



January 2020, Issue 2

The PULSE

HEALTH

Your guide to back health



In the Relias training modules available to team members at CHCC, there is a mandatory module about back safety. It is important that everyone at CHCC — whether they are lifting people, supplies or something else — pay close attention to this module.

Back health is important.

"Many serious back injuries are a result of smaller ones that

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TEAM UPDATE

New year, new focus

Hello, CHCC team members!

I am so excited to be working more closely with many of you in 2020 as I fill a new role here: training and development coordinator.

Note: I'll still be responsible for CHCC's compliance and safety programs, and I will continue to help with emergency planning.

CHCC's board of directors, CEO and administrator have made job satisfaction and employee retention a priority in the new year, and they have assigned me duties related to that effort.

In the new role, which officially began on Jan. 1, I'll be soliciting and listening to your feedback, identifying challenges, finding and implementing solutions, setting up and managing new programs, and doing whatever we (CHCC as a non-profit organization) can to reduce turnover and maintain the best care team — one that has an important purpose in Whatcom County: car-

ing for individuals and families who depend on us!

Initially, my work will be focused on the retention of nursing assistants. They are a critical part of the care team; being fully staffed with nursing assistants has a positive impact on each member of our team, and it also has a positive impact on the people who receive care here!

Work is underway in these areas:

- developing a robust, consistent onboarding system for new NAC team members so they feel encouraged and supported;

- assigning lead NACs and hospitality aides and establishing a mentorship program so people who are new to those roles feel well-trained;

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by Mary
Faber Wynstra
*Training and
Development
Coordinator*



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 HIRE

COMMENT BOX CORNER

More info about snow rides

Q: I had to wait an hour for a snow ride. Is that typical?

A: Snow rides are a lovely perk provided by CHCC and a handful of really dedicated volunteers. It takes a great deal of coordination to make snow rides happen. There are routes to plan, and multiple staff members may need to be picked up in one trip. As you can imagine, there are not enough vehicles or drivers to pick up one person at a time and deliver them to CHCC at the start of each shift. There will definitely be wait times; there may be times when rides are not available at all. Your first plan should be to try and



Bill B. and Ron W. used their personal vehicles to provide CHCC snow rides all over Whatcom County in February 2019.

arrange a ride on your own. Perhaps a friend, neighbor or family member. CHCC's snow rides, when available, are an option if other rides are not available.

Welcome to CHCC, Tracy



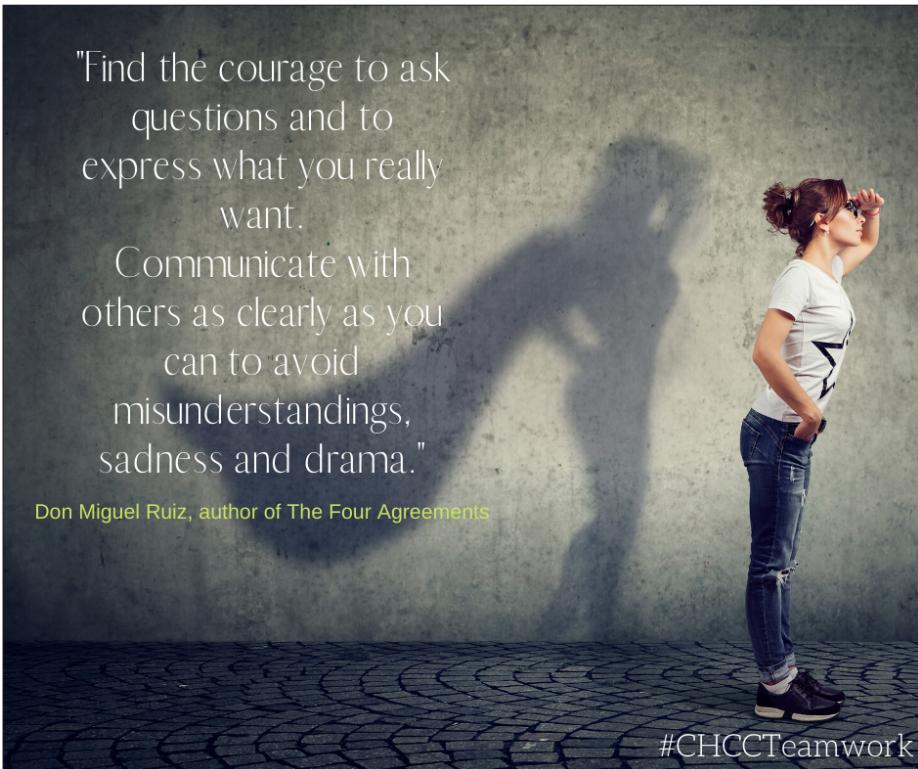
Tracy

Tracy recently joined our team at Christian Health Care Center as a case manager for therapeutic recreation. It is a pleasure to welcome her aboard. Please give Tracy a warm welcome! #CHCCTeamwork

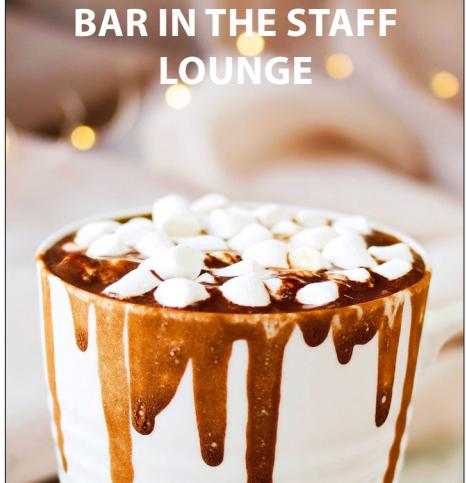
"Find the courage to ask questions and to express what you really want.

