

# CONNECTION

THE CLARE

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THE CLARE

EMPLOYEE  
APPRECIATION LUNCH

RESIDENT FEATURE  
PAUL F. GEHL





**Edited & Designed By**  
**Emily Delaney, Director of Resident Experience**  
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# A LETTER FROM MONICA



Monica Rusboldt  
Executive Director

**AT THE BEGINNING OF EACH YEAR** I take a mental inventory of the exciting things that happened in the previous year and what our community can look forward to in the new year. 2024 has been no different, and I can genuinely say The Clare has hit the ground running.

To get a pulse on the community, we distribute a Resident Satisfaction Survey every other year and did so in mid-January. I'm pleased that our 2024 survey resulted in an overall satisfaction rating of 90%. We had 200 Independent Living residents complete the survey, which means our results indicate more than a majority of the populations thoughts on how the community is running. High levels of satisfaction

were voiced in various areas, including events and programs, dining services, friendly neighbors, staff professionalism, the sophistication of the community, and The Clare's location. Of course, we expected opportunities for improvement to be captured through the survey process—the areas identified included work order communications, resident education in I.T. services, and a continued emphasis on The Clare's security.

Based on the feedback from the satisfaction survey and as a means of adjusting to the ever-changing world, we decided to move forward with a security assessment in March to identify what we can be doing better to ensure the safety and well-being of Clare residents and staff. We took away four suggested improvements to enhance security now and in the future, including new security cameras for the outside of the building, adding increased fob entry points, revising the visitor check-in process and enlisting the same security firm to complete quarterly perimeter screenings and assessments.

We continue to reinvest in the community with large-scale capital projects that are planned year after year—in 2024 alone, we allocated \$3.77 million to these projects. We were pleased to reopen the 9th floor Terrace this spring after having it scaffolded last summer as we completed the two-year façade project. As Summer approached, it has brought me joy to see the gardens outfitted with flowers and foliage and see residents take advantage of the space again. In line with improving our community esthetically, we are officially in the final stages of the Independent Living Corridor remodel—a project that began in January of 2023. New paint, wallcovering, chairs, carpet, and art are being installed, and I'm happy to report that the feedback from residents has been overwhelmingly positive.

As the year hits its halfway point, I continue to be amazed by how much can happen in the span of a few months. As we progress into the latter half of 2024, I plan to continue to foster an engaged and collaborative relationship with every resident so we can continue to make The Clare a place you love to call home.

A handwritten signature in black ink that reads "Monica Rusboldt". The signature is written in a cursive, flowing style.

Monica Rusboldt, Executive Director

# RESIDENT ADVISORY COUNCIL UPDATES

**INTRODUCING THE 2024-2025 RESIDENT ADVISORY COUNCIL** The Resident Advisory Council (RAC) hosts its annual election every May, inviting Clare residents to apply and serve on the council and its seven committees. The RAC represents the resident population and focuses on matters related to The Clare's welfare and promoting lifestyle development and growth opportunities for all residents.

With this election, the RAC welcomed three new members: Rosalie Bork, Suzanne Turner, and Janet Reece. There have also been changes in the officer seats, with Beth Mitchell as President, Christine Foh as Vice President, and Rosalie Bork as Secretary.

The seven committees represent the departments at The Clare: Dining, Facilities, Finance, Health & Wellness, Hospitality, Life Enrichment, and Marketing & Communications. All residents are invited to apply to serve as members for committees that align with their interests. Each year, the committees introduce new and imaginative ideas to enhance community life, while carrying out existing events and initiatives that have proved to be popular in the past.



