

THE CLARE CONNECTION

Resident Feedback Essential To Service

“AT THE CLARE,” says Executive Director Kyle Exline, “we strive to exceed resident expectations each and every day. To do that, we solicit and welcome continuous, ongoing feedback from the most important people—the people who live here.” Residents are able to provide their input through comment cards, resident meetings, surveys, informal conversations, and organized focus groups.

New Creative Space

Kyle recently announced a major upgrade to the community that was driven by resident feedback: the creation of The Studio on the 19th floor.

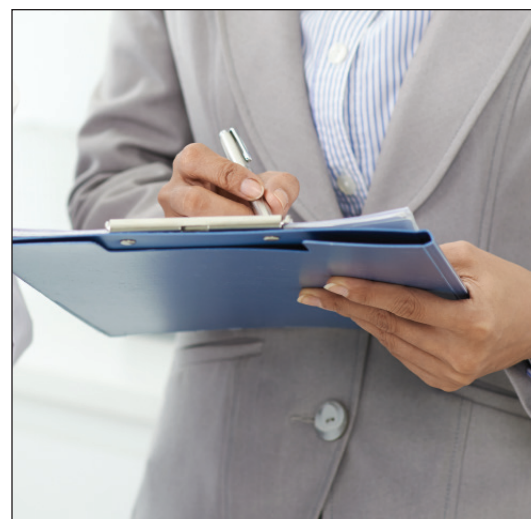
“Because residents requested a space dedicated to their creative endeavors,” said Kyle, “we decided to combine two under-utilized spaces, the Studio and the Screening Rooms, and create an expanded and more user-friendly space. Before starting construction, we met with a subcommittee comprised of residents to identify the essential characteristics of such a space so that we would get it right.”

Resident Survey

Every two years, Life Care Services, the management company of The Clare, conducts an in-depth Resident Survey that is distributed to the more than 150 retirement communities that it manages across the nation.

“The goal of the survey,” said Kyle, “is to measure satisfaction of each individual department and the services offered. This then gives us the feedback to reward those areas that are excelling and also give guidance on the areas we need to focus on.”

The survey covers operational areas such as dining, maintenance, security, health services, sales and marketing, life enrichment, and transportation. “The mission of the Resident Advisory Council,” says Sheila Rock, president of the RAC, “is



to ensure the well-being of the community at large. To have the opportunity to respond to a nationwide survey and see The Clare end up with top results will be quite satisfying!”

Residents of The Clare will be receiving the LCS Resident Survey in June.

Kudos Card Program

Michael Plowman, Director of Human Resources, recently rolled out a staff recognition program called “Kudos.” Kudos cards are available at the concierge desk and a number of other strategic locations for residents to complete when they “catch a Clare staff member being extraordinary.”

Says Plowman, “The program is designed to provide another opportunity for resident feedback, which is an essential component to staff motivation and our constant attention to improvement of service.”

The new Kudos recognition program, which will run through summer, is an opportunity for residents to give shout-outs to staff members who make a memorable impression. In addition, staff are able to submit Kudos cards to their peers. Staff who receive Kudos cards will receive a treat and have their names entered into a drawing for a gift card. ☺



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Letter from Kyle

The Art of Listening

THANK YOU to all the residents who participated in Resident Satisfaction focus groups I held last month.

Overall I convened with eight different groups, averaging 10 residents per group. With the Resident Satisfaction survey approaching in June, I thought it was a good opportunity to get feedback on where we stand as a community. Personally, I always come away from these kinds of conversations feeling energized, optimistic, and full of great ideas that the residents share with me.

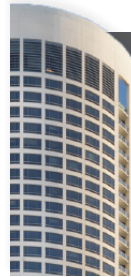
The big take away from the focus groups was how much you enjoy and appreciate the staff who are providing service to you at The Clare. From the ground floor to the back of the house, I heard an overwhelming amount of positive comments directed towards our employees.

Most gratifying was that I heard words such as community, family, and respect continually surface during focus group conversations when residents talked about our staff members.

Our employees, of course, love to hear that they are exceeding your expectations, and as a result, we have recently launched a Kudos card program, where residents may provide feedback on team members (see page 1.)

