Providing the comforts of home and the care of a community to outpatients and the families of patients who must seek treatment away from home.

This Book is for Room__________ at the IMD Guest House located on the campus of UIC in SSR (Building Number 951)  
809 S. Damen Avenue, Chicago, Illinois  60612
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Dear Guest,

Welcome to the Illinois Medical District Guest House! Though these may be trying times for you and your loved ones, we appreciate your patronage. Included in this book you will find information that will be helpful to you during your stay. Please take a few moments to familiarize yourself with the rules and regulations of our facility and some helpful resources, such as nearby grocery stores and 24-hr pharmacies. Feel free to stop by the Community Room for additional information and resources.

Please remember that all of our rooms are non-smoking. As a courtesy to other guests and residents, please abide by this rule and only smoke in designated areas. We are committed to providing you with the best accommodations as well as high quality service.

Should you have any questions, please do not hesitate to contact us at (312) 996-1167 or Community Room on the Second Floor or visit the Front Desk.

Yours Truly,

IMD Guest House Team
About Illinois Medical District Guest House
The IMD Guest House Foundation, a 501(c) 3 not-for-profit organization, provides the comforts of home and the care of a community to outpatients and the families of patients who must seek treatment away from home.

Each person who stays at the Guest House is provided with comfortable and affordable accommodations for the duration of their medical care. The Guest House is the only such facility in Chicago that serves children and adult patients, as well as their family members when they need to travel to Chicago for medical treatment. We strive to provide comfort and a safe haven at a time when energy must be conserved and directed towards larger issues.

Today the IMD Guest House is uniquely partnered with the University of Illinois at Chicago Campus Housing to provide our services. Within our building reside not only the IMD Guest House’s guests, but fellow University guests, undergraduate and graduate students, Faculty in Residences, and University Staff. Adjacent to our Guest House are many resources such as Student Center West, West Campus Recreation Center, shopping, transportation, and of course, medical facilities (University of Illinois Hospital & Health Systems, Rush University Medical Center, John H. Stroger Cook County Hospital, Jesse Brown VA Medical Center etc). We hope that you take advantage of our unique location and enjoy your stay!

Interesting Facts
- IMD Guest House was founded in 1999
- Began providing service to guests in 2005
- First location – CDA Building at 1926 W. Harrison, 10 guest rooms
- Moved to current location (1933 W. Polk Street) in August 2011
- Added six new additional rooms in 2012 for a total of 16 guest rooms
- Provided over 8,000 nights of rest and comfort since 2011.
- Added 14 new additional rooms in 2013 for a total of 30 guest rooms
- By the end of 2015 the Guest House will operate 50 guest rooms
- Average Distance a Guest Travels is 237 Miles
- One-Third of our Guests travel under 50 Miles to the Medical District
- Our nearest guests come from the surrounding suburbs of Chicago.
- Our guest travel to the Medical District from as far away as Dubai!
- Each Month we provide 230 Nights of Service of which 125 Nights receive financial assistance from our Comfort Fund.
- The Illinois Medical District (IMD) “the largest urban healthcare, educational, researching and technology district in the nation.”
- Member of the Hospital Hospitality Network (HHN)

Our Partners
We are partnered with several organizations to provide our services:

UIC- Campus Housing University of Illinois Hospital and Health Systems
Editha House Foundation Rush University Medical Center
               Cook County Stroger Hospital Auxiliary

Stay in Touch With Us
Twitter: @IMDGuestHouse Facebook: facebook.com/IMDGuestHouseFoundation Website: www.imdguesthouse.org
House Rules

The Guest House is a not-for-profit healthcare hospitality house and is strictly a lodging facility for referred patients that are actively receiving care at our partner institutions and their families and friends. The Guest House is not licensed to provide medical services or to monitor individual guests. For the comfort and wellbeing of all guests, residents, visitors, staff, volunteers and community members, please abide by the following rules while staying at the Guest House. Violation of these rules and regulations and/or of University of Illinois at Chicago’s (UIC) rules will be grounds to ask a family to leave the Guest House.

Should you have any questions or concerns, please contact the House Manager at (312) 996-1167.

- **All guests must register at the Front Desk** and readily identify themselves to IMDGH, UIC staff and its affiliates when asked. Guests must wear provided wristbands while on site.

- **Smoking is strictly prohibited indoors and on the Campus of UIC.** Failure to comply will result in a $600 fine and guests may be asked to leave. Violators may be subject to further penalty under Illinois law. IMD Guest House and UIC are drug free facilities.

- **Staff must have access to rooms** to perform regular cleaning and maintenance. Rooms must be kept orderly to ensure that they are cleaned properly. Stays longer than a week will receive a linen exchange.

- **Guests are responsible for any fees, including room fees, or tickets incurred while at IMDGH.**

- **In case of an emergency,** call 312-355-5555 (5-5555 from room phone).

- Guests must evacuate building when fire alarms sound or follow announced emergency protocol. Please locate the nearest exit to your room on the posted map.

- **Pets are prohibited.** If a pet is found in a guest room, staff will ask that it be removed and may ask guest to leave the facility. Failure to comply will result in a $250 fine.

- Do not burn candles, incense or any other flammable objects in the rooms.

- **Food must be stored properly** in sealed containers or in the refrigerator. Dispose of food properly at time of check out. Garbage chutes are located on each floor as well as recycling centers.

- **Do not remove anything from the Guest House rooms.** Everything has been generously donated to us and is for the comfort of all our guests. If you find an item missing, please contact our office so that we can replace it before the next guest.

- **Do not try to make any repairs yourself.** Please contact the House Manager or Front Desk for any problems with appliances, electrical outlets, or plumbing.

- IMD Guest House strives to provide a supportive, welcoming community for its guests; **please help us by being respectful of all staff, volunteers, fellow guests, and residents.** Guests who are disruptive to our community can be asked to leave the Guest House and may be banned from staying at the Guest House in the future.

- Guests in public spaces (hallways, outdoors, community room, offices etc) must be properly clothed and wear shoes.

- **Please follow posted rules in Community Room (page Error! Bookmark not defined.)**

- Please follow check-out process posted in Guest Room and check that all of your amenities are present.

