

THE CLARE CONNECTION

New Year, New Look, New Lobby

THE CLARE'S NEW LOBBY makes an outstanding impression. Silk wallpaper. Elegant furnishings. Rich lighting.

"What a wonderful transformation it is," said Clare resident Joy McDevitt. "The entrance makes me feel proud to live here."

This past fall, The Clare began a three-phase, multi-million dollar renovation project that included the expansion and redesign of the lobby; the addition of a kitchen and new finishes to the 53rd floor event space; and the creation of a 9th floor casual dining venue.

"The owners of The Clare are committed to creating a world-class environment for our residents," said Kyle Exline, Executive Director, "and this renovation is a testament to their vision."

VOA Associates provided architectural services, Novak Construction served as general contractor, and Linda Snyder Associates created the interior design.

"They've created a warm environment," said resident Roger Carlson. "It's welcoming and inviting," added Ginny Carlson.

"I agree," said fellow-resident, Shirley Mullin, "It feels like home."

"We knew it would be worth it," said Kyle. "As you can imagine, a renovation of this scale was not without its logistical issues."

Throughout construction, a steady flow of people had to access the building through the Rush Street entrance to the building and use alternative elevator routes. "Our resident

CONTINUED ON PAGE 11

CONTENTS

- 2 Letter from Kyle
- 3 Council & Committee News
- 5 Resident News
- 7 Around The Clare
- 10 Department Updates
- 12 Coming Up!



Residents Shirley Mullin, Joy McDevitt, and Ann Ingersoll enjoy The Clare's new lobby with staff members Cassie Vaughn and Clinton Belton.

A Letter from Kyle



2015 WAS A YEAR full of accomplishments and change for The Clare.

- We welcomed more than 50 new residents to the community last year, the largest increase since The Clare opened.
- We added 31 full-time staff members due to increased residents and services.
- We opened 16 more skilled nursing beds and opened a beautifully renovated memory care floor.
- We successfully completed the extensive upgrades to the lobby and 53rd floor and will soon complete the new 9th floor Bistro.

With all the changes and accomplishments, our greatest strength continues to be our people. The residents who live here and the staff we employ truly separate The Clare from the rest. We are very proud of The Clare and want to thank you for your continued support.

RENOVATION UPDATES

The completion of the Bistro remains our primary focus, with activity continuing day and night and on some weekends. All of the plumbing, electrical, and mechanical work is complete. The floor has been a tricky and lengthy installation. As the construction goes on, we are in the process of recruiting staff for Bistro operations and purchasing supplies that we will need.

The lobby still has a few remaining furniture items to arrive. Once that is done, the lobby will be officially completed.

We are still awaiting our license for the 53rd floor. When that is in hand, we will start to shift some dining services to that floor. Announcements will be forthcoming.

LOOKING AHEAD

We expect another busy year at The Clare with even more residents moving in. Interest in The Clare is at an all-time high, and we expect to see another 50 residents join us in 2016. As a result, we are forecasting to finish this year at 80 percent occupied.

We also are currently evaluating more renovation plans for 2016. Our focus this year is to continue to push the status quo and look for ways to improve or be different. Please continue to share your ideas on additional services or areas for improvement.

YEAR-END AWARDS

I would like to personally acknowledge three members of The Clare team who were recognized for their outstanding performance at our 2015 staff holiday celebration.

EMPLOYEE OF THE YEAR: ANDRES GALEANA



Andres is a server in the Grafton. The Clare received a significant amount of positive feedback on the work Andres does. He is kind, smart, and very efficient. Andres continues to go above and beyond in the service he provides. This year his leadership skills has been used to help train others and he has been a great support to the team. As we have elevated our expectations for the servers, Andres is always one step ahead.

ROOKIE OF THE YEAR: TERRILL BLACK



Terrill is a driver for the Life Enrichment team. Terrill started at The Clare early in 2015 and has been a wonderful addition. He brings his personality and desire to please every resident each day. A quick story about Terrill: He was

scheduled to drive a group to the Garfield Observatory one Saturday. Unfortunately, all but one resident canceled. Terrill continued to drive as scheduled to the Observatory, but he also went on the tour with the resident so she would not be alone. These acts of kindness are performed daily by Terrill, and we are lucky to have him.

