



# The PULSE

## KUDOS

### *Administrator honored as BPOY finalist*

by Heather Lea  
*Business Pulse magazine*

Like many health care leaders, Christian Health Care Center’s Tonja Myers has had her hands full during the pandemic — not just with mandates and safety protocols, but also with ensuring the safety of the elderly individuals in her care. And CHCC’s administrator did all this while juggling budget cuts and industry-wide staffing shortages.

Though the long-term care center received some funding related to COVID-19, Myers and her team were still forced to carefully monitor budgets, adjust staff and make other changes to continue operations — all while revenue declined and the cost of doing business

*Please see Myers on Page 4*

## RESIDENT SPOTLIGHT

### *Getting to know Judy B.*

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

I was born in Seattle and moved to Michigan to go to a Christian college, but I got homesick after a couple years. So, I moved back to Bellingham and finished up my degree at Western. I was much happier here in Washington. We moved to Port Angeles, which was such a beautiful town with lots to do. Then, I ended up here in Lynden and have lived here ever since.

**What industry did you retire from?**

Believe it or not, I was a high school teacher! I taught just about every subject and really liked the kids. My dad was a teacher, and I loved being able to follow in his footsteps.

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

The kids. They were just wonderful and so good to me. Sometimes they could be just stinkers, but overall they were so nice. I can’t remember who started it,



but they would stick their tongue out at me, and I would do it right back (which surprised the kids) and we’d be laughing! Some of the teachers had real trouble teaching, but it just came naturally to me.

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

I don’t quite have the appetite I used to, but when I was growing up, I would eat anything — besides oatmeal! Don’t even bring it

*Please see Judy B. on Page 4*



Like or share CHCC’s Facebook posts with your friends and family to help others learn about job openings, volunteer opportunities, donation requests and more.

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

## KUDOS

# Sharon, Lucy are Shining Stars

CHCC's non-nursing Shining Star for February is Sharon W., who has worked as a DRA on day shift for many years. She is kind to everyone and really knows her job!

Some comments from fellow employees: "Sharon is exemplary. She is a true team leader. She has an incredible work ethic and keeps busy doing many tasks to assist our residents. Sharon demonstrates compassion, accountability, respect, service, leadership and ownership. She is absolutely amazing. She is very organized and does such a good job ensuring meal delivery goes like a well-oiled machine. She has excellent communication with all staff."

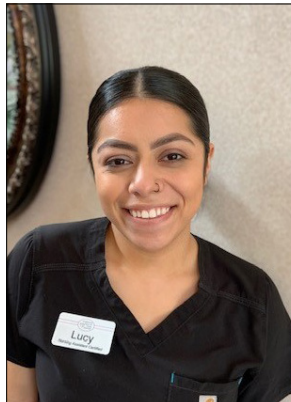
CHCC's nursing Shining Star for February is Lucy M-G., an NAC who has worked primarily in Cedar Cove during day shift.

Her co-workers say: "She is kind, caring and compassionate. She works very hard, and her residents love her! She is dependable and a great addition to our team."

We are truly blessed to have Lucy and Sharon as part of the CHCC team! Thank you to you both for all you do.



**Sharon W.**  
DRA



**Lucy M.-G.**  
NAC

## NEW HIRES

# Two more join CHCC



**Randy C.**  
RN



**Yezel E.**  
Dietary Aide

Randy and Yezel have stepped into important roles at Christian Health Care Center in the areas of nursing and dining. When you see them, please welcome them with a smile.

## TECH TIPS

### Reminder: How to get help with technology

Computer and information support services are provided to CHCC staff by technology specialists who work on-site and via remote access. Their goal is to respond within one business day to tech requests that are not urgent. Urgent requests are handled 24 hours per day, seven days per week.

For general questions about email, document storage, printers, computer hardware or software, email support@chcclynden.org. If it will be difficult to replicate the problem you are experiencing, or if you will not be available in the next 24 hours to talk with a tech support person, please treat the issue as urgent.

Urgent needs include PCC or internet outages, telephone system malfunctions, the file server or email server going down, inability to access or log in to critical accounts for charting or documentation, etc. Urgent issues must be reported immediately to ensure the restoration of service as soon as possible. Call 360-441-9197 (direct to Doug Dodge) or 425-268-2693 (24/7 hotline).

Read past issues of  
**THE PULSE**  
online.

