



The PULSE

COVID-19

A letter to Gov. Jay Inslee from Christian Health Care Center CEO

On July 15, 2020, I submitted a letter to Gov. Jay Inslee on behalf of those who live and work here at CHCC.

The purpose of the letter was to let the governor know what care providers are witnessing as a result of the restrictive long-term care policies that are under his control -- policies that have led to social isolation for our residents on an ongoing basis.



by Patrick O'Neill
CEO

CHCC staff has been incredibly dedicated to serving all people – individuals and families – who turn to us for rehabilitation and care in life's final phase, and we have been blessed with a robust array of community volunteers who help support the mission here, which is to *provide skilled nursing*

care with compassion and love in Christ's name.

There is, however, only so much that we can do when we're faced with governmental policies that have throttled long-term care operations during COVID-19.

Our residents have bravely faced their new world for months now. They have complied with every restriction that has been placed on their daily living.

As staff, you have done the same -- continuously shifting and adjusting while remaining diligent with safety precautions. Your actions have helped protect CHCC residents from COVID-19 thus far.

The long-term care industry is better prepared than it was when the pandemic started. We have the knowledge and processes in place to manage any situation if a person who lives here becomes symptomatic or tests positive for COVID-19.

Please see **Letter** on Page 4

COVID-19

Identify your feelings to help manage them

That discomfort you feel may be grief.

That was the title of a Harvard Business Review article published after the pandemic began. The title caught my attention because in the long-term care industry, we observe grief every day, but we may not have connected the feelings we have been having during COVID-19 shutdowns — indescribable discomfort, stress, anger — as symptoms of grief.



by Tonja Myers
Administrator

What is unusual about the grief

Please see **Grief** on Page 3



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

COVID-19

State program helps people cope with COVID-19



Responding to the COVID-19 pandemic, the state of Washington has launched a support program called Washington Listens to help people manage elevated stress and cope with changes related to the COVID-19 pandemic.

Anyone in Washington can contact the Washington Listens program to speak with a support specialist. The program is anonymous, and callers receive support and connection to community resources.

“Washington Listens helps people cope and strengthen their resiliency in these uncertain times,” said Sue Birch, director of the Washington State Health Care Authority, in a press release announcing the program. “It complements the state’s behavioral health response services by providing an outlet for people who are not in crisis but need an outlet to manage stress.”

The Washington Listens support line is 1-833-681-0211. It is available from 9 a.m. to 9 p.m. Monday through Friday, and 9 a.m. to 6 p.m. Saturdays and Sundays.

For more information, visit <https://www.walistens.org/>.

CHCC also has a free and confidential employee assistance program (EAP) at 1-800-272-2727.

CHCC TRAINING

NAC program to resume Aug. 24

You may have heard that CHCC’s employer-funded nursing assistant training program is going to resume on Aug. 24. If you know anyone who has been looking for a quick-start career with potential for growth, please share program information with them: <https://chcclynden.org/nac-training/>.

Yes, being a nursing assistant can be hard work. Working as a nursing assistant can also bring joy, purpose and meaning to each day.

NACs can end each day knowing they’ve made a difference in the life of an older adult and their family.



Also, as the population ages, the value of nursing assistants only grows. In fact, the Bureau of Labor Statistics predicts booming job growth for years to come. The predicted 17-percent growth rate for nursing assistants far surpasses the national average of 7 percent.

COVID-19

#COVID19Living at CHCC



WE CELEBRATE HOLIDAYS!

Day in and day out, team members at CHCC have risen to new heights in providing loving care and support for the people who live here. We do our very best to celebrate holidays, arrange special visual visits, create crafty things and so much more. Keep an eye on the CHCC Facebook page for more ways in which our staff and the community all have helped make the best of this difficult rime.

Communicating in the ‘green’ style

You might remember that CHCC leaders took part in a communications training session earlier this year based on the popular book “Success Signals,” by Rhonda Hilyer. The training helped leaders identify their primary communication styles and how those styles might affect others. In this issue of *The Pulse*, we look at the green communication style. Previous issues have covered blue and red, and the brown style will be coming soon.

