Issue 17 • May 15 – 21, 2020



A Weekly Update For The Employees of North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH MICHAEL LOY

WI Safer At Home Order Ends

On Wednesday, the Wisconsin Supreme Court ended the Safer at Home Order, effective immediately. Many questions have been asked about our current restrictions and how this change affects NCHC operations at all our locations. We have been continually preparing for change, whether it be for more restrictions or less. We have proactively developed our own 4-Level System that is based on a range of likely public health measures as well as guidance from the CDC and WI Department of Health Services.

Our number one priority is protecting the health of those we serve and our employees. Our organization has been operating at Level 3 for the majority of this pandemic. At this time, our goal is to gradually move to Level 2 by June 1. So, what does that mean for our employees and our operations right now? The easy answer is there will not be much change from our current status, but we will be focusing on efforts to gradually open up certain programs as we move forward while maintaining our current infection prevention strategies.

These are the current expectations for ALL NCHC employees as of May 14, 2020. These expectations will continue as we work towards June 1, however are subject to change as we proceed based on the current state of public health.

<u>Personnel</u>

- Employees will continue to wear surgical masks AT ALL TIMES while at work, as they enter/exit or walk in hallways and public spaces in our facilities.
- Employees will continue to practice physical distancing in shared work spaces.
- NEW As employees enter/exit the building, await screening or are walking to their program or work areas within the building, you will now be required to wear a face covering during this time either a cloth face covering or surgical mask is acceptable.
- Cloth face covering will be made available to staff and their families, if you do not already have one. Cloth face coverings worn by staff are not to be worn during the general course of your work day, and only to be used in the transitional time while you are beginning/ending your shift, entering/exiting the building or awaiting screening. Managers will be reaching out to you to provide cloth masks if you do

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.





ng out to you to provide cloth masks if you do not already have one. We do have a limited supply of cloth masks but are working to secure more for you and your families.

• Remote work evaluations will be taking place, however staff will continue to work remotely as much as possible.

Operations

- Visitor restrictions will continue at our nursing homes, behavioral health services and groups homes.
- Employee and visitor screening with temperature monitoring will continue.

- continued on page 2

Nursing Home Week ... 2-3

Covid-19 Updates New Face Masks Requirements

Wausau Campus Renovation Updates .. 7-8 New Photos

Realistic Job Preview

Employee Appreciation......





- Virtual meetings and virtual visits are to continue to be utilized as much as possible.
- Public Facility Use and Events NCHC will continue to not allow facility use or holding any public events for any purposes. Program managers can begin to work with community groups such as AA or NA, to begin planning for future changes, however groups and events will not be allowed at this time.
- Staff will continue to report any signs of illness to Employee Health and their manager and stay home when you are sick. THIS IS ABSOLUTELY CRITICAL.
- There are no changes to the current face covering or mask guidelines for patients, clients,

residents or visitors at any of our locations.

• There are no changes to our current infection prevention precautions practiced at all locations.

Travel and Other Considerations

- We are discouraging employees from traveling outside of their home community (where they reside) except for essential, emergency or required work-related travel.
- We are encouraging employees and members of an employee's household to avoid large group "mass" gatherings.
- We encourage staff to continue to practice social distancing techniques when in public,

wear face masks or coverings while in public and practice good hand hygiene.

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Please watch for additional communication and information to be available in the coming days. We know there will be questions as we move forward, so please be sure to relay questions to management immediately so we can continue to communicate and provide a safe environment for you and those we serve. You can also submit your questions online and view all the current FAQ's at www.norcen.org/ForEmployees.

Stay safe and make it a great day,

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PHOTO OF THE WEEK

Submit A Great Photo From Your Week!

Submit your photo and description to Email: jmeadows@norcen. org or Text: 715.370.1547. Please indicate Photo of the Week and include your name, who/what/ where of the photo and why you are submitting.

CELEBRATING NURSING HOME WEEK!

The staff and residents at Mount View Care Center and Pine Crest Nursing celebrated in style this week....several styles including groovy love wardrobes shown here, fun outfits, wordy duds and a whole lot more unexplained outfits that made us all smile, laugh, share stories and have fun.







CELEBRATING NURSING HOME WEEK!



Share a laugh.





Share a word.



NEWS YOU CAN USE









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DO YOU HAVE A QUESTION ABOUT COVID-19?

NCHC has an online submission form for employees. You may submit a question online and if you leave your contact information, we will get back to you directly. You may also submit a questions anonymously and we will share the answer with your program or to all-staff through weekly communications.

