



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?

For those of you with kids, you know it's true - you can often spot a good baby sitter on sight. They are the ones with a caring demeanor, an activity bag over their shoulder and a "ready for anything" attitude.

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 different 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

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
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!

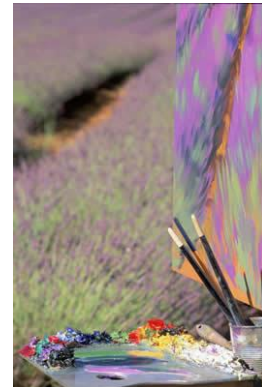
Meaningful Activities

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](#)
