



# The PULSE

## CHCC TEAMWORK

### *Culture: Kindness is everywhere*

We hear often from those who receive care here at CHCC that staff members were kind and gentle with them throughout their care. In fact, thanks to you all and the wonderful care you provide, kindness toward residents and rehab patients is something we have become known for over the years.

During the pandemic, we've also heard from new staff and nursing assistant students who report that they were treated with kindness and grace, too.

We know that working in a long-term care setting throughout the COVID-19 pandemic has been stressful for all of us. When we have been burdened and under stress at work, it has helped to know that our work family is kind, gracious and has our back.

Who doesn't love coming to work amid friends who look out for them? Let's keep doing what it takes to help ensure that CHCC feels like a positive workplace environment that feels good for all.

## COVID-19

### **With caution and care, CHCC reopens indoor visitation**



As you know, we recently reopened our doors on a limited basis for indoor visitation. Outdoor visitation has been in place since August 2020, and now family and friends can schedule appointments in advance to see their loved ones in person.

The decision to cautiously allow visitors inside the building — made possible by the state's relaxing of restrictions on indoor visitation — has been one that CHCC leaders have not taken lightly.

On one hand, CHCC residents

have a deep need to interact more closely with their family and friends, and indoor visitation helps facilitate that. On the other hand, reopening CHCC's doors after you all have worked so diligently over the past year to protect residents — keeping COVID-19 from gaining a foothold in the facility during that time — understandably has been difficult.

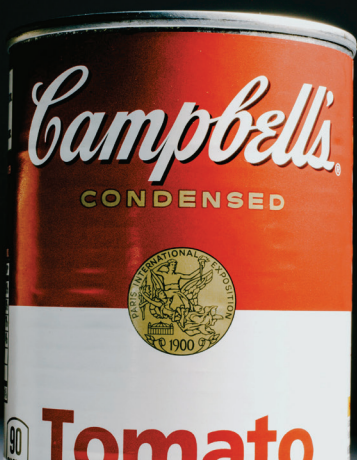
"The past year has been one of incredible sacrifice," said Heather

*Please see **Visitation** on Page 4*

**Scholarships help  
advance your career**

The Washington Foundation for Long Term Care is accepting scholarship applications for 2021. Scholarships are available to employees of WHCA member facilities (CHCC is a member of WHCA) seeking higher education through a degree program at a university, college, technical school or higher education institution. Several of our staff members have received scholarships through this program. Perhaps you can, too! Scholarship applications are due before Apr. 30, 2021, and must be completed online. The process includes filling out an application form and submitting two letters of recommendation. Link: <https://www.surveymonkey.com/r/ltscholarapp21>.

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



**KUDOS**

# Congratulations to Dianne & Olivia!

## *They were our March Shining Stars*

The month of March featured two Shining Stars.

Our nursing Shining Star is Dianne Anderson. Dianne has worked at CHCC for five years as our staff development coordinator. She has been recognized by the State of Washington as one of the best NAC instructors in the state. She does a terrific job teaching new nursing assistants, verifying competency for all NACs and nurses, conducting audits on nursing medication passes, and handling all staff infection control practices.



**Dianne Anderson**

Dianne also serves as our infection prevention and control professional.

Additionally, Dianne does many things “behind the scenes” to help others — not only folks who work here, but also others throughout the community. Wow! She is a very busy lady.

Our non-nursing Shining Star is Olivia Olson. Olivia has worked here for about a year and a half. Olivia is a certified therapeutic recreation specialist (CTRS) who serves as the assistant director of the t-rec department. She did a fantastic job of stepping into the director role when Kaitlin went on maternity leave.



**Olivia Olson**

Olivia is also the primary initiator and organizer behind the new Cycling Without Age program we are starting here at CHCC. She is consistently kind and positive, keeps our residents’ needs and desires at the forefront of her

actions, and has a “can-do” spirit that inspires all of us.

We are incredibly fortunate to have Dianne and Olivia as part of our CHCC team! Congratulations, and thank you both!

# Hooray for new hires!



Dena - LPN



Gaby - DRA



Rachel - RN

A hearty welcome to Dena, Gaby and Rachel, who recently joined our team. We are happy to have each and every one of you working here at Christian Health Care Center.

If you see these faces in the hall, please say hello and welcome them to CHCC.



