



# The PULSE



As we live and work through these difficult times — pitching in wherever we can, showing care and concern for those now impacted by the virus, doing what we can to maintain our own wellness — it is hope, strength and kindness that will get us through it.

Stay strong, remain hopeful and show kindness to all.

## RESIDENT SPOTLIGHT

# Getting to know Nettie P.

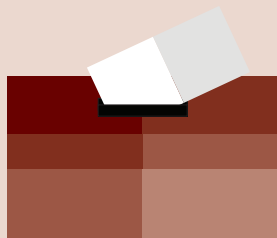
**Q: Have you lived in other places besides Lynden?**

A: I was born and raised in Lynden and spent time in Arizona and Yakima. My husband and I were snowbirds and lived in California for six months out of the year, too.

**Q: What industry did you retire from?**

A: We owned a mobile home park in Yakima, which is what I retired from. I also drove truck. My husband and I owned four or five trucks, and we hauled eight-ton loads. I owned a restaurant here in Lynden called “Nettie’s Place.” When I was younger, I worked at Sears and was a model for them. People who read this interview may think, “This crazy nut, she did everything!”

*Please see Nettie P. on Page 3*



## COMMENT BOX CORNER

In this issue of The Pulse, you’ll see Comment Box Corner features like this one sprinkled throughout these pages. Because the flow of questions related specifically to COVID-19 has slowed, we are reducing the frequency of the COVID-19 Q&A publication and returning to The Pulse all comment box questions not specifically related to the pandemic. To that end, we are catching up a bit and have more Q&As than usual in this issue.



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)

# Reminder: Make plans for snowfall

Due to social distancing and sanitizing requirements, CHCC is not able to facilitate snow rides during the ongoing COVID-19 pandemic.

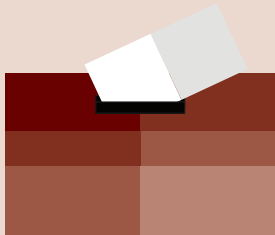
If you are uncomfortable driving in inclement weather, or if you do not have reliable transportation, please consider the alternatives:

- Talk with family, friends and neighbors and let them know your transportation needs. Ask whether you can call on them for help.
- Talk with co-workers about carpooling. Offer or ask for rides. People can often help each other out with minor schedule changes. If you carpool, remember to protect each other by wearing masks and sanitizing your hands before and after the ride.
- Let your supervisor know as soon as possible if traveling in certain weather conditions is not possible for you. Let your supervisor know if you can flex your schedule during bad weather days,



picking up shifts for co-workers.

Our residents count on us to be here for them regardless of wind, flooding, snow and ice. That is the nature of providing skilled nursing to medically fragile humans on a 24-hour basis. It is what we are called to do. Your ongoing commitment to those we serve and to each other as a team is noted and appreciated. It is your hard work and compassionate care for all humans that makes CHCC so special.



## COMMENT BOX CORNER

### FOCUS ON NURSE AND NAC ROLES

**Q: What is the best way for NACs to communicate with or ask questions of nurses?**

A: Nursing assistants and nurses work closely, with each playing an important role in managing and monitoring the wellness of patients and residents at CHCC.

**Management of care:** Nurses manage treatments and medications, and then they communicate changes to nursing assistants, letting them know what side effects or changes to watch for (i.e., nausea, vomiting, dizziness).

**Monitoring of care:** Nursing assistants report their observations to nurses. They also ask nurses when they have questions about delivering cares (i.e., transfers, skin care, toileting).

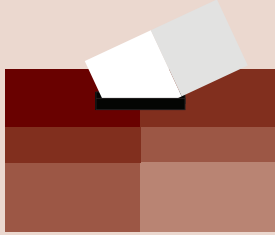
One thing to keep in mind is that it is appropriate for a nursing assistant to report observations to a nurse, such

as when a resident appears disoriented. However, it would not be appropriate for a nursing assistant to suggest a change in medication based on that observation. It is the role of the nurse to make decisions based on all reported observations.

All communication between nurses and nursing assistants should be done with respect and kindness, because we know that each has been trained to do what they do, and each has the best interest of the person receiving care in mind.



**by Heather Lewis**  
*Director of Nursing*



# COMMENT BOX CORNER

## FOCUS ON COMMUNICATION, SCHEDULING

**Q: My supervisor doesn't always reply to work-related texts and emails. What should I do?**

A: Many supervisors have job duties that prevent them from immediately responding to emails and phone calls.

They should, however, have let you know what the best way is to communicate with them.



**by Kari Heeringa**  
HR Director

Some supervisors prefer email or texting, and some prefer answering questions in person. When in doubt, or if you have not received

timely responses in the past, simply ask what method is preferred.

