



The PULSE

January 2021, Issue 1

HOLIDAYS



POLICY

How to safely share photos

From CHCC's digital media policy: "CHCC staff, visitors, volunteers and practitioners are strictly prohibited from using personal electronic devices to capture, store or transmit by way of any electronic media any resident-related image or information that may be

reasonably anticipated to violate resident rights to confidentiality or privacy without prior approval by the facility administrator/designee. Photographs or recordings of residents and their private spaces

*Please see **Photos** on Page 2*

RESIDENT SPOTLIGHT

Getting to know Mary K.

Q: Have you lived in other places besides Lynden?

A: Yes. I lived in Santa Rosa, California, shortly after I was married, and I lived in Mesa, Arizona, for a short while, but Lynden is my home. I was born here, and I know the people here.

Q: What industry did you retire from?

A: I retired from teaching school, but I still teach people every day of my life, and they teach me, too. Once a teacher, always a teacher. I like to talk to the staff about spiritual things because I am a Christian and study the Bible and pray daily. I have interesting conversations with the staff. One staff member recently taught

*Please see **Mary K.** on Page 4*



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

Holiday magic and dietary delights



Chef Dave spent his Christmas posing for photos with residents and passing out Christmas gifts and cookies dressed as Santa. He makes a pretty great Santa, don't you think? A huge thanks to Dave for his jolly disposition and kind attitude sharing holiday cheer with those who live and work here. These photos were originally shared on CHCC's Facebook page.

Please join us in thanking Carol, Dave, Harmanpreet and the entire dietary team for providing hearty holiday meals (like the one demonstrated by Kayla above) for our residents and staff, too. Some say food equals love. We feel loved!

PHOTOS

Continued from Page 1

without the resident's or designated representative's written consent is prohibited."

Considering that policy, you may wonder how photos of CHCC staff and residents (like the ones of Chef Dave and residents above) make their way to CHCC's Facebook page? That is done with great care and caution to ensure HIPAA compliance! All images that are

posted through Facebook (or on our website, through email marketing and in The Pulse) have been taken by an authorized representative at CHCC, primarily someone from HR or a member of the therapeutic recreation team.

They confirm that a signed media release is on file for each person who is included in the images or



by Tonja Myers
Administrator

recordings. Images shared through all media platforms have also been vetted and approved by CHCC's marketing and PR consultant, Patti Rowlson.

The best way for staff to safely share photos or positive news related to life at CHCC is by clicking the "Share" button on any content published on CHCC's Facebook page, and keeping HIPAA privacy in mind if you add a comment.

CHCC's Facebook page is online at <https://www.facebook.com/christianhealthcare>.

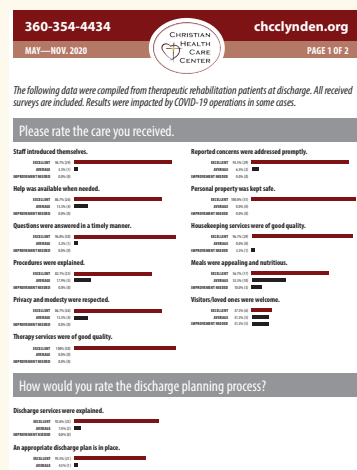
Attached: Resident Surveys

Our mission is to provide skilled nursing care with compassion and love in Christ's name, and we hope that each person who receives care here experiences that.

One way that we measure our team's effectiveness is by asking for feedback from people who have been therapeutic rehab patients here. When they share their experiences, they help us learn and grow and remain a trusted resource for our community.

Attached to this edition of The Pulse, you'll find the results from rehab patient surveys that were collected from May through November. It should be noted that COVID-19 operations impacted some of the survey results, such as those related to visitors being welcome.

As always, there are a few areas for improvement. If you have suggestions for any items that produced "average" or "improvement needed" results, please email chccqapi@chc-clynden.org. CHCC's QAPI committee may select and assign Performance Improvement Projects (PIPs) based on your feedback!



COVID-19



"Today is a day of hope, gratitude and joy amongst the suffering. I've seen too many people die from COVID, suffer from shortness of breath, and isolated from human touch and family. The low likelihood of any adverse reaction to the vaccine pales in comparison to what COVID can do."

—Dr. Angie Lee, CHCC medical director

KUDOS

Congrats to the 'grandma' of health care in Whatcom County

On its Facebook page recently, the Lynden Chamber of Commerce posted a shout out to CHCC and other care centers in Whatcom County, referring to CHCC as the "grandma of them all." Cool, right?

"How about a round of social-media applause for Adult Care Lynden, Lynden Manor Assisted Living, Meadow Greens Retirement Community, Silverado Bellingham Memory Care Community, and the grandma of them all, the Christian Health Care Center, for taking care of and keeping an eye on so many of our local residents who are treasures in our lives, and to the community of Lynden! Under the most exceptional of circumstances, the team members of these fine establishments put up with a ton of "stuff" the rest of us didn't, which is saying something this year. So may the Lord bless you all for giving your time and talents, and you'll all continue to be in our thoughts and prayers!"

MARY K.

Continued from Page 1

me to not judge anyone based on the color of their skin but to accept everyone. She made the point that maybe Jesus had a different skin color than I do because he was Middle Eastern. It really got me thinking!

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

A: I taught second, fifth and sixth grade at Sumas Elementary, and then I taught second grade and high school home economics at Lynden Christian. My favorite part was passing the Word of God into people's minds.

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

A: Bacon-wrapped prawns! I am good friends with the owners of El Ranchito restaurant here in

Lynden; my husband and I used to eat there all the time before he passed away. We became like grandparents to them because their family mostly lives in Mexico. We went to all their baptisms, weddings and events. They called my husband Tequila and me Maria. Sometimes they surprise me and deliver bacon-wrapped prawns.

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

A: That would be having a beautiful son who gave me four beautiful grandchildren.

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

A: Not too much is scary, because



Mary K.

anytime I'm scared, I pray and that takes care of it. It really helps to have Pastor Jim here. He is very good spiritual help.

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

A: I liked the time when I was a teacher. During that time period, it seemed like people were living

more in tune with what the Bible taught. I also had lots of fun during that time of life with my family. I had eight siblings and we got together for holidays. We had a food committee and would play games and had lots of fun traditions with the whole family.

Read the rest of this Q&A at <https://chcclynden.org/news/>.

HEALTH AND SAFETY

Do you have a snow plan in place?



Please remember that due to social distancing and sanitizing requirements, CHCC is unable to facilitate snow rides this winter. If you are uncomfortable driving in inclement weather, or if you do not have reliable transportation, please consider an alternative. See the first December issue of The Pulse for more information.

Reminder: Referrals

CHCC team members who refer others to work at Christian Health Care Center as NACs, LPNs or RNs are eligible for referral rewards. Referral rewards for students who come to study in our NAC training program will be paid after the student becomes certified while working at CHCC. If you know of any family or friends looking to change to a career with better long-term guarantees, please refer them to work or train at CHCC. For more information, please contact Ronda or Kari in HR.

Get ready to dress up!

Jan. 11: Pajama Day
Jan. 15: National Hat and Scarf Day
Jan. 22: Be a favorite cartoon character
Jan. 29: Backwards and Inside Out Day