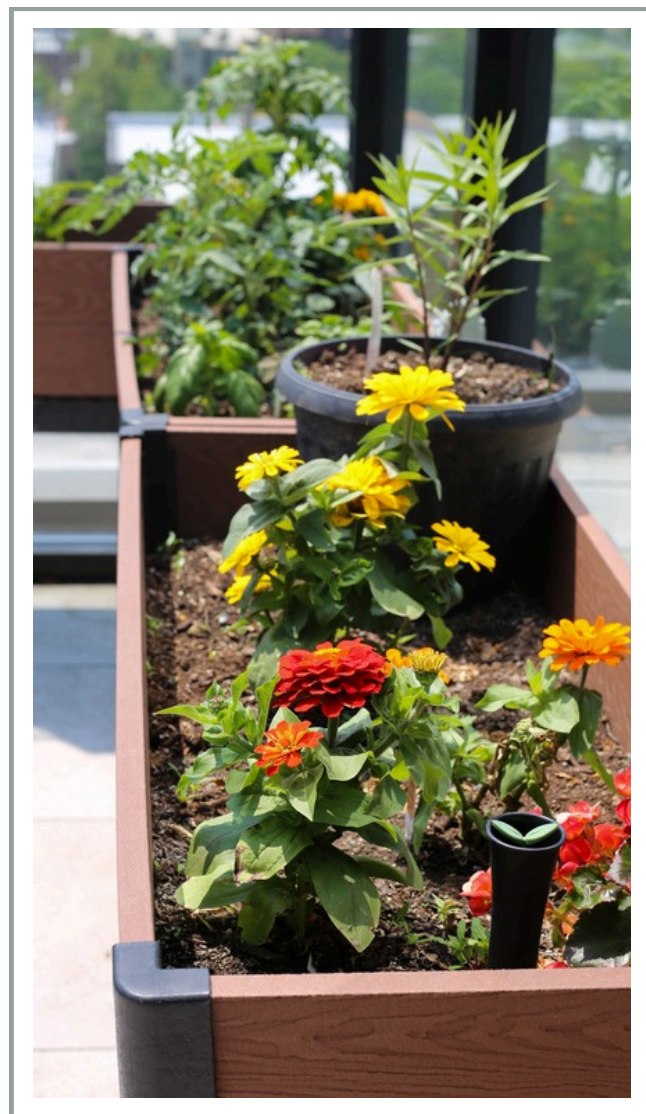
Salon 908 is conveniently located on the 2nd floor. Our beauticians are available for haircuts, shampoos, blowouts, styling, and manicures. Appointments can be made at the front desk.

Gift Shop

Our Gift Shop is located on the 1st floor and is run by volunteers and residents. You can find greeting cards, jewelry, baby blankets, European chocolates, accessories, and other unique gift items. If you are interested in volunteering, please let us know.

Solarium

The Solarium is located on the 9th floor and is a beautiful indoor place to catch a view of the lake, chat with friends or family, play a game of cards or just relax. The 9th floor may also be used for private events to celebrate a birthday or other special occasions. See the dietary manager to reserve this space.



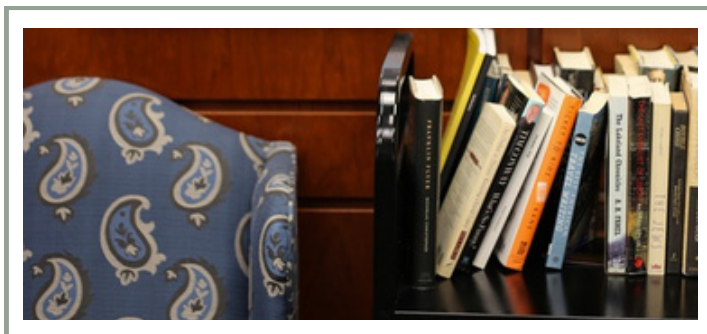
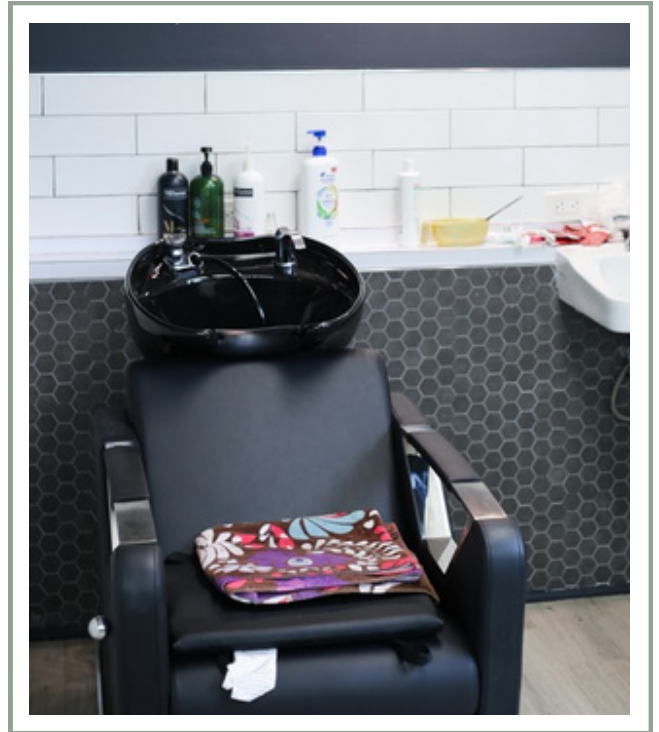
COMMUNITY FEATURES

