

COMMENT BOX CORNER

Sharing your *FRESH* ideas, questions and comments!

Comment: I saw something in a resident's room that looked unsanitary. What should I do?

Reply: Any time you see something that doesn't look right — safety- or hygiene-related, resident right-related — please fix the issue or report it right away.

If you see something that does not look like it is in the best interest of a resident or patient, please report it immediately to the unit coordinator. They will help assess whether what you observed was related to resident needs or desires that fall outside our usual procedures. That happens sometimes.

The UC will make sure what you are reporting doesn't pose a threat to health or safety or infringe on the rights of other residents.



**Hot diggity dog!
Halloween will be here
before we know it. Do
you have a fun or
fabulous costume lined
up yet?**



On Oct. 1, 2018, it was announced that CHCC won a silver medal — that's like second place — in Bellingham Alive Magazine's Best of the Northwest recognition program.

The category we were recognized in was Best Health & Rehabilitation Center.

What a fun surprise; thank you to the kind people who put CHCC's name forward.

You all deserve this recognition and more. Congrats! **#CHCCTeamwork**



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.

CONTINUING EDUCATION PERKS

What do you want to learn next? How would you like to grow and develop in your career? Remember that team members who have been employed at CHCC for more than a year and work an average of 20 hours per week may be eligible for our tuition reimbursement program.

Educational assistance can be provided for courses of study that are related to your current position or will enhance your potential for promotion here. For approved courses, tuition reimbursement can be up to \$1,000 per quarter. Sounds good, right?

Contact HR to learn more.



Education is our passport to the future, for tomorrow belongs to those who prepare today.

Relax, unwind. How about taking a drive to Silver Lake on your next day off? The fall leaves are beautiful right now. You can find a map here: whatcomcounty.us/1937/Silver-Lake-Park



Your Premera ID card is the key to your plan. Use your card to create an account at premera.com.

- On the homepage, select **Log In**, then select **Member**.
- Select **Create new account now**.
- Follow the instructions. You'll need your member ID number, which is on your Premera ID card.

Have you signed up for a Premera account online? From that website, or by downloading their free phone app, you'll be able to select a family doctor, monitor deductibles, order prescriptions, check your benefits and more.

BENEFITS UPDATE

A new benefits plan rolled out on Oct. 1, 2018. By now you should have received all of the plan details from HR; you'll receive a new card in the mail shortly.

There are a few things to note about the new plan. They include:

1. Dental and vision plans are now with Premera, which means you only have to carry one insurance card instead of three. Hooray!
2. The new dental plan offers more providers and 50% coverage for major services like crowns.
3. Although we saw a 5-percent increase in the cost of premiums, CHCC has absorbed the increase instead of passing it on to you. Pretty nice, right?

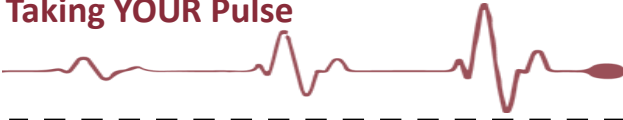
We remain committed to providing you with a competitive benefits package.

WELCOME NEW NURSES!

Please join us in welcoming Fenelyn (left) and Leona (right) who became part of CHCC's care team in September. Do what you can to help them successfully onboard here; show them our #CHCCTeamwork spirit!



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.

You know you are loved and appreciated when families bring flowers like these to brighten your day. We are frequently blessed with floral creations by resident families, volunteers and the greater Lynden community.

Happiness radiates like the fragrance from a flower and draws all good things towards you.



KUDOS

Tanner and Annie were recently spotted by their peers being hard workers and team players. Great job, everyone — both the givers of kudos and the recipients. **#CHCCTeamwork**

CHRISTIAN HEALTH CARE CENTER

KUDOS CARD

NAME: Tanner DATE: 9/22

LOCATION: Dietary/Kitchen

SPOTTED BY: Bailey

EXPERIENCE: Tell us what makes this person stand out. Always has a smile on his face and is so hard working!

CHRISTIAN HEALTH CARE CENTER

KUDOS CARD

NAME: Annie DATE: _____

LOCATION: Cascade

SPOTTED BY: Mary Reynolds

EXPERIENCE: Tell us what makes this person stand out. Great Team Player
Hard worker - puts the residents 1st.

Read past issues of
THE PULSE

online.

chcclynden.org/about/the-pulse/

LEADERSHIP TIP: MANAGE YOUR PHONE

What would your day be like if you were not constantly interrupted by the ping of your phone? Would you have more space for deeper thinking if you were not stopping all the time to check your phone? Um... YES!

The best leaders have found a way to tame their phones by turning off all push notifications — you know, those vibrations, pings and flashing lights that alert you when something has happened in your digital world. Those notifications that are nearly always too tempting to resist. Guess what? You have the power to turn them off.

Most of us are aware that e-mail, texting and social media ruin productivity. Turning off all non-essential notifications frees up more space in your brain for productive things; turning off notifications will free up time in your day.

TRY THIS: Turn off all social media notifications for a week. (Note: The notifications will still be there in the app; you'll still see notifications when you open Facebook or Instagram, etc.; they just won't buzz or light up your phone). Be aware of your feelings during this test. Do you feel like you're going through withdrawals? Does it initially make you feel anxious to not check your phone so much? How do you feel on Day 1 compared to Day 7?



APIC[®]

Association for Professionals in
Infection Control and Epidemiology

In recognition of completion of course work and high performance on the related exam, the Association for Professionals in Infection Control and Epidemiology presents to

Dianne Anderson

This
Certificate of Training in Infection Prevention
in the Long-Term Care Setting
awarded on June 18, 2018

A handwritten signature in black ink.

Katrina Crist, MBA, CAE
APIC Chief Executive Officer

Dianne Anderson's achievement of APIC certification is a wonderful thing for Christian Health Care Center. This certification is important as CHCC strives to lead the way in infection prevention through increased regulatory oversight. Plus, it's the right thing to do for our residents!

FREE TRAINING: Our next nursing assistant training class starts in November. If you know someone who would benefit from enrolling in one of the best nursing assistant training programs in the state, please share this info with them!



WELCOME TO THESE FRIENDLY FACES: Left to right: Michelle is a housekeeping/laundry assistant. Clea, Anna and Ivie are dining room assistants. Welcome, ladies; we're so glad that you are here to help care for our lovely patients and residents.

