

NEWS YOU CAN USE



WEEKLY CONNECTION WITH MICHAEL LOY

Safer At Home Extended

I hope all of you had a wonderful Easter holiday. This week has been a stable week here at NCHC. The Governor extended the Safer at Home order to May 24th.

This will be our new reality for the better part of the next six weeks. If you look at that order, that's obviously subject to change. There are some elements that can't be undone, like the schools being closed for the remainder of the school year. I know all of us with families are struggling with the reality of that but we'll get

through that over the next several weeks. There are other elements in the Governor's order that can be as easily undone as they were done, so we need to remain vigilant, because things can change quickly. But for right now, we need to expect that for the next six weeks we're going to continue to operate the way we've been operating.

We put together a four level framework for our organization that will allow us to flex operations over the next several months given that Covid-19 has not been immunized and there is no available vaccine at this point. We expect that over the next several months, we could go through a series of different levels as it relates to the public health measures applied to us and how we operate its organization. We're going to continue to plan as if we'll open to our full scale later this summer but absent any kind of vaccination or widespread immunity locally, this is something that we will have to deal with for a while. I think we've got a good plan in place to keep people safe and respond if community spread continues, increases or goes away.

We met with our NCHC Board of Directors this week and covered our operating plan going forward. I feel very confident that we're going to be able to get through this together and that we're going to work well with our local, state and federal partners to be able to continue to provide great care through all of this. That starts with all of you, of course, doing all the great work that you have continued to do.

Other happy news this week is that the single employee that tested positive for Covid-19 is now off of isolation, completely out of that treatment and will be coming back to work soon! That individual is probably the most low-risk individual in our organization right now, given that they've been exposed and now recovered fully from Covid-19. We welcome them back and we're very happy that they're healthy and ready to get back to work.

We continue to send employees and those we serve out for Covid-19 testing as needed. Anyone that has signs or symptoms to please remember to report those immediately. Stay home if you're sick because that is the most important thing you can continue to do. Testing has become more widely available, especially for those that work in healthcare. All testing results since the single positive employee have all come back negative. That may change, and we have great plans in place to accommodate people if that were to happen, and certainly we do the same for our patients and residents. We have testing plans, isolation and protective equipment procedures for all of you to implement as needed as we move forward.



Watch NCHC Connections

<https://www.youtube.com/watch?v=irnhFN1G1NE>

#CombatCovid
#ColorWeekNCHC 2
April 20 -24, 2020

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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 20 –
Sunday, April 26

Jarret Nickel



– continued on page 2



So continue to keep optimistic. I know this is a brave new world that we need to have courage and find new ways of doing things. But with these new routines we continue to be connected, together. We continue to be a strong organization, an organization that is doing wonderful things in the community. I heard many stories this week of remarkable efforts by our clinical teams and our support staff keeping people safe and doing the right thing. We need to continue to focus on this: Do the right thing, work to the best your ability, and care about people. When we do those three things as organization, in all environments and in all situations, we'll be just fine.

Make it a great day,

Michael By



"Do the right thing, work to the best your ability, and care about people."






Share your photos on social media with **#CombatCovid** **#ColorWeekNCHC** or email them to **NCHCMarketing@norcen.org**



#CombatCovid COLOR WEEK April 20 – April 24, 2020



Dress up in your brightest colors to show your support for all those who are in the frontlines fighting to Combat Covid!
Join us and show your support! Share your photos online #CombatCovid

Monday, April 20	Tuesday, April 21	Wednesday, April 22	Thursday, April 23	Friday, April 24
Red Day	Orange Day	Yellow Day	Green Day	Blue Day
				

Whether you are at work, working remotely, are a patient or resident or at home with your family – we can all be positive!



Throughout the week we will share photos with our residents, patients and employees who are working on the front lines and let them know we care and appreciate them!

Get your kids, grandkids, families and friends involved! Share with other workplaces too!

We can all stay positive and Combat Covid!



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.

A VIEW FROM THE LINK

Behind the new skilled nursing tower construction sits the existing link hallway to Mount View Care Center. We wonder if this hallway could talk, what stories it would tell about the history of its view.

Person-Centered Shout out

Pharmacy Team

Why: I would like to take this time to recognize our Pharmacy Department in hopes to bring some cheer to their day and a smile to their face. They are here every day during this challenging time and continue to serve ALL of our patients in each of our programs across three counties. Each and every one of them are truly super heroes for being on the front lines along with all our great employees.

