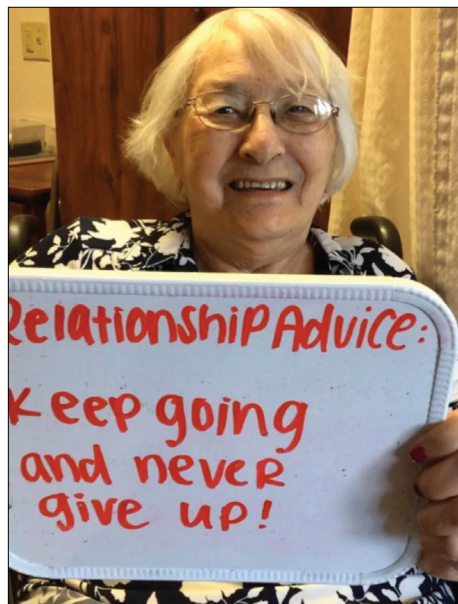
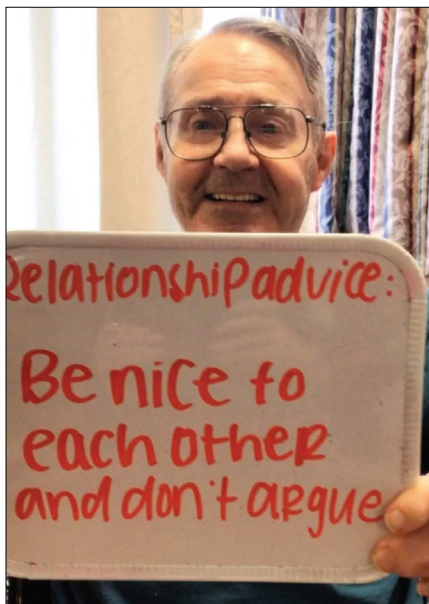




# The PULSE



## On Facebook: Wisdom from our elders

Our residents are just the best, aren't they? On the CHCC Facebook page recently, we posted a video in which they shared their time-tested relationship advice with the community.

Visit <https://www.facebook.com/christianhealthcare/videos> to watch the video and learn how much the community loves and values those you help care for.

## Leadership tip: Ask for feedback, don't get defensive

Successful leaders ask those they manage for feedback on their performance, and then they listen to what they have to say. They remain open to learning and appreciate honesty when someone lets them know how they can improve as a leader. They don't get defensive; they are more likely to say, "Thank you for sharing that feedback, I will consider what you've said."

## RESIDENT SPOTLIGHT

# Getting to know Fran T.

## Have you lived in other places besides Lynden?

I grew up in Sioux City, Iowa. Shortly after my husband and I were married, we decided to move to Lynden, because we were tired of the cold winters. It was no fun to be stuck at home during storms when we wanted to go out and have fun! My dad had been to Lynden before, and I had some aunts

and uncles who lived here. Those things influenced our decision to move to Lynden.

If you can believe it, I fit a washing machine in our



Fran T.

Please see **Fran T.** on Page 4



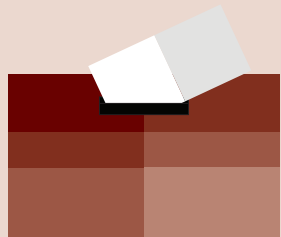
On Facebook, community members are offering prayers and words of encouragement for those receiving care here and for you, dear care team. Hop over and take a look!

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

If your clothes get dirty during your shift, scrubs are available in central supply. We just ask that you **return borrowed workwear items washed and folded so they are available for others to use**. We're always looking for donations of scrubs, any-sized

bottoms or large tops. If you have extras to share, please drop them off at the screening station.

*-Happy McMeekin, central supply coordinator.*



## COMMENT BOX CORNER

**Q: Why are employees who didn't get vaccinated for COVID-19 allowed to work in multiple halls where they are exposed to many different residents? If those staff members worked in certain halls, that would reduce the chances of resident exposure.**

A: At this time, the COVID-19 vaccination is considered optional in our industry. That may change in the future, because a discussion about this topic is happening at the national level. CHCC is not allowed to identify staff members who have declined to receive the COVID-19 vaccine for medical or other reasons, so we cannot assign those individuals to certain halls, as you suggest.

