



# The PULSE

## LIFE AT CHCC



Nessa recently had a 1:1 session with Harper, CHCC's new therapeutic seal pup. They are now best friends! Learn more at [facebook.com/christianhealthcare](https://facebook.com/christianhealthcare).

## RESIDENT SPOTLIGHT

# Getting to know Jennie B.



Jennie B.

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

Well, I was born in Montana, but I grew up here in Lynden, and I've lived here ever since.

**What industry did you retire from?**

I worked at Whatcom Laundry as a presser. I was in charge

of ironing military uniforms from men and women in the Army and Navy. We would also iron nurses' uniforms, and we had to be careful to make sure all the creases were perfect. Then I moved on to work at the origi-

*Please see Jennie B. on Page 4*



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

# Care team bio: Eric C.

*“It’s a fun environment here. The people that I work with are great, and the job is relaxing for me.”*

Eric C., a cook who works both the morning and swing shifts in the dietary department at Christian Health Care Center, depending on the needs of the day, has worked in the kitchen here since 2005. He started as a dishwasher and dietary aide, helping make sure the kitchen was clean and that the people who live here had the nutritionally balanced food they need.

He still cares for those who live and receive care here, but in a different way: Today, Eric is a full-time cook, making delicious breakfasts, lunches, dinners and desserts. He takes pride in the food he makes.

“I really like cooking and working in the healthcare industry,” Eric says. “It’s a lot of fun. The food we cook tastes great. It looks good, too — part of a cook’s job is to make the food presentable, like a home-cooked meal, and I enjoy that.”

A typical day on the morning shift sees Eric arrive at around 3 a.m. to prepare the kitchen for the day. A morning cook’s job includes making breakfast and lunch, with the first meals being served at 7 a.m. The early morning is a peaceful time, Eric says. Every day before the sun rises, Eric glides around the kitchen and dining room to get everything ready.

“There’s a lot of peace and

quiet when I get in,” Eric says, “and that allows me to focus on the tasks I have.”

When breakfast is being served and lunch is being made, the kitchen is a busier place — but that’s a good change of pace from the morning solitude, Eric says.

Swing shift cooks arrive at 11 a.m. to make the next day’s desserts and start readying dinner for the 4 p.m. service before leaving at 6:30. Before they go, they check to ensure that the night



Eric C.

nurses have plenty of snacks, drinks and juices to provide any resident who might want a late-night treat.

It has been rewarding over the years to grow from an entry-level job to being a cook responsible for feeding people throughout the health care center, Eric says. He had a little cooking experience before he arrived, but most of what he knows he learned on the job.

“When I started here, they gave me a lot of training,” he says.

Department leaders — Carol, the dietary manager, and Dave, the head chef — provide great oversight for the department, Eric says.

*To read the rest of this article, visit the CHCC website at [chcclynden.org/news/](http://chcclynden.org/news/).*



*“Gratitude allows happiness to come into my life. I choose to show appreciation for what I have, whom I know, what I can learn, and whom I can help. I define and talk about the things I am grateful for on a daily basis. I know that the No. 1 way for me to be happy is to choose to be grateful. The more thanks I show, the more my confidence increases.”*

This smart tip comes from <https://www.inc.com/jeff-haden/9-affirmations-genuinely-successful-people-repeat-each-and-every-day.html>. Look for more in future issues!

## JUST FOR FUN



**September is cat month! In celebration, wear your best cat shirt on Friday, Sept. 17.**

## LIFE AT CHCC

### Reminder: How to solve technology issues

Computer and information support services are provided to CHCC staff by technology specialists who work on-site and via remote access.

The goal is to respond within one business day to tech requests that are not urgent. Urgent requests are responded to 24 hours per day, seven days per week.

### Non-urgent needs:

For answers to general questions about email, document storage, printers, computer hardware or software, logging in to non-urgent accounts, etc., email [support@chcclynden.org](mailto:support@chcclynden.org).

If it will be difficult to replicate the problem you are experiencing, or if you will be unavailable within the next 24 hours to discuss your needs, please treat the issue as urgent.

### Urgent needs:

Examples: PCC outage, internet outage, telephone system down, file server or email server down, inability to access or log in to critical accounts for charting or documentation, etc.

Please report issues in this category immediately to ensure the restoration of service as soon as possible by calling 360-441-9197 (direct to Doug Dodge) or 425-268-2693 (24/7 hotline for urgent needs).



What do you get when you mix snazzy music with balloons and styrofoam “noodles?” A whole lot of laughter and fun and some fitness, too! Our therapeutic recreation team is the best there is!

"I truly enjoyed the respect and encouragement staff provided.  
Nice people!"

Therapeutic rehabilitation patient



## REFRESH!



### Fire safety: Remember RACE and PASS

#### RACE

R = Rescue the residents in the location of the fire!

A = Alarm. Activate the nearest pull alarm and yell “Code Red!”

C = Confine the smoke and the fire by closing all doors. Clear hallways.

E = Evacuate the residents past fire doors. Extinguish the fire.

#### PASS

P = Pull the pin on the fire extinguisher.

A = Aim the fire extinguisher at the base of the fire.

S = Squeeze the handle of the fire extinguisher.

S = Sweep side to side to extinguish the fire.

## JUST FOR FUN



Fall is right around the corner! In fact, it'll be here this month. Bundle up in your favorite flannel Sept. 22.

## KUDOS

### Congrats to these LeadingAge Washington Silver Star Award winners (celebrating 25+ years of service)

**Kathy M., LPN (26 years at CHCC):** Kathy is a strong nurse and serves her residents with compassion and a great sense of humor. She is an excellent team player and maintains a positive relationship with families, residents and staff. We appreciate Kathy's dedication!

**Lisa O., LPN (26 years at CHCC):** Lisa has the wonderful ability to build strong relationships with the residents she cares for as well as their families. She is often mentioned by discharging residents on their appreciation of her care. We're glad Lisa is a part of our team!

**Deanna M., business office manager (30 years at CHCC):** Deanna is a very dedicated member of our team. She's great to work with! Meetings are never dull when Deanna is in attendance, and we appreciate that! Deanna, thank you for your 30 years of service!

**Mary W., training and development coordinator (30 years at CHCC):** Throughout the past 30 years, Mary has had many different roles at CHCC and is always willing to do whatever it takes to meet the needs of the facility. She's dependable, hardworking and good at what she does. We are thankful for her dedication to our facility and residents.

## JENNIE B.

### *Continued from Page 1*

nal Christian Health Care Center — in the kitchen, as a cook. After that, I left to work at a few restaurants.

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

The people I met. I met all different kinds of people and got to know them pretty well. It was also gratifying when I would cook a good meal and the residents would enjoy it.

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

My parents taught me to be honest, and they guided my life. Honesty goes far.

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

Do what makes you happy. Life is what you make of it; if you want a good life, you make the most of it. If you want a rowdy one, well, that's up to you!

*To read the rest of this interview, visit [chcclynden.org/news/](http://chcclynden.org/news/).*