



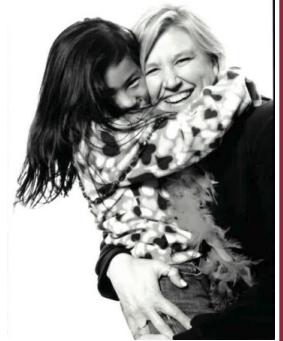
# The PULSE



December 2018, Issue 1

## Meet Mary... Again.

You know that CHCC has a new(ish) compliance coordinator, right, and that she'll be working to keep us up to date with all the governmental regulations and compliance rules that CHCC is required to follow? You know that role has been filled by Mary Faber Wynstra, right? Did you also know that Mary has a long history of working at CHCC and that her career has really evolved over time?



She started her career here in 1991 working in therapeutic recreation. In 2006 she grew into the role of staff development, assisting with employee education and general orientations. She also served as our safety officer during that time and helped in central supply.

Around 2013, Mary's role evolved into coordinating staffing — nursing department scheduling — and managing Labor and Industries claims. Then, in 2015, she was asked to lead the team at Northwest Adult Day Health & Wellness Center, a role she held through August of 2018.

When that program closed, we jumped at the chance to have Mary re-join the team at CHCC as an experienced leader. She is a shining example of someone who has grown and evolved to meet the needs of CHCC. She is versatile, willing and a quick learner. She has a positive attitude. Those are all things that I, for one, appreciate in a team member.

When asked why she has chosen to have a career at CHCC, Mary said, *"I like working for a nonprofit in my hometown and have grown to love the long-term care industry; I like knowing the families that we serve. CHCC is wonderfully family-oriented; a number of my coworkers have even become role models and positive influences for my daughter, Lauryn. I think that is great!"*

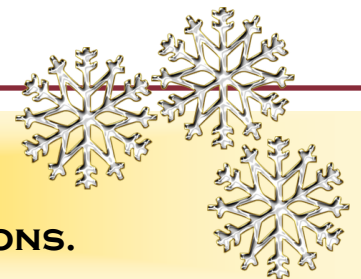


Thank you, Mary, for being a life-long learner and for continually saying yes to opportunities you are presented with. Thank you for being adaptable and for choosing to serve CHCC throughout your career and for being a positive member of our team! **#CHCCTeamwork**

Patrick O'Neill, CEO

## ADAPTABILITY:

THE QUALITY OF BEING ABLE TO ADJUST TO NEW CONDITIONS.



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

## RESIDENTS' RIGHTS REMINDER

Nursing home residents have rights that are legally guaranteed to them under federal and state laws. We'll share some of those rights with you in this and future issues of The Pulse as a friendly reminder.

### Right to Self Determination

- ❖ Choice of activities, schedules, health care and providers, including attending physicians
- ❖ Reasonable accommodation of needs and preferences
- ❖ Participate in developing and implementing a person-centered plan of care that takes into account personal and cultural wishes
- ❖ Choice about designating a representative to exercise his or her rights
- ❖ Organize and participate in resident and family groups
- ❖ Request, refuse and/or stop treatment



### DATES TO REMEMBER:

Dec. 12, be prepared for Dress Like a Candy Cane Day at CHCC. Wear red and white!

Dec. 12, there is a mandatory meeting for all nursing assistants. Come to the conference room at either 7 a.m., 1:30 p.m. or 2:30 p.m.

Dec. 19, there are mandatory meetings for licensed nurses at 7 a.m., 5 p.m. and 6:30 p.m. Make sure to stop by the conference room to attend one of these meetings.

Dec. 21, partake in a Christmas goodie potluck. Bring your favorite holiday sweets to share in the staff lounge.

Dec. 25, by popular demand, we'll have a baked potato bar for all staff working on Christmas Day.

**We're looking for a special hair stylist who can primp and trim the lovely locks of our residents each week. The stylist needs a *kind heart* and great scissor skills. They should be able to rock a shampoo and set, create a snazzy updo or add some jazzy curls with a perm. This is a paid contracted position, roughly 18 to 20 clients per week. Details: <https://chcclynden.org/careers/hairstylist/>**

### Paid Family and Medical Leave overview.

Paid Family and Medical Leave is a mandatory statewide insurance program that will provide almost every Washington employee with paid time off to give or receive care.

If you qualify, this program will allow you to take up to 12 weeks, as needed, if you:

- Welcome a child into your family (through birth, adoption or foster placement)
- Experience a serious illness or injury
- Need to care for a seriously ill or injured relative
- Need time to prepare for a family member's pre- and post-deployment activities, as well as time for childcare issues related to a family member's military deployment. For specifics on military-connected paid leave, visit [www.dol.gov/whd/regs/compliance/whdfs28mc.pdf](http://www.dol.gov/whd/regs/compliance/whdfs28mc.pdf)

Premium collection -- 0.4 percent of wages -- starts on Jan.1, 2019. CHCC will calculate and withhold premiums from your paycheck and send both your share and ours to Employment Security Department.

Starting Jan. 1, 2020, employees who have worked 820 hours in the qualifying period (equal to 16 hours a week for a year) will be able to apply to take paid medical leave or paid family leave. The 820 hours are cumulative, regardless of the number of employers or jobs someone has during a year. All paid work over the course of the year counts toward the 820 hours, including part-time, seasonal and temporary work.

While on leave, you are entitled to partial wage replacement. That means you will receive a portion of your average weekly pay. The benefit is generally up to 90 percent of your weekly wage, with a minimum of \$100 per week and a maximum of \$1,000 per week. You will be paid by the State of Washington rather than your employer.

