

A Weekly Update
For The Employees of
North Central Health Care



"Youth Hospital" – Submitted by Troy Torgerson



WEEKLY CONNECTION WITH MICHAEL LOY

Remembering Scott Owens

It with great sadness that I share that we lost a member of our North Central Health Care family late last week. Scott Owens, a beloved member of our Housekeeping Team, passed away on Friday, July 17, 2020. This is a very difficult time for many people in our organization. I wanted to reach out this tough news to let you know I'm thinking of all

of us who are impacted by this loss and to remember Scott fondly.

With his job duties, Scott traversed our main campus multiple times per day. He probably put on more steps each day than most other NCHC employees. Scott touched so many lives each day in our halls, especially our staff. Scott was a model employee and was named Employee of the Month during my tenure here. Paula Hawkins, Scott's Mom was an Executive Assistant here up until her retirement in 2015. I remember the joy we shared when he was recognized. Scott was a light, he always had a smile and was a pillar of the culture we work each day to build. He cared, engaged with people, worked hard, and he was always so full of optimistic energy.

I will deeply miss Scott. If Scott and I were headed the same direction down the hallways here, I always would walk with him to hear about what was new in his life. Whether it was about how our favorite Wisconsin sports teams were doing or the huge Buck he took home during a recent hunting trip. I wish each of you could see his smile when he showed the photo to me. This is how I will always remember Scott.

I've said this many times before, our support staff in Housekeeping, Laundry and Dietary play such a key role in our organization. They serve as a constant force for good that stretches into each of our programs every day caring for our patients, residents, and staff. Scott was a bright light within an array of so many positive lights in these support teams. It is the people he worked with each day that now need our support. Please join me in working to provide them the care and support needed.

Online condolences may be shared at www.brainardfuneral.com. In lieu of flowers, the family has indicated that you may donate to North Central Health Care - Mental Health Services, 1100 Lake View Drive, Wausau, WI 54403; a local pet shelter, or a favorite charity.



- Wausau Campus Parking & Screening 2**
Effective Changes July 27
- Covid-19 Cases at NCHC 3**
Press Release
- COVID-19 FAQ's 4**
Questions of the Week
- Walk Wisconsin 5**
Pine Crest Challenge
- Renovation Photos 6**
Youth Hospital & Adult CBRF
- Oh Baby! 7**
Congrats Tim Holzem!
- Phishing 10**
Did YOU Fall For the Test Scam?

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, July 27 –
Sunday, August 2**

Jarret Nickel



We never know how much time we have with each other. To reach out to one another with care and compassion is so key to a meaningful life; to make each day a great day. We will never fully understand when things like this happen to people we care so much about. Dealing with grief is hard. Please be sure to reach out to talk with your co-workers, family, and if needed our Employee Assistance Program. In these especially difficult times, it important to reach out when you need support.

I pray for Scott's family, and our NCHC family, who are all deeply saddened by his loss.

Person-Centered
Shout out



**Brenda Leiskau,
Behavioral
Health Tech**

Great job talking to and making a client feel comfortable!

