

A Weekly Update For The Employees of North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH MICHAEL LOY

Difficult Waters

In the week leading up to Thanksgiving we had our organization rocked by a serious situation where a Mount View Care Center CNA was accused of disconnecting a patient's ventilator to "watch him suffer". A crime victim has a multitude of responses: shock, disbelief, anger, confusion, guilt and a desire to act. Since this incident, I can tell you I have witnessed and felt all of these responses from our staff, community, residents and families. The media reports attempted to piece together fragments they had available from the police report and initial investigation that

made the situation confusing and scary for the general public. We have learned a lot this past week from the incident as the investigation continued. There is much more to the story that I would like to share with you, our residents and families, and the community, but we want justice to play its course. Here is what I can share with you. The State of Wisconsin came in on Monday of this week to review the care situation and our response. The result of their review was to not issue any citations to Mount View Care Center.

There was no citation for quality of care or failure to respond. This alludes to more of the story to come. There have been difficult waters in dealing with this situation over the last week but I believe our effective response is what made the difference in many regards but most importantly in the lives of others.

A few weeks ago I wrote about the how the original Frozen movie had a message that "Love thaws a frozen heart" and that our family was anxiously awaiting Frozen II. On Thanksgiving night we finally went to watch the movie at the theater and it was more than what we hoped for. One of the movies key messages was a perfect reminder for me on what to do in the moments of adversity.

"Just do the next right thing."

"Just do the next right thing."

In our world we cannot always control the actions of others, but we can prepare to the best of our ability and control how we respond. I believe the learning we have had along with the efforts to improve compliance and safety this year have started to show their impact. Quality, safety and compliance will remain a strong focus next year. A goal of Zero Harm is a worthy endeavor. Our efforts in these regards are always about focusing on doing the next right thing.

ADMINISTRATOR ON-CALL x4488 or 715.848.4488 Monday, Dec. 9-Sunday, Dec. 15 Tom Boutain

Make it a great day,

North Central Health Care Wednesday, December 11

Realistic Job Preview ... Filming Complete! **New Employee** Recognition Program. Nominations Due Dec. 31! **Department Spotlight.. Demand Transportation Holidays &** Mental Health **Meet Our New** Employees! Hard Hat Update On the Move









PHOTO OF THE WEEK



Submit A Great Photo From Your Week!

Submit your photo and description to Email: imeadows@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.

NORTHERN REFLECTIONS A View from Mount View Care Center

While filming the Realistic Job Preview in Mount View Care Center, it was impossible not to take in the views from the sun porch in Northern Reflections. Residents and family gather in sun porches fro some amazing views from our amazing Wausau facility.

REALISTIC JOB **PREVIEW VIDEOSHOOT**

Meet Laurie Kleinschmidt, Housekeeping

This past week Mount View Care Center hosted US Workstories for the filming of the next installment of our Realistic Job Previews Series. Thank you to all the staff in Housekeeping and Mount View Care Center who helped make the filming a success. A lot of extra work goes into preparing for a videoshoot, including prepping areas and making sure that all the residents that can possibly appear on camera all have the appropriate clearance in their medical record to appear on camera.

Meet Laurie Kleinschmidt, Housekeeping Aide at Mount View Care Center. Laurie shared all about her work day, culture and what's its really like to work at NCHC. Not only that, Laurie brought in her grandchildren and new puppy for a visit. It was a great experience for all involved. Residents and families were happy to go on camera and be a part of the experience as well.

Thank you to Laurie Kleinschmidt, Cherie Mattson, Danielle Brusky, Amy Martin, Scott Owens, Barb Steppan, Joelyn Walters and to our residents and families that participated!



Watch the entire series of Realistic Job Previews Online!

www.norcen.org/RJP





INTRODUCING THE NEW NCHC EMPLOYEE RECOGNITION PROGRAM!

Developed by our Person-Centered Service Employee Recognition Committee, this program is a new way that you can recognize your outstanding coworkers here at NCHC. There are distinct awards for direct care, non-direct care, teams and leaders!