I also heard positive comments on our Plant Operations team, especially relating to how quickly they respond to requests, and how friendly they are when they show up to complete their work orders. The same goes for our entire Life Enrichment team, which includes the doormen, drivers, concierges, and program and fitness staff. Their high level of customer service, friendliness, and helpfulness were noted and appreciated. The Dining Services staff, who have been impacted of course by the numerous renovations and service enhancements, are highly regarded and residents voiced support of the new directions taking place in food and beverage services, especially as they relate to the recently opened Lounge Bar.

While I enjoyed hearing all of the positive comments, another goal of the Resident Satisfaction focus groups is to hear how we can improve. The residents' points of view are different, of course, from the service staff, and we can learn so much from your observations and requests.



Most gratifying was that I heard words such as community, family, and respect continually surface during focus group conversations when residents talked about our staff members.

I appreciated hearing suggestions about rotating menu options more frequently, improving detailed cleaning, enhancing our communications, increasing transportation options, and upgrading technology.

Some of your recommendations will be implemented immediately. (In fact, you may notice that this issue of *The Clare Connection* newsletter looks different and that's because we acted on your requests for a larger and darker typeface.) Know that every comment made during the focus groups was noted and will be considered and reviewed. You, the residents, are the experts in defining your expectations. Our job is to deliver on our promise to exceed your expectations.

Thank you again for your participation in the focus groups. They were positive, purposeful, and important conversations.

Although the formal focus group sessions are complete for this year, my door is open.

I am always ready to listen. ☺

KYLE EXLINE, Executive Director



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Gold Coast
Retirement Living
Your Way

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News from Your Council & Committees



Resident
Advisory Council
SHEILA ROCK, RAC President

THE ANNUAL MEETING of the Resident Advisory Council (RAC) will be held on May 2. The chairpersons of the RAC committees will give their year-end reports; Director of Accounting Dan Rogers will provide a financial overview; and Executive Director Kyle Exline will give a summary of the year's accomplishments.

For the annual election of new directors, three of the nine positions are to be filled. **Joyce Saxon** has served two terms, **Jerry Talen** has served one term and is retiring from the Council, and **Chris Lyon** is finishing one term and running for a second term. We always welcome Independent Living residents willing to share their time and talent.

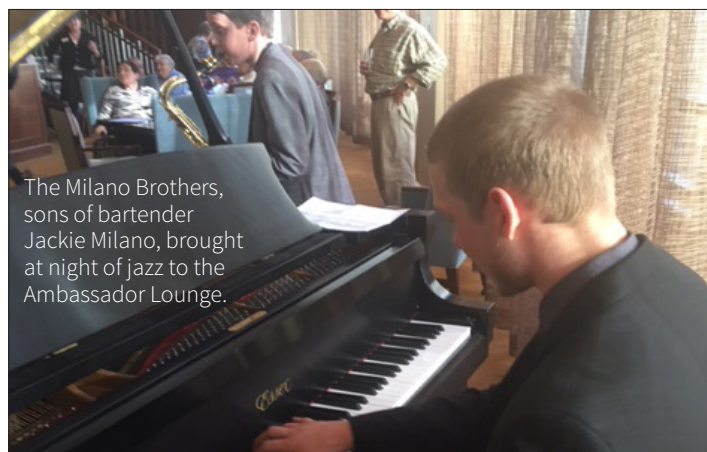
"We hope more residents become involved with the RAC to learn more about the activities and opportunities at The Clare and as a result increase the enjoyment of all who call The Clare their home," says RAC President **Sheila Rock**.



Dining
Committee
CHRIS LYON, Chair

THE AMBASSADOR LOUNGE continues to be a popular gathering spot for a drink and casual dining, enhanced by our wonderful bartender, Jackie Milano.

We are about to start coordinating this summer's Annual Employee Appreciation Brunch. This is the one time of year that we, the residents, get to turn the tables on our wonderful staff and serve them a brunch. More information will be forthcoming shortly.



The Milano Brothers, sons of bartender Jackie Milano, brought at night of jazz to the Ambassador Lounge.

The Clare Charitable Foundation Officers Elected

THE NEW ELECTED DIRECTORS of The Clare Charitable Foundation are **Roger Darley**, who will serve as president; **Nancy Vincent**, and **Barbara Bernard**. Continuing on as directors are **Kevin McGirr**; **Chris Lyon**; **Ruth Nelson**, Secretary; and **Bob Day**, Treasurer.

Many thanks are extended to outgoing directors **Alice Schultz** and **Ron Orbaugh**. The Foundation's annual report will be distributed to the residents in May.



