



# The PULSE



May 2019, Issue 2

## RECOMMENDED READING!

Have you read this leaflet yet?

Do you keep a yellow compliance card in your pocket at work?

If not, pick copies up today!

These resources will help you prepare to answer questions you may be asked by third-party officials.



## COMMENT BOX CORNER

Sharing your *FRESH* ideas, questions and comments!

**Comment:** I receive too many emails from Relias reminding me of deadlines. Some state URGENT, but they really are not (the deadline was 10 days out.) We are all working hard each day, and we are getting burnt out with Relias training.

**Reply:** We are in the process of reviewing and troubleshooting a couple of things in Relias. Apologies for what feels like an increase in notifications!

Allow me to share what you need to know below and also to ask for your patience while we sort out how to best manage the bonus, opening training modules in advance while we streamline Relias email notifications as best we can.

- First, you should know that governmental regulations require you to receive specific industry training. CHCC pays for the Relias online training program to make training faster and more efficient for you. Relias allows you to finish modules — here or at home — at times that are more convenient to you.
- **Complete all required training before June 30, and you'll earn a \$50 bonus.**
- We had to change a setting in Relias that turned off your ability to access each training session until the month it is due. We know that is not ideal; we're hoping to address this.
- Within Relias, we had to assign all trainings to be due by June 30 for the bonus tracking function to work. Want the \$50 bonus? Finish all sessions by June 30.
- **If you don't want the bonus, the real deadline for completing all training modules is November 30 (even though it says June 30 in Relias).**
- If you do not complete mandatory training by November 30, we cannot schedule you for work. Again, this is a compliance rule we must abide by.
- If you would prefer to receive reminder emails at your work email address instead of your home email address, please notify the HR department.

Additional questions? Stop by my office anytime.

Kari Heeringa, HR director

**REFRESH! All nursing assistants must wear a gait belt.**



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.

## RESCUING DUCKLINGS WITH COMPASSION AND LOVE

Here at Christian Health Care Center, the “tradition of caring” in Christ’s name continues for all residents... including those of the feathered kind.

Every year, a particular duck hatches her eggs in the enclosed courtyard of CHCC.

This year, therapeutic recreation staff members Natalia Rios and Matt Nyholm, maintenance (super) man Jerry Meenderinck, and chaplain Holly Basaar undertook the rescue effort of 12 ducklings from the courtyard, culminating in the incredible reunion of Mother Duck and ducklings on the nearby waters of Fishtrap Creek.

You can read the full story and watch a video of the rescue on CHCC’s website. [chcclynden.org/duckling-rescue-an-annual-tradition-at-chcc/](http://chcclynden.org/duckling-rescue-an-annual-tradition-at-chcc/)



## RESULTS OF THE STAFF SURVEY

**Question 9: How would you describe the management of CHCC overall (CEO, administrator, department managers)?**

*Answer summary: Overall, team members are happy with the management of CHCC. Several of you reported feeling like this is the best it's been for a very long time. How wonderful! Of course, there's always room for growth. If you feel like you have not been heard by a member of the management team, please ask again or take your concern to another leader. Know that some changes cannot happen overnight. If you bring awareness to something and feel like it was not resolved, please ask if a solution is in the works. We're all in this together!*

- Not a lot of interaction so I'm not sure. I feel like most of the needs of our department and residents are met.
- Overall, I'm impressed by the “hands-on” nature of top administrators. They make an effort to know the staff by name and seem to genuinely care about everyone in the building (staff and residents).
- There are a lot of emails and very little connection with the workers.
- The management team has done a better job with communicating since I have worked here.
- I have been here for a very long time and this is the best that I've seen.
- Unit coordinators are very approachable; CEO and administrators are friendly.
- I'd say it's okay. Although, there are times when we address an issue and it doesn't get resolved, and every time we do try to bring up an issue nothing gets done about it.
- They are really smart people. We need to see them more often in the hallways during each shift. They listen to the unit coordinators and LN staff but they need to ask NACs what is really happening on the floor each day.

