Letter from the Executive Director

Greetings!

The staff at Smith Crossing joins me in expressing our commitment to you. We are dedicated to ensuring you enjoy all Smith Crossing has to offer. And we are eager to learn ways to make your decision to call Smith Crossing home even more rewarding.

As you know, Smith Crossing is designed so that you can devote one hundred percent of your time and energy pursuing your own personal interests and spending time with other residents, family and friends.

We offer many programs, amenities and services that make living under one roof easy and fulfilling. We also hope you will take advantage of the tremendous variety of activities in the area surrounding our campus.

To help you derive the maximum benefit from Smith Crossing, please call on me and other staff members.

As you know, Smith Crossing completed a major construction program in fall 2012. This expansion increased significantly our ability to serve residents in all settings. We are delighted that the demand for a vital and engaging lifestyle here has expanded our reach.

This handbook provides a helpful reference to policies and practices that make Smith Crossing a pleasing and safe community for you and your guests. It also explains customs and traditions that have become favorites here since Smith Crossing opened in November 2004.

Please be confident that we will continue to update and expand this handbook as new situations arise and as we learn additional details important to providing a happy, healthy lifestyle for all residents.

Best wishes,

Frank Guajardo
Executive Director
# Table of Contents

**Your New Community** ................................................................. 1  
Resident Improvements  
Image of Smith Crossing  
Residents’ Storage Area  
Pets and Pet Policy  
Gratuities and Tips

**Our Community Lifestyle** ............................................................ 6  
Resident Council  
Life Enrichment and Social Programs  
Dress Code

**Smith Crossing Common Areas** .................................................... 8  
Dining Pavilion  
Club Room  
Coat Room  
Mail Rooms  
Emilie’s Store  
Administrative Offices  
Salon

**The Commons** ............................................................................. 11  
Community Hall  
Great Room  
Theater  
Library  
Business Center  
Fitness Center  
Arts and Crafts Studio and Gallery  
Smith U

**Dining Pavilion and Services** ....................................................... 15  
Smith Dining Points  
Formal Dining Room  
Bistro  
Smitty’s Pub  
Meal Delivery Service  
Catered Events  
Meals for Guests  
Special Diets
Services and Amenities
Reception Desk
Newspapers
Deliveries and Packages
Banking On-Site
Dry Cleaning Service
Environmental Services
Trash, Recycling and Pet Waste Disposal
Housekeeping and Linen Service

Healthcare, Safety and Security
Resident Daily Check-In Service and Call for Assistance
Emergency Calls to 911
Travel and Time Away from the Community
Wellness Center
Healthcare Support Services
Use of Oxygen Equipment
Security
Keys
Fire Safety
Storm and Tornado Preparedness
No Smoking Policy
Personal Property Insurance
Possession of Weapons

Communications Services
Telephone
Voicemail
Television
Internet Access
Smith Crossing Telephone Directory
TV Listings

Transportation
Shuttle Services
Scheduled Services for Appointments
Parking for Residents and Guests
Automobile Registration and Insurance
Ambulatory Aids and Electric Carts

Guests at Smith Crossing
Guest Rooms and Meals
Visits by Youngsters
Visitors for Tours, Special Events for Marketing Programs

Smith Crossing TV Channel Lineup
Map for Telephone Charges
Your New Community

Because so many of our residents most recently lived in single family homes, Smith Crossing is committed to helping residents make a pleasing transition.

This handbook is designed to share information and guidelines about how best to enjoy our programs and common areas as well as to be mindful of neighbors.

Resident Improvements
All Smith Crossing residents are encouraged to decorate their new apartment to suit their tastes. You also may customize your residence at your own expense.

To help with small tasks such as hanging artwork and rearranging furniture, Smith Crossing’s Environmental Services Department will provide one hour of complimentary services when you move in.

Throughout the year, Environmental Services also will
- Change light bulbs in permanent fixtures
- Replace batteries in smoke/carbon monoxide detectors
- Complete repairs of appliances installed by Smith Crossing
- Maintain carpet cleaning and durability
- Complete window washing
- Handle plumbing problems

Smith Crossing reserves the right to charge for these services if the repairs are due to negligence or misuse. These charges will be discussed with you before work begins.

If you would like additional assistance with repairs or improvements that take more time, please call the Reception Desk at extension 0 to schedule an appointment with Environmental Services so you can discuss your needs and to learn the hourly rates and estimate for completing the job.
With the increasing popularity of large screen, flat panel televisions, Smith Crossing has established standards for installing them to ensure safety for everyone in your residence. When purchasing one, it is prudent to ask about services of a professional installer trained for this project.

These televisions, weighing approximately 45 pounds, typically are hung with two brackets, each nailed into a stud; each bracket should hold at least 54 pounds. If your new television set weighs more, additional precautions are necessary.

Please ask the Environmental Services Director for a list of approved contractors and tradesmen whom you can trust and who meet Smith Crossing standards and are properly licensed and insured.

Your contractors will be required to provide a business license and liability insurance. The company also will be required to register with the Director of Environmental Services and to provide proof of background checks for its employees working at Smith Crossing.

Your contractor will be required to clean up your apartment to your satisfaction when work is completed. Your contractor will be responsible for removing all debris.

Please stop at the Reception Desk and ask for the form to notify the Environmental Services Department about planned work by an outside contractor.

When you vacate a residence, it must be restored to its original condition at your expense. The Director of Environmental Services will inspect the residence and confirm that it is acceptable.

**Image of Smith Crossing**

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 Crossing’s Executive Director reserves the right to request that items be removed.

Please do not place doormats at the front door of your residence. Although we appreciate your intention to keep your apartment in excellent condition, they are a safety hazard for fellow-residents, guests and staff members.

In addition to these practical considerations, please be mindful that your neighbors at Smith Crossing might not share your personal and religious beliefs. Soliciting your fellow-residents for causes, no matter how worthy, also is discouraged.

Please do not display signs or other materials with any political references, images or endorsements on the shelf or in doorway area surrounding the front door of your apartment.

Also, please do not distribute proselytizing literature or leave it in common areas and please ensure that your visitors follow this guideline. Also, be aware that loud talking and other noises in hallways may be heard in residences.

**Residents’ Storage Area**

Each resident has an assigned storage locker marked with your apartment number. The page of personalized information at the back of this handbook designates the location of your locker.

Your locker is only for storing dry, non-combustible personal items. Please use only the locker designated for you and do not store any items, even temporarily, in a locker that currently is not in use. To ensure the utmost security, Smith Crossing asks you to provide your own lock for this storage compartment. Smith Crossing assumes no risk or liability for stored items.

