



# The PULSE

## LIFE AT CHCC

### Care team bio: Jen Joslyn, LPN

I have worked in various positions at CHCC since December 2019, and I currently work as the rehab unit coordinator. Prior to joining CHCC, I worked at a handful of other skilled nursing centers in the region.



by Jen Joslyn  
Rehab Unit  
Coordinator

The whole interview and hiring process was organized and pleasant. When I was interviewing to be hired, it didn't feel awkward, and everyone was super friendly. From the moment I walked through the door at CHCC, I could tell it was different here.

I'd had positive experiences working with CHCC's administrator and director of nursing ser-

*Please see Jen J. on Page 3*



## RESIDENT SPOTLIGHT

### Getting to know Jack S.

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

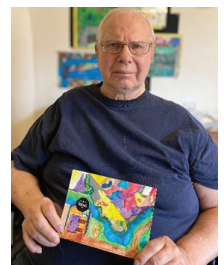
Yes, I was born in South Dakota and grew up on a dairy farm on the Pole Road in Lynden. I lived in Montana for a while and Everson, too.

**What industry did you retire from?**

I worked at Alcoa Intalco Works in Ferndale for 37 1/2 years. It was awesome. I was the 120th person to be hired there; I

started out as low as you can get and worked my way up.

I was a millwright, a foreman and later a master mechanic. It wasn't that I knew all that much, I just knew people who did. I liked the job though; I



Jack S.

*Please see Jack S. 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)

## QAPI at CHCC

CHCC has a Quality Assurance and Performance Improvement (QAPI) committee that meets at least quarterly. You may attend a QAPI committee meeting at any time. The QAPI committee discusses ways the facility can improve quality of care and quality of life for our residents, and it reviews reports and trends. When problems arise, members decide whether there is a need to create a performance improvement plan to investigate the problem and find possible creative solutions. To share new ideas or concerns, email the QAPI team at [CHCCQAPI@chcclynden.org](mailto:CHCCQAPI@chcclynden.org), call 360-354-4434, or stop by the administrator's office. You may also use the suggestion boxes located throughout CHCC.

**REMEMBER THE  
FOOD DRIVE! BRING  
NON-PERISHABLE  
FOOD BY THE END  
OF APRIL TO HELP  
THOSE WHO NEED IT.**



## Leadership tip: Be approachable

Being approachable is a skill that most staff members appreciate in the person they report to. Leaders who are approachable make you feel comfortable asking all types of questions. They encourage your feedback and make you feel heard when you give that feedback. They are easily accessible for formal or informal conversations, and they listen attentively when you're speaking. They have an open mind and a willingness to learn from you.

Interestingly enough, leaders appreciate working with people who are approachable, too. Approachability goes both ways!

## KUDOS

### *Kind words from a recent patient*

Comments: *I would recommend CHCC to anyone needing an extended nursing care and rehab facility. My room 516, looked across Badger Road to a breathtaking view of the mountains! An amazing view! The room was clean. The staff was willing to shift their schedules, e.g. shower time. I think everyone who helped in my care and realize I know I have missed some staff names, so please forgive me. God bless CHCC and every staff member!! +*

Kristi had nothing but great things to say about the care she received here. Thank you to each staff member who showed Kristi incredible kindness, helping her recover and return home feeling well cared for. Her comments:

*"I would recommend CHCC to anyone needing an extended nursing care and rehab facility. My room 516 looked across Badger Road to a breathtaking view of the mountains! An amazing view! The room was clean. The staff was willing to shift their schedules, e.g. shower time. I think everyone who helped in my care and realize I know I have missed some staff names, so please forgive me. God bless CHCC and every staff member!!"*

## The Pulse is online.

Read past issues at  
<https://chcclynden.org/about/the-pulse>

**JEN J.**

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vices in the past, so that helped me realize that this was the right place. I was excited to have an opportunity to work with them again.

But it wasn't just that. The people here at CHCC are wonderful at providing excellent care. This is the best place I've worked at in my career for providing compassion and love. Everyone here is dedicated to meeting needs. Residents know that everyone cares for them, and staff members do, too.

