



Johanson Wing
Handbook for Residents



**Handbook for Residents
In Skilled Nursing Care**

**2320 West 113th Place
Chicago, IL 60643**

773-474-7300

smithvillage.org

A Smith Senior Living Community

Letter from the Executive Director

At Smith Village, we are honored to provide you with the care and support you need at this time. Whether it is for a short-term stay for rehab services or a need for assistance with a chronic condition, we are committed to making your move into skilled nursing care at Smith Village a pleasant experience.

You can be confident that we will fulfill our promise to support you and your family. We share your desire to simplify your adjustment to a new setting. And, we encourage you and your family to take advantage of the benefits, amenities and services we offer.

As you move into the Johanson Wing of Smith Village, please ask us to assist you in feeling comfortable and at home. You'll enjoy our wonderful dining, a robust calendar of activities, the welcoming spirit of our community, and the dedication and commitment of our staff members.

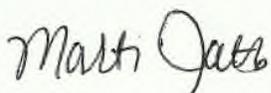
Because it is important that you understand Smith Village's policies and procedures for skilled nursing care, we have published this handbook to acquaint you with the myriad of programs and services available to you. It contains important information about daily life and services, emergency procedures, and suggestions to ensure your medical, dental and podiatric needs are met. This handbook also outlines your rights and responsibilities as a Smith Village resident in skilled nursing care.

Please keep this reference handbook so you and your family can review. And, of course, I am eager to hear your suggestions about ways to make life at Smith Village even more rewarding.

Also, the Receptionist has a copy of the most recent results of an annual survey conducted by the Illinois Department of Health. We are very proud of the high marks Smith Villages continues to earn, and encourage you to read it at your convenience.

Please enjoy the vitality and security of Smith Village's lifestyle. Celebrate friendships old and new. And, be assured, we dedicate ourselves to serving you.

Best wishes,



Marti Jatis
Executive Director

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Your New Community

Welcome to Smith Village

With Smith Village as your new home, we are happy to help you adjust to your furnished residence in the Johanson Wing with keepsakes you treasure. Smith Village has selected the bed and basic furnishings for your comfort and safety.

We know that you and your family will treat your new residence with respect for our community and your neighbors. If you have any questions about your new residence, please call Social Services at ext. 7377.

Care Plans

When you move into Smith Village, we encourage you and your designated family member or friend to participate in a private meeting with Smith Village staff members from Nursing, Social and Dietary Services to devise a plan of care exclusively for you.

Smith Village also conducts quarterly meetings with you to ensure that all care plans are addressing your needs and concerns.

Image of Smith Village

Windows are highly visible areas for residents and guests. To maintain our community's aesthetically pleasing appearance, please help us present an attractive community to our neighbors.

Place only small plants, ornamental objects and decorations in windows and on windowsills. Smith Village's Executive Director reserves the right to request that items be removed.

Travel and Time Away from the Community

Should you plan to be away for 24 hours or a period of time longer than a single day, please discuss this with a member of your healthcare team who will prepare medications and equipment for you to use while you are away.

Also, please call Social Services at ext. 7377 to inform them of your destination and to complete Smith Village's form.

Gratuities and Tips

It is the privilege of the Smith Village staff to serve you. So, tipping is strictly forbidden. In your previous home, it certainly was not your custom to tip family members for doing things to make your life more comfortable.

The same principle applies to Smith Village staff members. Staff members understand that accepting gratuities, gifts or tips will result in disciplinary action up to and including termination.

If you wish to express your appreciation to a staff member, please tell him or her how much you appreciate having them help you.

We also encourage you to take advantage of employee recognition programs developed by Smith Senior Living's Human Resources Department. And, if you wish, you may make a contribution to the Employee Holiday Gift Fund that is shared once a year with all hourly staff members.

Emilie's Fund

Emilie's Fund provides for the care and services to residents who have outlived their means. Smith Senior Living contributes an average of \$1 million each year thanks to Emilie's Fund.