**Submitted by:
Nancy Stencil**





WAUSAU CAMPUS PARKING AND EMPLOYEE SCREENING CHANGES

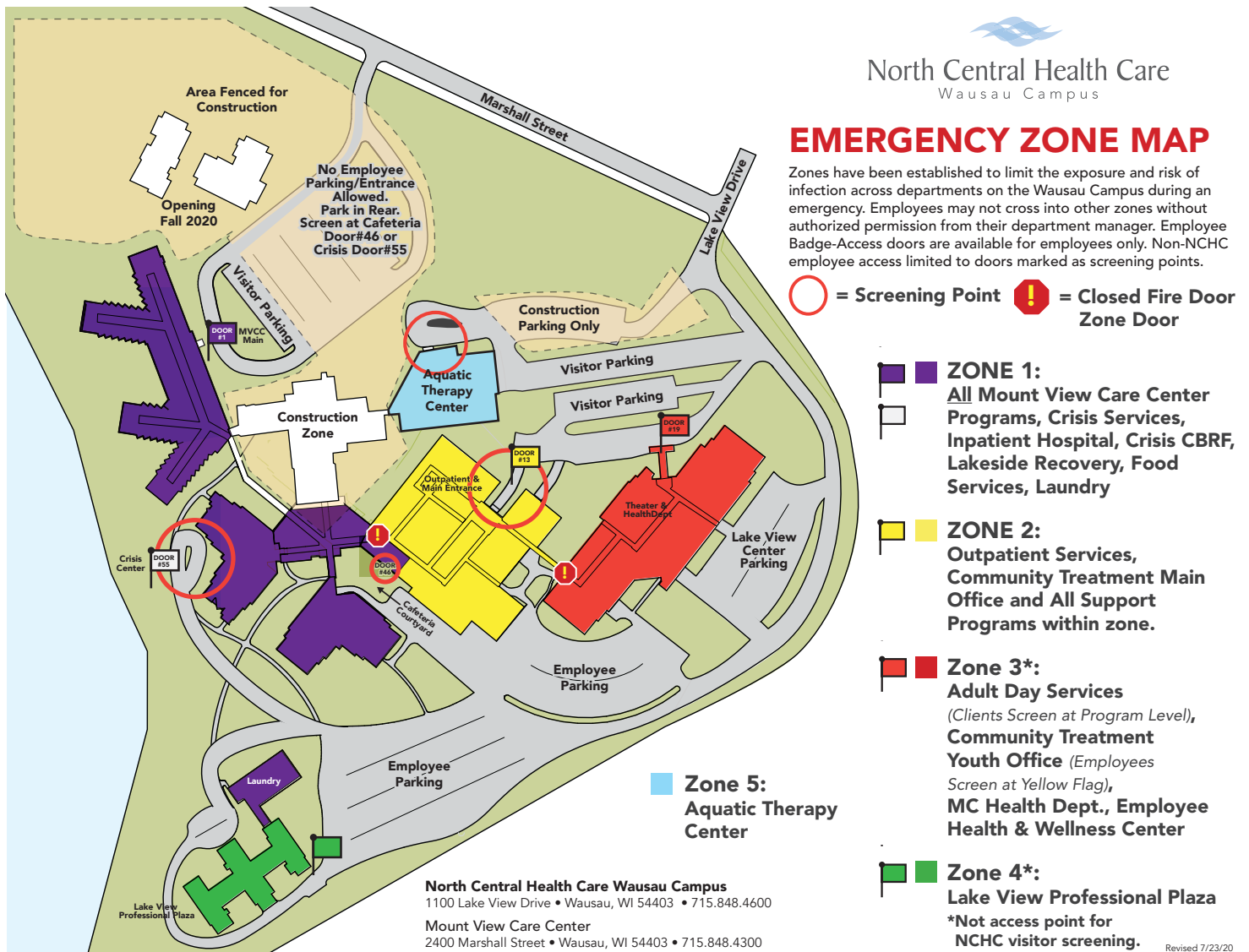
Effective Monday, July 27 at 6:00 am

Parking lot renovations and construction will begin next week at the Wausau Campus near Mount View Care Center. Because of this construction, we will not be able accommodate employee parking at the Mount View main lot until further notice.

Please review the following REQUIRED parking and employee screening changes, effective Monday, July 27 at 6:00 am:

- All employees that work in Zone 1 and have previously screened at the Mount View Main entrance (Door #1), are now REQUIRED to park in the rear of the building by the Lake Side Professional Plaza. Do not enter the Marshall Street Entrance for parking or screening. This will be scheduled visitor parking and emergency vehicle entrance only. Follow Lake View Drive to the back of the Campus.
- All screening that previously took place at Door #1 will now take place in the Cafeteria at Door #46 from 5:30 am to 6:30 pm.
- Employee mask storage for MVCC employees will no longer be in the 1st floor activity room and will be in the Cafeteria in a designated area.
- For staff who arrive outside of these hours listed above, you are REQUIRED to park in the rear of the building also and screen at the Crisis Center Door #55.
- After parking in rear lot, proceed to the Cafeteria Courtyard. Door #46 of the Cafeteria will be an "ENTER ONLY" door for staff to complete required screening. Door #47 of the Cafeteria will be an "EXIT ONLY" door for staff who are leaving Zone 1.
- Please review the updated Emergency Zone map.

