



LIFETIME PARTNERSHIP AWARD!

Cascade Connections honors Northwest Health Care Linen as our first lifetime partnership award recipient! Each quarter Cascade Connections selects a local employer who supports our mission to “Empower individuals with disabilities to enhance their quality of life.” Northwest Health Care Linen is in a league of its own and has gone above and beyond in their partnership with Cascade Connections by embracing our mission as if it is their own.

Northwest Health Care Linen was founded in 1992. President and CEO, Jim Hall had previ-



ously owned an extended-care center equipped with its own on-site laundry. Through gaining a reputation for providing unsurpassed linen service, Jim uncovered the regional need for a medical-only laundry service and established Northwest Health Care Linen.

As a leader in the industry, they’re focused on providing the best in customer satisfaction and the best in company and environmental performance. With careful attention to detail, quality and service, they continue to grow significantly as a business and with the services we offer.

Cascade Connections began working with Northwest Health Care Linen twenty years ago. The partnership began with one applicant and one job. The vocational department of Cascade Connections and supported employment in general was relatively a new concept to Whatcom County in 1996. This did not stop the leadership from moving forward in creating a customized position for one young lady with a visual impairment. This included providing a small inexpensive reasonable accommodation of taping white lines along the floor for our applicant to use in navigating her way to the work station. Her job description included stacking washcloths and other linen, a job that



Evelyn loves her job!

typically had high turnover. Cascade Connections was able to support this hiring process and reduced the turnover costs for this position considerably. Since that time this partnership has resulted in employment for dozens of people with disabilities over the past two decades.

The leadership at Northwest Health Care Linen has remained dedicated to providing a quality work environment for all of their employees, including those people with disabilities. It has been a pleasure to grow with a small local business. This growth was never more evident than in 2002 when the Bellingham facility underwent a significant remodel, tripled in size, and gained the ability to process laundry with greater efficiency and resource conservation. Equipment and technology began to change some of the processes within their facility. This did not change the dedication to their partnership with Cascade Connections.

Jim Hall states, “we have had some great job coaches. We have been very fortunate to have very responsible and receptive coaches. They



Sharon and Ron working at Northwest Health Care Linen

listen to our management and really work with us in accomplishing our goals.” One of those dedicated Cascade Connections job coaches is Drew Jamison. Drew has supported Cascade Connections partnership for many years. He says, “I am grateful to Jim Hall, Rob Burton (plant manager) and all of the employees at Northwest Health Care Linen for the consideration and care. There is a genuine partnership where we seek to meet their business needs with our applicants. They have truly provided opportunities for everyone.”

“You will find no more enthusiastic employees than people with disabilities. They are so happy to have jobs, to have a paycheck. When they come in in the morning they are happy to be at work,” Jim said. When asked what is the best part about working with Cascade Connections Jim had this to day. “The benefit of feeling like you’re helping out your community. I didn’t realize it would feel as good as it feels. It’s a very, very big plus.”

Thank you Northwest Health Care Linen for your lifetime partnership with Cascade Connections!



“For eleven years Courtney has been a dedicated and positive crew member at NW Health Care Linen