Marketing and
Communications
Committee
DOROTHY PIROVANO, Chair

VERTICAL BLOCK PARTIES have been a rousing success with more than 40 residents attending these get-togethers designed to connect residents who live in the same tiers. **Camille Tracer**, the originator of the idea, has worked closely with Lori Griffin, Director of Life Enrichment, to make these parties a success. With universally positive feedback, Camille and the Marketing Committee have come up with new spins on these events—Vertical Block Parties Phase Two. Stay tuned! ☺



Barbara Bernard and Karol Moller get ready for a Vertical Block party.

Resident News



Joanne Celewycz takes on the Stair Challenge.

Residents Meet Stair Climb Challenge

Residents **Elizabeth Aaron, Bob Day, Kathryn Brown, Joanne Celewycz, Heather Ebner, William and Kay Hart, Rich Kaczmarek, Luise Kappe, Dee Lyne, Marilyn Schmitt, and Jack Turner** participated in a 10-flight Stair Climb Challenge, succeeding in climbing a total of 244 flights of stairs, which translates to 4,880 total steps in all. All participants finished at least 10 flights and some did as many as 40 flights in total!



Tom and Joanne Daly on air in the WLS studio.

Dalys Talk Romance on the Radio

ON VALENTINE'S DAY, Joanne and Tom Daly made a special guest appearance on WLS radio, interviewed by morning talk show hosts Bob Sirott and Marianne Murciano on the subject of long-term relationships. The Dalys met on a blind date in 1956 and were married four months later—61 years of marriage and still having fun!



At her poetry reading, Carol Feiser Laque (right) with her daughter Claire Laque Marshall.

Poet Carol Laque Presents Her New Book

IN FEBRUARY resident poet **Carol Feiser Laque** read a selection of work from her new book of poetry, *Mother of Pearl*, her 20th published collection.

Laque is a former professor of English at the University of Cincinnati. Among her list of honors was earning the Cincinnati Writer's Project Lifetime Achievement Award for Contributions to the Arts.

(For Clare residents who did not receive a complimentary copy of *Mother of Pearl*, additional copies can be found in the Business Center on the 19th floor.) ☺



Photo courtesy of Loyola University Chicago

Tunney signs copies of his book *The Prizefighter and the Playwright*, Gene Tunney and Bernard Shaw at a Loyola Library event in Lewis Tower.

Tunney Presents at Loyola Library Event

IN MARCH, author **Jay Tunney** read from his book *The Prizefighter and the Playwright*, Gene Tunney and Bernard Shaw, and discussed the friendship between his father, world heavyweight boxing champion Gene Tunney and Nobel laureate playwright George Bernard Shaw. The event was part of the Loyola Libraries Speaker Series and also included comments by Elliott J. Gorn, PhD, Joseph A. Gagliano Chair in American Urban History at Loyola University Chicago.

(Reminder: Clare residents may apply for Loyola library cards by completing the form found in the inside front cover of the sign-up booklet at the Concierge Desk.) ☺



David Maher

Bob Schwartz

Clare University Program Highlights Compelling Careers

CLARE RESIDENTS spoke in March at a Clare University marketing event. The lecture series, which highlights the unique careers and avocations of Clare residents, featured **David Maher**, General Counsel Emeritus, Senior VP at the Public Interest Registry, who was deeply involved in the evolution of the Internet; **Joan Reardon**, culinary historian, cookbook author, and biographer; and **Bob Schwartz**, EY corporate tax partner and musical theatre aficionado.



Mike Kivi and John Buchanan pair up for the successful Bible Stories series.

Bible Stories Come to Life

BEGINNING LAST FALL, **John Buchanan**, former Pastor at Fourth Presbyterian Church, and **Michael Kivi**, life-long reader and student of the Bible, began leading a popular monthly discussion series on "Stories from the Bible," which features an array of tales that resonate throughout history and culture, all with fascinating characters that everyone can enjoy, regardless of religious affiliation, or whether one has any religious affiliation at all.



Emma Talen and Jerry Talen enjoy Jerry's 90th birthday tributes.

