Issue 7 • February 14–20, 2020



A Weekly Update For The Employees of North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH MICHAEL LOY

Be Mine

Valentine's Day is always a last minute shuffle for me to treat my special someone to something thoughtful. On Thursday, I received a sweet surprise when I returned to my office. Not from my wife, but from a woman who wanted to share her experience at NCHC with me. These are the moments of truth I talk about all the time.

Like most, this moment of truth was a good one. The woman shared that she lost her mother here three years ago on Valentine's Day. Her mother was a dementia resident on Gardenside Crossing. The night before she passed, her Mom attended a special Valentine's Day event held at Mount View Care Center. She went on to tell me that NCHC will always be a special place to her. She would sing our praises to anyone who want to listen. Not only is it the place that took great care of her Mom in her final days but she wanted me to know that we have a staff who really love the people we care for. Not only our residents, but their families.

As she wandered our halls in remembrance three years after her Mom passed she came across some familiar staff faces. Not only did the staff smile and say hello, they stopped to talk with her. The amazing thing to her was that they stopped to talk because they remembered her. The staff remembered her Mom and cared enough to take the time with her daughter. She was moved in describing how her Mom wasn't just another resident here, but their entire family felt like part of our family.

Think about that. *That is love.* I don't know who the staff members were but hopefully you're reading this. Know that your actions, your care, is exactly what we want to continue to be about. You are what makes this place special. You are what makes a difference in people's lives. Never doubt that the little things you do, especially the love you share, goes a long way in the lives of others. Chocolates, flowers and cards may do the trick on this special holiday but it is the impact we have on each other's lives that truly fills the heart.

Make it a great day,

Twichally

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.



Michael Loy

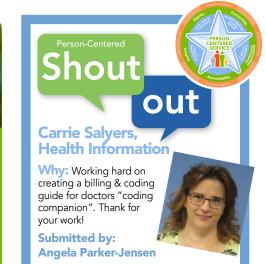


Employee Recognition Awards Nominate a Coworker Today!

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

www.norcen.org/Recognition

Baby News!
LIVE2LEAD
Coronavirus Facts
Broomstick Challenge Real or Hoax?
Department Spotlight U Infection Prevention and Lab
Hard Hat Update
What's For Lunch







PHOTOS 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.

SPOILER ALERT!

It's A Boy!

The Outpatient/Community Treatment Team celebrated at a gender reveal party on the Wausau Campus. Congrats Jessica!



"I would love if you could post Jessica Suchomski's Baby reveal in one of the upcoming News You Can Use....We are very excited that she is having a BOY because she currently has 2 girls!" – Submitted by Linda Handrick



HAPPY 11TH ANNIVERSARY CHERYL MARTINO!

"I received these beautiful spring flowers from my manager, Brenda Christian, for my 11th NCHC employment anniversary this month!"

- Cheryl Martino, CSW, Adult Protective Services Representative

> Brenda Christian



Cheryl Martino

SCHEDULED SAFETYZONE OUTAGE Wednesday, February 19

On Wednesday, February 19, 2020 at 10:45 PM until 12 Midnight CST, SafetyZone® will be unavailable due to server maintenance.



Oh, BABY!

Welcome to the NCHC Family Baby Barrett!

"We welcomed our son, Barrett Lane on 2/8/20 at 3:32am with a beautiful home birth delivery. Pictured with Barrett and mommy are proud big sister, Zylah and his daddy, Randy. Barrett weighed 8 pounds 4 ounces and was 21 inches long. We're all doing great!" - Shandah Stewart

Shandah works in Patient Access at the Antigo Center. Congrats to you and your family Shandah!





<u>REGISTER</u> <u>NOW</u> TO ATTEND THE LIVE**2**LEAD <u>REBROADCASTING</u> <u>EVENT</u> AT NCHC!

- 71



JOHN C. MAXWELL

A No. 1 New York Times bestselling author, coach and speaker who has sold more than 24 million books in 50 languages and is considered one of the popular leadership experts in the world.



A bestselling author, global researcher and strengths revolutionist focused on unlocking strengths, increasing performance and pioneering the future of how people work.

ANGELA AHRENDTS

Most recently the Senior Vice President of Apple Retail, integrating Apple's physical and digital businesses to create a seamless customer journey for over a billion visitors annually.