For the sake of safety and sanitation, chemicals, food and other perishable products, and odor-causing items cannot be kept in your storage locker.

You may not store items in places other than this designated storage area or your residence. If there are special circumstances, please consult with the Executive Director.
**Pets and Pet Policy**

Smith Crossing welcomes your pets for the Independent Living residences only. Pets are limited to dogs, cats, birds and fish. Dogs and cats must be of reasonable size and housebroken. Before you move into Smith Crossing, the Executive Director will approve that your dog or cat can move into your apartment.

At the discretion of the Executive Director, if a pet is unruly or becomes a general nuisance to members of the Smith Crossing community and its staff, its owner must find another home for that pet.

When pets are outside your residence, they must be leashed at all times. Pets are permitted only in corridors when entering and leaving a residence. They are not permitted in common areas of the community.

You are responsible for your pet’s care and any damage it may cause to your residence or any common area. You also are required to pick up and dispose of all pet waste. Please take advantage of the area near the pond that is east of the main building to walk your dog.

Pet owners must have their animals examined and inoculated annually to ensure freedom from disease. Your pet must wear an identification tag. Proof of veterinarian treatment must be furnished to the Executive Director, if requested. The Village of Orland Park does not require any license for your pet.

**Gratuities and Tips**

It is the privilege of the Smith Crossing staff to serve you. So, tipping is strictly forbidden. Just as family members and friends helped make your life more comfortable in your previous home so will our staff strive to do the same now that Smith Crossing is your new home.

The same principle applies to Smith Crossing 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 grateful you are that they are there to help you.

Smith Crossing residents have instituted an annual holiday gift program for employees.

You are welcome to voluntarily participate in the Employee Holiday Gift Fund. Contributions can be made throughout the year and during a period just before Thanksgiving.

Funds collected are then equitably divided among the staff of Smith Crossing and presented to them at their holiday party. Smith Crossing employees truly appreciate your expression of gratitude with this voluntary holiday gift.
Our Community Lifestyle

Resident Council
The Resident Council plays an essential role in the management and active lifestyle of Smith Crossing residents. The Council is comprised of all Independent Living residents who elect officers to represent your views to the Executive Director and his staff.

Prior to each meeting, Resident Council officers set the agenda for the next meeting with all Independent Living residents. They also schedule meetings with a Smith Crossing staff member to share residents’ suggestions for enhancing established programs, to propose new ideas and to address areas of concern.

Life Enrichment and Social Programs
Smith Crossing’s full-time Resident Services Director collaborates with her staff members to provide a variety of programs designed to interest you. This staff regularly consults with the Resident Council’s Life Enrichment Planning Committee and welcomes suggestions from every resident.

We encourage all residents to join in planned activity programs that interest them and to be willing to explore and develop new interests. Many residents find these activities great ways to meet new friends and to enjoy being part of a community of people who share long-time and new interests.

Monthly, you will receive Emilie Lane News, a newsletter with features and news about our community, and a monthly calendar of events on campus as well as trips. Reminders about special activities also are posted at the Reception Desk and broadcast on SeniorTV, Smith Crossing’s closed circuit Channel 3 for Independent Living residents.

Typical planned activities include board and card games, book clubs and other discussion groups, arts and crafts classes, educational programs, movies, travel logs, entertainment including musical performances and socials. Participation is voluntary. There is no charge for these programs, only for supplies.
In addition, Smith Crossing plans a variety of special trips and events off-campus that are announced in the *Emilie Lane News*. The details about any additional charges for tickets and meals are included in the newsletter for those who choose to participate in these activities. For most local trips, bus transportation is provided without charge.

For more information or to make a reservation, call the Reception Desk at extension 0 or check your in-house announcement TV channel 3.

**Dress Code**

Smith Crossing residents take pride in being well-groomed and neatly dressed. You are encouraged to dress comfortably and appropriately for dining, events in the Commons and when you travel as part of the Smith Crossing community. You should never wear housecoats, slippers or bathrobes in common areas. Please inform your guests about the Smith Crossing dress code.

Residents at Smith Crossing dress-up for special events and dinners. Dining in Smith Crossing’s Formal Dining Room is comparable to visiting a fine restaurant. Shoes must be worn at all times. Loungewear is never permitted. The Dining Room Manager discreetly will advise residents and guests who are not dressed appropriately.

For breakfast, many residents and guests wear casual clothing including shorts for ladies and gentlemen. For dinner on weekdays and on Sundays, gentlemen wear slacks and a collared shirt (polo shirts are acceptable); ladies, a dress or dress slacks with a dressy blouse or sweater.

For the Bistro and Pub, casual attire is permitted. Loungewear is not allowed. Shoes must be worn at all times.
Smith Crossing Common Areas

Smith Crossing offers two delightful common areas: one near the main entrance at 10501 Emilie Lane and the other in the east wing of the main building. They provide the perfect places to meet fellow-residents, family and friends at Smith Crossing.

The Dining Pavilion, adjacent to our main entrance, includes the IL Reception Desk, Formal Dining Room, Bistro, Smitty’s Pub and Club Room. Nearby are the Emilie’s Store, Mail Rooms 1 and 2, Beauty Salon and Barber Shop and Administrative Offices.

The Commons in the east wings houses the Community Hall, Great Room, Game Room, Theater, Library and Business Center on the main level. In addition, the Fitness Center, Arts and Crafts Studio and Gallery, and SmithU are located in the lower level of this area.

Dining Pavilion
Information about the Formal Dining Room, Bistro and Smitty’s Pub is included in the next section of this handbook.

Club Room
Residents and their guests are encouraged to enjoy the formal beauty of Smith Crossing’s Club Room just inside the main entrance.

Coat Room
A coat room for you and your guests is located in the hallway just east of the entrance to the Formal Dining Room. Note that Smith Crossing is not responsible for any items you and others leave in the coat room.

Mail Rooms
Your U.S. Postal Service mailbox is located in either Mail Rooms 1 or 2. Your personal Smith Crossing mailbox also is located in the same room. Please refer to the page of personalized information at the back of this handbook to confirm the location of your mailboxes.
Mailroom 1 is located off the hallway leading to the Formal Dining Room. Mailroom 2 is located between the IL Reception Desk and the entrance to the Administrative Offices.

You will receive timely information from Smith Crossing including your monthly statement, memos, newsletters, activity calendars and announcements in your personal mailbox.

