



The PULSE



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

February 2018, Issue 1

KUDOS

Peter S.
Custer, WA
0 friends
5 reviews



My Mother was with CHCC for just a little less that a year, before she passed. The staff was always polite and professional. They were there to be helpful at all times. If I needed to get anything, they would contact me in a timely manner. The menu was always great. I felt like I should bring the monthly list home and use it as a guide for meals. The hallways and rooms were clean and neat. While my Mother didn't join in on the activities, They had plenty of art, coffee, groups that she could have. A special thanks to Steve Wallace for his help during this year.



Welcome! Chelsea is a new activity aide in Cedar Cove, Alysann is a dining room assistant and Emily joins us as our new volunteer coordinator.



Tyler, Christine and Rozlin recently completed dining room assistant training here at CHCC. How lucky are our residents to be assisted by these friendly faces each day?



Mary Reynolds Congratulations! We are grateful for your servant hearts. It shows your love for our residents.

COMMENT BOX CORNER

Sharing your *FRESH* ideas, comments, kudos!

Suggestion: Since we're not using linen carts, can we get black bags to carry soiled linen in?

Reply: Yes! We have rolled out this suggestion now. Please remember to only use the black bags for linen, never for garbage. Thanks!



Like us on Facebook

Help others learn about job openings, volunteer opportunities, donation requests and more. It's easy! Just like CHCC's Facebook page and then like or share our posts with your friends and family: fb/christianhealthcare.

EMERGENCY PREPARATION FOR YOUR FAMILY

In previous issues of The Pulse, we've shared info about how we, as an employer and healthcare service provider, have identified potential disaster risks and how we've taken steps to plan, prepare and practice. That's all good; thank you for reading that info!

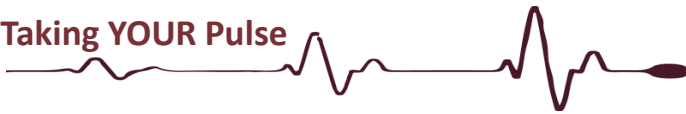
This month, we're sharing information about how you can prepare for disasters in your own home. It all starts by thinking about and discussing these four questions with your family, friends or household to start your emergency plan.

- How will I receive emergency alerts and warnings?
- What is my shelter plan?
- What is my evacuation route?
- What is my family/household communication plan?

If you don't have easy answers to those questions, you may want to pop on your smartphone right now and check out <https://www.ready.gov/make-a-plan>. There are great tools on that website that will help you and your family be prepared for whatever disasters may come our way in the future.



Taking YOUR Pulse



ASK US ANYTHING!

Have a question about CHCC? Jot it down and drop this slip in a break room comment box. We'll share answers in the Q&A column in this newsletter.



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What? There's a free trial?



Families are starting to take advantage of NWADH's free trial!

When signing up for a free trial, they can see firsthand how their parent, spouse or loved one will interact with staff and fellow program members. They can chat with NWADH's social worker about funding and additional resources that can make their lives easier.

The free trial is a risk-free way for people — families and individuals — to explore adult day health. The trial also gives NWADH staff some time to evaluate potential members to see if they would be a good fit.

Keep NWADH's free trial program in mind!



WELCOME! Please help us welcome Lily. She's a new dining room assistant who will help residents transition to and from the dining room at meal times. She'll also be engaging in friendly conversation and helping those who need assistance eating.

Greetings, CHCC nursing assistants,

POSITIVE NEWS ALERT!

We recognize how very hard you have been working to provide care for patients who rehabilitate here and for residents who call CHCC home. We know that each task you complete is critical to their health and wellness; your compassionate care supports our entire nursing department in important and meaningful ways.

We acknowledge that you have been working extended hours and extra days. You have been working harder than we ever imagined asking you to work, and you have done this because you are committed to serving our community and the individuals and families who pass through these doors. For that, we sincerely thank you!

As you may know, nursing assistant staffing is a significant issue in Whatcom County, in Washington state and across the entire nation. There are not enough licensed nursing assistants to meet the demands of our aging population, which has made recruitment, hiring and retention a major challenge. We recognize this and we are taking significant steps to make CHCC more competitive in the hiring and retention market. These steps are going to be a positive change for you!

