



A Weekly Update  
For The Employees of  
North Central Health Care

North Central Health Care  
EMPLOYEE

**APPRECIATION** Day  
March 4, 2022

**NEWS YOU CAN USE**

**WEEKLY CONNECTION WITH OUR TEAM**



**Dr. Robert Gouthro**  
Chief Medical  
Officer

**National Employee Appreciation Day**

There is a quote I often think about.... "Go where you are appreciated, not where you are tolerated." To be honest, I do not know to whom to give credit, but I know most everyone at sometime in their life has understood why it was said.

As an organization, and as individuals, we have tolerated the pandemic; tolerated masks; and tolerated uncomfortable, difficult PHE restrictions. We have tolerated long hours, isolated lunches, uncertainties, illness, and the passing of those we care for. This list should obviously be much longer as there is a great deal we have had to tolerate over the last

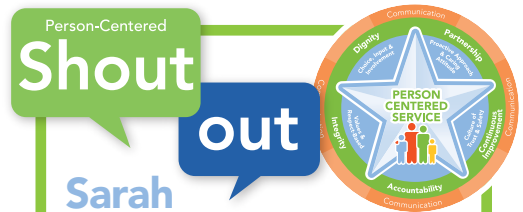
two years, but NCHC employees are not among its ranks.

NCHC and the community appreciate you. It may not be said as frequently as it should, but know you give this organization value. You do the work other organizations avoid. You keep us moving forward – and we have moved forward during this pandemic. Your empathy and care is felt by those we serve and directly improves their being. Our core values of Dignity, Integrity, Accountability, Partnership, and Continuous Improvement are given life through your actions and hard work.

Thank you for your tireless efforts, your commitment, and for sharing your talent with our community. You are valued, appreciated, and recognized as the most important part of what makes NCHC special.

Please use today as an opportunity to share a word of gratitude with those around you. Let those you work with know the value they provide to you, our clients, and our community. Let them know they are appreciated. Thank you!

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**Sarah Mesenberg, MVCC**

**Why:** "This morning when a resident was in my office and Sarah walked by she said: "That one, she is, -All business -All enthusiasm She looks ahead and foresees what needs to happen. We need to keep her around."

**Submitted By:**  
**Connie Gliniecki**



**ADMINISTRATOR ON-CALL**  
x4488 or 715.848.4488

In the event of Phone System Outage, reference the O:drive "On-Call Information Folder" for Schedule and Cell Phone #'s.

**Monday, March 7 –  
Sunday, March 13**

**Jennifer Peaslee**





# North Central Health Care EMPLOYEE

# APPRECIATION Day



## THE FIRST FRIDAY OF MARCH IS NATIONAL EMPLOYEE APPRECIATION DAY!

Let us be thankful for the people who make us smile, the people who make work fun, and the people we can count on to get the job done! We're taking this opportunity to extend our sincerest gratitude to all the hardworking employees at North Central Health Care. Without our staff of exceptional people, NCHC would not be where it is today.

The hours that each of you work are only a fraction of what our employees pour into this job. Our staff goes above and beyond for every person that walks through our doors. From comforting family to helping a stranger find the help they need, the NCHC family always goes the extra mile to ensure our patients are comfortable and satisfied with their experience.

NCHC is successful because of our employees' collective efforts to offer our communities the highest level of care, all while providing the best in Person-Centered Service to everyone. And for that, among so many things, we thank you!

But we aren't the only one who thinks we have the best employees; our community thinks so too! Check out all the great comments from around the communities we serve!

**Thank you for all you do for  
North Central Health Care  
and Our Communities!**

**You are greatly appreciated!**



"To the Wonderful Staff that provided my care, I would like to for sure THANK YOU for the utmost service that I needed for my way back to feeling like a human being. My family thanks you. YOU ARE THE BEST!"



"I am happy that Merrill has such a nice place for Rehab and Recovery."



"Five stars for the the select staff who do really care and go above and beyond to help."



"I would like to say that NCHC is a clean friendly place to live. The staff has a personal connection with every patient. Here you have a deep well of experience to trust. Everyone can find something to complain about no matter where they are. But if they look around and talk to other patients they will find they are very blessed to be here. I know I am."



