



The PULSE



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

December 2017, Issue 1



FAMILY PHOTO DAY

Are you starting to feel festive? Our family photo day on Thanksgiving weekend jump-started the Christmas spirit for these folks.



Greetings, CHCC and NWADH staff!

I am fortunate to be the bearer of seasonal good tidings. The board of directors has approved Christmas bonuses for all staff. If you see a board member in the halls, make sure to thank them!



Patrick O'Neil, CEO

Employees who have been employed less than six months will receive \$50 and those employed more than six months will receive \$100.

Our HR and payroll department will disburse Christmas bonuses on Dec. 15. Bonuses will be directly deposited into your bank account unless you normally receive a physical check on paydays.

It is our hope that you enjoy this holiday season and the holiday bonus "work perk."

CHRISTMAS GIVING TREE 2017



Staff, families, friends and members of the community are all invited to "Adopt-A-Resident" this Christmas. It is our wish for each resident to have a gift to open on Christmas Day.



Mary Caitlin Mc Anderson, T-Rec Director

Want to participate in this feel-good activity? Simply ask therapeutic recreation staff which residents still need a gift, or sign-up to donate a generic gift that we can distribute to those in need. No time for shopping? Cash donations are welcome and appreciated.

Turn your gift or cash donation in at the front desk before 1 p.m. on Dec. 20.

Wrapping is not necessary, however, if you choose to wrap gifts for specific residents, please mark them clearly with the residents' room number.

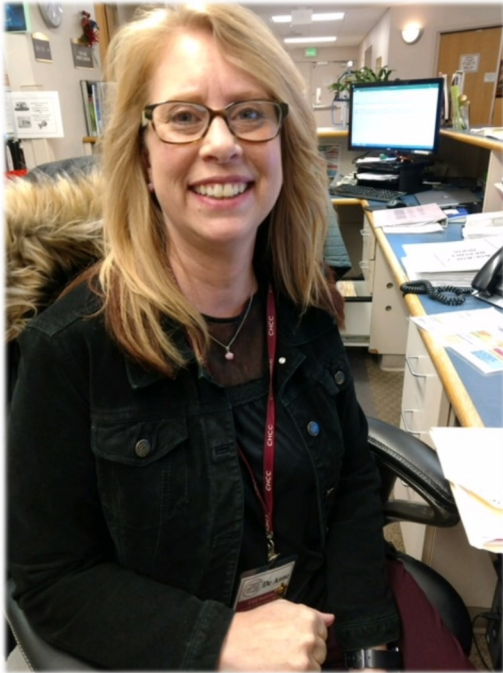
Thank you for your generosity, and may the blessings of Christmas be with you and yours this holiday season! Contact me if you have additional questions.



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.

Congrats to this SHINING STAR DeAnne!



DeAnne is appreciated for her dedication. Her peers have noticed that she always goes above and beyond. On her own time, she works on projects that make life fun for staff and residents. DeAnne always has a positive outlook and a smile on her face. Thank you for your service to us all, DeAnne!

ROLLING AROUND WHATCOM COUNTY

Our transportation department services the needs of Christian Health Care Center residents and Northwest Adult Day Health & Wellness Center members with a fleet of six passenger vans and paratransit buses.



Our drivers are responsible for the safe, reliable and efficient operation of vehicles for scheduled service routes and demand-response rides.



They assist passengers boarding and disembarking from vehicles and make sure passengers and mobility devices are properly secured.

We think CHCC's transportation operators do a wonderful job providing friendly and courteous service to all passengers. They also represent our facility well out in the community when delivering individuals to appointments around Whatcom County.

Thanks to Kathy K. for serving as the transportation coordinator for NWADH and CHCC!



Can you guess how many miles our transportation vehicles have logged so far this year? You'll find the answer on Page 4 of this issue!



GETTING SNAPPY



We're testing a new clothing labeling system that is faster and easier than other systems we've tried. Check out Snappy Tag.

Snappy Tags are similar to small buttons. They are applied with one click of this applicator. Residents' names are inscribed on each button; they are guaranteed not to fade or wash off, unlike our former method of writing names in each garment.

These button tags can be removed (only with the applicator) and reused, which will be helpful when residents replace clothing items with something new.

There are pluses and minuses with every clothing labeling system. Marking with a Sharpie marker does not last. Sewing embroidered names into each garment is too time-consuming. These buttons, while fast and permanent, can be hard to read for staff, because they are intentionally small so they'll be discrete.

