



The PULSE

FROM THE CEO

How to bring about change at CHCC

The business side of CHCC is in a “continuous improvement” mode. We need direct feedback from you in order to identify and address necessary changes that will ensure the viability of this care center for decades to come.

When you experience something that doesn't feel right, or if you take note of a change that could be made to improve the care we deliver, the work culture here, or the efficiency of processes, CHCC leaders need to hear from you personally.

We know that you are our eyes and ears within these walls. You interact with patients and families and volunteers and vendors. You engage with peers in all types of situations; you see and hear information that I and other leaders do not have access to. We appreciate any constructive insights that you can share!

So, how do you communicate in

a way that can bring about change at CHCC?

The most important part of this process is hearing from you directly so that we can have a two-way conversation about the matter at hand. Speak with a leader in person. Or, sign your name when leaving feedback in comment boxes at CHCC.

Note: We can't respond or take action if you leave anonymous notes in the comment boxes about things you'd like to see changed. There have been times when suggestions were made that we could not follow through on because additional information was

Please see Change on Page 4



by Patrick O'Neill
CEO

LEADERSHIP TIPS

Grace in the workplace: Shrug off bad moods

It happens to everyone. Maybe something negative is happening in our personal lives. Maybe we're tired. Maybe it's just one of those days.

We all have bad days.

To show grace to others — and to ourselves, for that matter — we need to take a step back and shrug off those bad moods. Don't take it personally if a team member seems abrupt or short with you. Getting angry with team members or taking offense at others' attitudes will only make things worse.

Try to put yourself in their shoes. Try to give them grace by giving them the benefit of the doubt and not taking their demeanor as a personal affront. We all need grace in this way!



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

PAY RAISES

Increases to staff pay coming in 2020

Positive changes are coming in the new year, and we are ready to share them with you now.

First, the minimum wage in Washington state will increase to \$13.50 per hour on Jan. 1, 2020. This is good news for CHCC's entry-level team members. If you currently earn minimum wage, there is nothing for you to do. You will automatically start earning \$13.50 per hour for each hour you work in the new year.

Second, all other team members will receive a 2.5-percent cost-of-living adjustment (COLA) on their

work anniversary in 2020.

If you are a minimum wage earner, the Jan. 1 wage increase has already taken cost of living into account. You will not receive an additional COLA increase on your work anniversary in 2020.

As an organization, CHCC strives to provide wages and benefits that are a blessing to each of you. We know that various forms of compen-

sation can impact your quality of life in positive ways.

Please know that budgeting for a nonprofit organization of this size is a delicate balance. There are fixed-income amounts to consider, along with ever-increasing expense numbers. We have carefully planned for the wage increases mentioned in this letter and hope that you will be pleased with the results.

If you have any questions about cost-of-living adjustments or the minimum wage increase, please contact human resources in person, by phone or email at hr@chcclynden.org. Kari and Ronda are here to help!



by **Tonja Myers**
Administrator

HOLIDAYS

Merry Christmas!

As we approach the Christmas holiday and the end of another wonderful year, please know how much each and every one of you is appreciated here at CHCC. All of you work together in a challenging role, day in and day out, to care for some pretty amazing people. None of this would be possible without you. Have a very Merry Christmas and a Happy New Year!



**WORKING ON
CHRISTMAS?
ENJOY THE
BAKED
POTATO
BAR!**

Remember to make snow plans

As of Dec. 21, winter has officially arrived. 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. For more info on snow plans, see the most recent issue of The Pulse. Info about snow rides and the protocol to ask for a ride (when you have no other options) is also located on a handout next to the time clock.

HOW YOU CELEBRATE

HANUKKAH



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.

Hanukkah, which means “dedication” in Hebrew, is an eight-day Jewish festival celebrated around the world every winter. It starts each year on the 25th day of Kislev, in the Hebrew calendar.

In 2019, the holiday begins at sundown on Sunday, Dec. 22, and ends at sundown on Monday, Dec. 30.