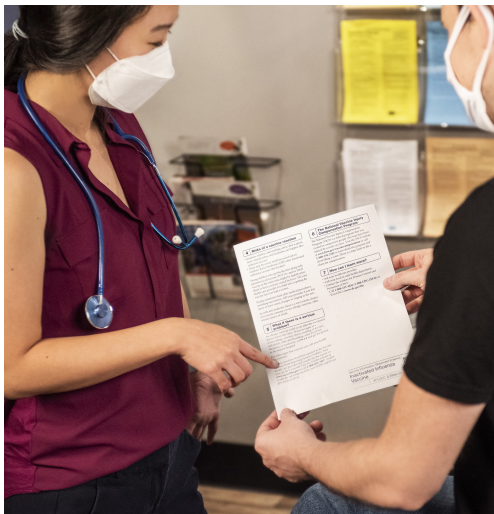
[chcclynden.org/about/the-pulse/](http://chcclynden.org/about/the-pulse/)

## SPECIAL DAYS



### March 23 is Potato Chip Day!

Because why not? Enjoy a handful of chips in the employee break room Wednesday.



### On March 26, wear purple to support those with epilepsy

Epilepsy is a neurological condition impacting the central nervous system. Seizures are a common symptom.

## EDUCATION

# NAC Education Corner: *Eating*

The following guidance and visuals were developed by Joy Kim, CHCC's MDS coordinator, and Kayla Craig, unit secretary. This information is intended to serve as a reminder for staff who chart resident and patient care. Accurate charting helps Joy and others here ensure that the services provided match the benefits that are available for each person we care for. Watch for additional guidance in future editions of The Pulse and contact Joy if you have questions about charting.

### Limited:

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Not weight bearing, just guiding — handing silverware, cups, guiding hand. NOT feeding at all! Example: Guiding an elbow/hand so the resident can move cup/utensil to their mouth.

### Extensive:

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Weight bearing, no matter how much or for how long.

- Have you HELD a cup for a moment to help a resident jump-start drinking?
- Have you SUPPORTED a resident's hand to bring food to mouth?
- Have you HELD a spoon or fork to help a resident jump-start or redirect?
- Have you HELD a cup with a straw for a resident to drink in bed at night?
- Have you HELPED a resident who starts on their own but who was unable to finish on their own?

If you have to hold or support ANY weight at all, that is weight bearing.

### Total:

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Complete dependence. Resident never holds a utensil or cup. This also includes tube feeding and IV fluids. Resident makes no effort in eating/drinking on their own.

# MYERS

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increased.

“I don’t sell anything anyone wants to buy,” she said, “but when our services are needed, I want to make sure people have the best possible experience.

“We consider it an honor to serve and to share life with the people entrusted to our care.”

Myers received a degree in therapeutic and outdoor recreation from Eastern Washington University in 1984. She became an administrator in training, then tested for her nursing home administrator license in 1988, serving eight years at her first facility in Aberdeen. She moved to Bellingham in 1996 to work in long-term care, eventually taking the administrator position at CHCC in 2015.

Her proudest career achievement has been keeping CHCC residents protected during the pandemic.

“I am a team builder and have a talent for surrounding myself with smart, capable and dedicated people,” Myers said. “I have been able to lead organizations in providing truly exceptional care, even during extreme challenges, and that success lies with my team.”

Myers is involved in many local organizations, including Aging Well Whatcom, Bellingham Bay Rotary, the Western Washington University Palliative Care Institute and Washington Health Care Association. She enjoys acting and has participated in shows at the Bellingham Theatre Guild. She personally supports Whatcom Hospice, Bellingham Arts Academy for Youth, Bellingham Music Club and Animals as Natural Therapy.

“I thoroughly enjoy this area,” Myers said. “Whatcom County locals are honest and gracious with their feedback, even during trying times. I look forward to more years of exploring how CHCC can better serve our community.”

To read the full article about Tonja Myers’ Business Person of the Year nomination, visit [chcclynden.org/news](http://chcclynden.org/news).

# JUDY B.

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near me! [said with a laugh]

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

Oh, I guess playing piano for my Christian churches. I played for many, including Bethel Christian Reformed Church and First and Second CRC. I just loved that. I also played for all my kids’ weddings, and I was very proud to do that. It was a very special moment.

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

Well, I’ve gotten into a car crash before; that was very scary.

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

I look at every day as my favorite. I don’t like to look back on life with regrets. I guess if I had to pick a favorite time of my life, I would pick my high school years. Life was so much easier back then.

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

My parents really taught me how to be independent and how to grow up.

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

Shut your mouth and open your ears! You can learn a whole lot more by listening. You’ll always be learning as you go through life. And it’s OK to make mistakes!

**What is one thing most people don’t know about you but you wish they did?**

Some people don’t know I played piano for the church for so many years.

**You’ve lived through other historical events — wars and recessions and such. What do you think of the pandemic that we’re living through now?**

We just have to handle it by following the rules and regulations. It’s how we’ll be able to get through it faster.

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

I love how it’s a Christian facility. The workers are so kind.