



## Your weekly news & updates

Thank you for being a part of this amazing team!

### Core Values

#### Competency:

How do you know if you are competent in something? Does someone tell you? Do you get praise, a raise or a medal? Do you assume that you are good at something, when others are thinking something very different about you? The role of an administrator or manager is to review your competency at work. That review may be completely positive, but often that review comes with some weaknesses in a performance. Without those reviews, we might just go on thinking "I am totally competent!" If we don't receive and actually listen to feedback or reviews on our performance, we will miss an opportunity to grow, learn and become more competent. Our role as administrators and managers is to help you, as caregivers, be the best you can. And it works both ways. If you question your performance, ask how you can improve, or seek more knowledge, the management team can support you. Personal growth is sign of growing competency.



### Our Fingerprints

1. Safety sweep at every change of shift
2. Stability check every morning
3. Settle uncertainty
4. Always address the client first
5. No smart phones at meals
6. Never argue with a client & when in doubt apologize
7. Appreciate the power of "Yes" & say "no" as little as possible

#### #8 Don't over-serve

The people that we serve are not children; they have often had long and productive lives. As much as it seems like a nice thing to do everything for them, you need to involve them in the daily household tasks. Cook together, clean together; they want to be involved and need to be helpful. Let them help at what ever level they are able to. Don't do everything for people.



### Meaningful Activities

The **Yakima Valley Museum** is great place to visit!!

With many permanent and special exhibits, you could spend lots of time roaming the museum.

2105 Tieton Dr. Yakima  
Tuesday through Saturday from 10am to 5pm.  
\$5 for adults, \$3 for seniors

Also at the Museum,

**Movies on the Big Screen**  
**SUNDAY, APRIL 15**  
**Snow White and the Seven Dwarfs**

Doors open at 2:30 PM. Film screens at 3:00 PM  
Tickets \$5 in advance, \$6 at the door.  
For information and tickets, call the museum at (509) 248-0747.



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## Upcoming Events

May 12, tbd

HopeBridge Birthday Party!!  
This will be a family event. More information to come!!

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### Team Update

We appreciate all of you!



### Kudos to You

Our house manager Sherri H. She is great!!!

Madi has come back so strong and willing to help wherever she can.

Huge thank you to Mandy and Tracy for their work keeping the schedule stable and flexing with the changes.

Hannah for taking a new client on SHORT notice.

### From the Marketing Dept.



If you are a Facebook user, you may know that they have changed their algorithm and often our followers will not see our posts unless there is interaction on a post. The more interactive the post is, the more people will see it in their feed. Please help us grow our business, find new staff and increase our brand awareness in the community by doing these three things:

1. If you haven't become "friends" with HopeBridge, please do that!
2. Mark HopeBridge as a page you would like SEE FIRST. Click on the "Following" tab and choose the See First option.
3. When you see a post from our page, please: comment or share! Liking the post is great but we need interaction. Post a hashtag, tag a friend who might like the post, share it to your page, or simply say something about the post.

### Handy Links & Important Numbers

You can request time off here: [Time Off Requests](#)

**Admin Message Line** (aka TSheet Correction Line): (630) 474-4383 (call or text)

**Office Hours Nursing** (aka Tracy): (509) 969-2673

**Office Hours Management** (aka Jonathan): (509) 901-6903

**After-Hours Nursing** (aka Emergency): (509) 730-5683

[HB Care Team](#)