

"Working Together" – Submitted by Nancy Larson, Mount View Care Center

NEWS YOU CAN USE



WEEKLY CONNECTION WITH MICHAEL LOY

Good Friday to All of You!

It's been a stable week here at North Central Health Care. We've transitioned into this new normal of operations and everyone here is doing great. We've got the things in place and are feeling confident that we can do what we need to do and are able to do it safely. Our staff in restricted areas have been wearing masks now for several weeks and they continue to do what's necessary to keep people safe. Employee screenings show us that they are working and keeping our residents and our employees safe. Marathon County hasn't had any new Covid-19 cases for a better part of a week now. We've also made the decision, based on CDC recommendations, that people should wear masks. Our preference is that our employees, even in our unrestricted areas, should now wear masks when you are out in public spaces within our facilities or working in smaller spaces with other staff members. I've got my mask here. Yes, they're uncomfortable. They're a nuisance, but they are keeping people safe. And when you're in your office, you can take them off as I do, but any time you're out and about in our facilities, we ask that you wear your mask.

We've also been providing our residents with cloth masks for them to be able to wear in our skilled nursing areas and group homes. Hopefully that's a little bit more comfortable for them. Obviously, if anybody has any symptoms we'll ask them to wear a more formal mask, but it is important for us to keep people safe as we continue to go forward. Thank you again for your vigilance. Continue to stay home if you have symptoms and don't feel well and continue to monitor for changes in those symptoms and report it as soon as possible. That is making all the difference for us and this community.

This week has also just been a tremendous week in terms of community support. When you're dealing with a crisis, when you're dealing with an uncertain world, the biggest fear that people have is being alone. They want to know that they feel supported. I hope the people working on the front lines feel that support. The people on our front lines aren't just our nurses, our physicians, our behavioral health techs, our CNAs, our residential workers, but it's also our housekeeping staff, our dietary staff...it's everybody that is going in and out of our buildings. Because you are essential to our operations and make sure that we are able to care for people on 24/7 basis. It's our people that are working in our Outpatient clinics that are still welcoming folks that don't have the means to communicate through telecommunications. It's all of you that are really just being incredibly brave in all of this. I thank you for your commitment to this organization and I think that we've done all that we can to help keep you safe. We have 30 days or more of supplies on hand for personal protective equipment. We continue to secure those resources for general preventative measures and to make sure that you have PPE available when that time comes.

Our community has also been really great in a number of different ways. This week I received a shipment of 1,000 face shields from Wausau Coated. They have just offered that to a number of local businesses and they're working with other partners to provide those to other communities. That kind of community support is just unbelievable in helping you not feel alone in all of this. I'm hopeful that all of you feel supported by our community. We've also worked with United Way and the Community Foundation to secure funds to buy food for our staff that are working on a direct front lines that don't have



Watch NCHC Connections

<https://www.youtube.com/watch?v=UDEMxmZptU>

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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 13 –
Sunday, April 19**

Kim Gochanour





the time necessarily to go to the grocery store or can't take care of their families. We want to make sure that they have meals available. People also continue to drop off food. We do ask that these donations are not homemade. They should be store-bought to ensure that the food is safe that's coming into our buildings.

We have begun working on a partnership with Northcentral Technical College. They have been engaged with our organizational development team for the last few weeks to help accelerate training for certified nursing assistants and also to develop emergency training and procedures so that we can flex staff if we have a surge in needs or we have staff that are out due to illness. We are doing everything to make sure that we can continue to persist and remain viable as an organization.

It is also very important for our organization and our teams to have transparency. We've continued to have that in the communications thus far. We recently implemented a [new tool on our website](#) so employees can submit questions anonymously or by leaving a contact for us to call or email you back. Please continue to submit questions there. We're willing to communicate on any issue that you want to bring forward. We will continue to communicate and answer your questions and concerns as we go through the days ahead.

Lastly, I want to talk a little bit about this organization and our plan. We will continue to operate in this new normal for the better part of the next month. You see other healthcare systems making major changes in their operating models and certainly their staffing deployments. We want to be cognizant of making sure that we have the auxiliary staff to come in, if needed if we have a surge. We want to be prepared for that. We continue redeployed staff effectively to various areas and we have many employees working from home.

