



## BOARD MEMBER FEATURE: JIM WEINERT

Jim has lived in Whatcom County since 1995. He received a bachelor's degree from the School of Pharmacy at the University of Washington and brings experience from working in hospitals in the Puget Sound area, as well as retail pharmacies, including the past 13 years as pharmacy manager at the Ferndale Hagen.

Jim and his wife, Kara, a native of Lynden, have raised four kids and are also grandparents. They have both served in various areas at their church, Sonlight, and at Lynden Christian Schools, where Jim completed a term on the school board in 2017.

"I've always had an appreciation for the elderly and look forward to serving them daily in my work. I'm grateful for the opportunity to help serve and honor the residents, staff and families associated with Christian Health Care Center and its blessed history."

**From vision to reality:** Have you seen our lovely new courtyard sculpture? It replaces an old fountain that was riddled with challenges over the years.



This artful creation was designed by Shirley Erickson. She met with resident council officers so their ideas could be incorporated into the design. They wanted a sculpture that represented water and birds.

What a fun collaboration between the individuals who call CHCC home and the artist! We think the glass inserts are sparkly and pretty just like water. Adding a hummingbird feeder will bring some extra life to the garden in the spring and summer months, too.



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## SUGGESTIONS FROM A RECENT ARRIVAL

A new arrival submitted a list of tips and suggestions to CHCC. He thought his insight — as someone who has now made CHCC his home — would be helpful to others who live here now and also to those who will reside here in the future.

How wonderful that an individual under our care felt empowered to share his suggestions for improvement! We always seek to learn; we should all feel comfortable and confident enough to question and suggest when observations are made.

These tips and suggestions are shared with you today to bring awareness to some small things we can do to make our residents more comfortable. A number of these fall within our existing regulations and best practices. Reminders are a good thing.

Suggestions from a resident:

1. Observe CHCC's policy of keeping voices, equipment and activities as quiet as possible between 8 p.m. and 8 a.m.
2. Respond to call lights within 10 minutes, if only to learn what the resident may need.
3. If more light is needed in a resident's room, pull twice on the cord to turn on the light above the resident's bed. This will keep the light from shining directly in their eyes.
4. Raise both toilet seats before emptying urinals.
5. Gently awaken the resident if they are sleeping.
6. Scour toilets daily including the undersides of both seats. Scrub the floor area around the toilet.
7. If the resident's roommate is sleeping, pull the curtains all the way around his or her bed.
8. Practice teamwork to maintain a high level of service.



When you look at this list, it's easy to see that our residents do not ask us for much. What makes them happy is a clean facility, privacy, consideration and help from care professionals who work as a team to serve those who live here.

These are eight simple things we can strive to consistently deliver. We've got this, Team CHCC!

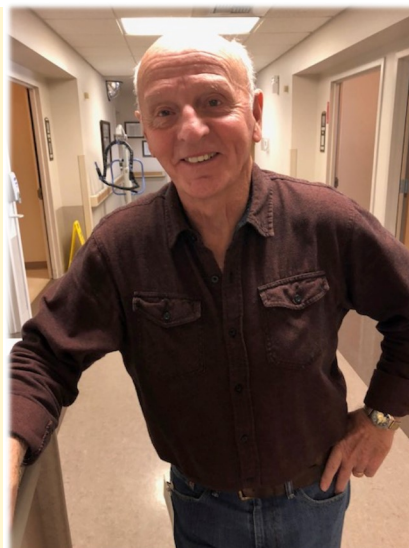
Tonja Myers, Administrator

*GOAL: Use your voice for kindness, your ears for compassion, your hands for charity, your mind for truth and your heart for love.*

### VOLUNTEER SPOTLIGHT

Don is one of CHCC's faithful volunteers. He comes every day to be with his wife, and he also spends the day escorting other residents to various activities. He spreads encouragement, humor, and music to everyone he comes in contact with - residents and staff alike!

If you see Don in the halls of CHCC, please make sure to thank him for being a positive force in our care center. We appreciate you, Don!



### NATIONAL EAT OUTSIDE DAY: AUG. 27

What should we do to celebrate National Eat Outside Day?

Umm.. Eat outside, of course!

We'll be serving Fritos chili bowls during lunch. Tables will be set up outside in the courtyard. Join us!





## VOLUNTEER PIANISTS NEEDED

Music brings such joy to our residents. It refreshes memories, creates a sense of calm and peace and puts smiles on many faces.