The Gerald E. Franks Center for Culture and Community

Updated in 2022, the Gerald E. Franks Center for Culture and Community is home to more than 1,000 programs every year, including concerts, lectures, holiday and Shabbat services, and so much more. Residents enjoy a state-of-the-art listening technology, called hearing loops, for individuals with reduced ranges of hearing as well as other leading-edge developments in audio and video technology. In addition, the Gerald E. Franks Center for Culture and Community has a new, modern design.

Library / Media Room

The Library and Media Room is located on the 1st floor. A large variety of books are available. Computers are available for your use and are fully equipped with internet access and a printer. In addition, state-of-the-art reading equipment is available to magnify books for low-vision readers and audio enhancement equipment is available. The library is also open for those who just want a private place to relax or read.



DINING SERVICES



DINING SERVICES

Kosher Meals

At Selfhelp, we serve healthy home-cooked kosher meals. That means our kitchen uses only the best kosher ingredients. A kosher diet does not combine meat and dairy foods. Some foods are inherently non-kosher, like pork and shellfish, while other foods may be kosher depending on how they are prepared and served. Selfhelp keeps a kosher kitchen. While it is not "certified," meaning there is no rabbinical oversight, the ingredients are kosher and dietary rules are followed.

Meal Selection

There are always two or three selections to choose from for lunch and dinner, including vegetarian options. There are also alternative choices offered at every meal. If you prefer an alternative choice, please notify the Dining Receptionist at 773-596-5819 by 10:00 a.m. for lunch and by 3:00 p.m. for dinner. You may also contact the front desk.

Seating

Every resident is assigned a table during meals. If you wish to change your seating arrangement, please speak to our Director of Dietary. We ask that residents come to all meals dressed appropriately.

Hours:

Breakfast is available from 8:00–9:00 a.m.

Dining Room closes at 9:45 a.m.

Lunch. 12:00 p.m.

Dinner 5:30 p.m.

Room Service

Room service is available if you would like to dine in your apartment, the fee is \$5 per tray. If you would like a tray sent to your apartment, please inform the front desk or the Dietary Receptionist at 773-596-5819.



DINING SERVICES

Missing Meals

If you plan to miss a meal, please notify the Dining Receptionist ahead of time at 773.596.5819. You may also request a box lunch to go if you have a doctor's appointment.

Dietary Needs

Let us know about your dietary needs. If you are gluten-free, sugar-free, or have allergies or other food sensitivities, just let the Director of Dietary know. If you have trouble chewing or require a puree diet, even for a short period of time, we will gladly accommodate your needs.

Catering / Private Parties

We can cater your special occasion and provide you with a private room to make it an event to remember. To make arrangements, please contact the Director of Dietary Services at 773-596-5840 or 5855.

Resident Dietary Council

The resident dietary council is a group that meets once a month and is open to new members. Menus, recipes, new ideas and issues related to the dining room are discussed.

Guest Meals

If you are having a guest for a meal, please let us know in advance. There is a charge for a guests and it will be billed to the resident account, residents will sign a receipt at the time of the meal.



DIRECTOR OF DIETARY: 773.596.5840

ASSISTED LIVING SERVICES



ASSISTED LIVING SERVICES

Our Assisted Living services provide assistance and support with activities of daily living (ADLs). Assisted Living services are provided by experienced and caring Personal Aides and overseen by a Registered Nurse.