Please stop at your Mail Room as part of your daily routine.

If you plan to be away for an extended period of time, notify the U.S. Post Office and complete the necessary information so that your mail can be held for delivery after your return or forwarded to a different address. Also notify the Reception Desk so your Smith Crossing materials can be set aside for you or mailed to you while you are away.

**Emilie’s Store**

Residents volunteer to staff the Emilie’s Store located next to the Resident Services Director’s office near the IL elevator lobby closest to the Administrative Offices. Hours are posted on the window of the store.

This store sells cards, toiletries, candy and soft drinks, housekeeping supplies, and selected gift items. Residents decided that net proceeds of sales in the Emilie’s Store are deposited in *Emilie’s Fund*, which was established to assist residents who outlive their means.

If you have suggestions for merchandise or you would like to volunteer, talk with a member of the Resident Council to direct you to the individual responsible for Emilie’s Store operations.

**Administrative Offices**

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

For your convenience, there is a waiting area near the Reception Desk immediately outside the entrance to these offices.
Salon
Smith Crossing’s Salon for Independent Living residents is located on the first floor north of the Emilie’s Store.

It is operated by PS Salon, an independent service provider offering professional services including hair cuts, styling, manicures and spa services. Hours of operation are posted in the shop. Gift certificates for salon and spa services can be purchased on our Web site. Visit SmithCrossing.org and click on “Lifestyle Options” or inquire at the Salon.

You can be confident that Smith Crossing requires background checks for all employees of independent contractors and that they meet its standards and those of the State of Illinois.

These independent contractors are not Smith Crossing employees. Their services are available to you for the fees posted in the shop. Their 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.

Appointments for the Salon should be made by calling extension 2323. Please request Spa services several days before you plan to use them.
The Commons
The Commons is located on the far east end of the main floor uniting the two east residential wings.

Elevators are available for easy access to both levels in this area.

Community Hall
Many special events and programs are produced in the Community Hall. This center of activity, which includes a stage for performances and presentations, can accommodate as many as 112 residents and their guests.

Throughout the month, numerous social and educational events are offered in the Community Hall. Please check your monthly calendar of activities for details.

Even though Smith Crossing is a non-sectarian, not-for-profit organization, it hosts religious services for a variety of faiths on a regular basis. If you would like to invite your congregation to offer a service at Smith Crossing, please discuss this opportunity with the Resident Services Director.

Great Room
The Great Room, opposite the Community Hall, is another great place for residents to socialize; to enjoy puzzles, cards and board games; and to provide a setting for informal hospitality for guests. Please reserve the Great Room for a group of residents or a personal gathering by calling extension 2329.

Theater
In our media center you can enjoy the finest movies and documentaries with a giant screen and great sound system. If you would like to see a particular film, please contact the Life Enrichment Director.

Library
Smith Crossing’s Library provides a great place to relax and read.

Most books are donated by members of our community. The books can be checked-out by residents and returned. While
there is no formal policy or time limit, a prompt return after you have read a book is appreciated.

If you would like to volunteer in the Library, consult with a member of the Resident Council who will direct you to the individual responsible for Library operations.

Occasionally, the Library accepts book donations. To learn if your books might enhance Smith Crossing’s collection, please consult the volunteers who staff the Library.

To augment Smith Crossing’s Library, Orland Park Library staff members visit the community twice a month to offer other selections and fill residents’ requests. Please consult your monthly calendar for the date, time and location.

**Business Center**
Internet-accessible computers and a printer are available for your use in the Business Center located next door to the Library.

Contact the Resident Services Director at extension 2329 for further information about using this equipment and for scheduling tutorials. Volunteers are eager to teach you basic computer skills, as well as how to use Skype and send e-mails.

**Fitness Center**
Independent Living residents are encouraged to pursue a healthy, active lifestyle. One way is to take advantage of the fitness programs and other opportunities in Smith Crossing’s Fitness Center, located on the lower level of the east wing.

Your monthly service fee includes the use of this Fitness Center and assistance by the fitness staff that is available Monday through Friday.

All programs and access to equipment are included in your monthly service fee. You have the option of using the Center on your own or under the direction of Smith Crossing’s Fitness Instructor.

Before working out unsupervised, Smith Crossing requires that you file a signed “Assumption of Risk” form, available at the
Main Reception Desk. We suggest that you always use the Center with a fellow-resident if not under the supervision of the instructor.

Smith Crossing also offers, as part of your fitness opportunities, a program called Senior FITness. This program was developed by Alliance Rehab, Inc. and is staffed by program specialists. Please inquire at the Fitness Center to learn more about this benefit.

Before beginning any fitness program, please present a physician’s signed approval form, available from a program specialist, to Smith Crossing’s Fitness instructor.

While the smaller equipment is yours to use, please do not remove it from the Fitness Center. Please note that you use Smith Crossing’s equipment at your own risk. If you would like to work out during a time when the Fitness Center is not staffed and your form is on file.

Be mindful, after your workout, to lock the door and return the key to the Reception Desk. During those times we again suggest you work out with a fellow-resident, not by yourself.

Familiarize yourself with posted hours and other notices. Food is not permitted in the Fitness Center.

**Arts and Crafts Studio and Gallery**

Located near the Community Hall, Smith Crossing provides a bright, large room where work tables and chairs lend the perfect setting for residents to bring their sewing, arts and craft projects.

The Studio is designed for peer-led groups to meet and pursue their favorite hobbies and to learn new ones. Residents who participate in these activities bring their own materials or sometimes pool their resources to purchase the necessary supplies.
Smith U
Because Smith Crossing values life-long learning for its residents and continuing education for its staff members, it has established Smith U, located in the lower level, a place for classes that require technology for presentations.
Dining Pavilion and Services

For Independent Living residents, Smith Crossing offers “Smith Points” that are included in your monthly service fee. This program is designed specifically to make your life simpler!

**Smith Dining Points**

Smith Points work on the same principle as bank debit cards. Each time you make a food purchase at any one of our venues the total cost of your meal is subtracted from the balance on your account. You can use your Smith Points at any dining venue on campus: The Formal Dining Room, The Bistro and the Pub.

You also may use your Smith Points to entertain guests or cater special meals.

Your Smith Points are based on the number of days in each calendar quarter which is approximately 91 days. On the first day of each dining cycle, a single resident receives 1,096 points for three months.

With each meal or snack you purchase, you will receive a receipt to sign that includes your available balance of Smith Dining Points. If and when your points are exhausted before the end of three months, further charges for the quarter will be added to your monthly bill. There is no reason to carry cash while dining in our venues.