**Submitted by: Kendra Eisner,
Pharmacy Billing Specialist**

"A View From the Link" – Submitted by Troy Torgerson, Marathon County Facilities

COMMUNITY TREATMENT OUTPATIENT MARCH SPOTLIGHT AWARD RECIPIENT

Beth Kwiatkowski, Mental Health Tech, Community Treatment Adult

"Each and every day Beth exhibits the core value of Dignity and Partnership through her work with our consumers and community wide. I have the pleasure of having Beth work with a consumer that I case manage. I have observed her interactions with this consumer and it is nothing short of amazing. It is so apparent that she cares about him (and all the consumers she works with). Beth has assisted this consumer with two bed bug incidents without batting an eye. When many others would run the other way, she rolls up her sleeves, puts on her protective equipment and gets to work all in the name of a better life for this consumer. Beth was the driving force behind this consumer's recent move to Forest Jackson. She worked hard behind the sense and remembered all the small details that go into moving. Beth seems to know everyone and all the resources in the community. She uses this information and her connections to advocate and meet the needs of this consumer. At the same time Beth ensures that he is gaining independence and living the life that he chooses. She is nonjudgmental and simply accepts people where they are at. She is truly an example of Person Centered Care. The CCS Big Team and the consumers are so lucky to have Beth. I know I would be lost without her."

Since we are currently not meeting face to face, let's all send Beth some virtual vibes!!





WAUSAU CAMPUS RENOVATION UPDATES

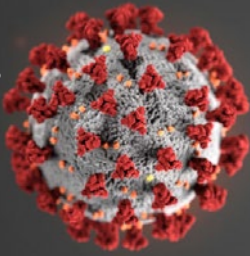
Nursing Home Tower

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!



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



**COVID-19
Coronavirus**

DO YOU HAVE A QUESTION ABOUT COVID-19?

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).***



REMEMBER TO CHECK YOUR EMAIL FOR ULTI-PRO LEARNING AND RESOURCES

Organizational Development Updates

As we continue to build our course and content libraries in UltiPro Learning, we encourage staff to be checking their emails at least once per week to view the new courses assigned to them. You should also be logging into UltiPro Learning at least once a week to work on assignments, find courses pertaining to topics you have questions on or may be interested in. You can always check to see what is new in the content library.

Some recent COVID-19 related trainings have been assigned to staff based on their roles or where they are working. All staff will see the NCHC Covid-19 Staff Education course assignment. Others may also see the Covid-19 Focused Survey for Nursing Homes course or the Covid-19 Unit Education course.

There are several other course with varying topics of interest for you to enroll in:

- Manage Stress
- Managing Virtual Teams
- Workplace Hygiene
- IT Security for the Remote Worker and Business Traveler

There are also educational resources available in the Ulti-Pro Learning - Content Library for staff:

- CDC Guide to Disinfecting Your Home
- Managing Stress Workbook and Infographic
- Managing Virtual Teams Workbook and Infographic

If you have any questions, please feel free to reach out to Curt in Organizational Development CMatsche@nrcen.org

RETIREMENT NEWS!

Congrats Terry Szews

In sincere gratitude for her service, we would like to announce the retirement of Theresa Szews on June 1st. Terry has contributed almost 22 years of experience and dedication to NCHC in various roles. Terry's clinical expertise has been invaluable and her willingness to assist with quality data, policies and procedures has demonstrated a commitment to excellence. In addition to her incredible competence and skill, she always had time to assist in any project for NCHC. On behalf of everyone here at NCHC, we wish her the best of luck in the next chapter of her life. Terry hopes to travel with her mom and daughter, complete long overdue home projects and enjoy time with her puppy Lucy.



RETIREMENT NEWS!

Congrats Kris Cemke

Kris Cemke has announced her retirement from NCHC after 11½ years of service. Kris is a valuable member of the Health Information department. During her years of service she has been instrumental in making our paper records accessible electronically for review. Her team states, "We will miss her in our department for her attention to detail, but we will especially miss her baking and crafting skills!" Send her virtual well wishes for her retirement by emailing Kris before her last day of work on May 5. Congratulations Kris! Best wishes on your retirement!



Daily Life and Coping | CDC

cdc.gov/coronavirus/2019-ncov/daily-life-coping/index.html

CDC Centers for Disease Control and Prevention

Search

Coronavirus Disease 2019 (COVID-19)

Daily Life & Coping

Other Languages

Learn how you can plan, prepare, and cope with stress before and during a COVID-19 outbreak.