I think we can be very effective in managing this new financial reality if we continue to do the things that we've put in place. I think people have done a great job controlling discretionary spending and redeploying employees to other areas to keep you working. We're going to continue to focus on being able to settle into this new normal over the next couple months, if necessary. And we're also planning for the recovery. Recovery is going to be very important. It's going to be strong and it's certainly something that we have already begun planning for. We will work very thoughtfully through this and strategically get us back up to our pre-pandemic operations.

If you've been watching the construction that continues on the Wausau Campus, those projects were committed too long ago. You can see some photos in this week's News You Can Use. We continue to define our new future and the future of mental health and skilled nursing here in Central Wisconsin. We still see a bright future ahead.

I want to wish everyone a happy Easter and I hope that you get to have some time to celebrate with your family and loved ones and reflect on all the things that are good in this world. I certainly want to extend my appreciation to our staff who are going to be working through this holiday weekend and for the staff that continue to work throughout this entire pandemic. You all are just absolutely incredible. I love you guys and appreciate all that you're doing.

Make it a great day,



"Working Together" – Submitted by Nancy Larson, Mount View Care Center

PHOTO OF THE WEEK



Submit A Great Photo From Your Week!

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

WORKING TOGETHER!

We have seen this before! Amazing employees who work together start dressing alike! It was great to see these two registered nurses wearing the same outfit. Great minds, and nurses, dress alike!

Person-Centered
Shout out

All Staff Helping With Housekeeping

Why: Thank you all the redeployed staff and others who are assisting Housekeeping with daily and increased cleaning at all our locations! BIG Shout Out!

Submitted by:
Cherie Mattson, Housekeeping





WAUSAU CAMPUS RENOVATION UPDATES

Pouring the Nursing Home Tower Footings!

Thank you to Troy Torgerson, Marathon County Facilities Project Manager for the NCHC Wausau Campus Renovations for sending in these photos of the latest renovations updates! The footings for the 4-story nursing home tower were poured. Footings provide the base to the foundation of the building.

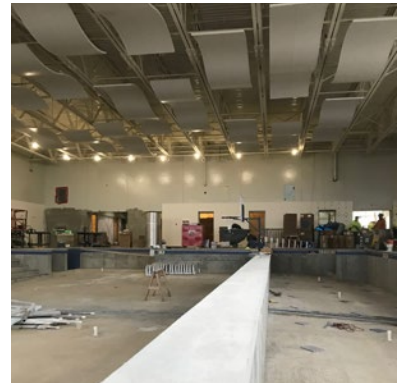
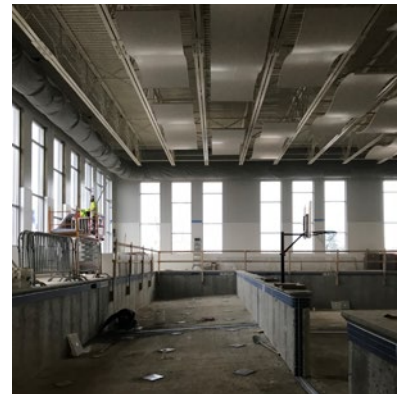
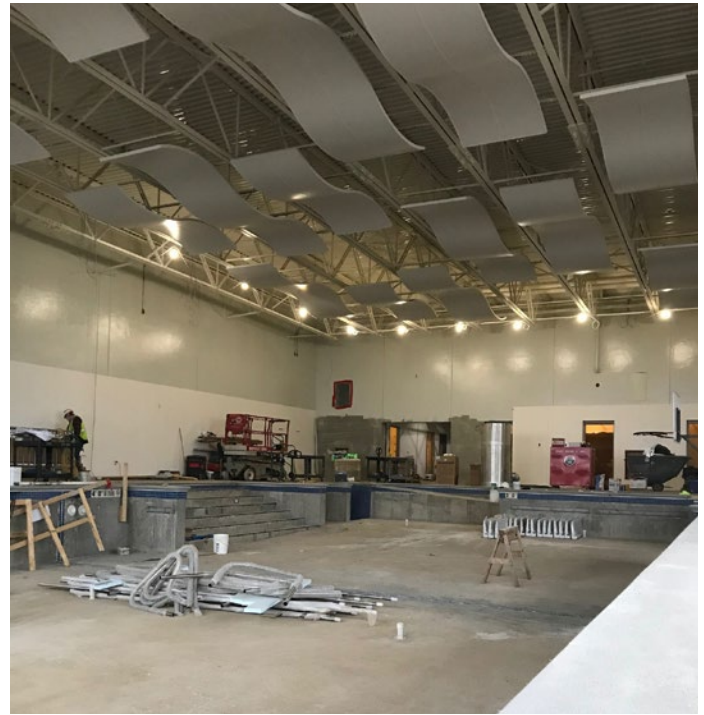