Medication Management

Medication management is provided at every level of assisted living. Medication comes pre-packed through our pharmacy and is stored in a locked box in the resident's apartment. Selfhelp staff oversee that a resident self administers their medication safely.

Personalized Service Plan

When moving in, a personalized service plan is developed for each resident and agreed upon by the resident. The plan will be reviewed annually and will serve as a basis for the service delivery contract between Selfhelp and the resident. A person centered care profile is created to help us get to know the resident and their personal history. It includes likes, dislikes, and preferences.

Determining the Level of Care

Our Assisted Living services are provided at 4 levels of care. Each may look different depending on the amount of time spent to meet the needs of each resident. Prior to moving in, a nurse evaluation is conducted to determine the right level of care in Assisted Living. A change in the resident's level of care will be determined as needs arise and will be shared with the resident and resident representatives.

Physician Assessment

Prior to moving in, a physician assessment is required from all residents. The resident's primary care physician is required to complete the form and certify the resident for assisted living, or independent living. Selfhelp will provide a form to take to the primary care physician.



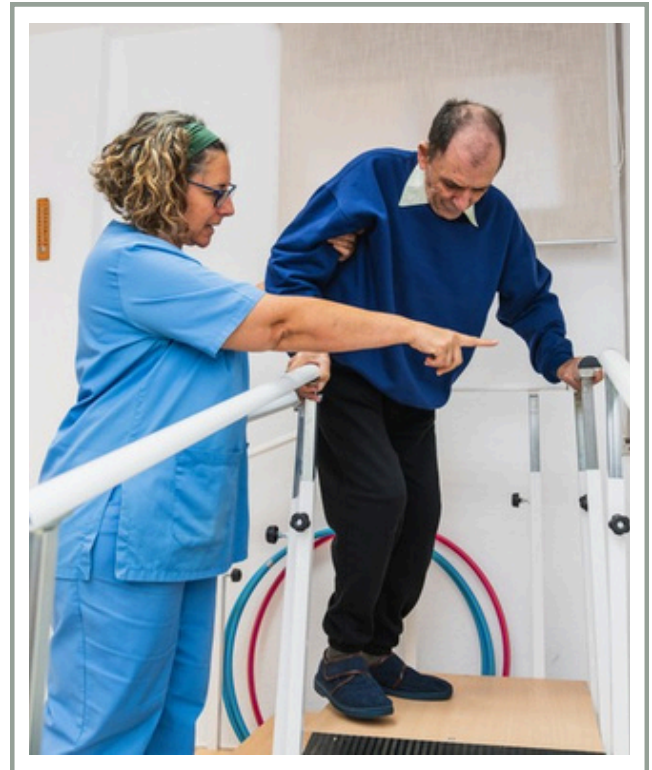
ASSISTED LIVING SERVICES

TB Screen / COVID & Other Vaccine Status

Prior to admission residents are required to submit their COVID-19 and flu vaccine status, as well as a TB screen from their primary care physician. Selfhelp will provide a form to be completed by the primary care physician.

PT / OT Consultation (Physical Therapy / Occupational Therapy)

When moving into Selfhelp, we recommend a PT/OT consultation provided by our in-house therapy company. A consultation is offered upon admission to help residents acclimate to their new surroundings safely and determine any improvements to the unit for safety and mobility or requests for customization of your apartment such as grab bars. The need for ongoing therapy services will be determined by the therapist.



HEALTH & **WELLNESS**



HEALTH & WELLNESS

Short-Term Rehabilitation

Residents who may require short-term rehabilitation following a hospital visit may do so on the 6th floor in our Health & Rehabilitation center. We offer post-acute care with the latest equipment designed for you to gain strength and mobility while building physical endurance. Medicare or private insurance may cover the cost of short-term rehabilitation following a hospital visit. Selfhelp is ranked at the top nationwide.

Outpatient Therapy

Selfhelp offers outpatient therapy onsite through our partner Renewal Rehab.

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.

