



THE CLARE

CONNECTION

SPRING/SUMMER 2022 Issue 222



LETTER FROM KYLE



Kyle Exline, Executive Director



THE CLARE

Gold Coast Retirement Living Your Way

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*We find ourselves in a great position to
continue the success we have experienced
over the past 10 years.*

The Clare is a busy place! As you have likely noticed, there is a lot of activity happening inside and outside of our building.

In April, we kicked off the first phase in our building façade upgrade project, which consists of repairing cracks in exterior concrete, repainting the building and applying a waterproof membrane to balconies. Such upgrades are required for all buildings in the city as they age and are necessary every 15 years or so. We expect the project to take approximately two years, with completion estimated by November 2023.

In May, we wrapped up our LED light replacement project, which took about four months to complete. We converted the majority of our lights to LED to create significant energy and cost savings for our building. What's more, the new LED lights have a longer lifespan, so we will have far fewer requests for replacements.

We also finalized the Oxford Room renovation in May. We received and installed the enhanced audio/visual system, including new TVs, improved sound components and upgraded controls. This completes the project that also consisted of new carpet, paint and furniture.

Behind the scenes, we have a significant building humidification upgrade underway. When The Clare was constructed, the building humidification was undersized for what was needed and therefore caused drier air during colder months. The new system will double our previous capacity, and it should drastically improve humidification come winter.

The Clare continues to commit to reinvesting in the community on a physical plant level. This is especially crucial as we accommodate a full community. Currently, The Clare is 96% occupied, and we only have a few apartments left to sell. The demand for The Clare is at a historic high, with over 60 individuals on our waiting list. We find ourselves in a great position to continue the success we have experienced over the past 10 years. Ensuring our building meets the needs of our residents remains a top priority.

Thank you for your consistent support in all we do at The Clare. Have a wonderful summer! ☀️

Kyle Exline

NEWS FROM YOUR COUNCILS & COMMITTEES

Resident Advisory Council

JOHN CLUM | President

The Resident Advisory Council recently convened for its annual meeting. At this time, committee chairs reported on new activities, programs and services brought forth during the 2021-22 term. The Council also elected officers for the coming year (2022-23):

- John Clum, President
- Gail Margolis, Vice President
- Jackie Gilbert, Secretary
- Bob Day, Finance Officer

Jackie Gilbert joins the RAC, along with Chris Lyon and Christine Foh, who will chair the Life Enrichment Committee and Health and Wellness Committee, respectively. The following members remain as chairs:

- Suzanne Chapple, Dining
- Ken Mullin, Facilities
- Finance, Bob Day
- Hospitality, Gail Margolis
- Marketing and Communications, Harlean Barth

Meetings continue to take place at 3pm on the first Tuesday of each month. Residents are encouraged to attend and offer questions and suggestions. ☺

Hospitality Committee

GAIL MARGOLIS | Chair

The Hospitality Committee seeks to provide personal mentoring of new residents and develop activities aimed at increasing interaction of everyone within The Clare community. As COVID-19 restrictions have eased, our goal is to assist neighbors to fully participate in life at The Clare. This includes Newcomer Forums to facilitate socialization and provide crucial community information, as well as invitations for new residents to join committee members for meals.

The ever-popular Dine With New Friends dinners have been reinstated, too. Those who sign up are randomly assigned to tables in The Grafton or The Bistro to encourage all residents to interact with different neighbors. Most recently, the Hospitality Committee arranged a special celebratory party for the "Pandemic Class" of 2020-21. Thanks to the talented efforts of The Clare employees, this event was thoroughly enjoyed by all attendees. We look forward to continuing to welcome new residents throughout the rest of the year! ☺

Dining Committee

SUZANNE CHAPPLE | Chair

The Dining Committee works closely with Dining Services to express resident wishes and concerns and conversely to gain insight into dining operations and possibilities at The Clare. Our resident members are interested in menus, recipes, service, training, special events, catering, and more. A sense of hospitality is our common trait.