Gifts can be made directly to the Fund, or by using our custom cards at the Reception Desks and by participating in some of our special events.

Contributions may be made directly to Emilie's Fund, 2320 W. 113th Place, Chicago 60643 or contact Coleen Barkmeier, 773-474-7351.

Our Community Lifestyle

Resident Council

The Resident Council for Skilled Nursing Care advises the Smith Village executive team about ideas and suggestions from residents.

The Council meets monthly with all residents. The Council also conducts an annual meeting that includes the election of officers.

Most importantly, life at Smith Village reflects the desires of the majority of residents as expressed through this Council. The Resident Council also provides a way to communicate with Smith Village's Board of Trustees.

Family Council Meetings

For residents in Alzheimer's/Memory Support, quarterly Family Council Meetings ensure that families have a venue for discussing matters of concern and seeking answers to questions. Of course, private meetings can be scheduled for pressing matters.

Activities and Social Programs

Smith Village's full-time Life Enrichment, Activity and Fitness teams provide a variety of programs designed to interest you. This team regularly consults with the Resident Council and welcomes suggestions from every resident.

We encourage you to join in planned activities and programs that interest you, and to be willing to explore and develop new interests. You will find these activities are great ways to meet new friends and to enjoy being part of a community of people who share long-time and new interests.

You will receive *Village News*, our monthly newsletter, *and a* monthly planner that includes a calendar of events, reminders about when to sign-up for special activities and plans for the month's celebration of residents' birthdays.

Typical planned activities include: board and card games, book clubs and other discussion groups, arts and crafts classes, educational programs, movies, travelogues, musical performances and socials. Participation is voluntary.

For more information or to make a reservation, call the Reception Desk at ext. 7700 or check our in-house TV announcements on Channel 3.

Spiritual Life at Smith Village

Smith Village encourages and provides contact with community churches and arranges for on-campus religious services. A chapel service is held weekly for all faiths and special celebrations for Christmas and Easter seasons.

Services for individual denominations are also welcome and can be arranged with the Life Enrichment Department. Residents are welcome to invite their own minister to visit. Pastoral care for individual residents can be arranged through the Life Enrichment Department ext. 7721.

Visits with Pets

We know that pets can be dear friends; so, we allow and encourage your pets to visit you in your room. Volunteers and their pets, who are certified by pet therapy programs, also visit Smith Village on a regular basis. Please let a staff member know if you'd welcome such company.

Smith Village only allows pets to live in the Independent living residences.

Literature for Other Organizations

Please be mindful that your neighbors at Smith Village might not share your personal and religious beliefs. Please do not distribute proselytizing literature or leave it in common areas and also ask your visitors to follow this guideline.

Dress Code

There is no dress code for residents in Skilled Nursing Care. Your comfort is our sole concern.

If however you decide to visit public areas in Smith Village, you are encouraged to dress for dining, for events in the Commons and on the Village Green, and when you travel as part of the Smith Village community. You should never wear housecoats, slippers or bathrobes in common areas.

Please inform your guests about Smith Village dress code. For the Marketplace Café, casual attire, including jeans and shorts, is permitted. Shoes must be worn at all times. Please advise your guests. Please ask the Resident Services Director any questions you have regarding dress code.

Smith Village Common Areas

You are welcome to visit with family and friends in several lovely areas throughout Smith Village and on its campus.

Formal Living Rooms

The formal Living Rooms located at the 112th and 113th Place entrances offer lovely and gracious places to greet guests and visit with family and friends.

Community Hall and Club Room

You are encouraged to participate in a variety of social, educational and spiritual programs held in the Community Hall which is located near the 113th Place entrance of Smith Village. Check your monthly calendar of activities to learn about new programs that appeal to you.

If you need assistance with transportation, please call the Life Enrichment Department at ext. 7721.

Café for Casual Dining and Marketplace

Casual dining in the Smith Village Marketplace allows you to enjoy a meal or snack with family and friends.