If you have any questions about the status of your Dining Points during the quarter, please ask the Dining Room Manager to print a comprehensive report for you.
The meal plan schedule for “Smith Dining Points” is as follows:

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When you move into Smith Crossing, your Smith Points will be pro-rated for the first quarter. Unused Dining Points expire at the end of each quarter, and do not roll over to the next quarter.

Dining Points are non-transferrable to other residents. Dining Points are part of the meal program used solely by Independent residents living at Smith Crossing and they do not transfer to other levels of care.
**Formal Dining Room**
The Formal Dining Room offers flexible hours for planning your meals. Here is an overview of its hours of service and seating practices.

**Dinner**
Monday through Saturday 4 p.m. - 6:30 p.m. Reservations requested
Sunday 12 p.m. – 4 p.m. Reservations requested

Because most residents decide to dine at the same time each evening, the Dining Room Manager will make a standing reservation for you. Adjustments can be made by dialing 2320.

During your dinner you can choose to have any of the beverages offered by our Pub. Also, our staff is happy to offer wine service when you bring your own bottle to the Dining Room.

**Bistro**
Casual dining in the Bistro, located around the corner from the Formal Dining Room and across the hall from the Administrative Offices, allows you to order and pick-up a meal or snack.

A complimentary, self-service Continental breakfast, including coffee and tea, as well as a selection of cereals, breads and muffins, is served seven days a week in the Bistro. On Tuesdays and Thursdays between 8 and 10 am, you can use your meal points to purchase hot breakfast options.

The Bistro also is open six days a week for lunch, supper and snacks. It offers self-service for soups, salads, sandwiches, light entrees and sweets. You can dine in, take your meal back to your home, or have your meal delivered.

**Continental Breakfast**
Daily 7:30 a.m. – 10 a.m.

Lunch and Dinner Monday – Saturday 11:30 a.m. – 6 p.m.
**Smitty’s Pub**
Our Pub features a vast selection of liquors, wines and microbrews. Traditional Pub fare is served, including flatbread pizzas, burgers, sandwiches and salads. Our Pub is perfect for watching fall football games or meeting friends for a casual drink before dinner.

**Pub Hours**
Monday-Saturday 4 p.m. - 7 p.m.

*The Pub is closed on Sundays*

**Meal Delivery Service**
For your convenience, Smith Crossing can provide meal delivery service for an additional charge. Please refer to Smith Crossing’s fee schedule for specific costs.

If you are unable to go to one of the dining areas due to temporary or short-term illness, please call the Dining Room to arrange for an evening meal to be delivered to your apartment. Your Dining Points will be used for your meal, and there is no extra charge for this delivery service when you are ill.

**Catered Events**
We happily plan catered events for our residents, and have a catering manual that you can choose from. For special menus, please share your ideas with the Dining Room Manager and Chef. Catered events will be proposed in writing with charges listed. You may apply your Dining Points to these charges.

**Meals for Guests**
Smith Crossing is very proud of its superior cuisine and sterling service. Your guests are welcome at any one of our venues. We simply ask that you are present when your guests dine at Smith Crossing.

**Special Diets**
Smith Crossing encourages every resident to be mindful of maintaining healthy eating habits. If you are watching your intake of calories, fat or sodium, consider choosing our healthier options as designated on the menu.
Smith Crossing’s Registered Dietitian is available to answer your questions about nutrition, special diets and meal planning. Please take advantage of their expertise and their commitment to your healthy lifestyle.
Services and Amenities

**Reception Desk**
The Receptionist at the main entrance of Smith Crossing, located at 10501 Emilie Lane on the north side of the main building, is available from 8 a.m. to 8 p.m. to help you with questions about community activities and to accept your reservations for special trips.

Sign-up sheets for all programs and events are located at the Reception Desk.

**Newspapers**
Residents should contact newspapers and other publication vendors directly for service. You are responsible for notifying the Receptionist about your daily newspaper subscriptions.

For those who live in apartments, all newspaper subscriptions are delivered in bulk to Smith Crossing. A Smith Crossing security staff member will deliver your newspapers to your apartment. Every morning, that staff member affixes a label with your name and apartment number provided by the distributor to your newspapers. So please confirm that your apartment number is on file with the publication.

Newspapers are delivered directly to villas by the distribution service.

**Deliveries and Packages**
Packages and other items delivered by the U.S. Post Office that are too big for your mailbox will be left at the Reception Desk. You will be called or a notice will be placed in your Smith Crossing mailbox to inform you of those deliveries. If you need assistance with a large package, ask the Receptionist to arrange for a Smith Crossing staff person to help you take that package to your apartment.

You must be home to accept delivery of large items such as furniture so they can be placed directly in your apartment. On either the evening before or early on the day of a delivery, please notify the Reception Desk at extension 0.
Only moving companies and retailers’ delivery services that are properly insured may make deliveries directly to your apartment.

**Banking On-Site**
For your convenience, a representative from Marquette Bank is available on-site every Wednesday, from 9 a.m. to noon, except on bank and national holidays. These bankers can assist with making deposits, cashing checks and purchasing postage stamps.

Please check your monthly activity calendar or call the Reception Desk at extension 0 to make an appointment or inquire about a special request of the bank.

**Dry Cleaning Service**
Dry cleaning by an outside professional service is available. For specific charges and a delivery schedule, fliers are available at the Reception Desk.

Smith Crossing is not responsible for any dry cleaning services or loss of clothing. You are responsible for directly paying the outside vendor for this service.

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

Work performed by Environmental Services is generally included in your monthly fee. You only will incur charges for items and labor if replacements and repairs provided by Smith Crossing are a result of other than normal wear and tear.

In addition, the staff of Environmental Services is happy to assist you with other tasks for a nominal fee based on time and materials. Please purchase your own supply of specialty light bulbs and batteries for your personal items and furnishings.
Smith Crossing provides a schedule of fees for additional tasks performed by Environmental Services. It is available at the Reception Desk. If you have a special request not listed, Smith Crossing will provide a written estimate and timeline for your consideration.

Complete a work order form available at the Reception Desk or call the Receptionist and ask her to complete a form for you. Once you have provided the essential information, your request will be entered into the work log for Environmental Services.

Staff members will only enter your apartment to perform requested work when you are present or when you have provided a signed written permission letter and presented it to the Reception Desk.

Smith Crossing, however, does reserve the right to enter your apartment to perform emergency or other preventive maintenance functions in your absence. You also will be notified about the schedule for regular cleaning of interior and exterior windows of your apartment.

