



The PULSE

HEALTH & SAFETY

Team member positive for COVID-19

On Aug. 3, 2020, we learned that one of our staff members tested positive for COVID-19. That individual is now quarantined at home, and we wish a safe and full recovery.

Thankfully, that staff member had

not been inside CHCC during the period when they would have been contagious.

We are following notification guidelines established by the Centers for Medicare & Medicaid Services, and we are in communication with the Whatcom County Health De-

partment about this matter.

As a team, we have been incredibly proud of operating in a way that has protected our residents from testing positive for COVID-19 thus far. We continue to operate with that

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RESIDENT SPOTLIGHT

Getting to know: Irene R.

Everyone has unique experiences in life. Each person has a story to tell and words of wisdom that can be shared with others. With that in mind, we'd like to introduce you to some of the wonderful people who live here at CHCC. Here is a recent Q&A session we did with Irene R.

Q: Have you lived in other places besides Lynden?

A: Yes. I was born and raised in Brooklyn, New York. I lived in Costa Rica for a year so I could learn to

speak Spanish. Then, I lived in Ecuador for 40 years with my husband, Bill (William).

Q: What industry did you retire from?

A: I was a homemaker, then I was a missionary and bible teacher for children. Bill and I wrote a book together called "If It Wasn't for the Lighthouse." We met while I was sailing, and he was manning the lighthouse. The book was published

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#CHCCTEAMWORK

Be an agent of change at CHCC

Here at CHCC, we are always trying to improve. To do that, it's important to have direct feedback from those who work here. This enables us to identify and address whatever changes are needed.

During the course of your work at CHCC, if you experience something that doesn't feel right, or if you notice a change that

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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

GET INVOLVED

NACs: Grow your career at CHCC!

Hard-working NACs who want to take on additional responsibility and advance their careers at Christian Health Care Center have several opportunities in front of them.

Train on multiple units

NACs with a desire to learn and grow at CHCC are encouraged to receive training to care for residents on multiple units. NACs who can work and train comfortably on more than one long-term care unit are in high demand and are building valuable skills.

If you are interested in this training opportunity, talk with the NAC scheduler and your unit coordinator about enhancing your training on another unit.

Join the mentorship program

The nursing assistant mentorship program at CHCC is another way to learn and grow. The program has been an important part of our training and development program since March 2020.

The mentorship program helps experienced nursing assistants grow in their careers — serving as leaders, earning additional income — while helping others develop skills. Mentors welcome and help onboard new team members, provide individualized training, offer support and encouragement to all nursing assistants, transfer knowledge of CHCC best practices and policies and more. To ask any questions about the mentorship program, contact Mary Faber Wynstra.

#CHCCTEAMWORK

Communicating in the 'brown' style

This article is the last in a series based on the popular book "Success Signals," by Rhonda Hilyer, which looks at the various styles of communication: blue, red, green and brown.

Those who use the 'brown' style of communication are task and achievement oriented. They like to get to the bottom of things, and they see getting stuff done as a primary purpose of communicating.

Brown-style communicators often like to make a decision now and rework things along the way, because action is better than inaction. They see conflict as a fact of life and don't have a big problem with it. They also are great at compartmentalizing and can have an argument with someone at work and then go out to lunch together, because that was business and this is social time.

They are good at multi-tasking. They often do not express emotions, instead showing their feelings through action. They are usually assertive, often speaking in commands. They often do not see the point in chit-chat,

and they like tradition, rules and structure. Because they are blunt and direct, brown-style communicators are sometimes perceived as rude or uncaring, but that is not the case. They are often so focused on getting things done that they do not always see how they are com-

ing across. They are often the ones who organize efforts to help others and work hard to make sure people can do their jobs well, but they rarely tell others what they have done.

If you are a brown-style communicator at CHCC, you are outnumbered by blue-style communicators. Engaging in small talk with them may help you create a team that is

ready to get things done. If you are a blue-style communicator, remember that others are not insensitive or uncaring when they give directions. Their goal is to get things done.

CHCC leaders with a brown communication style include Kari Heeringa and Steven Lewis. Leaders with brown as their second color include Heather Lewis, Sarah Thomas and Dianne Anderson.

Quotes: "Cut to the chase." "Get to the point." "Just do it." "Actions speak louder than words."

"Lead, follow or get out of the way." -Lee Iacocca. "The way to get started is to quit talking and begin doing." -Walt Disney.

Remember your thumbs! When using alcohol-based hand sanitizer, the areas most often missed are the **finger tips**, the areas **between the fingers**, and the **thumbs**. The process of rubbing the sanitizer around your hands until they feel dry should take about **20 seconds**. During that time, ensure that every surface of your hands gets covered with sanitizer.

IRENE

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63 years after we were married. The book is about our life together and our missionary work in Ecuador. I like giving copies of the book to staff here and other residents.