Something else to keep in mind is that the vaccine is a new and additional layer of protection that helps prevent the spread of the virus. Your coworkers who declined vaccination during our clinic days will continue using personal protective equipment and abiding by the safety protocols that have kept our residents free from COVID-19 throughout the pandemic.

**Q: I have had both COVID-19 vaccines; do I still need to be tested?**

A: Yes. Even staff who are vaccinated must continue to be tested when asked to do so and to follow all precautions, both here and away from work. There are a couple of reasons why.

First, while 95% effective is remarkable, there is still a 5% chance a vaccinated person could contract COVID-19. Second, it has not yet been determined whether a vaccinated person can still pass along the

virus, even though they don't get sick.

So, until we have more answers and herd immunity throughout the community and nation, we must abide with masks, goggles, hand hygiene (always necessary!) and social distancing.

**Q: This isn't really a question, but I would like to say that the majority of staff have been really nice and helpful to the new students in CHCC's nursing assistant training program.**

A: Thank you for mentioning that! It is our goal to make sure that everyone who works or trains here feels welcome, valued and part of the team. Most of the feedback we receive indicates that students and new staff members feel the same way you do. Great job, everyone! #CHCCTeamwork

**Q: What do I do if I find a mistake on my paycheck?**

Please remember that it is your responsibility to accurately enter timesheet data and to review and approve your timesheet before it gets submitted to your supervisor. You can easily monitor your timecard data and promptly correct any errors you find through Paycom. Since it is much easier to fix errors before paychecks are distributed, we recommend that you log in to your Paycom at least once a week to monitor data entry.

If you notice an error on your paycheck — after you submitted your timesheet data and after your supervisor approved that data — please talk to your supervisor so they can confirm there was a data entry error before troubleshooting the error with Kim in the business office.

# Introducing a new way to communicate with residents

CHCC works continuously to make it easy for people receiving care here to stay connected with

family and their social circle. We are excited to announce the new “Email a Resident” program, which

you can read about in the flyer below. Feel free to share with residents and family members.

## COMMUNICATE

**Cards and letters.** Mail arrives every day, except Sundays and holidays. Include the recipient’s first and last name when addressing the envelope, and use this mailing address: C/O Christian Health Care Center, 855 Aaron Drive, Lynden, WA 98264.

**Video visits.** CHCC uses iPads to help residents and patients connect with their friends and family. Video visits — using a variety of apps — are arranged by appointment through our recreation department. At least 24 hours’ notice is required; call 360-354-4434 between 8 a.m. and 4 p.m. Monday through Friday to schedule video chats. For planning purposes, we recommend making recurring appointments on set days and times.

**Photos and video messages.** Long-term residents have access to an interactive technology device (iN2L) that allows them to receive and store personal photos, videos and recorded messages in an account they can view at any time. Call 360-354-4434 and ask to speak with a member of our therapeutic recreation team about adding photos, videos and sound recordings to a resident’s iN2L account.

**Phone calls.** Residents and patients can use personal cellular devices at their own expense. A landline phone is also provided in each room. Call 360-354-4434 any time and ask to be transferred to your loved one’s room. Our reception desk is open daily between the hours of 8 a.m. and 9 p.m. Please try to align phone calls with those hours to minimize disruptions during overnight hours.

**Email.** Correspondence-type emails can be sent via [residentmail@chcclynden.org](mailto:residentmail@chcclynden.org). Include the recipient’s first and last name in the subject line to ensure deliverability. Incoming emails should not be considered private or confidential because staff will be responsible for printing, delivering and possibly reading the emails to those receiving care here. Do not send messages related to patient care through this email address. You can expect emails sent through this address to be delivered to the recipient within 24 hours.