It is located near the Formal Dining Room. The Marketplace offers soup, salads, sandwiches and sweets. It is open Monday through Friday from 11:30 a.m. until 6:00 p.m.; on Saturday from 11:30 am until 5:00 p.m.; and is closed on Sunday.

Private Dining Room

For your special occasions, an intimate dining room with an entrance through the Formal Dining Room can comfortably accommodate as many as 16 people. Smith Village encourages you to reserve this room as a perfect way to entertain family and friends.

Reservations for the Private Dining Room are accepted on a first-come, first-served basis. Make your plans with the Dining Room Manager at extension 7330.

For special menus, please plan these events at least two weeks in advance and share your ideas with the Dining Room Manager. At that time, you can review and discuss additional charges for menu selections. These charges for food and additional service staff will be confirmed in writing. All charges will be included on your next month's statement or you may pay for these parties with a check.

General Store

Independent living residents volunteer to staff Smith Village's General Store located near the 113th Place entrance to our community. It sells cards, toiletries, candy and some gift items.

Please see your monthly planner and calendar for store hours and sale specials. Hours also are posted on the window of the store.

If you have suggestions for merchandise, talk with a resident working in the store.

Outdoor Areas

Residents in all areas of our community have access to outdoor areas for walking and enjoying fresh air. The Jim Fitch Garden, located off the Dining Room and Marketplace Café, offers tables and chairs for relaxing and dining.

There also is a secured garden for guests and residents who live in Smith Village's Alzheimer's/Memory Support areas.

Administrative Offices

For your convenience, the Smith Village administrative offices are located near the main entrance. Office hours are Monday through Friday from 9:00 a.m. until 5:00 p.m., except holidays.

For your convenience, there is a waiting area near the Reception Desk immediately outside the entrance to these offices.

Healthcare Services

Medical Chart

For your well-being and in compliance with State and Federal regulations, Smith Village maintains an up-to-date, medical record of your diagnoses, treatments, medical history and medications.

When you see your physicians and dentist outside of Smith Village, they are required to complete a Consult Form that you bring to the Nursing Station on the day of the visit. Please tell the appropriate person at your assigned Nurses' Station about your appointment ahead of time so the proper form will be prepared for you to take to your appointment.

Your medical chart also contains an information sheet about you. Please notify us whenever there are changes such as names, addresses and phone numbers of your physicians and dentist.

Smith Village is among the first continuing care retirement communities to use an electronic medical records system so that your up-to-date medical records will be immediately available at any moment.

Medical Care at Smith Village

Every month, healthcare providers visit Smith Village to provide key services for your convenience. Additionally, the Smith Village healthcare team works directly with your primary care physician to ensure continuity of care.

Dentistry, Podiatry and Ophthalmology

Dental and podiatric services are provided in the Wellness Center. To make an appointment, call the Wellness Center at ext. 7400. Consult *Village News* for the monthly schedule. You will be billed directly for this service.

Should you have a need for dental work or an eye examination, treatment or optical service at Smith Village, an appointment can be made by calling your assigned nursing station. Payment for services should be handled directly with the specialist.

Pharmacy Services

All residents in Skilled Nursing Care are required to purchase their prescriptions through our pharmacy services. At Smith Village, we use specially-packaged medications to carefully manage the prescriptions that you take.

All requests for medications or pharmacy services are made through the Nursing Department and must be approved by your attending physician. Emergency medications are delivered promptly. Your prescription statement and billing invoice will be sent to you and the person you designate to pay your bills.

Therapies: Physical, Occupational and Speech

To obtain therapeutic services at Smith Village, please request an appointment with your physician, who can authorize them under your Medicare *Part B* coverage.

Restorative Services

This resource at Smith Village can help you maintain your strength once you have completed physical therapy. These helpful services are available on a fee-for-service basis, and may be covered under Medicare Part B. They may be needed to optimize your health.