Allow yourself extra time to arrive and get acquainted with these new procedures. Please contact your manager with any questions you may have and share this information with your colleagues.





Below is the public press release published July 25, 2020

RESIDENTS AT MOUNT VIEW CARE CENTER IN WAUSAU TEST POSITIVE FOR COVID-19 All Outdoor Visitation Canceled for Mount View Care Center and Pine Crest Nursing Homes Until Further Notice

(July 25, 2020, Wausau, WI) – North Central Health Care has been informed that five residents at Mount View Care Center have tested positive for COVID-19 on Friday, July 24. All residents who tested positive reside in a single unit of Mount View Care Center. NCHC is in close contact with the Marathon County Health Department and is following recommendations by the Centers for Disease Control & Prevention and our local health officials.

Regular Covid-19 testing was currently underway at Mount View in the Southshore Post-acute Care unit, as recently required by the Marathon County Health Department due to a Covid-19 positive employee reported on July 19. The unit was under isolation precautions to prevent the spread of illness and outdoor visitation was restricted for residents of the unit. The first round of testing resulted in all negative Covid-19 results for residents and staff. The second round of testing resulted in the five Covid-19 positive residents. Testing will continue every 3-7 days.

As required by the Marathon County and Lincoln County Health Departments, and for the safety of residents, staff and visitors, NCHC will be canceling all visitation at Mount View Care Center and Pine Crest Nursing Home until further notice to focus staffing on the direct care of residents and preventing the spread of illness. This includes all forms of outdoor, patio and window visits. Virtual visits will continue. Indoor visitation has been restricted since March.

“We know that the decision to restrict our outdoor visitation will be difficult for families and loved ones, however based on the high level of community spread currently in our counties of service, we believe this decision is in the best interest of our residents, staff and visitors,” states Michael Loy, CEO of NCHC. *“We strongly encourage everyone in our community to continue wearing masks while in public, practice social distancing and avoid large gatherings. The actions you take every day to prevent the spread of Covid-19 can make a difference in preventing our most vulnerable populations from contracting this virus.”*

In total since March, North Central Health Care has reported three Covid-19 positive employees at Mount View Care Center, two employees at Pine Crest Nursing Home and one employee in Community Treatment in Wausau, a community-based mental and behavioral health program. Through contact tracing, all cases reported in employees are believed to be unrelated and contracted through community spread. Mount View Care Center currently provides care for 162 residents. Pine Crest has a current census of 123 residents and no Covid-19 positive residents.

NCHC took precautions early in March, before recommendations were provided by the Centers for Disease Control and Prevention on preventing the spread of Covid-19, including:

- Restricting visitation inside all NCHC nursing homes, inpatient behavioral health hospital and community living group homes
- Implementing emergency zone restrictions on the Wausau Campus to limit foot traffic and exposure
- Requiring masks at all times by staff and patients
- Implementing screening of all staff upon arrival, including temperature monitoring
- Monitoring vitals of residents multiple times per day

NCHC will continue working with local health officials for continued Covid-19 testing of residents and staff. For families with questions and concerns, please visit our website at www.norcen.org/Family and www.norcen.org/Covid-19 for contacts and updated information. North Central Health Care continually monitors the latest information provided by the CDC, state and local public health officials to ensure that policies and procedures reflect the latest recommendations and requirements.