So far this year, we have looked behind the scenes to understand supply chain issues. We also started a family favorite recipe program and organized another Employee Appreciation Lunch (see below) to thank the amazing staff at The Clare. We are always listening, so please come to us with questions and feedback! ☺



Linda Chinn and employee Bennie Comer



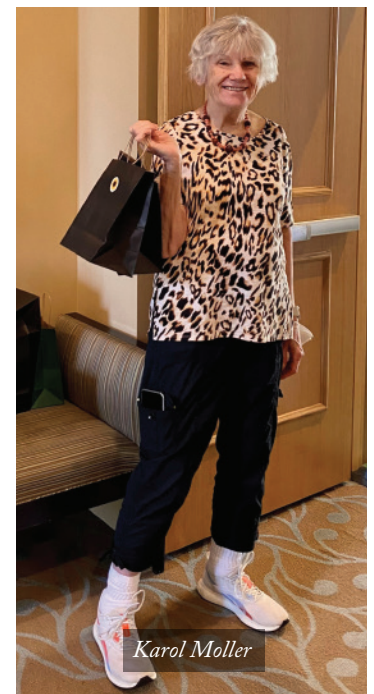
Carole Timmerman and Heather Ebner



Nancy Vincent, Elizabeth Conley and Linda Chinn



Employees Sylvia Grigsby, Rosa Castrejon, Chriselle Borja, Candace Parker and Bennie Comer



Karol Moller

The Clare Celebrates National Senior Health and Fitness Day

National Senior Health and Fitness Day takes place on the last Wednesday in May each year, and is the nation's largest older adult health and wellness event.

This year, rather than limiting it to a single day, The Clare celebrated with a week of various activities geared toward all aspects of wellness.

"We decided that extending the day into a week filled with events that hit on physical, functional and emotional wellness would be the best way to expand our residents' notion of what it means to be healthy," says Emily Delaney, Director of Resident Experience at The Clare. "We also wanted to showcase the comprehensive wellness offerings we have in the community."

The Clare's celebration kicked off with a blood pressure clinic hosted by the

community's Wellness Nurse Navigator, who took readings and provided informational materials to those who participated. Next up was an assistive device tune-up workshop led by The Clare's Therapy Manager and Fitness Manager, who worked with residents to ensure they are using their walkers, canes or rollators in the most effective way possible.

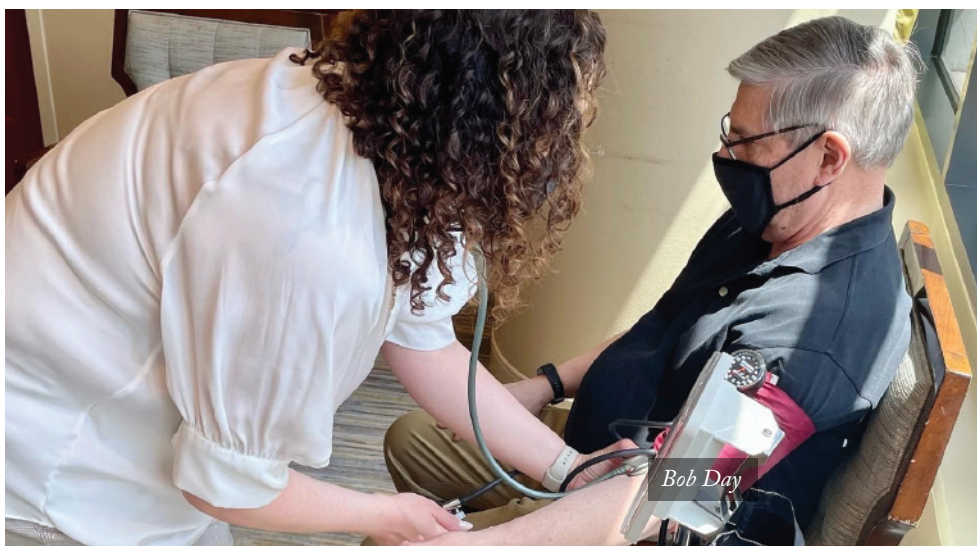
Mental health was also a focus during the weeklong celebration. Ann Marie Downing, owner of Heart Wise Relationship Coaching, visited The Clare to present on the power of saying no and how to prioritize self-care through the aging process. The week ended with a smoothie social, where residents had the opportunity to taste different smoothies curated to meet their bodies' needs following their morning workout.



