

A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE

WEEKLY CONNECTION WITH OUR TEAM



Jill Meschke
Interim CEO & Chief
Financial Officer

Spring Is On Its Way

It's been a long winter with cold weather and a Covid-19 outbreak, but spring is on its way! Sunday marks the official first day of spring. Of course, the weather will still be unpredictable and everyday won't feel like spring, but the warmer weather always fills me with optimism. I'm so grateful each year when the longer days begin, and the gray winter sky becomes blue and sunny.

Isn't it interesting how certain seasons bring with them a certain feeling? For me, spring equates to optimism. I guess it comes from suffering through the late winter months which aren't winter-magical anymore; when the snow is dirty and the trees are bare, leaving the world around us bleak and colorless. Contrast that with spring, with all the colors and the new life we see popping up around us, and

you can see all the reasons to be optimistic.

As we're surrounded by spring and the optimism it brings, let's take account of ourselves. Consider the following. Have I started the year with energy and focus? Am I focusing on the things that are most important in my life and giving them the attention they truly deserve? Am I being honest with myself about what I'm doing well and what I could be doing better? How do I want the remainder of 2022 to look?

Life's too short to just be going through the motions. I hope you started 2022 with renewed passion and enthusiasm for life and the work you do each day. If you have, keep it up. Spring provides a new reminder to be optimistic – that new and good things are on the horizon.

And if you haven't started 2022 with the passion and energy you would have liked, here's your second chance. Look at spring as your opportunity to shake off the winter doldrums and attack life with renewed vigor. Sweep away the things that are keeping you from embracing your passion and energy and focus on a new set of empowering goals.

With spring comes a renewed opportunity for optimism. Don't miss this opportunity. Take your cue from Mother Nature and embrace the new life that surrounds us this time of year. Use it as motivation to make sure you're giving the things most important to you the attention they deserve.

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 17 –
Sunday, March 27**

Jarret Nickel



Going Green! St. Patrick's Day Fun.....	2
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Person-Centered
Shout out

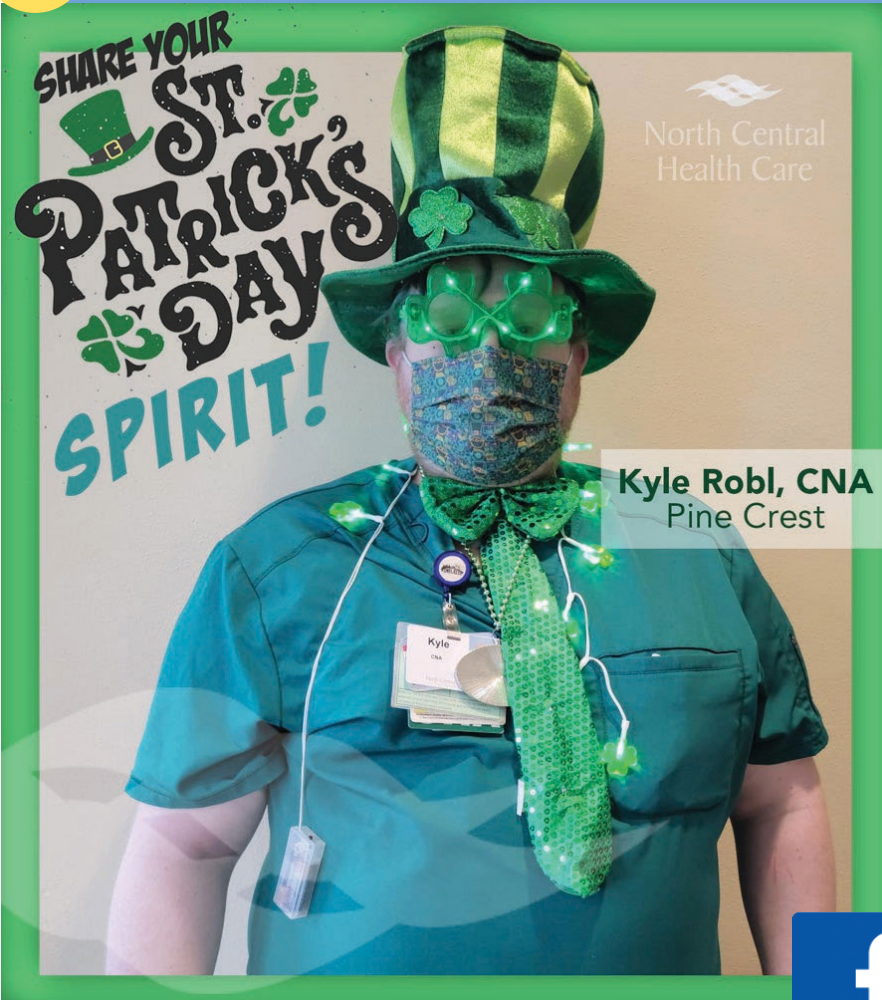
**Brianna
Boys
Outpatient**

Why: Always willing to assist with problems and answer questions.

