



COVID-19 PLANNING

With caution, CHCC to reopen admissions

On March 21, 2020, new admissions were temporarily paused at our skilled nursing and rehabilitation center.

That means we did not allow any new people to move in for rehabilitation or long-term care during the time in which the healthcare industry and our care team were adjusting to COVID-19 protocols — preventative measures, symptoms, care, testing.

The decision to pause admissions, while financially difficult for our nonprofit and hard on the local healthcare industry, was a proactive measure that was designed to protect the health and wellness of our staff and of those already receiving care here.

Since the time that CHCC paused admissions on March 21, the State of Washington and the Centers for

Medicare Services have provided a great deal of guidance, and CHCC has been able to verify existing procedures and to put other protective measures in place — actions that have prevented our residents from being identified as COVID-19 positive thus far.

Now, we are better prepared, as a team and as an industry, to transition people in and out of CHCC — particularly those in need of short-stay therapeutic rehabilitation services. We plan to slowly and cautiously reopen admissions on May 8, 2020.

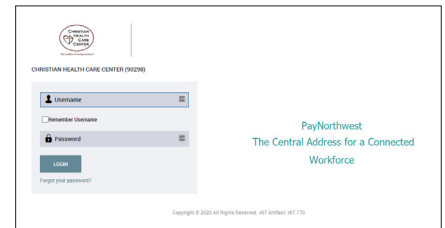


by **Tonja Myers**
Administrator

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PAYROLL

Your help needed to track time



The PayNorthwest online time entry portal for CHCC staff.

Time tracking can be a complicated process. There are call-ins and extra hours worked; schedules are frequently adjusted, and sometimes people simply forget to clock in or out. Typos can even happen during data entry.

Adjusting timecard data online before payroll runs is a much simpler process than adjusting timecard data after paychecks have been distributed.

With these things in mind,

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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

T-rec: Adapting to meet any situation



Natalia, a member of our therapeutic recreation team, walks the halls while playing her violin. The sweet sounds bring a smile to the faces of residents; her musical talents are also a gift to her peers and coworkers.

On a typical day before COVID-19, a team of long-term care recreation experts, supported by dozens of volunteers, were organizing and implementing socialization activities, craft project, games, educational presentations, gardening projects, live music events, one-on-one interactions and more — all designed to bring joy and meaning to the lives of people who live here.

Then came the pandemic. In a short period, local, state and federal agencies required all skilled nursing centers to stop communal activities as part of their plan to protect the vulnerable population we serve.

Visitors, including the volunteers who gave their time and talents, were no longer allowed to enter CHCC.

As a result, the t-rec hub became

strangely quiet for a moment. Then, something amazing happened. Our team adapted! CHCC's therapeutic recreation team and other staff rallied in support of the overall wellness of those we serve.

We found that there are many ways to bring joy and meaning to daily living — even while social distancing, and even without the physical space of the activity room hub.

Below is a list of activities that have been available to CHCC's long-term care residents during the COVID-19 pandemic:

- Technology use has increased; video chats with family members and other loved ones have become very popular!
- A printed activity packet is dis-

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"THE MOST EXCELLENT CARE I COULD HAVE... I WILL PROBABLY CRY WHEN I LEAVE."

Therapeutic rehabilitation recipient



#CHCCTeamwork

What a wonderful comment from this recent therapeutic rehab patient! Thanks to you all for your incredible work, day in and day out. #CHCCTeamwork

TIME

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please review your timecard online on a weekly basis to confirm that your hours have been recorded accurately.

Recommended: Set a weekly calendar reminder so you don't forget.

Here's what to do: Simply log in to your PayNorthwest account using the same username and password as when you clock in and out for work. You can find your PayNorthwest account online at <https://secure3.entertimeonline.com/ta/90298.login>. Once you're there, enter your info and log in. Then, once you're inside the system, click on "My Account" and then "My Timesheet" and, finally, "My Current Timesheet."

With your help, the time tracking and payroll processes at CHCC can be most efficient. #CHCCTeamwork

Please let me know if you have questions about how to review your timecard online.

- Kim Gallegos

Reminder: Pass media calls to administration

According to the Christian Health Care Center Crisis Communications Plan, team members should not speak to the media without explicit permission from CEO Patrick O'Neil or Tonja Myers, CHCC's administrator. The aim of this policy is to prevent the potential spread of misleading or inaccurate information regarding CHCC.