MANAGER OF THE YEAR: AMY KLEM



Amy is the social worker for The Terraces. If you have ever needed The Terraces, you worked with Amy to help you get back home. Amy has been at The Clare for four years and provides such stability to the team. She is passionate about the residents and works diligently to ensure residents get the support they need to live safely. She is an integral part of The Terraces team.

I cannot be more excited about what is ahead for The Clare. 2016 will surely bring new friends, more laughs, and new challenges.

Wishing you all the best for the year ahead,

Kyle Exline
Executive Director

NEWS from your COUNCIL & COMMITTEES

RESIDENT ADVISORY COUNCIL (RAC)

Sheila Rock, President



The Resident Advisory Council serves as an executive body representing the community in activities and matters that relate to the welfare of the community. It facilitates discussion of existing and proposed policies, services, and programs.

The Council is comprised of nine residents, three of which are elected annually from the community for a term of three years. There are four officers and six committees.

The RAC meets monthly on the first Tuesday of the month at 3 pm. These meetings are open to all residents, and there is always a question-and-answer period at the end of the meeting. Election to the Council occurs in April, and the elected are announced at the Annual Meeting, which occurs in May.

The organization serves in an advisory capacity and may make suggestions to management. Although management appreciates and frequently takes suggestions and advice from the RAC, management

is neither subject to nor obligated to follow the RAC's recommendations or advice.

FACILITIES COMMITTEE & CONSTRUCTION SUBCOMMITTEE

Suzanne Turner, Chair



The purpose of the Facilities Committee is to provide communication between Clare residents and Clare management regarding the continuing improvement and maintenance of the building. We communicate to residents matters regarding physical plant operations, improvement initiatives, and progress and problems in plant maintenance.

Residents present suggestions and concerns to the committee, which in turn relays the information to management. Examples include questions about the building's recycling program, the 9th floor garden area, elevator service, and the scheduling of regular maintenance activities that directly affect the residents.

The purpose of the Construction Subcommittee is to support management and represent the interests of the residents of The Clare during the 2015 - 2016 construction projects. Committee members have

met with management to communicate concerns and suggestions regarding construction schedule and temporary modifications to and limitations in the use of the building. Modifications to the ground floor lobbies, the mail room, and the 53rd floor party room are largely complete. Major changes to the Bistro, the informal dining area, which will provide new and extended dining services, are in the final stages.

LIFE ENRICHMENT COMMITTEE

Joyce Saxon, Chair



The Life Enrichment Committee meets each third Wednesday of the month to review what eight lectures or performances will be of interest to Independent Living residents. Our purpose is to create programs for residents that happen inside The Clare, not to take field trips or outings (which is not our responsibility).

Our 45-minute events include: reprise of all eight Lyric operas each season with prominent opera experts highlighting the most important arias; public officials, like Illinois Secretary of State Jesse

White; artistic directors of many Chicago live theaters; leading musicians and conductors—even the Elmhurst College acclaimed jazz band! We are open to any and all entertainment and health-oriented suggestions. If a new resident wishes to consider joining the committee, phone Chairperson Joyce Saxon 312.784.8262.

MARKETING AND COMMUNICATIONS COMMITTEE

DOROTHY PIROVANO, CHAIR



The Marketing and Communications Committee supports the marketing team members at The Clare as they plan events and work with people who are interested in living in our community. The goal of the committee is to help new residents integrate into the community and to provide feedback to The Clare management team on its external and internal communications. For example, the committee has recommended communication pieces to distribute to current residents when new people will be moving to their floor or construction will get under way, and also

CONTINUED

consulted on the revised transportation policy.

In addition, the committee created The Clare Newcomers, a monthly get-together of “new and newer” residents who get to know each other over lunch and learn about living at The Clare. “What Do I Do?” and “How Do I Work?” information sheets are created for each meeting that explain the services and processes for various departments, including the concierge, security staff, the front desk, and library. The information has proved so valuable it is now being distributed to all residents and included in The Clare New Resident Manual. The committee also assists the business development group in its outreach to community groups that serve seniors.

TERRACES COMMITTEE
LINDA CHINN, CHAIR



The Terraces Committee was formed in mid-year 2015 as a result of the resident survey, which indicated that Independent Living residents wanted more information about services and more interaction and integration between Independent Living and The Terraces.