- **Check out time is 10 AM.** Drop off your key(s) at the Front Desk where you checked in (1933 W. Polk Street). If you leave keys in your room, please call our office and leave a message so that we know.
Important Things to Know

Reservation Change
Help us accommodate all of our families by contacting our office as soon as possible if you need to change your reservation by calling 312-996-1167 or visiting our office.

Checkout is before 10:00am
Please bring your keys to the Front Desk no later than 10:00am on your scheduled departure date. Late check-outs must be approved by our office. Failure to contact the office will result in being charged for an additional night.

Return Your Room Keys
There is a $150 replacement fee and we are not able to provide service from that space while we wait for new keys (about two weeks). Please return all sets of keys to the Front Desk upon departure.

Housekeeping
If you are staying more than 7 nights, your room will be cleaned once a week and you will receive fresh towels and linens at this time. Daily linen service is not available. A vacuum, broom, mop and other cleaning supplies are available for you to borrow from the Community Room. Upon check-out please follow the Check-Out Check List located on the back of your door or on page 5.

Facilities Related Emergency
Please call the Front Desk at 312-355-6400 during regular operating hours (8am-12am) or call RA on Duty at 312-287-2758 from 12am-8am.

Trash Disposal and Recycling
Trash chute is located on the second and third floor to the right as you exit the elevators between rooms 211 and 213 or 311 and 313. Trash can also be disposed of in the dumpster near 809 S. Damen Avenue. Recycling centers are located on each floor.

Accessibility
Our facility has accessibility ramps at 809 S. Damen Street and 1933 W. Polk Street on the street sides only. A lift between Lower Level of SSR connects to the SCW. If you are in need of a card for swipe access to open entrance doors, please contact our office. In case of any emergency, if you or your loved are not able to evacuate the building, please remain in your guest room. You can call UIC Dispatch at 312-355-5555 (5-5555) to alert the emergency response team that you have shelter in place.
Check-In
Please do the following when you check-in:

- Locate your emergency plan on the back door and familiarize yourself with the nearest emergency exit.
- Check that your room has all of the amenities in the kitchen (page 8)
- Go over Check-out Check List (below)
- Notify House Manager if in case of an emergency, you would need assistance evacuating the building.

Check-Out Check List

- Check-out before 10:00am on your scheduled departure date. Late check-out Monday-Friday must be approved by our office at 312-996-1167 or by email.
- Empty your trash by using the trash chute between rooms 213 and 211 or 313 and 311 or take it to the large trash can on Ground Floor. Please do not place trash on floor of trash room or on top of recycling bins.
- Place your used towels and linens in the laundry basket. Don’t forget to leave the sleeper sofa open if you used it so we know to check it.
- Reset the prescription safe located in the closet so that the next guest can easily access it.
- Let the office know if you used the provided sharps container and/or medical waste can (small stainless steel can with red bag). Please do not place sharps or any other potentially hazardous materials in mainstream trash.
- Notice something missing or broken? Please report this to our office so we can take care of it!
- Don’t forget to make sure you have all of your belongings before departing! IMD Guest House will not be responsible for forgotten items.
- Return your keys to the Front Desk at 1933 W. Polk Street or call our office if you leave them in the room. Failure to do so may result in being charged for an extra or charged $150 replacement
IMD Guest House & Front Desk
Administrative Office- (312)996-1167, Room 214
Please contact this office with any questions regarding your stay, such as extending or rates. If the
voicemail system answers, please leave a message with including your room number, call back number,
and message.

Hours: Monday-Friday 9am-9pm, or as posted

Front Desk/West Area Office- (312)355-6400, Lower Level Polk Street Residence
Please call the Front Desk for general directions on getting around the area, emergencies, and linens.
Please visit the Front Desk to check-in/out or register guests.

Hours: Daily 8am-12am (midnight)

Security Guard on duty: 12am-8am

Residential Assistant (RA) on Duty- (312)287-2758
Please contact the RA on Duty if you are locked out or there is a facilities related emergency (ex. Flood,
leak, power outage etc).

Monday-Friday, 5pm-8am and 24 hours on weekends.

Emergency Phone Numbers
UIC Emergency Police and Fire- (312)55-5555
For emergencies on-campus requiring police assistance please contact UIC Police instead of 911. You are
located in the SSR (Single Student Residence) on west campus. Please send someone in your party to the lobby
of 809 S. Damen Avenue to meet emergency personnel.

This Book is for Room__________ at the IMD Guest House located on the campus of UIC in SSR (Building
Number 951), 809 S. Damen Avenue, Chicago, IL 60612

UIC Non-Emergency Help Line- (312)996-2830
Chicago Non-Emergency Help Line (312)-774-5000
Access to emergency food banks, shelters, and other municipal services

Prompts
1. 911 (Emergency) 5. Cook County Administration
2. Power-outage (ComEd) 6. City special events
3. To file a non-emergency police report 7. Chicago Park District
4. Homelessness prevention/access to accommodations

In Case of an Emergency
All guests must evacuate the building when the alarms go off. Please locate the nearest emergency exit to
your room.

If you or your loved are not able to evacuate the building, please remain in your guest room. You can call
UIC Dispatch at 312-355-5555 (5-5555) to alert the emergency response team that you have shelter in
place.
Receiving Mail
Guests that are staying with us for extended stays can receive mail. For quickest delivery, please tell your friends and family to send it to:

Your Name, Room Number  
C/O IMD Guest House  
1933 W. Polk Street #214  
Chicago, IL 60612

Mail is delivered after 3:00PM to guest rooms by IMD Guest House Staff and volunteers.

Sending Mail
A USPS mailbox is located in the bank of mailboxes near the Front Desk. Additional USPS mailboxes are located near 900 S. Damen Avenue, 820 S. Wolcott Avenue.

Stamps are available for purchase in the UIC Medical Bookstore at the register.