**Trash, Recycling and Pet Waste Disposal**
You should dispose of all trash in the designated room on each floor of the Independent Living wings. Please be mindful to prevent leakage by sealing plastic bags in which you place your garbage.

Smith Crossing recycles newspapers and magazines, but does not recycle plastics and glass at this time. Please put newspapers and magazines in the blue recycling bins located near the elevators on each floor where all refuse is placed.

If you have a pet, please be careful to dispose of all waste in tightly closed plastic bags.

**Housekeeping and Linen Service**
Every other week, Smith Crossing provides scheduled light housekeeping and linen service for your apartment. Your housekeeper will advise you of the day and time of your appointment to arrange access to your apartment.
Housekeepers do not have keys and will only enter your residence with your consent. To ensure orderly service, housekeeping services are provided only according to the assigned day and time.

Your housekeeper will vacuum, complete light housekeeping tasks, remove garbage and change your bed linens. While housekeepers are not permitted to do personal laundry, they will launder bed linens in your washer and dryer while cleaning your apartment. Please be sure to have an extra set of bed linens available for the housekeeper to fully dress your bed.

Any services performed other than every other week will be billed to your account, based upon the schedule of fees for additional services available at the Reception Desk. If you have a special request that is not listed, Smith Crossing will provide a written estimate and timeline for your consideration and approval.

Pest elimination is provided if needed and may require access to your apartment. A memo will be sent to you in advance of any scheduled service. If you have an issue related to pest control, please call the Reception Desk at extension 0 to alert our Environmental Services staff to the problem.

Smith Crossing appreciates your cooperation in keeping your residence clean and odor-free. We truly appreciate your thoughtfulness and consideration regarding these matters because how you keep your apartment may affect your neighbors.
Healthcare, Safety and Security

Resident Daily Check-In Service and Call for Assistance
Smith Crossing has installed a red check-in box in your bathroom near the light switch. A resident in each apartment must push the button daily between 6 a.m. and 10 a.m. to indicate that you are safe and healthy. If you do not push the check-in box, the Receptionist will call you before sending a staff member to determine your well-being.

To alert the Smith Crossing staff that you may need assistance, there is a gray Alert Response pad installed in your apartment. When you push the gray Alert Response pad, the system informs our staff on duty that you need assistance. A Smith Crossing staff member will be sent to your apartment to assess the situation, calling emergency personnel if necessary.

In addition, you will have received a personal help button on a pendant designated exclusively for your use.

Emergency Calls to 911
Independent Living residents should employ the same procedures regarding calls for emergency assistance that you followed in your previous homes. To ensure your personal safety during any emergency situation, dial 911.

If you dial 911 by accident, it is important that you do not hang up without first telling the operator you dialed in error. If you don’t confirm that you are okay, 911 operators are trained to send an emergency response team to Smith Crossing so they can make certain you are not incapacitated.

To facilitate immediate access to key details of your medical history and current treatment plans, Smith Crossing will give you an emergency information packet, called the “File of Life,” to record your current medical information. Complete and place this form on your refrigerator door where emergency personnel know to look for it.

Please remember that Smith Crossing does not keep your medical history and current medications on file because you are an Independent Living resident.
This emergency information packet is designed to help members of the Orland Park Police and Mokena Fire Departments who provide services when you and your family members may not be able to effectively communicate.

Smith Crossing recommends that you complete the “File of Life” form in pencil because this information typically changes over time. You should record

- 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 that responding emergency personnel should know

**Travel and Time Away from the Community**

Although you are free to come and go as you wish, please inform the Receptionist and complete a form available at the Reception Desk if you plan to be away for more than one day. Notification is necessary so Smith Crossing can reach you in case of an emergency.

For an extended absence, ask the Receptionist to notify the Environmental Services Director, who will accommodate your requests to care of your apartment while you are away.

For your own safety, carry an ID card with you when you leave the Smith Crossing campus. This card should indicate that you are a resident of Smith Crossing and include our general phone number 708-326-2300.

**Wellness Center**

The Wellness Center is located on the main floor across the hall from the Bistro. Hours are Monday through Friday, from 1 until 4 p.m.

Staffed by Angels at Home Healthcare, our Wellness Center provides Medicare-funded services for nursing, occupational therapy, physical therapy and speech therapy. Appointments may be made by calling extension 2344.
In addition, private offices for appointments with physicians, dentists, podiatrists and other specialists are located in the Assisted Living Wing across from the AL Dining Room. You can make those appointments by calling extension 2344.

By dropping in during regular hours, you also may take advantage of the Wellness Center’s services to check your blood pressure checked or ask questions about your health.

**Healthcare Support Services**
Subject to the approval of the Executive Director, you may receive home healthcare services from the certified home healthcare agency of your choice in your apartment at your expense. These services, often needed to help you recuperate from an acute care illness, are intended to be intermittent and short-term.

Smith Crossing’s approval of your choice of agencies is not an endorsement of a particular organization. Smith Crossing shall in no way be deemed responsible for the acts or failure to act of any such home healthcare agency.

It is Smith Crossing’s goal to help each resident remain as independent as possible for as long as possible. But needs change and when you require assistance with the activities of daily living or nursing services on a continuing basis, a change in the level of care may be indicated.

A Smith Crossing senior staff member will facilitate this discussion with you when it is deemed necessary. Private caregivers or personal assistants are not allowed to provide healthcare services on a permanent basis in any Smith Crossing apartment.

**Use of Oxygen Equipment**
Residents can use oxygen contained in concentrators and E-tanks. Absolutely no liquid oxygen is allowed due to fire code regulations.
In the rare occurrence of a power outage, please use your personal alert pendant to inform Smith Crossing’s nursing staff on duty that you need assistance. A nurse will come to your apartment and accompany you to the Skilled Nursing Care Wing where Smith Crossing’s generator will ensure that you can continue to use your oxygen.

Because Smith Crossing has been constructed according to the finest fire safety guidelines, access to the Independent Living wings is protected by a metal door that closes on the west side of the elevator lobby. This process is automatically activated when a power outage, no matter the reason, occurs.

**Security**
Confidence in your personal safety and security helps you enjoy life to the fullest. If you ever have a safety concern, immediately call the Reception Desk at extension 0 for assistance.

We recommend you lock your apartment door any time you leave. The doors are not self-locking and must be secured by using a key from the outside.