Outstanding Person-Centered Service Award

Recognizes an employee who provides direct care,

exceeds standards and works effectively to ensure the optimal patient experience and uncompromising Person-Centered Service.

*NCHC Directors, Managers and Supervisors are not eligible for

PERSON

CENTERED SERVICE

Outstanding Service Excellence Award

Recognizes an employee who does not provide direct care,

has consistently achieved exemplary performance within their program and has excelled in supporting the programs and services of NCHC.

*NCHC Directors, Managers and Supervisors are not eligible for

Outstanding Team Partnership Award

Recognizes any work team, committee or department

who has made significant contributions to advance the position and reputation of the department or organization. 15 employees or less per group.

Outstanding Leadership Award

Recognizes a director, manager or supervisor

who inspires, influences and conducts themselves in a professional manner, acting as a role model for others to follow in the workplace and our community.

*Recipient selected by Executive Team and presented quarterly at the Management Meeting.

Annual Award

L.E.A.F Award - Lives Enriched and Fulfilled

The L.E.A.F. Award recognizes an employee who embodies the Vision of NCHC - Lives Enriched and Fulfilled.

This individual has sustained their actions throughout the course of the year and is a positive example of Person-Centered Service at NCHC. All employees who were recipients of an individual quarterly award within the designated year are eligible.

> *L.E.A.F. Award Recipient selected by NCHC Executive Leadership Team.

How to Nominate An Employee

There is only 1 Nomination Form for all four Quarterly Awards.

Nomination forms can be found on our NCHC website 24/7, near your department

Communication Board or on the

Odrive in the Recognition Folder. Or ask a Manager or Supervisor for help! Email your form to Recognition@norcen.org or deliver to Human Resources!

Nomination forms, selection criteria, award details and more are available online at

www.norcen.org/Recognition







Demand Transportation

Written by Tom Boutain

Channeling the Wizard of Oz for a second, when I visited Demand Transportation the tune came to my head for "buses, and vans, and cars - OH MY!" With the construction starting on the renovation here at the main campus, a decision was made to have all staff start parking in the back of the building. Our "fleet" of vehicles are used for a variety of purposes. We transport our clients/residents to their appointments, work, and other events throughout our community. Some of the other vehicles are used by staff to provide care in patients' homes, travel to meetings/conferences, and meet clients out in areas closer to their homes.

Can you imagine how chaotic it must be to maintain a fleet of 55 vehicles year round in Wisconsin? They need to keep them in great working order so they can be used to extend our vision of Lives Enriched and Fulfilled within our counties. Even during inclement weather, the team is still out moving vehicles for snow removal and transporting patients to necessary medical appointments.

Lori Kuklinski was kind and brave enough to allow me the privilege to do a ride along with her. I was amazed at her upbeat personality and the way she smiled at everyone we encountered as we started our daily run. We had to do a delivery to Riverview Towers, pickup clients at Forest Jackson, and Fulton to name a few and then off to Wausau Prevocational Services. When the clients boarded the bus, you could see their face light up with excitement. She talked to every one of the clients on a personal level engaging in conversation and hearing all of the stories they were eager to share.

After leaving Prevocational Services in the Wausau Industrial Park, we were off to pick up some clients and take them to their medical appointments. I discovered that Demand Transportation was the service that transported my wife's grandfather to his dialysis appointment and that Lori was the driver that took him. What a small world! We were able to reminisce about Ray and the many adventures they took together. I remember the relief this put on our family who struggled to get him to and from his appointments during the work day. I also remember how he loved the ride. He was one of those people who always needed to talk to someone and this was perfect for him. As a retired truck driver, he was shocked that even during a bad snowstorm when the schools were canceled and people were told to stay off of the road, she was there to pick him up to get to his appointment safely.

So the next time you see someone from the Transportation team, remember to say thank you. They impact so many people and their families in our communities on a daily basis, and for that I am very grateful to call them my teammates here at NCHC.



Jenny McKenzie and David Schroeder (now retired) take Tom Boutain, Information Technology Executive, on a whirlwind tour of the NCHC



Tom Boutain rode along with Lori Kuklinski in the Wausau area.



