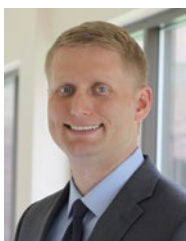


A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH MICHAEL LOY

We Are Doing The Right Things

It's the end of a week that we started with news that one of our coworkers tested positive for Covid-19. Thankfully throughout the course of the week we have not had any other confirmed cases. This shows us that we're doing the right things in terms of our screening and making sure that people go home if they don't feel well. So keep up the good work.

This past week, we had a fun week with #CombatCovid here at NCHC. Thank you to all of you for joining in on that and lifting the spirits of our teams and those we serve. Thank you to all of our staff that continued to show up to do above and beyond work here in this organization. It's truly incredible. All of the things that are normal to us will continue to change. All of us are dealing with a different world but its your courage and bravery that will help us see this through to see the other side of what we're dealing with. We will all be able to learn from this experience. There will be positives that come out of all this, but we continue to do everything that we can here at North Central Health Care to get us all through the days, weeks and the month ahead. We look forward to the bright future that still lays ahead of us.

Several things are always in motion here as we've gone through the last few weeks. Out incident command has been operational for a full month already and we've been actively working every day to make sure that our residents are safe, our patients are safe, and most importantly our staff are safe. We continue to work on our PPE supplies. I'm confident with all of the supplies that we have on hand: gloves, face masks and surgical masks. We continue to work on additional supply replenishment to make sure that supply is not a problem in the future. We're also working on sourcing face shields and hopefully we'll have an adequate supply here in the near future. From a supply chain standpoint, gowns seem to be our current challenge but we're working on alternative solutions and things that we can do to get regular personal protective equipment here. It's our priority to make sure that we have all those resources available.

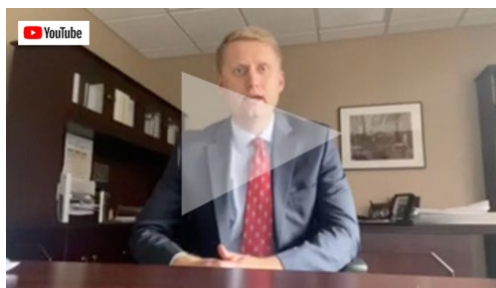
We're also busy putting together our Covid-19 positive units here on our Wausau Campus in addition to a Covid-19 positive unit located at Pine Crest. We're preparing now because it may be something that we have to do in the future. We will have 18 beds each in our two nursing homes that will be isolated for Covid-19 positive patients and one specific 10-bed unit for our behavioral health services. We are also asking if there are staff that are interested in being part of those units to volunteer ahead of time so that we can make sure that we have the appropriate staffing for when we need to activate those units, if necessary.

Our goal, of course, is to prevent the spread of illness to anyone in our organization, but at such point we may be part of the solution with our isolated units. At that time we will do everything we can to prevent the spread of illness, using all the precautions that we can while keeping you safe.

So again, thank you to our team for all that you're doing. You're incredible. I see your commitment to this organization. I've seen it all throughout the week and month. We continue to do wonderful things for our community. Everything about our world is different but the thing that remains the same is the character and love that you all show this community. I truly appreciate you! Keep doing all the good work that you are doing and we will get through this together.

Make it a great day,

Michael Loy



Watch NCHC Connections <https://youtu.be/chKj7VBls4k>

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Watching Evergreen and Lakeside Buildings Come Down

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Understanding the Covid-19 Hotline

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, April 6 –
Sunday, April 12

Tom Boutain





PHOTOS OF THE WEEK

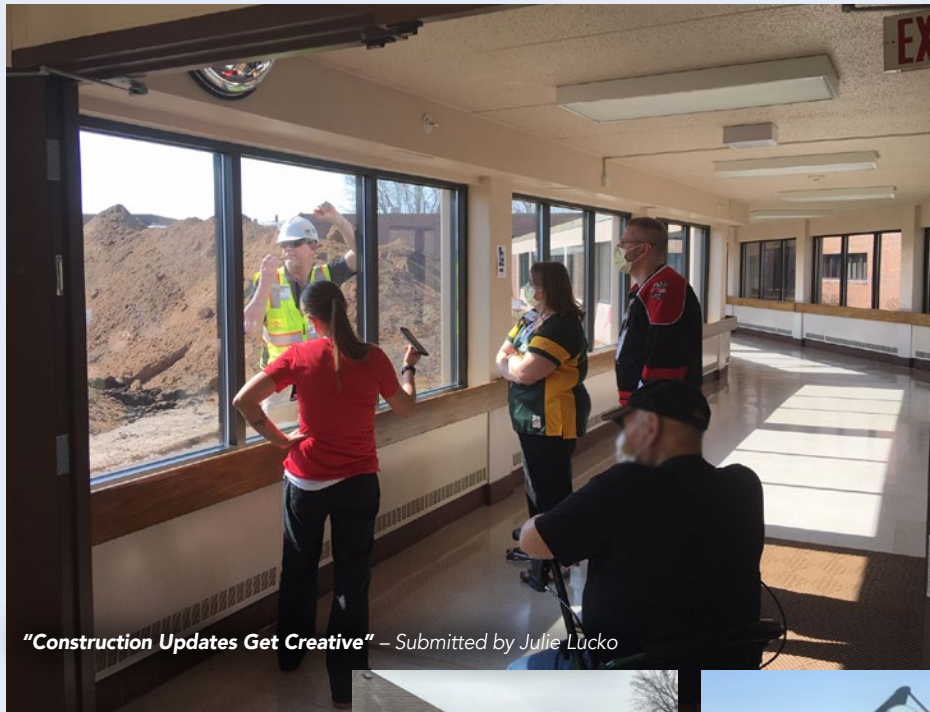


Submit A Great Photo From Your Week!

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.

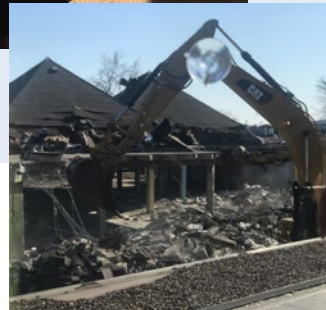
CONSTRUCTION UPDATES GET CREATIVE!

This photo shows a construction update taking place in the link hallway of Mount View Care Center. Marathon County Project Manager Troy Torgerson is outside the window speaking into his cell phone while the team at Mount View Care Center receive information inside on their cell phones and are able to watch the demolitions while they are happening. Now this is creative! Great work team.



"Construction Updates Get Creative" – Submitted by Julie Lucko

Beginning of March



DEMOLITION OF EVERGREEN PLACE AND LAKESIDE RECOVERY

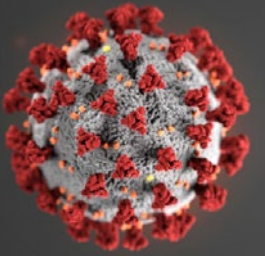
Construction Efforts Continue

These photos show the sequence of the demolition of Evergreen Place and the former Lakeside Recovery. Thank you to the team at Mount View Care Center for sending over some photos! We will miss our beloved Evergreen and Lakeside Recovery, but our future is bright as we await the new skilled nursing tower.

Want to Watch Time Lapse? Or Live Video?
www.norcen.org/LiveStream

Beginning of April



**COVID-19
Coronavirus****FREQUENTLY ASKED QUESTIONS****FACEMASKS**

For a running list of FAQs, please visit www.norcen.org/ForEmployees

Q: Which mask should I wear – Surgical Mask or N95?