Please visit www.norcen.org/ForEmployees and click SUBMIT A QUESTION



NEW EMPLOYEE FACE MASK AND FACE COVERING REQUIREMENTS

All employees will now be required to wear a face covering while you enter/exit the building, await screening or are walking to or from your program or work areas within the building. A cloth face covering <u>OR</u> surgical mask is acceptable.

Per our Chief Medical Officer, Dr. Robert Gouthro, it is also acceptable to wear a scarf, bandanna or other similar garment as long as it completely covers your nose and mouth while you enter/exit the building, await screening or are walking to your program or work areas within the building. These cloth face coverings do not replace the requirement for staff to wear surgical masks while at work, and will not be allowed by staff other than during the times referenced above.

We have previously asked you to keep your surgical masks in a paper bag marked with your name and store them at your work station or designated area within your program. This practice will continue and we ask you do not use your NCHC-assigned surgical mask or N95 respirator outside of NCHC-related activities.

DO YOU NEED A CLOTH FACE COVERING?

If you are in need of a cloth face covering, NCHC will now be providing these for employees and also your family members, and we encourage you to wear them when you are out in public areas like grocery stores and gas stations. Managers will be coordinating the requests and distribution of cloth face masks, so watch for communication from your manager regarding how you can get a mask. Cloth face coverings are yours to keep and wash as needed, and will not need to be returned.

Face masks will be delivered to your managers for distribution as soon as possible. We have a limited supply of cloth face coverings, so if you and your family already have a face covering to wear, please allow others who do not have one to take advantage of the offering. We still are in need of people to donate materials and sew cloth face masks. If you are interested, please email volunteer@norcen.org to help.



NCHC IN THE NEWS Covid-19, Stress and Anxiety: https://bit.ly/2y9RSrW

Visitation Restrictions: https://bit.ly/2zHhTiN

"Be kind to yourself, this is hard and all of us are going to stumble a little bit as we try to navigate this," Dakota Kaiser, a Post Doctoral Fellow of Psychology at North Central Health Care said. Learn more about how North Central Health Care and other area providers are helping people cope with the stress and anxiety of Covid-19. Thank you to both Dakota Kaiser and Kimberly Moore of BHS for their interviews and contributions to the video and written story available online. Your time and expertise to help inform our community is appreciated! Michael Loy also appeared on WSAW and WJFW news to discuss the current visitation restrictions at NCHC.



NEWS YOU CAN USE



EMPLOYEE PULSE SURVEY We would like your feedback!

Please complete the following survey by May 31 by visiting the link below. The survey will take less than a minute to complete and is just 8 questions long. It is meant to gain an understanding on how we can best support staff in our ongoing communications and effort to put our employees' health and well-being first.

https://bit.ly/NCHCPulseMay20

The survey link will be available at our website on the For Employees Page, our NCHC Team Communications Facebook page and sent to your work email. Please only complete the survey once. We appreciate your continued dedication and hard work during this unprecedented time.

1,081 Face Masks Have Been Sewn & Donated in the 1st Week!



To reach our goal, we need your help! There are 2 ways you can participate:

You can donate supplies You can sew masks

Donated supplies and materials will be packaged into kits (shown to right) for volunteers to pick up and sew. When your finished masks are complete, North Central Health Care will distribute all the masks to the residents, clients, patients and families of Mount View Care Center, Pine Crest Nursing Home and other NCHC program areas that are in need.

WHAT CAN I DONATE?

- Fat quarter bundles or other 100% cotton fabric that measures 10" x 20" or larger (no felt, polyester or synthetic fabrics)
- Elastic hair ties, rope elastic or beading cord elastic



Please contact volunteer services to make arrangements* to drop off donations by calling 715.848.4450 or email volunteer@norcen. org. Donations can be dropped off at our Wausau Campus, Merrill and Antigo Centers.*Please do not drop off donations without making arrangements with our Volunteers Services team.

The CDC does not consider homemade masks personal protective equipment (PPE) but should be used when no other alternative is available. We want to be sure that when needed, everyone can have a mask to help cover their cough or sneeze!



@accuquilt

Accuquilt, a company that makes fabric cutters and dies for quilting and applique, has generously provided NCHC with an Olson face mask die and fabric cutter. The donations of cotton fabric that NCHC collects will be die-cut in large quantities and sorted into kits. Then those who can sew can pick up kits and finish the assembly of the cloth masks at home. No cutting of material and trying to figure out how to make a mask pattern. The kits materials are ready-to-sew!

SIGN UP TO SEW MASKS

If you would like to commit to sewing some cloth masks you can contact volunteer services or fill out an online form at www.norcen.org/facemasks to coordinate the pick-up/drop-off of materials. Written instructions and a link to a video tutorial are also on this page.

Note: Each kit contains materials for five masks. It takes approximately 15-20 minutes to complete each individual mask, depending on your experience level.







