



# The PULSE

## FROM THE BOARD

# Dear CHCC team: Thank you!

**G**rit, tenacity, determination, vigilance, courage. Those words immediately come to mind when we think of each of you and your response to the coronavirus pandemic. As a team, you have risen to this incredible challenge and have done what it takes to protect the most vulnerable human beings in our community – truly providing skilled nursing with compassion and love to those we serve.

Your incredible efforts are noted and appreciated by the leadership team here at CHCC and by the community we serve, as shown in this recent note from a resident's daughter:

*"I'd like to personally thank each one of you who work at CHCC. You are the most amazing caregivers! You take such good care of my mother, and*

*I couldn't be more grateful that she is there. God bless you all and keep up the good work, while continuing to stay safe!"*

Those words are a reminder that being there for our community – in good times and in challenging times – is why CHCC exists. It is our mission, calling and purpose.

We have frequently revisited CHCC's mission, calling and purpose in recent weeks. Doing so has provided a clear path during critical decision-making times and reminded us that addressing the needs of residents continues to be our primary objective.

For example, operating as a mission-driven nonprofit allows us to put people over profit. The very structure of our organization helped

*Please see Thank You on Page 4*

## TEAM UPDATES

# We'll miss you, Fran!



A message from Fran:

*"It was in God's perfect timing during my recent medical leave, that I felt it was time after 46.5 years at CHCC for me to literally 'hang up my nursing hat'!"*

*Please see Fran on Page 4*



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)

## TEAM UPDATES

# New faces join the team



**Mary**  
*hospitality aide, NAC student*



**Sonja**  
*NAC*



**Rachel**  
*housekeeping, laundry*



**Ivan**  
*RN*



**Rachelle**  
*RN*



**Sienna**  
*NAC*

## COMMENT BOX CORNER

**Q: Why has there been a hospitality aide sitting in a chair reading a book in Cascade?**

A: As part of their job description, hospitality aides can be assigned to one-on-one duty to address the specific needs of a resident.

In Cascade, we were caring for a person who became upset if they thought they were being closely monitored. A creative and thoughtful nurse in Cascade advised the hospitality aid to sit nearby and read a book so she didn't look like she was watching the resident.

This is a good reminder that things may not always be what they seem. If you see something that doesn't appear to make sense, it is OK to ask the person directly to eliminate assumptions and negative thoughts that may come to mind. A quick conversation with the hospitality aide or the unit coordinator would have immediately eliminated doubts or concerns.



**by Tonja  
Myers**  
*Administrator*

## TEAM UPDATES

# Meet your NAC mentors

The current NAC mentorship roster consists of following CHCC team members: **Day shift:** Maggie G., Nathan H. and Jessica M. **Evening shift:** Elijah A. and Louise D. **Night shift:** Ella F. and Sangita N.




## NOW HIRING

# You can get \$\$ for referrals!


Existing CHCC team members can earn money by referring people to CHCC for work. Especially during this time of heightened need, CHCC is in need of workers — nurses, in particular. Please think of any friends, family or others you know who would be a great fit at CHCC. Then, tell them about our job board and that they can apply online at <https://chccylnden.org/careers/>. If they get hired at CHCC, you'll qualify for a \$1,000 referral reward (one for each person you refer!). Text, call, Facebook message or video chat with your friends or loved ones today to let them know about opportunities at CHCC. We would love the help.

# Community shows support for CHCC


*Well-wishes, kind words keep pouring in on FB*

 **Darlene Lankhaar** What a wonderful post 😊 I'd like to personally thank each one of you who work at CHCC. You are the most amazing caregivers! You take such good care of my mother & I couldn't be more grateful that she is there. God bless you all and keep up the good work, while continuing to staying safe! Again, THANK YOU!!! ❤️🙏


Love · Reply · Message · 5d

 **Sharon Lankhaar Sletvik** I agree wholeheartedly ❤️🙏👍


Like · Reply · Message · 5d

 **Casey Chadwick Mark** Our family cannot THANK YOU ALL enough for making this happen today! You not only made her birthday extra special today but you made ours, too! We are so blessed to have such amazing caregivers take care of our family members! ❤️🙏


Love · Reply · Message · 6d

 **Author**  
**Christian Health Care Center** Thank you, Casey! Your kind words will be shared with the care team here. We consider ourselves blessed, to care for such special people, and to be lifted up/appreciated by their family members.


Like · Reply · Commented on by Penny Coterie [?] · 5d

 **Alicia Rule** Thank you to all of you wonderful, hard working caregivers for taking care of our loved ones ❤️


Love · Reply · Message · 1w

 **Casey Chadwick Mark** We truly can't thank you all enough! ❤️


Love · Reply · Message · 1w

 **Jennifer Armerding** Amen! Thank you! ❤️


Love · Reply · Message · 1w

 **MarlinNellie Vander Kooi** So true. God's blessings on all of you. Love and hugs at a distance!


Love · Reply · Message · 1w

 **Sharon Lankhaar Sletvik** Thank you!!! ❤️❤️❤️

Love · Reply · Message · 6d

 **Earlene Reilly** Praying for all 🙏❤️


Love · Reply · Message · 1w

 **Peggy Miller** Praying for all of you and miss all of you very much


Love · Reply · Message · 1w

 **Author**  
**Christian Health Care Center** Thank you so much, Peggy! Take care! #hugs


Like · Reply · Commented on by Penny Coterie [?] · 1w

 **Carol Weg** So grateful for each everyone of you and your service to the residents! Praying

Love · Reply · Message · 6d


 **Top Fan**  
**Dianne Anderson** To our amazing team, you all are wonderful. Keep a smile on your face and know you are appreciate. Thank you for all you do. Amazing work

Love · Reply · Message · 1w


 **Justine Crabtree Eigenbrood**

🙏❤️

Love · Reply · Message · 1w

 **MarlinNellie Vander Kooi** Your efforts and work do not go unnoticed. All of you are amazing and our prayers are with you.