A: For most patient encounters at NCHC we should be utilizing Surgical Masks. N95 respirators should be reserved for direct care of suspected or known positive COVID-19 patients or for staff that are immunocompromised. N95 masks should also be utilized in all Aerosol generating procedures (e.g., CPR, endotracheal intubation, non-invasive ventilation, etc...).

Q: Can I reuse my mask?

A: Yes. There are two different methods for reusing masks: extended & re-use. Extended use of facemasks is the practice of wearing the same facemask for repeated close contact encounters with several different patients, without removing the facemask between patient encounters. Re-use is the practice of using the same facemask for multiple encounters with different patients but removing it after each encounter. Depending on your location, you may use both.

- HCP must take care not to touch their facemask. If they touch or adjust their facemask they must immediately perform hand hygiene.
- A mask should not be worn for more than 5 days of use, and will likely need replacement before then
- Not all face masks are suitable for reuse. Facemasks that fasten to the provider via ties may not be able to be undone without tearing and should be considered only for extended use, rather than re-use. Facemasks with elastic ear hooks may be more suitable for re-use
- The facemask should be removed and discarded if soiled, damaged, Integrity is lost (eg: visible rips and tears or too easy or hard to breathe through), or it is hard to breathe through.
- Surgical masks should be discarded if used in direct care of a COVID-19 positive patient upon leaving the covid-19 positive treatment area.

Q: How do I know if my mask is soiled?

A: If your mask is visibly dirty or has been directly sneezed or coughed on it is considered soiled.

Q: How do I store my facemask?

A: Per CDC guidelines, facemasks should be carefully folded so that the outer surface is held inward and against itself to reduce contact with the outer surface during storage. The folded mask can be stored between uses in a clean sealable paper bag. Label the paper bag with your name, and store it in a dry, safe location.

April 1, 2020, Page 1 of 3

Q: Do I have to be fit tested for a N95 respirator?

A: Staff working on select units will be fit tested, however, all staff wearing an N95 mask should perform a self-seal check regardless of whether they have been fit tested or not. After donning an N95 respirator, perform a self-seal check to assist the mask performance. Continue to adjust the mask to minimize evidence of air leakage.

Q: How do I perform a user seal check for an N95 respirator?

A: To perform a Negative Pressure self-seal check take the following steps: - Place the N95 respirator on your face and inhale. - If the facepiece remains in its slightly collapsed condition and no inward leakage of air is detected, - the tightness of the N95 respirator is considered satisfactory.

Q: Must I wear an N95 respirator when caring for COVID-19 positive patients?

A: Although they are preferred when caring for COVID-19 positive patients, the CDC does allow for use of Surgical Masks, when combined with a full complement of PPE, in that setting. A surgical mask used in the treatment of a COVID-19 positive patient should not be worn outside of a COVID-19 positive designated treatment area.

Q: Can I use a KN95 respirator?

A: According to the CDC, KN95 respirators are expected to be suitable alternatives to N95 respirators during the COVID-19 response when supplies are short.

Q: Can I wear a homemade mask?

A: Homemade masks are not considered Personal Protective Equipment (PPE) and should only be used in combination with another form of facial PPE. When worn over a surgical mask, homemade masks may help protect surgical masks from becoming soiled -- but may also make breathing more difficult or lead to greater warmth and accumulation of moisture within the mask.

At this time, we do not recommend wearing a homemade mask over a surgical mask or a respirator when used in a COVID-19 positive setting. Do not attempt to take home or wash a homemade face mask after use in a COVID-19 Positive setting. If used in such a setting the homemade facemask should be discarded with the rest of your PPE.

Q: How do I care for/clean a facemask?

A: Surgical/Procedure Masks: Do NOT attempt to clean a single use facemask Do NOT use cleaning solutions on your mask (eg. Alcohol or Bleach) as it will damage the integrity of the mask

Homemade Masks and Headbands: Use normal laundry detergent according to washing machine instructions and dry thoroughly using the warmest temperatures possible. There is no need to use alcohol or bleach – soap and hot water is best.

Q: Can I draw on my face mask?

A: No, drawing on your face mask increases the risk of damaging the mask.

**Q: Can I wear a headband with a button on it?**

A: Yes, you may wear a headband with buttons on it and secure your mask straps to the button.

Q: Can I take my mask home?

A: No, surgical masks and N95 respirators must be maintained and stored at NCHC to protect their integrity. However, homemade masks should be taken home and cleaned according to the recommendations above prior to next use.

Q: Why are we reusing PPE?

A: We are actively engaged in monitoring available resources. During this unprecedented time and circumstance, we need to take different approaches to protect our team members while maintaining the ability to provide coverage and care for those we serve.

DO YOU HAVE A QUESTION ABOUT COVID-19?

NEW! We recently launched 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



SOCIAL MEDIA IN A COVID-19 WORLD

Quick Review of NCHC's Social Media Policy

Each day more and more people turn to social media for information and connections. We are no strangers to social media at NCHC and have encouraged staff to connect with our private group pages on social media (<https://www.facebook.com/groups/NCHCTeam/> and <https://www.facebook.com/groups/NCHCEmployeeChildcare/>). If you have not done so, we encourage you to check it out.

With increased social media use, can come unintended consequences from social media misuse, which is why we have a social

media policy. We cannot stress enough that information that you receive from NCHC is under advisement from the Centers for Disease Control and Prevention (CDC), the State of WI Department of Health Services, our local authorities and our expert medical staff. Information provided outside of this, may not be reliable or factual as it pertains to Covid-19. We encourage you to share information from these organizations' websites freely as well as NCHC's.

NCHC currently has a social media policy for all employees, which is so important to understand and adhere to. As an overview, Organizational Development will be providing employees a refresher on the social media policy through UltiPro Learning coming soon. While we encourage you to use social media for purposes of sharing information, we also need to ensure that staff are following our current social media policy, for everyone's protection and security.

As a reminder, here is an overview of the NCHC Social Media Policy:

The policy prohibits employees from speaking on behalf of the organization unless they are authorized to do so (example: NCHC's CEO, Operations Executive, Public Information Officer, Communications Director). Identifying yourself in a statement as a NCHC employee on social media and then providing information regarding a particular topic, is construed as representing NCHC on social media to those reading it. If you are unsure, make your statement clear by including that you "are speaking for yourself and not on behalf of North Central Health Care".

- The policy prohibits employees from sharing patient, client or resident information on social media including care, treatment or protected health information (PHI)
- At no time should you identify that a patient, client of resident currently is or ever was a p/c/r of NCHC.
- Understand other policies including Code of Conduct, HIPAA anti-harassment.
- Never post information you know to be inaccurate. If you do, correct it as soon as possible.
- Express your personal opinions.
- Refrain from using social media networks on work time.
- Do not use norcen.org email addresses to connect your social media accounts.

As always, consider the risks and reward of social media. I believe social media can be VERY rewarding when used appropriately and can certainly help us all communicate and make healthy connections. I want to thank all of you as we all venture through new and unexpected corridors of this Covid-19 experience. You are doing a great job!

If you ever have any questions about social media use, please feel free to reach out to Jessica Meadows at 715.370.1547 or jmeadows@norcen.org. Thanks for all you do!

WAUSAU CAMPUS DOOR ACCESS

Down to 4 Doors for NCHC Staff

In an effort to further protect those we serve, our staff, visitors and vendors, the North Central Health Care Wausau Campus will be further limiting the available doors used to access the building.