"I was at the youth behavioral health hospital twice and all of the staff were very welcoming and caring!! They all truly cared and had every patients best interest at heart! They got me everything I needed with no hesitation. They truly care here and I got really close to most of the staff!!! highly recommend."



"I've used NCHC for a variety of issues I've been struggling with. They are THE CREAM. THEY RISE TO THE TOP. I have only become smarter and better EVERY time I've been released from there. I Love NCHC. They are Angels."



"The staff are nice and very helpful and caring."

## Enter to Win Something Special HERE!

Scan QR Code  
Above with your  
Camera App.  
Or Visit

<https://forms.gle/onojypB4qfgLzyb19>

Be sure to enter  
by Sunday, March 6  
at 11:55 pm.

Winners announced  
Monday, March 7!



Brian Bemis our Speech Therapist at Mount View Care Center has been asking all the staff and residents a **Poll of the Week Question**.

Brian started this in February 2022, and has been sharing the results in the cafeteria and on the nursing units at Mount View. It has become so popular that people look for the results at the end of the week!

Here are a few of the questions Brian's been asking:



**Do You Fold Your Underwear When Doing Laundry?**  
FOLD - 41 NOT FOLD - 41



FUN AT WORK



**Peanut Butter?**  
CREAMY - 59  
CRUNCH - 27



**Pineapple on Pizza?**  
YES - 47 NO - 35

### COMMUNITY TREATMENT AND OUTPATIENT Spotlight Award: Bobbi Hansen

Community Treatment and Outpatient are very pleased to announce Bobbi Hansen, Service Facilitator on the Marathon Youth Team, was nominated and selected for the February 2022 Spotlight Award. Congratulations Bobbi!

*"Bobbi is a very hard-working individual and consistently goes above and beyond to meet her client's needs. She has excellent rapport building skills and has been able to build relationships with some parents and children who have not had successful relationships with providers in the past. I have attended various team meetings with her and she has shown excellent meeting facilitation skills, as well as creative thinking and problem-solving skills. She has such empathy for those that she works with and she makes it a point to show the families she works with that she truly cares about them as individuals. She has recently opened a couple of new clients who are very high risk for self-harm, and she has been diligently working to come up with new strategies to help them be more successful and safe in all environments. She puts a lot of time and effort into building trust and getting to know each of her clients individually. Providers have reached out to let me know how helpful Bobbi is, and how appreciative they are for her support. Bobbi has passion for this work and she lets it show everyday with her dedication and determination to make a positive difference in the lives of others. We are lucky to have her on the youth team, as she is an excellent employee with outstanding clinical skills."*





PHOTOS OF THE WEEK



Share Your Photo of the Week Email: [Communications@norcen.org](mailto:Communications@norcen.org) or Text: 715.370.1547