Jerry Talen Celebrates 90th Birthday

RESIDENTS TOASTED **Jerry Talen** in the Ambassador Lounge for his 90th birthday celebration, which included delightful comments by his brother and children, as well as a musical performance. ☺

Schutte Completes Book Honoring Renaissance Bibliographer

WITH ANDREA DEL COL, professor of history emeritus at the University of Trieste, **Anne Jacobson Schutte**, former history professor at the University of Virginia, has completed editing the book *L'Inquisizione romana, i giudici e gli eretici. Studi in onore di John Tedeschi* (The Roman Inquisition, Judges, and Heretics: Studies in Honor of John Tedeschi) (Rome: Viella, 2017). The book contains two essays by Schutte: "The Sage of Dog Hollow Farm" (a brief biography of the honoree) and "Index and Biography: The Case of Orsola Benincasa."

"It was especially rewarding to work on this volume," says Schutte, "because John Tedeschi played a major part in launching my career as a historian." Tedeschi is the universally acknowledged dean of Roman Inquisition studies and served as Renaissance bibliographer at both the Newberry Library and the University of Wisconsin-Madison where he founded the Renaissance centers.

Schutte is also the author of *By Force and Fear: Taking and Breaking Monastic Vows in Early Modern Europe* (2011) and *Aspiring Saints: Pretense of Holiness, Inquisition, and Gender in the Republic of Venice, 1618 - 1750* (2001). Another essay by Schutte, "Cloister and Hearth: Maria Maddalena Martinengo's Letters to Family Members," will appear shortly in *Scritture, carismi, istituzioni: Percorsi di vita religiosa in età moderna. Studi per Gabriella Zarri* (Writings, Carisms, Institutions: Religious Life Courses in the Early Modern Era. Studies for Gabriella Zarri).



The Gold Coast Encore Chorale at the American Society on Aging.

Encore Gold Coast Chorale Opens ASA Convention

MEMBERS OF THE Encore Gold Coast Chorale sang at the opening session of the American Society on Aging National Conference in March at the Hyatt Regency Hotel and at The Clare on April 24.

Clare residents participating in the spring session of the Gold Coast Chorale include **Elizabeth Aaron**, **Bing Cady**, **Virginia Carlson**, **Joanne Celewycz**, **Elizabeth Conley**, **Robert Day**, **Sally Kinnamon**, **Carol Laque**, **Dee Lyne**, **Trudy Mack**, **Dorothy Pirovano**, **Marilyn Schmitt**, **Jerry** and **Emma Talen**, and **Nancy Vincent**. ☺

(The upcoming 10-week summer session of the Gold Coast Chorale begins June 12 at The Clare. Sign up at the Concierge Desk.)



Artist Profile

Bert Cohn: Unique Perspectives from Behind the Lens

SINCE BERT COHN RETIRED FROM HIS NOTED CAREER

as a fire protection and safety engineer, he has shifted his focus back to an old hobby he had as a boy: photography.



Bert Cohn

A resident of The Clare, Cohn is known for his compelling, colorful photographs, and has exhibited his work as a featured “Artist of the Month” at The Clare.

His love of photography has poignant roots dating back to when he was a young boy.

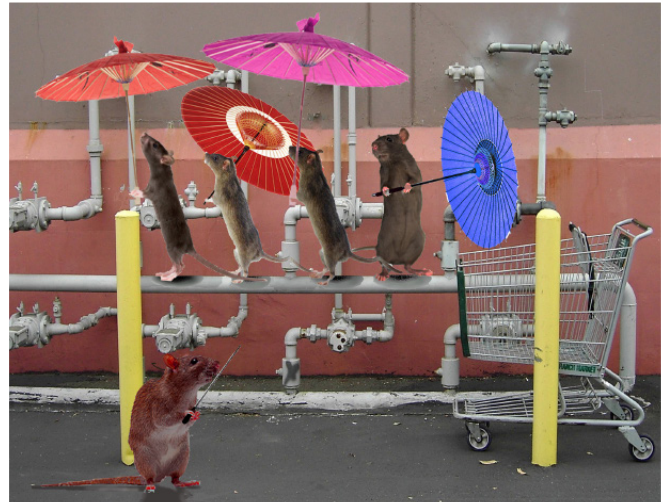
“I was given a camera when I was eight years old,” he recalls. He proudly shares one of the first photos he ever took and one of the few that he still has in his possession after all these years.

It’s a beautiful, simple portrait of his mother.

“It was a brisk fall day in 1938 in Stralsund, Germany where I was born,” Bert says. He was very young and did not fully comprehend what was happening in Germany at the time.