Note: Bill and Irene's book is available on Amazon! <https://www.amazon.com/If-Wasnt-Lighthouse-Bill-Ridgeway/dp/1927521564>

Q: What was your favorite thing about the work you did?

A: I loved seeing children coming to Jesus and living for him.

Q: If you could have any type of food, what would it be?

A: That would have to be Ecuadorian cooking. Anything they cooked was good, but they did beautiful soups and banana bread. I made a lot of it to give to people.

Q: What is one thing that you have been most proud of in your life?

A: The Lord Jesus saved me and gave me life eternal because of his blood shed on the cross for me. My husband and I served him as missionaries; I believe my husband and I were chosen by God to be man and wife and to serve him together.

Q: What is one thing you did or experienced that was scary?

A: The mountains in Ecuador. Some of them were very dangerous and narrow when you are driving on them, which we did a lot, but my husband was a good driver.

Q: What was your favorite decade to live in, and why?

A: It is not one decade, but I did love my time in Ecuador. I was 26 when I arrived; we had two children when we moved there and two more were born there.

Q: What is one life lesson that you learned from your parents?

A: Never tell a lie.

Q: What is one piece of advice that you would give a 16-year-old person?

A: Serve the Lord with gladness. Keep your heart tender toward God and keep your body pure for the Lord. Make deep friendships.

Q: What is one thing most people don't know about you, but you wish they did?

A: I have a few things to share. First, I'm not an angel. I have my ups and downs.



Irene R.

My nickname is "Peanut." It's a family nickname given to me because I was the smallest of my three sisters. My daughter has a nickname, too. It's "Cookie." Bill first started calling our daughter "the itch," because she was always busy and getting into things. Then, one time we were having a bible group at our house and someone mentioned that it didn't always sound like "the itch" when he says it. He then realized he should change her nickname, and the first thing he thought of was Cookie.

In Ecuador, we had many different animals for pets, including jungle birds and monkeys. We had dogs and raised puppies; the children would sell the puppies and save the money to go to camp. In our book there is a photo of Bill giving the monkey a bath. The monkey didn't like baths. It would wrap its tail around Bill's arm during the bath.

I was also a Girl Scout.

Q: You've lived through other historical events — wars and recessions and such. What do you think of the pandemic that we're living through now?

A: I guess it is just about the worst. It separates you from people and it is very upsetting.

Q: What is one thing that you like about living at CHCC?

A: I like my roommate right now. She is great! People check on me all the time here. They ask how I am doing. I often say, "Better than I deserve."

Q: What activities or hobbies do you enjoy?

A: Before COVID-19, I liked eating in the dining room. My tablemates and I always had fun. We sang, talked and prayed. I am looking forward to being able to do that again, hopefully soon.

Welcome to CHCC!

The following people have recently joined the CHCC team. Please give them a warm welcome!



Anna
dementia care, t-rec



Jackson
NAC



Kylee
NAC



Madisynn
hospitality aide



Sarah
DRA

SUPPLY DRIVE

CRAFT AND ACTIVITY KITS

the gift of creativity



The CHCC activity and supply drive ends Aug. 12. Do you know anyone who might like to give to help those living and working here during COVID-19? Please consider sharing with family and friends. A list of suggested items is available at <https://chcclynden.org/activity-supply-drive/>. Each item on the page is linked to a website where they can be purchased. Thank you!

Referral rock stars

Congratulations to the following CHCC team members who referred people to our care center for work in July: **Sierra T., Lisa R. and Leslie S.** Thank you for help building the team with kind and caring people! To everyone else, remember that a bonus is available for referrals. For more information, contact HR.

COVID-19

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high level of care and awareness.

All staff members are screened before they start work, and we monitor our residents daily, watching for signs or symptoms of the virus. Infection control best practices are followed, and appropriate personal protective equipment is worn by all.

The need to extinguish this virus in our community is great. The longer it is here, the longer our residents and staff are at risk.

We would like to ask all readers of this notice to renew their commitment to reduce the spread of COVID-19 by focusing on these three prevention measures: practice good hand hygiene (wash frequently or use hand sanitizer), wear a mask in public when social distancing cannot be maintained, and stay 6 feet away from people you don't live with.

The healthier our community is, the sooner CHCC and all long-term care centers in Whatcom County will be able to resume normal operations — opening the doors to family, friends, volunteers and others.

CHANGE

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could improve some aspect of our operations — the care we deliver, the work culture or the efficiency of processes, for example — CHCC leaders need to hear about them.

You are the eyes and ears for CHCC leaders within these walls. You engage with peers in all types of situations. You see and hear information that leaders do not have access to. We appreciate any constructive insights you share!

The most important part of this process is hearing from you directly so that we can have a two-way conversation about the matter at hand. Speak with a leader in person or sign your name when leaving feedback in comment boxes at CHCC. Often, we can't respond, take action or provide follow-up information if notes are anonymous.