### CONTINUOUS IMPROVEMENT AND PARTNERSHIP IN ACTION

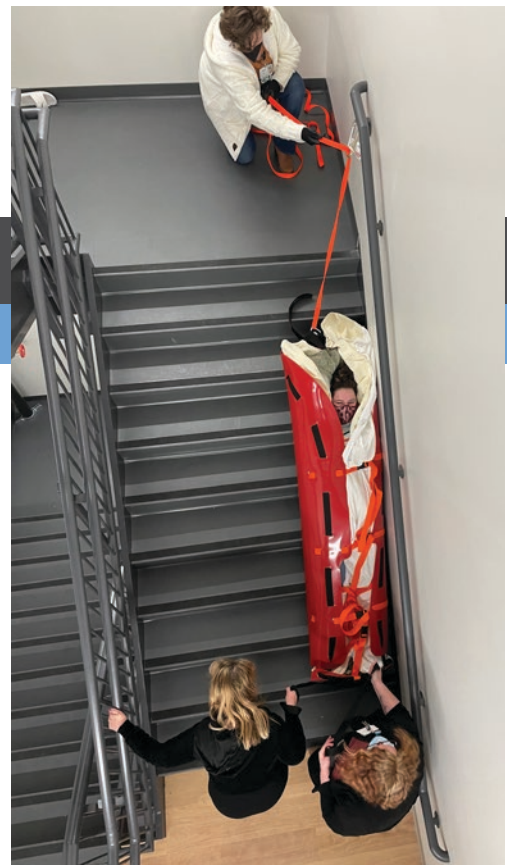
#### Med Sled Evacuation

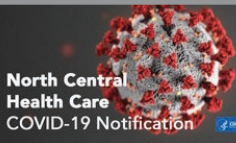
Preparing for all emergencies is crucial to CMS Emergency Preparedness Rule and Joint Commission compliance. A poorly prepared evacuation plan may result in a disorganized response, which could be catastrophic. Strategic evacuation plans and the right mix of equipment prepare staff, residents, and patients for the worst to ensure no one is left behind. The staff at Mount View Care center are taking the next steps for emergency response.

This week and next, staff will demonstrate a vertical evacuation down the Tower stairs using the Med Sled equipment. This equipment makes it possible to evacuate a non-ambulatory resident out of a multi story building.

Thank you to Sarah Rothmeyer and her team for getting Mount View prepared in the case of an emergency. Look for new EXCITING Emergency Preparedness education coming in April. \*Hint hint it's not just another module...

– Cagney Martin, Staff Development Mount View Care Center





**Wear a Mask – Maintain Social Distance – Wash Your Hands – Stay Home If You Are Sick. Report Symptoms and Covid-19 Exposures to Your Manager Immediately.**

Staff will continue to screen appropriately, report symptoms and not report to work if experiencing any signs of illness. Staff are required to use PLT or take unpaid leave due to symptoms or exposure. **Questions: Employee Health 715.848.4396**

Managers report in SafetyZone ASAP.

**COUNTY POSITIVITY RATE**

**MARATHON: 5.0%**

**LINCOLN: 5.75%**

**LANGLADE: 3.83%**

Please follow **Alert Level Response** based on the County Positivity Rate of your location.

**PPE GUIDELINES**

**Visitors:** Cloth face covering or surgical masks required by all. Visitors to Nursing Homes & Adult/Youth Inpatient Hospitals will be screened using the COVID Screener. All other visitors will only require temperature check.

**Employees:** Face coverings required while entering the building. Self-screening required using temperature kiosks procedures. Surgical masks at a minimum required while within all NCHC buildings. Staff may remove masks while working alone in private offices.

**Employees Working in Direct Patient/Resident Care:** Each patient/resident care area will be designated as being in Standard or Covid-19 Confirmed/Suspected Precautions. Units/Patients on Covid-19 Confirmed/Suspected Precautions must have it clearly posted on the entrance to the unit or patient room.

o **Standard Precautions** – Surgical Mask and Gloves required. Eye Protection (face shield, goggles or safety glasses) required during applicable isolation precautions.

o **Covid-19 Confirmed/Suspected Precautions** – N95 Mask, Eye Protection (Face shield, goggles or safety glasses), Gloves and Gown during patient encounters required.

**NCHC COVID-19 WEEKLY CASE REPORT**

**Confidential Employee Report**

Program	Current Active Employee Cases	Date Reported
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**New Cases**  
Pine Crest – Long Term Care 1 3/3

**Previously Reported** All Cases no longer included below have returned to work.  
Pharmacy 1 2/28

**Total Active Employee Cases 2**

**Active Resident/Inpatient Cases – Use Covid-Positive Precautions**  
NONE

**Total Active Residents/Patients 0**

**Employee Cases Reported through March 3, 2022.**

Cases reported to right are current active employee cases. All employee cases previously reported that are no longer shown here have been cleared to return to work from NCHC Employee Health and local health officials based on a review of the individual case details.

**GENERAL OPERATIONAL GUIDELINES**

Program admissions, closures, and operations will be determined by Incident Command daily. Updates provided to staff at least weekly.

**Direct Care/Visitors**

- Essential visitors and contractors only.
- In-person treatment allowed in all programs. Masks and social distancing required. All areas require departmental cleaning procedures for pre/post in-person visits. Virtual treatment optional.
- In-Person Visitation allowed at Nursing Homes, Inpatient Hospitals, CBRF and Residential Homes.
  - Program-established visiting hours.
  - Visitation limited to designated visiting areas or resident rooms only. No other travel throughout facilities. 2 visitors maximum per resident/patient at any time. Length of visit is determined by program.
  - Indoor, compassionate care and outdoor visits allowed. Outdoor visits are weather-permitting and determined by program.
  - Screening, masks and social distancing required.
  - Nursing Homes must allow in-person visitation on units. All visitors will be required to follow the PPE guidance in place for precautions.
- Volunteer programming allowed. Limited to 5 max at a time in building. Covid-19 vaccination required.

