



The PULSE

HOW YOU CELEBRATE

DÍA DE MUERTOS: The Day of the Dead



Christian Health Care Center thrives in its mission — to provide skilled nursing care with compassion and love in Christ’s name — in part because of the great many team members who give of themselves each and every day to serve others. We are people from many backgrounds and experiences, gathered together here on Aaron Drive each day to care for those who need it, and the diversity of cultures present in the CHCC halls each day deserves to be honored and celebrated. To that end, The Pulse is featuring various cultural traditions and celebrations present among the team members here at CHCC. First up: Diwali. This issue: Día de Muertos.

Día de Muertos, known in English as the Day of the Dead, is a holiday celebrated throughout Mexico. It is also celebrated in various forms in various countries in Latin America, includ-

ing in Costa Rica, Guatemala and Belize. Día de Muertos is a celebration of memory and life, meant to keep alive the memories of beloved

*Please see **Día de Muertos** on Page 4*

LEADERSHIP TIPS

Grace in the workplace: Helping others

If you notice that fellow team members are having a difficult time at work, see what you can do to lessen their burden. Ask if they could use an extra hand with a specific task.

Giving of yourself to help others shows grace because it recognizes that while we all have burdens to bear, we are part of a team of people who also are concerned for the well-being of others.

Remember, too, that needing help is not a problem! When you need assistance with something — whether it’s a task at work, starting your car after the battery dies on a cold evening, a bite to eat after you forgot your lunch, or anything else — you’re giving others the opportunity to practice grace and to give of themselves. That opportunity is a blessing to them and to you.



Like or share CHCC’s Facebook posts with your friends and family to help others learn about job openings, volunteer opportunities, donation requests and more.

facebook.com/christianhealthcare

Comment Box Corner

Some CHCC team members have mentioned that they are still receiving work-related emails from Relias Learning on their personal email addresses at home. There are two ways to fix that:



by Kari
Heeringa
HR Director

1. CHCC's HR department can change that on your behalf, if you just give us the necessary information.

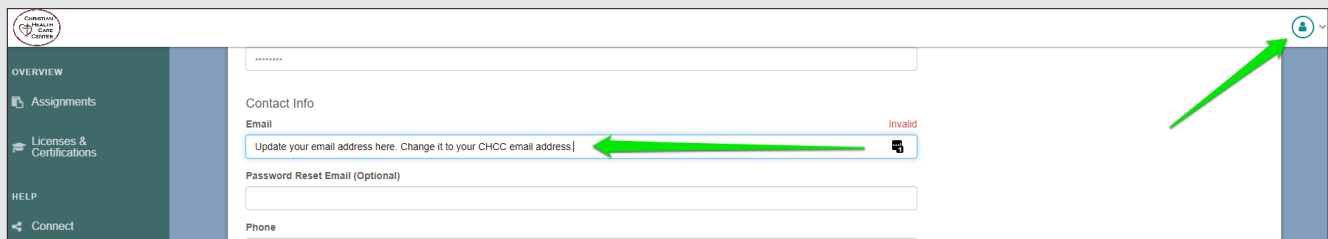
2. You also can change it on your own. Just log into your Relias account and update your email address there. Here are the steps:

- Go to <https://login.reliaslearning.com/login> and enter your username and password.

- In the upper right corner, click the icon (please see the image below).
- Select My Account.
- Scroll down the page until you get to the email address section (see image below). Edit that section, replacing your home email address with your work email address.
- Lastly, in the upper right, click Save.

That should do it! If you've completed those tasks, your Relias Learning emails should now go to your work address instead of your personal address.

Either way you do it, you can still sign into Relias from any computer — at home or at work — and complete the training. These actions simply impact where Relias sends reminder emails.



EDUCATION

New NAC class starts Nov. 18

Good news! A new group of nursing assistant certified (NAC) students will be arriving for classes here at CHCC Nov. 18.