Smith Crossing is staffed with security personnel and surveillance video cameras, and your residence is equipped with smoke and carbon monoxide detectors. Your apartment has an Alert Response pad and you are encouraged to wear your Personal Help Button. All residences also are equipped with fire sprinkler systems.

When you hear a detector activated, leave your apartment immediately. Smith Crossing monitors the alarm systems and manages all emergency responses as appropriate.

The exterior building doors at Smith Crossing are designed to be self-locking when closed. For security reasons, it is important never to leave any exterior building door propped open.

Please give the Reception Desk written authorization for individuals who will be permitted access to your apartment in your absence, illness or death. Without this prior written permission, no one, including your family members, will be given access to your apartment unless they provide a document designating legal authority to the Executive Director.
In your absence, Smith Crossing may be required to admit service personnel to your home without your prior approval. Management will approve all such entries.

It is the policy of Smith Senior Living to conduct various background checks, reference checks and drug testing on all its employees, contract workers and volunteers—not just those who provide direct care to residents.

While many of your guests are family members and friends who visit frequently, please advise them that Smith Crossing requires them to sign-in when they arrive and to ask for you.

**Keys**

You have been given a numbered key to the main entrance and exterior stairwell doors of Smith Crossing, one key to your apartment and one key for your U.S. postal mailbox. These keys cannot be duplicated.

If you lose your keys or need additional ones, contact the Environmental Services Director. You will be charged for additional keys and replacements.

**Fire Safety**

All apartments and villas at Smith Crossing contain many fire safety features. The building is constructed with fire-retardant and fire-resistant materials. Still, a fire can occur anywhere and we must strive to prevent such possibilities.

Smith Crossing is equipped with an abundant number of smoke detectors that will sound an alarm. They are located in each apartment and in all public areas including corridors, dining rooms, craft and activity areas, sitting rooms and bathrooms.

When a smoke detector in a common area is activated, the Mokena Fire Department is automatically notified, and firefighting equipment is immediately dispatched to Smith Crossing from its firehouse located on Orland Parkway across from our campus.
The fire and smoke detectors in your apartment are linked to an alarm system monitored by Smith Crossing staff members. If and when a detector records smoke or fire, a Smith Crossing staff member immediately will be dispatched to your apartment to help you assess the situation.

When you see smoke or fire in your apartment or when you hear a detector activated in your apartment, immediately leave your residence, go to the nearest safe phone and call the Reception Desk at extension 0.

Please do not phone the Reception Desk if you are not directly involved in such an emergency, meaning the fire is not in your apartment or you have not observed any indications of fire or smoke personally. Keeping calls to a minimum keeps the phone lines open for communication during an emergency.

On the other hand, if you observe smoke or fire in your neighbor’s apartment or in a common area near your residence, immediately call the Receptionist at extension 0. Then, stay in your apartment; close the door and windows; and turn off electrical appliances.

Please wait in your own apartment for further instructions. A Smith Crossing staff member or a uniformed firefighter will knock on your door and instruct you about evacuation.

If you need to leave the building, take the smoke-free and fire-free stairway nearest your residence to the first floor. Do not use the elevators.

If there is a fire at Smith Crossing, you will hear a continuous loud alarm sound. Regard the silencing of the continuous sound as your “all clear” signal. Stay in your apartment until the alarm has been silenced.

If you are evacuated from the building, only return to your apartment when given explicit permission by a member of the Smith Crossing staff or the Mokena Fire Department.
**Storm and Tornado Preparedness**

For your safety, Smith Crossing monitors weather forecasts. When there is inclement weather, we encourage you to keep informed about approaching storms by listening to the Weather Channel or a Chicago television station that broadcasts emergency weather reports. In case of a power failure, you also may want to have a battery-operated radio in your apartment.

For the purposes of this handbook, thunderstorm and tornado “watches” are defined as weather reports indicating that conditions are favorable for these kinds of storms to develop. And “warnings” are regarded as more serious storms currently occurring in or around Smith Crossing.

When a weather watch is issued for a major thunderstorm or tornado, you should continue with your normal routine but stay informed in case the weather worsens.

When a thunderstorm warning is issued for metro Chicago, close your windows. If you do not feel safe in your apartment, please go into the corridor. And, when it is prudent to do so, a staff member will direct you to move to a lower level of Smith Crossing.

Also when a tornado warning is issued, close the windows in your apartment or villa, and go to the lower level of Smith Crossing or to a place in the center of your residence away from the windows. Plan to stay there until the warning has expired. Staff members will assist you and keep you informed.

During a tornado warning, if you cannot go to a lower level of the building, please move into the corridor. And if it is not possible for you to leave your apartment, please go into your bathroom and sit in the shower stall with the bathroom door and shower curtain closed.

When there is lightning, please refrain from using electrical devices in your apartment.
No Smoking Policy
For the health, comfort and safety of all residents, staff and guests, all indoor and outdoor common areas of our community are designated as “No Smoking” areas. Smoking is allowed at your discretion only in your apartment or villa.

Please ensure that you and your guests observe these rules.

Personal Property Insurance
Smith Crossing recommends that you carry appropriate renter’s insurance and adequate coverage for theft, loss or damage of any of your personal property.

Possession of Weapons
On its premises, Smith Crossing does not allow staff members, 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.
Communications Services

Your residence is wired for telephone, Internet access and cable television.

Telephone
Smith Crossing does not charge an installation fee for telecommunications services; however, you will be billed monthly for using telecommunications services as described in this handbook.

As a resident, you receive telephone service, including voicemail and caller identification options. You must supply your own telephones including a caller identification capability, if you want to use this feature. The Independent Living building does not allow adding a phone line from an external service.

The Smith Crossing phone system makes it easy to call other residents and staff members by using only their four-digit extension. Directories of phone numbers for residents and staff members are distributed and regularly updated.

For all calls, enter 8 + 1 + area code + number you wish to reach. In an emergency, always call 911. Then, immediately call the Reception Desk at extension 0.

Effective October 1, 2012, the Board of Directors decided that Smith Crossing will no longer charge for local phone service. A map at the back of this handbook highlights the area for local calls in yellow.

Smith Crossing, however, still does charge for long distance calls to places outside the yellow area on the map. Long distance, billed by the minute, will appear as an additional charge on your monthly statement. Smith Crossing has negotiated an excellent long distance domestic and international calling plan. Long distance, billed by the minute, will appear as an additional charge on your monthly statement. A copy of our telephone rates is available at the Reception Desk.