Submitted By:
Mary Williams



PHOTOS OF THE WEEK



Kyle Robl, CNA
Pine Crest



It's ~~Not~~ EASY Being Green!

Share Your Photo of the Week Email: Communications@norcen.org or Text: 715.370.1547



NCHC Accounting & Purchasing Team



Patient Access and Patient Financial Services



Some St. Patty's day spirit from Riverview towers :)

Superb effort Jonathan Phelps!!!



Mount View Care Center on 2North!



Patient Access



caption this photo!

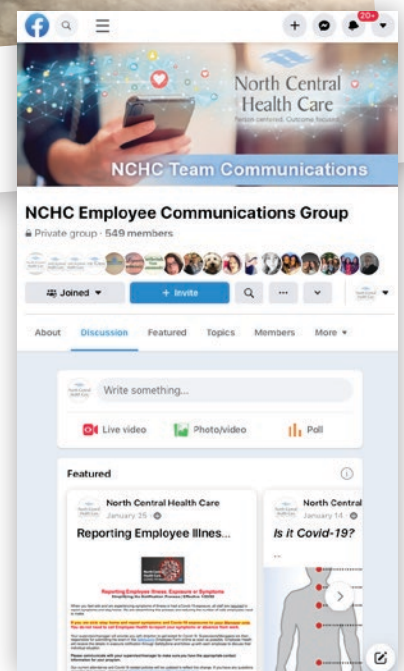


?????

What in the world are Cagney, Feng and Tim up to? We aren't sharing quite yet but we bet that you could write a great caption. Find out in next week's in News You Can Use what they were really up to, but until then, have some fun captioning!

**Visit The NCHC Facebook
Employee Communications Group Page**
What do you think the caption should be?

<https://www.facebook.com/groups/NCHCTeam/>





RETIREMENT NEWS! Congratulations Nancy Stencil

Nancy Stencil, Crisis Professional at the Wausau Campus has announced her retirement after 14 ½ years of providing care and support to those in Crisis. Thank you Nancy for your years of dedication and your commitment to our community!

Join us on Wednesday,
March 23rd at 2:00pm in the
Employee Cafeteria at Mount
View Care Center



NORTH CENTRAL HEALTH CARE RECEIVES GENEROUS DONATION from Antigo Knights of Columbus

The Antigo Knights of Columbus recently donated \$508.26 to North Central Health Care (NCHC) to benefit individuals with mental and behavioral health challenges. The members raised funds throughout a challenging 2021 and worked hard to provide this generous donation to help those in our community. NCHC would like to express our gratitude to the Antigo Knights of Columbus for their support, passion and kindness.



CCITC NOTICES Are You Missing Emails?

The HelpDesk has received several questions regarding missing emails. If you are missing an email that you were expecting, remember to check your junk mailbox for the missing emails. Instructions on how to disable junk mail is located on the O'Drive in the Information Systems Libraries folder – General Information: O:\Information Systems Libraries\General Information\Disable the junk Email.docx. Check your NCHC email for additional information.




**Marathon County
Employees Credit Union**

**We May Not Have a Pot of Gold, But We Have Great
Loan Rates That May Put Some 'Gold' Back in Your Pocket!**

Happy St. Patty's Day from MCECU!

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

400 East Thomas Street
Wausau, WI 54403
715.261.7680
www.mcecu.org



**2022 Covid-19 Vaccination Clinics
for NCHC Employees**

To receive your 1st, 2nd or Booster dose in 2022, vaccination clinics will be available for staff on the first Friday of each month.

Covid Vaccine Sign Up
<https://bit.ly/2022Vaccinations>

Upcoming Vaccination Clinics:
4/1/22 from 2:00 - 3:00 pm
Mount View Care Center Community Room

The Covid-19 vaccine is a 2-dose vaccine. After you receive your first dose, please make sure to sign up for your second dose for the following month. For example, if you're signing up for your first vaccine in February – make sure to sign up for your second in March. You will also be given your return date for the 2nd vaccine on your COVID Vaccine Card when receiving your first dose.



Need Ethics and Boundaries Training?

Ethics and Boundaries 2021 - 2023

Contact your manager to register for one of the following UWGB courses:

Ethics and Boundaries: Understanding Equity, Diversity and Inclusion to Leverage Cultural Humility:

This training focuses on appropriate ethics and boundaries in client-case manager and peer-to-peer relationships in everyday practice. Participants will engage in self-reflective activities related to race, ethnicity, gender, sexual orientation, different abilities, and intersectionality. Oppression, discrimination, power and control, and historical privilege will be featured as it relates to work with vulnerable populations. 4.0 Continuing Education Hours

Training dates listed below will be offered virtually via Zoom on Fridays from 8:30am to 12:30pm.