RACHEL HOLLIS

A #1 New York Times best-selling author of Girl, Wash Your Face, a TV personality, top motivational speaker, top podcast host, CCO of The Hollis Company, a company that arms people with the tools to make positive and lasting change.

CHRIS HOGAN

A best-selling author, personal finance expert, and America's leading voice on retirement, investing, and building wealth. His goal is to help as many people as possible avoid financial traps and set their families up for the future.

WEDNESDAY, FEBRUARY 26, 2020 NCHC THEATER • 8:00AM-12:30PM

Employees must have manager-approval to attend this 4-1/2 hour Rebroadcasting Event.

Register in UltiPro Learning using this link: https://learning.ultipro.com/1533467/live2lead/about?fa=1

Live2Lead is a leader development experience designed to equip you with new perspectives, practical tools and key takeaways. You'll breathe new life into your leadership during this information-packed half-day event. Learn from world-class leadership experts and return to your office ready to implement your new action plan and lead with renewed passion and commitment.

For more information about the Live2Lead broadcast and to view the speakers visit: https://www.johnmaxwellacademy.com/live2lead-2019-more-info.





NCHC INFECTION PREVENTION NOTICE **Coronavirus - What YOU Need to Know**

Please see the information below regarding Coronavirus facts. Please review and refer to the posts on your Department Communication Board as soon as possible. Share the facts with your team and prevent the spread of infection by practicing good hand hygiene. If you have questions, please contact Tim Holzem in Infection Prevention. 715-848-4523 THolzem@ norcen.org Remember, that if you are not coming to work due to illness, you must contact Reneé in Employee Health by calling 715.848.4396 to report your symptoms.

2019 Novel Coronavirus (2019-nCoV)

Q. What are coronaviruses?

G. What are coronaviruses? A: Coronaviruses are respiratory viruses named for the crown-like spikes on the surface of the virus. These range the common cold. to severe acute respiratory the common cold, to severe acute respiratory syndrome (SARS) and the Middle East Respiratory Syndrome (MERS). The latest coronavirus from China is called the 2019 Novel Coronavirus (2019-RCV). This new coronavirus is different from the others and we are learning more about it every day.

Q. How do you get infected with the novel coronavirus?

A: Novel coronavirus?
A: Novel coronavirus is spread by close person-to-person contact from droplets from a cough or sneeze.
which can get into your mouth, nose, or lungs. Close contact is defined as being within aporoximately 6 feet of or lungs. Close contact is defined as being within approximately 6 feet of another person. There aren't many cases in the U.S., so the risk of contracting the novel coronavirus is low: is low

Q. How do I know if I have novel coronavirus?

714A (🕝

A: The CDC is making available a test A: The CDC is making available a test specifically to determine whether patients have coronavirus. General testing by your healthcare provider will not identify the novel strain. Symptoms of novel coronavirus may appear in as tew as 2 days, or in as many as 14 days after exposure. Symptoms can include: fever, cough,

and shortness of breath. Call your healthcare provider if you have these symptoms and have recently the symptoms and have recently have these symptoms and have been in close personal contact with someone who has been such with novel coronavirus. When syour symptoms are severe, all your healthcare provider first, rather than showing up in the office or visit, be sure to note your symp-toms, and travel history or exposure to a person diagnosed with the virus. nd shortness of breath. Call your

Q. If I get the novel coronavirus will

A: Not likely, based on what we know A: Not likely, based on what we know now. The people most likely to get seriously iil from this virus are people nealth conditions. Currently it is estimated that for every 100 cases of 2019-n.GoV, between 2 and 4 people would die. This is very different from (SARS), where nearly 10 in 100 sick people died from the illness.

Q. I see people in China wearing masks, should I be doing that?

masks, should I be doing that? A: No. Health officials in the U.S. do not recommend the use of masks among the general public because risk of infection is low and limited to close contacts (e.g., husband and wife). People in China, where spread is more likely, have been instructed to wear masks to prevent infecting

others and to possibly prevent getting ill from close contact in crowded public spaces where someone with novel coronavirus may cough or sneeze directly on them. others and to possibly

Q. What can I do to prevent getting sick from novel coronavirus?

sick trom novel coronavirus? A: You are at a greater risk of getting seriously ill from the influenza virus than the novel coronavirus. Get a flu shot if you haven't already.