Effective immediately, NCHC Staff will have 4 available doors to enter the Wausau Campus and all others will have 3 available doors. Each entrance will have a designated screener to identify those exhibiting signs or symptoms of COVID-19. The screening is a series of questions and also a temperature check, which aligns with CDC guidelines and recommendations for healthcare personnel.

The 4 available doors for staff to enter the Wausau Campus:

- **Entrance 1** – MVCC Main Entrance (restricted zone)
- **Entrance 13**- Yellow Flag or Outpatient Entrance
- **Entrance 33**- Purchasing Side Door (accessible to staff parking in the back parking lot, this is a unrestricted zone)
- **Entrance 55**- Crisis Main Entrance (restricted zone)

The 3 available doors for all others to enter the Wausau Campus:

- **Entrance 1** – MVCC Main Entrance (restricted zone)
- **Entrance 13**- Yellow Flag or Outpatient Entrance
- **Entrance 55**- Crisis Main Entrance (restricted zone)

Please remember all other doors at this time should not be used to enter into NCHC. Please only use the 4 doors specified above. If you have been using another door besides these four doors noted above, your routine must change. You and your staff are required to utilize one of these 4 doors. If you have any questions related to this message please contact Jarret Nickel directly at 715.848.4420 or jnickel@norcen.org.

CYBER SECURITY WARNING

Phishing Scam: Discrimination/Sexual Harassment Prevention Training

Cyber security is always a priority in today's working world. Many of you have received an email that resembles the email shown to the right. We're seeing this coming in from multiple legitimate email accounts at the state of Wisconsin and within our own Email server. This is a phishing scam email and is NOT one of CCITC's phishing tests.

WHAT TO DO:

DO NOT CLICK ON ANY LINK IN THE EMAIL.

If you see that subject line, highlight the email without opening it and delete it.

Discrimination/Sexual Harassment Prevention Training



Kris Baguhn

Friday, March 27, 2020 at 5:06 PM

Show Details

Action Items

Manage Add-ins...

Good morning,

Our records show that your **Discrimination & Sexual Harassment Training** will expire within the next 24hrs. In order to keep your training updated, you may register on our [Training Calendar](#) for a live training session or take the online training [intranet/onlinelearning/hrtraining.htm](#). Please see policy for details on which session you must attend/take.

The **Updated** Anti-Harassment Policy requires:

- Every **non-supervisory** employee must attend the County's "Discrimination and Sexual Harassment Prevention Training for Employees" upon hire and **every year** thereafter during the course of their employment with the County. While non-supervisory employees have the option of completing the training online via the online training intranet, **it is required that in-person training are completed at least every other training** to ensure a thorough understanding.
- Every **supervisor** must attend the County's "Discrimination and Sexual Harassment Prevention Training for Supervisors" upon hire and **every year** thereafter during the course of their employment with the County. **Supervisors have the option of completing the training online** and must attend an in-person training each time the training is due.

Your attention to this matter is greatly appreciated. Have a great day.

Thank you,
Human Resources Training & Development



WELCOME THESE NEW EMPLOYEES TO THE TEAM!

ADULT DAY SERVICES – LINCOLN INDUSTRIES



Wesley Boehm –
Program Aide



Kay Schenzel –
Program Aide

BUSINESS OPERATIONS



Javonna Saari –
Administrative Assistant

COMMUNITY TREATMENT YOUTH – WAUSAU



Jake Prichard –
Case Manager

CRISIS SERVICES



Crystal Sabatke –
Crisis Professional

FOOD SERVICES – WAUSAU



Skyla Van Rixel –
Dietary Aide

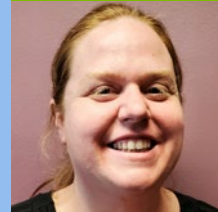


Johnny Williams –
Dietary Aide

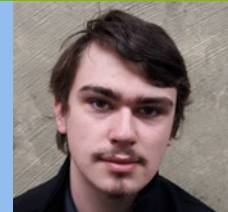


Tamara Williams –
Dietary Aide

LONG TERM CARE – PINE CREST



Thana Hanneman –
CNA

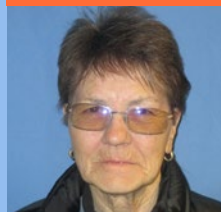


Hunter Stevens –
Hospitality Assistant

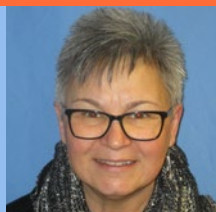
LEGACIES BY THE LAKE – MVCC



Megan Prorok – CNA



Jeanette King –
Hospitality Assistant



Sylvia Tzinoglou – RN

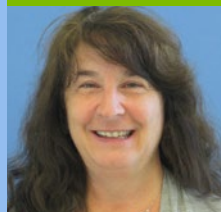
LONG TERM CARE – MVCC

PATIENT ACCESS SERVICES – WAUSAU



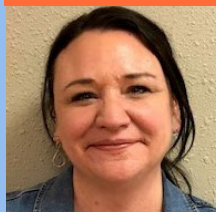
Kay Buchkowski –
Registration Specialist

RESIDENTIAL SERVICES – WAUSAU



Cheryl Zeinert –
Residential Care
Assistant, Chadwick

YOUTH HOSPITAL – NCHC – WAUSAU



Erica Huffman –
Youth Behavioral Health
Hospital Manager

*Due to delays in receiving photos, not all new employees maybe shown this week.
Our apologies if we missed you. We will catch you next week!*

Person-Centered
**Shout
out**



Organizational Development and HR Teams

Why: Thank you for shifting new orientation so incredibly quickly to accommodate safety measures for Covid-19. Everything online and through UltiPro Learning and virtual in a matter of days so our new employees felt welcome but also received all the same content as our previous orientations. Great work by a great team!

Submitted by: The Communications & Marketing Team



APRIL 1ST WAS CENSUS DAY

Does That Mean the Count Ends That Day? No!

The count will continue until mid August but April 1st is the date used to count where an individual was located when they respond.

While Wisconsin currently leads the country in the number of surveys that have been completed (44.3% for Wisconsin versus the National average of 36.2%) there are areas in our state where the response rate could be improved upon. Considering the current environment it would not be safe to host a large Census event or go out and meet with your neighbors. But what you can do is use your community social networks as well as your personal ones (i.e. Facebook, Twitter, etc.) to let your friends and neighbors know how important the census is to your community and remind them to complete their survey. You could also remind them that everyone, regardless of whether or not they received an Invitation to Respond letter, can go online to www.My2020census.gov to complete the survey.

To the right you will find the instructions for how to respond to the Census in the event you do not have the Census ID or you lost your mailing. Remember, we have already been working with the Census to provide information for those we serve in nursing homes, BHS and group settings (Group Quarters Enumeration), so the information attached is not for those individuals.

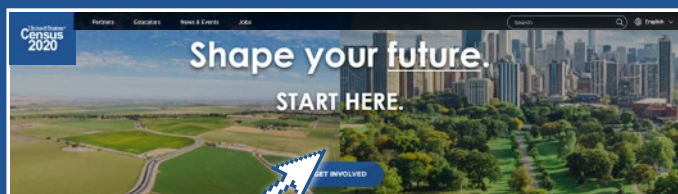
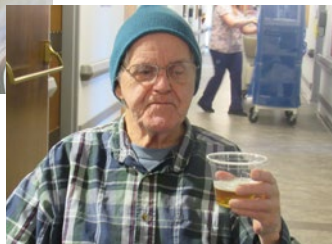
The Census deadline has been extended to mid-August, but there is no time like the present to complete your Census.