One of the most important aspects is that there's a lot of support here. Whenever you need something, there's someone who is willing to help. Everyone is willing to pitch in and help when needed.

Another wonderful part of the culture here is that you are treated like family. There's always that feeling when you're leaving home to drive to work that you're leaving your family — but here at CHCC, it also feels like you're heading toward your other family, too.

I encourage any licensed nurse who is deciding where to practice nursing in Whatcom County — whether just starting a career or looking for career advancing opportunities — to visit

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**-Jen Joslyn**

Christian Health Care Center.

There are no negative interactions here; the culture here is set up to be helpful. Honestly, it's just different. Call Kari in human resources to talk about jobs for nurses at CHCC. If anyone were to talk to me, I would tell them how wonderful it is here. Also, there are many opportunities for growth here at CHCC, and we have an NAC class (led by an amazing instructor) if anyone is interested in starting a nursing career.

## **REFRESH!**

### **Reminder about lotions and potions**

As long as they are capable of using the items safely, all residents at CHCC have the right to keep personal toiletries (such as toothpaste, lotion, perfume, deodorant, mouthwash and more) in their rooms for easy access.

In order to protect residents with dementia or confusion, all toiletry items are to be kept secured and out of sight when not in use. These items must be placed in a bin with a lid. They must be kept in a cupboard or drawer.

We may allow residents to keep the plastic bins with lids secured in their bathrooms as long as the bins are labeled with their names and they do not have roommates who would be at risk.

In addition, please keep in mind that any aerosol product must be labeled with the resident's name and kept in a bin or cupboard/drawer.



**Are you an avid reader? Do you know someone who might have extra books on hand?**

**We are in need of restocking the sharing library here at CHCC with new or gently used books.**

**Our residents have specifically asked for recently published historical fiction and detective/mystery books. Other novels and/or coffee table picture books also would be appreciated.**

**If you have any books you would like to donate, just bring them to 855 Aaron Drive. Thank you!**

# New trishaw program gets residents outside

This spring, some of our residents will enjoy sunshine on their skin and wind through their hair as they breathe fresh air, experience new sights and sounds, and make new memories. Outdoor bike rides have come to Christian Health Care Center. Our therapeutic recreation department has rolled out a new program to give those who live here the opportunity to ride on specially designed trishaws near our Lynden long-term care center. This guided cycling program is made possible by support from the Centers for Medicare & Medicaid Services Civil Money Penalties Reinvestment Program to enhance life in skilled nursing facilities. Money from the program was used to buy two trishaws from Cycling Without Age.

Read the rest of this article at <https://chcclynden.org/cycling-without-age/>.



## JACK S.

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had a lot of responsibility.

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

Well, I got to go to France and Germany for a few weeks for my job at Intalco. A co-worker and I were sent there to see how things were operated overseas. I was a maintenance mechanic at the time; it was fun.

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

My children and how successful they are. I have two boys and three girls. I am thankful for them.

**What kind of hobbies did you used to have?**

I raised tropical fish! One day I read about how to raise angel fish in a magazine, so I decided to try it. I raised tropical birds, too. They were native to Australia. I did it just for the curiosity of it.

I also did woodworking in a

shop that I had at my place. I used the shop to work on cars as well. I had a '56 Ford pickup. I learned how to do certain projects on cars by reading magazines.

**What kind of hobbies do you have now?**

I do artwork now. I tried watercolor painting in the recreation room here for the first time with some other ladies and guys, and now I have my own art station in my room. I do watercolor painting and colored pencil drawings quite often.

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

Find a good mate and stay with them. My parents were together for 70-some years. My wife Helen and I have been together since 1962.

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

Stay out of trouble. Get a good job and stick with it.

**What is a challenge you have overcome in your life?**

I would say being raised on a farm was a great challenge, because it was hard work.

**What is a favorite memory that you have?**

My parents drove from Montana to Lynden to start a farm when I was young. They moved because of the depression.

My dad drove a truck during that move, and there was a goat in the back of it. When my brother or I were hungry, he would pull over to the side of the road and my mom would milk it and give us the milk to drink.

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

I like the consistent care that we get here.