Cohn's mother, 1938



Dancing School

A few months later his parents would be putting him and his brother on a train to France to live in children’s homes. The Nazi regime did not allow his parents to leave Germany with them. The last time Bert and his brother saw their mother and father was that day at the train station. As they boarded the train with many other young children, his last memory was of his parents saying, “Hope to see you soon.” Bert pauses to take in the memory and forlornly says, “And that was it.”

During that time, he was able to receive some correspondence via a family friend in Spain who managed to safely deliver an occasional letter from his parents. Bert and his brother made their way to the United States and eventually settled in Aurora, Illinois, with relatives.

In 1943, the International Red Cross notified the brothers that their parents were killed at Auschwitz.

Bert never let go of that photograph of his mother, the one surviving memory that has become the inspiration for all he does. Perhaps this is why his photography means so much to him and why he dedicated his professional career to keeping people safe.

In fact, Bert had a long and celebrated career making the world a safer place. For over 50 years he was a consulting engineer specializing in fire protection, safety, and security. Bert received a scholarship to the Illinois Institute of Technology to study fire protection & safety engineering. After college, he entered the Army where he was stationed

in Japan as a fire protection engineer. He eventually found his way back to the Chicago area where he continued his dream job with the renowned consulting engineering firm, Gage-Babcock & Associates. He held many positions at the firm where he worked for more than 30 years, culminating in taking on the role of President and Principal Consulting Engineer.

One of Bert's specialties became bringing old buildings up to code to meet modern safety standards. One job he is particularly proud of is his work in Printers' Row. "The buildings were factories for printing," Bert explains. "Architects wanted to convert them to condos. There was no provision in the building code to do that. I worked with architects and the city to allow them to become residential occupancies and still be safe."

Now retired, Bert moved to The Clare in 2015. When asked if he checked out the building before he moved in to make sure it was "up to code" with all the modern safety features, Bert says, "No." Then he smiles and adds, "I did that after I moved in." And he confirms what he already expected: "This building conforms to current standards and meets all current requirements for high-rise safety including sprinklers, smoke alarms, stand-by power and many other requirements. It's top notch!"



Cyprus

Though Bert likes sharing stories from his illustrious career, what he really prefers to discuss is his photography. He was an amateur photographer most of his life, but it always took a back seat to his career and raising a family.

Now that he's retired, Bert has time to focus on honing his skills behind the camera. He has joined the local artists' guild, entered several juried photography shows, and created a website, www.bertscapes.com that showcases his talent and the many photos he's taken on his travels around the globe.

"My photographs reflect the world as I see it," Bert says, "focusing on interesting perspectives and unusual compositions." He's even created a line of greeting cards, which are sold in several retail outlets, that feature his photography.

And he's not finished yet. Even at 86, Bert prefers to look to the future, always searching for his next challenge. ☺

The Treasure of Memoir

by Dorothy Pirovano

Writing memoirs was on my retirement bucket list—not so much to tell my life's story but to capture stories about my grandparents and parents so my children and their children could come to know them. I'm the last survivor of my immediate family and, not to be morbid, but when I go, these memories go with me.

Now, with almost two years of attending a writing class and writing dozens of 500- to 800-word stories that capture moments of our lives, I treasure where memoir writing has led me and encourage anyone within earshot to take it up before their memories...go with them.



Dorothy Pirovano's memoir, "There When His Body Fails Him," is included in the new anthology *The Kindness of Strangers*, published by Wising Up Press and edited by Heather Tosteson.

I've been to the villages where a couple of my grandparents were born, retrieved copies of church records and started a family tree that produced names and dates but little of the rich detail that tells their stories. After writing several short memoirs about my maternal grandmother I began collecting everything I could find about her, her husband and their families and am writing a long memoir of their lives. Next up will be the story of my dad's parents and then one on my parents, and maybe, my life. That one will be appropriately sanitized, of course.

My husband wondered aloud who could possibly be interested in the trivia of our lives. The answer is obvious when I look at the books on our shelves, the collection in libraries, the hundreds of titles in bookstores: we love reading about the adventures of others, the sagas of generations, and doubly so when it comes to our own families.

