



# The PULSE



February 2019, Issue 2

## LEADING BY EXAMPLE

Can we take a moment to talk about what it means to have a servant's heart?

These two, Bill B. (current board member) and Ron W. (past board member), drove all over Whatcom County -- Sumas, Deming, Ferndale, Bellingham -- to shuttle members of our care team to and from work during the recent snowstorm.

They, along with our transportation coordinator, Kathy K., and our IT person, Doug D., used their own vehicles; they ran across the county 24/7 during the snow event so we could continue to provide care here 24/7.

THANK YOU to Bill and Ron, Kathy and Doug!

THANK YOU to the care team members who have gotten themselves here on their own and to those who accepted rides.

THANK YOU to everyone who pitched in, doing more, working longer... all with positive, "can do" attitudes; all with a heart for serving those in our care.

This is another fine example of **#CHCCTeamwork**. When the going gets rough, no matter what the challenge is, we know how to pull together as a team!



Hello, CHCC team members! Our next **nursing assistant training class begins on March 11**. Candidate interviews are underway now. If you know someone who is a true angel and who would make a great coworker, please have them check out this Web page, which provides all the details. [chcclynden.org/nac-training/](http://chcclynden.org/nac-training/)

Everyone who works at CHCC is a true angel.

Rose B.



Like us on Facebook

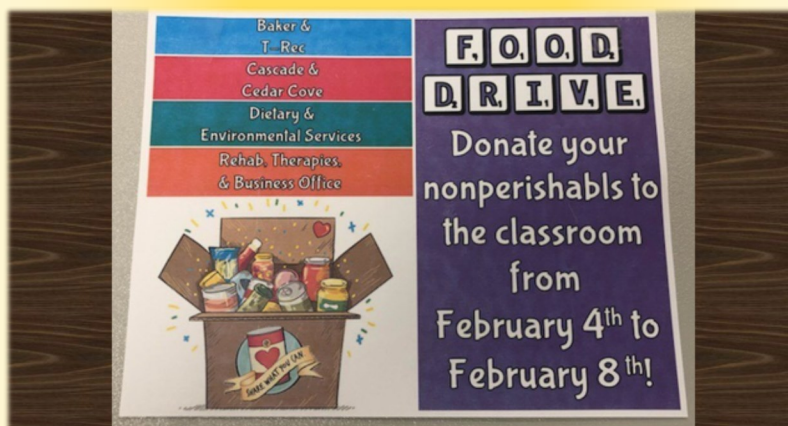
Help others learn about job openings, volunteer opportunities, donation requests and more. It's easy! Just like CHCC's Facebook page and then like or share our posts with your friends and family: [fb/christianhealthcare](https://fb.com/christianhealthcare).

# FOOD DRIVE SUCCESS!

Great things happen when we pull together as a team! Look at how many non-perishable food items your teams donated!

These items restocked CHCC's Little Free Pantry, which is available for any team member who is going through a temporary rough patch. #CHCCTeamwork

*"You are truly a remarkable team of people. Thank you to everyone who donated. While this was a competition, the real winners are all of the folks who work here bringing love and compassion to each day." ~ Tonja Myers, administrator*



And the winner is...  
Rehab, Therapies &  
Business Office



# HOW TO DOCUMENT RELIAS TRAINING AT HOME

You know you can use computers at CHCC to complete Relias training, right? You know that **mandatory** training and continuing education time is paid when you are on the clock at CHCC, right?

Did you also know that you can log into Relias at home when you are off the clock and still be paid for the **mandatory** courses you complete? Compensation would be added to any hours you worked at CHCC that day or week.

In some cases, completing **mandatory** training modules off the clock at home will trigger overtime hours, but that is totally OK. We want you to learn and grow!

Ready to get started with Relias training at home? There are three rules to follow:

1. You must notify CHCC that you completed a mandatory course "off the clock." **Email** Kim at [ktgallegos@chcclynden.org](mailto:ktgallegos@chcclynden.org). Make sure to include the name of the course you completed at home. Or, you can **print a transcript** of completed courses from Relias and mark the mandatory ones you did at home. Give that transcript to Kim.
2. You must **turn in Relias info during the pay period that you complete the training in**. If you forget, we have to review and adjust timesheets, which causes a lot of extra work in HR.
3. All annual mandatory courses need to be **completed by Nov. 30, 2019**. If you finish all mandatory courses by June 30, 2019, you'll receive a \$50 bonus (paid in July).

Note: There are many courses you can take via Relias, however, you will only be compensated for the mandatory ones. Relias assigns an amount of time that it should take to complete each course. CHCC uses that estimation to calculate time and compensation.

If you have any questions about Relias training, please don't hesitate to check in with Kim, or to ask me.

We're here to help you through the process of completing training that will help advance your career while also making sure we're providing a high level of care to those who live and rehab here.