Beth Mitchell  
RAC President



Christine Foh  
RAC Vice President/  
Health & Wellness  
Chair



Rosalie Bork  
RAC Secretary



Chris Lyon  
Finance Chair



Michael Fain  
Facilities Chair



Gail Margolis  
Hospitality Committee



Suzanne Turner  
Life Enrichment



Janet Reece  
Marketing &  
Communications Chair

# DEPARTMENT UPDATES



Michael Plowman  
Director of Human  
Resources

**HUMAN RESOURCES** In today's competitive business landscape, creating a successful and thriving workplace hinges on two key elements: attracting top talent and fostering a supportive company culture. This year, recruitment efforts are already paying off! We've seen a significant increase in qualified applicants per position.. This wider pool allows us to meticulously select the perfect fit for The Clare and our residents. Human Resources focus for 2024 is to explore how to build a thriving workplace with our Director Team and discuss creative ways to cultivate a positive and engaged work environment, ensuring every employee feels valued and empowered. We are also working to address the ever-present challenge of burnout by encouraging our staff to take time off to enjoy all life has to offer.



Emily Delaney  
Director of Resident  
Experience

**RESIDENT EXPERIENCE** Time seems to be moving very quickly this year. It feels like just yesterday we were planning for The Clare's 15th Anniversary Party that we hosted in January and as I write this, we are planning the Annual Garden Party! Like every other department, The Resident Experience Team has been hard at work the first half of the year. In response to feedback received on the Resident Satisfaction Survey, we are making some improvements to different parts of the Resident Experience Team. We were thrilled to welcome an additional part-time driver to our driving team in April. With this addition, we can offer transportation until 11pm six days a week. The Front Desk has undergone a big transformation in the last year, and we are still striving for improvement. We plan to cross-train the receptionist with some of the responsibilities of the concierge , including guest suite and transportation reservations, etc. We hope this will ensure smooth service for all while in the lobby.



Francesco Tardio  
Director of Dining Services

**DINING** 2024 has brought a lot of exciting changes to the Dining Department. We started the year strong by promoting several team members—Jackie Milano and Omer Desaba were promoted to Dining Services Supervisors, and Bryan Oyervides was promoted to Dining Services Manager. Having a fuller management team has strengthened our ability to manage a large department and has resulted in better experiences for the residents who dine with us daily. As part of our ongoing commitment to quality and innovation, we introduced a Hydroponic Garden in The Bistro that provides a fresh and sustainable source of herbs for Chef Hagop to use as garnish and ingredients. Additionally, we made a few small improvements in the 17th floor dining spaces with newly upholstered chairs in the dining and a reimagined space in the back of The Grafton with new wine cubbies for resident use.



Liza Steinfeld  
Administrator

**THE TERRACES** As many know, The Terraces is rarely quiet and the start to 2024 has been no different! We recently had our annual Skilled Nursing survey through the Illinois Department of Public Health (IDPH), which resulted in a perfect Survey with no deficiencies. This March, The Terraces Team welcomed a new Assisted Living Manager, Dashira Contreras who comes to The Clare with more than 10 years of experience in an assisted living and memory care setting. As we move into the summer, we are working on a major transition for our Electronic Medical Records System from Vision to PointClickCare (PCC). This transition will help with staff efficiency and aid in our recruiting efforts as it's a more widely used system for nursing departments in other community settings.

# CHEERS TO 15 YEARS OF THE CLARE

**WHEN TASKED WITH PLANNING** a celebration fit for The Clare's 15th anniversary, Emily Delaney, Director of Resident Experience, and Francesco Tardio, Director of Dining, immediately set to work on party planning. The event, held on Thursday, January 11, beautifully exemplified the last fifteen years at The Clare. It provided residents with an evening filled with great food, delightful drinks, vibrant décor, live music by a four-piece jazz band, a photo booth to immortalize memories of The Clare, and much more!



Nancy & Ned Ryan



The Clare's Director Team  
*(not pictured: LaJuane Johnson)*



Jay & Kelly Tunney



Stanley Paul, Edith DeMar and Anne Kern





Carol & Ralph Niebling, Emily Delaney and Barb Arsenault

*“Seeing everyone dressed to the nines and having a fabulous time at the party was a great reminder of why The Clare is so special!”*  
*-Monica Rusboldt,  
Executive Director*



Janet Reece and Beverly Rodgers



Joel & Judy Goldberg



Roberta Weisberg



Brenda West and Stan Heller



Bob & Linda Jagla



Chef Hagop



Paul & Ellen Gignilliat

# ANNUAL EMPLOYEE APPRECIATION LUNCH

**ONE OF THE REMARKABLE** things about The Clare is the strong bond between the staff and residents. Of course, the staff at The Clare are here to provide excellent service to the residents each and every day, but the uniqueness lies in the residents' desire to reciprocate the gesture.