Demand Transportation provides more than 1,000 rides per month.



STRESS OF THE **HOLIDAYS CAN** AFFECT EVERYONE **Including Those Working Over the Holidays**

This week, WAOW TV 9 interviewed Dr. Dia Arpon, psychiatrist in Outpatient Services to discuss the impact stress can have for employees working over the holidays.

You can catch the full interview on the WAOW TV 9 website called Holiday Workers vs. Mental Health. Thank you to Dr. Arpon for taking time to talk with our media partners! Great work!

https://waow.com/2019/12/02/holiday-workers-vs-mental-health/



NEWS YOU CAN USE

THANK YOU FOR YOUR SUPPORT Nachos Sale at MVCC

Thanks to your support, Legacies by the Lake raised \$698.37 last month towards the Walk to End Alzheimer's and Legacies activities. That's more than \$100 over our efforts from last year! A great big thank you to everyone that baked or gave time towards our nacho and bake sales. The residents really enjoyed the food and fun. Thank you!



COMMUNITY TREATMENT/ **OUTPATIENT SPOTLIGHT AWARD** Congratulations to Lindsay Sondelski, MHT

Community Treatment and Outpatient Services awarded Lindsay Sondelski with the October Spotlight Award. Lindsay is a mental Health tech in Community Treatment Youth. Lindsay was nominated by her team for her commitment to our Core Values and her dedication to those we serve and her team. Congrats Lindsay!

VOLUNTEER SERVICES HOLIDAY REQUEST All Holiday Gift Requests a Have Been Filled **But You Can Still Help!**

Thanks to the generosity of our employees and our community, all residents and clients gifts have been filled for the holidays! Thank you! You can still help out though. Volunteer Services still needs some basic items to be donated as well:

- Neck pillows
- Chocolates
- Men's fun socks
- Women's hair accessories
- Men's and women's lounge pants (Large & XL).

Please contact the Volunteer Office at Mount View Care Center by calling 715.848.4450, email volunteer@norcen.org or stop on by!

Thank you in advance!



CELEBRATION Congratulations to Deb Johnson

RETIREMENT

Deb Johnson has retired from NCHC after 24 years of service. Deb was a referral coordinator in Patient Access Services. The team held a celebration for Deb in Patient Accounts. Thank you for all your service Dec. NCHC wishes you all the best in your retirement!









Give someone a big shout out and thank them for their Person-Centered Service!

Send your SHOUT OUTS to Recognition@norcen.org.

TO JEFF LEDER!

"I would like to give a special "Shout Out" to Jeff **Leder in Transportation. He went** above and beyond his job duties on 11/27/19.

Transportation was not picking up NCHC Residential consumers on this day because of the snow



storm but medications for consumers in Residential Group Homes still needed to get delivered. Jeff took it upon himself and delivered all medication to all the **Group Homes. Thank you Jeff for your commitment** and dedication to the consumers we serve NCHC!"

- Submitted by Kelly Raymond, Adult Day Services

Got Junk Lights?



to benefit Habitat for Humanity!



Look for collection boxes coming soon to the Wausau Campus!

Bring in your old, junky, burnt out strings of lights. Habitat for Humanity of Wausau will recycle the materials and use the proceeds to benefit our local Habitat for Humanity efforts here in Central Wisconsin.

It's a WIN WIN!





2 0 1 9 North Central Health Care ANNUAL EMPLOYEE Wednesday, December 11 Employees can enjoy a wonderful Chili Dinner complemented with cheese, relishes, breadsticks, brownies, ice cream and a beverage. **LUNCH SERVED* SUPPER** SERVED **NIGHT SHIFT 1 – 2 am** (Dec. 12) 10:30 am - 1:30 pm 4 – 6 pm Wausau Campus **Box Lunches** Wausau Campus Cafeteria Cafeteria Delivered Lunch Delivery to Antigo & Merrill Centers, Clubhouse, Prevocational Wausau, All Residential Sites. Lincoln Industries and Pine Crest Happiest of **Holidays to Our** *Arrangements have already been made to deliver food to these off-campus locations: All Residential Services locations, Prevocational Services Wausau, Lincoln Industries, Pine Crest, Clubhouse and the Antigo & Merrill Centers on December 11. **NCHC Staff!** Thank you for your commitment and dedication!