It commemorates the rededication of the Second Temple in Jerusalem during the second century B.C. According to legend, the Jews had risen up against their Greek-Syrian oppressors in the Maccabean Revolt. According to Histo-

*Please see **Hanukkah** on Page 4*

TESTIMONIALS

Way to go, team!

Check out this fantastic review that was shared on the CHCC Facebook page by the loved one of someone who lives here.

All of you should feel proud of the part you have played — and continue to play — in the

life of this wonderful person. Thank you!

Here is the text of the review: “My mom is in memory care here and I can’t say enough about the caring staff. She is in great hands so we can rest easy. Grateful for all of them!”



Linda Valle recommends [Christian Health Care Center](#).

November 18 at 2:49 PM · 🌐

My mom is in memory care here and I can’t say enough about the caring staff. She is in great hands so we can rest easy. Grateful for all of them!



If you want to participate, remember that **Christmas Dress-Up Week** runs from Sunday, Dec. 22, to Saturday, Dec. 28.



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.

HANUKKAH

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ry.com, Antiochus IV Epiphanes outlawed Judaism and ordered the Jews to worship Greek gods. Then, in 168 B.C., his soldiers attacked Jerusalem, killing thousands of people and desecrating the Second Temple by erecting an altar to Zeus and sacrificing pigs inside the temple. Within several years, however, led by Judah Maccabee, the Jews had driven the Syrians out of Jerusalem. The Jews then cleansed the Second Temple, rebuilt its altar and re-lighted its menorah, which is the gold candelabrum whose seven branches were meant to be kept burning every night.

As part of the eight-day celebration of Hanukkah, people light one candle each night of a nine-branched menorah (the ninth candle is used as a helper to light the others).

In addition to the menorah, the dreidel is commonly associated with Hanukkah. The dreidel is a four-sided top, with each side bearing a letter of the Hebrew alphabet. Playing games with the dreidel is a common pastime during Hanukkah.



CHANGE

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needed. Because the note was not signed, we couldn't contact anyone to clarify the matter and/or ask for additional input.

In an organization of this size — one that has team leaders, department managers, administrative directors and a board of directors — there is a natural path of progression for sharing feedback.

That progression looks like this:

1. *Speak with your direct supervisor.*
2. *Speak with the manager of your department.*
3. *Speak with CHCC's administrator.*
4. *Speak with CHCC's CEO.*

First, you should speak with your direct supervisor, who can address the issue or take it to the next level on your behalf.

If you report something to your supervisor and you don't get a response that you feel is appropriate, you should speak directly with the department manager, so that person can become aware of the matter.

If you speak with a department manager and still feel like the matter is unresolved, you are encouraged to talk with Tonja Myers and then with me. I serve as the liaison between staff and CHCC's board of directors. Sometimes, I consult with the board for their guidance in the decision-making process.

On occasion, the matter you bring awareness to cannot be addressed. There may be regulations that prevent us from making a change, or there may be budget impacts related to your feedback that require planning.

Regardless, you should not feel like your feedback has fallen into a void. If you speak with members of the leadership team directly, instead of leaving anonymous feedback in comment boxes, they can communicate with you so you know that the matter was considered, and so that you can know what the outcome will be.

Again, if you feel that the outcome is not appropriate, you can escalate the matter by speaking with the next highest level of leader.

By communicating in open, transparent ways — from you to leaders and from leaders to you — we can be the most effective stewards of CHCC thus far. That is a great goal to aim for. #CHCCTeamwork

CHCC Non-Retaliation Policy

CHCC prohibits retaliation because of an employee's good faith report of discrimination or harassment, or participation in an investigation of such a claim.

Any individual who is found to have engaged in retaliatory conduct will be subject to appropriate corrective action, up to and including discharge.

Employees who believe that they have experienced such retaliation should notify the compliance officer or administrator.

Source:
CHCC Compliance Policy