



Your weekly news & updates

Thank you for being a part of this amazing team! We realize this is a long newsletter, but in this edition, we hope to clarify some confusion and strengthen our team. Have a wonderful Easter!



Important Company Information!

Who you gonna call? not Ghostbusters!

We are a 24/7 business and things happen after hours: who do you call for what?

Here is a short guide:

- First ask: can it wait? Office hours are: Monday-Friday 8:30 am-5:00 pm
 - Our office number is: (509) 452-0509
- Call the Admin Message Line:
 - Our office manager does not work on nights and weekends, but she will handle these things promptly on the next business day. Things like...
 - You were on-site but forgot to clock in or out.
 - You clocked in under the wrong client code.
 - You need supplies dropped off but it can wait.
 - Questions about the schedule that are not in effect until after the next business day.
 - The Admin Message Line is (630) 474-4383 (call or text)
- Call your House Manager (HM):
 - Call (not text) if you are not going to be able to make an upcoming shift.
 - Call/text your HM's if you are not sure about client's schedule or if you are needing guidance about handling behaviors, housekeeping issues or to report quality issues.
 - If you do not know who your house manager is, or that person's number, please let us know.
- Call Tracy, our Director of Skilled Services:
 - Call for medical problems, medication questions, falls or client injuries, changes in the client's condition or medication during office hours.
 - Tracy's number is: (509) 969-2673
 - If Tracy cannot be reached, call Jonathan: (509) 901-6903
- Call Jonathan, Owner and Administrator:
 - Call for administrative, management or policy questions or concerns during office hours.
 - Jonathan's number is: (509) 901-6903
- Call the After-Hours Nurse Line:
 - This is reserved for medical problems, medication questions, falls or client injuries, changes in the client's condition or medication after hours.
 - The after-hours nurse will rotate weekly to the on-call nurse.
 - If it can't wait until tomorrow (ie emergency) and has to do with patient health or safety, call **the After-Hours Nurse Line: (509) 730-5683**
- What number do you use for time-off requests? None of the above!
 - Please use the time off request form [HERE](#)

We will be providing a badge to keep with you to keep these numbers handy. Stay tuned!

Core Values

Adaptability:

If you feel like you have been asked to adapt to the point you feel like a pretzel, you're not alone!

This week we had great team member evaluations that has caused us to start re-writing our dress code. We have a new team member evaluation process that we are getting ready to launch. We had a round-the-clock case that came on for only one day that we were able to staff. I am in the middle of filming a coaching class for the house managers so that we can improve the quality of feedback that we give the team to make us better, faster. What a busy week!

We are all on the same team and we wouldn't be able to do what we do without the care and dedication of all the field staff and admin that just keep adapting so we can get better week after week!



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 and when in doubt apologize

This one is VERY important as we work with dementia often. When working with clients, we need to protect the relationship that we have with them; that is often the only way that we can help them. If your relationship is warm and supportive, they will take your suggestions and direction. Without that relationship, forget it!

"But they have dementia and they will forget" you may say. Trust me, they won't. They may not remember the specifics of the situation but they will carry an emotional memory of how you made them feel. So, even if they are wrong, keep them safe and redirect; never argue.



Meaningful Activities

Brown Bag Lunch Concert at The Seasons!

Pack in a lunch, enjoy the music. Coming up is a great opera duo!

April 6
noon-1:00
The Seasons
\$5



Upcoming Events

Thank you to those that filled out our **Team Building** survey for our monthly lunches. We have some great ideas. Please mark your calendars:

April 12, 12:00-1:00
Team Lunch
Abby's Pizza

May 12, tbd
HopeBridge Birthday Party!!
This will be a family event. More information to come!!



Thank you to the team members that are attending the dementia seminar on April 4! We are very excited to learn from the amazing **Teepa Snow**. If you let us know you were interested, you are registered and you should have received an email with details.

There were only 30 seats left at the event at last check. If you want to attend, let us know ASAP.



Team Update

A note from Jonathan:

Before I started the business I was talking with a friend. He told me that this was going to be hard until I found my people. I asked him: how would I know that I found "my people?" He said: you'll know when you have a group of people who are willing to walk through hell with you armed with nothing but a squirt gun and flame retardant underwear. Thanks for hanging in there, nice job with the squirt guns!



Kudos to You

Sherri has really stepped up to the plate and has set very high standards for what a model House Manager should be. I've gotten multiple compliments from our clients and staff about her as well!

Cody - Really stepping up to take the initiative ... and reports immediately to management if there are issues that need to be dealt with. So proud of him.

Thank you to Becky & Jenell for being so awesome and helpful...

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](#)