



The PULSE

RESIDENT SPOTLIGHT

Getting to know Bill M.

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 Bill M.

Q: Have you lived in other places besides Lynden?

The page isn't long enough for all the places I have lived, but a few of them included Seattle, Mill Valley and Stinson Beach, California. I also lived in England for 10 years, and I met my wife there.

Q: What industry did you retire from?

I retired from the Ford Motor Company. I was the sales manager for the Middle East and Africa.

*Please see **Bill M.** on Page 4*

HUMAN RESOURCES

Update on the new payroll system

CHCC recently began using a new human resources and payroll system called Paycom. This system is an upgrade from the Pay Northwest system, which we had been using since the spring of 2017.

We understand that changing the payroll system impacts each staff member and that learning new technology can be challenging at first.

We also know that the use of technology in business is here to stay, and we must continue advancing as individuals and as a business to stay as efficient as possible.



by Kari Heeringa
HR director

sible.

Q: Why does CHCC keep upgrading their human resources and payroll management systems?

A: There are two answers. First, today's workforce operates in a digital world. We must push forward — providing staff with the ability to interact with HR and payroll functions — if we're going to be competitive in the market.

Second, we are always looking for ways to simplify processes, such as staff scheduling and time-card review. These are incredibly labor-intensive tasks that have involved large quantities of paperwork and countless phone calls to staff each pay period.

Upgrading the system now al-

*Please see **Payroll** 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

KUDOS

Kind words in rehab



Kind words like this make our day! Thank you to all who made sure that Jane had a positive experience while receiving care here.

Here's what Jane K., a therapeutic rehabilitation patient, wrote in September 2020 about her time at CHCC:

"All in all, my care was exceptional. I have come to consider many of my nurses and aides (Martha, Elijah) as friends. My therapy has been exceptional. Wendy, Molly and Rose showed compassion and encouragement every day. Everyone I dealt with has cared for me professionally. I would recommend this facility to anyone needing it."

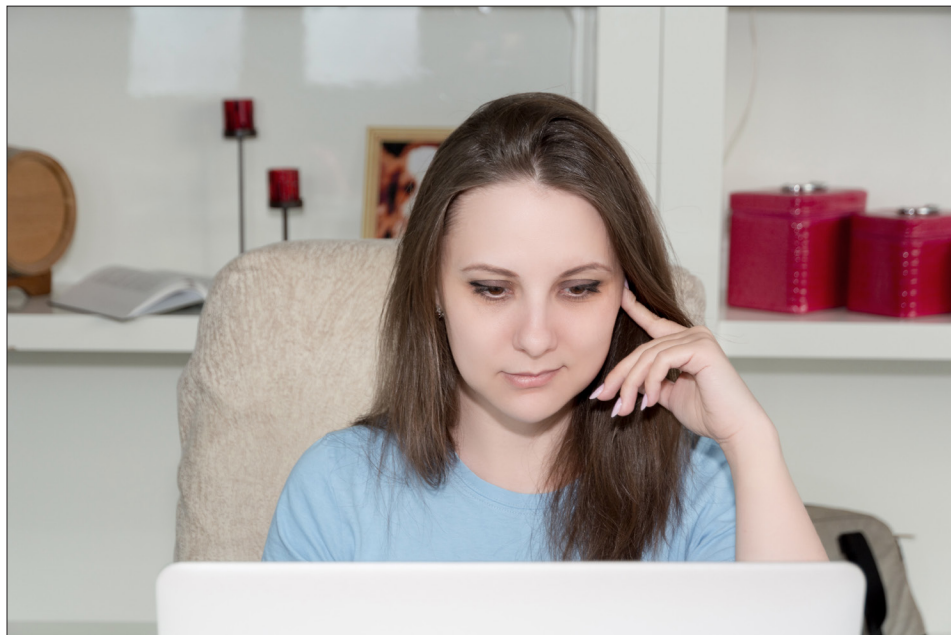
Kudos to you all!

REFRESH!

CHCC employees must wear their name tags at all times. This is a regulation and part of the CHCC dress code. Also, NACs must have a gait belt. Thank you!

TECH TIPS

How to handle tech troubles, questions



by Doug Dodge,
CHCC IT administrator

Computer and information support services are provided to CHCC staff by technology specialists who work on-site and via remote access.

Our goal is to respond within one business day to tech requests that are not urgent.

Tech requests that are urgent are responded to 24 hours per day, seven days per week.

LEVEL 1 TECH (NOT URGENT)

General questions about email, document storage, printers, computer hardware or software. Unable to log in to an account that is not urgent. Issues within this category do not prevent you from doing critical work. Email: support@chcclynden.org.

If it will be difficult to replicate the problem you are experiencing, or if you will not be available in the next 24 hours to talk with a tech support person, please advance the issue to Level 2.

LEVEL 2 TECH (URGENT)

PCC outage, internet outage, telephone system down, file server or email server down, inability to access or log in to critical accounts for charting or documentation, etc. Issues within this category must be reported immediately to ensure restoration of service occurs as soon as possible.

Call: 360-441-9197 (direct to Doug Dodge) or 425-268-2693 (24/7 hotline for urgent needs).

Please feel free to call or email with any questions you may have about technology services at CHCC.

On the refreshed comment cards

By now you may have noticed that we have refreshed the look of the comment boxes in each staff lounge — small changes that better highlight the purpose of the boxes.

Through these two comment boxes, we continue to encourage open communication, fresh ideas and constructive feedback from each person who works here. We also encourage you to speak freely and directly with your supervisor, department leaders and each other as questions arise. That will always be the fastest way to learn the reason behind an action or to bring about change.