To that end, the committee has, in its first six months, focused on obtaining complete information about Terraces services, staffing, and data collection, as well as encouraging a more robust volunteer program.

The Terraces Committee will provide future updates in The Clare Connection newsletter and The Clarion on data collection and use, volunteer opportunities, and the philosophy of the Life Enrichment program for the Terraces.

DINING COMMITTEE
Chris Lyon, Chair



The Dining Committee meets monthly with key members of the dining staff and management. We review the comment cards that are submitted both from the Grafton and the delivery orders. We also discuss upcoming changes and provide resident input into dining policies. We sponsor the annual Employee Appreciation Breakfast and the soon-to-be annual Holiday Cookie Exchange. With input from Francesco Tardio, Director of Dining Services, we write a food related column in the monthly *Clarion* newsletter. One of our key upcoming

2016 goals is to conduct a dining survey, which will be distributed to each Independent Living resident.

HOSPITALITY COMMITTEE OF THE MARKETING AND COMMUNICATIONS COMMITTEE
SALLY KINNAMON, CHAIR



The purpose and ongoing goal of the Hospitality Committee, a subcommittee of the Marketing Committee, is to create a welcoming atmosphere for new residents. From “putting down a deposit” day, to move-in and beyond, new residents are welcomed and mentored through cards, telephone calls, and personal contacts—not only by committee members, but also by other residents who may share geography or special interests—in order make an easy transition and integration into the community. ●

DID YOU KNOW THAT minutes of the Resident Advisory Council and all other committees can be found in The Clare library? Look for the black binders on the top shelf of the bookcase closest to seating area.

A NEW LOOK TO THE CLARE'S INTERNAL COMMUNICATIONS

It's not only the building that's undergoing renovations. Internal communications at The Clare are being upgraded as well.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY
February 2016	1	2	3
7	8	9	10
14	15	16	17
21	22	23	24
28	29		

The monthly program Calendar

Clarity, the weekly program update

Clare Connection, your quarterly newsletter

RESIDENTNEWS

LARRY PIROVANO STEPS IT UP FOR KIDS

If you recently heard foot-steps in Stairwell #2, it may well have been **Larry Pirovano** and his trainer, Zach DeCoster, preparing to climb the 80 flights of stairs in the AON building for the January 25 “Step Up for Kids” campaign, in support of Lurie Children’s Hospital of Chicago. Last year, Pirovano completed the challenge for the first time and was among the top fundraisers.

“One of the most approachable ways to focus on leg strength, stability, and balance is through stair climbing,” said trainer Zach. “We started with about ten flights. Given Larry’s Parkinson’s, I thought that was great. But one of the great things about working with Larry is that he has no limits. Once ten flights were done, Larry said, ‘Let’s make it 20.’ He is always ready to reach another milestone.”



Suzanne Morgan

SUZANNE MORGAN NAMED SACRED SPACE AMBASSADOR

Suzanne Morgan has been named sacred space ambassador for The Council for a Parliament of the World’s Religions. In that role, she will be traveling throughout the U.S. and the world representing interfaith efforts. In addition, she will continue her own architectural tours for the public of churches, synagogues, mosques, temples, and other places of worship and religiously important structures in an effort to promote peace and interfaith understanding.



Becky Davidson, Resident-to-Resident Program Coordinator

Morgan is a trained architect with an MBA from the University of Chicago.

THE RESIDENT-TO-RESIDENT HELPER PROGRAM

In each week’s *Clarity* news brief, you may have noticed the names listed under the heading “Resident-to-Resident Helpers” and wondered what those helpers actually do.

The Helpers are your friends and neighbors in Independent Living who have volunteered to serve for a month to help out with a temporary need.

“Assume you wake up with the flu and need some medication on a day when the pharmacy does not deliver. One of the helpers can run over to Walgreens for you,” says program coordinator, **Becky Davidson**. “If you have an outpatient procedure at the doctor’s office or hospital and need someone to walk home with you, a helper can do that. If you have a cold and feel too bad to get dressed and go down to the 9th floor to get soup and your mail...the helpers are a phone call away. The helpers,



Sister Jean of Loyola

however, are not care givers. They do not do heavy lifting. They do not drive.”

If you have any questions about the program, contact the Resident-to-Resident program coordinator, Becky Davidson at beckyj davidson@gmail.com.

