### July 2019, Issue 1

CHRISTIAN HEALTH CARE ENTER

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Mark your calendars! The Resident Carnival, featuring shaved ice and cotton candy, is coming Friday, July 19. Get ready for some fun!



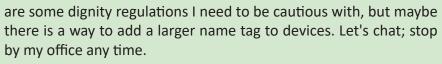
## **COMMENT BOX CORNER**

Q: Can we hang name cards from walkers and wheelchairs?

A: Good guestion; thank you for asking! Each walker and wheelchair is labeled with the name of the user. On wheelchairs, you can

find the name on the back near the bottom of the seat back. On walkers, you can find the name on the walker bar. That way, if mobility devices get separated from their users, we can get them back to the right person.

Now, if you are suggesting that we hang name cards on mobility devices as a way to better identify residents and patients when they are moving around CHCC, I'd love to discuss this more with you in person to share ideas and insight. There



# **Kind thanks** from the family of **Dorothy Lee**

To Christian Health Care *Center staff, from the family of* **Dorothy Lee:** 

On behalf of our entire family, I would like to offer deep thanks and appreciation to the staff and management at Christian Health Care Center.

Our mother, Dorothy Lee, lived at your facility from July 2018 until upgrading her residence to Heaven last month.

We cannot adequately express our gratitude to all of you for your expert, loving care of our Mom during the challenging final 10 months of her life. She was not the same Mom we knew for so many years, with the ravages of dementia and physical limitations compromising her qual-

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by Tonja **Myers** Administrator

### LEADERSHIP TIP: Be an onboarding hero

We've all had a first day. Maybe it's been three months or five years or 10 years since you walked through the doors at CHCC and nervously began serving and caring for our residents and patients, but you may recall what it felt like on that day. It was probably a mix of excitement and fear.

You may remember coworkers who stood out because they helped you as you were onboarding here. #Heroes

You may also remember one or two who may not have been so helpful. Uh, oh.

Think about the experiences and interactions with coworkers that impacted the first few months of your employment here at Christian Health Care Center. Then think about what you may be doing (or not) now to help new people onboard. Is there a little shift you can make to be a standout person in a positive way

# Mel, you are a Shining Star!



What can we say about Mel that isn't said by her peers on this Shining Star recognition board at CHCC? She is simply the best. We're so grateful that she chose to serve and grow in her nursing career here. Those who call CHCC home are completely blessed by her attention and care. Thank you, Mel, for all that you do here at CHCC. And thanks to those of you who offered such kind feedback for this board. Your kindness is a joy to see!

See LEADERSHIP on Page 4

### KUDOS to you, CHCC team members!

This patient was recommended to Christian Health Care Center by a pastor for therapeutic rehab. Needless to say, it was quite a positive experience. Way to go! #CHCCTeamwork

Please rate the care that you received.

	Excellent	Average	Needs Improvement
Staff introduced themselves	X		
Help was available when needed	X		
Questions were answered	X		
Procedures were explained	X		
Privacy and modesty were respected	X		
Quality of therapy services	X		
Concerns were addressed	X		
Personal property was kept safe	X		
Housekeeping services	X		
Meals were appealing	1 X		
Activity programs suited my needs N/A			
Visitors/loved ones were welcome	X		
Comments: "Thank God I a	got here.	You a	uys saved
my life."	0	J	/

July 10: Yogurt parfaits in the break room!



# WELCOME **TO CHCC!**

The four team members to the right - Ashley, Lynette, Ilona and Sierra – recently were hired here at CHCC. Please give them a joyous welcome to our care center and offer to help them whenever it's needed. Remember what it was like to be a new face in need of a kind, guiding hand! #CHCCTeamwork

Read more: For specific advice on welcoming team members to CHCC, please read the leadership tip starting on Page 2.



Ashley, LPN





llona, NAC

Sierra, RN

**REMINDER:** Mandatory IV competency training will take place from 7 a.m. to 10 a.m. Friday, July 12, in the conference room.

July 15 is Be a **Dork Day! Dress up in your** nerdiest outfit.



### **Calling all culinarians**

CHCC is holding a potluck at work on July 25. Sign up to bring your favorite dish and show off your baking, frying, sauteeing, boiling and/or flambeying skills to your coworkers.

Drop by the staff lounge to sign up.

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ity of life.

Through all of those challenges, your staff was exemplary in your treatment and care of her. Perhaps the most impactful observation made by our family was seeing your staff's work when you didn't even know we were there.

On many occasions, one of us ar-

rived at Mom's room for a visit and came upon a staff member offering assistance to Mom. The approach was always kind and considerate and helped our family feel such relief and confidence that Mom was living in the right place.

The work your staff performs is demanding, oftentimes thankless and no doubt strains your patience day after day. But you all showed remarkable compassion and commitment in your care not only of our Mom, but of many other residents we observed as we walked the halls.

Please know that we noticed, we appreciated, and we admired all of those amazing traits of caregiving you provided without fail. Simply incredible.

God bless you and your ministry of caring.

- Alan Lee

### **REFRESH!**

Observe resident privacy by pulling curtains completely around beds and closing doors.

Knock on doors and wait for a response before entering.

Keep lap robes and clothing over bare knees, and see that residents are not exposed.

Tell the resident how you are going to help them before you do it.

### LEADERSHIP: Continued from Page 2

for a new member of your team?

Ponder this: For the benefit of those we care for, we want people to come to work here and stay because they like the work and because they feel good being here. You (yes you!) have the power to help someone have a great experience at work; you can help another human being feel welcome in a new situation that may feel scary.

Here are four quick tips that will



help you be an onboarding hero:

Simply say hello and introduce yourself a couple of times, knowing it can be hard to remember names and faces the first time through when you start a new job. If you are kind and sincere, they'll remember your name.

**Stop for 60 seconds** and ask a new team member if there is any-thing they need help with.

Talk about it as a team! Encourage and remind the more experienced members of your care team to be kind and helpful to new team members.

**Be a "no gossip" leader**. If you hear someone (new or experienced) talking about another person or a process, remind them to speak directly to the person they are talking about or their manager.

Helping a new employee settle into work life at CHCC is a lot like helping a resident or patient settle in. Everyone benefits from clear communication, support, encouragement, grace and time for adjustment. We got this! #CHCCTeamwork