I will continue to read each message that arrives. From that point, your comments and ideas may be shared with other leaders based on the topic at hand.

In the past year, ideas and concerns have been left in the comment boxes that I would have liked to learn more about. However, because the notes were not signed, I could not follow up.

The best results will come when I or other department leaders can have a conversation with you. Attaching your name to feedback will increase the chances that action will come from your efforts.



by **Tonja Myers**
Administrator

PAYROLL

Continued from Page 1

lows CHCC to increase efficiencies in both of those areas.

Q: Why Paycom?

A: We chose Paycom, a highly recommended human resources management app used by other health care organizations, because of its ability to more efficiently manage scheduling, timecard data entry, benefits enrollment, documenting time off and much more.

Paycom provides something called “employee-managed data.” It is designed with self-service functionality, which means you can review and manage certain payroll and human resources transactions online 24/7. That is very helpful for staff who work nights and weekends.

Via Paycom, you can:

- monitor timecard data and correct errors, such as forgetting to clock in or out;
- receive prompts that remind you when actions are needed, such as reminders to check your payroll data before payday;
- view accruals for — and request — paid time off;
- view and sign up for open shifts when you want to work more hours;
- receive immediate notifications when schedules change in your department;

- update contact or dependent information;
- check current and past pay stubs;
- access W-2s and other tax documents; and
- review plans and enroll in benefits.

Please know that there is always a purpose for change at CHCC and that the decision to upgrade this system was thoughtfully made. As is typically the case,

it feels bumpy at the start as 260 people are getting used to how the system works.

By embracing Paycom and learning how

to use it, CHCC will be able to reduce the amount of staff time that is required to manage some human resources and payroll tasks, and certain processes will be much faster and more accessible for you.

Q: What if I can't figure out how to use Paycom?

A: If you get stuck, or if you forget to document your time on any given day, your supervisor can help! Start there.

Kim and Ronda also are ready, willing and available to answer any questions you have about Paycom. Stop by their office, call to schedule an appointment or submit your questions through the app!

Thank you.

“Please know that there is always a purpose for change at CHCC and that the decision to upgrade this system was thoughtfully made.”

PLEASE NOTE: MANDATORY BREAK ROOM PROTOCOLS

- One employee per table.
- Maintain 6 feet social distancing.
- Wash your hands and use gloves when serving yourself any food from the back counter.

- Wipe down your table and chair with a disinfectant wipe before you leave the break room. Disinfectant wipes are located in the cupboard by the sink.

BILL M.

Continued from Page 1

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

The whole job was my favorite thing. I got to meet new people, see new countries and experience different perspectives. I was able to travel to over 80 countries, so there was never a dull moment. It was a lovely time.

My favorite country to visit was Denmark because of the people. Their attitudes were very respectful, trusting and generous. My Danish manager once let me stay at his cabin, which he always kept unlocked. I asked him why he did that, and he told me that no one there would break into it. When I arrived, the fridge was stocked with food. Very generous.

I remember that there was a nice theme park in Denmark — kind of like a quiet Disney World, but you didn't have to pay to get in. You left a donation based on how much you enjoyed your time. I didn't think that would work, but visitors left donations to make sure it kept going for other people. I was blown away by the country.

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

Corned beef and hash. We used to eat quite a bit of it when I was growing up in California. We ate the canned stuff; it was nice and tasty, and it was easy to eat. I also had

some in Ireland once. I haven't had it for years.

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

Marrying my wife Thea.

[Editor's note: Thea has personally sponsored pet visits to CHCC by Animals as Natural Therapy. Those visits are a delight for Bill, all residents and even CHCC staff members. Thank you, Thea!]

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

I was in the Navy for four years and was an aviation instructor. A scary experience was being shot at when I was flying an airplane over Hawaii during practice maneuvers. I prayed; I never got hit.

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

I'm not there yet, so how could I tell? Each decade has been great so far, so how could I ask for better?

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

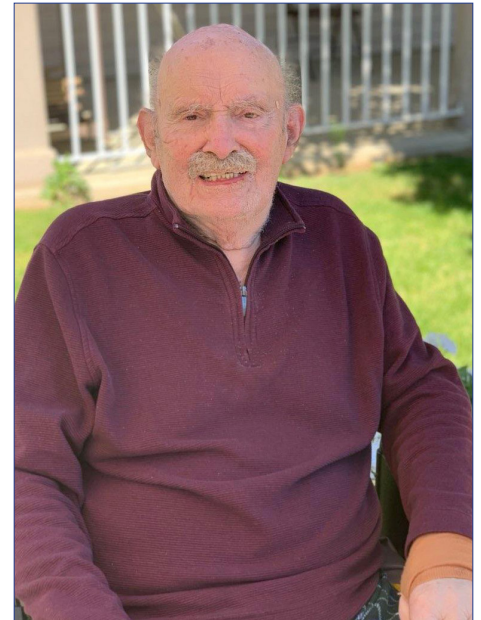
My parents taught me to always tell the truth.

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

Mind your own business. *[Said with a laugh.]*

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

I brush my teeth regularly *[laughs]*. No, the one thing would be that I used to do leather work. I learned the craft while I was in the



Bill M.

Navy and had to spend some time in Oak Knoll Naval Hospital in California. Leather work helped keep me from getting bored. I made belts, purses and wallets, and I ended up teaching classes at the hospital.

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?

It's here to teach us a lesson, like to keep clean and be respectful of others.

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

It is in a very nice location with a lot of dedicated people who work here. I think a lot of it has to do with the Lynden community. Lynden is a nice town. I like everything about this place, great staff.