## Visitation during COVID-19

- **Window visits.** Window visits can take place seven days per week at the window of a resident’s room or under the protection of the covered entrance at 855 Aaron Drive. These visits must be scheduled in advance, for privacy and security reasons. A minimum of 24 hours’ notice is required if a resident is to be moved to a designated visitation room such as the covered entrance. To schedule a window visit, call 360-354-4434 between 8 a.m. and 4 p.m. Monday through Friday. Visitors who navigate around the perimeter of CHCC do so at their own risk. Windows must always remain closed.
- **Socially distanced outdoor visits.** In-person outdoor visits can take place Monday through Friday. Up to two visitors are allowed, and they must go through a screening process before the visit. All participants must wear a mask and remain 6 feet apart. At least 24 hours’ notice is required. Call 360-354-4434 between 8 a.m. and 4 p.m. Monday through Friday to schedule a socially distanced outdoor visit. Note: On occasion, the Whatcom County Health Department asks us to pause outdoor visits. You will be notified as soon as possible if that happens on a scheduled visit day.

# Did you know? March is Women's History Month

According to [womenshistory-month.gov](http://womenshistory-month.gov), the first Women's History Month was in March 1987, when Congress designated it after being petitioned by the National Women's History Project. The aim of the recognition is to celebrate the contributions women have made to the United States and to recognize the specific achievements women have made over the course of American

history in a variety of fields.

Here are some notable achievements by women in medicine, according to [medscape.com](http://medscape.com) and [aamc.org](http://aamc.org):

- Swiss-American psychiatrist Elisabeth Kübler-Ross (1926-2004) was a pioneer in the study of death, dying, and grief. She proposed that death be considered a normal passage of life and was influential in

improving end-of-life care.

- Patricia Goldman-Rakic (1937-2003) conducted groundbreaking research that helped scientists better understand Alzheimer's disease, cerebral palsy, Parkinson's disease and schizophrenia.

- Patricia Bath (1942-2019) dedicated her career to helping the underserved, in part by creating the field of community ophthalmology.

## FRAN T.

*Continued from Page 1*

car, along with all our other belongings, and we drove to Lynden. The car was loaded!

**What industry did you retire from?**

I worked for my husband, who owned a farming equipment business, mostly helping with book-keeping and running errands for the company. I also helped manage an apartment complex we owned in Bellingham. We had four children — two boys and two girls. That was a full-time job. I enjoyed the kids, and they kept me busy. It was nice.

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

I liked being around people, and my jobs allowed me to do that.

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

I really enjoy different types of soups, salads and fruit, although I would probably choose ice cream. We used to eat a lot of that.

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

My husband and kids. They were always so special to me. We didn't

have a lot of money, but we did everything together.

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

I was only 19 when we moved to Lynden, and I had never left home before, so it was scary. After we settled in Lynden, my husband got a job at Van Sheet Metal in Eastern Washington. He would get picked up by a bus Monday morning and get dropped off at home Friday evening. That was kind of hard, since I didn't know anyone and he was gone all week, but I had my aunts and uncles around and later met people at church. Plus, I had a car. It was what we had to do for money, and I didn't know any different, so it was fine.

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

Maybe I shouldn't even tell you this, but I never went to high school. My parents had 10 children — five boys and five girls. My mom got in a car accident around the time I was supposed to start high school, and my dad told me I needed to stay home to help with all the kids, since

I was the oldest daughter.

At that time, most women were expected to marry, stay home and take care of the house and children, so he explained that I really didn't need an education anyway. I was not happy at first, because I had planned to go to high school with my friends. Instead, I helped on the farm with feeding and milking cows, taking care of animals and looking after my siblings.

I was a good farm hand. I also had two uncles who owned restaurants, so they would call me when they needed help, and I would waitress or do whatever else needed to be done. I helped a mother down the road with her baby as well. It was all work, but it was entertainment too, and I liked helping other people out. It may not sound like it to other people, but that period in my life was a good time. Basically, I think I had a good life.

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