The following tips will help to prevent novel coronavirus as well as other respiratory viruses:



 Avoid touching your eyes. and mouth, especially with unwashed hands. Avoid close contact with people

- who are showing symptoms of illness.
- Clean and disinfect frequently touched objects and surfaces.
- Cover your cough or sneezes with a tissue or sneeze into your elbow. Throw the tissue in the garbage and make sure to clean your hands afterwards. Stay home when you are sick.

INFECTION

CONTROL&PREVENTION



On February 12, it was identified that NCHC's Mount View Care Center location is experiencing an influenza outbreak. The definition of "outbreak" is 3 or more cases of influenza-like illness occurring within 72 hours in residents OR a sudden increase in influenza-like cases. Right now, two residents and one staff member are exhibiting signs and symptoms of influenza. Please help visitors, guests and those we serve understand the definition of "outbreak" and inform them of infection prevention methods they can use to prevent the spread of illness (see right).

Signs have been posted at various MVCC entrances and neighborhoods (See right).

2019 Novel Coronavirus (2019-nCoV)

Spreads

through close personal contact with a sick person



Symptoms

- Fever
- Cough
- Shortness of breath

Call your healthcare provider if:

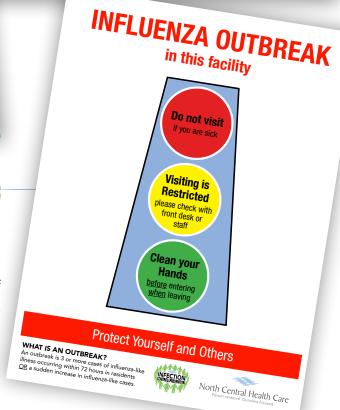
- You have symptoms and have been to China in the last 2 weeks.
- You have symptoms and have been in close contact with a person with confirmed 2019-nCoV.

Prevention

- Wash your hands often.
- Cover your cough/sneeze with tissue.
- Don't touch your eyes, nose, or mouth
- Avoid close contact with sick people.
- Clean high-touch surfaces often.
- Stav home when you are sick.

HPIC

1400 Crystal Drive, S Arlington, VA 22202 f in 🖌 🖸





HEARD OF THE BROOMSTICK CHALLENGE? Merrill Center Team at the Center of a Strange Occurrence...Or Are They?

Earlier this week, the *News You Can Use* received a submission from April Bayer in Community Treatment. April emailed, "We want to try this challenge . Just wanted to share." with the photo below. At first, it appeared to be the handy work of some Photoshop wizard, but April insisted it wasn't. This regular old broom was balancing on its own. What?! Before you doubt this, as we did here on the receiving end, check this out: Supposedly NASA had stated that on 2/10/2020 you would be able to stand a broom up on its own because of the gravitational pull during this time. Could be a myth but the Merrill Center thought they would try it today to see if still works. YEP! It did!

Well, that NASA email floating around the internet turns out to be a hoax. In the latest viral challenge to overtake Twitter, people are balancing brooms upright in order to demonstrate a supposed unique gravitational pull taking place on February 10. ... The stunt's premise of an unusual gravitational pull on February 10, however, is false - and NASA wants to set the record straight.

Direct from NASA, you can do this ANY day of the year and it has more to do with the low center of gravity.



FAMILY-FRIENDLY WORKPLACE SURVEY

Help us create SUPER places to work by taking a community survey:



Scan **here** with your phone or visit: wipps.org/employee

This 15-minute anonymous survey about the workplace benefits you most value will be used by a coalition of businesses and nonprofits to help our community and workplaces become more family-friendly.

Any person working or self-employed in Marathon county is encouraged to participate in the survey.

For more information, call **715-261-6368** or email **info@wipps.org**



PHISHING AND SPEAR PHISHING Know What <u>Not</u> to Click On!

Phishing and spear phishing are the most common ways that computers get viruses and ransomware on them. While our security tools block many of these emails (as well as junk and spam), there's still a risk that some dangerous emails will get through. It's important that all of us know how to recognize phishing emails. The best practice for you is, once you recognize an email as phishing or spam, simply delete it without opening it. If you do open one of these emails, the MOST important thing is to not click on any link in it or open any attachment. Close it and block the sender (right click, select junk, block sender).