Nearby Post Offices, Drop boxes, Other Mail Services

<table>
<thead>
<tr>
<th>Post Office</th>
<th>Address</th>
<th>Phone</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post Office- Nancy Jefferson</td>
<td>116 S. Western Ave</td>
<td>(800)275-8777</td>
<td>M-F 9-5:30PM, Sat 9:30-2:30PM</td>
</tr>
<tr>
<td>Post Office- Pilsen</td>
<td>1859 S. Ashland Ave</td>
<td>(800)275-8777</td>
<td>M-F: 8-1PM; 2-5PM; Sat 9:30AM-2:30PM</td>
</tr>
<tr>
<td>Post Office- James R. Thompson Center</td>
<td>100 W. Randolph St</td>
<td>(312)814-3000</td>
<td></td>
</tr>
<tr>
<td>The UPS Store- #5608</td>
<td>1137 W. Taylor St</td>
<td>(312)226-8700</td>
<td>M-F 8:30-7PM; Sat 9AM-5PM</td>
</tr>
<tr>
<td>UPS-Drop Box</td>
<td>845 S. Damen Ave</td>
<td>(by School of Nursing)</td>
<td></td>
</tr>
<tr>
<td>UPS-Drop Box</td>
<td>1853 W. Polk St</td>
<td>(by College of Medicine)</td>
<td></td>
</tr>
<tr>
<td>FedEx Office Print &amp; Ship Center</td>
<td>1 S. Sangamon St</td>
<td>(312)492-8355</td>
<td>M-F: 7:30-9PM; Sat: 10AM-6PM</td>
</tr>
<tr>
<td>FedEx Drop Box</td>
<td>840 S. Wood St</td>
<td></td>
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</tbody>
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Laundry
Laundry machines are available for IMD Guest House Guests on the lower level (LL). Laundry machines only accept the on-campus currency, Dragon Dollars. Please check with the office to see if we have any cards available with preloaded values. The cost is 75

Iron and ironing board are available in the Community to borrow.

Laundry Services

<table>
<thead>
<tr>
<th>Laundry Service</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNI Cleaners &amp; Tailor</td>
<td>1651 W. Roosevelt Rd</td>
<td>(312) 829-1006</td>
</tr>
<tr>
<td>Ok Cleaners</td>
<td>1529 W. Taylor St</td>
<td>(312)421-2230</td>
</tr>
<tr>
<td>Blue Kangaroo Coin Laundry</td>
<td>1902 W. 18th St</td>
<td>(312)421-7873</td>
</tr>
</tbody>
</table>
Telephone
- IMD Guest House provides each guest with a phone in their room.
- To dial a number inside the University of Illinois (including University of Illinois Hospital), dial the last 5 digits of the phone number (x-xxxx).
- To dial a number outside the university, you must dial ‘9’ followed by ‘1’, then the area code followed by the phone number.
- Our phone service also includes free incoming and outgoing calls within the 48 continental United States.

Heating & Cooling System
- Each guest room has a fan and thermostat to control the temperature in the room. However, the general air temperature (hot or cold) is a system wide control. This means that during the cooler months the system is only blowing warm air, and during the warmer months it is only blowing cold air. It is not possible for the system to shift between the two on any given day.
- If you find your room to be too hot when the heat is on, turn off the fan and open a window to allow cooler air to enter the room. If you find your room to be too cool when the air conditioning is on, turn off the fan so that cold air stops blowing from the vent.

Room Fixtures and Furnishings
Each of our guest rooms is fully furnished apartment style suite. Each room contains the following:
- Queen size bed
- Sleeper sofa couch
- 32 inch TV
- Room Safe (page 9)
- Refrigerator/freezer
- Oven and range
- Basic kitchen furnishings (Below)
- Towels for four guests
- Linens for two beds (linen for sleeper located in closet)

Room Fixtures and Furnishings
- 4 spoons, knives, forks
- 4 large and small plates
- 4 small & large glasses
- 4 mugs
- 4 cereal bowl
- 4 small plates
- Bottle/wine opener
- Can opener
- Coffee maker
- Cutting Board
- Dish rack
- Dish soap and sponges
- Measuring cup and spoon sets
- Pizza cutter
- Baking or pizza sheet
- Vegetable Peeler
- 4 food storage container
- Strainer
- Toaster
- Microwave
- fire extinguisher
- ice tray
- Trash can

Please contact the Front Desk or House Manager for any problems with appliances, electrical outlets, or plumbing. Do not try to make any repairs yourself!

Do not remove any items from the guest rooms. Everything has been thoughtfully placed and generously donated for the comfort and enjoyment by all guests.
Room Safe
Each guest room is equipped with a safe to store your prescriptions and valuables in the bedroom closet. Please follow these steps:

1. Open safe door and look for a red button on right hand side.
2. Press the red button. You should hear a beep and an orange light on the front of the safe should turn on.
3. Keeping the door open, enter your pass code (3-8 digits). Press the “#” key.
4. Re-enter your pass code and press the “#” key. The green light should light up if the pass code is accepted.
5. Repeat steps 1-4 if pass code is not accepted.
6. Once code is accepted, lock door using the handle on the front. Make sure door is securely closed.
7. To open safe, enter your pass code followed by “#” key and turn handle to the open position.
8. When you are ready to depart, remove your items, press the red button and leave the door unlocked.

IMPORTANT: When you are departing from the Guest House, remember to remove all of your belongings. IMD Guest House cannot be responsible for items left behind. Please press the red button and make sure that the door is unlocked so the next guest can use the safe.

If you cannot remember your pass code or the safe is locked when you arrive, please contact IMD Guest Administrative Office at 312-996-1167 so that we can supply you with a key to open the safe.

Potentially Infectious Waste/ PPE
For the health and safety of our staff, guests, volunteers, and community, please dispose of your potentially infectious waste in the designated step can lined with a red bag or using the sharps container. Items that should be disposed of in this can include:

- Visibly bloody gloves, plastic tubing, or personal protective equipment such as gloves and face mask
- Gauze, bandages or other items saturated with blood
- Securely closed disposable sharps containers

Do NOT dispose of the following in this can:

- Medications
- Compressed gas cylinders
- Loose sharps
- Hazardous and chemical waste
- Radioactive waste
- Fixatives and preservatives
- Household/mainstream waste

Additional bags and containers are available. If your can is full, please contact our office to pick up. DO NOT PLACE RED BAGS IN MAINSTREAM TRASH. Sharps can also be disposed of in the Community Room bathroom on the far side of the room (204).
Internet Access

UIC-Guest Wireless Instructions
IMD Guest House and UIC Campus Housing provide free wireless connection as a courtesy to our guests. This guide will help you get connected to the internet and understand the policies associated with your guest account. Guests are provided with a unique username and password at check-in if reservation is made more than 24-hours in advance and an email address is provided during your reservation process. IMD Guest House provides free wireless internet access.

