



# The PULSE

## HOLIDAYS



This past year, 2020, has been a year in which each person at CHCC has lived by the mission of providing skilled nursing care with compassion and love in Christ's name no matter what. Each day and in every way, you have put the needs of the residents who depend on us first, and your efforts are noticed and appreciated.

Because of your passion, selflessness, care for our residents and determination to get through the pandemic, CHCC continues to be a

place people trust when it comes to the safety and well-being of their loved ones.

CHCC residents are truly blessed to have our entire team working on their behalf 24/7. Thank you to all staff in all departments!



by Patrick O'Neill  
CEO

Please see *Christmas* on Page 3

## LIFE AT CHCC

# Results: resident council election

When you see these individuals, please congratulate them on being appointed to the 2021 resident council here at CHCC and thank them for volunteering for the important role:

- **President:** Carmen L.
- **Vice President:** Christie N.
- **Head Council Adviser:** John H.
- **Council Advisers:** Hal W. and Mary K.

Resident council members are such an important part of life at CHCC. They help identify areas of improvement, and they speak on behalf of all residents — bringing

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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](https://facebook.com/christianhealthcare)

**HOLIDAYS**

# Thank you, Sodexo!

In November, Sodexo — the corporation with which CHCC contracts for dietary services — donated 10 turkeys and 10 hams for Thanksgiving and Christmas.

What a wonderful (and delicious) treat those gifts have been for the holiday meals of CHCC team members!

We thank Sodexo for their kindness this holiday season.



**Kevin K., a dietary aide, and Karen Jemison, assistant director of nursing services, were two of the lucky recipients of Thanksgiving and Christmas hams from Sodexo.**

**RECOGNITION**

# CHCC wins award for efforts to reduce staff injuries



**This award was presented to CHCC by LeadingAge Washington in November 2020.**

CHCC has received statewide recognition from LeadingAge Washington, as part of the Group Retrospective Ratings Program, for its effort to reduce staff injuries.

Thanks to Mary Faber Wynstra's work as CHCC's training and development coordinator and our resto-

rative team, Mikaela V. and Jennifer A., there have been fewer workplace injuries at CHCC, reducing costs for employees and for our organization as a whole.

Thank you to everyone who helps maintain a safe environment at CHCC.

**Reminder: NAC mentors**

These are the people currently in the role of NAC mentor at CHCC: On the day shift, we have Maggie G., Nathan H., Caitlin C. and Anna P. On the evening shift are Matt C., Louise D., Candy L. and Cynthia S. On the night shift are Ella F. and Sangita N.

**Reminder: Code 10**

A "Code 10" announcement is initiated by a licensed nurse when a resident is missing. Stop what you are doing and begin searching for the resident in your immediate area. Report to a nurse's station after you have searched your area.

## HOLIDAYS

# A visit from the Christmas cows



There is just something special about seeing baby calves wearing reindeer antlers ... so cute! Thank you to Whatcom County Dairy Women and to the kind ladies who made this happen at CHCC. Their thoughtfulness brought laughter and moments of joy to many people who live and work here.

## CHRISTMAS

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We wish you all the best as we prepare to close this monumental year, and we hope that you will join us in looking forward to 2021 with a heightened level of hope and confidence. After all, 2020 has taught us that when we work together as a team, we can face any storms that may arise.

Merry Christmas and happy new year.

*Patrick O'Neill, CEO, and the CHCC Board of Trustees (Chair Gary Hall, Vice Chair Don Kok, and board members Blake Bo-*



*strom, Kevin DeYoung, Nancy Hendricks, Joel Hoekema, M.D., Joel Kok, Jacki Matter, and Jim Weinert)*

## RECOGNITION

# Heather, you're a star!

The CHCC Shining Star for November is Heather H., a talented nurse who has demonstrated ongoing flexibility, as she is one of the primary nurses doing CHCC's twice-weekly staff COVID-19 testing.

Heather also is a terrific leader and positive influence in her "usual" role on Cascade. She is skilled, compassionate, and fun!

We are so lucky to have her on our team. Congratulations, Heather, and thank you for ALL you do!



Heather H. is November's Shining Star.

### Reminder: Office doors

No door may be wedged or held open. If the office door does not have a magnet to keep it open it must remain closed when the office is not occupied.



Consider HIPAA regulations

# ASK BEFORE YOU SNAP & SHARE!

If you have unauthorized photos of residents on your phone, or if you have shared images of those we care for via text or on your personal social networks, CHCC could be penalized by government agencies.

*This CHCC compliance tip features Betty L.'s cat, Cali.*

## agape



- The highest form of love. Selfless, sacrificial, unconditional love; persists no matter the circumstance.
- Always giving and devotes total commitment to seek the highest and the best.

## RESIDENT COUNCIL

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awareness to things they love and recommending small adjustments that can help make long-term care living more enjoyable.

Equally important is the fact that council participation gives people who live here full-time an opportunity to use their leadership and critical thinking skills in a purposeful way. Council members help us all stay focused on delivering patient-centered care. It is a win-win for CHCC and those we care for.

You might wonder what happens at a resident council meeting. In normal conditions (when we're not under pandemic operations), council members meet in private, without staff present, so they can share thoughts and ideas with each other. Then, during a different portion of the meeting, CHCC leaders from dietary, environmental services, administrative, social services and therapeutic recreation departments are present so that the council members can present specific matters to them. From that point, CHCC works to address any concerns.

We will start a little differently in 2021. T-rec will facilitate one-on-one meetings with the board members until we get the all-clear to resume small-group gatherings inside the building.

Thanks again to all who are willing to serve in this important role!

### Reminder: Red outlets

The red outlets always have power, even when there is a power outage. The generators come on automatically when there is a power outage and supply power to the red outlets.