“Residents appreciated the creativity and educational components of each event,” Emily says. “They were able to see collaboration between several departments at The Clare and the vital services they provide.”

Overall, the purpose of National Senior Health and Fitness Day is to promote wellness among older adults. With a week of wide-ranging activities, The Clare certainly achieved that goal.

“If we can spotlight senior health and fitness for a week and provide multiple layers of education, the hope is that it will have a lasting impact for our residents,” Emily says. ☺



Sara Aversa and Rich Kaczmarek

RESIDENT NEWS



Clare resident Delta Greene (right) received the Outstanding Docent 2021 award, the highest honor from the Chicago Architecture Center, at their annual Docent Appreciation Night on June 9. Delta has been a volunteer docent since 2008, one of the 400-plus member corps. In addition to being the tour director for two of the Center's 80 different tours, she is certified to narrate 11. Delta also served on the Docent Governing Body for six years and spent one year representing docents on the Board of Trustees. Throughout her career, Delta has been active in the Education Committee, which is responsible for educating new docents. Previously, she has received three service awards. ☺

Residents Continue Working After Move to The Clare

There is no one-size-fits-all when it comes to retirement, especially at The Clare. With various high-end dining venues, enriching programs and a dynamic downtown location, The Clare provides residents with the opportunity to create a lifestyle that suits their preferences.

Retirement doesn't necessarily mean ceasing to work, either. Many people who move to The Clare benefit from the community's amenities while furthering their careers.

Take resident Jim Spiegel, for instance. Jim works as a Technical Proposal Manager/ Locomotive Systems Engineer for Progress Rail, a unit of Caterpillar. He has been with the company and their predecessor for over 43 years, helping railroad customers to determine the right products and services for their needs and to acquire new locomotives for their operations.

"I'm very fortunate to do the kind of work that I find to be very fulfilling and satisfying, and that my company manufactures a product that I've been interested in since I was a child," he says.

With his job providing him with such a sense of purpose and allowing him to live out childhood dreams, Jim never considered giving it up when he moved to The Clare. Rather, he continued to work from his new apartment, and the community adds to his overall wellbeing.

"The Clare had everything to offer in terms of location, a wonderful leadership team and a policy of continuous improvement, which fit my goals perfectly," he says. "Even though I'm still working, it was the best possible opportunity for me to move here."

Resident Christine Foh had a similar experience when she came to The Clare in September 2020. A unit became available that checked all of the boxes for her – two bedrooms, kitchen windows, a balcony on a low residential floor – and she simply couldn't pass it up. So, she and her two cats moved in, and she continued to work as general counsel for the Alzheimer's Association from her new home.

"It was no different than working from your home anywhere else, and the advantage was having access to the wonderful services, fitness center and gourmet meals available at The Clare," Christine says.

Christine officially retired from her job in December 2021, after a little over a year of working remotely while living at The Clare. Even so, she remains busy. She has taken on more responsibilities in her volunteer work at Holy Name Cathedral and enrolled in The Clare's mentorship program with students at Loyola University of Chicago. She plays bridge every week with her fellow residents and makes the most of The Clare's convenient location near the Lookingglass Theatre.

"It's really important to not just plop yourself down in front of the TV when you retire," she says. "I wanted to have a plan, I wanted keep my mind active and I wanted to have a community of people to do things with."

Jim and Christine are only two examples of residents who kept working following a move to The Clare. There are a number of others who maintain professional endeavors, whether that be teaching at universities across the country, authoring books and plays or pursuing hobbies and developing new skills. ☺

*"The Clare had everything to offer in terms of location, a wonderful leadership team and a policy of continuous improvement, which fit my goals perfectly."
~Jim Spiegel*



2022 Chicago Dragon Boat Race



The Clare Crewsaders



The Clare Crewsaders gear up for their first race.



Roberta Weisberg and Jo-Ann Michalak



Dick Podmore, Carolyn Driscoll and Beth Mitchell



Anne Van Amerongen, Sally Schwartz, Joanne Celewycz, Residency Counselor, Cathy Milano and Fitness Manager, Kim Chalekian



The Clare Crewsaders warm up before their first race on June 25, 2022.