Do you know a pianist who could volunteer an hour or so per week? If so, contact Emily (volunteer coordinator) at 360-354-4434.

## QUIET HOURS

### COMMENT BOX CORNER

Sharing your *FRESH* ideas, questions and comments!

**Question:** Who is in charge of the dining room in the evening when the dietary manager isn't here?

**Reply:** Thank you for asking this! The dining room hostess — the person taking food orders and tray cards at the desk — is in charge when I am not here. If there are concerns that leader cannot answer, please talk to Chef Dave. If he is not available, you can speak with the lead cooks, Adam or Eric.

Anything left unresolved can be brought to my attention when I return to the building.

Carol DuBois, dietary manager



Quiet hours are 8 p.m. to 8 a.m. That means we should work to minimize noisy activity by keeping voices low, turning devices — radios, TVs — down or off, and generally providing an environment conducive to resting and sleeping.

These hours were designated as quiet times because some of our residents like to go to bed early and some like to sleep in later. The 8 p.m. to 8 a.m. quiet hours work well for early-to-bed folks as well as those who rise earlier in the morning.

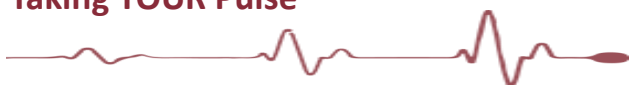
Please monitor your own activity during quiet hours and gently remind residents and visitors to do the same.

Larger groups of visitors can be directed to the sunroom, as it is a good distance from any resident rooms.

Thanks for bringing awareness to this matter and for being conscious of quiet times.

Sleep is important to many of our residents, including the one who left the feedback shared on Page 1 of this issue. Let's do what we can to ensure those under our care can rest when they are ready.

### 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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#### ROOT FOR EACH OTHER

and watch each other

**GROW!**



CHCCLYNDEN.ORG

## CHCC TO EXPAND MENTAL HEALTH SERVICES FOR RESIDENTS AND REHAB PATIENTS

Good news! Long-term care residents and short-stay rehabilitation patients will soon have access to counseling services provided by a licensed psychologist at Christian Health Care Center.

Those changes will be rolling out shortly. To get you more acquainted with what's happening, here's a little background:

Much of what we do at Christian Health Care Center is governed by state and federal laws regarding healthcare. These laws are designed to ensure that healthcare centers like ours are taking the best possible care of the residents who live here and receive therapy services here.

One of the major statutes governing our operations is the Nursing Home Reform Act of 1987, which established a set of rights for residents and aimed to ensure that their mental, physical and psychosocial well-being are properly looked after.

Other regulatory changes have taken place over the years. Most recently, in 2016, Congress took steps to update existing law through its Reform of Requirements for Long-Term Care Facilities.

One of the many results of this reform, which is being phased in by stages (starting in 2016), is that healthcare centers like CHCC are required to ensure that residents are getting the behavioral health services they need. That can look like different things to different people, and we've been working hard to ensure we can meet the needs of everyone at CHCC.

Why are we providing this behavioral health care for residents and patients? One reason, as stated above, is in response to changes in federal law.

Another reason is that we believe at CHCC that psychologists are vital components of a robust mental health program. They are critical to providing the high level of person-centered care that has been the hallmark of Christian Health Care Center for decades.

Psychologists are carefully trained to observe and assess a variety of traits, including people's personality and behavior and how they process, understand and interact with the world around them. With regard to dementia, psychologists bring considerable expertise to the process of assessing behavioral and psychological symptoms.

What's more, they have the tools to guide approaches to care for each resident's unique situation, often without the need for drugs. Reducing psychotropic medications — which we strongly believe in at CHCC — requires attentive, person-centered care and engagement in meaningful activities. These beneficial services have been provided until now by a registered nurse here at CHCC. She will continue to assist with therapy services, working collaboratively with a new licensed psychologist who will begin serving our care center in the weeks ahead. The deadline is more than a year away, but we believe in the positive value of these mental health services and wanted to get them launched sooner.

Counseling sessions will be tailored to the needs of each person and can be used to reduce anxiety, fear and anger; resolve loss; improve relationships; increase joy in daily life; reduce aggressive behavior; develop social skills; create a sense of peace and much more.

Medicare will cover 80 percent of the cost of counseling with a psychologist, and Medicaid or Medigap insurance will cover the remaining 20 percent. For more information about mental health at CHCC or to discuss how these services might benefit you or a loved one, please feel free to reach out to Steve Wallace, CHCC social services director, at 360-354-4434.