LIFE ENRICHMENT AT PINE CREST

What We Have Been Up To

Doris Clausen from Life Enrichment at Pine Crest sent these photos in prior to our face mask requirements. They show some fun times with residents. Residents who chose to could enjoy a beer on a Friday night and even some Valentine's candy! Thank for sharing Doris and team!



Responding to the 2020 Census without a Census ID

The 2020 Census will be the first time that the public can respond online or by phone, in addition to the traditional paper response. Technology improvements over the last decade that allow for these secure response options also enable the public to respond without a Census Bureau-issued identification number—making it easier to respond anytime, anywhere.

Beginning in mid-March 2020, everyone will receive an invitation to participate in the 2020 Census. That invitation will include a unique Census ID that links you to a physical address. But you can also respond online or by phone without a Census ID.

How do I respond without an ID?

On the 2020 Census response website, select the link under the login button that says, "If you do not have a Census ID, click here."

Can I respond online without an ID on any device or browser?

Yes. Responding online without an ID works on most modern devices. For best results use the two latest versions of the following browsers: Internet Explorer, Edge, Chrome, Safari, Firefox, Samsung Native.

Is my response affected if I don't use a Census ID?

Your Census ID allows us to immediately match your response to an address. If you respond without your Census ID, we'll ask you for your address when you respond so we can link your response to your address.

How do I provide my address?

When responding online without an ID, there are three options for entering an address:

1) STREET ADDRESS

For this option, you will be prompted to enter an address number, street name, and either the city and state or the ZIP Code. If a valid street address isn't available, check the box that says, "I do not have a street address" and you can proceed to enter a rural route address or other address/location (see options below).

2) RURAL ROUTE ADDRESS

A rural route address includes a rural route descriptor, rural route number, rural route box ID number, city and state or ZIP Code.

3) OTHER ADDRESS/PHYSICAL LOCATION

If you do not have a rural route address, the system will first ask if you are experiencing homelessness. Then, it will invite you to enter a city, state, ZIP Code, and description of the physical place where you live.

If I live or stay in a garage or added structure at a property, how do I respond?

To respond with a physical location on a property that does not have a separate address, utilize the "Street Address" option, enter the address, and include the description of the structure (e.g., "garage") in the apartment/unit number field. If you reply by phone, you will be prompted to provide the same description.

How do I respond for multiple people or families at a single address?

Everyone living or staying at an address, even if they are not a member of your family, should be counted by the person filling out the census form for that address. There are no restrictions on the number of people who can be included on your form. The Census Bureau has ways to resolve duplicate responses if multiple people at the same address respond separately.

2020CENSUS.GOV
D-FS-GP-EN-009

Shape
your future
START HERE >

United States
Census
2020



ANTIGO TEEN HEALTH FAIR Connecting With Area Youth

On March 12, the Community Treatment team in Antigo connected with hundreds of area teens at the Teen Health Fair at Antigo High School.

Shown in the photos are Youth CCS staff (Top left) Tom Marquardt, Jill Mattek Nelson pictured with son, Bode, and Brook Kickhaver pictured with daughter, Kendal.

(Bottom Left) Antigo High School Students students showing NCHC pride: Kendal, daughter of Brook Kickhaver (CCS Youth Antigo) and Faith, daughter of Carrie Bussiere (CCS Adult Antigo).

(Right) Brook and Jill exploring the Law Enforcement booth.

The teams provided tips of self care for teens and how to manage stress and anxiety. Fun giveaways included stress putty and fidget spinner pens! Great work team!



ST. PATRICK'S DAY PRIDE

Andrea Street Residential

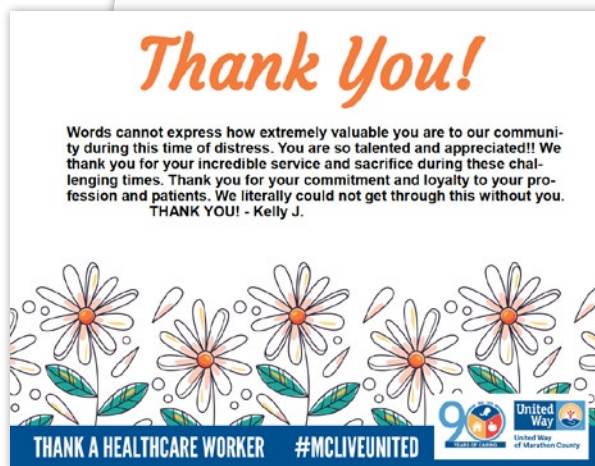
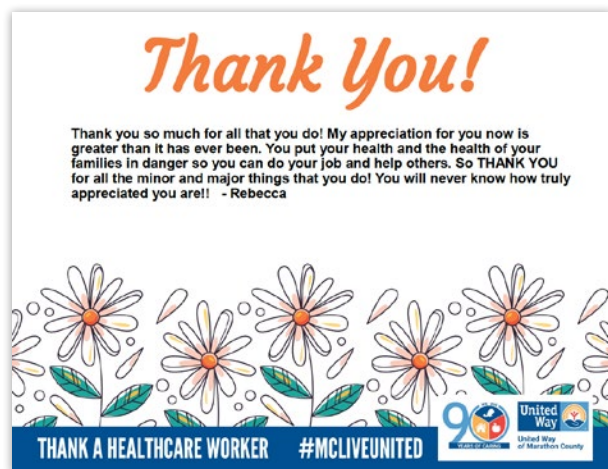
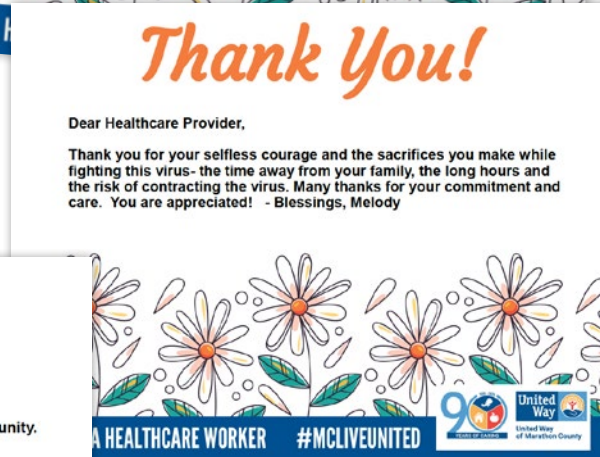
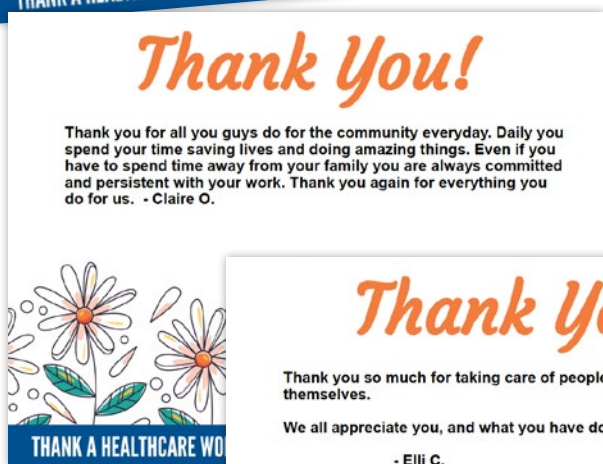
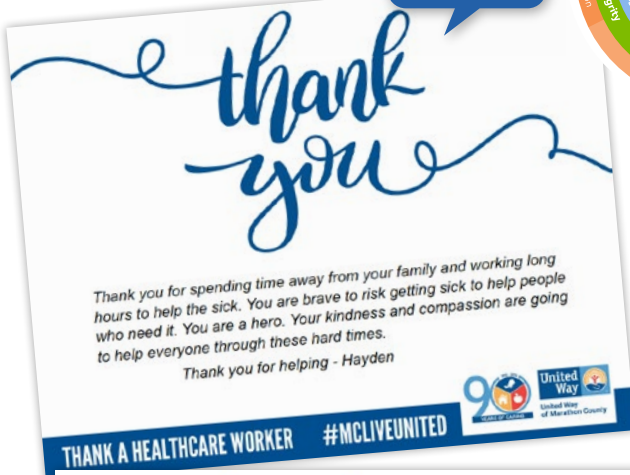
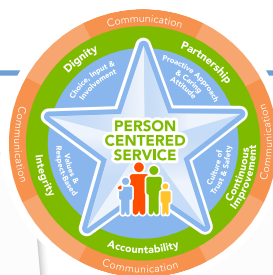
The Team at Andrea Street Residential showed their St. Patrick's Day pride at work with style. RubyAnn Williams, Jessica Kluck and Danielle Mazzoni-Halverson donned their green style. Thanks for sharing your photo team!