Unlike the federal Family and Medical Leave Act (FMLA), employees of small businesses may take Paid Family and Medical Leave if they meet the standard eligibility requirements. More information on applying for benefits will come in 2019. Please go to [www.paidleave.wa.gov](http://www.paidleave.wa.gov) for more information.

I sent a notice out to all staff via email on Nov. 28, 2018. That notice included this information and additional details. If you did not receive that message, please let me know and I'll re-send it to you!



Kari Heeringa, HR Director

# COMMENT BOX CORNER

Sharing your *FRESH* ideas, questions and comments!

**Comment:** Dining room assistants should be trained to help residents walk.

**Reply:** Thank you for mentioning this! Unfortunately, helping residents walk takes a higher level of training than dining room assistants receive. The person assisting needs to be prepared for a variety of situations; the person assisting needs specific training.

DRAs training — and their job description — centers on helping our residents with nutrition, not with mobility.

Nursing assistants, on the other hand, have the level of training required for mobility assistance. Nursing assistants, nurses and therapists are the ones who have received the training (and continuing ed) required to help residents safely move about CHCC.

That said, the law does allow for family members to assist residents to walk, eat, etc. as long as CHCC does not find the activity, or the help of a family member, to be unsafe for the resident.

We are pretty fortunate to have wonderful dining room assistants — and hospitality aides, too, who also help with tasks not related to patient care. Together with nurses, nursing assistants and therapists, we're all working toward the same goal: caring for our residents.



I do very much appreciate that you brought this question forward because that shows care and concern for those in our care. We just cannot, at this time, include dining room assistants in the mobility training that would be required.

Tonja Myers, Administrator

## LEADERSHIP TIP: BE ADAPTABLE

As much as we'd sometimes like things to stay the same (why do kids grow so fast?!), they don't. Life is curvy; we're in a constant state of flux — adapting to new situations as they pop up, adapting to new standards, new tools, new rules, new co-workers, emerging needs at work, etc.

Adaptive leaders stay fluid. They remain flexible; “bendy,” some might say.

There are certain skills adaptable people need to succeed in life and at work. They include:

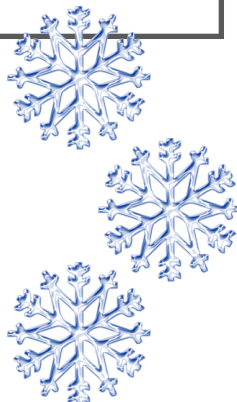
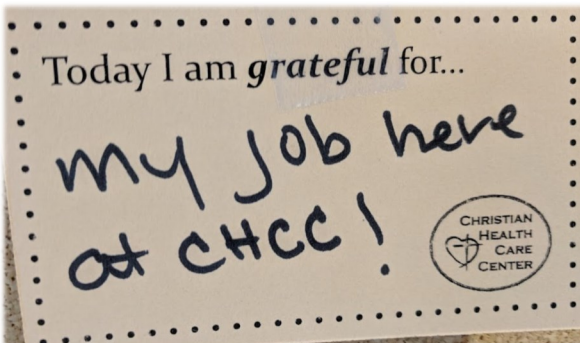
- The ability to stay calm under pressure.
- Being capable of dealing with unpredictable conditions.
- A willingness to try new tools that may improve their work or life.
- Being skilled at helping others embrace change.
- A can-do attitude when it comes to taking on new tasks.
- An open mind/OK trying something that isn't the way it's always been done.
- The ability to collaborate and flex based on who is currently on your team.
- The ability to maintain a positive attitude when change is underway.

Adaptive leaders are less likely to get stressed, because they have trained themselves to let go of “this way or no way” thinking. Imagine that!

Would you benefit from a mind shift in any of these areas?

Would your team benefit from bringing awareness to one or two of these skills and setting a goal to make improvements? Do it!

#CHCCTeamwork





## OH, HEY... HAPPY IS A *SHINING STAR!*

Last month, Happy was recognized for her incredible dedication and for her adaptability. Not only does she manage central supply, but she works in admissions two times per week and serves on our employee relations committee. Peers say she is a shining example of having a positive, serving heart. Oh, and she has a cotton candy machine and is willing to share it! Now that makes us HAPPY, too!



## 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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## COMMENT BOX CORNER



Sharing your *FRESH* ideas, questions and comments!

**Comment:** The parking lot, break rooms and halls are so crowded when nursing students are here; it's crowded enough with carts and other items without extra groups here.

**Reply:** Maintaining safe, accessible halls is always on top of our minds. I sure appreciate everyone's efforts to keep carts tucked up against the walls and move things, like laundry and cleaning supplies out of the way as soon as possible. As a group, we do a good job with this most of the time, but there's always work to do, right? This is a good reminder. Thank you! **#CHCCTeamwork**

Regarding nursing students spending time at CHCC, I'd like to share another perspective — one of gratitude and appreciation.

I feel completely fortunate and proud that both nursing schools in Whatcom County — Bellingham Technical College and Whatcom Community College — have identified CHCC as one of the few long-term care centers to which they will take their students. This is based on their knowledge of the quality of care we deliver here.

They have also let us know that they bring their students here because they know we treat them well — sharing knowledge, including them, being friendly, mentoring. Nice to hear, right?

I see this as a wonderful and unique opportunity to show each and every nursing student who spends time with us and our residents exactly what is like to work in long-term care and what it might be like to work here after they graduate.

As you know, the world needs more nurses; it's important that each of us welcomes these nursing students in friendly, helpful ways so they'll consider being on our care team in the future.

I hope this fresh perspective helps and that you'll be friendly and show grace when the students are in our work environment. It may temporarily feel crowded and busy when they are here; however, they are the future of nursing. They could be a part of our team in the future!



Heather Lewis, Director of Nursing