Dining Services

Meals and Dining Rooms

Breakfast, lunch and dinner are served at various times throughout the day in the Dining Room on each floor of the Johanson Wing.

Our Dining Services Department is dedicated to providing nutritious, tasty meals that will delight your eye and your palate. Your server can assist you in making your menu choices.

All meals meet the recommendations for a nutritious dietary program. A Registered Dietician consults with our Food Service Director. Therapeutic diets prescribed by your physician can be provided.

Meal Delivery Services

If you are not able to eat in the Dining Room, a member of your nursing team will arrange for meals to be served in your room.

Meals for Your Guests

Your guests are welcome to dine in the Marketplace Café and pay for their own meals.

You also are welcome to dine in the Café and entitled to use a \$5.00 voucher to apply to the cost of your meal. Please stop in the Dining Room on your floor to pick-up a voucher before you go to the Marketplace Café.

Private Parties for Special Occasions

If you would like to host a special celebration or to host a meal in the private Dining Room adjacent to the Independent living Dining Room, please contact Dining Services Manager at ext. 7330. Please make your plans at least two weeks in advance. These charges can be added to your monthly statement or you may pay with a check or cash.

Services and Amenities

Mail

All U.S. mail is delivered to your residence by the Life Enrichment Department. If you prefer, mail regarding financial, legal and other logistic matters can be forwarded to a designated family member or other person serving as your power of attorney.

You will receive newsletters, activity calendars and announcements published by Smith Village. Please let your family members know they can view newsletters and monthly calendars on Smith Village's Web site or request copies when they are visiting our campus.

Beauty and Barber Shop

A Beauty and Barber Shop is located on the third floor of the Johanson Wing. Please call ext. 7648 to schedule your appointment.

Independent providers offer professional services including haircuts, styling, manicures and spa services. Hours of operation are posted on the door. You can be confident that Smith Village is satisfied that background checks for all employees of independent contractors meet its standards and those of the State of Illinois.

These independent contractors are not Smith Village employees. Their services are available to you for the fees posted in the shop. Your fees can be added to your monthly statement or you may pay these professionals directly. Please feel free to tip them if you typically would do so at other shops.

Fitness Programs

Smith Village encourages all residents to participate in a daily exercise program. Before you embark on any exercise program, you are required to secure permission from your physician and present that authorization to Smith Village's Fitness Expert.

Environmental Services

The Environmental Services Department maintains all buildings, grounds and common areas. It is responsible for repair service, maintenance and replacement of appliances supplied by Smith Village in each residence.

Environmental Services also replaces light bulbs and batteries for all permanently installed fixtures and alarms that Smith Village has provided.

Environmental Services is available by calling the Reception Desk at ext 7700. With the exception of emergencies, repair schedules are based on the importance of the request, the order of receipt and available resources.

The windows of your residence are cleaned regularly, inside and out. You will be notified when your windows are scheduled to be cleaned.

Daily Trash Removal

Smith Village Housekeeping staff members will remove trash at least once a day from your residence.

Safety and Security

Smith Village has a full complement of security personnel who work on-site 24 hours a day, 7 days per week. In addition, Smith Village uses video cameras for surveillance.

Your residence also has smoke and carbon monoxide detectors and a call button system. All residences and common areas also are equipped with fire sprinkler systems.

Smith Village monitors the alarm systems and manages all emergency responses as appropriate.

If you ever have a safety concern, you can always call for assistance by dialing ext. 7300. A member of the Environmental Services or Security team will be notified and respond promptly.

Entrances and Exits

The entrance and exit doors are unlocked between 8 a.m. and 8 p.m. All visitors are required to sign-in and sign-out and receive a visitor's badge.

All other entrances are for emergency use only. Loud alarms will sound if they are used.

Emergencies

As a skilled nursing care resident, we encourage you to use your call button should you become ill and you think you are in danger. A member of our healthcare team will respond.

Should transportation to an area hospital be necessary, Smith Village will call an ambulance to provide transportation for your urgent medical needs.