Guest Account Rules and Policies
There is a **4GB daily bandwidth limit in place for each user, which resets at 12 am each day. If this limit is exceeded, the guest account will be banned from the network.** There is also a security policy in place regarding illegal downloads/uploads. If caught, the guest account will be banned and a follow up with Network Security will be required. UIC settings prevent devices from using the wireless network to connect (e.i. devices such as Roku and Chromecast or personal routers do not work at UIC).

Some tips to help avoid exceeding the bandwidth cap:

- Keep downloading/uploading at a reasonable limit.
- Don’t stream entire movies in high definition; settings can be changed to lower the quality which will consume less bandwidth.
- Limit prolonged usage of webcam applications such as Skype.
- More than one person using the wireless? We can create a unique username for each person with their email address.

Copyright Infringement
Copyright Infringement is the use of works protected by law without permission of the creator. Downloading/Uploading movies, music, software, books, etc. as a way of avoiding paying the creators of such works violates copyright law. Using UIC resources to do so also puts the university at risk. Therefore, UIC monitors internet activity. If you are caught violating copyright law, the repercussions can range from an internet suspension to legal action being taken against you, so please be mindful of what you are downloading and uploading while using campus internet.

Please see next page for instructions on how to connect.

UIC Printing, Faxing and Computer Access
Guest House guests do not have access to UIC computers labs. The Guest House provides a printer, fax and copy machine in the Community Room. Please ask staff if you would like access to a computer and we can see what we can do! Please see the SCW information desk for public copiers and scanners if the Guest House is not available.
Connecting to UIC-Guest

1. Open Wireless Network Connections by clicking on the wireless network icon on the bottom right hand corner of the toolbar or under settings.

2. Double-Click on the Wireless Network named UIC-Guest

3. Once connected open your default browser (i.e. Internet Explorer, Mozilla Firefox, Google Chrome) The ACCC Guest Wireless Network Log-In Page will be displayed automatically.

4. Enter your guest account credentials and click submit:

Having problems connecting? Contact UIC ACCC Help Desk at 312-413-0003.
Community Room. . . (Room 202)
Please visit our Community Room on the Second floor the Guest House! Our Community Room is a comfortable gathering place offering programming, a lending library, and resources throughout the week. Grab a cup of hot coffee and a snack to take with you to the hospital and say “hello”. The Community Room features a large dining area, kitchen, and living room area. We also have a Borrowing Closet, games, books, resources, and more. Staff and volunteers are more than happy to answer your questions or be a pair of listening ears. The Community Room is open anytime the door is open, generally Monday-Friday from 9am until 9pm.

Programming
Volunteers regularly host programming in the Community Room including evening meals and breakfast. Please check your Welcome Folder or look for a calendar of events either in the Community Room or on the wall outside the Community Room. All programming is free of charge.

We please ask that. ..
When you are in the Community Room or outside of your guest room that you:

- Are respectful of staff, volunteers, community members and guests
- Wear shoes and are dressed appropriately
- Clean up after yourself
- Return items to where they belong when you are done using them
- Check-out and return items from the Borrowing Closet or Lending Library

Borrowing Closet and Lending Library
Items can be checked out from the closet and library. Please return items by the date and time indicated so that other guests can also use them.

The following items are available to borrow or use:

- Iron and Ironing Board
- Blow Dryer
- Fan
- Extra Bedding
- Paper Products
- Cleaning Products
- Vacuum
- Broom and Dustpan
- Mop and Bucket
- Limited amount of toiletries
- Resource Books
- Children’s games, puzzles and Legos
- Deck of cards
- Fiction and non-fiction books
- DVDs
- Games such as Bananagrams, Jenga, Monopoly and Scrabble
- And More!

Computer and Printing, Scanning and Faxing in Community Room
A printer, scanner and fax are available for Guests to use in the Community Room. Limited computer access may also be available. Please ask staff.
Parking
The Guest House does not provide any onsite overnight parking. Temporary metered (only quarters) parking for loading and unloading is located south of the 809 S. Damen Entrance. All overnight parking for guests receiving care in the Illinois Medical District is at the hospital the patient is receiving care at. If your loved one is receiving care outside of the Illinois Medical District, the Guest House will provide you with additional instructions on where to park.

Parking Lot Locations
Illinois Medical District Hospital Parking
- Rush University Medical Center - Harrison Street between Paulina and Marshfield Avenues (Open 24hours, 7days)
- University of Illinois Hospital/Wood Street Parking Structure - 1100 S. Wood Street (Open 24hours, Monday-Saturday; Exit only on Sunday or swipe card access)
- Cook County Stroger Hospital - 1801 W. Polk Street

Other nearby Parking
- UIC Paulina Street Parking Structure - 920 S. Paulina Street (Open 24hours, 7days)
- UIC Parking Lot B2 - Open Monday-Friday 7am-7pm
- Jesse Brown VA Medical Center - Taylor Street between Damen and Ogden Avenues
- Street Parking - City of Chicago Meters - Taylor Street between Damen Avenue. Please follow regulations as posted on the street and pay box.
- Juvenile Detention Center Garage - 1101 S. Hamilton Street

For more information about UIC Parking, please call 312-413-5850

Rush Shuttle Service (312)942-5678
Shuttle service can be arranged with Rush University Medical Center’s Security Staff. They are available 24/7 and will drop passengers off at any valet service entrance. Valet service entrances are located at:
- main hospital
- professional services building
- orthopedics building
- parking lot

Please give at least a 15 minute warning. This is an as-needed service, so please give them a little leeway in arriving. To make arrangements for pick-up, call the above number. Shuttle picks up and drops off at 809 S. Damen Entrance.

