

May 18, 2018



Company News



We truly appreciate those that attended our birthday celebration!!
Thank you for your dedication to the growth and wellness of
HopeBridge!

Your **REQUIRED** two-week check in:

Pay Day Check-in!

New Administrative Staff update:

New office staff has been hired to support our team, welcome to Shanna and Erin.

Shanna is the new Director of Human Resources and Quality Assurance. Erin will be our new Office Manager beginning in June. Please be patient as we transition roles.

Please remember that our office is open Monday-Friday from 8:30-5:00. The office administrators should only be contacted during those times. Emergency schedule changes must go to your House Manager. Any question or time sheet change needs to be taken care of through the Admin Message Line or calling the office during office hours! Important numbers are located at the bottom of this email!!



Core Values



Integrity

Integrity is more than just honesty, its about following through with what you say you are going to do; following through with the tasks that are required of you. It is a matter of showing up! Showing up to work (on time and with a good attitude), reading emails, responding to questions, requests and advice, being an active participant. If you aren't working with integrity, others will notice. And when you do work with integrity, others will want to follow. Lead by example and live a life full of integrity.



Our Fingerprints

- 1 - Safety sweep at every change of shift
- 2 - Stability check every morning
- 3 - Settle Uncertainty - - -

None of us like to be unsure. Often it is true that people would rather have bad news rather than be left in doubt about the outcome. That is why we ask you to help find the answers people need to move on. Who is working the next shift, when there doctors appointment is, whatever it is. Find the solution for them, let them settle. It may be minor or major and if you are not sure if you should pass along information ask your house manager, but don't ignore the question.

- 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 every day



Meaningful Activities

Saturday, May 19, 10am
Selah Community Days Parade
selahdays.com
free

Thursday, May 24, 6pm
Classic Movie Night, Harman Center
Breakfast at Tiffany's
free





Upcoming Events

Thursday, June 14
Team Member Luncheon
information coming



Team Updates

Welcome to the team:

Maricela Bess-Madriral, NAC

Shanna Ockert,
HR and QA Director

Erin Cone,
Office Manager
(starting in June)

Kudos to You

Sherry continues to be a rock star!!! I wish everyone had her heart.

Missy is doing a great job and has filled in when needed. I think she is going to be a great addition to our Team.

Madi has shown true passion and care for her clients.

from the Marketing Dept

How can we improve internal communication?
Are the weekly newsletters helpful?

HopeBridge wants to inspire, help and encourage everyone on staff!

Please let us know how we can better serve you on your check-in forms. The information you provide is carefully taken into consideration!

Handy Links & Important Numbers

Request Time Off: [HERE](#)

Admin Message Line (call or text): 630-474-4383

HopeBridge Office (8:30-5:00 M-F): 509-452-0509

Office Hours Nursing (Tracy) (8:30-5:00 M-F): 509-969-2673

Office Hours Management (Jonathan) (8:00-5:00 M-F): 509-901-6903

After-Hours Nursing (emergency): 509-730-5683
