



The PULSE

June 2019, Issue 2

In praise of flexibility

Greetings, CHCC team members!

Familiar faces are being seen in different departments. Long-term employees are popping up in new places. Have you noticed?



by Patrick O'Neill
CHCC CEO

This is part of leveraging existing staff skills and of a cross-training business strategy that allows organizations like ours to remain nimble and flexible and to take care of business even when a team member is on vacation or needs time away for personal leave.

Imagine if a member of the business office was out for six weeks. We wouldn't hire a replacement or try to bring in a temp for this very specialized line of work; we'd still need to pay our bills, run paychecks, manage accounts receivable and pay our taxes, right?

Having someone cross-trained in that department reduces the burden on the remaining team members. Cross-training allows CHCC to continue with business as usual when members of the team are out

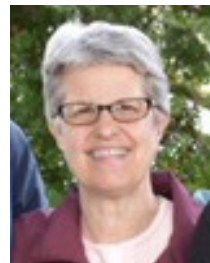
for any reason.

That is why you may have noticed Kathy Knutzen speaking with residents and families and spending time in the business office. While she continues to serve as CHCC's transportation coordinator, she has also agreed to support CHCC in a new way and cross-train in the business office. Thank you, Kathy!

Kathy is the perfect choice for this opportunity because she worked in a business office for years before coming to CHCC. She already has bookkeeping skills, incredible long-term care industry knowledge and a willingness to serve and fill in wherever there is a need.

She is going to be a great asset to the business office team during an upcoming maternity leave – we'll be ready!

Individuals who have worked at CHCC for years and years are amaz-



Kathy Knutzen

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PROM DAY IS JUNE 28

The theme this year is Dutch Feest, which means "party" in Dutch! There will be Dutch décor, treats and music; stop by the activity room at 2 p.m.

Want to participate? Bring in your prom photos for display during the party. Photos can be dropped off with the t-rec staff prior to prom or via email to msangell@chcclynden.org.

Still have your favorite prom dress? Wear it! Want to wear a tuxedo that day? Do it! Have some disco ball earrings you'd been wanting to wear? Bring them! Questions or ideas for our 2019 prom? Check in with Kaitlin in t-rec.



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Find us on Facebook at [facebook.com/christianhealthcare](https://www.facebook.com/christianhealthcare).

Long-term care living: Pet visits offer many feel-good moments



A quarter of an hour. That's it.

That's all the petting and cuddling with an animal it takes for a chemical chain reaction to commence in the brain, lowering cortisol — the fight-or-flight hormone — and increasing production of serotonin, the hormone that makes us feel good.

Animals can be wonderful support for all ages, and that's one reason we love them here at Christian Health Care Center. Ruby, a therapy dog, has been a regular visitor with her owner, Yukiko Nasu, to comfort those living in long-term care. We've also added interactive robotic pets — an adorable dog and cat — to the care plan mix in CHCC's Cedar Cove memory care residence, with heart-melting results. Plus, we get visits from our friends — humans and animals — at Animals as Natural Therapy.

Animals also are known to provide companionship and to help the elderly maintain connections with the world around them. The simple act of running one's fingers through a pet's fur or scratching it behind the ears can do wonders for moods. Dogs in particular are wonderful for helping older adults get their needed exercise, keeping them on the move through walks or gentle fetch sessions.

Visitors and volunteers alike can bring their pets to CHCC to visit with long-term care residents and therapeutic rehabilitation patients. Everyone loves pet visits!

Of course, there are a few guidelines, which help to ensure the visit is successful for all. Learn more about them at bit.ly/CHCCpetvisits.



NAC TRAINING COMING SOON

Enrollment is underway for our next nursing assistant training class. Know someone who would benefit from a quick start career in healthcare?

Details: <https://chcclynden.org/nac-training/>.

Thank you to Bill (our super sharp, always friendly van driver) for helping spread the word! He doesn't always stand next to this sign on Aaron Drive, but when he does it brings a smile to the faces of all who see.

REFRESH! If you have concerns or questions, share them with your supervisor. If you see something wrong, fix it. If something needs to be done, do it.



Crush those weight-loss goals!

The Weigh to Go Competition has begun! Each Wednesday until the contest ends on Sept. 1, remember to head to the classroom to record your weight. Dianne will write down the number of pounds you've lost each week, and starting in July there will be a board displaying everyone's progress. The top three will win a prize! Will you be one of them? Good luck!

Disney Dress-Up Day: June 28



On Friday, June 28, wear your favorite Disney princess dress, Dwarf T-shirt or Mickey Mouse ears to work here at CHCC! We'll be playing Disney dress-up all day long.

Other dates to look forward to:

June 24: National Pink Day. Wear pink!

June 26: Weigh-in for the Weigh to Go competition. Also, Italian sodas will be available in the break room.

June 28: Prom! (See Page 1.)



Flexibility

Continued from Page 1

ing assets. They have developed valuable skills that can be tapped into as needed; they have finely tuned knowledge of how CHCC operates, which helps us get a jump-start on whatever role they are in. Mary Faber Wynstra is another example of this.

You may not know that Mary worked at CHCC for years before she was asked to lead our efforts with Northwest Adult Day Health. Mary has always been willing to learn and grow and shift, which makes her a versatile member of the team. Because of that, we quickly asked her to return to CHCC when NWADH closed last year. Since then, she's been helping us get organized with employee orientations and compliance programs.



Mary Faber Wynstra

Lately, though, you may have seen her in the t-rec department. What's up with that? Well, Mary used to work in the t-rec department a number of years ago. She has a lot of experience with planning activities for elders, and she has managed departments and teams. Of course, she was a natural choice when we needed someone to fill in while the current department lead is out on leave. When asked to cover this role for us part-time while she continues her work with compliance and orientations, she said "yes" and jumped right in. Thank you, Mary!

I hope that you, too, will recognize and appreciate how fortunate CHCC is to have team members — Nellie "Mama Bear" Vander Kooi, too! — who have diverse skills and a heart for serving CHCC, no matter when or where. Together, we get done what needs to be done each day.

That's a good thing. **#CHCCTeamwork**

CONGRATULATIONS TO ANDREA AND NATHAN!



Andrea and Nathan recently joined the Christian Health Care Center team as Nursing Assistants Registered. We are thrilled that they're here! Please welcome them to the team with kindness, taking a moment to share wisdom or to offer insights you've picked up in your time on the CHCC team. These new NARs and others like them can make a big difference to the care we provide here at CHCC!
#CHCCTeamwork



ASK US ANYTHING!

Have a question about CHCC? Jot it down and drop this slip into the comment box in the break room. We'll share answers in the Comment Box Corner column in an upcoming issue of this newsletter.