**Meetings or Groups - Please refer to Alert Level Response**

- NCHC in-person meetings allowed. Masks, 6-foot social distancing or physical barriers between individuals required.
- Treatment groups suspended at this time due to current community positivity rates. Only DBT & AODA Groups allowed.
- Non-NCHC groups or meetings are not permitted (i.e., AA, NA) in care areas (nursing homes, outpatient clinics). Wausau Campus Theater is allowed to be scheduled for outside group use. Contact Administration Office 715.848.4405.
- Group sizes for meetings limited based on each County's Positivity Rate. Masks & social distancing required. Meetings require Incident Command approval if in RED or higher # of people than designated limit.

**HR / Remote Work**

- On-site interviews and Orientation are allowed with an option for virtual participation provided.
- Remote Work limited to those requiring exceptions. Please work with Manager and Human Resources if exceptions are required.

**PROGRAM-SPECIFIC OPERATIONAL UPDATES**

**Programs with Operational Changes**

Follow General Operational Guidelines (above) in addition to changes below.

**Note:** Information below denotes only Covid-19 Confirmed cases.

Some units/patient rooms may be on Covid-19 Suspected and use same precautions until negative test results are returned.

- **Mount View:** Visiting Hours M-F: 7am – 7pm, Weekends: 10 am – 6pm.
- **Pine Crest:** In-Person Visiting Hours: M-F: 9am – 6 pm, Weekends: 9am – 3pm.
- **Residential Services:** Open and operational.
  - o **Riverview Towers and Riverview Terrace:** Visitation allowed. Visitors and residents must wear a mask when outside of their apartment, in any indoor shared space.
- **Lakeside Recovery/MMT:** Closed. No Admissions.

**Open & Operational**

Follow General Operational Guidelines (left).

- Adult Behavioral Health Hospital
- Adult Day Services – Wausau
- Adult Day Services – Antigo
- Adult Day/Prevocational Services – Merrill
- Adult Protective Services
- Aquatic Therapy Center
- Community Treatment
- Clubhouse
- Crisis Center
- Crisis Stabilization Facility (Adult & Youth)
- Hope House - Wausau / Antigo
- McClellan House
- Outpatient Clinics
- Pharmacy
- Prevocational Services – Wausau
- Transportation
- Youth Behavioral Health Hospital

Program Hours and Operations Online: [www.norcen.org/Covid-19](http://www.norcen.org/Covid-19)



### NEED ENVELOPES? Purchasing Has Extras

Purchasing has five cases of #10 envelopes that are no longer being used. If anyone is sending anything interoffice for internal purposes, Purchasing would be happy to send you some of these envelopes to use instead of the "good" ones, that are expensive. We also have some plain white address labels if you would want to hide the PO Box Address on them.

#### When could you use these?

- Sending shout out slips
- Sending volunteer jean day slips receipts
- Anything that would be for internal use only

### OnShift NOTICE Verification Process Begins

Beginning the Week of March 6, OnShift will be asking users to complete a one-time email verification process.

#### How do I submit and verify my email address?

- Verifying your email address is simple and easy.
  - Log in to OnShift as you normally would.
  - When prompted, enter your email address and click "Verify."
  - Check your inbox—an email will be sent from no-reply@onshift.com to the address provided.
  - Click "Verify My Account" to complete the verification process.
- Note: This link will only be valid for 24 hours.  
You're all set! You will see a message that your email address has been verified.

**Marathon County Employees Credit Union**

**See MCECU For All Your Home Loan Needs!**

**TIRED OF PAYING RENT?**  
Our low-interest home loans could make owning cheaper than renting. See us today!

**We are Here to Help You Through the Process.  
Contact Pete Today!  
715 261-7685  
Peter.Wolf@co.marathon.wi.us**

**Proudly serving Health Care Center Employees & their Families since 1965.**

400 East Thomas Street • Wausau, WI 54403

## Did you complete your February Learning Modules?

# February 2022 Organizational Learning Modules



Each month staff are assigned 30-60 minutes of organizational training that needs to be completed by the due date.