Health Status Change

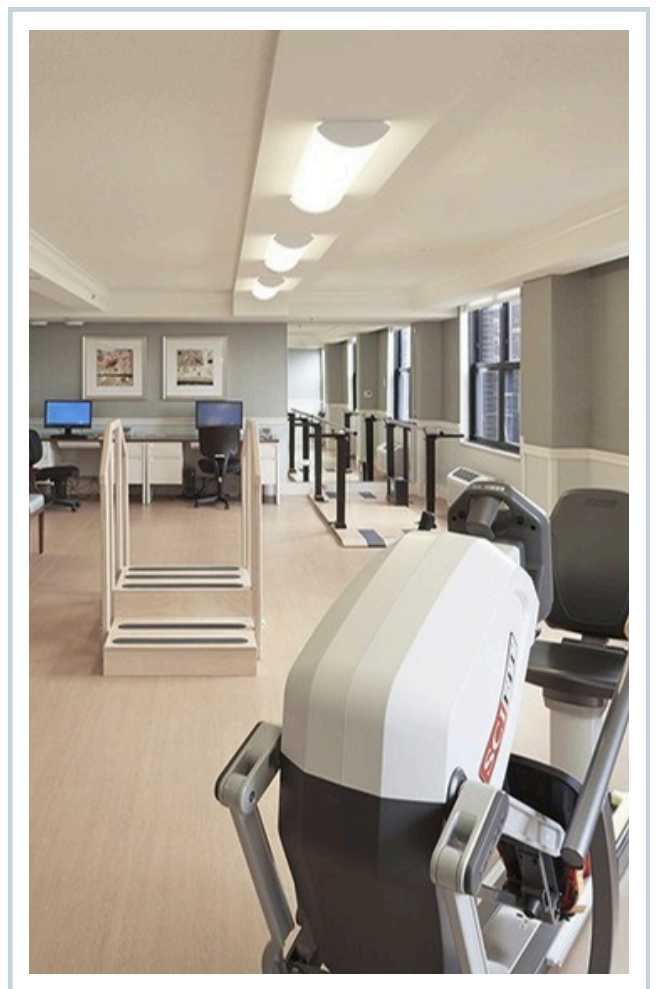
If a resident's health condition changes for any reason, residents can call for assistance. If needed, we will facilitate a transfer or contact family members or resident representatives.

The Wellness Center

The Selfhelp Home Wellness Center is here for resident convenience. Stop in for a blood pressure check with a nurse between doctor visits, or just ask questions and stay on top of living a healthy life. Our Wellness Center is located on the 2nd floor.

Health Care Services at Selfhelp

At Selfhelp, medical doctors, including a Podiatrist, Optometrist, Audiologist, Physiatrist, Psychologist, Dentist, Dermatologist and Cardiologist make regular visits. This gives you convenient access to health care services. A list of physicians is provided in your move-in packet. We may also schedule appointments for you if requested and may be an additional charge.



LIVING



LIVING

Grievances

We want you to be happy. If you find that our service or care is 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 Director of Resident Services. There is also a comment box in the lobby if you would like to remain anonymous. Compliments are also welcomed.

Smoking Policy

The Selfhelp Home is a smoke-free environment to ensure better resident and employee health. Smoking is not permitted in the building or in apartments.

Vacations and Other Extended Stays

When going on vacation or staying with family, please notify the front desk of your departure and return date. If you go into the hospital while you are out of the building, please have someone notify us.

Family Support Group

The family support group meets every month and is a virtual meeting. It is open to all family members of residents and provides a chance to discuss and share problems or challenges and to provide support. A monthly email invitation with the link is sent out to all family members.

Respite Stay

Selfhelp offers a temporary stay in a furnished apartment. Guests may stay in an apartment with or without assistance for a maximum of 60 days.

Voting / Voter Registration

The Selfhelp Home is a polling location for our residents. Selfhelp residents who have lived at the home for at least 30 days can register to vote.



LIVING

Parking

We offer parking in the rear lot of the building for residents, visitors and staff. Residents with vehicles should obtain a sticker and register their car with the Executive Assistant. When you enter the parking lot, there is a gate with an intercom system.