A Note from the Communications & Marketing Director and Public Information Officer at NCHC

At NCHC, we have provided you with a lot of Covid-19 information and also a lot of changes to your normal routines. In cases like this week, we are providing the highest levels of transparency with our staff, those we serve and the public and it can be a lot of information provide in a relatively short period of time. I want to review with your our process and how we approach this communication, because I feel it is important that you know.

First, we inform our staff about situations, so that you can understand and have time to ask questions. We want you to feel informed about the events happening at NCHC. We want you to be prepared to answer questions when the people we serve and loved ones ask them. We want you to have the facts. Information is provided by way of interoffice memos, either by email (which is quickest), shared by managers or posted on department communication boards. Recently we added our private Facebook Team Communications page online. We want you to read and ask questions. You can expect to get answers to help your teams process information and be proactive about planning, if needed in your programs.

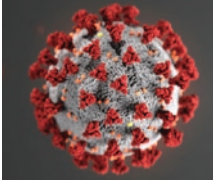
Next, we inform key stakeholders as necessary, such as residents, clients and families. In the case above, residents were personally informed about positive cases at both Mount View and Pine Crest. Families were also informed by phone. We also use other mailing lists, like mail or email.

When our teams are comfortable, we then release information to the public, and our media partners with an official press release, if needed. We post to our website, social media and use automated phone calling systems to inform large amounts of people at a time. All media inquires are required to be directed to Communications & Marketing by calling or emailing 715.848.4309 or jmeadows@norcen.org. You may also contact your manager if you are contacted by media. Staff should not speak on behalf of NCHC to the media, unless you are the designated spokesperson. We want you to continue to focus on what you do best in your role at NCHC.

Sometimes this process can take minutes, hours or days, depending on the situation. Sometimes it may be longer, but we always look at it the same way: the foundation of our Person-Centered Service culture is our Core Values which are surrounded by communication. When we communicate well, uphold our Core Values and do the right things for the right reasons, we contribute to and create a great place to work and receive services.

– Jessica Meadows, Communications & Marketing Director, Public Information Officer, NCHC





COVID-19 FAQ'S



HAVE A QUESTION ABOUT COVID-19?

NCHC has an online submission form for employees. You may submit a question 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. We use these questions to populate our FAQ's for all staff.

Please visit
www.norcen.org/ForEmployees
and click
SUBMIT A QUESTION

Face Masks and General Questions

Q: Should I lower my mask for punching in/out for the UltiPro facial recognition software?

A: No. Employees should keep their mask on while punching in/out at timeclocks. We know that this may impact the facial recognition software if you are wearing a mask while punching in and that will be remedied shortly and disengaged. Masks should always be worn while walking to/from to time clock to punch in/out. Please maintain 6 feet distance between you and any other staff waiting to punch in/out at a timeclock.

Q: Do I need a mask outside on a walking path, if I am walking by myself or walking to/from my car and no one is around?

A: If you walk outside on the walking path or sidewalk, you should take a face covering or surgical mask with you in case you encounter a situation in which a mask is needed. Face masks or cloth face coverings are required before you enter and as you exit any NCHC facility, while you are waiting to punch in/out or get to your work area, so you will need one anyway. If you are walking alone, or are outside away from people or the building, your mask is not required. If you are walking with other staff, passing staff or other visitors to our facilities, wear your mask.

Q: What is a shared work space versus a public space?

A: Shared work spaces would refer to any room, space or vehicle that more than one employee or person occupies, not just cubicles. If you are in a room and other people are there, you would need to have a mask on at all times. Public spaces refer to hallways, copy rooms, lobbies and other areas that clients, patients, residents or members would be walking in or through. Masks do not replace social distancing practices, so please also practice social distancing while you are in shared and public spaces.

Q: I called Employee Health but I am waiting for a return call. Should I wait until I hear back from Employee Health before returning to work, or can my manager decide?