WELCOME THESE NEW EMPLOYEES TO THE TEAM!



From left to right:

Lori Eggebrecht - Hospitality Assistant - Legacies by the Lake - Southern Reflections

Anna Dalton – Residential Care Assistant – Chadwick

Emily Schillinger - Registered Nurse - Legacies by the Lake - Lakeview Heights

Jacob Williams – Laundry Worker - Laundry

Scotty Bever - Crisis Professional - Crisis

MaiGer Moua - Crisis Operations Manager - Crisis CBRF

Shannon Graff – Crisis Professional - Crisis

Brenda Leiskau - Behavioral Health Tech - Lakeside Recovery/MMT



Daniel Hall - Dietary Aide - Food Services



Nou Chee Lee - Dietary Aide – Food Services

JOIN US FOR SOME



December 16-20 2019 Join us in celebrating the season with our annual Holiday Spirit Week

Mon. Dec 16	Tues. Dec. 17	Weds. Dec. 18	Thurs. Dec. 19	Fri. Dec. 20
Merry Monday: Wear a festive Hat and Socks!	Holiday Luau: Dress in Hawaiian Holiday gear. No bikinis!	Ho Ho Ho-Down: Saddle up and dress in your favorite Christmas Cowboy wear	PJs and Pancakes: Don your favorite PJs and enjoy	It's Ugly, it's Tacky It's my Favorite Holiday Sweater





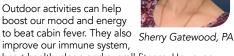


WELLNESS CORNER

Submitted by Sherry Gatewood, PA

Cold Weather Exercise

This certainly has been a nice start for this Wisconsin Winter. I hope this is not the "quiet before the storm"! Thankfully, we can get outside and enjoy the decent weather.





heart health, sleep and overall fitness. However, there are risks for frostbite and hypothermia if not prepared to be outdoors.

It is important to prepare for outdoor activity by knowing the conditions outdoors and having appropriate, visible, waterproof cold weather gear. Dress in layers with materials that breathe and protect from moisture. Loss of body heat can lead to hypothermia. It can happen in mild temperatures but is more common in cold weather. When the body's core temperature gets low enough, metabolic processes within the body stop working, the victim suffers cardiac arrest and dies. Shivering or diminished shivering in later stages, stumbling or decreased coordination, fatigue, drowsiness, impaired judgment, and lack of self-concern are signs of hypothermia. First aid for hypothermia includes moving to a warm, dry place, removing wet clothing, covering with warm blankets and providing warm fluids to drink. If someone is not responding to the treatment call for an ambulance.

The normal physiological response to maintaining body heat is that the blood vessels in the fingers and toes constrict in order to move blood to the core organs. The fingers and toes, ears, nose and cheeks are more at risk for frostbite. Wear a facemask or cover up with a hat and scarf if outdoors in cold temperatures below freezing for prolonged periods. Avoid tight clothing and constricting layers as this may cut off circulation and make the risk worse.

Before frostbite occurs, the fingers and toes may feel cold and tingly to numb. Frostbite occurs when there is damage to the skin. The fingers or toes may look waxy or blue and white. The digit may feel like it is missing and appear or feel hard like



frozen tissue. If you suspect early signs of frostbite, get to a warm area and allow the skin to warm naturally with warm air. Use luke-warm water to re-warm frostbitten skin. Elevate the affected area and protect it from further injury. Do not put them in hot water as this may lead to a burn of the skin. Follow up with a healthcare provider.

Be informed, prepared, well dressed and enjoy the lovely Wisconsin outdoors.

Flu Shots
Are Still Available
in the Employee
Health & Wellness Center

EMPLOYEE HEALTH & WELLNESS CENTER

1100 Lakeview Drive, Wausau, WI North Central Health Care 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



NCHC TECHNOLOGY NOTICE **Recent SPAM Emails Sent to NCHC Staff**

Several employees are reporting similar style emails received recently that contain information that relates to "Homeland Security" and notes that the email was specifically sent "by NCHC" as a phishing test. They may be addressed to the recipient directly. An example of the email is below. THESE ARE SPAM. PLEASE DO NOT CLICK ON ANY LINKS CONTAINED IN THE EMAIL.