Nominate a Coworker Today!

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

www.norcen.org/Recognition



Hundred of photos were submitted this week and we couldn't fit them all here! For all the #CombatCovid photos go to the NCHC Facebook Event Page or the Employee Communications Page! Or visit www.norcen.org/ForEmployees for all the links!





A Guide to Homeschooling Coronavirus Edition

1 Recognize homeschooling is not school

Kids are accustomed to the routine and school environment so it's predicted that they won't be as focused. Lessons won't be taught as professional as they are used to receiving. Socialization will be tough due to local government regulations. It's okay. We are all learning together.

2 Let kids be a part of the decision-making

Most schools have set up online learning platforms or sent kids home with packets of schoolwork to complete. These assignments are non-negotiable. Beyond these requirements, parents can give their children a say in what else they'll learn. Try having your kids make a list of things they'd like to do and learn. Possibilities include math and chemistry through baking; botany through gardening; basic carpentry; or learning about space through a mobile app. The possibilities are endless.

3 Make a schedule

Making a daily schedule to display gives everyone in the family a format for what's coming and when it's over. Most kids are used to schedules in their classrooms, so recreating something similar can ease the transition to a new learning environment. Try to not rely on a hard, academic schedule. If your child is up late reading or being productive, let them sleep in a bit. This will give you, as a parent, some time in the morning to get your own tasks done. The schedules can even include chores, meal times, and mobile device access.

4 Acknowledge that kids have different needs

Schools and teachers are prepared to teach a variety of children with different learning abilities and needs to help them succeed. In a home school environment, parents must run the show. Once again, we need to remember that we are all learning and we are bound to make mistakes. We just need to learn from them and adjust for next time.

5 Build in recess

All traditional school programs incorporate some sort of recess or outdoor time, and a home school schedule should be no different. This recess time doesn't matter if this time is structured or unstructured, just long as the kids get outside, stay active, and have a break from academics.

6 Downtime is your friend

Downtime, or time for kids to work on projects quietly and independently, is just as important as active time outside. Kids need time to "disconnect" every day—from each other, from parents, from technology and from the outside world. Allow for the fact that kids will be holding a lot of tension around all these sudden and often stressful changes to their routines and lives.

7 Get crafty

Art is often overlooked, but an important part of education. Homeschooling also provides parents with an opportunity to get creative with crafts. Parents, remember to not stress about the mess these projects create, since that only detracts from the fun. Embrace your child's creativity. Messes can always be cleaned up, especially by teaching your children that skill along the way.

8 Accept your limits

Children aren't the only ones relegated to working from home in the immediate future. Many parents with office jobs have been asked to do the same. This means that many parents likely will be forced to balance homeschooling with their day-to-day responsibilities at work. We just need to try to do our best because there is no map for this journey that we're on.

NCHC EMPLOYEE FACEBOOK GROUPS CREATED FOR ADDITIONAL COMMUNICATION

The Covid-19 situation that we all are facing together has shown us all that we need to be able to communicate quickly and effectively in an ever-changing world. But more importantly, we need to utilize technology that connects us socially as well. Seeing one another, hearing one another and human connection is so important. Because of this, the Communications & Marketing team at NCHC decided the Facebook platform is one of the most widely used and most readily available tools for use that contains open discussion, video and opportunities to share information very quickly.

In addition to our current Facebook pages that are public facing, NCHC has created 2 additional PRIVATE GROUP pages on Facebook intended for the sole purpose of open, transparent communications that connect our staff quickly.

We realize that not all employees are on Facebook, so information shared here will not replace our current forms of communication, but enhance the connections we already have. Please consider creating a Facebook Account if you do not have one already, and joining the additional groups we have created specifically for NCHC Employees. Notifications will come to your smartphones and computers. If you need help getting started, please contact NCHC-Marketing@norcen.org and or call 715.848.4358 and our NCHC Marketing & Communications Specialist, Angela Parker-Jensen will help you.



NCHC Team Communications Group

Private Facebook Group: <https://www.facebook.com/groups/NCHCTeam/>

As a member of the North Central Health Care team, you are part of an organization that is committed to our employees, their families and the communities in which we live, work and play. We are dedicated to providing the timely and transparent communication necessary to maintain a strong team and hope that you find the information provided helpful! Our Facebook group was created to provide a venue for relevant discussion and updates about North Central Health Care and COVID-19. Content posted will come from reliable sources but may be out of date as COVID-19 progresses and new information becomes available.



NCHC Employee Childcare Connection

Private Facebook Group

Full Group communication with open posting by group members:
<https://www.facebook.com/groups/NCHCEmployeeChildcare/>

This private group was created with the intent to connect North Central Health Care Employees and their families with one another, and with opportunities in the community to assist with childcare. Members are required to be employees or family members of employees. This page is not intended for any type of solicitation or selling of items or for any purpose other than connecting families with childcare. All members will treat each other with dignity and integrity. Let our Person-Centered Service model guide your interactions. Post your childcare needs. Post any babysitters you have!



HRinsights

Position Posting

Title: Certified Nursing Assistant, CNA

Status: Full Time **Location:** Wausau & Merrill

<http://bit.ly/NCHCna>

Under the supervision of a facility Licensed Nurse, the Certified Nursing Assistant provides quality nursing care to residents; reports pertinent information to immediate supervisor; responds to inquiries and requests for information; assists with tasks to support department operations; and maintains a safe and clean environment.



FrontLine

Frontline | April 2020

Employee Assistance Program | ascensionweap.org | ee@ascension.org | 800.540.3758

COVID-19 Links: Worth a Look

New information resources are appearing weekly to help everyone worldwide understand, plan, cope, and overcome the hardship associated with the coronavirus COVID-19 pandemic. Consider these resources and easily memorized bitly.com links to help you remember them and share with others.* These are from the U.S. Centers for Disease Control and Prevention: 1) Everything You Need to Know: [Coronavirus.org](https://www.cdc.gov/coronavirus/2019-ncov/need-to-know.html); 2) Disinfecting Your Home: [bit.ly/corona-clean](https://www.cdc.gov/coronavirus/2019-ncov/disinfecting-your-home.html); 3) Homemade Disinfectant: [bit.ly/virus-bleach](https://www.cdc.gov/coronavirus/2019-ncov/homemade-disinfectant.html); 4) Fear and Anxiety about Coronavirus: [bit.ly/corona-fear](https://www.cdc.gov/coronavirus/2019-ncov/fear.html).