Want to Watch Time Lapse? Or Live Video?
www.norcen.org/LiveStream



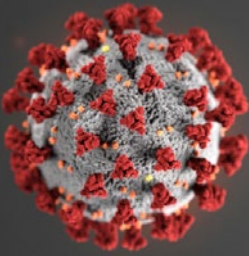
WAUSAU CAMPUS RENOVATION UPDATES

How About That Pool? Views From the Inside and Out!





COVID-19 Coronavirus



FREQUENTLY ASKED QUESTIONS

RETURN TO WORK & HOUSEKEEPING/CLEANING

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

Q: If I have been told to stay home due to any symptoms of illness, when can I return to work?

A: The answer depends on your unique condition and when your symptoms improve, and is guided by these 2 strategies from the Centers for Disease Control and Prevention (CDC).
https://www.cdc.gov/coronavirus/2019-ncov/hcp/return-to-work.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fhealthcare-facilities%2Fhcp-return-work.html

Test-Based Strategy:

Resolution of fever without use of fever-reducing medications
AND
Improvement in respiratory symptoms
AND
Two consecutive negative COVID-19 tests collected ≥24 hours apart.

Non-Test-Based Strategy:

At least 72 hours have passed since recovery defined as resolution of fever without the use of fever-reducing medications
AND
Improvement in respiratory symptoms,
AND
At least 7 days have passed since symptoms first appeared.

Q: Who do I contact if I am experiencing any signs of illness?

A: Contact your manager and NCHC Employee Health at 715.848.4396. Do not come into work if you are experiencing these symptoms at home. If you develop symptoms while at work, immediately stop any patient care. Keep your mask on at all times. Contact your manager/supervisor immediately and contact Employee Health.

Q: I am experiencing diarrhea, and no other symptoms. Do I need to contact Employee Health?

A: Yes. Contact your manager and NCHC Employee Health at 715.848.4396. Diarrhea, headache, nausea, new onset of body or muscle aches and/or fatigue were added to the list of symptoms pertaining to Covid-19 Employee Screening.

Q: I tested positive for Covid-19, are there return to work practices or restrictions for me?

A: Yes. Employee Health will provide you and your manager with the date you can return to work.

Your return will be based on the Test-Based Strategy or the Non-Test Strategy above.

You must follow the following guidelines when you return to work:

- Wear a facemask at all times while in the facility until all symptoms are completely resolved or until 14 days after illness onset, whichever is longer.
- Be restricted from contact with severely immunocompromised patients until 14 days after illness onset.
- Adhere to hand hygiene, respiratory hygiene, and cough etiquette.
- Self-monitor for symptoms, and see re-evaluation from Employee Health if respiratory symptoms recur or worsen.
-

Q: I tested negative for Covid-19, are there return to work practices or restrictions for me?

A: Yes. Employee Health will provide you and your manager with the date you can return to work.

Your return will be based on the Non-Test-Based Strategy above.

You must follow the following guidelines when you return to work:

- Wear a facemask at all times while in the facility until all symptoms are completely resolved or until 14 days after illness onset, whichever is longer.
- Be restricted from contact with severely immunocompromised patients until 14 days after illness onset.
- Adhere to hand hygiene, respiratory hygiene, and cough etiquette.
- Self-monitor for symptoms, and see re-evaluation from Employee Health if respiratory symptoms recur or worsen.