SKYLINE NEWSPAPER FEATURES RESIDENTS ON RESOLUTIONS

A shout out to **Kathleen Hotton, Carol Feiser Laque, Christine Lyon, Ruth Nelson, Camille Tracer, and Suzanne Turner** for contributing to a Skyline newspaper article on New Year’s resolutions. The story appeared in the December 30 “Senior Living” section of the neighborhood weekly.

LOYOLA’S SMILE PROGRAM

Sister Jean Dolores Schmidt, BVM, of Loyola reports that 20 residents are taking advantage of the S.M.I.L.E. program this spring. The acronym stands for Students Moving Into the Lives of the Elderly.

“The whole program is individualized, says Sister Jean.

CONTINUED



With trainer Zach DeCoster, Larry Pirovano works out in the Athletic Club in preparation for AON’s Step Up for Kids.

“Some work on computers together, others go for walks or shopping or write letters together—whatever the need.” The program, started in 2009, pairs Loyola students with residents of The Clare to form intergenerational and meaningful, lasting relationships.

RESIDENTS EMBRACE USE OF THE ODYSSEY PORTAL

Since its launch one year ago, more than 145 residents have already taken advantage of Odyssey training and use Odyssey daily to access special announcements, the dining menu, new resident profiles, program updates—and even to check when the mail is in.

Odyssey is an on-line information portal (intranet web site) designed exclusively for residents of The Clare. The site can be accessed at www.odyssey.theclare.com. Residents must log in to view the full range of information that’s available.

If you would like to sign up to use Odyssey, contact Joanne Malleta, Director of Resident Health Services by phone at 312.784.8011 or by email at jmalleta@theclare.com.

Please submit your resident news via email to gbowman@theclare.com or drop off a copy with The Clare concierge. The deadline for the next newsletter is April 8.



“TOO HOT TO HANDEL” A HOT TICKET

“Uplifting!” was what Clare residents said after attending a pre-concert reception and performance of “Too Hot to Handel: The Jazz-Gospel Messiah” at the Auditorium Theatre. The outing was organized by the Center for Life & Learning of Fourth Presbyterian Church and Osher Lifelong Learning Institute, which are “Friends and Neighbors” partners of The Clare.

Photo courtesy of the Auditorium Theatre.

CLARE CHEF A TRENDSPOTTER IN THE NEWS



Chef Hagop

In the December 11, 2015, issue of *Forbes*, food writer Geoff Williams included comments from The Clare’s own Chef Hagop in his article, “The Next Craze After Cupcakes and Cake Pops: Predicting 2016’s Dessert Fads.”

Éclairs, Kovign-Amann, gluten-free desserts, and liquor-infused treats were all mentioned in the article by the various chefs included in the interview. Chef Hagop’s prediction: Shortbread.

“I think with the growing popularity of tea shops, shortbread desserts will be making a big comeback,” said Chef. “They go well with hot beverages and can be adapted to a variety of taste and texture.”

Here’s Chef’s recipe for Orange and Almond Shortbread:

INGREDIENTS

- 1 cup (2 sticks) unsalted butter, room temperature
- 1 cup confectioners’ sugar
- 3/4 teaspoon almond extract
- 1/2 teaspoon salt
- 2 cups all-purpose flour (spooned and leveled)
- Grated zest of 1 orange (about 2 teaspoons)
- 3/4 cup sliced almonds

DIRECTIONS

STEP 1

Make the dough: In a mixer bowl, beat butter, sugar, almond extract, and salt until smooth. With mixer on low speed, add flour and orange zest; mix just until a dough forms. With a wooden spoon, rubber spatula, or your hands, gently mix in almonds.

STEP 2

Freeze the dough: On a piece of waxed paper, form dough into a rectangular log, 12 inches long, 2 1/2 inches wide, and 1 inch thick. Wrap log in the paper, and freeze until firm, at least 1 hour and up to 3 months. If freezing longer than 1 day, wrap log again, in plastic wrap.

STEP 2

Bake the shortbread: Preheat oven to 325 degrees. Remove dough from freezer. (If dough has been in freezer a long time and is frozen solid, let it sit at room temperature 30 minutes so it slices without crumbling.)