A: Please wait to return to work until you hear from Employee Health. We realize that Employee Health is not open 24/7, however there is frequent communication being made by Employee Health with any employees who have reported in due to signs of illness, exposure or awaiting testing. Informing your manager is also required. So that we are consistent with return to work decisions, Managers will not be triaging the employee's return to work. Employee Health will determine a return to work and communicate that with employee and manager. If an employee does not hear back from Employee Health for what they feel is a reasonable period of time, they can call Employee Health again. We have had cases of employees not answering return calls from Employee Health or leaving incorrect call back information.

Q: If I am off work due to symptoms, exposure or while awaiting test results, will I be paid? What is available to me as an employee?

A: The current Covid-19 policy allows for staff to use their **PLT**, if available, for any work being missed **due to pending Covid-19 tests results** or if they are experiencing symptoms and being instructed by employee health to stay home. You do not have to use your PLT if you do not want to. Only employees who test positive for Covid-19 will received Covid-19 leave benefits as outlined in the policy.



Meet Renee Erickson

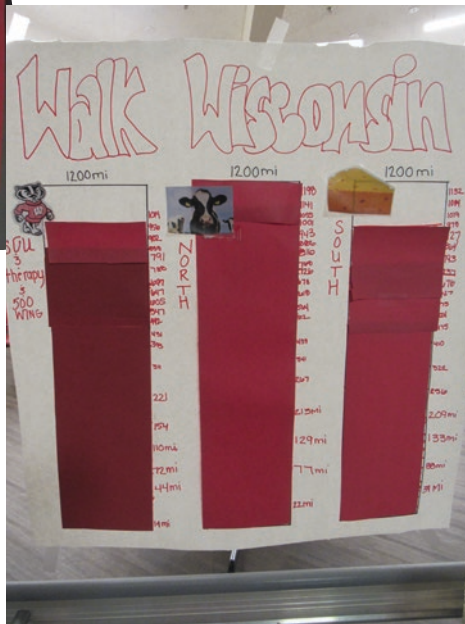
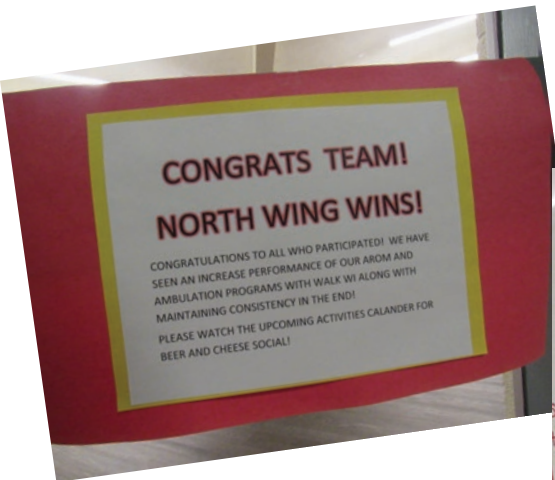
Renee is NCHC's Employee Health Nurse. When you call Employee Health, she will work with you to discuss your current situation regarding Covid-19 symptoms, testing or other Employee Health needs you have.

Employee Health can be reached by calling 715.848.4396.



PINE CREST TEAM COMPLETES WALK WISCONSIN A Friendly Competition with Residents and Staff

Walk Wisconsin was a friendly competition amongst Pine Crest Nursing Home staff and residents to promote and maintain their functional ability with the ongoing pandemic. With changes in our daily routines, we didn't want to see our residents lose their functioning. Weekly ambulation and active room programs were tallied to reach different destinations throughout Wisconsin between our nursing units along with therapy services. Staff and residents traveled throughout Wisconsin, initially leaving from the historic destination of T.B. Scott Mansion. Other destinations during the 1,200 mile journey included Lambeau Field, Miller Stadium, House on the Rock and a Fishing Day on the Mississippi, along with Al Capones Highway. It's Been a great journey with North Wing reaching the 1,200 Mile Destination. Congratulations!



GREAT JOB PINE CREST TEAM!



WAUSAU CAMPUS RENOVATIONS CBRF and Youth Hospital Work Continues



"Youth Hospital" – Submitted by Troy Torgerson

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.





