



# The PULSE

## HEALTH

# COVID-19 Q&A

**T**hank you for continuing to use the comment boxes around CHCC to ask questions about COVID-19. We are compiling those questions and will provide answers in various ways, including here in The Pulse.

### **Are we allowed to wear homemade fabric masks at CHCC?**

No. The guidance given by the Department of Health is to use disposable PPE inside CHCC for as long as we have it available. Also, it is preferable to discard PPE rather than clean it, if possible.

### **Can CHCC provide masks for team members to wear in public?**

It has been recommended that we all cover over our mouths and noses in public. To support that suggestion, CHCC is providing each staff person who wants one a homemade mask to wear outside of CHCC. Many people have been donating homemade masks for us, which we truly appreciate. They may not be worn inside CHCC at this

time. However, some donated homemade masks have been placed by the rehab door. When you leave, you are welcome to take one. Please take only one; we want to reserve most of them for our residents and for use by staff if the disposable masks run out. If you take a fabric mask, please use it in public areas and wash it between uses. While you are working inside CHCC, please continue to wear the disposable masks provided by CHCC.

### **If staff are coughing and sneezing at work, could they be reminded to stay home?**

Assessing employee health is part of our COVID-19 screening process. Keep in mind that some staff have a chronic cough, or they may be sneezing due to allergies. That is why it is important to practice social distancing, even here at work. Those with a chronic cough or allergies need to cover their coughs and sneezes (“sneeze in your sleeve”) and practice excellent

*Please see Q&A on Page 4*



**FRIDAY, APRIL 10:  
MUFFINS IN THE  
STAFF LOUNGE**



**EASTER IS  
APRIL 12.  
WEAR  
PASTELS  
ALL WEEK!**



On Facebook, community members are offering prayers and words of encouragement for those receiving care here and for you, dear care team. Hop over and take a look!

[facebook.com/christianhealthcare](https://facebook.com/christianhealthcare)

# Communicating in the 'red' style

**Y**ou might remember that CHCC leaders recently took part in communication training that helped identify their primary communication style and how that style might affect others. In *The Pulse*, we are taking a deeper dive into each of those colors so that CHCC team members also can take advantage. Blue was covered in February Issue 2. Today: red.

No one is entirely red; everyone is a blend. We all have some (even if just a little) red in our communication style. This style is fun-loving, risk-taking, creative and spontaneous. They like life to be exciting, and they see creative and interesting interchange as a primary purpose of communication.

Red communicators have no problems making decisions, though they may make the direct opposite decision in five minutes. They are idea generators, and they are not afraid to change previous decisions when they think of a better idea.

Not only do red-style communicators not mind conflict; they may actually like it sometimes. It spices things up and can provoke new solutions. Reds often seem easygoing, letting things roll off their backs. However, they can be like volcanoes with pressure building inside. When they erupt, they may say and do inflammatory things. Rarely do they mean it; they tend to be expressive rather than literal communicators.

Other characteristics: Red com-

## The red communication style, at CHCC and around the world:

**CHCC leaders:** Tonja Myers, Patrick O'Neill, Deanna Miller.

**Famous red communicators:** Amelia Earhart, Martin Luther King, Jr, Mark Twain, Eddie Murphy, Jackie Chan

**Red communication example quote:** "Don't forget to have some fun today!"

**Red communicators' theme song:** "Footloose," by Kenny Loggins

municators are great in a crisis. They also are spurt workers, working as hard as can be to reach a deadline, and then it's "chill time." They are highly creative, intuitive and spontaneous. Red communicators' use of language may be non-literal and non-linear – they like to exaggerate, because to them it's more descriptive.

Because red-style communicators often use humor and appear lighthearted, others sometimes assume they have little intellectual or emotional depth. However, intelligence and maturity are not communication-style specific. Brown, blue

Please see **Red** on Page 3

# Welcome to the mentor program!

In early February, Christian Health Care Center announced a new nursing assistant mentorship program as part of our new training and development efforts. The goals of the program are to increase support of nursing assistants beginning their employment at CHCC and to provide career growth opportunities for NACs with standout leadership skills.

The following NACs have been accepted into the CHCC mentor program:

- *From day shift, the NACs are Maggie (Baker), Nathan (Baker) and Jessica (Rehab).*

- *From evening shift, the NACs are Emma "Louise" (Baker) and Elijah (Rehab).*

- *From night shift, the NACs are Rene (Baker) and Shella Marie "Ella" (Cascade).*

The members of this mentor team are excited to grow their careers at CHCC, and we are thrilled to have them on board.





## RED

Continued from Page 2

and green communicators can be high or low in these areas as well. Dominant red communicators have just as much brilliance, depth and complexity in their ranks as do other communicators.

If you are a red communicator, you are outnumbered by the CHCC blue, green and brown communicators. In fact, few employees have red as even their second communication color style. If you are a blue, green or brown communicator, please embrace the red-style folks at CHCC. Listen to their creative problem-solving solutions and enjoy a good laugh together. When there is an opportunity to get something done in a new way, ask a red communicator for input. They are wonderful at brainstorming, inspiring and providing vision.



