



# CHICAGOLAND METHODIST SENIOR SERVICES

*The Most Extensive Senior Services Network On Chicago's North Side*

## THE METHODIST HOME

1415 W. Foster Avenue  
Chicago, IL 60640-2288  
Phone: (773) 769-5500

- Rehabilitation and subacute care center
- Skilled memory support

## THE HARTWELL

5520 N. Paulina Street  
Chicago, IL 60640-1183  
Phone: (773) 275-2400

- Memory support assisted living

## COVENANT HOME OF CHICAGO

2720 W. Foster Avenue  
Chicago, IL 60625-3510  
Phone: (773) 506-6900

- Customized supportive living

## METHODIST SENIOR HOME CARE

1415 W. Foster Avenue  
Chicago, IL 60640-2288  
Phone: (773) 769-5270

- Personalized home care services

## METHODIST SENIOR HOME MAINTENANCE

1415 W. Foster Avenue  
Chicago, IL 60640-2288  
Phone: (773) 769-9000

- Home repairs and improvements

## WINWOOD APARTMENTS

1406 W. Winona Street  
Chicago, IL 60640-6831  
Phone: (773) 989-7171

## GLENWOOD APARTMENTS

5021-27 N. Glenwood Avenue  
Chicago, IL 60640

- Affordable housing for seniors with low incomes

## AND IN COLLABORATION:

## WHITE CRANE WELLNESS CENTER

- Adult day wellness program at Covenant Home of Chicago

[www.cmsschicago.org](http://www.cmsschicago.org)

*Over 100 Years of Service*

## What to Expect from Your First Call with MSHC

Every call we receive is a unique reflection of a specific, individual set of circumstances. Although some people contact us because they are beginning to plan for the future, the majority of the calls that we receive are initiated when a longstanding situation has become untenable – or has reached a crisis stage.

Just as when your car breaks down in the middle of the road or you wake up to discover that your refrigerator has quietly shut itself down during the night, you reach out to experts to diagnose and remedy the problem. In much the same way, we expect you to view us as the experts to whom you can turn with questions regarding yourself or a loved one. We don't expect you to know what questions to ask. We simply need you to present us with the specifics of a situation, and we will take it from there.

This first call serves many functions. As you begin to share your story with us, the outlines of a picture will begin to emerge, and through the questions that we ask you, the outlines will begin to be filled in. There are the basics first: where does the individual live; what have been the specific health and behavioral concerns; what is the financial status of the individual. These questions help us to begin to form a bond with you and should provide you with the opportunity of sharing your concerns with us. In asking questions about the individual needing care, we are also looking to elicit information on how all of the people surrounding this individual are being affected. Our approach is broad based and holistic, and is as much about supporting the family and friends as it is about providing care for the prospective client.

During the initial phone call, we collect as many details as possible so that we can begin to sketch out a potential plan of care – a plan that will be finalized during the assessment we will conduct in the client's home. Depending upon the trajectory of this first conversation, we may direct you to entitlement programs for assistance in financing care; ancillary resources for purchasing assistive devices; social workers at local senior centers for ongoing, general support; websites to help you find an appropriate residential community; hospice services.

When reaching out to us, we want you to feel that you have found a primary resource center, able to provide not only the necessary home care services, but a network that is capable of assisting in your journey through the entire aging process.