Does Relationship Addiction Affect You?

Is your romantic relationship characterized by possessiveness, jealousy, manipulation, and feeling terrified of abandonment? These states are common among those who struggle with "relationship addiction." Relationship addiction (or love addiction) is not classified as a mental disorder, but many affected by it believe it should be. The dominant pattern is addictive clinging along with severe relationship conflict. Taking over a partner's responsibilities, focusing on the partner's "true potential" rather than abusive behaviors, or molding yourself to be the person your partner wants are also common. Escaping relationship addiction is possible with counseling. Talk to your EAP. Change will be a rewarding journey of hard work, but it won't be about "fixing the relationship." It will be about learning more about how you respond to relationships, discovering the real you, and finding the healthy relationship you really want.

Intervening with a Troubled Teen

Most parents do the best job they can raising children, but any expert will tell you that it also takes a bit of luck. If you are slowly adapting to increasing behavioral problems of a teenager, don't dismiss the idea of a professional assessment to help you identify a path to correct defiant or oppositional behavior. In the 1980s, a worldwide movement of parents helping parents emerged based on a book called *Toughlove*. Decades later, many of its ideas remain standard fare as tools for helping parents reassert and recapture control over their homes, parenting effectiveness, and a better relationship with their children. Start by contacting your EAP so they can point you to reputable services and resources, and you may discover some of these assertive principles of the *Toughlove* movement.

Source: *Toughlove*, Phyllis and David York, Bantam, 1982

Improve Depression Treatment with Talk Therapy

Talk to your doctor about adding talk therapy (counseling) to help treat depression more efficiently in addition to any pharmaceutical intervention you have been given. Talk therapy may 1) help you prevent negative self-talk scripts that are naturally associated with depression, but can make the condition feel worse; 2) assist you in feeling better faster during the natural delay in the medication's positive effects; 3) offer you additional structure and a helping relationship you can look forward to each week; and 4) add a collaborating professional to work with your doctor to offer feedback on your condition.

Find out with a realistic job preview of some amazing opportunities at NCHC!

www.norcen.org/RJP



Hey, you!
NCHC employee...

Do YOU know someone who is as awesome as YOU?

Text "Refer" to 715.598.3663 and you are eligible for a referral bonus when they join our team!
When we get your text, HR will take it from there. What are you waiting for?!

Refer and earn a \$500 Referral BONUS!!



www.pruniforms.com

THANK YOU TO OUR HEALTHCARE WORKERS

SHOP ONLINE
20% OFF Online Orders
FREE SHIPPING on orders over \$75



THANK YOU!

Thanks to the heroes on the front line of the coronavirus pandemic. While many of us are facing social distancing, you are sacrificing yourselves to take care of our loved ones. You are the courageous heroes of this worldwide story, knowingly putting yourselves at risk to save lives. And we thank you!

Check your email for the link to the April Issue of *Frontline* or [click here!](#)

ON THE MOVE!

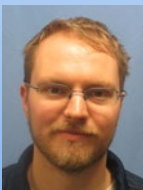
Congrats Kevin Cooper!

Congratulations to Kevin Cooper for a recent transfer from Post Acute Care Registered Nurse at Mount View to Registered Nurse in Behavioral Health! Congrats Kevin!



Congrats Mitchel Narlock!

Congratulations to Mitchel Narlock for his recent transfer from Dietary Aide in Food Services at Pine Crest to the Wausau Campus Food Services Team! Congrats Mitchel!



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Terms and conditions apply. Summer's Terms & Conditions. Our mobile text messages are intended for subscribers over the age of 18 and are delivered via USA short code 99000 and 99000. You may unsubscribe to our messages per request for text privacy. Message and data rates may apply. This service is available to persons with text-capable phones subscribing to services including AT&T Wireless, Verizon Wireless, Sprint, T-Mobile USA, Cincinnati Bell, Comcast Wireless, Boost, U.S. Cellular and Boost. For help, text HELP to 99000, email unsubscribe@rasmussen.edu or call 1-888-888-0005. You may stop your mobile subscription at any time by texting STOP to short code 99000.



You can find EAP contact information on our Website anytime at www.norcen.org/ForEmployees



Ascension WI EAP

Coping with Anxiety

It's easy to get anxious when we watch the news or experience difficult circumstances in our lives. Anxiety is a natural reaction to situations that are life-threatening or dangerous, however, anxiety can easily spiral out of control. Read on for tips to stay calm amidst chaos.

Fight or Flight

What humans experience as anxiety is actually a complex biochemical process, commonly known as the fight or flight response. When our brain perceives danger, it sends impulses throughout our body to release stress hormones. These hormones increase heart rate and blood pressure, slow down digestion, suppresses the immune system, causes fast, shallow breathing, tensing muscles, dilates pupils, and even changes the way our brain takes in information which makes it difficult to concentrate or remember details—to name a few things!

This is an incredible survival mechanism when we are facing a life-or-death situation, but can become problematic when we are doing harmless activities like sitting on the couch watching the news, or walking through the toilet paper aisle and realize there's none to be found. In instances like those we want to train our fight or flight system not to overreact, because chronic stress and anxiety creates chronic health problems.

Rest, Digest, Rejuvenate

Ok, now you can recognize when your fight or flight system is activated, and have a pretty good idea about what is causing it to go off. The next step is de-escalating that fight or flight system to return to a more balanced state—the "rest, digest, rejuvenate" (RDR) state. When we are in RDR, we are calm, thinking clearly and rationally, and our body is functioning normally.

Deep Breathing

One way to activate RDR is simply to breathe. Take a big, deep breathe in through your nose. Hold for several seconds. Slowly exhale through your mouth. When you inhale, be sure to expand your belly. Imagine there's a balloon in there, and as you breathe in you are filling that belly balloon with air. Breathe deeply and slowly for several seconds. Notice the relaxation that sets in to your body as you do this. Deep breathing is one of the most simple and effective tools to manage anxiety, and the best part is that you can do it anytime, anywhere. Just like with anything, it's a skill that gets easier to do and more effective with practice.

Changing Focus

Another effective strategy for dealing with anxiety is distraction. We've all heard the adage, "Whatever you focus on grows," so don't focus on things that make you upset (especially if you can't do anything to change them!). Instead of focusing on all the people who have died from illness, focus on all the people who have survived and recovered. There are many angles and perspectives to any given scenario. Focus on the positive aspects, and practice an attitude of gratitude every day. Studies show that people who have a grateful attitude tend to be happier, healthier and more resilient to stress.

Self Awareness

Step one in managing anxiety is to recognize when your body is in fight or flight mode. What symptoms do you experience? Many people readily recognize the pounding heart, but don't pay as much attention to the tense muscles or shallow breath. Take a moment to reflect on your anxiety and all the thoughts and sensations it creates. How does anxiety feel to you?