If it is possible to do so, please call extension 0 for assistance with any problems with your telephone service or stop at the Reception Desk to report problems with your phone.
Voicemail
Please follow these directions to set-up voicemail service for the telephones in your apartment.

▪ On the keypad, touch *## to access the voicemail system
▪ When prompted, enter the last four digits of your apartment number which serve as your temporary pass code
▪ When prompted, enter four new digits for your permanent pass code
▪ When prompted, record your name as you’d like callers to hear it
▪ Press #
▪ Add a personal greeting by touching #2 and recording your message or use a standard, pre-recorded greeting by touching #1

To hear your voicemail messages
▪ Press # when you pick-up your phone and hear a message saying, “You have voice messages waiting. To access your mailbox, please press *##.”
▪ Enter your pass code
▪ Listen to your messages that will play automatically
▪ Press 7 to erase a message
▪ Press 9 to save a message

Note you can listen to your messages at your convenience and place a call even when there are messages waiting for you.

To disconnect from your voicemail system, please touch * or just hang-up.

Television
Each residence has access to regular television stations as well as basic satellite services including SeniorTV with Smith Crossing’s own information (Channel 3) and movie (Channel 4) channels.
These services are included in your monthly fee. High Definition (HD) broadcasts are available. When you move into Smith Crossing, you will be asked to select the cable service you’d like for your residence. You can change your plan at any time and the change will be included in the next month’s bill which is part of your regular monthly statement.

Please refer to the first section of this handbook to learn about proper procedures for installing large screen, flat panel televisions.

**Internet Access**
You can order high-speed Internet service for an additional monthly fee. Contact the Reception Desk at extension 0 for current pricing and to arrange for this service.

**Smith Crossing Telephone Directory**
Smith Crossing provides and regularly updates a separate, easy-to-use telephone directory for your convenience. It includes contact information for Independent Living residents and staff members and key desks.

A Smith Crossing staff member will confirm that you wish to include your name and phone number in this directory.

**TV Listings**
Smith Crossing 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

Shuttle Services
The costs for scheduled activities and trips published on Smith Crossing’s monthly calendar of events that require bus transportation are included in your monthly fee.

Typical trips include visits to shopping centers, libraries and cultural attractions, banks, pharmacies and grocery stores. Other planned trips are at an additional charge.

Scheduled Services for Appointments
Regularly scheduled, complimentary shuttle services to designated destinations in the immediate area are included in your monthly service fee.

To accommodate most residents’ schedules, Smith Crossing offers regularly planned transportation service for your personal appointments. To learn if this service meets your needs, please consult your monthly activities calendar or ask the Life Enrichment Director for assistance.

A group of residents and neighbors have volunteered to provide transportation in Smith Crossing’s sedan to typical healthcare appointments, but not for medical procedures no matter how minor they may seem. Volunteers, who participate in an orientation and training program before they begin their service, sign-up for regularly scheduled days and times. A nominal fee to cover actual costs is charged for this service.

To take advantage of this service, Smith Crossing residents must be physically and cognitively able to handle all aspects of their healthcare appointment. You must walk independently or only rely on a cane or walker. If you rely on a wheelchair, please ask the Receptionist to help you find other transportation assistance.

To take advantage of this transportation service, please check with the Receptionist, extension 2331, at the Assisted Living Desk near the 10511 Emilie Lane entrance.
The AL Receptionist will confirm the days of the week that this service currently is available. Please make your healthcare appointment on one of those days and confirm your request for transportation at least one week prior to when you need it.

To use this service, you must sign a Resident’s Choice form and be able to manage these appointments without the assistance of a Smith Crossing staff member.

To reserve this service, staffed by volunteers, please schedule your requested date and departure time with the Receptionist at the Assisted Living Desk or call extension 2331.

Smith Crossing strives to accommodate your transportation needs and will do its best to adapt to your schedule when you make your request in advance.

**Parking for Residents and Guests**
You can reserve an underground parking space for an additional fee. These spaces are based on availability. You will be given a transmitter to open and close the exterior garage door.

There are two entrances for underground parking: one is accessible from 183rd Street/Orland Parkway and the other from Emilie Lane which runs along the north end of the campus between the villas.

Above-ground, unassigned parking spaces at no additional charge also are available for you and your guests.

**Automobile Registration and Insurance**
For security and safety, those residents who have reserved underground parking for their vehicles must be registered with Smith Crossing. Registration forms are completed when residents sign their agreement for underground parking.

**Ambulatory Aids and Electric Carts**
For safety reasons, all walkers, canes, amigos and carts will be temporarily stored in the adjacent hallway or lobby or along the perimeter of the room’s wall when you are seated in the Smith Crossing common areas including the Formal Dining Room and Bistro as well as its numerous common areas.
While in the dining areas please ask a member of the wait staff to place your transportation aide in the designated area after you are seated. The server will return it to you after you have dined.

Some Smith Crossing residents may use motorized carts, which 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 other residents and staff members.

Smith Crossing’s policy regarding motorized carts states that personal motorized carts may only be used on Smith Crossing property when prescribed by your personal physician and approved by the Executive Director.

You must demonstrate an ability to safely operate a motorized cart. Permission to operate a cart is only granted to you; it is not transferable to any other person. You may never allow another resident or a guest to drive your cart, at any time.

When permission to use a cart is granted, it is with the understanding that the Executive Director may rescind that approval, when necessary, at any time.

If you require the use of a cart, provide a copy of the insurance liability and coverage related to its use.

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

Owners also are expected to maintain the good repair of their electric cart, ensuring that its adjustable speed control and warning bell or horn work. Strict speed limits will be adhered to, for your safety and the safety of all Smith Crossing residents and staff. Please put your name on your cart to avoid confusion with others of the same make and model.

Before operating a motorized cart, you must sign an acknowledgement of this policy and agree to be bound by it. The policy, as described, will be reviewed periodically.
You also will be expected to keep your motorized cart inside your apartment when you are there. And you may not store it in any hallway or elevator lobby.

If you use a rollator as a chair in your apartment, please do not use it as a wheelchair in common areas. For safety’s sake, a rollator can only be used for sitting, not moving at the same time.
Guests at Smith Crossing

Guest Rooms and Meals
Two furnished suites are available for your guests. Your overnight or out-of-town guests are invited to stay in a Smith Crossing guest suite for a maximum of five consecutive days, based on availability and with approval from Smith Crossing. Reservations can be made through the Reception Desk.

Guests may not stay at Smith Crossing for more than 14 days per calendar year without Smith Crossing’s prior written approval. 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. Please check with the Dining Room Manager to make a reservation for guests planning to enjoy dinner at Smith Crossing, preferably 24 hours in advance. Space in the Dining Room is based on availability.