FOR MORE INFORMATION ABOUT GETTING AROUND THE ILLINOIS MEDICAL DISTRICT AND CHICAGO SEE PAGE 16
Student Center West - 828 S. Wolcott Avenue

Student Center West (SCW) is the student union for UIC West Campus. IMD Guest House is connected to SCW through the lower level. SCW offers a number of different things.

To learn more: www.uic.edu/depts/studentcenters/

Getting to Student Center West

- **Indoor Route:** Take elevator to Lower Level (LL). Across from elevators are stairs going down and a wheelchair lift*. Take stairs or lift down. Go through the door and follow hallway around past the Student Fitness Center pool and elevator. The 2nd elevator will go up to SCW by cafeteria. Stairs on either side of Chapel and Barber Shop will take you to the main Lobby of SCW facing south towards Taylor Street.

- **Outdoor Route through Courtyard:** Take Elevator to Ground (G). Exit through east door in Lobby opposite of the street side entrance. Follow sidewalk around courtyard, down 4 steps (NO RAMP), pass Student Fitness Center. On North side (left hand side), enter through revolving doors into the main lobby of SCW.

- **Outdoor Route:** From the corner of Damen and Polk, travel east on Polk (away from Damen Avenue). North entrance to SCW is near the intersection of Polk Street and Wolcott Avenue. If you cross Wolcott, you have gone too far.

UIC Medical Bookstore

UIC Medical Bookstore located in SCW sells not only textbooks, but also UIC apparel, basic office supplies, electronics, and has a small convenience store.

Hours: **Monday** (8:30am-6pm); **Tuesday** (8:30am-5pm); **Wednesday** (8:30am-5pm); **Thursday** (8:30am-6pm); **Friday** (8:30am-5pm); **Saturday & Sunday** (Closed)

Other Amenities in SCW

- ATMs: TCF, Bank of America (near north entrance)
- **Dragon Dollars Machine** (near north entrance)
- **Copy Machine** (near north entrance)
- **Parking Office** (basement, near south entrance)
- **Chapel** (basement, near south entrance)
- **Barber Shop** (basement, near south entrance)
- **Information Desk** (near south entrance)

SCW Dining Options

<table>
<thead>
<tr>
<th>Dining Option</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Centennial Room</strong></td>
<td>All you care to eat cafeteria.</td>
</tr>
<tr>
<td></td>
<td>Open only during academic sessions in Fall and Spring, closed during semester breaks and summer.</td>
</tr>
<tr>
<td><strong>Subway</strong></td>
<td>Monday-Thursday 7:30am-3pm, 4:30pm-8pm, 9pm-12am, Friday 7:30am-3pm, 4:30pm-8pm, Saturday 9:30am-2pm, 4:30pm-8pm, Sunday 9:30am-2pm, 4:30pm-8pm, 9pm-12am</td>
</tr>
<tr>
<td><strong>Café Descartes</strong></td>
<td>Monday-Thursday 7am-5pm, Friday 7am-3:30pm</td>
</tr>
<tr>
<td><strong>Marketplace</strong></td>
<td>Monday-Friday 10am-2pm</td>
</tr>
<tr>
<td><strong>Freshii, Jow Jing, Masala, Oittakes, Sano, The Grill at Market Place</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Papa John’s</strong></td>
<td>Monday-Thursday 10am-8pm, Friday 10am-2pm</td>
</tr>
</tbody>
</table>

*Lower Level Lift

If you would like to use the lift, please contact the Front Desk/WAO at 312-355-6400 and someone will assist you.
Our Neighborhood
The Guest House is located on the campus of the University of Illinois at Chicago (UIC) within the Illinois Medical District. Adjacent to us are the Little Italy and Tri-Taylor Neighborhoods. The Guest House is proud to be a part of such a vibrant, diverse and dynamic community that includes UIC Campuses, Illinois Medical District and the city of Chicago.

UIC is a state-funded public research university and is one the largest universities in Chicagoland with nearly 28,000 students. The Guest House is located on the west campus of UIC. The west campus has the colleges of medicine, dentistry, pharmacy, and public health in addition to several research centers and other university facilities. The east side of campus is the main academic campus for students. To learn more about UIC, visit their website at www.uic.edu.

The building that the Guest House operates in is the Single Student Residence (SSR). SSR is 16 stories tall and houses 530 students. All of the rooms in SSR are apartment style suites. Our building is quieter than most dorms as most students residing here are graduate or professional level students or are at least 21 years or older. SSR also houses UIC-Campus Housing’s Guest Housing and Family Housing.

The Illinois Medical District (IMD) is a 560 acre special-use zoning district consisting of medical research facilities, labs, biotech business incubator, raw development areas, universities, and more than 40 healthcare related facilities. The IMD is the largest urban medical district in the United States. To learn more about the IMD please visit their website at www.imdc.org.

Our neighborhood to the east across Ashland Avenue is Little Italy and is between the east and west campuses of UIC. This area is known throughout the city for its authentic Italian food, but there is much more! There is a variety of different food along this street catering to the University’s diverse population. Little Italy is an energetic, historic Chicago neighborhood.

Although you are here to receive needed medical attention, we hope that you are able to enjoy some of the cultural opportunities that are available in Chicago as a way to relax.

Entertainment and Culture

<table>
<thead>
<tr>
<th>Directory</th>
<th>Main Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Italian American Sports Hall of Hame</td>
<td>312-226-5566</td>
</tr>
<tr>
<td>Jane Addams Hull House Museum</td>
<td>312-413-5353</td>
</tr>
<tr>
<td>Gallery 400</td>
<td>312-996-6114</td>
</tr>
<tr>
<td>UIC Theatre</td>
<td>312-996-2977</td>
</tr>
<tr>
<td>ShowPlace Icon</td>
<td>312-447-6304</td>
</tr>
<tr>
<td>AMC River East</td>
<td>312-596-0333</td>
</tr>
</tbody>
</table>

*This is just a sample of nearby Entertainment and Culture.*

Our City
From the towering skyscrapers of the Loop to the colorful mosaic of neighborhoods that make up the city, Chicago is beautiful in the fall and buzzes with energy and excitement all season long. Approximately 9 million people in 7 counties call metropolitan Chicago home.