You might ask, "how would I know an email is phishing if I don't even open it?". That's a good question. Here's an example, suppose the Subject is, "Information about you BMO Harris account". Let's suppose that you do not have a BMO Harris bank account – This would be a good one to not even open and then, right click, Junk, Block Sender.

More training on how to recognize phishing is available on the Intranet. Go to CCITC, Documentation and Training, Cyber Security (http://intranet/CCITC/ DocumentationTraining/CyberSecurity.aspx). We have links to a variety of training material.

InfoSec

CCITC began using a new product to help teach all of us how to recognize phishing emails. This product is from InfoSec. The tool sends out fake phishing emails. If you accidentally opened one and clicked on it, you would have been taken to a white screen. Starting soon, the Email links when clicked on, will notify you that you just clicked a fake email. You'll see our CCITC logo Description: ccitc-logo-notext_Medium.bmp as well as the name of your organization and it will recommend that you watch a short video training you on how to recognize phishing scams. Please DO take the training. It's only a few minutes long.

In December 2019, one of the InfoSec tests was an Email from Apple confirming your purchase of a new iPhone. In that test, the sender's email address was @authorizedtransactions.com . It was not @apple.com which is the legitimate Apple email domain. That's the type of scrutiny that we hope you utilize. Our Email protection tools are good, but no tool is perfect. Some phishing will get through so it's important that you are paying attention.InfoSec has other training videos that we'll be making available on the Intranet as well as on NCHC's learning management tool.

Our goal in this is to educate all of us on how to recognize phishing and spear phishing scam emails to better protect our critical information systems. If you have any questions – please feel free to contact Gerry Klein at CCITC.

One last note, if you do accidentally open a real phishing email (not the InfoSec tests) and click on anything in it, please call the helpdesk and ask them to help you run a local virus scan. A helpdesk person can remote into your computer and run a Trend Micro scan of your computer.







Infection Prevention & Lab Services Wausau Campus

Written by Tom Boutain

DEPARTMENT

I had the opportunity to meet with Tim Holzem in the laboratory to learn about what they do and what phlebotomy is all about. Fun fact, Tim and I were part of the same onboarding back in March. It was nice to talk with him and see how things are going.

Joining Tim in the laboratory is Anna Thielman. Together they provide phlebotomy services and specimen processing services to NCHC utilizing Marshfield Clinic. You may see them around with the mobile cart collecting samples during weekday mornings or preparing samples to be sent out to Marshfield Clinic for processing. Our NCHC laboratory process thousands of requests each year.

Have you ever noticed the cute monkey "Vomiting at Work is just not cool" or the kitten "But I'm too cute to get sick!!!" then you have seen some of the education that the awareness campaign provided by Tim is responsible for. His role in Infection Prevention here at NCHC is extremely important. We serve hundreds of people each day and their health and ours is extremely important to be able to fulfill our vision of *Lives Enriched and Fulfilled*. In the event that we would have an outbreak, his role is to identify it and aid in the elimination.

Please remember these easy steps:

- Get vaccinated
- Cover your cough or sneeze
- Wash your hands
- Avoid touching your eyes, nose, and mouth
- Stay home if you are sick

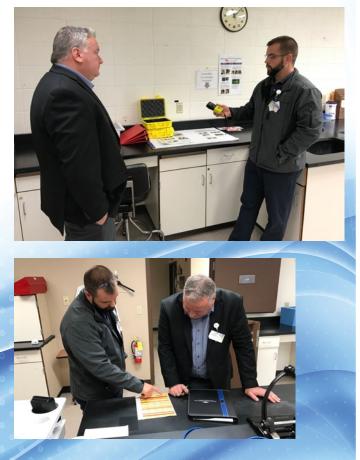
DID YOU KNOW

The NCHC Lab on the Wausau Campus

provides several services for employees such as assisting employees in filling out family and medical leave (FMLA) forms, workers compensation planning and injury paperwork, as well as providing annual flu shots and required TB skin tests.

Tim Holzem provides a tour for Tom Boutain to share all the great things that the Lab does for all those we serve and our employees.