**REFRESH!**  
Always be professional and courteous to residents, co-workers and visitors.

# HOW TO EARN AN EXTRA \$1,000

For the benefit of our team and for the benefit of our patients and residents, we need your help filling nursing roles here at CHCC! **#CHCCTeamwork**

Current staff (that's you!) who recruit nurses to work at CHCC will receive a \$1,000 referral reward. That's right, you will earn \$1,000 for helping us find RN and LPN team members... \$1,000 for each one you refer here.

Think about former co-workers or people you know who are about to graduate from nursing school. Think about friends who may be nurses elsewhere. Whom do you know?

Call or text them today; send them private message on Facebook or mention working at CHCC next time you see them in person. Tell them about our job board and applying online at [chcclynden.org/careers/](http://chcclynden.org/careers/).

There are just three things you'll need to know when making referrals:

- They need to sign on to work a minimum of 20 hours per week.
- They need to include your name on the employment application as the referral source in order for you to qualify for the reward.
- You need to complete a referral form (get one from HR) within the first two weeks of the new employee's date of hire.

**The payout:** After the person you referred has worked here one *full* month, you will receive \$100 per month for five months. An additional \$500 will be paid to you after the seventh month of their employment.

Questions? Stop in and chat with Kari or Ronda in human resources!



## 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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# WELCOME

Please join us in welcoming two new nursing assistants to CHCC: Billy (left) and Aidan (right). Help them settle in; ask them what questions they may have. Be friendly and supportive. **#CHCCTeamwork**



**REFRESH!** Employees must wear their name tags. This is a regulation and part of the dress code at CHCC.



## RESULTS OF THE STAFF SURVEY

### Question 10: How do you feel about the work environment/company culture at CHCC?

*Answer summary: There were a few mentions of tensions at work — clique-like feelings, complaining among co-workers, not feeling accepted. There were also many, many positive words used to describe the work culture at CHCC including energetic, caring, kind, supportive, helpful and respectful. Together, we can help each person feel good about working here; let's work toward creating a community of care for each of our residents AND each of our team members!*

- I'm generally impressed by the number of colleagues who respect and care for one another. But, I don't care for the tension that comes out when certain people don't get along, or complain about others behind their back. It doesn't happen often, but occasionally.
- The environment is clean and comfortable. The workers are mostly respectful and kind-hearted.
- As an employee, I feel supported and like people actually care about my life at work and at home.
- For the most part it is good. My concerns about other aides have been dealt with, which has also been good. I still feel like the aids as a whole are looked down on due to a lack of a nursing license. Not sure what can be done to make me not feel that way.
- I feel like management is always looking for ways to improve our work environment.



## A WORD ABOUT TRANSPORTATION

Do you know how transportation works at CHCC? Below is the info we share with individuals and families during admission. Unit coordinators typically schedule rides; our transportation coordinator, Kathy Knutzen is also available to answer questions families might have.

*If friends, family, WTA, and/or other Medicaid transportation are not available to transport to a patient or resident to a medical or social appointment, CHCC's van may be utilized if the transportation schedule allows; 48-hour notification of a desire for CHCC-provided transportation is advised. Such service will only be available for a fee, as outlined below:*

Lynden medical appointments	\$25 per round trip
Whatcom County medical appointments	\$50 per round trip
Lynden social events	\$20 trip charge <i>plus</i> \$15 per hour, exit to return
Whatcom County social events	\$40 trip charge <i>plus</i> \$15 per hour, exit to return

### CHCC and the 2019 NWW Fair

Christian Health Care Center is pleased to offer discounted NWW Fair Tickets and Carnival Ride Wristbands to Employees!

**Who:** CHCC Employees

**Where do I purchase tickets/wristbands:**

The tickets and carnival ride wristbands may be paid for at the time of purchase or through a payroll deduction from the Employee's August 2<sup>nd</sup>, 2019 paycheck. Employees can purchase tickets and carnival wristbands from the CHCC front receptionist.

Order forms will be available at the front desk from May 10th, 2019 – July 26, 2019

**DATES TO REMEMBER:** May 27 is Memorial Day. Wear red, white and blue; there will be popsicles for you in the staff room freezer. Then, on May 31, it's Animal Print Day. Wear animal print attire; we'll serve animal crackers on this day.