For more tourist information, including a free tourism guide, please visit choosechicago.com.
Getting Around
For directions, including public transportation, visit maps.google.com. Our staff and volunteers are also happy to help with directions!

Chicago Transportation Authority (CTA)
General Information (888)968-7282
Travel Information (312)836-7000
Website: www.transitchicago.com

Passes and tickets can be purchased at the train stations using Ventra vending machines. Buses accept cash. No change is given. To learn more visit: www.ventrachicago.com

“L”/Subway Services near to Guest House

**Pink Line**
(Inbound to Loop/Outbound to 54th/Cermak) - Inbound to transfer to other CTA lines, downtown sites, Metra and Amtrak trains.

**Nearest Stop:** Polk Street
**Directions:** Go east on Polk Street to corner of Polk Street and Paulina Avenue. Train passes overhead. Station is located on south side of street.

**Blue Line**
(Inbound to O’Hare/Outbound to Forest Park) - Inbound to transfer to other CTA trains, downtown sites, Metra, Amtrak, Grey Hound, O’Hare International Airport. Outbound to Oak Park, Forest Park.

**Nearest Stop:** Illinois Medical District (Damen-South)
**Directions:** Go north on Damen Avenue to the middle of the expressway (290) bridge. This stop has multiple entrances/exits onto Damen Avenue, Paulina Street and Ogden Avenue.

<table>
<thead>
<tr>
<th>Bus Routes</th>
<th>Stop Location (Direction: Stop ID)</th>
<th>Service Time</th>
<th>Where it Travels</th>
</tr>
</thead>
<tbody>
<tr>
<td>#157 - Streeterville/Taylor</td>
<td>Polk St./Wolcott Ave. (East: 6689)</td>
<td>Service on Weekday Mornings until early evening. No service on Weekends.</td>
<td>East to Chestnut/Lake Shore, Shopping, Site Seeing, Restaurants, “Little Italy”/Taylor Street</td>
</tr>
<tr>
<td>#50 - Damen</td>
<td>Damen Ave./Polk St. (North: 8905) (South: 8874)</td>
<td>5:34AM-10:35PM weekdays, 6:10AM-10:30PM Saturday, 6:05AM-10:30PM Sunday</td>
<td>South - Orange Line to Midway North - Blue Line</td>
</tr>
<tr>
<td>#7 - Harrison</td>
<td>Polk St./Wood St. (Pink Line Stop) (East: 6691)</td>
<td>Service on Weekday Mornings until Evening. No Services on Weekends.</td>
<td>East - Downtown</td>
</tr>
<tr>
<td>#12 - Roosevelt</td>
<td>Damen Ave/Roosevelt Rd. (East: 13192)</td>
<td>Daily</td>
<td>East - Shopping Center, East Campus</td>
</tr>
<tr>
<td>#9 - Ashland</td>
<td>Ashland Ave/Polk St. (North: 15793) (South: 17183)</td>
<td>Daily</td>
<td>South to Shopping/Pilsen, North to Green Line</td>
</tr>
</tbody>
</table>

**Other Useful Tools**

<table>
<thead>
<tr>
<th>Tool</th>
<th>Description</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTA Bus Tracker</td>
<td>See live arrival times for selected bus routes.</td>
<td><a href="http://www.ctabus.com">www.ctabus.com</a></td>
</tr>
<tr>
<td>Google Maps</td>
<td>Get public transit directions with estimated travel times.</td>
<td>maps.google.com</td>
</tr>
<tr>
<td>GoRoo</td>
<td>RTA trip planner-multi-modal with estimated travel times.</td>
<td>Goroo.com</td>
</tr>
</tbody>
</table>
UIC Shuttle Bus
Please inform driver that you are a guest staying at UIC Campus Housing. The Shuttle will take you to East Campus from the Guest House before taking you to the University of Illinois Hospital. The Front Desk has maps of the shuttle line and can be found in the back of this book.

UIC Intracampus Bus
The UIC intracampus bus route links the east and west sides of campus via Roosevelt Road and Taylor Street. The nearest stop located outside of the College of Medicine building on the corner of Polk and Wolcott.

Monday-Friday: 7:00am- 11:00pm 20-Minute Service
Weekend/Holiday: 7:00am-11:00pm 30-Minute Service

UIC Semester Express
The Semester Express provides an express link from the south side residence halls to the east and west sides via Harrison Street. Semester Express does not operate on the weekends, holidays, breaks or intersession. The nearest stop is located outside of the Polk Street Residence Hall.

Monday- Friday: 7:00am- 3:00pm 30-Minute Service

Taxi Services and Airport Shuttles

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>American United Cab Association</td>
<td>(773)248-7600</td>
</tr>
<tr>
<td>Checker Taxi Association</td>
<td>(312)243-2537</td>
</tr>
<tr>
<td>Chicago Yellow Cab</td>
<td>(312)829-4222</td>
</tr>
<tr>
<td>Flash Cab Company</td>
<td>(773)561-1444</td>
</tr>
<tr>
<td>Jiffy Cabs</td>
<td>(773)487-9000</td>
</tr>
<tr>
<td>Go Airport Express</td>
<td>(888)284-3826</td>
</tr>
<tr>
<td>Green Airport Shuttle</td>
<td>(800)701-4817</td>
</tr>
<tr>
<td>Super Shuttle</td>
<td>(800)258-3826</td>
</tr>
<tr>
<td>Uber (App-based Ride Share Company)</td>
<td><a href="http://www.uber.com">www.uber.com</a></td>
</tr>
<tr>
<td>Lyft (App-based Ride Share Company)</td>
<td><a href="http://www.lyft.com">www.lyft.com</a></td>
</tr>
<tr>
<td>Divvy (Chicago bikeshare)</td>
<td><a href="http://www.divvybikes.com">www.divvybikes.com</a></td>
</tr>
</tbody>
</table>

Airports, Rail Lines

<table>
<thead>
<tr>
<th>Airport</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>O’Hare International Airport (20 Miles Away)</td>
<td>(773)0686-2200</td>
</tr>
<tr>
<td>Midway International Airport (8 Miles Away)</td>
<td>(773)838-0600</td>
</tr>
<tr>
<td>Amtrak</td>
<td>(800) 872-7245</td>
</tr>
<tr>
<td>Metra</td>
<td>(312)322-6777</td>
</tr>
<tr>
<td>Ogilvie Transportation Center (500 W. Madison Street, Chicago, IL)</td>
<td></td>
</tr>
<tr>
<td>Union Train Station (225 S. Canal Street, Chicago, IL)</td>
<td></td>
</tr>
</tbody>
</table>
Nearby to the Guest House

There are a number of different resources nearby and in the City of Chicago that may be of assistance to you. Don't forget that one of the best resources for more information can be found at your medical center in their Resource Room, Case Management and various centers.