- June 3, 2022
- August 12, 2022
- October 7, 2022
- December 2, 2022

Ethics and Boundaries: Things That Make You Go Hmm...

This training offers participants an opportunity to explore the difference between boundaries and barriers in peer-to-peer and client relationships. It explores personal boundaries, trust, shame, vulnerability, and use of self-assessment tools to understand stress. Participants learn new strategies in paradigm thinking, communication and conflict management in the workplace, conversations of quality; through examining challenges they face when colleagues are unethical or cross professional boundaries. 4.0 Continuing Education Hours

Training dates listed below will be offered virtually via Zoom on Fridays from 8:30am to 12:30pm

- May 6, 2022
- July 8, 2022
- September 9, 2022
- November 4, 2022
- January 6, 2023



SCRUBS CLOSET DONATIONS NEEDED Can You Help?

Do you have scrubs that no longer fit and you would like to donate? Donate them to the NCHC Scrubs Closet. You can bring them to the Volunteer office located in the lobby of the Mount View Care Center or interoffice mail them to Laural in Volunteer Services.

VIRTUAL BODY LANGUAGE

Pointers from Professionals

Body language is essential to get right whenever you're presenting. Even though we're only seeing the top third of your body on Zoom (or Microsoft Teams or Webex), how you appear up there matters.

This is not about lookin' good. It's about gaining the trust of your audience. Whether you're giving a presentation, talking with a client, leading a meeting, or giving a media interview — here are three things we highly recommend you stop doing.



STOP Touching your face

When we touch our face it tells the audience we're nervous or uncomfortable. We want to come across confident so our audience trusts us and the company we represent.



STOP Touching your hair

When we fiddle with our hair or move it away from our face, it again makes our audience less confident in us. Make sure your hair is always away from your face and it doesn't move into your eyes so you don't have a tendency to touch it.



STOP Looking at other monitors

You wouldn't stare out of the window or at your phone during an in-person meeting, would you? This is why we shouldn't look away from the person we're meeting with and at another monitor. You've seen it, you've felt it, you know how rude this is.

Making these small tweaks makes a huge impression on audiences. Whether it's an audience of one or many.



OUTSTANDING TEAM PARTNERSHIP AWARD

Youth Crisis Stabilization Team

Congratulations to the Youth Crisis Stabilization Team, recipient of NCHC's Outstanding Team Partnership Award for 1st Quarter.

"The Youth Crisis Stabilization Team has been asked to cover many different units and roles than what they were hired for. They have been asked to go outside their comfort zone many times to work on various BHS Acute Care units over the past year. This has helped each of them grow as floor staff, bringing them more skills to support their youth clients. They have been able to get closer as a team through discomfort, learning to support and rely on one another."

"The YCSF Team have helped to keep all the BHS Acute Care units running to make sure clients are receiving appropriate care and that the departments can continue to support the NCHC community."

Adult Day Services Team, Wausau and Safety & Security Team were also nominated for this Award.

Trisha Stefonek, Director of Acute Care Behavioral Health presents the Team Partnership Award to Allison Fitzgerald of YCSF.



OUTSTANDING SERVICE EXCELLENCE AWARD

Katherine Crabtree Mail/Copy Room

Congratulations to Katherine Crabtree recipient of the Outstanding Service Excellence Award for 1st Quarter. Katherine works in the Mail/Copy Room on the Wausau Campus and was nominated for her commitment to our NCHC Cores Values.



"Katherine is very committed to NCHC and shows her Core Values on a daily basis. She shows her commitment to Continuous Improvement by asking questions and looking to improve processes when the opportunity presents itself. That may be with processes like mail sorting and sending, print preparation and other tasks and jobs she works on."

"She show Partnership each day as she works with multiple departments and staff from across the organization to complete various print jobs, deliver mail and work on many tasks assigned that need a quick turnaround. And when I say quick.....Katherine is quick!"

"She is always willing to help in areas outside the mailroom and does it all with a smile. Katherine is focused and always willing to lend a hand any time she is asked."

OUTSTANDING LEADERSHIP AWARD

Josie Herman Residential Services

Congratulations to Josie Herman of Residential, recipient of NCHC's Outstanding Leadership Award for 1st Quarter.

"Josie always has a positive attitude toward clients and staff. She takes time to listen. Josie is always going above and beyond with picking up extra shifts at our site or Jelinek. Clients adore her!"

"Josie does not make you feel bad if you are sick or unable to work which alleviates extra stress. She is supportive and caring."

"Josie has worked her for almost 20 years. She is dedicated to client care and satisfaction."

Josie was nominated by Kate Schultz, RCA. Gina Laszewski was also nominated for this Award.