This resident-staff relationship is evident in everyday interactions and during a few events each year that the residents plan to honor and thank the staff. The annual Employee Appreciation Lunch, organized by the Dining Committee that is led by Suzanne Chapple, exemplifies the extraordinary connection. As Suzanne puts it, "Clare residents and Clare employees together form our community. Every day I see instances of close connection, concern, and helpfulness."

This event has a long history at The Clare. Initially starting as a breakfast gathering in 2017, the employee appreciation meal has since evolved and now is a lunch (although dinner for the employees who work later in the day is generously provided). Suzanne enlists a team of committed volunteers to thoughtfully plan and execute the day to ensure that every staff member receives a tasty meal, is recognized, and is made to feel special.



Danielle Lewandowski and Jackie Gilbert



Linda Chinn, Barry Mitchell and Linda Jagla

*"Clare residents and Clare employees together form our community. Every day I see instances of close connection..."*

*-Suzanne Chapple,  
Dining Committee Chair*



Diane Guadalajara Jimenez and Norma Shaw





Janet Reece

*"This lunch is a complete role reversal and it's very well received by the staff."*

*- Michael Plowman,  
Human Resources Director*

Attention to detail is apparent as every last thing, down to the greeting employees receive upon entry, is well thought out. Residents generously contribute in multiple ways: some make homemade dishes and baked goods, while others make monetary donations that fund the purchasing of supplies, decorations, and catered items. Additionally, their involvement extends to volunteering to handle the setup, restocking the buffet, serving and greeting during the lunch, and cleaning up following the event. There is a place for every resident to participate as much or as little as they would like.



Nicole Childs, Carmelita Williamson, Latoshi Tanksley and Shamika Edwards

Michael Plowman, Director of Human Resources states, "Day in and day out, the employees do their best to provide to our residents. This lunch is a complete role reversal and it's very well received by the staff." It's rare to see this role reversal at a community like The Clare, but that is what sets our community apart from others. The staff and residents want to see each other thrive, which is central to The Clare's culture and success.



Telly Magpayo, Karen Vivas, Nikki Gamble and Summer Johnson



Sheila Rock, Barry Mitchell, Jan Holzheimer and Margaret McCamant

# RESIDENT PROFILE

## PAUL F. GEHL: A PASSION FOR KNOWLEDGE & COMMUNITY

**FIVE DAYS A WEEK** Clare resident Paul Gehl makes the short six-block walk to the Newberry Library, where he has spent countless hours researching, writing, and curating one of the most extensive collections on printing history in North America. He couldn't feel more at home because, for 35 years, this was Paul's passion, as well as his career. Even in retirement, Paul's dedication to the library remains unwavering as he continues to explore new subjects and share his knowledge with the younger generation of curators and scholars.



Paul in his office at The Newberry circa 2008  
*Photo courtesy of the Newberry Library*

Born in Wisconsin, Paul grew up in Fort Lauderdale, Florida, a town he refers to as "the land without books." Of course, Paul is only half joking because how could a self-proclaimed "bookworm" cultivate a passion for history without access to books? Paul was the younger of two sons and when it came time for him to choose a college, his parents put one parameter on his search: the college must be Catholic. His brother, whom Paul described as "taller, bigger, stronger and faster", had gone to Notre Dame to study science and engineering. In true younger-brother fashion, Paul departed from his brother's choice and chose John Carroll University and a totally different field of study.

At John Carroll, he dug deeply into his love of history and earned an AB Classics in 1971. A year abroad at Loyola University Chicago's Rome campus during his junior year ignited a passion for Renaissance studies that would shape his academic pursuits and later, his career. After earning his Masters and Ph.D. in history from the University of Chicago, Paul embarked on a path that would lead him to a career at the Newberry Library, but not without a few detours first.