Grocery Stores

**Jewel-Osco** (full service grocery and pharmacy) – 1220 S. Ashland Ave (Ashland Ave and Roosevelt Rd) 312-733-2837

**Target West Loop** (retail, grocery, pharmacy, eye center, etc) - 1101 W. Jackson St (Jackson and Aberdeen) 312-279-3341

**Target South Loop** (retail, grocery, pharmacy, eye center, etc)- 1154 S. Clark Street (Roosevelt and Clark) 312-212-6300

**Whole Foods** (full service organic and health grocery)- 1101 S. Canal Street (Roosevelt and Canal Streets) 312-435-4600

**ALDI** (discount supermarket)- 1739 W. Cermak Rd (Cermak and Wood) 855-955-2534

**Cermak Fresh Market** (produce market) - 1711 W. Cermak Rd (Cermak and Paulina) 773-847-1100

**Mariano's** (full service grocery and pharmacy) - 40 S. Halsted Street (Halsted and Moree) 312-243-7657

**Trader Joe's** (specialty grocery store) – 1147 S. Wabash Ave (Roosevelt Rd and Wabash) 312-492-3600

**Costco** (members-only warehouse) - 1430 S. Ashland Ave (Ashland and 14th Street) 312-492-3600

Grocery Delivery is available through **Peapod.** [www.peapod.com](http://www.peapod.com) 800-573-2763

Pharmacies

**Wood Street Pharmacy** - 840 S. Wood Street 312-996-6887

**RUMC Pharmacy** - Professional Building, 1725 W. Harrison Street, Suite 418 312-563-2244

**Osco Drug** - 1220 S. Ashland Ave (Inside Jewel-Osco) 312-733-2837

**CVS Pharmacy** - 1211 W. Roosevelt Rd 312-733-0147

**CVS Pharmacy** - 1201 N. State Street (24hr) 312-640-2842

**Walgreens** - 111 S. Halsted St (24hrs) 312-463-9142

Support Resources

**American Cancer Society** - [www.cancer.org](http://www.cancer.org) (800)227-2345

**Imerman Angels** - [www.imermanangels.com](http://www.imermanangels.com) (877)274-5529

**National Living Donor Assistance Center** - [www.livingdonorsassistance.org](http://www.livingdonorsassistance.org) (888)870-5002

**Gilda’s Club Chicago** - [www.gildasclubchicago.org](http://www.gildasclubchicago.org) (312)464-9900

**Gift of Hope** - [www.giftofhope.org](http://www.giftofhope.org) (630) 758-2600

**The Leukemia and Lymphoma Society** - [www.lls.org](http://www.lls.org) (800) 955-4572

**American Liver Foundation** - [www.liverfoundation.org](http://www.liverfoundation.org) (800) 465-4837

**The Caregiver Space** - [www.thecaregiverspace.org](http://www.thecaregiverspace.org)

**National Organization of Rare Diseases** - [www.rarediseases.org](http://www.rarediseases.org)

**Chicago Public Library** - Roosevelt Branch (1101 W. Taylor Street) (312)746-5656
Places of Worship

John Paul Newman Center- located in Student Center West (312) 226-1880
UIC Levine Hillel Center (312) 829-1595
Downtown Islamic Center (312) 939-9095
The Buddhist Temple of Chicago (773) 334-4661
First United Methodist Church (312) 236-4548
St. Basil Greek Orthodox Church (312) 243-3738
Notre Dame de Chicago (312)243-7400
First Immanuel Lutheran Church (312) 733-6886
Hope Well Baptist Church (312) 942-2450
First Bethlehem Evangelical Lutheran Church (773) 334-4661
Cityview Presbyterian Church (312) 618-6060

If you are in need of a place of a denomination not listed above, please let us know and we will try our best to assist you.

Medical Centers

<table>
<thead>
<tr>
<th>Medical Center</th>
<th>Directory</th>
<th>Main Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>University of Illinois Hospital</td>
<td>(866)600-CARE</td>
<td>1740 W. Taylor St, Chicago, IL 60612</td>
</tr>
<tr>
<td>Rush University Medical Center</td>
<td>(312)942-5000</td>
<td>1653 W. Congress Pkwy., Chicago, IL 60612</td>
</tr>
<tr>
<td>Stroger Hospital of Cook County</td>
<td>(312)864-6000</td>
<td>1969 W. Ogden Ave, Chicago, IL 60612</td>
</tr>
<tr>
<td>Jesse Brown VA Medical Center</td>
<td>(312)569-8387</td>
<td>820 S. Damen Ave, Chicago, IL 60612</td>
</tr>
<tr>
<td>Northwestern Memorial Hospital</td>
<td>(312)926-2000</td>
<td>251 E. Huron St, Chicago, IL 60611</td>
</tr>
<tr>
<td>Loyola University Medical Center</td>
<td>(708)216-9000</td>
<td>2160 S. 1st Ave, Maywood, IL 60153</td>
</tr>
<tr>
<td>University of Chicago Medical Center</td>
<td>(773)702-1000</td>
<td>5841 S. Maryland Ave, Chicago, IL 60637</td>
</tr>
</tbody>
</table>