Triggers

Next, after we can easily identify when our bodies are in fight or flight, it's important to recognize what triggers it. Is it the news? Thoughts about coronavirus? Concerns about being stuck at home with your family for the next who-knows-how-long? Pay attention to the things that set you off, and when possible avoid them, at least until you feel more confident in managing anxious thoughts and feelings. (Note: this is not permission to avoid your boss or other necessary obligations! This is just a suggestion to minimize exposure, when possible, to things that unnecessarily provoke your anxiety).

Visualizations

Imagine this in as much detail as you can: You are on a wooded path, surrounded by huge, beautiful trees. You can hear the birds chirping above you, and a woodpecker in the distance. The air is warm, but a cool breeze keeps the temperature just right. You smell the wood, the dirt, and the fresh clean outside air. As you walk along the soft path you come to a clear brook that bubbles and chatters as it flows by. You look down and see a frog hop off into the tall grass. You feel so relaxed and peaceful, you can't help but smile...

How do you feel? When thinking of a scene like that most people feel more relaxed and a little bit happier. Visualizations are a great way to refocus your attention from negative, anxiety-provoking stimuli to a more calm and peaceful state. If woods aren't your thing try beaches, or a favorite vacation spot, or a favorite chair—wherever you feel calm, relaxed and content, use that as your visualization destination.

Call EAP

These are just a few ideas to help you manage your fight or flight system and cope with anxiety. If you try these and find that you still struggle, don't hesitate to contact your Employee Assistance Program. Ascension WI EAP has licensed counselors who are trained in evidence-based strategies to help you overcome anxiety, depression, and many other problems and concerns that life may pose. It's free, it's confidential, and it's there for you. Call or email today!

COVID-19 SHOPPING TIPS

WATCH WHAT YOU TOUCH



Disinfect cart and basket handles
Sanitize or use disinfectant wipes to clean cart and basket handles before use.

WASH YOUR HANDS



Don't forget the soap
Wash your hands with soap for at least 20 seconds.

SHARING IS CARING



Be fair, please share
Stockpiling can mean someone may not be able to buy what they desperately need.

PERSONAL HYGIENE



Don't spread germs
Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Don't forget to wash your hands afterward.

SOCIAL DISTANCING



Keep a personal radius
Staying six feet away from others, even in the checkout line, does not make you unfriendly, it makes you considerate.

LIMIT NONESSENTIAL OUTINGS



Consider others
If you or someone you know is more vulnerable, take precautions. Outings, even to a grocery store, could put them at risk. You may bring home more than just groceries.

WISCONSIN DEPARTMENT
of HEALTH SERVICES
P-026200 (03/2020)
www.dhs.wisconsin.gov/covid-19

Reduce Stress and Anxiety During Challenging Times



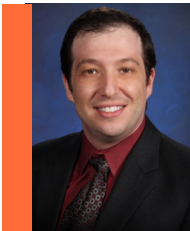
- Get enough rest, 6-8 hours for adults
- Slow down and TAKE A BREAK
- Make good nutrition decisions
- Share your feelings with someone you trust
- Prioritize, organize and create a balanced schedule
- Be willing to compromise
- Volunteer to help put things in perspective
- Delegate what you can
- Adopt an attitude of gratitude
- Work to become more self aware
- Try meditation or yoga, and tune into your body
- Make a conscious effort to be at optimal levels for socialization
- Improve your sense of humor





WELCOME TO OUR NEW PSYCHIATRIC RESIDENTS

The Medical College of Wisconsin



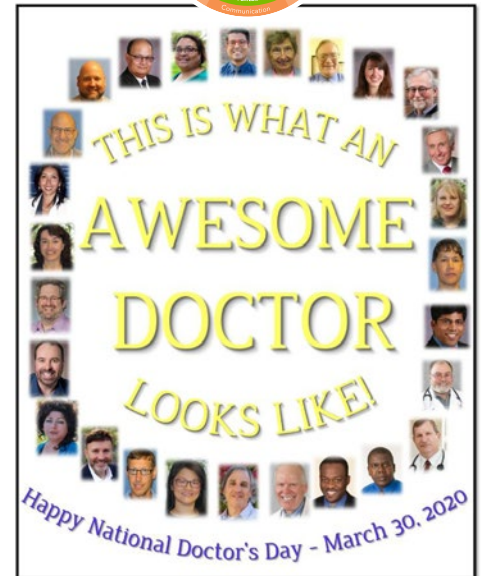
Dr. Boris Berman is an MCW Central Wisconsin grad who did his undergraduate work at UW Milwaukee and UW Madison with a degree in Business. He worked in HR before med school. He was involved in the Joseph Project which works to achieve job placement for individuals with barriers to hire. He taught himself to play the guitar and drums, is an avid hiker, snowboarder and lover of the outdoors.



Dr. Ania Fida trained at King Edward University in Pakistan. Currently lives in Michigan. She has done research on Ketamine in the treatment of depression and stigma in psychiatry and has multiple poster presentations and papers to her credit. She enjoys cooking, listening to music and spending time with her dogs.



Dr. Joshua Shupe is a graduate of the University of Minnesota and the MCW Central Wisconsin Med School. He received the Bridge Builder Award from MCW for his work in building relationships with faculty and students and received the Community engagement grant for his Pathways project. He coaches wrestling, runs marathons, plays acoustic guitar and enjoys caring for his two cats for companionship.



March 30 was National Doctor Day!

National Doctors' Day is a day celebrated to recognize the contributions of physicians to individual lives and communities. North Central Health Care's "SuperDocs" wear no capes, bear no weapons, possess no extraordinary superhuman ability. They come to the battlefield every day armed with knowledge, compassion, and integrity, and in their tool bag is a set of core values that far exceeds any superpower. All of our superhero physicians have saved more lives than they'll ever know. Our Medical Staff here at North Central Health Care is truly remarkable.

Thank you for all that you do!

Above are all 27 incredible reasons North Central Health Care has to celebrate this important day.

Graphic and amazing words submitted by Jessica Putrus, Transcription and Credentialing Specialist



Thursday, March 26, 2020 was National Medical Biller's Day!

We have 6 medical billers here at North Central Health Care – Jodi Boruch, Gina Woodward, Natasha Kelly, Peggy Wedow, Sheri Howard, and Mary McDougal (MVCC). Patient Financial Services also has other staff that assist in the medical billing process with their respective duties – Liane Worden, Thea Kordus, Jessica Serfontein, Krista Janz, My Lo, Linda Bever, and Jessica Putrus.

Thank you for all that you do!



March 23-27 was National Health Information Professionals Week!

This dedicated team of staff are truly the "keepers of our records". As the health industry has changed so have the roles and responsibilities of this department. They have evolved from just proper retention of records to being a critical part of the care team in reviewing, auditing and making recommendations and improvements to our clinicians on documentation and coding for the best and most appropriate reimbursement.

Thank you for all that you do!



WELLNESS CORNER

Submitted by Sherry Gatewood, PA

Spring Allergies are Here as Well!

With the mild winter we have had, Accuweather experts predict a higher than normal pollen count, which means **Spring Allergies**.

As we transition into Spring, runny noses, watering eyes and sore throats may again surface. The tissues in the eyes and nose will release a chemical when exposed to allergens. These chemicals are called histamines and they cause the swelling of the nasal passages, runny nose and the watering eyes. If you are prone to seasonal allergies, start taking a non-sedating, long acting anti-histamine before the season is full blown. Loratadine (Claritin) and Cetirizine (Zyrtec) are examples and both are the same dose at 10 mg, one time per day. Change your clothes after working outside and cleanse the sinuses using a nasal saline rinse or neti pot. Use a decongestant if you are getting stuffy. Pseudoephedrine (Sudafed) is available but you must go to the pharmacist for the medication. Phenylephrine (Sudafed PE) is another medication that can help relieve nasal congestion related to allergies. Read the back of the box for instructions on proper dosing. This medication can raise your blood pressure, so make sure your blood pressure is under control before using it on a regular basis.