Q: Have there been any changes to Housekeeping or cleaning procedures due to Covid-19?

A: Restricted areas and those with patient/client care areas have seen an increase in housekeeping presence and efforts. NCHC also purchased two new Clorox Total 360 disinfecting machines - one for the Wausau Campus (bringing us to two on Campus) and one for Pine Crest in Merrill. These machines are able to disinfect all surfaces by wrapping a static cleaning agent around them. This allows for 18,000 square feet to be cleaned per hour.

Q: If a patient or resident is suspected or is confirmed to have Covid-19, what does Housekeeping do to clean the area?

A: The Housekeeping team has developed a specific cleaning procedure for any areas with suspected or confirmed COVID-19 patients or residents at NCHC. These procedures follow the Centers for Disease Control and Prevention (CDC) and CMS guidelines and best practices.

Q: Is anything different being done to clean non-direct care and office areas?

A: Non-direct care areas are being cleaned at a minimum of once day. The 360 machines are also being used in the waiting areas and lobbies throughout the Wausau Campus. Staff in all areas can establish routines to assist housekeeping and wipe down high-touch surfaces as well. Surfaces that are considered high-touch, include door knobs, handles, elevator buttons, handicap push pads, door knobs, check-in countertops and UltiPro touch screens. While Housekeeping wipes these down also, employees in all areas can assist by wiping these areas down frequently throughout their shift. This is greatly appreciated!

Q: Are there things that I can be doing in my area to assist in cleaning and preventing the spread of illness?

A: Most departments should have received a spray bottle of #40 disinfectant and paper towels that can be used by employees in your areas to clean as frequently as possible. Minimally, employees should be cleaning surfaces at the beginning and end of your shift. If you work in a program with a signature pad, you should be cleaning that signature pad after each use, like usual. Remember to also wipe surfaces like phone handsets and cradles, computer keyboards and mice and other office equipment or touch screens that may be shared or used by others. If you have wipes, you can use those, however there is a shortage of wipes nationwide. Remember, never spray cleaning liquid directly onto an electronic device - spray on a paper towel and then wipe the surface. If your area has not received a #40 bottle, or need a refill for an empty bottle, please contact Cherie in housekeeping (Wausau/Antigo locations) at 715.848.4349 cmattson@norcen.org or Bruce (Merrill) 715.539.2551 bslaminski@norcen.org. Residential programs should use the current cleaning products they have at those sites for cleaning.

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



Updated Face Mask Guidelines for NCHC Employees

Effective April 7, 2020

** Updated April 8, 2020*

Defining Face Masks and Face Covers:



Surgical Face Mask



**N95 Face Mask
or Respirator**



**Face Covers
(may have elastic
or tie straps)**

All NCHC employees will be required to wear a surgical face mask or N95 respirator when in public spaces and shared workspaces within NCHC facilities or while engaged in any NCHC related patient care activities.

- Surgical Face Masks should be worn by all employees unless a respirator (N95 or similar) is required because of assigned duties or approved personal medical needs.
- Each staff member will be provided one mask or respirator and a paper bag for the mask's storage at the beginning of each week.
- In order to preserve needed PPE, masks and respirators will be stored and reused for up to 5 days/shifts.
- If mask or respirator becomes visibly soiled, a replacement (along with a new paper bag for storage) may be requested.
- Masks or respirators may be removed while in private offices or in solo workspaces that are not a part of direct patient care activities.
- Face covers (homemade or community obtained face masks) are not considered PPE and may not be used as a replacement for a surgical face mask or a respirator.
- Surgical face masks and respirators should be stored on premises unless staff are working on a community assignment.
- It is not necessary for staff to wear a mask immediately upon entering the building at the start of their shift or work day. The mask may be donned in the staff's department at the beginning of their shift. Conversely the mask may be stored in their department (per each department's protocol) before leaving the facility.

All Nursing home residents and residential clients will be provided face covers to be worn when in public spaces inside and outside of the NCHC system to abide by the CDC recommendation requesting all people wear face coverings in public settings to assist in slowing the spread of COVID-19.