What Should You Do If You Receive An Email Like This?

CCITC recommends that you mark as junk/block the sender and DELETE THE EMAIL. Do NOT click on any links in the email.

Thank you to all the employees who reported this suspicious email activity to HelpDesk! When in question, do not click or open.

Olick here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message. Dear 0639-Registration Specialist I am Agent Michelle Peterson of the Department of Homeland Security, and this email is in reguard to the Freedom on Information Act (FOIA). We have enoticed that you have made in respect to Mr. Donald H Trump. We have found these threats threatening enough to put you on the watch list. This is to let you know that further action against Mr. Trump will put you on a high risk list. The full report on your actions is listed here. If you would like to try and contest this ruling you can go here and state your argument. Agent Michelle Peterson Department of Homeland Security If you are reading this, you probably already know that this is a phishing test! It was sent by NCHC - dick here (or copy/paste the URL) to report that you successfully detected it. As per CAN-SPAM 2003 (US), Opt-In Directive 2002/SM/EC (EU) and CASL (Canada), this is not a marketing message. This message is a specific test sent by NCHC to Andrea Rebatock through a security awareness and training web site Unaubscribe - Report Spam - Report Phishing





UPDATE ON WAUSAU CAMPUS What's Been Going On?

Aquatic Therapy Pool - Work continues on the block and brick veneer. Windows have been ordered and we should see them before the 20th of December. Inside the Pool Room, the joist and deck are nearing completion around December 16th.

Adult CBRF - The in-floor plumbing is in progress through next week and footing foundations have been poured. Construction crews are waiting for the pre-fabricated walls to be delivered next week!

Youth Hospital - The floors have been poured and wood panel bearing wall are to be installed this week with structural steel to follow the week of the December 16th.

Nursing Home Tower – A final contract is estimated to be complete before Christmas.

E-Wing (Former Evergreen and Lakeside Recovery) - Asbestos testing is complete. This is necessary when any remodeling or demolition is to take place. Demolition is pending, awaiting approval of the new Lakeside Recovery location in the former Gardenside Crossing unit in the C-Wing. It is estimated only that demolition will take place in February.



Exterior work continues on brick and block walls.













PLT CASH-OUT NOTICE **Check Your NCHC Email or Stop By HR for Form**

All employees may elect to receive cash for earned PLT, to be paid out on the second pay period in January of each year. Payout authorization forms will be provided at the time of notification of PLT payout each year. Eligible employees may request a PLT payout by submitting the appropriate form (attached) to Payroll stating the number of hours to be paid according to the following parameters:

- The minimum request for PLT cash-out is sixteen (16) hours up to a maximum of forty (40) hours, in one hour increments.
- Eighty (80) hours of PLT must remain in the bank after the payout.
- Hours will be paid at the employee's base hourly rate.

Forms are due to Payroll by December 14, 2019. Once the

request to receive a PLT payout is received by Human Resources, the election is irrevocable. It may not be increased, decreased, or changed by the employee in any way. You may pick up a form in Human Resources or use the form attached to this email. Questions? Please contact Chris Bleck, Human Resources Director or Lynn Wengelski, Benefits/Compensation Analyst at 715.848.4419.

	North Cent	tal Health Care
	Paid Leave Time C	ash-out Request Form
Please complete t	his form and return to	Payroll by Friday, December 14th.
Employee Request Section		
Employee Name:		Employee Number:
an Title		Program
Requested PLT Payme	retreves	
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QUARTERLY EMPLOYEE UPDATES NOTICE

Schedule Change

Each guarter NCHC holds Quarterly Employee Update meetings to discuss NCHC's progress, our critical priorities and pertinent information that you need to be successful and stay informed. You may have noticed that a posting for upcoming December Employee Updates has not be published. In the past, Employee Updates were held at the end of each quarter. We are changing this structure and scheduling Employee updates at the beginning of each quarter, placing session dates in January, April, July and October. As we look ahead to our 5 to 50 Vision, we will continue to discuss, plan and implement strategic actions that lead to positive outcomes for those we serve, our employees and our organization. We look forward to seeing you at Employee Updates in January 2020! Watch for the schedule and sign up in UltiPro.