If medications are not effective alone, intranasal steroid medication can help lessen the response of the nasal passages to allergies. Flonase or Fluticasone is available over the counter. Not everyone with mild allergies or hayfever need to use medications frequently, but the above recommendations can help get through some rough days. Untreated allergies can lead to sinus infections.

Other measures to prevent aggravation from allergies include:

- Close your windows at night to keep out pollens and molds. Opt instead for air conditioning. It dries and cleans the air as it cools it.
- Save outdoor activity for times when pollen counts are low.
- Don't drive with your car windows open.
- Keep an eye out for windy days, when lots of dust and pollen get stirred up.
- If you have a mold allergy, keep indoor plants to a minimum. Don't overwater, which can encourage mold growth.
- Get help with yard work. Mowing and raking can stir up pollens and molds.
- Shower shortly after you come in from outside. This will wash off pollens and molds.
- Skip the outdoor clothesline—pollens and molds can collect on your laundry.

Healthy Living Resource Center: <https://aspirus.netre-turns.biz/HealthInfo/Story.aspx?StoryID=3ba40e88-47b1-4572-bd2c-5f0652dfbce7#.WuDXDP6WyUk>

OPEN HOUSE CANCELLATION

Employee Health & Wellness Center

The Annual Open House scheduled for April 29 at the Employee Health & Wellness Center on the NCHC Wausau Campus has been canceled due to Covid-19. The clinic is still open at this time and available to serve you.



Sherry Gatewood, PA

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

Current Clinic Hours:

Monday - Wednesday - Friday:
8:00 am - 4:30 pm

Tuesday: 6:30 am - 3:00 pm

Thursday: 8:00 am - 4:30 pm
(effective March 19 - April 2, 2020)



UNDERSTANDING THE USE OF THE ASPIRUS COVID HOTLINE

Our partners at Aspirus have provided some guidance about the proper use of the Aspirus COVID-19 Hotline. Due to the demand on the healthcare system we want to make sure that you are using the Hotline for the appropriate reasons and to make sure you have information you need.

If you have reported symptoms of illness to your Manager and NCHC Employee Health (715.848.4396) and you are being referred to the Aspirus COVID-19 Hotline, please use the information below as a guide to help assist you through the next steps. The following information is taken from <https://www.aspirus.org/coronavirus-covid19>

Who should I do if I have symptoms?

If you think you've been exposed or are experiencing a fever, cough, shortness of breath call the Aspirus COVID-19 Call Center 1-844-568-0701, Hours: 7 am - 7 pm, Monday - Friday | 8 am - 5 pm, Saturday - Sunday

If you think you are experiencing an emergency, dial 911.

Who qualifies for COVID-19 testing?

Not everyone with COVID-19 symptoms needs to be tested. You will be evaluated to determine if you need further screening or testing. A medical professional needs to order a test and considerations are made based on symptoms, travel history, risk factors, and more.

What do I do if I didn't qualify for COVID-19 testing?

Information on how to take care of yourself at home and protect others from contracting the virus will be provided to you.

How do I get my COVID-19 test results?

Your results will be provided to you by the provider that ordered your test, your doctor. It may take several days for you to be contacted by Aspirus with your results, as the test results come back from labs from other areas of the state. Do not call the Aspirus COVID-19 Call Center or the health department for your results, as they can only come from the provider who ordered your test.

Returning to Work

Maintain communication with Renee Erickson in NCHC Employee Health and your manager. You will be allowed to return to work 7 days from inception of any illness and 3 days with no fever, symptom free and without the use of medications. Renee will give you a date that you are allowed to return back to work and also inform your manager of this information.

Please DO NOT call the COVID-19 Hotline at Aspirus to ask for a doctor's note or to ask for your return to work information. Return to work guidance will be provided by Renee Erickson in NCHC Employee Health. NCHC does not contact your healthcare provider to request information about your health or request return to work guidelines for you. Your information is confidential protected health information between you and your provider.

If you have any questions, please contact Renee in Employee Health. She will be happy to help answer these questions for you. You can also visit the Aspirus Covid-19 resource Center at:

<https://www.aspirus.org/coronavirus-covid19>



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

2019 Novel Coronavirus (2019-nCoV)



Q. What are coronaviruses?

A: Coronaviruses are respiratory viruses named for the crown-like spikes on the surface of the virus. These range from viruses that cause 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-nCoV). 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: 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 coronavirus. Symptoms of novel coronavirus may appear in as few 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 travelled to China, or if you have these symptoms and have been in close personal contact with someone who has been sick with novel coronavirus. Unless your symptoms are severe, call your healthcare provider first, rather than showing up in the office or Emergency Room. When you call or visit, be sure to note your symptoms, and travel history or exposure to a person diagnosed with the virus.

Q. If I get the novel coronavirus I die?

A: Not likely, based on what we know now. The people most likely to get seriously ill from this virus are people over 60 and those with pre-existing health conditions. Currently it is estimated that for every 100 cases of 2019-nCoV, between 2 and 4 people would die. This is very different from severe acute respiratory syndrome (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?

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.

Q. What can I do to prevent getting sick from 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.

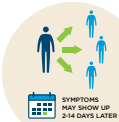
The following tips will help to prevent novel coronavirus as well as other respiratory viruses:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose, 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.

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.
- Stay home when you are sick.



The Association for Professionals in Infection Control and Epidemiology (APIC) is creating a safer world through the prevention of infection. APIC's nearly 16,000 members develop and direct infection prevention and control programs that save lives and improve the bottom line for healthcare facilities. APIC advances its mission through patient safety, education, implementation science, competence and certification, advocacy and data dissemination. Visit us at apic.org

1000 Crystal Drive, Suite 900
Arlington, VA 22202
www.apic.org
f in v



Marathon County
Employees Credit Union

There is Still Time... Take Advantage of Our VISA Special

CONQUER YOUR MOUNTAIN

Master your financial health this year and take advantage of our special balance transfer promotion.

1.99% APR FOR 9 MONTHS when you transfer an existing balance to our credit union credit card between February 1, 2020 and April 30, 2020.

Balance transfers completed 2/1/2020 through 4/30/2020 will receive 1.99% APR* for 9 months from date of transfer. After the promotional time frame expires, remaining balances will migrate to the standard APR applicable on your account. Contact the

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Contact Us Today for Details!
Apply Online @ www.mccu.org or by using the Mobile App!

Peter.Wolf@co.marathon.wi.us
715 261-7680
400 East Thomas Street • Wausau, WI 54403

We Are Still Here For You

As our lives continue to get upended by these unprecedented times caused by COVID-19, know that MCECU is still here. Our lobby may be closed, but staff is on-site and we have many services that will help ease you through these times, such as the use of our drive-up, online banking, remote deposit capture (RDC), electronic loan closings, bill pay, and our mobile app. Do not hesitate to call if you need something - we are still here and only a phone call away!

If you are facing financial struggles due to the Coronavirus (COVID-19), please call us to see if we can help. We are currently offering special loan options to assist you with your financial needs during this time of uncertainty. Possible options include reduced interest rates, short-term loans equivalent to average wages, lines of credit, or deferred payments on current loans.