To facilitate immediate access to key details of your medical history and current treatment plans, Smith Village nurses keep your medical records current.

Your report is designed to help members of the Chicago Police and Chicago Fire Departments provide services when you and your family members may not be able to effectively communicate. They know to ask the Nursing Station for your documents.

In your medical chart are records of

- Personal information concerning medical conditions
- Drug allergies
- Key names and phone numbers for friends and family members to contact when an emergency occurs
- Contact details for your physicians
- Current prescriptions
- Special circumstances responding emergency personnel should know

Because circumstances, medical conditions and prescriptions often change, Skilled Nursing Care Residents can rely on their Smith Village nurses to keep their records current.

Oxygen Equipment

Residents can use oxygen contained in concentrators and E-tanks. Absolutely no liquid oxygen is allowed due to fire code regulations.

Weather Safety Plans

Hot Weather—Smith Village team members will notify you whenever a hot weather alert is appropriate. You are encouraged to stay indoors, close windows, turn on air conditioners and drink fluids.

Severe Weather—For a severe weather warning, employees notify you about safety procedures if they are necessary. You might be instructed to come out of your residences, into the corridor, away from any windows and wait until the all-clear signal is given. Our staff will be on hand to assist you and your fellow residents.

Keys

Residents in the Johanson Wing may receive a key for an in-room safe, but most ask the Social Services Director, ext. 7377, to keep their key for them and only provide the key when they need it. Keys to room safes cannot be duplicated, and there is a charge of \$25.00 for a lost key.

To ensure your safety, residents' rooms are not locked.

Fire Safety

From a safety perspective, your home at Smith Village is far safer than an average private residence. The building is constructed with fire retardant materials, and even the carpeting resists fire. A fire can occur anywhere, however, and we must strive to prevent that possibility.

Smith Village is equipped with an abundant number of smoke detectors that will alert you with a chime and flashing light. They are located in each residence, as well as in all public areas including corridors, dining rooms, craft and activity areas, sitting rooms and bathrooms.

When a detector is activated, the Chicago Fire Department is automatically notified and firefighting equipment is immediately dispatched to Smith Village. Our employees are trained to locate the detector that has sensed the smoke potential problem.

If there is a fire in the Johanson Wing, you will hear the sound of a continuous loud bell. If you hear smoke detector chimes, stay in your room and wait for instructions. A loud bell will signal "all clear."

If the fire is in your area, a Smith Village employee or a firefighter will give you instructions regarding evacuation. You are to leave the building by the nearest exit and do not use an elevator.

If you are evacuated from the building, you are not to return to your room under any circumstances, until you are given permission by a member of the Smith Village team or the Chicago Fire Department.

If you are in the dining room or other common areas and hear the continuous ringing of the alarm, stay where you are. Doors to these areas will automatically shut. Simply stay where you are until a Smith Village team member tells you that you can go through the doors and return to your residence.

Smoking Policy

All common areas in Smith Village buildings are smoke-free environments. Residents, visitors and employees must restrict their smoking to the designated areas outside of the buildings. Smoking indoors, even in your residence, is strictly prohibited. Please ensure that you and your guests observe these rules.

Personal Property Insurance

You may want to consider carrying appropriate renters' insurance and adequate coverage for theft, loss or damage of any of your personal property.

Possession of Weapons

On its premises, Smith Village does not allow employees, residents or guests to carry or to store any weapons, weapon memorabilia or replicas of a weapon.

This regulation applies to all residences, common areas, garages, storage areas and lockers, and vehicles parked on the campus, as well as the city block on which Smith Village is situated.

Communications Services

Your residence is wired for telephone and basic satellite television service.

Telephone Procedures

A telephone is in your residence. You will only be charged for long distance telephone calls that will appear on your monthly Smith Village billing statement.

For general assistance, call the switchboard by dialing ext. 0 from 8 a.m. until 8 p.m.