When a guest is staying in one of the guest suites, that individual may pay cash for meals in Bistro. Or you may use your Dining Points to treat them to meals and snacks in the Bistro and to meals in the Dining Room.

Visits by Youngsters
Children are very welcome at Smith Crossing. To ensure their safety as well as the comfort and privacy of all residents, please supervise all youngsters during visits. Do not allow children to run or play in the lobbies, corridors or elevators.

Visitors for Tours, Special Events for Marketing Programs
Smith Crossing 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 before choosing to move to Smith Crossing.
From time to time, Smith Crossing will host tours and special events for people who are considering the possibility of moving into Smith Crossing. We appreciate your expressions of hospitality and, when appropriate, your offer to participate in some of these activities.
<table>
<thead>
<tr>
<th>Channel</th>
<th>Station</th>
</tr>
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<tbody>
<tr>
<td>2</td>
<td>CBS WBBM Channel 2</td>
</tr>
<tr>
<td>2-1 HD</td>
<td>HD CBS</td>
</tr>
<tr>
<td>3</td>
<td><strong>IL Information Channel</strong></td>
</tr>
<tr>
<td>4</td>
<td>In-House DVD Movie Channel</td>
</tr>
<tr>
<td>5</td>
<td>NBC WMAQ Channel 5</td>
</tr>
<tr>
<td>5-11 HD</td>
<td>HD NBC WMAQ Channel 5</td>
</tr>
<tr>
<td>5-12 HD</td>
<td>NBC HD Weather</td>
</tr>
<tr>
<td>5-13 HD</td>
<td>NBC HD</td>
</tr>
<tr>
<td>6</td>
<td>PBS WYCC Channel 20</td>
</tr>
<tr>
<td>7</td>
<td>ABC WLS Channel 7</td>
</tr>
<tr>
<td>7-1 HD</td>
<td>HD ABC WLS Channel 7</td>
</tr>
<tr>
<td>7-2 HD</td>
<td>ABC HD</td>
</tr>
<tr>
<td>7-3 HD</td>
<td>ABC HD</td>
</tr>
<tr>
<td>8</td>
<td>FOX WFLD Channel 32</td>
</tr>
<tr>
<td>9</td>
<td>CW WGN Channel 9</td>
</tr>
<tr>
<td>9-11 HD</td>
<td>HD CW WGN Channel 9</td>
</tr>
<tr>
<td>9-12 HD</td>
<td>HD Channel 9</td>
</tr>
<tr>
<td>10</td>
<td>ION PAX WCPX Channel 38</td>
</tr>
<tr>
<td>11</td>
<td>PBS WTTW Channel 11</td>
</tr>
<tr>
<td>11-1 HD</td>
<td>PBS HD</td>
</tr>
<tr>
<td>11-2 HD</td>
<td>PBS HD</td>
</tr>
<tr>
<td>11-3 HD</td>
<td>PBS HD</td>
</tr>
<tr>
<td>11-4 HD</td>
<td>PBS HD</td>
</tr>
<tr>
<td>12</td>
<td>UPN WPWR Channel 50</td>
</tr>
<tr>
<td>14</td>
<td>C SPAN</td>
</tr>
<tr>
<td>15</td>
<td>C SPAN2</td>
</tr>
<tr>
<td>16</td>
<td>CNN</td>
</tr>
<tr>
<td>17</td>
<td>MSNBC Headline News</td>
</tr>
<tr>
<td>18</td>
<td>Fox News</td>
</tr>
<tr>
<td>19</td>
<td>Weather Channel</td>
</tr>
<tr>
<td>20</td>
<td>Comcast Sports Net Chicago</td>
</tr>
<tr>
<td>20-11 HD</td>
<td>PBS WYCC Channel 20 (HD)</td>
</tr>
<tr>
<td>20-12 HD</td>
<td>HD PBS WYCC SD Channel 20</td>
</tr>
<tr>
<td>20-13 HD</td>
<td>HD PBS WYCC Mega Channel 20</td>
</tr>
<tr>
<td>21</td>
<td>TNT Network</td>
</tr>
<tr>
<td>22</td>
<td>USA Network</td>
</tr>
<tr>
<td>23</td>
<td>WTBS Super Station Channel 14</td>
</tr>
<tr>
<td>24</td>
<td>Discovery Channel</td>
</tr>
<tr>
<td>25</td>
<td>TLC Learning Channel</td>
</tr>
<tr>
<td>26</td>
<td>Family Channel ABC Family</td>
</tr>
<tr>
<td>27</td>
<td>QVC / Also broadcasts Catholic Mass</td>
</tr>
<tr>
<td>Channel</td>
<td>Station</td>
</tr>
<tr>
<td>---------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>28</td>
<td>A&amp;E Arts &amp; Entertainment</td>
</tr>
<tr>
<td>29</td>
<td>History Channel</td>
</tr>
<tr>
<td>30</td>
<td>TV Land</td>
</tr>
<tr>
<td>31</td>
<td>Hallmark Channel</td>
</tr>
<tr>
<td>32</td>
<td>Animal Planet</td>
</tr>
<tr>
<td>32-1 HD</td>
<td>FOX WFLD Channel 32 (HD)</td>
</tr>
<tr>
<td>33</td>
<td>Comedy Central</td>
</tr>
<tr>
<td>34</td>
<td>AMC American Movie Channels</td>
</tr>
<tr>
<td>35</td>
<td>Lifetime Movie Network</td>
</tr>
<tr>
<td>38-11 HD</td>
<td>ION PAX WCPX Channel 38 HD</td>
</tr>
<tr>
<td>38-12 HD</td>
<td>ION QUBO</td>
</tr>
<tr>
<td>38-13 HD</td>
<td>ION LIFE</td>
</tr>
<tr>
<td>40</td>
<td>HGTV Home &amp; Garden TV</td>
</tr>
<tr>
<td>41</td>
<td>Food Network</td>
</tr>
<tr>
<td>42</td>
<td>Travel Channel</td>
</tr>
<tr>
<td>43</td>
<td>BRAVO Arts/Movie Channel</td>
</tr>
<tr>
<td>44</td>
<td>HSN Home Shopping network</td>
</tr>
<tr>
<td>45</td>
<td>Independent Film Channel</td>
</tr>
<tr>
<td>46</td>
<td>Turner Classic Movies</td>
</tr>
<tr>
<td>47</td>
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