The woman who teaches my class provides insights that are invaluable. Her assignments prompt memories long forgotten. Writing weekly forces a discipline I lack. My classmates and I have developed a special camaraderie as we share our pasts, our foibles, our joys and, at times, our sorrows. We've come to realize there is much to tell and can only hope we will have time left to tell it.. ☺

THE CLARE HOSTS a memoir writing class that meets weekly and is led by Linda Downing-Miller, an accomplished fiction and non-fiction writer who also teaches at Fourth Presbyterian Church's Center for Life and Learning and Newberry Library. ☺



Resident Profile

Rebecca Dixon: Getting There Is Half the Fun

REBECCA DIXON is proud of her work as a docent for the Chicago Architecture Foundation, where she has been volunteering for nearly 15 years. “It is truly a rewarding endeavor,” says Dixon.

Prior to retiring, Dixon was Associate Provost for University Enrollment at Northwestern University for 17 years. When she told her colleague that she



Rebecca Dixon

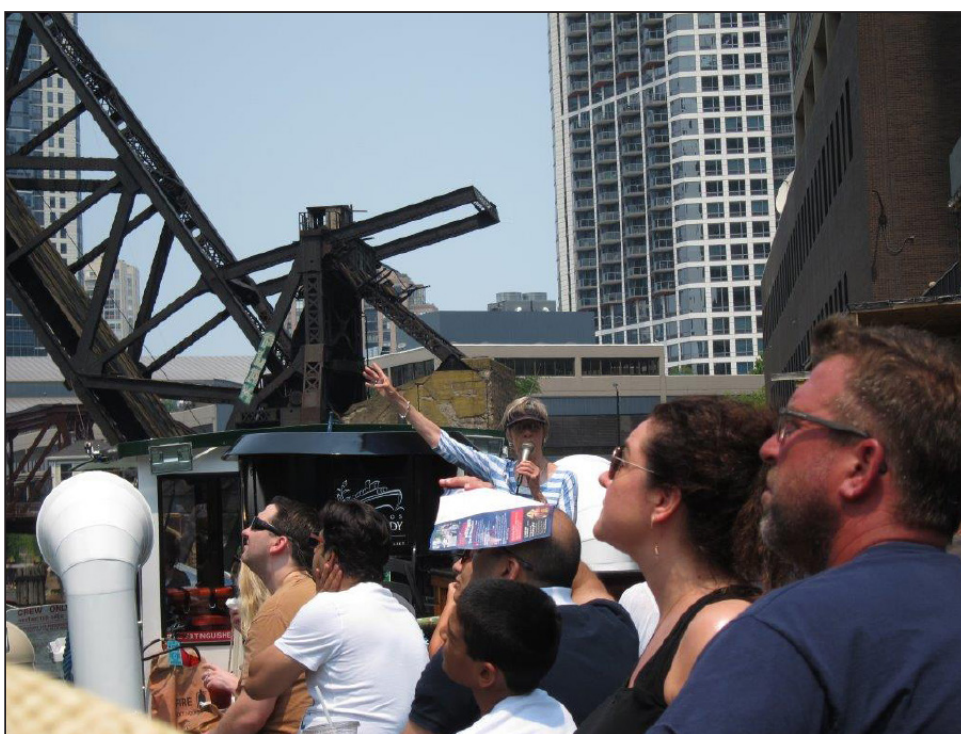
was going to retire at age 65, Rebecca remembers that she said, “You are going to be so bored! You need to find something to do.” She introduced her to a friend

who was a docent for the Chicago Architecture Foundation.” After exploring the opportunity, Rebecca thought, “This is for me!”

Rebecca has always approached life with an open-mind and a willingness to take on new challenges—an outlook that has served her well.

Growing up in the small rural town of Staunton, Virginia, she always felt drawn to city life. At only 20 years old, after graduating from Randolph-Macon Woman’s College (now co-ed and known as Randolph College) in Lynchburg, Virginia, she immediately moved to New York City.

Soon after, however, a temporary job led her back home to Virginia. Although she wasn’t thrilled at the idea of returning to her small town and living with her parents again, the job opened many doors for her. “It was my boss’s complete confidence in me that made a difference.” Rebecca recalls fondly. “She insisted that I face my fears and attempt



Dixon in action on a Chicago River tour.

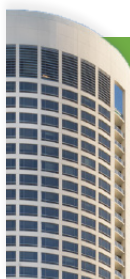
whatever task was at hand. And I usually succeeded.”

When that temporary project was complete and she needed to find new work, it was her “can do” attitude that led her to a new career. With no experience in collegiate work, she managed to secure a position with the University of Akron, Ohio, to be a “road runner”—Rebecca’s name for an admissions officer because of all the traveling that was required.