AROUND
THE CLARE

Pi Day



HD Mitchell



Rose Kao and Luise Kappe



Luise Kappe

Roberta Weisberg



Sue Lopaika and Betsy Kennedy

St. Patrick's Day



Gail Margolis, Jack Jennings and Steve Molinari



ML Karth, Jeanne Aronson,
Nancy Lee Spilove and
Barbara Greenwood



Linda and Bob Brooks



Suzanne Turner and Sue Brown



Carole Timmerman, Judy Blunk,
Manya Pleva and Joan Green



Sally Kinnamon, Karol Moller
and Marlene Bailey



Garden Party



Barbara Bernard and Julia Munoz



*Fran Spiegel, Judy Blunck, Marilyn Schmitt,
Phyllis Berning, Christine Foh and Joanne Daly*



*Nancy Lee Spilove, Suzanne Turner,
Bob Arzbaeher and Joan Arzbaeher*



Sue Lopatka and Mary Davidson



*The Clare Garden Club: Suzanne Turner, Roberta Weisberg,
Beverly Rodgers, Joyce Johnston, Dorothy Pirovano and Heather Ebner*

The Clare Earns Top Marks in Resident Satisfaction Survey

Residents are happier than ever to be living at The Clare, as they indicated in a recent survey conducted in the community.

Overall satisfaction at The Clare ranks at 91%, according to the results of the 2021 The Clare Resident Satisfaction Survey. This percentage is based on high ratings in three categories in particular:

- Very satisfied with The Clare as a place to live (93%)
- Would recommend The Clare to friends and family (91%)
- Feel at home at The Clare (89%)

“Our overall results are the highest they’ve been,” Executive Director Kyle Exline says. “I think it speaks to the stability and longevity of our team, as they’re the ones providing the high-end levels of service to our residents.”

Indeed, residents pointed to staff and fellow residents as two components they like best about The Clare community.

“I think it speaks to the stability and longevity of our team, as they’re the ones providing the high-end levels of service to our residents.”

~Kyle Exline

“Our residents love being at The Clare for the people here – their neighbors and our employees,” Kyle says. “The Clare’s sense of community always outweighs every other amenity we have.”

In addition to answering standardized questions, residents filled in individual comments and suggestions about The Clare at the end of the survey. In these notes, they commended everything from activities and fitness classes to peace of mind and dining services.

“This gives us real-time feedback of what is working well and demonstrates opportunities to improve certain areas,” Kyle says. “In many ways, these comments are more important than the general scores.”

With such positive results, The Clare certainly has a lot to be proud of. However, you won’t see The Clare team settling or sitting back any time soon.

“Resident satisfaction is evolving at all times,” Kyle says. “Expectations shift with each new resident who moves in. We are aware of that and prepared to adjust our services based on continued feedback.”

The survey was conducted in conjunction with Sensight Surveys and Life Care Services, which is The Clare’s ownership and management company. Of the 263 Independent Living residents who received the survey, 238 returned it for a 90% response rate. All responses were entirely anonymous. The Clare typically conducts the survey every two years to gauge resident satisfaction and identify areas of improvement. ☺