STEP 4

With a sharp knife, cut dough into 1/4-inch-thick slices; place on ungreased baking sheet at least 1 inch apart. Bake until edges just begin to turn golden, 20 to 25 minutes. Cool 5 minutes on baking sheet; transfer cookies to a rack to cool completely.

around **THE CLARE**



Santa Claus, **Jim Stack**, **Bert Cohn**, and **Tom Daly**, members of the Friars Club at The Clare, celebrate the season.



Nancy Niemi joins **Paul Lloyd**, Assistant Director of Dining Services, at his first “On the Rocks” presentation featuring the art of the martini.



Chef Hagop and Dining Services Director **Francesco Tardio** handle last-minute details for a marketing event.



The New Year kicked off with a gourmet dinner in the newly renovated Abbey on the 53rd floor, enjoyed by **Carol** and **Ralph Niebling**, **Sally Kinnamon**, Executive Director **Kyle Exline**, **Jim Stack** and guest, and **Dr. Leon Diamond**. *Photo by Kathryn Miller.*



Farid Ouhti, a cook at The Clare who comes from Morocco, took great pride in the meal he prepared for Egyptian Night.



Welcome to The Clare! Doorman **Robert Jackson** was the first staff hired at The Clare—and he's the first person to greet you.



Roger and Ginny Carlson enjoy the ambience of the new lobby with **Shirley Mullin** (seated).



Edith Schragar (2nd from left) took top honors at the resident Ugly Sweater Party. Also competing were (left to right) **Joan Arzbaecher, Joyce Saxon, Heather Ebner, Joanne Celewycz, Bing Cady,** and **Wendy Nixon.**

CLARE ARTISTS EXHIBIT AN ARRAY OF ORIGINAL WORK IN THE LIBRARY ON THE 19TH FLOOR.



Pottery by **Bea Lehman**



Watercolors by **Sara Aversa**



Watercolor and haiku by **Wendy Nixon**.
*"Clear calm pools of answer,
Soothing the fiery ruffles question."*



Linda Gibboney (left), Tai Chi for Arthritis instructor, demonstrates a move to Joanne Daly.

AT THE CLARE ATHLETIC CLUB

Whether residents choose to work on equipment, participate in group fitness classes with their neighbors, or elect a one-on-one appointment, The Clare Athletic Club is the place to be!

Open 24 hours a day and staffed by The National Institute for Fitness and Sport (NIFS), The Athletic Club features senior friendly cardio, strength, balance, and flexibility equipment for various ability levels.

GROUP FITNESS CLASSES INCLUDE:

Cardio Strength Fusion

*Mondays/Wednesdays/
Fridays 9-9:30am*

Start your day with a lively mix of strength training, aerobics & coordination. This high-energy, low-impact

aerobic and strength class is a great way to improve your cardiovascular health and uses a combination of upper and lower body movement to get an all-over body workout for the body and brain. *(Level II)*

Balance and Posture/ Core/Stretch

*Mondays/Wednesdays/
Fridays 9:30-10am*

Improve your balance and prevent falls using specific movement drills designed to increase balance, posture, flexibility, core stability, and strength. Standing and chair-based exercises are adapted to individual needs. Balance pads and other equipment may be used. *(Levels I & II)*

Level I: Beginners
Level II: Intermediate
Level III: Prerequisite required



During Heart Disease Awareness Week, residents and staff decked out for National Wear Red Day.

Aqua Fit

Mondays 11-11:45am

Use the natural resistance of the water to improve aerobic capacity, range of motion, and balance in an environment that is kind to the joints. This class targets all major muscle groups to increase energy, control weight, and build a stronger body. Class is sign-up only for each 8 week session. *(Levels I & II)*

Tai Chi

Tuesdays 11-11:45am

Tai chi is based on ancient Chinese martial arts that uses slow, smooth movements to achieve a state of relaxation of both the body and mind while also improving balance, strength and range of motion. Fee-based. *(Levels I & II)*

Fit & Tone

Thursdays 10:15-10:45am

Challenge yourself with exercises targeting agility, core and strength, cardiovascular and balance. To ensure safety, participants must complete a Senior Fitness Evaluation (SFE) with scores of "Average" or "Above Average" prior to attending class. *(Level III)*

Gentle Yoga

Thursdays 11-12pm

Through the integration of the mind, body and spirit, this class targets core strength, greater flexibility and joint mobility through breath and relaxation techniques. Mats and chairs are provided. Fee-based. *(Levels I & II)*

Movers & Shakers

Wednesdays and Fridays 11-11:30am

Move to the music through a variety of seated exercises including light cardio, muscular strength, range of motion, and flexibility. *(Level I)*

Other services available at The Clare Athletic Club include senior fitness testing, personal training, exercise consultants, and health screenings.