Have you noticed the new clothing tags? Tell us what you think! Leave your feedback in one of the comment boxes around CHCC.

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. Include your name if you want a personal response, or leave it anonymous—it's your choice!



WELCOME!

Join us in warmly welcoming Kaitlyn, who serves as an RN. Say "hello" and introduce yourself when you see her in the halls.

COMMENT BOX QUESTION: *What is one thing we should be doing for residents, rehab patients or adult day health members that we are not currently doing?*

Pop your answer in any comment box around CHCC.



Submit photos of fun things happening here, compliment co-workers or share article ideas for future issues of *The Pulse* (and possibly digital media sites like Facebook). Email our marketing partner Patti Rowson at pr@pattirowson.com.



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.

The heart is like a garden.

It can grow compassion or fear,
resentment or love.

What seeds will you plant there?



chccynden.org

CAREGIVERS CAN LEARN ABOUT ADULT DAY HEALTH IN DECEMBER

Staff members from Northwest Adult Day Health & Wellness Center will educate caregivers on what adult day health is and how it benefits participants and their families.

Caregivers who attend either of these group sessions will learn about how the adult day health program is unique and how it is designed to maintain strength, endurance and cognitive abilities for people living with chronic illness and disabilities while also providing family caregivers with respite.

There are two Caregiver Connection gatherings planned in the month of December:

- Dec. 12 from 2:30 to 4 p.m. at NWADH (behind CHCC)
- Dec. 19 from 1:30 to 3 p.m. at Christ the King, 4173 Meridian Street, Bellingham

Please keep these informational sessions in mind and share the opportunity with friends or family who may benefit.



A message from the board president, Gary Hall

On behalf of the board, I want to say thank you. Thank you for all that you do individually and collectively to make CHCC a vital part of our community.

The focus of what we do is on our residents. Let's be honest, if they were really where they wanted to be, it probably would not be in a care facility.

That makes it incumbent on each of us to do whatever we can to make their stay with us as pleasant as humanly possible. We have the opportunity to bring a semblance of joy into their lives simply by how we interact with them.

You know that better than I do, as you share life with them on a daily basis in a caring and compassionate way. Frankly, I am in awe of what you do.

Each resident has his or her own life story that makes them uniquely who they are. Now, they share their lives with us at the health care center.

We are in large measure molded by the interpersonal relationships we have with those with whom we share life; those we work with, socialize with and worship with. We are part of that great circle of life, in which, by the Grace of God, we live.

So, what are we to do? How are we to live our lives as we interact with others?

My personal philosophy is not simply to "do no harm," as a lot of folks subscribe to these days. Instead, I strive to do whatever I can to make every relationship a positive one. In short, I want to be a blessing to others.

That brings us back to the roles that we have in serving our residents at the CHCC. I would be quite naïve to think that working with each and every resident is easy. However, we have the opportunity to do whatever we can to be pleasant and uplifting to each of them. We can make the choice to bring joy into their circumstances at this stage of their lives.

I guess in the end it really does come down to practicing the "Golden Rule." We want and need to treat others as we would want to be treated ourselves if the roles were reversed. I suspect you sometimes think about that as you serve the needs of our residents.

Again, I say thank you!

CULTURE CHECK

Today is a great day to be respectful, build trust and show kindness to a co-worker. Doing so will help to create a company culture where everyone feels safe and valued.

- As a group we agree to:
- ❖ Be respectful of our differences
 - ❖ Trust in one another
 - ❖ Be supportive of one another
 - ❖ Show kindness towards each other
 - ❖ Value teamwork
 - ❖ Value one other's abilities and talents
 - ❖ Value a sense of fun, laugh and enjoy our work
 - ❖ Be acknowledged when we do good work
 - ❖ Respect personal boundaries
 - ❖ Honor lunch breaks and ask for a break when we need one
 - ❖ Foster a safe environment at work
 - ❖ Be able to rely on one another
 - ❖ Ensure we feel a sense of equality
 - ❖ Feel comfortable asking for what we need
 - ❖ Be non-judgmental

NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

Tune into the latest KGMI News/Talk 790's Community Connection broadcast to hear Northwest Adult Day Health & Wellness Center's program assistant, Kathy, talk about the benefits of adult day health. She's been a program assistant at NWADH for 19 years; our members are so fortunate to have access to her experience and talents! <http://bit.ly/2jxAm5D>

"Going to NWADH gives mom something to focus on that's positive."



TRANSPORTATION MILEAGE

The answer to the transportation question on Page 2 is 42,675 miles.