- Plan and make decisions in advance of an illness.
- Know how to protect and support the children in your care.
- Find ways to cope with stress that will make you, your loved ones, and your community stronger.

Household Checklist

Protect Yourself When Running Errands

Stress and Coping

Caring for Children

Visiting Parks and Recreational Facilities

If You Have Animals

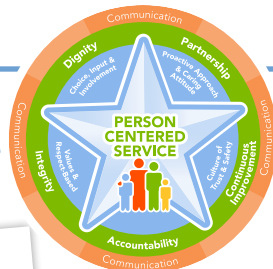
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RESOURCES FOR DAILY LIFE & COPING

Links from the CDC

The CDC has a great web resource available to the public that contain great information about ways you and your family can plan, prepare and cope with stress before and during a Covid-19 outbreak.

Visit: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/index.html>



Thank You!

My family and I thank you so much for your dedication and hard work.
You are truly our super heroes.

Keep safe and happy! - Julianne



Thank You!

Miracles come from angels like you, that even though being blinded with a
unknown virus you give all the best to bring patients to good health.

- Sergio



Thank You!

Thank you for everything you did for us, we
are taking your advice of staying home in or-
der to stop the spread, flatten the curve, and
save lives. Thank you for serving and support-
ing our community during this challenging
time. - Njie



THANK A HEALTHCARE WORKER #MCLIVEUNITED



U.S. Workstories has interviewed and filmed many staff
members at North Central Health Care.

We'd like to thank them for their exceptional service,
especially during these extraordinary times.

North Central Health Care
Person centered. Outcome focused.

U.S. Workstories

It's been almost 5 years since we partnered with U.S. Workstories
and began sharing video messages about YOU and the great
work that YOU do! Many of you have met Mike Beck and even
helped out with the various videoshoots. Mike wanted to share
his appreciation of all of YOU with this short video, dedicated to
our NCHC Team!

<https://youtu.be/MkA8oofhHm4>

Thank YOU

To all the people.
That work in the hospitals.
Thank you for the daily sacrifices you make because we
really appreciate this.
Thank you for helping us without thinking sometimes
you are putting yourself in risk.
Thank you for everything that you are doing for our
safety.
And also for the dedication that you put into your work
without knowing that you are already a hero for us
Hopefully you can relax soon and stay safe with your
family. - Matthew

THANK A HEALTHCARE WORKER #MCLIVEUNITED



Thank YOU

Thank you so much not even words can de-
scribe how the health care team are you guys
are amazing and keep doing what you guys
are doing stay strong stay safe and thank you
for keeping our country safe.

WE LOVE YOU GUYS!!! - Sheryln

THANK A HEALTHCARE WORKER #MCLIVEUNITED





NCHC Team Communications Group
Join Our Private Facebook Group:
<https://www.facebook.com/groups/NCHCTeam/>



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.



NCHC Employee Childcare Connection
Private Facebook Group
<https://www.facebook.com/groups/NCHCEmployeeChildcare/>



APRIL 22, 2020

Thank you to all the Administrative Professionals who work throughout all our programs across our three counties!

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



www.prnuniforms.com

THANK YOU TO OUR HEALTHCARE WORKERS

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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!



HRinsights

Position Posting

Title: Housekeeping Aide **Status:** Full and Part Time

Location: Wausau <https://bit.ly/HousekeepingNCHC>

Housekeeping aides provide North Central Health Care's main campus, a quality housekeeping service that ensures a clean safe environment.



Have You Seen the Latest Realistic Job Preview Video?



Featured Realistic Job Preview: Housekeeping Aide

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

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

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

www.norcen.org/RJP



Refer and earn a \$500 Referral BONUS!!

Position Posting

Title: Laundry Worker **Status:** Full Time

Location: Wausau <https://bit.ly/LaundryNCHC2>

Under the direction of the laundry team coordinator, performs manual tasks to insure the efficient processing and delivery of all facility linens. Full time position regularly scheduled for 80 hours every two weeks. Hours 6:30am-3pm and every other weekend.