For more information, contact Melissa Cusick at 312.784.8056 or MCusick@TheClare.com. ●

DEPARTMENT **UPDATES**

THE COMMUNITY KEEPS GROWING



Lynn Lukas, Director of Sales & Marketing

“We welcomed many wonderful new residents to The Clare in 2015. In fact, we had a record-breaking year in both the number of sales and move-ins,” said **Lynne Lukas**, Director of Sales & Marketing. “As to be expected, many of the new residents are from the Chicago area, but we also have new residents from Maryland, Florida, Nevada, Ohio, New York, Massachusetts, and several from California.”

The busy sales team hosted a number of marketing events in 2015, including a wine-pairing reception to showcase the renovation of the 53rd floor and a “New Year, New You” event featuring Life Coach Brian Tucker and The Clare’s registered dietitian Amy Klassman. Coming up is a marketing event featuring professional organizer Suzy Hart.

“We are also planning events to showcase our new renovations,” said Lynne, “and look forward to another successful year!”

THE TERRACES ACHIEVES ASSISTED LIVING EXCELLENCE

“I am extremely pleased to announce that The Clare was awarded ‘zero deficiencies’ on our Assisted Living survey,” said **Emily Garba**, Terraces Administrator.

The survey was held on January 20, when an inspector from the Illinois Department of Public Health (IDPH) arrived to review and assess The Clare’s performance as it relates to Illinois Assisted Living standards and regulations.

“Our team worked hard to prepare for the visit and looked forward to an outstanding result,” said Emily, “and we achieved it!”

“It’s been a great year in The Terraces with deficiency-free surveys now for both assisted living and skilled nursing, a feat which is increasingly harder to achieve. Though we will never be perfect, we are proud to be recognized as providing excellent care to our residents in all levels of care.”

JANUARY EMPLOYEE OF THE MONTH

Congratulations **Debbie Falk, CNA**, The Clare’s January Employee of the Month.

Debbie has been a member of The Clare team since May 2015. She was selected as Employee of the Month for many reasons: the compassionate care she delivers to our residents, her dependability and willingness to



Debbie Falk, CNA, and Emily Garba, Terraces Administrator

come in to work at a moment’s notice, and for being a team player!

Staff members such as Debbie make The Clare a warm and welcoming home for residents.

DINING SERVICES ENHANCEMENTS



Francesco Tardio, Director of Dining Services

When asked about plans for the upcoming year, Director of Dining Services **Francesco Tardio**, said, “We are very proud of the progress that the dining team made in 2015, culminating in the magnificent New Year’s Eve dinners, and our very own **Andres Galeana** being named The Clare’s ‘Employee of the Year.’ As we start

2016, we continue to focus on expanding and improving our services.”

An exciting challenge for Dining Services is the opening of the new Bistro and the renovated Abbey on the 53rd floor. “The re-opening of the Bistro entails the addition of new staff for both the back and front of the house. We are already in the process of recruiting to be ready when opening time arrives. Dining Services is also looking to add new menu items and revise some current offerings, with a particular emphasis on expanding healthy options, especially for breakfast. And in the near future, we are planning to introduce a number of engaging special events—from Murder Mystery dinners to music and food themed experiences.”

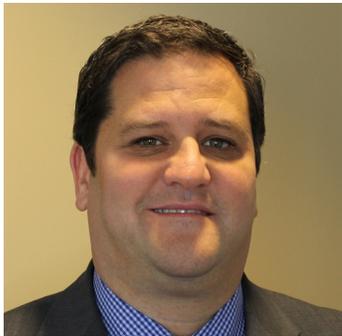
Francesco also noted that his team is working on enhancing the dining reservation system, including the exploration of a web-based

reservation system, which would offer another option to the email and phone-in process.

“Operational upgrades are also a focus for the Terraces,” he said. “We are currently testing a mobile POS system in the Aberdeen (16th floor dining room) that is designed to expedite service, and we are also considering a revamp of the a la cart menu for the Terraces.”

