



North Central Health Care

Person centered. Outcome focused.

COVID-19 Preparedness & Response

Frequently Asked Questions for NCHC Employees

Distributed March 13 and 18, 2020

Visitor Screening

Q: *What are the most common errors on the screening forms for visitors entering the building?*

A: 1. Please write clearly! Ensure that the name of person and date of the screen is documented on each form. 2. Circle the response (yes or no) on the sheet or write out the word yes or no next to each screening question. 3. Screeners: Please print your name and program at bottom of form.

Q: *Managers are to scan in the screening form at the end of the day and send to Infection Prevention, what should they do with the paper forms?*

A: After Managers scan in the screening form at the end of the day and send to Tim Holzem at tholzem@norcen.org. Keep paper forms in their department for reference and treat as Protected Health Information (PHI).

Employee Illness

Q: *I am feeling sick, what do I do?*

A: Employees who have any symptoms of illness are to continue to notify Employee Health and your program supervisor and follow program call-in procedures to report your symptoms.

Q: *If I start feeling ill and I am already at work, what should I do?*

A: Discontinue any contact with patients immediately. Contact your Manager and Employee Health at 715-848-4396.

Q: *What do I do if a member of my household is sick, am I able to still come to work?*

A: Contact your Manager and Employee Health at 715-848-4396.

Wausau Campus Zones – Restricted and Unrestricted

Q: *How do I know if I work in a Restricted Zone?*

A: *Restricted Zones* include Mount View Care Center, Pine Crest Nursing Home, Inpatient Hospital, Crisis, Crisis Community-Based Rehabilitation Facility (CBRF), Lakeside Recovery Programs and Community Living CBRFs (mainly all of our 24-hour operations are in *Restricted Zones*). All other locations and Zones are designated as *Non-Restricted Zones*.

Q: *What is the difference between a Restricted and Non-Restricted Zone?*

A: *Restricted Zones* are not allowing any non-emergent personnel or visitors onto the unit. These programs are locked and the traffic between Zones (especially between *Restricted and Non-Restricted Zones*) is greatly controlled. Within *Restricted Zones* with multiple units, we are not moving residents between units for activities or dining. Dining and activities, if occurring at all, are on the unit. We have moved to eliminate congregate (large-group dining) and will soon be serving meals in resident rooms.

www.norcen.org

Wausau Campus
1100 Lake View Drive
Wausau, Wisconsin 54403
715.848.4600

Antigo Center
1225 Langlade Road
Antigo, Wisconsin 54409
715.627.6694

Merrill Center
607 N. Sales Street, Ste. 309
Merrill, Wisconsin 54452
715.536.9482

Mount View Care Center
2400 Marshall Street
Wausau, Wisconsin 54403
715.848.4300

Pine Crest Nursing Home
2100 E. 6th Street
Merrill, WI 54452
715.536.0355



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Q: *Only Authorized Staff are allowed to cross into other zones on the Wausau Campus. What does “authorized” mean and how do you know if you are authorized?*

A: Staff are not authorized to cross zones unless they have explicit direction from your Program Manager.

Q: *Is it ok to cross zone for emergency response situations?*

A: Yes. It is ok to cross zones for emergencies or codes.

Lunch & Breaks

Q: *Can I leave the facility for lunch or personal appointments during my work shift?*

A: It is STRONGLY DISCOURAGED to leave the facility during your scheduled work shift to minimize the risk of group exposure. Please bring what you need to eat with you each day and try to reschedule any external non-emergent appointments until further notice. Discuss with your manager any necessary arrangements or exceptions.

Q: *Can I have food delivered to my program during this time?*

A: All food deliveries are STRONGLY DISCOURAGED to minimize the risk of group exposure. Please bring what you need to eat with you each day until further notice.

Q: *Can I go to my car during a lunch or break?*

A: Yes as long as you are not crossing zones

Human Resources

Q: *I have questions about FMLA and using it?*

A: Contact Human Resources at 715.848.4419.

Wausau Campus Security

Q: *Will Wausau Campus Security be walking through Campus? Are they still available to call if needed?*

A: Per Mar is suspended walk-throughs inside the NCHC Wausau Campus at this point given the zones, screening and visitations restrictions. Per Mar will continue to patrol the parking lot daily as well as ensure NCHC Wausau Campus is locked.

Face Masks and PPE Use

Q: *If I have concerns about my own personal health and exposure while I am at work, should I wear a mask while I am at work?*

A: Based on CDC recommendation, it is not recommended to use a face mask if you are not sick. The CDC says that surgical masks won't stop the wearer from inhaling small airborne particles, which can cause infection. Nor do these masks form a snug seal around the

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face. Because of this, the wearer may actually be touching their face more times than normal throughout the day, potentially exposing them to unwashed hands. The CDC recommends surgical masks only for people who already show symptoms of coronavirus and must go outside, since wearing a mask can help prevent spreading the virus by protecting others nearby when you cough or sneeze. The CDC also recommends these masks for caregivers of people infected with the virus. Also, due to shortages of facemasks at a national level, you would be unnecessarily using PPE that is vitally needed by those in direct care of those who are infected and are ill.

Q: *If I also work at another healthcare facility in the area, should I be wearing PPE when I work at NCHC?*

A: When you arrive to work at NCHC, the answers to the Restricted Zone Employee screening will provide you with your answer. If you have been in contact with a Covid-19 positive individual without wearing appropriate PPE, you will be triaged by your employee screener. If you have no symptoms of acute respiratory illness, you will continue to self-monitor and report any symptoms for 14 days and immediately update your supervisor/designee and Employee Health if any symptoms develop.

Travel Restrictions

Q: *If my spouse or someone in my household travels outside of my home community do I have to wear a mask when I am at work? For example, my spouse travels for work.*

A: The answer depends on which zone you work in:

Any employee who is symptom free and works in a **Restricted Zone** who has personally or has a member of their household returning from travel outside their home community (where they reside) will be required to wear a mask for **14 calendar days** after the return from travel. This specific requirement will be for all travel occurring outside an employee's home community occurring after March 15, 2020.

Any employee who is symptom free and works in a **Non-Restricted Zone** who has personally or has a member of their household returning from travel outside their home community (where they reside) will be required to continue to self-screen and asked to report any symptoms to their manager and Employee Health immediately. Employees in these areas can continue to work as long as they are symptom free.

Employee Well Being

Q: *I am feeling stressed about the Covid-19 emergency situation? What resources are available for me and my family during this time to help us?*

A: Talk with your manager or supervisor and let them know how you are feeling. Find support in your coworkers. Employee Assistance Program is also available for all employees. They can be reached by calling 1-800-540-3785, by e-mailing us at eap@ascension.org or through our website www.ascensionwieap.org. Some additional resources are posted in your departments and available on the NCHC website at www.norcen.org/ForEmployees.

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