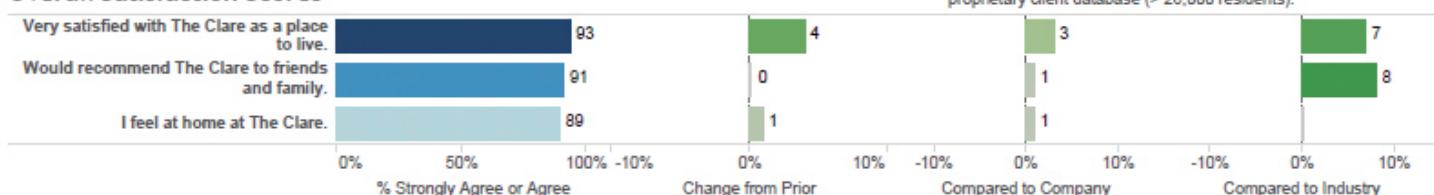


THE CLARE

Resident Satisfaction Summary

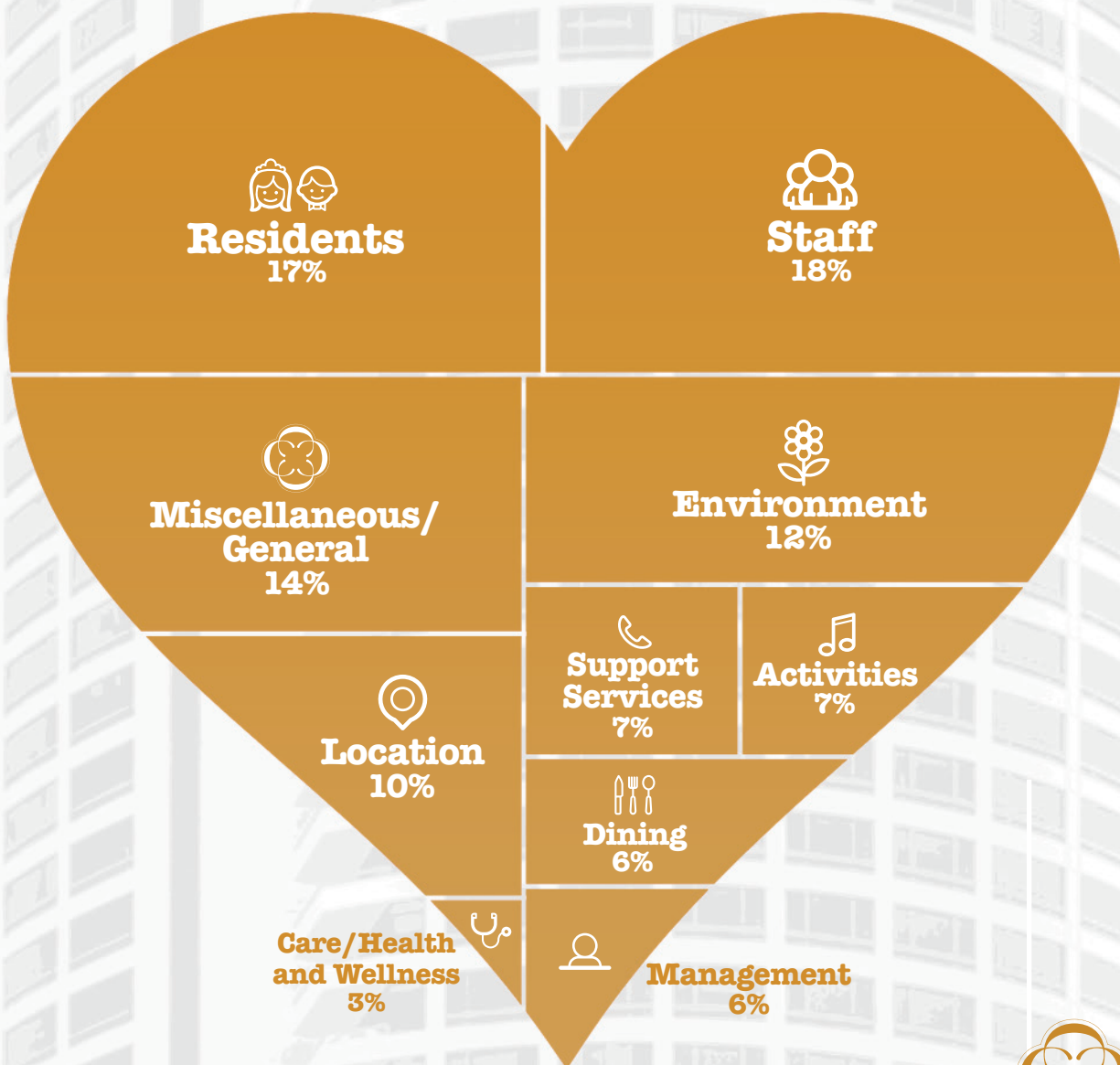
Overall Satisfaction (Average of 3 overall satisfaction scores): **91%**

Overall Satisfaction Scores

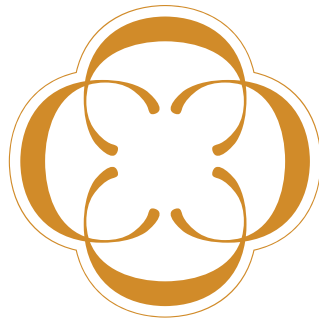


Positive Comment Themes

What do you like best about your community?



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