Listed below are the best practices to follow should a member of the media contact you at CHCC:

- Do not answer questions from a member of the media on behalf of CHCC. Instead, give the media member's contact information to Tonja or Patrick.
- When fielding a call or visit from the media, be friendly, upbeat and sincere in letting the member of the media know that a representative will be in touch.
- Don't respond with something like "no comment" or "I'm not supposed to talk to you." Instead, kindly take the media member's contact information and say, "I'll forward this to our communication team right away."
- If it is appropriate for CHCC to participate in an interview or news story, the communication team will coordinate a response and prepare designated spokespeople.

LEADERSHIP TIPS



When pride is a good thing

"Pride" is a word that can sometimes have a negative meaning. It often gets lumped in with describing words such as "boasting," "bragging," "conceit" and "vanity." Not good, right?

However, there are times when it is totally fine to experience pride and to let people you love know that you are proud of yourself. Really, it's OK.

Here is the word "pride" by definition: A feeling of deep pleasure or satisfaction derived from one's own achievements or the achievements of those with whom one is closely associated.

Think of your actions during this pandemic. You can absolutely be proud of the work you've done as an individual and as a member of a pretty special team.

We have, after all, achieved great things. Collaboratively, we have maintained 24-hour operations while fiercely protecting the health of those who trust us with their care.

Has it been easy? No way. Have there been days that felt incredibly hard? Absolutely. Have we lived and worked through a once-in-a-lifetime crisis, surviving every day since our lives changed on March 4? YES!

That is definitely something to be proud of.

#CHCCTeamwork

ADMISSIONS

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CHCC's director of nursing, Heather Lewis, has worked with CHCC's administration and admissions team to develop an admissions plan that includes these steps:

Pre-screening

- Admissions staff will review each potential admission to identify any possible exposure the person may have had to the novel coronavirus. CHCC will not admit anyone who is considered high risk.
- Everyone seeking admission must have had a COVID-19 test with negative results.
- After each person is screened by our admissions team, CHCC's director of nursing and administrator will make the final decision — yes or no — regarding an individual entering CHCC for care.

14-day quarantine

- Once admitted to CHCC, each person will receive care in a private room for 14 days. They must remain in their room during the quarantine. Meals, activities and therapies will be provided in their room.
- When caring for a person in quarantine, staff will use all safety protocols designated by CHCC — personal protective equipment, proper sanitization, infection control practices, etc.
- The person receiving care must wear a non-medical fabric mask while staff are in the room.
- The person's quarantine status will be lifted if there are no respiratory or COVID-19 symptoms after 14 days.
- Anyone demonstrating respira-

At a Glance:

Beginning on May 8, 2020, CHCC plans to begin slowly and cautiously reopening admissions.

The reopening process consists of a robust set of steps meant to ensure the safety of everyone at CHCC. These steps include a pre-screening process and a 14-day quarantine period for new admissions.

- tory or COVID-19 symptoms while in quarantine must be presumed to have COVID-19 and will be tested — for the novel coronavirus and other viruses — as soon as possible. The person receiving care will be placed in isolation, and additional precautions will be taken to minimize the risk to others of exposure.
- Any patient who tests positive for COVID-19 will be moved to a designated care unit, where specialized care will be provided.

From the start of this pandemic, CHCC has responded in proactive and protective ways, and we will continue to do so as we restart admissions.

Please continue to send your wishes of well-being and to pray for the safety of all — those who receive care here, our staff, our leaders, our community and the world — as we live through this global pandemic.

If you have any questions about CHCC's COVID-19 response, you are welcome to contact me or our director of nursing services, Heather Lewis, at 360-354-4434.

Stay safe, be well.

T-REC

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tributed each weekday and once on the weekend. This is a new offering that, based on popularity, will most likely continue long after COVID-19 is gone.

- CHCC's courtyard garden is open so staff can take residents out for a bit of fresh air and sunshine.
- There are daily opportunities for one-on-one interactions with CHCC staff, which often include board games, manicures, writing cards and letters, reading aloud, and sharing books and magazines.
- Hallway church services and hymn singing, led by our pastoral care team, take place on Sundays.
- A member of the t-rec team plays a violin in the halls on Tuesday and Saturday evenings.
- Portable DVD players are available for those who would like to watch a movie in their rooms.
- Audio books, headphones and CD players are available on demand, and iPads are available for those who would like to watch YouTube videos.

"We are also providing people with the supplies they need to do leisure activities while they are in their room and helping them stay in contact with family members through video calls," said Kaitlin Gobeille, CHCC's therapeutic recreation director.

CHCC's top priority before, during, and after COVID-19 is the overall health and wellness of the people who live here.

"We are unified in that goal and are making sure that each person knows that they are not alone during this time," Gobeille said.

For more, please check out the CHCC blog at <https://chcclynden.org/news/>.