

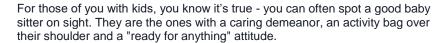
Your weekly news & updates

Important Company Information!

Past HB Newsletters are now posted on our HB Care Team website on the Important Information page!

Core Values

Adaptability: Are you too stiff to dance?



Most care staff can agree that compassion (heart) is the most important thing that you need to be able to take care of others. But close behind it is creativity and flexibility. Can you roll with it when the client is being angry or unreasonable, or just weird? Can you match the way that they talk and the words they use to make them like you? Can you come up with fun activities on the fly?

Understand, this is not a "you're born with it or you're not" ability. You may have to do some work out of your comfort zone to stretch but it will be so worth it!

Ideas for growing your adaptability ability:

- Take your client to a new place. You will never remember the best day that you watched TV all day. Visit your previous newsletters for some meaningful activity ideas! And if you have ideas to share, please let us know!
- Ask your clients about hobbies or interests and see if you can get them
 to teach you something about it! People LOVE to be the expert, and
 who knows, you may find something you love too. Caution, talking
 about it doesn't qualify; get out and do it! (unless it is bungee jumping or
 hang-gliding, then just talk about it)

To do something memorable or meaningful every day (see fingerprint #10 below) you will have to do something <u>different</u> every day. Some times the change will be small, sometimes it is more dramatic, but every day create a moment of joy for the person that you are with.



Our Fingerprints

- 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
- 9. Report off between shifts

#10 Schedule one meaningful activity a day.

Yep, we already covered this in the core values section. We want to be distinct in the way that we create moments of joy for people. We as a company are only better as we make the lives of our clients better, one day at a time.

Now that you have all of the Fingerprints, we are going to be creating accountability around them. Make these actions part of how you work; we are all in this together!

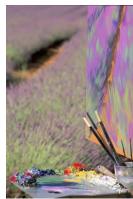


Student Art Exhibit

starting Saturday, April 28 thru May 20 Open on Fridays, Saturdays and Sundays from noon-3:00 Mighty Tieton Warehouse 608 Wisconsin Ave, Tieton Free!! Come see the artwork from local, talented students

Larson Gallery YVC Art Dept Exhibit from May 2 - May 26

1015 S 16th Ave, Yakima open Tues-Friday, 10 am - 5 pm



Upcoming Events

HopeBridge Birthday Party!!

Saturday, May 12, 11:30-1:30 Chesterly Park Picnic Shelter 40th Ave and River Rd, Yakima

Family, prizes, food, fun!

PLEASE RSVP







Team Update

Welcome to the team:

Ashlee Kezele Cynthia Beltran Norma Cabanas Melissa Bush Dottie Reynolds

Happy to have you on the team!

PLEASE, fill out our team member bio. Our professional presence on our web page is important to families looking for care:

Team Member Bio



Kudos to You

Jonathan, Tracy and Mandy are exceptional at juggling all they have to do!!

I want to thank Hunter for making a difference in our clients life....

Lori's genuine concern for our clients is heart-warming.



From the Marketing Dept.

To help HopeBridge survive, thrive and grow, we are all part of the team to make that possible.

Wear your name badges proudly, stop by the office to pick up business cards to give out to people you meet, be active on social media with HopeBridge, and always let us know if you have referrals, ideas or leads.

Thank you!

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

Bridging the Gaps in Care