ON THE MOVE! **Transfers & Promotions**



< Congrats Jamie Collins! Congratulations to Jamie Collins for her recent promotion to Group Home Manager. Jamie was previously a Care Coordinator in Residential Services. Congrats Jamie!



< Congrats Candy Wieloch! Congratulations to Candy Wieloch for her recent transition from Residential Care Assistant in Residential Services to CNA in Northern Reflections Long Term Care. Congrats Candy!



< Congrats Jordan Imoehl! Congratulations to Jordan Imoehl for his recent transition from Care Coordinator in Residential Services to Community Treatment Tech in Community Treatment Youth Services. Congrats Jordan!







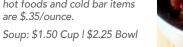
WHAT'S 4 LUNCH?

WAUSAU CAMPUS CAFETERIA

Cafeteria Hours: Open 7am – 5:30 pm

A Cashier is on duty from 9:00am - 10:00am , 10:30am - 1:30pm. When a cashier is off duty, an honor system is used for food purchases.

Serving Soup, Salad and Lunch Entrée Option Monday - Friday. All hot sandwiches, hot foods and cold bar items





DECEMBER 9-13, 2019

MON 12/9 Cream of Potato Soup

Chicken Strips

Sliced Ham

Steamed Broccoli Baked Potato Fruited Gelatin

TUES 12/10.... Navy Bean Soup

Nachos Supreme

Roasted Chicken Breast

Cream Style Corn Rice Pilaf Cheesecake

WED 12/11 NCHC Employee Celebration!

Chili, Breadsticks, Veggies, Ice Cream served to all programs, all shifts.

THUR 12/12...Tomato Soup

Grilled Cheese Sandwich

BBQ Pork on a Bun

Fried Potatoes Creamy Cole Slaw Mandarin Oranges

FRI 12/13..... Cream of Broccoli Soup

Reuben

Baked Cod

Baked Butternut Squash Potato Salad Banana Pudding

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North Central Health Care ANNUAL EMPLOYEE Holiday Celebration

Wednesday, December 11

Employees can enjoy a wonderful Chili Dinner complemented with cheese, relishes, breadsticks, brownies, ice cream and a beverage

LUNCH SERVED* 10:30 am - 1:30 pm

Wausau Campus Cafeteria

Lunch Delivery to Antigo & Merrill Ćenters, Clubhouse, Prevocational Wausau, All Residential Sites, Lincoln Industries and Pine Crest

Arrangements have already been made to deliver food to these off-campus locations: All Residential Services locations, Prevocational Services Wausau, Lincoln Industries, Pine Crest, Clubhouse and the Antigo & Merrill Centers on December 11.

SUPPER SERVED 4 – 6 pm

NIGHT SHIFT 1 - 2 am (Dec. 12)

Wausau Campus **Box Lunches** Cafeteria **Delivered**



Happiest of Holidays to Our NCHC Staff!



Thank you for your commitment and dedication!





Drawing at Noon Wednesday, Dec. 11

Join us for the United Way Drawing held in the Wausau Campus Cafeteria.

6 Lucky Finalists were drawn from all employees who contributed to the United Way Campaign through Payroll Deduction.

Winners announced via email on Monday Dec. 9! Cash, PLT and Gift Baskets given away!

UPCOMING NEWS YOU CAN USE Holidays Editions 2019

Looking ahead to upcoming holidays and News You Can Use editions, below is information to help plan any submissions you may have:

- The Dec. 20 edition will be a 2-week edition.
- There will not be a Dec. 27 edition during the week of Christmas.
- There will be a January 3 edition and back to regular weekly editions.

Just a friendly reminder to have all submissions to Jessica Meadows by end of the day on Wednesdays to be included. Thank you again for all the great thing you share each week to communicate out to employees and board members!