Log into the learning management system (LMS), *UKG Pro Learning*, to complete the following training modules:

- **NCHC Policies, Procedures, and Related Forms** (10 minutes)
- **Code of Conduct 2022** (20 minutes)
- **Patient Rights 2022** (20 minutes)





# Random Act of KINDNESS



Random Acts of Kindness have been reported around NCHC! Just this morning, an employee found what appeared to be a balloon with a note written on it. They were to pop the balloon for a surprise inside. Cash! Other random acts have also been reported...

Will you be a recipient? Will you pass it on? Report your Random Acts of Kindness on our NCHC Employee Communications Facebook Page. And thank you to the secret KIND person who left this balloon in the hallway...it has been reported the random act was passed on to others. Look for more Random Acts of Kindness!

# HAPPY ANNIVERSARY

## MARCH EMPLOYEE ANNIVERSARIES

Thank you for your service!

- |                                     |                                |                                |
|-------------------------------------|--------------------------------|--------------------------------|
| Debora Osowski.....03/12/2012       | Judy Fumuso.....03/16/2015     | Angela Lepak .....03/07/1989   |
| Lisa Murkowski .....03/03/1986      | Mariah Raymond...03/22/2019    | Emma Jaeger .....03/02/2020    |
| Brian Grosskreutz..03/23/2009       | Jordan Imoehl.....03/20/2017   | Terri Bornheimer ...03/02/2020 |
| Carl Peterson.....03/31/1997        | Jonathan Phelps....03/20/2017  | Cindy Vachavake ...03/02/2020  |
| Cindy Franklin .....03/24/2003      | Pamela Harper .....03/06/2017  | Jill Meschke.....03/02/2020    |
| Chad Adams .....03/08/2004          | Kayla Erdman .....03/05/2018   | Stephanie Hilgart..03/02/2020  |
| Cheryl Zeinert.....02/10/1986       | Gladys Lim.....03/26/2018      | Malachi Kelly .....03/03/2020  |
| Lindsey King.....03/12/2007         | Breanna Pagel.....03/05/2018   | Mikayla Schade ....03/02/2020  |
| Katie Kretschmer...03/09/2009       | Alexandra Schires..03/05/2018  | Lorie Brunner.....03/02/2020   |
| Coralie Benson.....08/23/2010       | Jennifer Staeven....03/26/2018 | Emily Kassien.....03/02/2020   |
| Blanca Medina-Morales....03/07/2011 | Julie Rasmussen ....03/05/2018 | Erica Huffman.....06/24/2012   |
| Dawn Rustick.....03/07/2011         | Laura Lor .....03/26/2018      | Kay Schenzel .....03/23/2020   |
| Jamie Clark.....03/07/2011          | Mandy Sikorski .....03/26/2018 | Jake Prichard.....03/30/2020   |
| Jill Schulz.....03/26/2012          | Timothy Holzem....03/04/2019   | Tamara Williams ....03/30/2020 |
| Jamie Heil .....03/12/2012          | Carolyn Kedzierski.03/04/2019  | Jeanette King.....03/30/2020   |
| Patricia Ziegel.....03/26/2012      | Hannah Robenhorst03/21/2019    | Kay Buchkowski....03/30/2020   |
| Bruce Callahan .....03/18/2013      | Audra Bohman .....03/12/2013   | Silvia Tzinoglou....06/24/2012 |
| Joni Eberhardy.....03/18/2013       | Rachel Grefe.....03/20/2017    | Cindy Schilling.....03/15/2021 |
| Victor Ijomah.....03/10/2014        | Heidi Winter .....03/10/2014   | Melissa Leininger ..03/08/2021 |
| Madeline Grueneberg.....03/31/2014  | Lynette Burby .....03/20/2014  | Linnea Baraboo.....03/15/2021  |
| Kevin Cooper .....03/16/2015        | DeeDe Grund.....03/20/1989     |                                |
| Jessica Schreiber...03/16/2015      | Nicole Robl.....03/15/2007     |                                |
|                                     | Jeananne Takala....03/15/2021  |                                |



# Pine Crest

Person centered. Outcome focused.