Kari Heeringa, HR Director





## INTRODUCING... Shanneil, CHCC's new hair stylist!

Please make sure to give Shanneil a warm CHCC welcome!

We're so glad she's here; she has already started primping and trimming the lovely locks of our residents.

Shanneil lives in Birch Bay and graduated from Blaine High School.

She has been a stylist for 2+ years and totally loves the industry because, "there is always something new to learn or try."



## RESIDENT RIGHTS REMINDER

Nursing home residents have rights that are legally guaranteed to them under federal and state laws. We have been sharing some of those rights with you in The Pulse as a friendly reminder. This is our last one. Thanks for reading!

### Rights During Discharge/Transfer

- ❖ Remain in the nursing facility unless:
  - the resident's needs cannot be met in the facility;
  - the resident's health has improved and she/he no longer requires nursing home care;
  - the safety of the individuals in the facility is threatened due to the clinical or behavioral status of the resident;
  - the health of others in the facility is threatened;
  - the resident has failed, after reasonable notice, to pay the facility charge for an item or service provided at the resident's request;
  - the facility is closing
- ❖ Right to appeal the proposed transfer or discharge and not be discharged while an appeal is pending
- ❖ Receive 30-day written notice of discharge or transfer that includes: the reason; the effective date; the location going to; appeal rights and process for filing an appeal; and the name and contact information for the long-term care ombudsman
- ❖ Preparation and orientation to ensure safe and orderly transfer or discharge
- ❖ Notice of the right to return to the facility after hospitalization or therapeutic leave

## LEADERSHIP FOR NON-MANAGERS

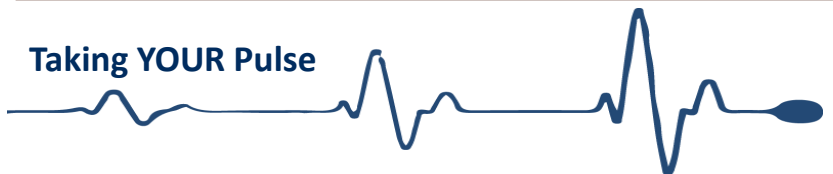
Leaders exist at all levels of an organization. Really. It is possible.

It really doesn't matter what your title or role is at CHCC; you can be seen as a role model and a leader simply by seeking knowledge and caring about others. Here are three quick tips that will help:

- Personally thank others for the high level of work they are doing.
- Communicate frequently and clearly with your manager; share ideas and concerns directly with them.
- Invest a minimum of 30 minutes each week in learning about leadership. Here's one great blog to follow: [lollydaskal.com/blog/](http://lollydaskal.com/blog/).

That's it. Little by little you can learn and grow as a leader and stand out in a positive way.

## 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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## GOOD NEWS! Nursing assistants can get reimbursed by CHCC for tuition and books

Do you know someone who will graduate from a local nursing assistant program soon? If Christian Health Care Center is their first job after graduating from a Nursing Assistant Certified (NAC) training program, CHCC will reimburse them the cost of their tuition, books and state exams!

### How does it work?

First, they must graduate from a state-approved training course for nursing assistants, such as those offered in Bellingham by Whatcom Community College and Bellingham Technical College.

Second, they must begin work at CHCC as their first job after graduating from the nursing assistant program. Their start date must be within a year of graduation.

Third, they must submit receipts for tuition, books (or other required items) and certification exams.

Fourth, CHCC will reimburse them that amount! Over the next year, they will receive one-fourth of the total amount every three months. Work at CHCC for a year, and they'll get back the money they spent on tuition, books and exams.

What about home care aides? We will also reimburse home care aides for the cost of a "bridge program" that helps individuals acquire – through 24 total hours of specialized training – the knowledge and skills they need to take the state competency test to become nursing assistants.

### Why are we doing this?

Christian Health Care Center is part of the federal Nurse Aide Training and Competency Evaluation Program, under which nursing homes like ours reimburse nursing assistants for the costs of testing and training. The federal program then reimburses CHCC for the money we give to nursing assistants. For more information on the reimbursement program in Washington, visit the state Department of Health website. (<https://bit.ly/2IhVhZY>)

"Nursing assistants play important roles in providing top-quality, compassionate care here in Lynden," says Kari Heeringa, Christian Health Care Center's director of human resources. "We'd love for more nursing assistants to get reimbursed for the money they've spent on their education when they come to work at CHCC."

You can simply refer people to human resources if they would like to learn more.



## Say hello to our latest **SHINING STAR!**

What can we say about Lisa besides that she is so greatly appreciated for her skills, heart and dedication! She has worked at CHCC for 25+ years.

Lisa usually works day shifts in rehab; however, she is willing to fill in wherever she is needed.

Lisa is kind, capable and positive. She is a shining example of a nurse and a joy to work with. Thank you, Lisa!