To be sure, there is a lot on this department’s plate. “We want to carry our positive momentum throughout the year ahead and beyond,” said Tardio.

PLOWMAN NAMED NEW HUMAN RESOURCES DIRECTOR



Michael Plowman, Human Resources Director

Michael Plowman has joined

The Clare’s management team as the new Human Resources Director.

He comes to The Clare with more than 15 years in the luxury sector of the hotel industry, formerly with the Four Seasons Chicago and most recently with the Waldorf Astoria Hotels and Resorts as Director of Training and Development.

When Michael is not at work, you can find him hanging out with his two miniature Schnauzers, Mimi and Rocco.

Michael says, “I look forward to being a part of making this community not only the best place for our residents to live but also to make this the best place for our employees to work.”

EMERGENCY CALL REFRESHER

“One of the most common questions residents ask is, ‘What do I do in an emergency?’” says **Joanne Malleta**, Director of Resident Health Services. “And I tell them: When in doubt pull the alarm cord in your apartment for help; if you have a life alert pendent, push the



Joanne Malleta, Director of Resident Services; Mark McCarville, head of Security and EMT; and RNs Colleen Habing and Jennifer Stepney of the Wellness Center.

button; and if you are near a phone, call the front desk at 312.784.8100.”

The pull-cord alarm goes straight to the front desk, and staff there will phone the resident to see how they can help. “If the resident doesn’t answer or there is an urgent situation,” says Joanne, “the security team will be notified and head straight to a resident’s apartment. There is an EMT security team member at The Clare 24/7, and that Security EMT will come directly to a resident’s apartment and assess the situation per EMT protocol and standards.”

The Clare also has a nurse on call 24/7. Office hours for the Wellness Center on the 16th floor are Monday through Friday from 9 a.m. - 3 p.m. However, if a resident needs to talk to a nurse after hours, he or she should simply call the Wellness Center at 312.784.8081 and a triage ‘on call’ nurse will answer the call and assist a resident remotely.

If you have further questions about emergency contacts, please contact the Wellness Center at 312.784.8081 or Joanne Malleta at 312.784.8011. ●

New Year, New Look, New Lobby CONTINUED FROM PAGE 1

Construction Committee was fully involved and active in the process,” Kyle said, “and we implemented a number of their recommendations to mitigate inconveniences. It was truly a group effort.”

The elegant renovation of The Clare’s “Abbey” on the

53rd floor was completed in time to be enjoyed during the holiday season and included Christmas and New Year’s Eve celebrations that met with rave reviews. This space, with its unparalleled views, is the new venue for continental breakfast, special events, and unique dining experiences.

The completion of the Bistro Café on the 9th floor is in its final phase and will open in the spring.

“This has been an intensive effort,” said Kyle. “In the end, it’s exciting—and very gratifying—to exceed resident expectations.” ●



THE CLARE

*Gold Coast Retirement
Living Your Way*

55 E. Pearson Street
Chicago, IL 60611
312.784.8100
info@theclare.com
www.theclare.com

COMING UP in MARCH!

DOWNTON ABBEY FINALE WEEK



Tuesday, March 1

Downton Abbey Tea

Thursday, March 3

Driehaus Museum Downton Abbey Fashion Tour

Sunday, March 6

Downton Abbey Finale Viewing Party

MURDER MYSTERY DINNERS



Enjoy location themes, role playing, mystery, and fun!

EAT RIGHT FOR LIFE CHALLENGE



February 15 - March 25

The *Eat Right for Life* challenge inspires participants to focus on the five basic tenets for making healthy food choices, as outlined in the *Eat Right for Life* book. During the six-week challenge participants work toward embracing healthy habits for a lifetime of stellar health.

YALE UNIVERSITY WOMEN'S CHOIR



Tuesday, March 15

In 1981, seven Yale women came together to form the university's first and only senior women's a cappella group, Whim 'n Rhythm. Now comprised of 14 of the best senior female singers at Yale, nationally recognized, and named "Best of Collegiate A Cappella," the group's repertoire includes jazz standards, show tunes, pop hits, and folk ballads. ●

Sign up for these and all events at the concierge desk or contact Lori Griffiin, Director of Life Enrichment, for additional information. Check the March Calendar, your weekly *Clarity*, and *Odyssey* for complete program details.