



The PULSE

WEATHER

Avoid snow troubles by planning ahead

Snow and cold are pretty much a given this time of year. And while we do love the pretty white stuff, it sure can make getting to work a little hairy.

So, since our residents need us on snowy days the same as all other days, now seems like a great time for a

reminder to plan how you'll get to work on the blustery, cold days we see so often in Lynden during wintertime. Here are a few things to remember:

If you don't drive in the snow or don't have reliable snow transportation, please make arrangements for how you'll get to and from work. Talk to your co-workers; perhaps someone on your shift lives nearby and can give you a ride. Or, sometimes people can ride together with minor schedule changes. (Just be sure to clear changes with your supervisor, of course!) Over the years, we've found that people really pull together to help each other during rough weather, and that is

*Please see **Snow** on Page 4*



HAPPY HOLIDAYS

Christmas bonuses are coming Dec. 13



It is with great joy that we announce that Christian Health Care Center will be disbursing Christmas bonuses again this year.

If your paychecks are normally deposited directly, the bonus will go to your bank on Friday, Dec. 13. If you typically receive a physical check, you can find your Christmas bonus check at the front reception desk.

Everyone will get a bonus, whether you've been working at CHCC for two months or for 20 years. It's just one small way to say thank you for the incredible work you do, day in and day out, for the people who live here.



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

NEW HIRES

Help welcome these new faces to CHCC



Alicia
hospitality



Amy
t-rec aide



Mersaides
DRA



Mikaela
restorative PTA



Olivia
t-rec case manager

We are so thrilled to have all of these new faces here at CHCC! These wonderful new team members are here because they care about helping others. Let's give them a warm welcome to the crew and do all that we can to ensure that they feel like the important members of the team that they are.



Sedona
hospitality



Yvette
registered nurse

LEADERSHIP TIPS

Grace in the workplace: Be someone who rejects gossip

Few things ruin a workplace faster than gossip. But few things can improve workplace culture than people who refuse to participate in gossip.

One of the worst things about gossip is that it creates divisions. Sometimes, because of our strong desire to be accepted, we participate in gossip to be part of the “in” crowd. But “in” crowds can't exist without “out”

crowds, and there's no place for that in a well-functioning workplace that is welcoming to everyone.

Here are a few simple steps you can take to avoid workplace gossip.

- Stick up for anyone being talked about. Maybe say something like, “He isn't here to defend himself, so let's not talk about him.”
- Change the subject. When rumors are being spread, move the



conversation to other topics.

- Walk away.
- Communicate with your leader instead of gossiping. If you have any questions, concerns or observations, take them to your supervisor instead of whispering them to co-workers.

Compliance relies on all of us

Thank you to the person who submitted the compliance report recently! CHCC is committed to compliance, and we are at our best when all of us are trying to abide by the rules and to submit potential violations for review.

Compliance and ethics programs like ours are only effective when there is active participation by all.

That's why anyone who knows of an actual or potential violation of CHCC's Code of Conduct or any law, regulation, policy or procedure must immediately report the matter so it can be promptly addressed.

Please know that CHCC will not retaliate against any employee or outside consultant who makes a good faith report of a suspected violation of CHCC's compliance stan-



dards or Code of Conduct.

However, any employee who knowingly makes false allegations will be subject to disciplinary action in accordance with company policy.

CHCC's compliance coordinator checks the compliance box weekly. All reports are investigated. Anyone who submits a report — if contact info has been included — will receive a response to let them know how the report was investigated and what findings or corrections are being applied, if applicable.

There are many ways you can report actual or potential compliance violations. Please choose one of the following:

- Call CHCC's compliance hotline at 360-306-3217, which directs a voicemail message to several leaders at CHCC.
- Send an email to compliance@chcclynden.org.
- Place a written note — signed or anonymous — in the compliance reporting box, which is located in the hallway near the activity room. The box is opened weekly, so please do not use this for urgent or time-sensitive reports.
- Call CHCC's compliance coordinator at 360-354-4434, ext. 6387.
- Call CHCC's administrator at 360-354-4434, ext. 6332.

Do you know anyone looking for work? Remember, you can earn extra money for referrals!



HOT COCOA BAR: TUESDAY, DEC. 10, IN THE STAFF LOUNGE



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.

FROM THE CALENDAR

Upcoming events:

THURSDAY, DEC. 12:

- Mandatory NAC meetings at 7 a.m., 1:30 p.m. and 2:30 p.m. in the classroom.

FRIDAY, DEC. 13:

- Secret Santa gift exchange and cookie decorating from 3 p.m. to 4 p.m. in the classroom. Wear your Jingle Bell Run shirt!

MONDAY, DEC. 16:

- Paint & Sip (non-alcoholic) with the residents 6:30 p.m.

TUESDAY, DEC. 17:

- Employee relations meeting at 11 a.m. in the conference room.
- Cascade residents' Christmas party at 2:30 p.m. in the dining room.

WEDNESDAY, DEC. 18:

- Safety meeting at 2:35 p.m. in the conference room.
- Cookie platters in the staff lounge.

THURSDAY, DEC. 19:

- Business office and t-rec appreciation day
- All-staff safety social, 7 a.m. to 2:45 p.m. in the classroom.
- Relaxation day. Sign up outside the classroom.
- Baker residents' Christmas party at 2:30 p.m. in the dining room.

FRIDAY, DEC. 20:

- Christmas sweater day
- Pay day

MONDAY, DEC. 22:

- Christmas dress-up week begins!

SNOW

Continued from Page 1



This was Lynden in 2017. It gets dicey out there!

a big bright side to winter weather!

If you cannot figure out a way to get safely to and from work in the snow, talk it over with your supervisor so you can make arrangements that everyone knows about. Also, remember that emergency snow rides may be available! A few brave souls at CHCC are able to provide rides to work, if necessary.

Please be very careful in the parking lot. CHCC's maintenance crews do try to have the lot cleared, but it still may be slippery. You may use the rehab entrance; just be sure to wipe your feet when you come in, and please be respectful and quiet as you walk through the hallways.

Thank you for your ongoing commitment to our residents. Your hard work and compassionate care make all the difference!

How to request a snow ride

If you find yourself without a ride to work, you may call for an emergency snow ride. Please call 360-354-4434 by the times below. If it's after 9 p.m., ask for the rehab desk.

- **Day shift: by 3 a.m.**

- **Evening shift: by 11:30 a.m.**

- **Night shift: by 6:30 p.m.**

When you call, give your name, address, phone number and shift. Someone will call you back to confirm the info and to let you know who will be picking you up and when (approximately). Plan to be ready and watching for the driver at least an hour before your shift.