



The PULSE



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

March 2018, Issue 1

Hello, CHCC and NWADH team members!

Please take a moment to read this quote:

“Four years ago, Elisa had to make a decision to move her to the Christian Health Care Center in Lynden. It wasn’t easy, but Bernice blossomed as she loved the center’s activities and the many friends she could visit. Her nurses and caregivers were incredibly kind to her.”

The quote was gleaned from the public obituary of a woman many of you cared for at CHCC, Bernice Claassen. It is a reminder of the important work you do within these walls; it is a reminder of why this nonprofit healthcare center exists in Lynden, WA — to support local families during an important life stage.



As a team, you are responsible for the medical needs of human beings. Each person who calls CHCC home relies on us for so much — to keep them safe, proactively monitor their health, provide nutritionally-balanced meals, keep their minds and bodies active and make sure they have access to spiritual services, life-enriching activities and human interaction. I know those are all responsibilities you take to heart.

You are also tasked with helping families make hard decisions about the most loved and respected — sometimes cranky, sometimes challenging, sometimes feisty — members of their families. As Elisa said above, the decision to move a parent into long-term care isn’t easy. You consistently help ease this transition by showing incredible grace, kindness and love.

Even in our adult day health program, staff provide incredible support to individuals who are trying to live at home with their spouse or adult children for as long as possible. They help family caregivers learn to be better caregivers. The work they do is important in our community, too.

Together, as individuals, as a team, as a department, as a healthcare center, we are all doing such important work in this community. Reading kind words shared in the obituary of a long-term care resident reminds us all that the work you do, whether at CHCC or at NWADH, touches lives in our community in positive ways.

Thank you for serving this community; thank you for serving the people under our care with incredible kindness!

Patrick O’Neil, CEO



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](https://www.facebook.com/christianhealthcare).

HOW TO REFER SOMEONE TO ADULT DAY HEALTH

Many adult day health referrals come from Whatcom County physicians, Bellingham and Lynden healthcare providers and senior citizen resource centers like Northwest Regional Council. With those referral sources, there is a system in place that includes referral slips and/or filling out a referral form.



We've made the process much easier for referrals from CHCC because we share the same healthcare campus; we are located steps from the care center, so we'll come to you!

If you, as an employee of CHCC, would like to refer the spouse of a long-term care member or a patient who will soon be exiting the rehab program, you can simply call or email NWADH and we'll take it from there. That's it. Think someone might benefit from extra OT time or socialization or help monitoring their continued wellness? Just call and we'll take it from there. There's nothing more for you to do. Sounds good, right?

Call 360-306-3031 or email kavery@nwadulthoodhealth.com.



Welcome! Sadie joined us as a hospitality aide — so wonderful to have her hands and heart here to serve our residents. Jessica, who is a registered nurse, also became a member of our patient-centered care team. Please give them a warm CHCC welcome when you see them in the halls.

ROOT FOR EACH OTHER

and watch each other

GROW!

CHCC.LYNDEN.ORG



Hi, Islenny! Welcome to the team at CHCC and thank you for choosing to continue your nursing assistant career here!



KUDOS

Van drivers

(lady driver) ✓

Facility managers

✓

Comments:

very courteous. She fetched an item for me from my bag — she got out of her driver's seat to set it cheerfully, then we left the hospital premises to go to CHCC. — on 2/4/18.

IS NWADH PART OF CHCC?

You may have noticed that Northwest Adult Day Health & Wellness Center has been mentioned in each issue of The Pulse since we began publishing in September of 2016. That is because CHCC owns and operates the only adult day health program in Whatcom County. The building they operate in — next door — was built on property CHCC has owned for years.

The staff who work at NWADH are all employees of CHCC; adult day health team members are your coworkers. Management, HR and accounting duties are all handled by CHCC staff. Our board of directors also provides direction to adult day health. Together, we provide an amazing continuum of care to Whatcom County residents and families.

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.

PERSONAL PREPAREDNESS IN 28 DAYS

Personal preparedness is important for everyone, especially healthcare workers who will be tasked with providing care to others in crisis situations. In the next few issues of The Pulse, we'll be sharing tips, reminders and general information about building a personal preparedness plan, presented by Northwest Healthcare Response Network.

1. What's my role in a disaster? Talk with your manager about your role in disaster response for your department and/or organization. Once you understand what your role is during a disaster, you can better prepare yourself and your family.

2. Get everyone on board! Which 'family' members should you include in your preparedness planning? Do you live alone or have a family with kids and grandparents? What about pets? Decide whom to include in your family preparedness plans and talk with them about being prepared. Maybe you will need help from extended family members or friends to support your family while you are at work. Talk with your friends and family about your family preparedness plans. Consider where you might need preparedness supplies: home, car and work?

3. Start creating a family disaster plan. A family disaster plan will help you to identify the things you need to do in a disaster, including:

- Developing home, school, work, car plans
- Identifying a meeting place outside the home
- Establishing an out-of-town emergency contact to gather or share essential information

Take action! Here are two family disaster planning templates to get you started:

- Ready.gov (<http://bit.ly/2wCeG0e>)
- Redcross.org (<http://rdcrss.org/1plU7Gq>)



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](https://www.facebook.com/northwestADH).

COMMENT BOX CORNER

Sharing your *FRESH* ideas, comments, kudos!

Suggestion: When requesting time off, would it be possible to get the approval at least two weeks prior to the schedule coming out? This would give us time to plan ahead.



Tonja Myers
Administrator

Reply: I certainly see why you would want as much notice as possible! We'll look more closely at this as we review our personnel policies this year. Currently, team members who ask for time off 30 or more days in advance have a better chance of getting approval and of being notified well in advance.

Suggestion: Can the utility rooms be kept clean and organized?

Reply: While this was brought up (and addressed) for a specific unit, it's a good reminder to all of us to pick up after ourselves, every day. Especially when we have staffing challenges, it's very important to keep your area organized and clean. That is a best practice for all job assignments, at all times. Better for you and better for other staff, residents and visitors.

Congratulations to our latest SHINING STAR!



Adam is an extraordinary cook who also happens to be a very nice person.

He works hard to prepare beautiful, nutritious and personalized meals for CHCC residents.

Adam is one of those people who maintains a positive, supportive and fun-loving attitude.

We are all very blessed and thankful to have Adam on our team!

"True leadership is SERVANTHOOD. Put the interests of others at the center of your decisions."

Dave Ramsey

KUDOS

"I came here because of the rehab program, which I needed to become independent again and it worked! I was happy with all who worked here — their kindness and care made me feel important!"

Doris F., Rehab patient



Wilda Rouse Congratulation Adam you are truly a special guy and a good cook.



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.