“I was sent to recruit in New York and New Jersey...with my Southern accent. It was hilarious! So many people I talked to didn’t even know where Akron was. They would ask me, ‘How far west of the Mississippi is that?’” Rebecca says with a hearty laugh. Nevertheless, she overcame

her obstacles and was a success. She went on to admissions jobs at the University of Miami and the University of Southern California and eventually became the Dean of Admissions at American University in Washington D.C.

After years in the university system, Rebecca was ready for yet another challenge. She was hired by a not-for-profit organization called the College Board, an organization that helps students prepare for a successful transition to college through programs such as the SAT and the Advanced Placement Program. Rebecca had her choice to take the position as the director of the office in either Boston or Evanston. She is grateful a friend talked her into



My first memory of the city is driving up Lake Shore Drive and everybody was out on the beach having a terrific time and I thought, 'This is a great place to be!'

turning down the Boston position. She told Rebecca that she'd love living in the Chicago area so much more. "And she was right," Rebecca says with a smile.

She remembers the move like it was yesterday. She packed her Toyota Celica with some luggage, a few potted plants and "not much else" and arrived in Chicago on July 1, 1983. She recalls, "My first memory of the city is driving up Lake Shore Drive and everybody was out on the beach having a terrific time and I thought, 'This is a great place to be!'"

Eventually, she ended up at Northwestern University. She started her full year of training to be an Architecture Foundation docent

while she was still working full time and planning to retire. Rebecca had no idea how much work went into being a docent. "It was intense! There is a lot of reading and homework is graded. Then you have to do practice tours until you feel like you are ready to be reviewed. When you finally get the 'thumbs up' from the reviewer, you need to do 13 more tours within a year and get reviewed one final time before you are finally certified."

Rebecca does both walking tours and Chicago River cruises. "The largest boats hold up to 250 people, so it can be quite a theatrical production. You have to keep people entertained," Rebecca says. "And you cover a lot of ground on a river cruise. I can talk about more than 70 buildings over

the course of a single tour." Docents are required to do at least 10 tours a year. To give you an idea of how much Rebecca loves what she does, last year she led 75 tours!

Although docents are volunteers, Rebecca feels she is compensated in so many other ways. "I like being an ambassador for the city, and I like being on stage trying to keep people interested. And I also like the body of material we have to learn. I feel as if I know the city so much better because I know the buildings, and I especially like the camaraderie with the other docents. We have a healthy competition going. And we all have the gift of gab!"

Rebecca has bonded with several fellow residents at The Clare who are also docents. "The designers of The Clare are Perkins and Will, an excellent firm located here in Chicago." Rebecca goes into "docent-mode" as she explains, "At 53 stories, there is no other place like The Clare in the U.S.: high-rise senior living in the heart of a city with a prime location and beautiful views. It had to be a challenge to get right. It's on a very small piece of property and has multiple levels of care."

People often ask what it takes to be a docent and what advice she has for anyone interested in pursuing becoming one. "You have to be committed. It's intensive training. You have to be comfortable with performing and public speaking. And you can't be boring. Knowledge is good, but performance is key. On the Chicago River Cruise, you also have to have a good memory and know your material because there is no time to refer to notes!"

In both her professional and volunteer work, Rebecca Dixon has achieved success by facing challenges with dedication, enthusiasm, and confidence—and yes, sometimes a bit of performance art thrown in for good measure. 🌟



Dixon recently gave a Chicago Pedway tour for Clare residents. Left to right; Shirley Mullin, Tom Daly, Joanne Daly, Rebecca, Marilyn Schmitt and Bob Day. Photo by Kathryn Brown.



Around The Clare



Concierge Michael Kwyer poses in his "Town Kwyer" costume.



Jim Stack and Anne Kern at a Newcomers event.



Sue Brown celebrates winning four tickets to "Circus 1903," a Broadway in Chicago production, at a Happy Hour giveaway.



Heather Ebner with her Friends and Neighbors Passport. "We frequently take advantage of the Passport offerings. We've gone to Sophie's (I like the small plates there); Bistronomic, which is lovely and top of the line for a special occasion; Pane Caldo; Café des Architectes at the Sofitel; McCormick & Schmick's; and Devon. All are excellent...and a short walk from The Clare."



Michael Rosenberg enjoys coffee and his paper in the Ambassador Lounge.