Laura Wendorf, Switchboard

on-Centered

OU

Out

Why: Thank you for sewing the first 25 mask turned in Laura for the Face Mask Project! Your sewing skills are so appreciated!

UPDATES FROM CCITC Contacting the On-Call Pager



Person centered. Outcome focused. 5



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HAPPY ANNIVERSARY! The Hospice Team at Pine Crest Celebrated Their 1st Anniversary!



Day shift: Bette Lloyd, RN, Teresa Schmidt, CNA, Laurie Wagner, Med Tech, Melissa Winterfeldt, CNA, Angela Schultz, CNA



PM shift: Sheri Sczygelski, RN, Tabbitha Anglin, CNA, Faith David, CNA



NOC shift: Cheryl Roets, RN, Bobbie Paez, CNA



EMPLOYEE ACCOMPLISHMENTS! Nicki Raikowski

Congratulations to Nicki Raikowski, IPS Employment Specialists in Community Treatment for her recent achievement. Nicki earned her Bachelor of Science Degree at the end of March from Upper Iowa in Human Services. Congrats Nicki!



CONGRATULATIONS TO OUR NEW CNA'S!

Congratulations to North Central Health Care's first graduating class of CNA's! This inaugural class will ran from April 28 through May 15. After completing the class, all participants will be eligible to test with Headmaster but will be able to work as CNAs in the meantime. The instructor is Natasha Sayles, who is also the Legacies by the Lake Nurse Manager. Graduates include from left to right: Tatiana Garduno, Lisa Borth, Terris Crew, Rhonda Wooldridge, Natasha (instructor), Sarah Croker and Arianna Pfeiffer.

Interested?

Check out the program details to the left! Any and all employees are eligible to enroll! You can also share with interested friends or family as well. Contact Brad in HR with any questions! 715.848.4432





















NEWS YOU CAN USE



WAUSAU CAMPUS RENOVATION UPDATES Youth Hospital and Adult CBRF and Nursing Home Tower



























HRinsights

Position Posting

Title: Clinical Director – Outpatient Services

Status: Full Time Location: Wausau Campus

Apply Online! https://bit.ly/CLinicalDirectorNCHC

The Clinical Director provides clinical direction, support and supervision for North Central Health Care's Outpatient mental health and recovery programs. The Clinical Director is a licensed mental health and substance abuse professional who is primarily responsible for advancing Outpatient clinical practice and services as a key piece in improving system-wide quality of care. They provide ongoing oversight and direction for services including clinical supervision, implementation of best practices, development of training plans and regulatory compliance.

Education and Experience Requirements

Required: Licensed Psychologist or licensure as a Professional Counselor, Clinical Social Worker or Marriage & Family Therapist with at least five (5) years or more of clinical experience.

Preferred

See what it's like to work at North Central Health Care as a Rehavioral Health Nurse. Victoria Avila-Hughes and Kristi

scenes look as

Psychologist knowledgeable in psychopharmacology and addiction treatment Licensed Independent Clinical Supervisor; Three (3) to five (5) years of leadership experience

HAVE YOU SEEN THE LATEST **REALISTIC JOB PREVIEW VIDEO?**

Position Posting

Title: RN – Youth Behavioral Health Hospital

Status: Full Time Location: Wausau Campus

Apply Online! https://bit.ly/YouthRNBHS

The RN conducts professional nursing work involving the delivery and supervision of patient care under the direction of the Psychiatrist and in collaboration with the multidisciplinary treatment team. The Youth Hospital RN performs the full scope of professional nursing functions within the parameters of professional licensure and standards of practice. As an essential part of the psychiatric care multidisciplinary treatment team, the RN works to create a healing and trauma-informed environment for hospitalized youth.

Education and Experience Requirements

- Current Professional Nurse Registration from the Wisconsin State Board of Nursing
- Current BLS (CPR) Certification
- Ability to use a computer-based system for data entry, planning, and documenting care

Preferred

- Bachelor's degree in Nursing earned at an accredited four year college or university
- Certification in psychiatric nursing
- Experience working with children and/or adolescents
- Psychiatric nursing experience



www.norcen.org/RJP





The Employee Health & Wellness Center

Beginning May 11, 2020 The Employee Health & Wellness Center Clinic will be providing Video Visits.

We are continually looking for ways to keep our employees safe during this unprecedented time and are excited to announce that Aspirus and our on-site Provider, Sherry Gatewood PA-C, are now offering video visits!



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Video visits are appropriate for problems such as:

- Sinus infection
- Seasonal allergies
- Pink eye
- Asthma
- Urinary tract infections
- Rashes
- Acne
- Tick and insect bite
- Smoking cessation

Video visits are also appropriate to discuss on-going conditions such as:

- Diabetes
- Depression
- Anxiety
- Birth control

Sherry is also available for in person visits at the Employee Wellness Center per current guidelines. Annual exams need to be scheduled as an in person visit.