**ON APRIL 29,  
WEAR GREEN  
FOR NATIONAL  
GREENERY DAY.  
ON APRIL 30,  
WEAR GREEN  
AND BROWN  
FOR ARBOR DAY.**

# Evaluate travel plans in light of COVID-19

As the summer vacation season nears, please keep in mind the CHCC travel policy for staff in light of COVID-19:

1. CHCC strongly encourages all staff to evaluate and reconsider both international and domestic travel.
2. Communication with your supervisors regarding personal travel is important.
3. For personal international travel, you will be required to self-quarantine for 14 days before returning to work. CHCC has the responsibility to maintain adequate staffing levels to provide service to our residents. In some circumstances, requests may be denied based upon staffing and business needs.
4. If you are unvaccinated and travel within the country, you may be required to self-quarantine for up to 14 days and complete an antigen test before returning to work. If the antigen test is positive for COVID-19, CHCC's policy and procedures will be followed.
5. If you are fully vaccinated, you will not have to quarantine prior to returning to work after travelling within the country. You still may be required to have an antigen test prior to returning to work.
6. You should include quarantine time when requesting time off for personal travel. Available sick hours may be used for quarantine time after travel.
7. If you have been exposed to or contracted COVID-19 as a result of travel, you should communicate the circumstance to the director of nursing.
8. If you reside in Canada, you are exempt from the self-quarantine mandate when commuting to CHCC for work.
9. Questions about this policy should be directed to the director of nursing or administrator.

CHCC will continue to evaluate and adjust this policy as needed and as recommended by state or federal guidelines.

## VISITATION

*Continued from Page 1*

Lewis, director of nursing services at CHCC. “Not only have residents and their loved ones had to sacrifice regular visits, but staff, too, have had to sacrifice their normal lives outside of work to help protect each other and those who live here. It has been extremely tough on us all. We are simultaneously happy for our residents who can have indoor visits with their loved ones and cautious about undoing the work we have all done since last March to protect each other. I am nervous, to be honest.”

As a local health care center with decades of service to Lynden and Whatcom County, CHCC is devoted to the overall well-being of the community it serves, said Tonja Myers, CHCC’s administrator. That has been a driving motivation since COVID-19 first landed in Whatcom County in March 2020.

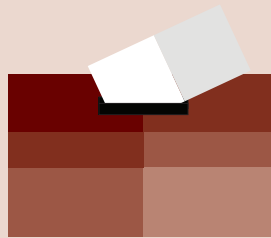
“The sacrifices made by all of us — residents, family members, community members and CHCC staff — have been for each other,” Myers said. “Our primary goal is to care for our residents, certainly, but we also want the entire community to be healthy and well.”

Throughout the pandemic, the health of the community has had a direct impact on whether CHCC could expand activities and re-establish visitation. Even now, COVID-19 rates are still too high; until cases are reduced in the community, CHCC will remain limited in what services are available for those who live here. The community’s health plays a major role in daily living and operations at CHCC.

Lynden and nearby communities have rallied to the support of CHCC and its staff and residents, Myers said. Many pledged to making lifestyle changes to help stave off COVID-19. Many more donated hundreds of items and services to support residents and staff.

“It has been heartwarming to experience the incredible support of the community, she said. “Practicing diligence in protecting those who live at CHCC has been one way to repay that support.”

Read the rest of this article on the CHCC website at <https://chccllynden.org/news/>.



## COMMENT BOX CORNER

**Q: When will we be able to stop wearing the goggles?**

A: All long-term care centers in our county must wait for the Whatcom County Health Department to determine that the rate of COVID-19 in our county has dropped below a certain level.

At that time, the county will consider changing the requirements for personal protective equipment, such as goggles.

**Q: Where can I get a copy of CHCC’s employee handbook?**

A: That document has recently been added to Paycom, so you can access it online. You can also stop by human resources and request a printed copy.

### **Do you know what a ‘Code 10’ is?**

A “Code 10” announcement is initiated by a licensed nurse when a CHCC resident is missing.

If you hear a Code 10 announcement, please stop what you are doing and begin searching for the resident in your immediate area.

Report to a nurses’ station after you have searched your area.

### **Do you know where the Safety Data Sheet (SDS) book is kept?**

The SDS book is stored by the bulletin board at the employee entrance that is near the kitchen.

### **Do you know where the emergency kits are stored?**

The emergency kits are stored in the med room at each nurses’ station. These emergency kits are available to be used during a power outage or utility emergency.