## Star of the Month

### CONGRATULATIONS TARA LEIBERS!



Tara Liebers was chosen to be the Pine Crest Star of the Month for March 2022. Tara is always in harmony with the residents needs and always puts their best interest first. She is always here for her scheduled shifts and is willing to go above and beyond. When an issue arises she is one that will conquer that issue and find a solution. Tara is a big team player, she will jump in and help with laundry and move throughout the building to help where needed. She is always thinking of her coworkers when special events come up whether it is having a baby, an anniversary or a birthday! Working on NOC shift a lot of these things get missed by other staff but with Tara they seem to shine onto all the shifts and it is noticed. Way to be a STAR, Tara!!







# In the NEW Mount View Building WAUSAU CAMPUS CAFÉ Grab-N-Go



**Monday – Friday**  
9 am – 5:30 pm



**Breakfast 9:00 am**

**Lunch 11 am – 1:30 pm**  
Hot Food Bar \$.45/ounce

**9 am – 5:30 pm**

Grab 'n Go Sandwiches, Soups & Salads,  
Juice, Water, Snacks

## What's For Lunch?

MARCH 7–11, 2022

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<i>main course</i> Oven Fried Chicken Steamed Broccoli Cheesy Mashed Potatoes	Roast Beef w/Gravy Peas & Carrots Scalloped Potatoes	Cranberry Glazed Turkey Seasoned Carrots Bread Dressing	Roast Pork & Gravy Green Beans Rice Pilaf	Fettuccine Alfredo Chicken Tenders Broccoli Garlic Breadsticks
<i>dessert</i> Diced Pears	Frosted Spice Cake	Peaches	Fruit Fluff Dessert	Applesauce Gelatin
<i>soup of the day</i> Vegetable Beef Soup	Cheddar Cheese	Beef Bowtie Soup	Navy Bean Soup	Chicken Dumpling Soup





# THE BISTRO

MONDAY – FRIDAY | 7:30AM – 3PM  
HOT FOOD AVAILABLE UNTIL 2:30PM

## SPECIALS



PANINI OF THE WEEK

### FAJITA PANINI \$5.50

GRILLED CHICKEN | SAUTEED PEPPERS + ONIONS  
MONTEREY JACK | CAJUN RANCH  
**TRY AS A WRAP!**



FEATURED MARCH DESSERT

### DOUBLE CHOCOLATE PEANUT BUTTER BANANA TOAST \$3.50

BANANA | CHOCOLATE CHIPS | PEANUT BUTTER  
CHOCOLATE SAUCE | CINNAMON SWIRL BREAD  
POWDERED SUGAR | **\*SERVED OPEN FACED\***

## MENU

### COFFEE

	16oz	20oz
CAPPUCCINO	3.50	4.00
LATTE/CHAI LATTE	3.50	4.00
AMERICANO	3.00	3.50
MACCHIATO	3.25	3.75
COFFEE	1.50	2.00
ICED COFFEE	1.50	2.00
HOT CHOCOLATE	2.00	2.50
HOT TEA	1.50	
FLAVOR SHOTS	.50	.50
ESPRESSO SHOT	1.00	1.00

\*VANILLA\* | \*SALTED CARAMEL\* | RASPBERRY | IRISH CREAM  
MOCHA | PEPPERMINT | WHITE CHOCOLATE | \*SF AVAILABLE

### FOOD + BAKERY

SCONES	2.00
MUFFINS	2.00
BAGELS	2.00
M&M CHOCO CHIP COOKIE	1.25
MARSHMALLOW CRISPY BAR	1.75
PEANUT BUTTER CRISPY BAR	2.00
CHEESECAKE	2.00 - 3.00
PUFF PASTRY	1.50
BREAKFAST SANDWICH	3.00
BREAKFAST SANDWICH W/MEAT	4.00
PANINI	3.50 - 5.25
CALZONE	4.50 - 5.00

CASH, CREDIT OR QUICKCHARGE PAYMENTS ACCEPTED | ALL SALES SUBJECT TO SALES TAX