You will need to ensure that you have access to the technology needed: smart phone/tablet/laptop or PC with functioning camera.

Additionally, you must be registered with MyAspirus. If you are not currently, upon calling to schedule your appointment staff can quickly send an activation link to you via MyAspirus Email Signup. Once you are registered with MyAspirus, you may use direct scheduling to self-schedule a video appointment. A clinic office visit fee will be billed in the amount of \$20 just as if you were going to the onsite clinic located at the Employee Wellness Center to see the Provider and is offered only during the normal clinic hours. Video visits that occur after clinic hours will be a billable visit and will be sent to insurance like other after hours visits to the walk-in or ED currently are.

The Employee Wellness Center Clinic at is open and available. Call 715-843-1256 to schedule a video or in person visit.

EMPLOYEE HEALTH & WELLNESS CENTER

1100 Lake View Drive, Wausau, WI North Central Health Care Wausau Campus - Door 25

Schedule an Appointment: 715.843.1256 or MyAspirus.org

Clinic Hours

Monday - Wednesday - Friday: 8:00 am - 4:30 pm Tuesday: 6:30 am - 3:00 pm Thursday: 10:00 am - 6:30 pm

The on-site clinic in person and Video Visits are available for employees and family members covered by the NCHC Health Plans.









Let's talk retirement



WISCONSIN DEFERRED COMPENSATION PROGRAM Join the conversation!

Meeting with your WDC Retirement Plan Advisor, Shawn Bresnahan, is an easy way to help make sure your savings and spending strategy fits you and your future. Schedule a one-onone virtual (online or by phone) appointment by visiting https://nc_wisconsin.timetap.com/



What to bring to your one-on-one meeting:

- Wisconsin Retirement System statement
- Social Security statement
- Other retirement account information
- Current paycheck stub (if applicable)
- WDC login information (if known)

The Suggestion Box

Employees can provide feedback, suggestions, tips, tricks and new ideas all through this new online opportunity!

www.norcen.org/SuggestionBox

As we strive to create additional avenues in which to communicate in our new normal, a suggestion came in from the Community Treatment Team. Their staff were not able to leave suggestions in their department suggestion box any longer since they were all working remotely. The idea was suggested to create an online version that people could use, still leave anonymous suggestions, or leave their name for follow-up. We were able to fulfill that request and also open it up to all NCHC employees!

We embrace our employees' innovative spirit and commitment to our Core Values of Continuous Improvement and Partnership! The Suggestion Box a way for North Central Health Care Employees to provide feedback, suggestions, tips, tricks and new ideas. Employees can submit anonymously or leave their name and contact information for follow up - all submitted online!

Submit your feedback using the form provided at our website. Provide your contact information only if you would prefer someone to follow-up with you directly. You may also submit anonymously, however it may delay the follow-up. Be sure to provide enough information so that we can follow up with you if needed or get your suggestions to a specific program or leader.

WISCONSIN RETIREMENT SYSTEM ANNUAL STATEMENT OF BENEFITS DISTRIBUTION This statement is a once-a-year

summary of non-retired members' retirement account information.

Your employer usually receives and distributes paper statements to you in mid-April. However, the Department of Employee Trust Funds is not shipping statements to WRS local government employers because package delivery services have temporarily changed their confirmation of receipt procedures due to the COVID-19 pandemic. Instead, ETF is working with your employer to mail your statement to your home address. We do not have an exact date by which you can expect your statement, but we are working hard to make sure you receive your statement as soon as possible. These measures are necessary to ensure your information remains private and secure. Thank you for your patience as we work through this unprecedented time together. For More Information visit Web page and related resources: My Statement of Benefits; Video: Understanding Your Annual WRS Statement of Benefits; Webinars in April and May: Understanding Your Annual WRS Statement of Benefits

WAUSAU CAMPUS CAFETERIA The Wausau Campus Cafeteria is Currently Closed

We understand closing the cafeteria and other closures has potentially created a hardship for some. We are committed to working with staff and the people we serve to ensure food security to the best of our ability.

Any staff member who has a concern about their ability and/or their households ability to have food security (access to food) will have the ability to reach out to our Dietary Services Director Jennifer Gorman so we can understand these challenges and hopefully work with you.

Please contact Jennifer at 1-715-851-3966 or jgorman@norcen.org



Wondering Where You Can Find the Latest Covid-19 Info? FAQ's?

Have a Question? Need Resources? Need a Contact Phone Number?

www.norcen.org/ForEmployees