Love · Reply · Message · 1w

 **Diane Weber** Thank you for all you do! All of you are amazing! My prayers are with you. Be safe!


Love · Reply · Message · 1w

 **Top Fan**  
**Jeannie Piper** Praying for all of you! 🙏 Stay strong 🦋 stay safe 🥰🥰 Keep being Angels 🥰🥰


Love · Reply · Message · 1w

 **Cindy Peers** I can attest to all of the hard work and heartfelt care they provide each and every day! I keep all of you in my prayers daily!! 🙏❤️❤️❤️🙏 Stay strong, you are not alone!


Love · Reply · Message · 1w

 **Top Fan**  
**Peggy Warner** You are in our prayers daily. Your work is so important. May you all be lifted up with His strength and protected by His love.


Love · Reply · Message · 1w

 **Jan Holtrop** Love & prayers to all of you spreading love & great care to all those living at CHCC!! God bless you all!!! ❤️🙏

Love · Reply · Message · 1w

 **Elise Kendon Wagenaar** Praying for the staff and residents at CHCC!

Love · Reply · Message · 1w

 **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.

Love · Reply · Message · 1w

 **Susan Smith** Thank you so much for doing this for us. Without this we would not be able to talk to my mom in law. Both my husband and I truly appreciate it very much! 💜

Love · Reply · Message · 1w

Read more kind prayers, comments and well-wishes at <https://www.facebook.com/christianhealthcare>.

## THANK YOU

*Continued from Page 1*

us make the decision to temporarily pause new admissions during the COVID-19 crisis even though doing so would have a negative financial impact on CHCC. Minimizing the risk of exposure to you and to our residents could, thus, remain our primary objective.

We recognize that working through this global pandemic has been challenging and stressful for an extended period. Many of you give your all to serve our residents – operating with love, empathy, care, and compassion – while, at the same time, your thoughts are with loved ones at home or elsewhere in the community. Some of you have partners who have been laid off or children in need of care, which causes additional stress. We see this.

We also see the generosity, kindness and compassion you are showing to each other via encouraging words, small gifts, and extra grace and flexibility. In times of great crisis, you truly shine. #CHCCteamwork



As a board, and as leaders, we are doing what we know needs to be done: protect residents and staff, provide the supplies and equipment you need to do your job, communicate clearly to you and to the public, and continuously ask for ideas and feedback to identify ways we can improve and better serve our stakeholders – staff, residents and their families, and our community.

With that in mind, we ask that you continue to ask questions – sharing feedback in the comment

boxes around CHCC or directly with your supervisor. We ask that you also let us know how we can support you as an individual during this time. Please share your needs with a member of the HR team today, and we will do what we can to help.

The coronavirus crisis will pass. This is just a season that we are living and working through.

It is with eager anticipation that we look forward to the day when the doors of 855 Aaron Drive can open and we can personally welcome families, friends, volunteers and other members of the community inside!

Until then, we will carry on with the grit, tenacity, determination, vigilance, courage, love, empathy, care and compassion you are modeling.

*Sincerely,*

*The CHCC Board of Trustees  
(Board Chair Gary Hall, Vice Chair Don Kok, and board members Nancy Hendricks, Joel Hoekema, M.D., Rob Van Loo, Jacki Matter, Claudia VanderHoek, Jim Weinert and Blake Bostrom)*

## FRAN

*Continued from Page 1*

*I would like to take this opportunity to thank the management team, the residents, and all of the staff for the true honor and privilege of my 46.5 years of employment with CRH/CHCC!*

*After careful consideration, thought and prayer, I have decided to retire, with my retirement date to be effective as of March 31, 2020.*

*I'm now looking forward to spending time on my hobbies: photography, writing, (maybe even write a book),*

*travel adventures, and numerous other things on my "bucket list"! Also, I wanted to spend more time with my kids and grandkids who all live across the U.S.*

*And yes, I'll be back to visit, and there's a good possibility I'll be back to volunteer in activities and yes, picture taking!*

Fran spent 46.5 years serving the residents of Christian Health Care Center. She served in many roles, including team leader, charge nurse, infection control nurse, QA nurse, licensed nursing scheduler, unit coordinator, and even a stint in medi-

cal records when there was an unexpected opening there!

Fran has always been willing to help out wherever she was needed. She has brought a positive focus and a sense of family to our facility. While she is going to be missed terribly (already is!) by so many of us, she really has earned a break.

I look forward to seeing Fran's friendly smile again, as a volunteer, when this pandemic is over. Meanwhile, please join me in wishing her rest, peace, and HAPPY RETIREMENT!

*-Tonja Myers, administrator*