To make an outside call, first dial 9 to obtain an outside line, and then dial the number you wish to call. The area code for Smith Village and the surrounding neighborhood is 773. You need to dial 773 even when you are calling within Smith Village's area code.

If you are calling outside the 773 area code, you must dial 9 to obtain an outside line; then dial 1, the area code and the seven-digit telephone number you wish to reach.

You may make and receive calls 24 hours a day. Your callers can reach you directly by dialing your personal phone number.

Television

Each residence is furnished with a television for your relaxation and enjoyment. Basic cable television is part of your monthly fee.

TV Listings

Smith Village provides and updates as necessary, a comprehensive listing of network and cable television channels. This listing can be found at the end of this handbook.

Transportation and Parking

Transportation for Medical Appointments

Transportation is available for a fee. Please ask your assigned nursing station for assistance with booking your reservation with an independent service provider whom you should pay directly.

Parking

Your guests can park in Smith Village's lot at 113th Place. Please ask your visitors to be mindful that Smith Village is situated in a residential neighborhood.

Smith Village is not responsible for loss or any damage to a vehicle.

Ambulatory Aids and Electric Carts

For safety reasons, all walkers, canes and electronic carts will be stored in a nearby area when their users are seated in common areas, including the Community Hall, Dining Room and Marketplace Cafe.

A personal electric cart may only be used on campus property when prescribed by your personal physician and approved by the Executive Director. You must demonstrate an ability to safely operate it.

Motorized carts are permitted in all areas of the community where there is adequate space to maintain a safe and convenient environment for the user as well as for other residents and staff members.

If you use a cart, please provide a copy of the insurance liability and coverage related to its use. You also are responsible for any damage your cart may cause to Smith Village property.

Permission to operate a cart is granted only to you; it is not transferable to any other person. When permission to use a cart is given, you also agree to discontinue using it if and when the Executive Director makes that decision.

In addition to demonstrating an ability to use an electric cart, you will be responsible for confirming that the cart is no wider than 25 inches and uses an acid-free battery.

If you use an electric cart, you are expected to maintain its good condition and to ensure that the cart's adjustable speed control and warning bell or horn work. Before operating an electric cart, you must sign an acknowledgement of this policy and agree to be bound by it.

Guests at Smith Village

Guest Rooms and Meals

Three furnished suites located near the elevator lobbies on the second, third and fourth floors of the independent living wing are available for your guests.

Your overnight or out-of-town guests are invited to stay in a Smith Village guest suite for a maximum of five consecutive days, based on availability and with approval from Smith Village. Guests may not stay at Smith Village more than 14 days per calendar year without Smith Village's prior written approval. You may make reservations through the Reception Desk by dialing ext. 0.

You will be responsible for the conduct of your guests and for payment of any damages done and/or charges incurred by them.

Pets and smoking are not allowed in the guest suites.

The cost for a suite includes a continental breakfast. Feel free to invite your family and friends to dinner at an additional cost that can be added to your monthly service fee. Please check with the dining room manager to make a reservation for guests planning to enjoy dinner at Smith Village, preferably 24 hours in advance. Space in the dining room is based on availability.

Charges will be put on your monthly bill. Payment by cash can be made in the Marketplace Café.

Visits by Youngsters

Children are very welcome at Smith Village. To ensure their safety as well as the comfort and privacy of all residents, supervise all youngsters when they visit you. Do not allow children to run or play in the lobbies, corridors or elevators.

Visitors for Tours, Special Events for Marketing Programs

Smith Village is committed to keeping our community vibrant and vital. With that in mind, we conduct an ongoing marketing program to attract new residents. As you know personally, it is very helpful to experience for yourself the lifestyle and spirit of a community.

From time to time, Smith Village will host tours and special events for people who are considering the possibility of moving into our community. We appreciate your expressions of hospitality and, when appropriate, your offer to participate in some of these activities.