NCHC ORGANIZATIONAL DEVELOPMENT 2020 Training Topics Calendar



Employees will notice changes in how training is being delivered in 2020. We are now using our new Learning Management System (LMS) for all online training called UltiPro Learning. As people become more comfortable with the system, we will slowly introduce new features. Another change is that beginning in 2020, we are assigning training around different topics each month. During the month, you may be assigned online training modules, participation in discussions in the New You Can Use and he provided and

participate in discussions with your manager and teams, read articles in the News You Can Use, and be provided additional information via emails around the monthly topics.

February 2020: Corporate Compliance, Code of Conduct, Patient Rights, Caregiver Misconduct and Zero Suicide

March 2020: HIPAA, Privacy, Confidentiality and Release of Information

April 2020: Emergency Preparedness, Continual Readiness and Advanced Directives

May 2020: Mental/Behavioral Health and Suicide Prevention

June 2020: Workplace and Personal Safety

July 2020: Coaching, Mentoring, Process Improvement and Change Management



August 2020: Communication, Cultural Competence, Trauma Informed Care and Person Centered Service

September 2020: Cyber Security, Suicide Prevention, Substance Abuse/Recovery and Dementia

October 2020: Standard Precautions, Vaccinations, Infection Prevention and Antibiotic Stewardship

November 2020: Caregiver/Employee Wellness, Ethics and Boundaries

December 2020: Employee Engagement, Professional Development Plans & Performance Evaluations

If you have ideas or information that you would like to share around any of the listed topics, have questions about training and professional development or need help with anything in the UltiPro Learning please contact Curt in Organizational Development at 715.848.4529 or CMatsche@norcen.org



SAFETY SNIP-ITS •• WORTH REPEATING! Parking Problems?

The Wausau Campus is in full swing with our renovations. This means some of our parking lots have been taken up by construction crews and fencing. Here are some tips to help your with your daily parking routines that are safe and effective so we all have a great parking lot experience.



Bad Parking is:

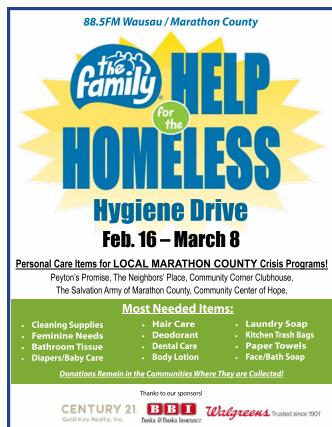
- Making up your own parking spaces in fire lanes, next to snow banks and anywhere
- creative. • Parking crooked in the lines so another visitor or em-
- ployee can't open a door or even back out.Letting your vehicle stick out into the lane of parking
- lot traffic.

Good Parking is:

- Parking between the
- designated parking lines
- Pulling in straight and even
- When parking near snow banks, parking so that your vehicle doesn't stick out into the lane of traffic, or block others from passing.







More information at TheFamily.net or call The Family at 800-236-9364



In Need of An Affordable Housing Solution?

- Are you currently living in substandard or inadequate housing?
- Are you willing to partner with Habitat for Humanity in the
- construction of a new home and promotion of the organization? • Are you seeking housing that will not exceed 30% of your income?

HABITAT FOR HUMANITY OF WAUSAU may be able to help!

Approved applicants can purchase a home, with a not for profit home mortgage and payments over 25-30 years, including taxes and insurance. Eligible income limits are between \$25,450 - \$57,600 based on family size. Each application reviewed on a case by case basis.

Register to attend an orientation meeting to find out more:

Tuesday, February 25, 2020 @ 5:30 pm Habitat for Humanity of Wausau Office 1810 Schofield Ave. Weston, WI 54476

OR

Saturday, February 29, 2020 @ 10:00 am

Marathon County Public Library – Wausau Community Room 300 N 1st St. Wausau, WI 54403 This is not a Marathon County Public Library sponsored event.

Call to register: (715) 848-5042

Open application period: January 24, 2020 - March 20, 2020 www.habitatwausau.org

Hinsights



On the Move! Congrats to the following employees that recently transferred or received promotions!

Anna Lyn Thielman worked

hard to progress from CNA to LPN on Legacies by the Lake! Congrats Anna Lyn!