These students will be here through Dec. 30 training in our award-winning program. (Did you know that our debt-free training program has been named one of the top-performing programs in the state, based on the percentage of students who pass the difficult state certification exam?)

Please welcome these new students with a smile and open arms!



POLICY

What if the media show up at CHCC?

From time to time, media outlets may have questions for or be interested in covering activities at Christian Health Care Center. All media inquiries should be directed to CHCC's communication team; only members of this team are authorized to speak on behalf of the facility.

Anyone at CHCC who is contacted by the media (either on the phone or in person) should write down the person's contact information and forward it to one of the members of the communication team, starting with the CEO, administrator and then the PR consultant.

When fielding a call or visit from the media, be friendly, upbeat and sincere in letting the member of the media know that a representative will be in touch. Kindly take the person's contact info and say, "I'll forward this to our communication team right away."

Please see CHCC's crisis communications plan for more information.

RECOGNITION

CHCC receives top award for wound care excellence

Christian Health Care Center has been named a Wound Team Center of Excellence by United Wound Healing. The platinum award is the highest honor bestowed by the organization, which is dedicated to transforming skilled nursing wound care.

Receiving the award on behalf of CHCC were Heather Lewis, director of nursing, and Michele Heutink, assistant director of nursing.

"I am incredibly proud of our nursing team here at CHCC," Lewis said. "This award is a testament to their hard work and continued efforts at improving their skills to better serve the people who trust us with their care."

In 2018, Lewis earned Wound Care Certified status from the National Alliance of Wound Care and Ostomy.

Congratulations to the entire CHCC nursing team for your dedication to the care of all who live here. Your continued excellence is making a positive difference in the lives of others. #CHCCTeamwork



Above: CHCC's director of nursing (Heather Lewis, right) and assistant director of nursing (Michele Heutink, left). Below: The award.



Read past issues of **THE PULSE**

online.

chcclynden.org/about/the-pulse/

DÍA DE MUERTOS

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friends and family. The celebration begins each year on Oct. 31 and ends on Nov. 2. Centuries ago, before Mexico was colonized by the Spanish, the celebration took place in summer. Nowadays, the timing of the Día de Muertos celebration coincides with the celebration of Halloween here in the United States.

As part of the celebration, people build *ofrendas*, or offerings, in honor of their departed loved ones. Sometimes these altars are created at home, and sometimes they are built in cemeteries at the gravesites of their loved ones. These altars, which feature favorite foods, gifts and photos of the departed, are meant to encourage visits by the souls to the *ofrendas* so that they can hear the comments being shared about them and the prayers offered for them. Celebrants place Mexican Marigolds to attract the departed souls; these flowers are believed to guide the spirits to their *ofrendas*. The *flores de muerto* (flowers of the dead) are said to symbolize the beauty and fragility of life.

The Día de Muertos holiday is also often associated with *calaveras*, which are colorfully decorated skulls meant to share the personality of the departed. *Pan de muerto*, or bread of the dead, is a common treat shared during the celebration. These sweet rolls are topped with sugar and decorated with bone-shaped pieces of dough.

Do you celebrate Día de Muertos or know someone who does? Talk with others about the holiday and learn more about an additional cultural tradition!



FEEDBACK

Your comments and concerns are appreciated

Thank you for using the comment boxes at CHCC! The purpose of these boxes is to share fresh ideas, comments and kudos with facility-wide impact. These are a wonderful place to share “thank you” or to address general areas for improvement.

However, if you have specific concerns about coworkers, the best way to handle those is by speaking directly with the person involved. If no resolution is made, employee grievances then should be discussed directly with their leader, then HR, then Tonja Myers, CHCC’s administrator.

It is impossible to follow up



on feedback that is left anonymously. If you are sharing ideas, concerns or comments that need administrative attention, please include your name and contact info so Tonja — who regularly reviews the contents of these boxes — can continue the conversation with you directly.



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. If your feedback relates to compliance or safety, please immediately call our compliance hotline at 360-306-3217.