Newspapers

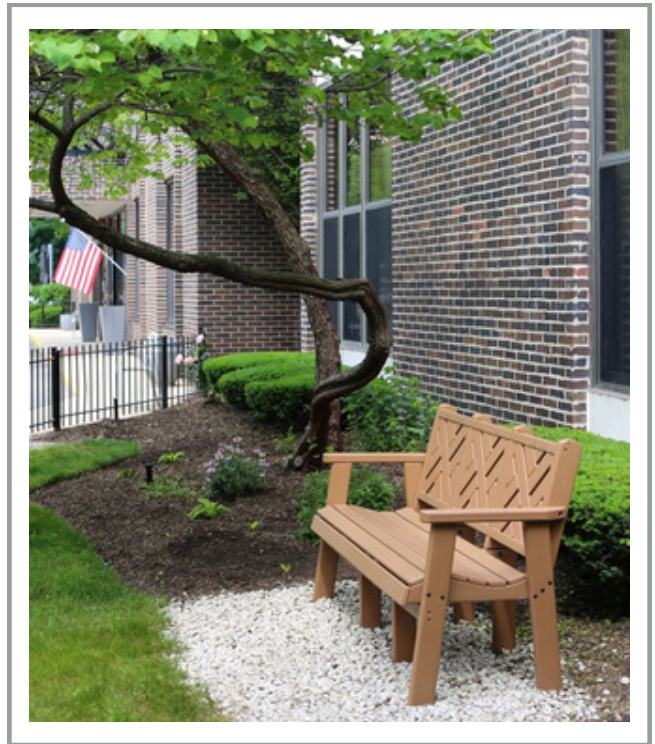
A copy of the Chicago Sun-Times, the Chicago Tribune and The New York Times is available every morning in the Bensinger Room on the 1st Floor. If you would like to have your own paper delivered to your room, please call the newspaper directly to order a subscription. Delivery is left at the front desk and a staff member will bring the paper to your apartment in the early morning each day.

Guest Parking / Hours

Visitors may park in the parking lot. It is mandatory that ALL visitors sign in and out at the front desk, including family members. Visitors are welcome any time of the day or night.

Guest Apartments

Guest apartments are available for resident friends and family who would like to spend the night at Selfhelp. Fully furnished studios and one bedroom guest apartments are available. A reservation can be made with the Director of Resident Services. There is a charge for the guest apartment.



LIVING

Annual Price Increase

Selfhelp is a not-for-profit organization that seeks to provide the highest quality of care to our residents at a reasonable cost. Resident fees do not cover our operating costs, they support 70 to 75% of our total operating budget. To support the rising costs of goods and labor, each year the home increases resident rent fees by 5-12.5%. A notice will be sent out in August before the end of the fiscal year.

Safety & Security

The Selfhelp Home trains and prepares for various types of emergencies. Common drills are held in the building as part of our emergency preparedness training. Our building is equipped with emergency lights that activate in the event of an electrical failure and provide lights to common areas. The building is fully sprinkled and connected to the Chicago Fire Department. All our systems are connected to a backup generator should there be a power outage.

Security

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. The Selfhelp Home has 26 security cameras throughout the building.

Emergencies

During severe weather or natural disasters, please stay in your apartment unless instructed otherwise. Stay away from the windows. Do not use the elevators or telephones. The Selfhelp Home is equipped with emergency lights which activate in the event of an electrical failure and provide lights to common areas.

Fire Evacuation

When you hear the fire alarm sound do the following:

- If you are in your apartment, you should go to the nearest to the nearest safe area, such as an exit stairwell, or exit door. Should that stairwell be blocked or in the location of the fire, you should use an alternate safe area such as the next closest stairwell. If necessary staff will guide you or assist you to these areas.
- If you are in any common areas such as the dining room, activity room, social hall or hallways, you should go to the nearest to the nearest safe area, such as an exit stairwell, or exit door. Should that stairwell be blocked or in the location of the fire, you should use an alternate safe area such as the next closest stairwell. If necessary staff will guide you or assist you to these areas.
- Staff will be present throughout the duration of the emergency and will provide any additional instructions.
- When the "All Clear" is announced, staff will inform you if it is safe to return to the evacuated area.

LIVING

Fire Drill

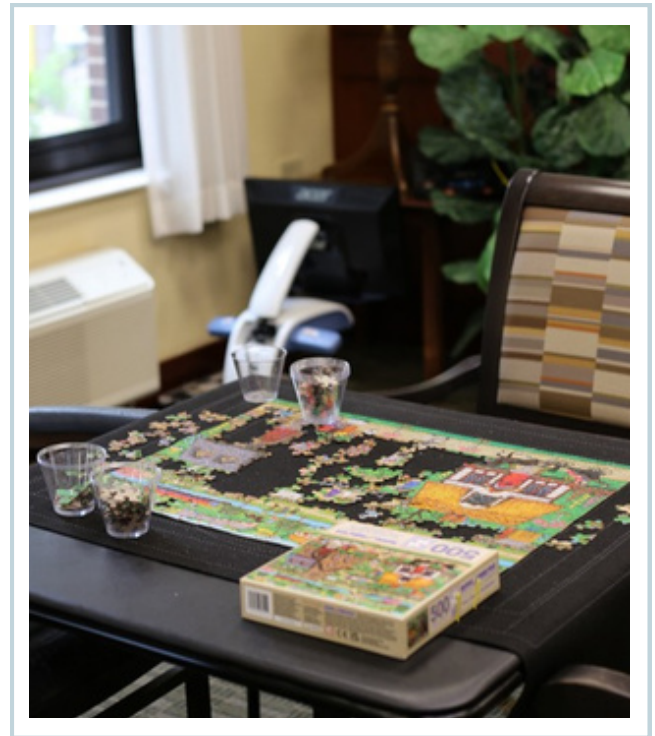
When Selfhelp is conducting a fire drill, you may be informed prior to the drill. During the course of the drill please follow the same procedures as you would for an actual fire.