**A LEGACY OF EXCELLENCE** After The University of Chicago, Paul dipped his toe in academia at Northwestern University, teaching in the Department of History and Literature of Religions. He quickly realized that teaching was not his calling. Around the same time, Paul found himself at the Newberry as a volunteer when someone suggested he might apply for an opening. He did, and thus, a career spanning over three decades began. During Paul's tenure, he held various positions, including Assistant Director of Research and Education. At the heart of his illustrious career at the Newberry Library lies his role as the Custodian of The John M. Wing Foundation on the History of Printing. The Wing Foundation, one of the largest collections on printing history, calligraphy, and design in North America, is a testament to the Newberry's commitment to preserving and promoting the art and craft of the printed word.

As Curator, a position he held from 1987 until his retirement in 2016, Paul was entrusted with the responsibility of overseeing this remarkable collection. His dedication to expanding and enriching The Wing Foundation was evident in his creative approach to acquisitions, working closely with donors to secure new additions and meticulously

*"It's a very creative thing even though you are just buying books. You choose items that are on target for research you know is in progress and hope to see in the future..."*

*-Paul Gehl*

enlarging the collection to ensure its relevance for future generations of researchers and enthusiasts. Paul mentions, "You have the ability to assume that the rest of the collection will inform what you are doing and to choose items that are on target for research you know is in progress or hope will be in progress...so it's a really creative thing." Under Paul's stewardship, The Wing Foundation flourished, attracting scholars from around the world who sought to explore the rich history of printing and its impact on society. One of Paul's proudest achievements is knowing that researchers who have scoured libraries across the country find items at the Newberry that they have been searching for. To be responsible for the missing piece of the puzzle is a pleasure that Paul relishes. Eight years into his retirement, he still receives notes from researchers expressing their gratitude.



Paul pictured at the Renaissance Society of America Awards Ceremony where he received the Lifetime Achievement Award  
*Photo courtesy of the Newberry Library*

Paul's expertise in Renaissance Italy, honed through years of research, travel, and publication, brought a unique perspective to his role as Curator, enabling him to forge connections between the collection and the broader context of human knowledge. Throughout his tenure at the Newberry, Paul traveled to Italy for research and published numerous works on the subject, cementing his reputation as a leading scholar in the field. In recognition of his outstanding achievements, Paul was awarded the prestigious Kristeller Lifetime Achievement Award by the Renaissance Society of America in the Spring of 2024. This honor is particularly noteworthy because Paul was the first recipient who had not spent his entire career in an academic setting. Per the Renaissance Society of America, "the award is designed to honor a living scholar for a lifetime of achievement rather than for an individual work or works of scholarship." This recognition highlights the impact of his work beyond the boundaries of traditional academia and serves as a testament to his dedication and the significance of his contributions to the field.

**CONNECTING PASSIONS AND COMMUNITY** For Paul and his husband, Rob Carlson, the decision to make The Clare their home was a natural one as retirement crept up. During their working years, living in the South Loop provided a healthy distance from the Newberry for Paul and the American Library Association for Rob, but after Paul's retirement, he realized a shorter commute would be ideal. The couple admired The Clare's architecture as they saw it being built and friends and acquaintances were some of the first to call The Clare home. They knew they had found a place that would support their shared appreciation for lifelong learning and intellectual stimulation.



Paul and his husband Rob Carlson pictured in their apartment at The Clare in the Spring of 2023

Since moving to The Clare, Paul has found his place in the community, serving as a bridge between the residents and the Newberry Library. He and Rob have hosted events, invited curators to share insights on upcoming exhibitions, and eagerly share their knowledge of the library's collections with neighbors. Paul's passion for history and his long-standing connection to the Newberry have enriched the lives of many at The Clare, fostering a deeper appreciation for cultural treasures that lie just beyond their doorstep.

*"A lot of [Clare Residents] have taken courses, volunteered or are donors... the proximity makes it a logical resource for people who live here."  
-Paul Gohl*



# THE CLARE

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Your Way.

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