OUTSTANDING PERSON CENTERED SERVICE AWARD

Chuck Frankiewicz, Adult Day Services

Congratulations to Chuck Frankiewicz of Adult Day Services, recipient of the Outstanding Person-Centered Service Award.

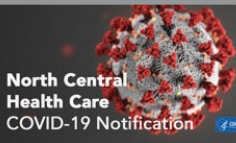
"Chuck had been assisting a residential site due to short/sick staff, he jumped in and was at one residential site and ran back and forth numerous times to assist another residential site. Chuck did this numerous time throughout the day. His ability to be calm during stressful situations is something that not all staff have and can demonstrate."

"To observe Chuck during these times is amazing! He is a person who demonstrates N.C.H.C. CORE VALUES TO A T. Chuck continues to jump in when needed without being asked he truly is a person that demonstrates and goes above his job duties."

Chuck was nominated by Cindy Purdy, ADS. BriAnna Salas, Jessica Schreiber and Micki Alsteen were also nominated for this Award.



Nominate a Coworker or Team today! www.norcen.org/Recognition



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.

Managers report in SafetyZone ASAP. 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**

COUNTY POSITIVITY RATE

MARATHON: 2.51%

LINCOLN: 2.19%

LANGLADE: 1.91%

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
NONE

Previously Reported All Cases no longer included below have returned to work.

Total Active Employee Cases 0

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

Total Active Residents/Patients 0

Employee Cases Reported through March 14, 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



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 21 – 25, 2022

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<i>main course</i> Chinese Pork Chop Suey Steamed Rice	Meatloaf Green Beans Cheesy Mashed Potatoes	Open Faced Hot Turkey Sandwich Green Peas Mashed Potatoes	Baked Pork Chop Sauerkraut Parslied Noodles	Pasta Manicotti and Cheese Seasoned Green Beans, Garlic Bread
<i>dessert</i> Pineapple Cup	Iced Chocolate Cake	Fruited Gelatin	Diced Pears	Frosted Pumpkin Bar
<i>soup of the day</i> Cheesy Chicken Salsa Soup	Cream of Tomato Soup	Beef Stew	Beef Barley Soup	Chicken Dumpling Soup



THE BISTRO

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

SPECIALS

UPCOMING PANINIS OF THE WEEK

MARCH 14 | REUBEN PANINI | \$5.50

CORNED BEEF | SWISS | 1000 ISLAND | SAUERKRAUT

MARCH 21 | ITALIAN PANINI | \$6.00

HAM | TURKEY | SALAMI | BANANA PEPPERS
PROVOLONE | ITALIAN DRESSING

MARCH 28 | BEEF & CHEDDAR PANINI | \$5.50

THICK SLICED ROAST BEEF | CHEDDAR
RAW ONION | HORSERADISH MAYO

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*



◀ NEW THIS WEEK AVOCADO TOAST!

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
VANILLA *SALTED CARAMEL* RASPBERRY IRISH CREAM MOCHA PEPPERMINT WHITE CHOCOLATE *SF AVAILABLE		
ESPRESSO SHOT	1.00	1.00

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



WELCOME THESE NEW EMPLOYEES TO THE TEAM!

These employees were welcomed in March Orientation!

Adult Day Services Community Living



Jenna Marshall – Vocational Consultant – Antigo

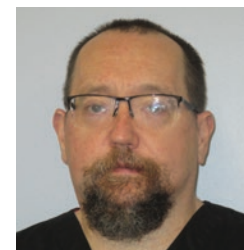


Petti Mannel – Director of Community Living

Food Services



Angelina Napierala – Dietary Aide – Wausau



Stanley Thrall – Dietary Aide – Wausau

Pharmacy



Royal Anderson – Pharmacy Tech – Wausau



Mallory Miller – Pharmacy Tech – Wausau

Housekeeping



Katie Hafner – Housekeeping Aide – Wausau



Hannah Schultz – Housekeeping – Wausau

Mount View

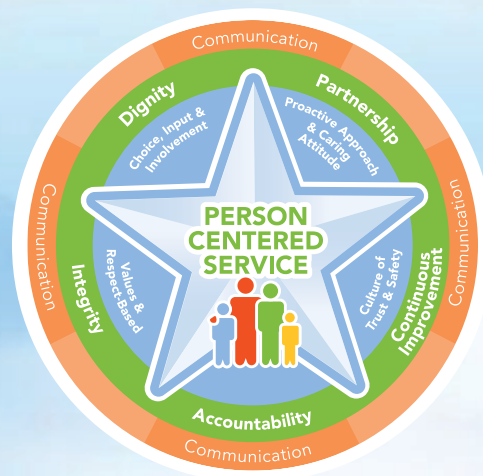


Paige Kurth – CNA

Youth Hospital



Grace Bustle – Behavioral Health Tech



We are so excited to have you on our team!