- Face coverings do not replace or negate the need for social distancing.
- Surgical face masks and respirators should not be used to meet the CDC face covering recommendation as medical PPE should remain prioritized for health care personnel.
- Face coverings may be removed for residents while eating meals and similar activities, but social distancing should be maintained during these activities.
- Residents or clients in environments with verified or suspected COVID-19 will be provided surgical face masks when outside of their rooms as outlined elsewhere in this document.
- To prevent potential unsafe situations, face covers (homemade or community obtained facemasks) are not to be worn by patients in high risk Behavioral Health settings, including the Inpatient Hospital and the Crisis CBRF/MMT unit, or by clients in any setting when staff believe that the use of a face cover will lead to prominent client distress or safety concerns (e.g. an agitated dementia resident).*



FACE SHIELDS ARRIVE

#CommunityCares

North Central Health Care is so proud to work in a community that cares! We just recently received a supply of face shields from Wausau Coated Products. We would like to express our sincere gratitude:

"Community matters always, but especially when it really counts to protect the lives of those we serve in healthcare and our employees. We're part of a great community. Thank you, Wausau Coated!"
– Michael Loy, CEO.



SHARED ON SOCIAL
#CommunityCares



ACTIVITY KITS DONATED!

#CommunityCares

Mount View Care Center received an anonymous donation from someone in the community. The woman thought the residents could use some crafts. She included soap making kits, puzzles, bracelet kits, dream catchers, water canvases, dip and dye scarves, and more! Sandy and Melissa are shown here with the activity kits and crafts!



FACE MASK DONATIONS

#CommunityCares

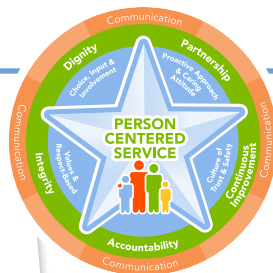
Linda Bever in Patient Financial Services is shown here picking up a donation from Nelson-Miller (formerly Wilson-Hurd) of 150 face masks. She also got over 100 other face mask and N95 donations from residents in the community. Thank you to all those who donated and to Linda for retrieving all the donations! (Its good to note, Linda made sure she was practicing social distancing and at the time of the photo, face masks were not required in public.)



POSITIVE THOUGHTS

"Tomorrow Will Be Another Day"

Brook Kickhaver sent in this photo of her daughter providing some words of encouragement to other kids who are at home during the pandemic. Thanks for sharing Brook!



Thank You!

Hi my name is Molly and I am a 10th grader. (I am also a student athletic trainer.) It had been brought to our attention that you guys sacrifice so much and risk your health to help others in this country. I personally wanted to say thank you for all that you do and wanted to let you know that it is greatly appreciated.

~Molly S.



Thank You!

Thank you for giving of yourself to help. It is appreciated! You are very special!

~Carol G.



Thank
YOU

Dear Doctor, Nurse or Healthcare Professional reading this,
Thank you. Today and always I am very grateful for you and all that you are doing during this scary time in our world. Yes, staying at home all the time can be unnerving and boring at times, but at least at home I am safe and secure. Yes, my parents do still have to occasionally go to their places of work too, but it is always at a safe distance from others and a very low risk environment. But you are selflessly and sacrificially going straight into the war zone of hospitals and health care facilities, basically exposing yourself to this new and scary virus in order to find a cure/vaccine, save lives and change the world. Future generations will be saved from the pandemic because of the work you are doing now, and for that I am so grateful. Thank you for working the long shifts, thank you for enduring long hours without breaks to avoid infection/spread of germs, and thank you for your dedication and selflessness. You are a hero of this world. You are in my thoughts, prayers, and have my utmost respect now and always. Never again will I take a lot of things for granted. May your hard work inspire us all to do our job and make this world a better place. You are so loved and cared for, too!

Sincerely,
Grace R.

THANK A HEALTHCARE WORKER

#MCLIVEUNITED



Thank You!

I want to thank you for your dedication and courage to help fight this pandemic. I am in awe of all you are doing for the people in our community. Words are not really enough, but they will have to do for now.

~Katherine K.



Thank You!

Thank you for all you do!!

~Grace S.