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Terms and conditions apply. Substantive Terms & Conditions: Our mobile text messages are intended for subscribers over the age of 18 and are delivered via USA short code 99000 and 70000. You may receive up to four messages per month for text alerts. Message and data rates may apply. This service is available to persons with text-capable devices, including iPhone, Android, Windows, Blackberry, Kindle, Nook, Google Play, Amazon Kindle, Google Play, U.S. Cellular and Boost. For help, text HELP to 99000. email: info@rasmussen.edu, or call 1-800-866-0009. You may stop your mobile subscription at any time by texting STOP to short code 99000.

RASMUSSEN COLLEGE OFFERS NCHC EMPLOYEES PROFESSIONAL CERTIFICATES

At No Cost Through July 2020

As part of the continued support for our team, Rasmussen College is now offering Rasmussen Professional Certificates with no costs or fees through July 2020.

Fully online Professional Certificates with engaging content, including videos, images and interactive elements, can help you master in-demand skills for the ever-changing market.

Take a look at the variety of in-demand Professional Certificates:

- Business Intelligence and Data Visualization
- C++ and Foundational Enterprise Architecture
- Digital Marketing
- Financial Accounting
- Fundamentals of Project Management
- Healthcare Management
- IT Systems Analysis and Design
- Marketing Communications & Consumer Behavior
- Sales Fundamentals
- Strategic Human Resources Management
- U.S. Health Delivery and Policy

You can check out the full list of Professional Certificates at www.erasmussen.com



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

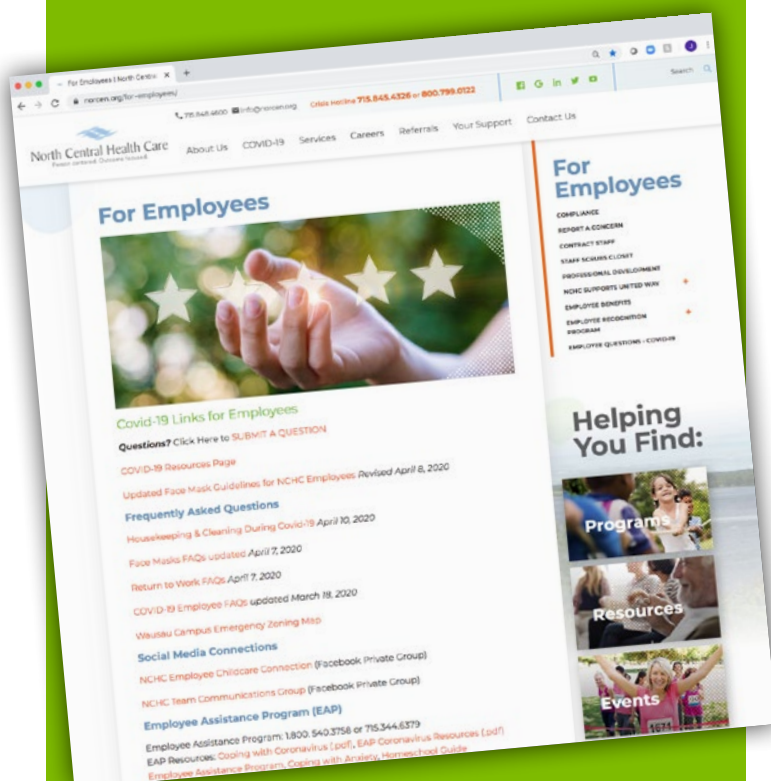
Wondering Where You Can Find the Latest Covid-19 Info?

Have a Question?

Need Resources?

Need a Contact Phone Number?

Available 24/7. Online. For You.



www.norcen.org/ForEmployees



**Marathon County
Employees Credit Union**

See MCECU For All Your Home Loan Needs!



**We are Here to Help You Through the Process.
Contact Pete Today! 715 261-7685
Peter.Wolf@co.marathon.wi.us**

**Proudly serving Health Care Center Employees
& their Families since 1965.**

**715 261-7680
400 East Thomas Street • Wausau, WI 54403**

Partner to Partner

Person-Centered
**Shout
out**



To CCITC

Why: When the Public Health Emergency began and face to face restrictions were put into place for the B-3 program, we discovered that 3 of our providers did not have cameras installed on their laptops. Webcams were explored and found to be on backorder due to high demand. CCITC was contacted and has gone above and beyond to help solve this problem. Rick and Adam removed cameras from machines that were no longer usable and have reinstalled them into the 3 laptops that were missing them. Huge celebration for solving the problem, extremely timely to prevent a delay in services to families and potential impacts on B-3 revenues.

Submitted by: Tonia Carter, Birth to Three