Have You Seen the Latest **Realistic Job Preview Video?**

Featured Realistic Job Preview: Housekeeping Aide

Meet Laurie Kleinschmidt! She shares her experience working in Housekeeping for North Central Health Care. Find out what makes this experience a great fit for her. Is this the career for you or someone you know?

Watch the full Realistic Job Preview at www.norcen.org/RJP or Facebook!

Find out with a realistic job preview of some amazing opportunities at NCHC! www.norcen.org/RJP



HARD HAT UPDATE

Keeping you up to speed on construction around NCHC locations, so that we can communicate together with staff, visitors and those we serve.

WAUSAU CAMPUS RENOVATIONS:

E-Wing - Former Evergreen Place and Previous Lakeside Recovery Demolition Set to Begin Around February 20th

- The interior work on E-Wing demolition will continue this week in into early next week.
- The exterior Demolition will begin as early as late next week, about February 20th to 21st. The demolition noise levels will be high and will affect the areas closest to the E-Wing; the Outpatient Services, C-Wing, Volunteer Services Office and Southern Reflections for the dementia residents.
- There will be loud noises that will be associated with the demolition of the E-Wing starting the 20th of February and continuing for more than two weeks.
- More information will be announced as to the daily activities, so please check your communication board and email for up to date information.
- Communications and Marketing will be placing signs at various places throughout the building to alert visitors, residents and staff of the loud noises.

Parking - Where to Park If You Can't Find A Space

Due to renovations, parking has been affected. Lots are especially full on days when events like orientation are occurring or there are other events on campus.

- We ask that all employees TAKE EXTRA TIME TO PARK to ensure that you are in between lines and not "wasting" spaces by having a "lazy" parked car. See Safety Snip-Its on Page 8.
- In the event you arrive and the parking lot areas are full, we ask that you please continue to leave the parking spots closest to the building for visitors and clients arriving for appointments.
- Please parallel park along the driving lane that parallels the fence of the airport in the far rear parking lot (see pink area on map right). Do not park on the continued road of Lake View Drive that leads around to the Crisis Center. This road must remain clear.
- If possible, come back at a later time in the day and move your vehicle to a parking space within the lot to aide in snow removal and access.

We appreciate your efforts regarding parking during this renovation period. Thank you for arriving early, walking further and being courteous in the parking lot.

Please watch for updates via email and communication boards as situations will change as the renovations progresses.







Marathon County Employees Credit Union

YOU

SO HARD!

THANK YOU FOR

BEING A MEMBER!

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 are \$.40/ounce.



Soup: \$1.50 Cup | \$2.25 Bowl

FEBRUARY 17 – 21, 2020

MON 2/17 Chicken Noodle Soup Baked Potato Bar

Vegetable Lasagna

Carrots Garlic Bread Ice Cream

TUES 2/18..... Potato Soup

Egg Rolls with Sweet/Sour Sauce

Beef Tips Broccoli Mashed Potatoes Frosted Orange Cake

WEDS 2/19 Minestrone Soup

Chicken Bacon Flatbread Pizza

Country Fried Steak Green Peas **Baked Potato** Apple Crisp

THUR 2/20 Turkey Dumpling Soup Baked Turkey Berry Wrap

Baked Polish Sausage

Sauerkraut, Scalloped Potatoes Mixed Vegetables Lemon Chiffon Pie

FRI 2/21 Split Pea Soup Taco Bar

Parmesan Baked Fish **Scalloped Tomatoes** O'brien Potatoes Lemon Bar

We are Different than Other Financials -Let Us Show You How

Proudly serving NCHC Employees

& their Families since 1965.

Already a member: Thank you Not a member: Contact us today!

715 261-7680

cuteller@co.marathon.wi.us 400 East Thomas Street • Wausau, WI 54403

FOOD SERVICES NOTICE: NCHC CAFETERIA FOOD PRICE CHANGE Hot Sandwich, Hot Foods and Cold Bar Price Increase

NCHC Food Services is announcing a price change to food offered in the Wausau Campus cafeteria. Prices have not changed in the last 6+ years, however the prices of food from vendor steadily increases each year. All hot sandwiches, hot foods and cold bar items will increase from \$.35/ounce to \$.40/ounce. Soup prices will remain at the current rate of \$1.50/Cup and \$2.25/Bowl.