



## Your weekly news & updates

But before we begin, a special shout out to all of our moms on staff... Happy Mother's Day to you!

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### Important Company Information!

- On May 12, HopeBridge is officially turning 2! We are so proud of this company and the team that has allowed us to learn and grow. HopeBridge began with a couple of nurses, a handful of caregivers, a few clients and a dream to provide the valley with exceptional care for our elders. We are now up to 30+ staff members, 15+ clients, and that dream has blossomed into a strong mission.
  - Holiday Pay (1.5x pay) is being offered on Memorial Day (7am-midnight.) Please let your house manager know if you are willing to work that day so schedules can be created. Thank you!
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### Core Values

#### Competency:

Vince Lombardi is quoted saying:  
"Perfection is not attainable; but if we chase perfection, we can catch excellence."

What does this have to do with competency? If we aim to be our perfect selves, specifically in our work, we will do what is necessary to grow and learn, to be more competent in our work. We will take the time to increase our knowledge, we will take the time to be a part of a team, we will chase perfection in our care and understanding of the people around us. The end result should be excellence.

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### Our Fingerprints

#### 1 - Safety sweep at every change of shift

When we first mentioned safety sweep, we asked that be aware of anything that might put a client at risk such as tripping hazards. Further, we ask that you make the incoming staff aware of anything and immediate fix any problems. But safety is more than just physical. Mental and emotional safety is also extremely important. If you notice behavior, emotional or mental changes, we ask that you include that in your safety sweeps. We aim to care for the person as a whole.

- 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
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### Meaningful Activities

## Spring Plant Sale

Yakima Arboretum  
Friday, May 11 3:00-7:00  
Saturday, May 12 9:00-1:00

## Mother's Day Spring Faire

Cascade Gardens, 5704 W Washington Ave  
Sunday, May 13 10:00-4:00  
Live entertainment, gifts, food and wine  
\$5 donation benefiting Yakima foster children



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## Upcoming Events

### HopeBridge Birthday Party!!

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



### Monthly Team Member Lunch

Thursday, June 14, 12:00  
more information to come



## Team Update

We are very sad to announce that our office manager, Mandy, is stepping back from HopeBridge for a personal leave after next week. We all will miss her VERY much.

If you would like to send Mandy a good bye, you can do that [HERE](#).

Best wishes, Mandy!

As a new office manager/scheduler is trained, please continue to use the Admin Message Line: (630) 474-4383.

And please contact your house manager for shift changes/problems/schedules!

## Kudos to You

I would like to congratulate Dottie, Adriana I, and Adriana T on being an exemplary team members and making a difference in our clients' lives...

Courtney - She goes above and beyond what is expected.

I think we all do a great job with our clients; we put in our little grain of sand to make them feel special and loved. Shout out to every one at HopeBridge.

## From the Marketing Dept.

Please take the time to like, comment and share our posts on social media! It is just one way that we can reach people in our community to help us grow our business!

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## 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](#)