Communicate with others as clearly as you can to avoid misunderstandings, sadness and drama."

Don Miguel Ruiz, author of *The Four Agreements*



JAN. 31: HOT COCOA BAR IN THE STAFF LOUNGE



Remember that activity calendars are posted online! Feel free to share with family and friends: chclinden.org/long-term-care/activities/

BACK HEALTH

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happen over time," according to the module.

In other words, the work you do every day to protect your back is integral to preventing a debilitating back injury. Every day, take the small steps that are necessary to keep your back in great shape.

Here are some things you can do for back health:

- Ensure you are getting some exercise. A lack of exercise can increase the odds of having a back injury, because muscles that have been weak-

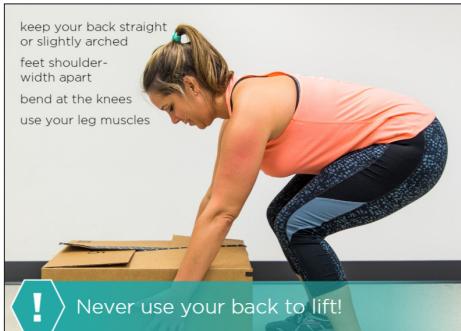
ened from underuse won't protect your back. You can prevent injuries and/or minimize potential harm by exercising your back, hips and thigh muscles. Also, you will recover from an injury more quickly when you have a strong, flexible back.

- Avoid repetitive motions. Continual repetition can increase the chances of back injury. As much as possible, rotate the types of duties you perform from day to day.

- Practice proper lifting techniques. Most back injuries are caused by not lifting correctly. It's better to take the time to lift properly than to risk hurting yourself. When lifting, keep your back straight or slightly arched, bend at the knees and lift with your legs.

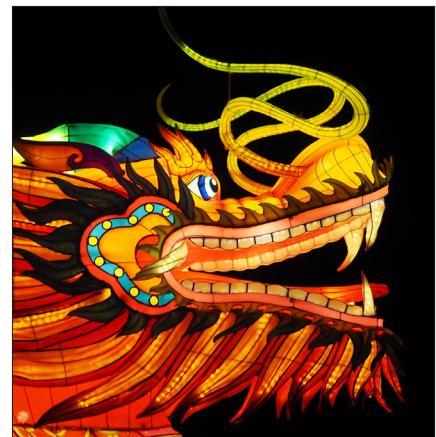
For more advice, check out the "Back Injury Prevention video" in Relias. The video contains great exercises you can do to strengthen your back.

Remember, your back is the only one you get! Take care of it.



HOW YOU CELEBRATE

CHINESE NEW YEAR



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.

Also referred to as the Lunar New Year, Chinese New Year begins on Jan. 25, 2020.

The date changes every year, because the new year begins with the new moon that appears between Jan. 21 and Feb. 20.

In China, a large festival accompanies the beginning of the new year. It is a major Chinese holiday that has influenced the Lunar New Year celebrations in surrounding countries, such as

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.

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NEW YEAR

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Korea, Tibet and Vietnam.

According to the Chinese zodiac, 2020 is the year of the rat. The rat is the first of the 12 animals on the zodiac calendar. According to one myth, as told at chinesenewyear.net, the Jade Emperor said the order of the zodiac would be decided by the order in which the animals arrived to his party. The rat tricked the ox into giving him a ride to the party. Just as they were about to arrive, the rat jumped down and landed ahead of ox, getting there first.

Celebrations for Chinese New Year are quite extensive, beginning a week before the new year with the Little Year celebrations, continuing through the Spring Festival beginning Jan. 25 and culminating in the Lantern Festival on the 15th day of the new year, on Feb. 8.

The Lantern Festival, which has been celebrated for more than 2,000 years, is celebrated on the night of the first full moon. It marks the return of spring and symbolizes the reunion of family. In ancient times, women weren't allowed outdoors except on this night, when they could stroll freely, lighting lanterns, playing games and interacting with men.



RETENTION

Continued from Page 1

- developing a plan for better communication between departments and with care teams to improve clarity and understanding;

- developing supervisor training so internally promoted individuals can learn the skills they need to be great leaders of their team;

- identifying skill gaps and facilitating in-house training so individuals can grow and advance here; and

- being a one-stop resource for each of you to express concerns about staffing and retention or to share ideas. I will personally follow up on these ideas and keep you in

the loop as the matter is being reviewed and vetted.

Other parts of my new role will unfold over time based on feedback and newly identified needs.

As someone who has worked at CHCC for more than 28 years – evolving and growing in my career, too – I am looking forward to helping people who work here now and, in the future, have positive, rewarding and learning experiences.

Are there any suggestions, observations, experiences or ideas you would like to share as we focus on retaining and growing our team? I would be excited to hear them! Please stop by my office anytime or email me at mbwynstra@chcclynden.org.

"I am looking forward to helping people who work here now and, in the future, have positive, rewarding and learning experiences."

Mary Faber Wynstra
Training and Development Coordinator

JAN. 24: CHINESE NEW YEAR POTLUCK. SIGN UP WITH KAYLA.



JAN. 29: CHIPS AND SALSA IN THE STAFF LOUNGE