Chef Hagop, Natoya Johnson, and Angel Gray perform at the Staff Talent Showcase.



Jean Bertsh and Edith Schrage catch up at Happy Hour.



All aboard for a Mystery Bus trip!



St. Patrick's Day!

Thanks to Barbara Bernard, Kathryn Brown, and Dorothy Pirovano for submitting photographs to this edition of *The Clare Connection*. Submissions are always welcome!



Joanne Daly, Barbara Bernard, and Linda Chinn



Trudy Mack



Carol and Ralph Niebling



Bing Cady and Janet Reece



Katherine Miller



Joy Hammer and Jim Morton



Valentine's Day was sweet when Stan's Donut Van made a visit to The Clare—free donuts for everyone!



Linda and Bob Brooks

Whodunnit?

Mystery Dinner Night!

Dorothy and Larry Pirovano

Joyce Saxon

Nancy Niemi

Fay Stern

John and Virginia Hogan

Chris Lyon



Department Updates

Life Enrichment Hops to It!

Spring has sprung and the Life Enrichment Department's program offerings have been quite varied and exciting in the last few months!

Vertical Block Parties, for residents who live in the same tiers, continued to be a big hit; a new "Women Aware" event series was launched; residents journeyed to Skokie for a powerful tour of the Illinois Holocaust Museum; and as a special treat, 20 residents saw the smash hit "Hamilton" in March. As a lead-up to attending the show, residents enjoyed a script reading of "Seabury vs. Hamilton" by the Shakespeare Project of Chicago.

Mystery Trips continue to fill up fast. "These outings have been especially

fun to plan and execute," says Lori Griffin, Life Enrichment Director. "Something is happening here every day—from films to lectures to musical performances. Rush and Pearson is busy with life enrichment activities!"



Lindsey Payson,
art therapy intern

Art Therapist Award

Joanne Malleta, Director of Resident Health Services, and Nikki Gamble, Terraces Life Enrichment Manager, are proud to announce that Lindsey Payson, art therapy intern, whom they co-supervise, received a 2017 Hilgos Award from the School of the Art Institute of Chicago. Lindsey is a second year Master of Arts in art therapy student. She joined The Clare in September 2016 to bring to residents the benefits of art therapy, such as increased self-expression, improved cognitive function, and stress relief.



Lori Griffin, Director of Life Enrichment, and Michael Plowman, Director of Human Resources, Cozy Up to the Easter Bunny.



Yao Aoussi

Plant Operations Promotion

Congratulations, Yao!

Frank Buchberger, Director of Plant Operations, recently announced the promotion of Yao Aoussi to Technician III.

"After completing almost four years of training, hard work, and mastering the Clare maintenance standards program, including receiving his Pool Maintenance/Operator Certification from the Illinois Department of Health, Yao Aoussi worked his way up from Technician I to the position of Technician III. Yao has received many positive comments from our residents and his peers," said Frank.

Did you know?

Quick Facts about The Terraces at The Clare

SKILLED NURSING

48 skilled nursing beds on three floors (10, 11, 12) with 42 private suites available for short-term rehabilitation and long-term care.

THERAPY SERVICES

Physical, occupational and speech therapy with two full-time Physical Therapists; three full-time Physical Therapy Assistants; and four full-time Occupational Therapists

ASSISTED LIVING

14 Memory Care Assisted Living beds on floor 13 and 26 non-Memory Care Assisted living apartments on floors 14 and 15

ANCILLARY SERVICES

Pharmaceutical, laboratory, and radiology; social and educational activities; laundry services; and end-of-life or hospice care.

Staffing on The Terraces

Staffing levels exceed all State of Illinois and national requirements.

SKILLED NURSING

A registered nurse (RN) on each floor 24 hours a day, 7 days a week

Two Certified Nursing Assistants (CNAs) on each floor during the day and one overnight.

Staffing ratios exceed state and national averages with 5.23 total hours per patient day versus 3.54 (national) and 4.1 (state).

ASSISTED LIVING

A Licensed Practical Nurse (LPN) available 24 hours a day/7 days a week, which far exceeds state staffing requirements.

Resident Care Aides (who are all certified CNAs at The Clare) assist with the activities of daily living and social, recreational, cultural, and educational activities. The number of Resident Care Aides on assisted living floors and the number of hours they are available far exceeds state staffing regulations. ☺