Beginning Jan. 28, 2018, CHCC will raise the base rate for nursing assistants from \$13 per hour to \$14.50 per hour. NACs will continue to receive a 25-cent differential for evening shifts and a \$2 differential for night shifts.

CHCC nursing assistants who currently earn less than \$15 per hour will receive a \$1.50 per hour wage increase. Nursing assistants who earn between \$15 and \$16 per hour will receive a \$1.30 per hour wage increase. Experienced nursing assistants who earn \$16+ per hour will receive a \$1.00 per hour wage increase.

This wage increase is made possible by our volunteer board of directors, who each recognize and value the importance of nursing assistants at CHCC. They, too, see how hard you are working. They understand the challenges you face each day, and they want to help lighten your burden.

It is our hope that increasing the hourly wage for nursing assistants at CHCC will achieve several goals:

- Improve your financial situation and make your life outside of work better;
- Increase staff retention by offering a wage and benefits package that is competitive; and
- Assist with recruitment – getting more qualified nursing assistants to apply to work here – to lighten your load.

In addition to increasing compensation, HR is actively recruiting more hospitality aides who can help you and the RN/LPN staff members with non-medical tasks such as changing beds, stocking supplies and responding to call lights. Help us warmly welcome them when they arrive, and join us in coaching and mentoring these new employees so they can quickly learn how to be of service to the nursing department and to our residents and patients.

Please hang in there with us as these positive changes are being implemented. Know that we have been listening to your feedback and we're taking action to improve your work experience here at CHCC. Help is on the way!

Sincerely,



Patrick O'Neill, CEO



Tonja Myers, Administrator



Heather Lewis, DNS

We've listened and made changes in response to the current market.

Thank you to each team member who has talked with us about your experience working here. Thank you for sharing ideas, feedback and even proposing solutions. CHCC will be stronger when we communicate freely and work together.



Like us on
Facebook

Curious what's happening at Northwest Adult Day Health & Wellness Center? Like our Facebook page to learn about the program and continuing education opportunities: fb/northwestADH.

POLICY STATEMENT INFO

It's time for a policy reminder! Take a moment to learn about our *Call-In of Off-Duty Personnel/Recall Roster* policy.

Policy Statement

In case of an emergency or disaster, off-duty personnel shall be recalled to the facility as needed.

Policy Interpretation and Implementation

- 1. In case of an emergency situation or disaster in our facility, the ranking employee in charge shall have the authority to decide whether to recall off-duty personnel.*
- 2. When the decision to recall off-duty personnel has been made, department directors shall be notified first. Department directors shall notify their respective department personnel.*
- 3. Department directors shall maintain a current roster of their department personnel, which must include emergency contact telephone numbers.*

So, did you already know how call-ins were handled or was this new info? Regardless, thank you for taking time to stay informed on policies and procedures we all are responsible for complying with.

CHCC's care transition program is something special! When surveyed, 100 percent of people who went through the program — transitioning from CHCC to their home — felt they received quality care.

"I received quality care."

Said

100%

of care transition participants



DEVELOPING A COMMUNITY ONLINE

Do you follow CHCC and NWADH on Facebook?

Facebook.com/christianhealthcare
Facebook.com/northwestADH

Interesting news and industry info is frequently posted there along with photos of staff and resident/ adult day health member activities.

Note: In an emergency, Facebook can be a tool for sharing important info, especially if phones are down.

Pam C., Aleen W., Nellie V. and Mary V., all get a special shout-out for interacting with CHCC and NWADH on Facebook in positive ways. They click the Like button, share info with their friends and family and comment in supportive and encouraging ways. Thank you for helping build an online community around our healthcare center and for helping promote what we do in positive ways.



Christian Health Care Center

Today is a great day to give our therapy crew a shout-out! Join us in thanking these friendly faces for helping patients recover and return to their life at home.



Like



Comment



Share



Dianne Anderson, Lisa Lanae Osborn and 5 others



MarlinNellie Vander Kooi Have a fun and special day Therapy Crew.

HAVE YOU MOVED RECENTLY? GOT A NEW PHONE NUMBER OR CHANGED YOUR ADDRESS? STOP BY HR TODAY TO LET THEM KNOW, OR EMAIL UPDATED CONTACT INFO TO HR@CHCCLYNDEN.ORG.