We recommend that staff and supervisors limit sending texts to each other during nonbusiness hours unless they have been given permission to do so. Having downtime and disconnecting from work after hours is healthy for everyone.

**Q: I work a rotation of four days on, two days off. Sometimes I only get one day off instead of two, and nobody asks me if that is OK. That doesn't feel right. Shouldn't someone ask me first?**

A: You are correct. Your supervisor should communicate with you before the schedule goes out if

there is a need to change your typical rotation.

Rotations can change when there are gaps to fill in the schedule due to such things as illness and paid time off. Rotations also can change during holiday weeks if it is your turn to work the holiday. If you end up working more than 40 hours in one week, you will be paid overtime.

Again, your supervisor should communicate schedule changes with you in advance, so thank you for bringing this up. It is a good reminder for everyone. If the matter continues to occur, please contact the person to whom your supervisor reports.

### NETTIE P.

*Continued from Page 1*

Well, that may be true. I didn't sit on my buns. *[Said with a laugh.]*

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

A: I loved driving truck. Not many women did that job back then. I was a pretty good driver; I never even scratched a truck.

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

A: A great big steak, cooked medium with a baked potato and salad. *[Update: Nettie's niece delivered a nice steak dinner to CHCC for her to enjoy!]*

**Q: What is one thing that you**



**Nettie P.**

**have been most proud of in your life?**

A: I brought up two really good kids, Barry and Arlene. They've both done really well; they're honest in their jobs and trustworthy.

**Q: What is one thing you did or**

**experienced that was scary?**

A: Driving a truck alone at night was scary. I slept with the window open because it was so hot. I'm tough. *[Wink.]*

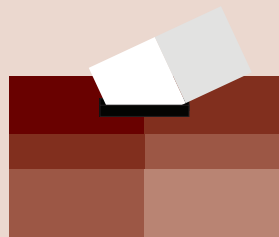
**Q: What was your favorite decade to live in, and why?**

A: When I was 35, I married my husband Les. I have good memories of the time we met.

I was working one day and had to go into the local National Guard Armory to use the phone to call my kids to see how they were doing...

*There is much more to Nettie's interview online! To read the rest of this amazing woman's story, please visit <https://chcclynden.org/news/>.*

WE ARE AS PREPARED AS WE CAN BE FOR THIS MOMENT IN TIME,  
AND WE WILL GET THROUGH THIS. THANK YOU FOR BEING HERE  
AND FOR DOING WHAT YOU DO EACH DAY. #CHCCTEAMWORK



## COMMENT BOX CORNER

### FOCUS ON HOUSEKEEPING

There have been questions in the comment boxes at CHCC about the housekeeping department in recent weeks, so I'll take a minute to answer them here in The Pulse.

**Q: Can housekeepers start earlier in the morning?**

A: Environmental services staffing schedules are designed around the needs of the people who live and receive care here. Housekeeping staff are typically on-site between the hours of 6 a.m. and 9 p.m., seven days per week.



**by Steven Lewis**  
*Environmental  
Services Manager*

We intentionally do not have housekeeping staff work night shifts or earlier in the morning when people are sleeping, because the work we do can be noisy and disruptive.

For example, we would not be able to operate floor cleaning equipment or empty trash in resident's rooms before 6 a.m. or after 9 p.m. People must have quiet time so they can rest and recover, so there

is no plan to expand the hours of the housekeeping department.

**Q: Why does it feel like there are not enough housekeepers on staff?**

A: Typically, we have five housekeepers on staff plus one person who floats between laundry and housekeeping. Those six people work shifts that cover the department between 6 a.m. and 9 p.m., seven days per week. They also fill in for each other when someone is sick or on vacation.

There is turnover in this department as there is in most departments. People retire, people advance to other roles here at CHCC, such as enrolling in the nursing assistant training program. This year we also had one team member on leave for a while.

Those things create gaps in our schedule. When that happens, I work with human resources to fill those gaps as soon as possible; however, the recruitment, hiring and onboarding process takes time. Our team is understandably stretched very thin during those times.

Please know that when we know there will be gaps in the

schedule, the human resources team is working to fill them! We try to be proactive whenever possible. For example, we're currently recruiting a new team member to fill a gap we know is coming in December.

**Q: Do housekeepers rotate halls or stay in the same area?**

A: It is our goal to have housekeepers work the same hall as often as possible, because that is better for our residents. We know that many residents like having the same person clean their room and that most of them look forward to seeing their housekeeper each day.

Having one housekeeper work a specific hall also helps me monitor quality assurance. If an area is not as clean as it should be, I'll know whom to speak with. We can then work together to address the issue so we can maintain a safe, comfortable and clean environment for our residents.

That said, we do have a small team (five people plus one float). It is critical that our housekeepers be flexible because I do have to adjust staffing schedules and hall assignments when people are out for any of the reasons mentioned above.