Bank Branches and ATMs

| Bank of America (branch)- 1212 S. Ashland Ave (Ashland and Roosevelt) | 312-243-3221 |
| Bank of America (ATM)- Student Center West, 1925 W. Polk Street (Polk and Wolcott) |                                           |
| JP Morgan Chase (branch)- 1225 S. Ashland Ave (Ashland and Roosevelt) | 312-596-3981 |
| JP Morgan Chase (branch)- 1130 W. Taylor St (Taylor and May) | 312-421-1998 |
| JP Morgan Chase (ATM)- 820 S. Damen Ave (inside VA Medical Center) |                                           |
| JP Morgan Chase (ATM)- 1750 W. Harrison St (inside Rush Professional Office Building) |                                           |
| TCF ATM- Student Center West, 1925 W. Polk Street (Polk and Wolcott) |                                           |
| Allpoint ATM- 7-Eleven, 1524 W. Taylor Street (Taylor and Laflin) |                                           |
| Allpoint- CVS, 1211 W. Roosevelt (Roosevelt and Racine) |                                           |

Personal Care

| Supercuts- haircut- 1651 W. Roosevelt Rd, Chicago, IL 60608 | 312-829-6035 |
| Paul Mitchell School- Beauty School- 1225 S. Halsted St, Chicago, IL 60607 | 312-548-7588 |
| Shops at the Roosevelt Collection- shops.rooseveltcollection.com |                                           |
| UIC Sport & Fitness Center- Please talk to office to fill out application. Pro-rated guest passes available. |                                           |

For restaurants recommendations or menus, please visit the Community Room for a Menu Book. You can also check yelp.com and grubhub.com for searches, reviews, delivery, and menu. Food can be delivered to 809 S. Damen Avenue. Gate at the start of the drive way goes up automatically. You must meet delivery person in lobby.
How You Can Help

Tell us your story
As a not-for-profit organization, we are always looking for ways to better tell our story and explain why our service is needed. **One of the best ways for us to do that is to tell your story.** We know you have a lot on your plate at the moment, but if you find a spare minute you’re welcome to add your thoughts to your room’s journal. Alternatively, when you return home, send us a letter or email (robinc@imdguesthouse.org) with your testimonial (pictures are fantastic, too!). Your staff is also happy to record your testimonial if you would prefer to dictate it over the phone or in person. Thank you for your time and effort- it really means a lot to us.

Tell others about your experience
Start a conversation in the waiting room or with your doctor and their staff. Telling the hospital staff is a great way to make sure that someone else down the road will be able to find out about the Guest House. Your Welcome Packet even includes an extra brochure to give to someone else. If you would like more, please feel free to reach out to our staff. We’re more than happy to give you more!

Stay in touch with Guest House
When you and your loved one return home or even while you’re still with us, don’t forget to “Like” us on Facebook and to check out our website www.imdguesthouse.org to stay up to date on the Guest House. We host events throughout the year in addition to adding new rooms and other activities with guests. We love to hear from past guests and receive updates on the family.

Help Us Help Other Families
As a 501(c)3 not-for-profit, donations to the IMD Guest House are eligible for a tax deduction. By donating to us, you’re helping us stay affordable and provide financial assistance to families in need so that necessary healthcare can be accessed.

**Fundraising**- IMD Guest House hosts two annual benefits that include silent auctions. In kind donations from guests are greatly appreciated. Items from guests such as handmade jewelry, pottery, artwork and other crafts are greatly appreciated and do very well at auction. Please contact our Development Office if you are interested in contributing an item to our silent auctions or attending an event!

**Monetary Donations** – Monetary donations go to our Comfort Fund. The Hardship Fund is what allows us to never turn away a guest due to their ability to pay. Memorial and tribute funds can also be established on behalf of a loved one. You can donate by using a donation envelope (included in your Welcome Packet) or going online and visiting the “Donate” section of our website. Please visit our website or contact our Development Office to learn more.

**Volunteer**-Opportunities to spend time with guests, participate in community outreach, helping send out mailers, and other activities are available for volunteers. Contact our Volunteer if you’re interest
Important Phone Numbers (duplicated for you to keep handy)

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency (Police &amp; Fire)</td>
<td>312-355-5555</td>
</tr>
<tr>
<td>Non-Emergency Help Line</td>
<td>312-996-2830</td>
</tr>
<tr>
<td>IMD Guest House Office</td>
<td>312-996-1167</td>
</tr>
<tr>
<td>(no answer? Leave a voicemail)</td>
<td></td>
</tr>
<tr>
<td>Front Desk</td>
<td>312-355-6400</td>
</tr>
<tr>
<td>RA on Duty</td>
<td>312-287-2758</td>
</tr>
</tbody>
</table>

**IMPORTANT:** All guests must evacuate the building when emergency alarms go off. Please locate the nearest emergency exit to your room. Not able to evacuate? Shelter in place and call UIC Dispatch at 312-355-5555 to alert emergency response team of your location.

Important Addresses

**IMD Guest House- Front Desk/Main Address**
1933 W. Polk Street
Chicago, IL 60612
(Send visitors and mail to this address. Mail should be in c/o IMD Guest House and include your name)

**IMD Guest House Physical Location**
Single Student Residence (SSR), University of Illinois at Chicago
809 S. Damen Avenue
Chicago, IL 60612

This Book is for Room__________ at the IMD Guest House located on the campus of UIC in SSR (Building Number 951)
TV Channel List

3 WBBM (CBS 2)                           35 TNT
6 WMAQ (NBC 5)                               36 Lifetime
8 WLS (ABC 7)                                 37 The History Channel
10 WGN                                      38 TLC
12 WTTW (PBS)                                39 TV Land
13 WFLD (FOX 32)                             40 Game Show Network
16 WPWR (UPN 50)                             41 ESPN2
17 BET                                       42 CSPAN
18 VH1                                       43 AMC
21 MTV                                       44 Family Channel
22 MTV2                                      45 FX
23 TBS                                       46 ION Television
24 USA                                       47 Esquire TV
25 The Weather Channel                       48 ESPN News
26 MSNBC                                     49 HLN
27 SyFy                                       50 Nickelodeon - West Coast
28 ESPN                                      51 OWN (Oprah Winfrey Network)
29 E! Entertainment                           52 VH1 Classics
30 A & E                                      53 mtvU
31 Comedy Central                            54 Fox News
32 Discovery                                 55 Animal Planet
33 HTV — Housing Television                  56 Comcast SportsNet
34 Nickelodeon                               57 WCIU

Channel List Online: housing.uic.edu/current/htv/channel-list.php
(Please put back at end of Guest Handbook when finished)