Communication

The Selfhelp Home offers residents and families a communication app that can be downloaded to a mobile device called ICON to inform and keep residents and families up to date about events, activities and resident participation. Ask the Director of Resident Services for more information.

Communication During Emergencies

Selfhelp will notify families by email and text message during an emergency. Please be sure to update the Executive Assistant when making any changes to your contact information.





A TRADITION OF CARING

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.

Giving to Selfhelp

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!

Become a Legacy Circle Member

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
Lisa Fingerhut Carlton, Chief Growth Officer
LFingerhutCarlton@selfhelphome.org
773-596-5862
or visit us online at 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.

NOTES



CONTACT INFORMATION



773-271-0300



info@selfhelphome.org



www.selfhelphome.org



908 W. Argyle St. Chicago, IL 60640



"Best Nursing Home"
10 Consecutive Years

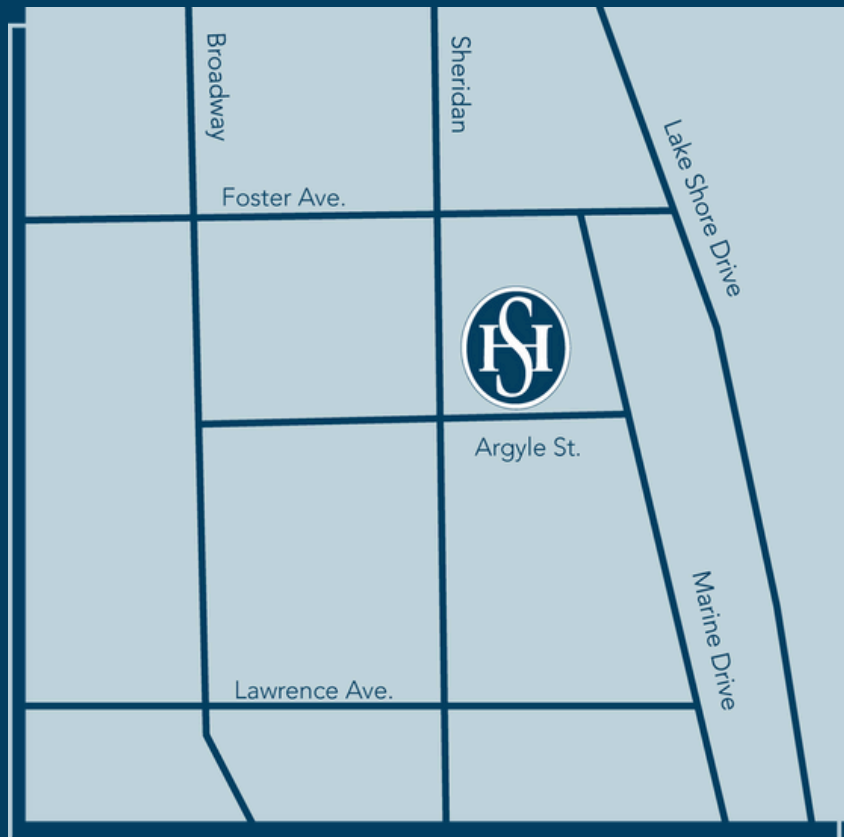


5 Star Overall Rating



We are proud to have maintained the highest quality of care for our residents year-after-year. We consistently maintain the highest possible rating of 5 Stars by Centers for Medicare & Medicaid Services (CMS) and have been named "Best Nursing Home" by U.S. News and World Report for the past ten consecutive years including: 2024, 2022-2023, 2021-2022, 2020-2021, 2019-2020, 2018-2019, 2017-2018, 2016-2017, 2015, & 2014.





WiFi Password: 47selfwifi



THE SELFHELP HOME
SENIOR LIVING COMMUNITY

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