**Our hearts are filled with gratitude for these adorable treasure rocks, which were sent all the way from Coeur d'Alene, Idaho, by CDA World of Art, which has as its mission "planting seeds of love, spreading kindness and making the world a better place, one art project at a time." Check out the CHCC Facebook page for more photos.**

## TEAM UPDATES

# New faces at CHCC



Anna, NAC



Ashley, t-rec aide



Brisseya, hospitality aide & NAC student



Emily, hospitality aide & NAC student



Estelle, NAC



Hailey, hospitality aide & NAC student



Kimberly, hospitality aide & NAC student



Leslie, hospitality aide & NAC student



Stefanie, NAC

## FB LOVE

This is a TINY sampling of the outpouring of love and support for CHCC team members on Facebook. Please visit the CHCC FB page for a little pick-me-up! You deserve it. And thank you SO MUCH for your incredible work!

The screenshot shows several Facebook comments from users expressing gratitude and support for the CHCC team. The comments include:

- Casey Chadwick Mark: Thank you all so much! We appreciate you more than you will ever know! 😊
- Kimberly Silva: Thank you!! Hope that you are all doing well!! And prayers for all staff and residents
- MarlinNellie Vander Kooi: Wow, that is very special. Yes, residents and staff, you are loved and prayed for and we are thankful for all of you.
- Evelyn Nystrom: Continuing in fervent prayer for Health Care Workers, Truckers, Groery Sore Staff, and other essential front line warriors. Thanks you so very much.
- Tyler Dykstra: Praying for the workers and residents there
- Christian Health Care Center: Thank you so much, Tyler! Prayers and well-wishes keep us all going.
- Nancy Hinkelman: Way to be proactive
- MarlinNellie Vander Kooi: Thank you for being proactive. Praying the virus does not come to CHCC. Stay safe and stay healthy. Virtual hugs to all of you. Love you.

## Q&A

### *Continued from Page 1*

hygiene. Of course, if an employee is not feeling well, especially if they have any of the COVID-19 symptoms, they should call and speak to their supervisor or the staffing coordinator before coming in to work.

#### **Shouldn't it be a nurse or NAC taking temperatures at the door?**

All screeners have been trained to do the screening process, so it is not necessary to have clinical staff take temperatures and ask the screening questions at the door. Because of their high level of clinical knowledge, our nurses and NACs are better used in providing patient care.

#### **When must masks be put on at CHCC each workday?**

When you come to work, please don your surgical mask before you have your temperature taken. It is one more way to keep us all safe.

#### **Are we testing residents for COVID-19?**

The decision to test a resident (or anyone) is based on guidance from the Whatcom County Health Department and the specific provider.

#### **Will we be told if there is a resident or staff member who tests positive for COVID-19?**

Regarding a resident: Employees who need the information to safely provide patient care will be notified. For most care, droplet precautions are adequate, so releasing a specific diagnosis is not necessary. Remember that there are other illnesses that require precautions (such as influenza, gastrointestinal issues or other respiratory viruses), so it is imperative that all staff follow appropriate precautions at

all times, regardless of diagnosis. The type of required precautions (and the necessary PPE) will always be identified on a sign outside a patient's door.

Regarding staff: If there is risk to specific staff members, then those staff would be notified in accordance with direction from the health department. We all have a right to privacy, so if there is no risk of contagion, we will respect an employee's privacy.

#### **If COVID-19 comes to CHCC, would it be possible to have COVID-positive residents move to the ADH/Annex building for care?**

This was part of the consideration before we made the decision to locate our designated care unit on the north end of Baker hall. When we checked into it, we were told that the ADH building could not be used to house residents because it is not a licensed skilled nursing facility.

#### **If COVID-19 comes to CHCC, can staff choose not to work on the hall with the infected patients?**

We hope so! We are currently asking all staff to think about it and volunteer to be assigned if they are willing. If a staff member has risk factors that would preclude them from safely serving on that unit, they should not volunteer. If we have enough volunteers to staff that area of the building, then we will not have to ask others to work there. As you know, CHCC is required to provide 24/7 care for all residents. Volunteering for this important work would be greatly appreciated.

#### **Can housekeeping and maintenance have earlier notice when there are room moves?**

Room moves can be challenging for everyone involved. We try to plan them out and give as much notice as possible, but often there are reasons that room moves must happen with

very little notice. That is why housekeeping and maintenance staff all receive the room move notification emails, which are sent out as soon as we know a room move must occur. Room moves that are taking place now are part of CHCC being proactive, responding as quickly as possible to prepare for everyone's safety, and advance notice is not always possible.

#### **What is the protocol for when we care for a resident who has a dry or wet cough and temp/no temp?**

Our facility protocol involves assessing changes in resident condition. Some residents have chronic coughs. If the nurse does an assessment and determines that there has been a change in the resident's cough status and/or a fever, the nurse should place the resident on droplet precautions and call Heather or Dianne for further assessment. Reminder: Please ask all residents to cover their mouths and noses with tissue or a cloth mask when staff are providing care or are within six feet.

#### **Can people drop off food?**

Yes, it is OK for people to drop off food from home or elsewhere. COVID-19 is not a foodborne illness. All food should be sealed in a plastic zipper bag (Ziploc style) or in a commercial food container (such as coffee in a Woods cup). Those delivering food should drop it off on the cart in the rehab entrance vestibule so as not to enter the building. When we have a delivery, we should sanitize the plastic bag (not the food container!) before bringing it into a resident's room.

#### **How can we know what has been shared with the community?**

Information for the community is being posted at <https://chcclynden.org/alert/>. Please check that page frequently.