United Way
of Marathon County



COVID-19 COMMUNITY RESPONSE FUND



NCHC has been awarded \$2,000 from the Covid-19 Community Response Fund set up by the Community Foundation and United Way of Marathon County. Funds were requested by Cagney Martin of Mount View Care Center to provide bags of grocery and school supplies for our direct care staff in all restricted areas. She will be creating 100 bags to get to staff to assist them during this time.



www.prnuniforms.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!

NCHC EMPLOYEE FACEBOOK GROUPS CREATED FOR ADDITIONAL COMMUNICATION

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 NCHCMarketing@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

<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!

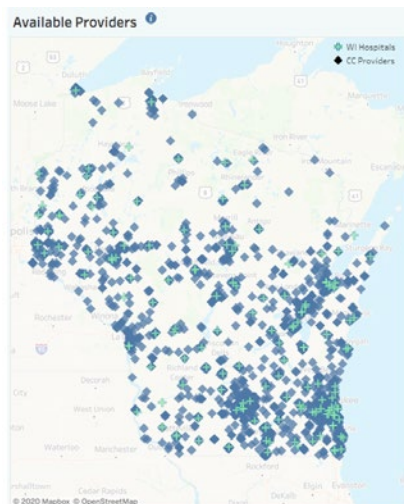


WISCONSIN DEPARTMENT
of HEALTH SERVICES

CONNECTING ESSENTIAL WORKFORCE FAMILIES TO CHILD CARE

Request Child Care

The Department of Children and Families is connecting essential workforce families with available child care. To request child care, essential workforce families should fill out this form: <https://childcarefinder.wisconsin.gov/EmergencyRequest.aspx>. Additionally, families can search for available care at a publicly available map <https://dcf.wisconsin.gov/covid-19/childcare/map>. Please submit your request as soon as possible to help child care centers determine whether to stay open to meet the local demand.





Refer and earn a \$500 Referral BONUS!!



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

We Are Back to Regular Clinic Hours!

EMPLOYEE HEALTH & WELLNESS CENTER

1100 Lakeview Drive, Wausau, WI
North Central Health Care Campus
Door 25

Schedule an Appointment:

715.843.1256 or MyAspirus.org

Clinic Hours

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



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@nrcen.org

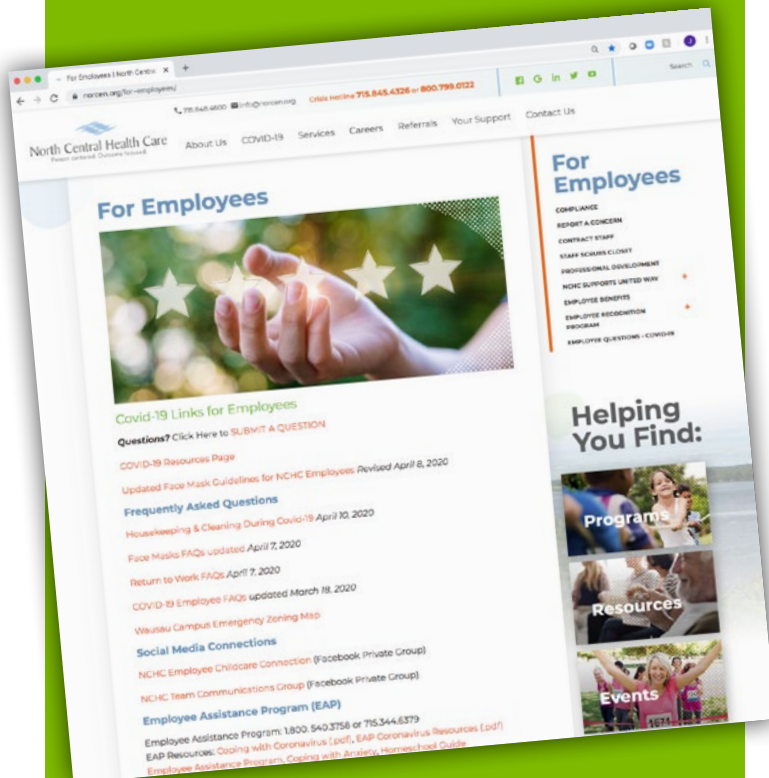
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We Are Still Here For You

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.