The green style values planning; communicators tend to be thorough and quality oriented. They see the gathering of data and free exchange of information and ideas as a primary purpose of communication.

Green-style communicators can be slow decision-makers. They don’t just want to make a decision; they want to make the right decision. For this, they need facts, data, research and analysis. They are detail-orientated; they are usually the people asking lots of questions when a decision needs to be made.

People who communicate in the green style also depersonalize conflict. This doesn’t mean they never get hurt feelings. However, they tend to not react when confronted. Instead, they might say, “let me think about that.” And they will process the conversation, analyze it and draw their conclusions before responding.

Greens also are the most perfectionist of all the styles of communication. Often the most skeptical of new ideas. They value precision and

consider exaggeration not credible. They are prepared and innovative.

You know someone is speaking in a “green” style when they say: “What did we do in the past; did it work?” “Where’s your data?” “Let’s do it right the first time” “I need to think about this and I’ll get back to you.”

When you want a green-style communicator to make a decision, do your homework. Provide details of how your idea will benefit the organization. Make sure you allow the person enough time to consider the information; do not expect an instant answer. Whenever possible, avoid giving a green-style communicator new information right before an important decision deadline.

At CHCC, we have many green-style communicators who have blue as their second color. Many employees in the helping professions have this communication-style combination. It makes sense, right? These communicators tend to send signals that they are concerned about both people and about quality.

Leaders at CHCC who have a primarily green communication style include Heather Lewis, Karen Jemison, Jenaye Weidenaar, Joy Kim, Katie Taylor and Mary Wynstra.
Quote: “A stitch in time saves nine.” –Ben Franklin
Song: “The Long and Winding Road” –The Beatles
Famous green-style communicators: Thomas Edison, Ghandi, Albert Einstein, David Letterman, Bill Gates, Jacqueline Kennedy.

GRIEF

Continued from Page 1

we’re feeling now is that it is collective. People around us — co-workers, residents and their families, community members, people across the nation and around the world — are all living with grief at the same time.

The grief comes from a loss of normalcy, economic stresses and significant loss of connection with other human beings. This level of grief — collective and all-encompassing — is much different from what we feel when we grieve the loss of someone we care about, for example.

“If we can name it, perhaps we can manage it” is a quote from the article. Acknowledging grief is the first step toward managing it.

As with any form of grief, including pandemic grief, there are stages: denial, anger, bargaining, sadness and acceptance. The article states that acceptance is “where the power lies.” We can find power in acceptance.

Additional grief management tips include letting go of what you can’t control, training your mind to stay in the present and being patient and compassionate with others knowing that they are also grieving losses in their own lives.

Also, talking about your feelings can really help. “When you name it, you feel it and it moves through you. Emotions need motion.”

I share this info with you in hopes that it will help you identify any uncomfortable feelings you have been having. When we are aware, we can better cope.

You can read the full article at <https://hbr.org/2020/03/that-discomfort-youre-feeling-is-grief>.

LETTER

Continued from Page 1

With that in mind, I requested that the governor revisit the policies that impact the long-term care industry in ways that will increase the amount of social interactions our residents can have with each other, within the walls of CHCC. That would be a great start!

It is my hope that the letter sent to Gov. Jay Inslee will raise awareness of the isolation issue in long-term care and bring about some positive changes as we continue to provide care for people amid a pandemic.

**FREE POPSICLES. JULY 31.
STAFF LOUNGE. BE THERE!**



**ON JULY 29, WEAR
SOMETHING WITH AN
ANIMAL PRINT!**



COMMUNITY



After a recent visual visit, a CHCC staff member noticed a cute hand print on the window — the impression was left by the grandchild of someone who lives here. The staff member traced it and made this piece of art — a colorful and sweet reminder of family moments during COVID-19.

ASK US ANYTHING!

Have a question about CHCC? Jot it down and drop this slip into the comment box in the break room. Answers may appear in The Pulse.