Family Gatherings

Residents and their families may enjoy using various areas for a social gathering. Small groups may use a private dining room adjacent to the Independent living Dining Room that can accommodate 16 guests as well as other dining areas. Accommodations are reserved on a first come, first serve basis.

Please make your plans at least two weeks in advance, and discuss them with the Life Enrichment Director at ext. 7309 prior to the party date. The director will guide you to the appropriate individuals to help you plan your party.

Medicare and Medicaid Benefit Information

Smith Village is certified to provide care to all residents under Medicare (Title XVIII) and only for long-term residents under Medicaid (Title XIX).

Smith Village will assist in allowing you to use your benefits to their fullest extent, always respecting your rights to privacy and choice in medical providers. Our staff will assist you in understanding your benefits, explain eligibility requirements, and assist in applications for Medicaid coverage.

More information regarding the limitations, qualifications and services covered by Medicare are available at these Web sites:

- www.elderlawanswers.com
- www.cms.hhs.gov
- www.hfs.illinois.gov/medicalbrochures/hfs3191.html

Please note that these resources for information may change over time. Please contact the Social Services Director if further resource locations are needed.

TV Channel Lineup (TV Guide on Channel 57)

Channel	Station
2	CBS WBBM Channel 2
2-1 HD	HD CBS
3	Independent Living Information Channel
4	In-House DVD Movie Channel
5	NBC WMAQ Channel 5
5-11 HD	HD NBC WMAQ Channel 5
5-12 HD	NBC HD Weather
5-13 HD	NBC HD
6	PBS WYCC Channel 20
7	ABC WLS Channel 7
7-1 HD	HD ABC WLS Channel 7
7-2 HD	ABC HD
7-3 HD	ABC HD
8	FOX WFLD Channel 32
9	CW WGN Channel 9
9-11 HD	HD CW WGN Channel 9
9-12 HD	HD Channel 9
10	ION PAX WCPX Channel 38
11	PBS WTTW Channel 11
11-1 HD	PBS HD
11-2 HD	PBS HD
11-3 HD	PBS HD
11-4 HD	PBS HD
12	UPN WPWR Channel 50
13	EWTN Religious
14	C SPAN
15	C SPAN2
16	CNN
17	MSNBC Headline News
18	Fox News
19	Weather Channel
20	Comcast Sports Net Chicago
20-11 HD	PBS WYCC Channel 20 (HD)
20-12 HD	HD PBS WYCC SD Channel 20
20-13 HD	HD PBS WYCC Mega Channel 20
21	TNT Network
22	USA Network
23	WTBS Super Station Channel 14
24	Discovery Channel
25	TLC Learning Channel
26	Family Channel ABC Family
27	QVC

TV Channel Lineup (TV Guide on Channel 57)

Channel	Station
28	A&E Arts & Entertainment
29	History Channel
30	TV Land
31	Hallmark Channel
32	Animal Planet
32-1 HD	FOX WFLD Channel 32 (HD)
33	Comedy Central
34	AMC American Movie Channels
35	Lifetime Movie Network
38-11 HD	ION PAX WCPX Channel 38 HD
38-12 HD	ION QUBO
38-13 HD	ION LIFE
40	HGTV Home & Garden TV
41	Food Network
42	Travel Channel
43	BRAVO Arts/Movie Channel
44	HSN Home Shopping network
45	Independent Film Channel
46	Turner Classic Movies
47	ESPN
48	ESPN 2
49	ESPN News
50	ESPN Classic
51	CNBC
52	WCIU Channel 26
53	Fox Premium Movies (no commercial)
54	OWN Oprah Winfrey Network
55	HBO Family
56	Music Channel
57	TV Guide (Custom Guide)
58	Assisted Living Information Channel
59	Lakeshore PBS/WYIN Merrillville, IN 56
60	GOLF
61	Big Ten Sports
62	National Geographic
63	SY FY Channel
64	Tru-TV
65	ENCORE (Movie Channel)

Some channels only are available for nominal monthly fees as part of premium packages.