WELCOME BABY HOLZEM

Tim holzem wanted to share the birth of his beautiful baby boy! Abraham Kenneth is a happy, cuddly little dude who is VERY easy going. He only wakes us up once or twice a night for feeding. He was born July 1 at 1:40 pm, weighing in at 7lbs 2oz. "Mama is doing very well and is adjusting to not being at work for the time being. She says it will be bittersweet to get back to work, but she misses her job too. As for me, I didn't know having a child would have such an overwhelmingly positive impact on my life. I honestly cannot remember life being this blissful. Every time he smiles or closes his eyes in my arms the world just melts away." - Tim

Oh, BABY!



Do you have a birth announcement you want to share with our NCHC Family? Send your announcement and picture (if desired) to your manager for sharing in the News You Can Use. Monthly, we will include all the newest members of our NCHC family. Be sure to include: Employee's Name, Department, any other family member names (spouse, partner, siblings) and the name and birth date of your little one. We love photos, too, but we respect your privacy, so share what you wish, if you wish!



SAFETYZONE MAINTENANCE NOTICE

Wednesday, July 29 • 10:45 pm - 12:00 Midnight

On Wednesday, July 29, 2020 at 10:45 PM until 12:00 midnight CST, SafetyZone® will be unavailable due to server maintenance.



REGISTRATION TODAY FOR THESE AMAZING VIRTUAL EVENTS!



The Impact of Addiction

It's estimated that more than 20 million Americans suffer from addiction, or about one in every 10 adults in Wisconsin. According to the Substance Abuse and Mental Health Services Administration, approximately 75% of those battling addiction go to work. The cost of addiction to an employer's bottom line is significant and results in higher absenteeism, higher health care costs, higher turnover and greater likelihood of work-related safety incidents.

Apricity has been helping people with addiction for over 35 years. We know firsthand the impact that addiction can have on the workplace and the systems that can be implemented to support people seeking recovery. By implementing our Recovery Works Initiative, your organization will receive the education, training and recovery support needed to help your employees and their family members get the help they need. Investing in employee wellness and offering appropriate recovery options has helped many organizations realize substantial savings.

Virtual Seminar

July 29-30, 2020
8:30a.m. - 11:30a.m.

Cost: \$40
6 CEUs

Get Started today
To register visit www.ntc.edu/ce/conferences



ADDICTION, RECOVERY, & DIVERSITY IN HEALTH EQUITY



Presented by:
Dr. Jorja Jamison, PhD, LP
Associate Professor & Faculty Coordinator at Hazelden Betty Ford Graduate School of Addiction Studies, as well as a practicing Licensed Psychologist in rural Minnesota

REGISTER FOR THIS VIRTUAL EVENT AT <https://bit.ly/OATS2020>



COURSE OBJECTIVES:

- Learn how best to support the health and growth of the populations attendees serve.
- Understand concepts of cultural competence and cultural humility in substance use disorder treatment.
- Gain strategies for improving awareness, knowledge, and skills within the context of evidence based practice.

Thursday, Aug. 27
9:30am-12pm
Community: \$10 (no CEUs)
Professional: \$20 (2 CEUs)
For information on scholarships available email gkell@wnhahec.org by 8/14

Sponsored By

With Support From

Why should employers care?

- Healthcare costs are 3x higher for workers with addiction
- 500 million work days lost annually due to substance use problems
- Americans with addiction miss nearly 50% more work
- Workers with addiction function at only 2/3 capability
- Costs US employers \$442 billion each year





Helping You Turn
Over a New
Retirement Leaf



Check your NCHC email for clickable
links or visit the Facebook NCHC
Employee Communications Page!

Retirement Planning Webinars 2020

The Wisconsin Deferred Compensation Program is excited to be hosting virtual webinars on a variety of topics. By clicking on the desired date and time below, you will be directed to WebEx to register for your selected webinar(s). On the event date, you may be prompted for a password. Enter "Retirement" (case sensitive).

Your Journey to Retirement: *Learn about the benefits of the WDC program and the benefits of saving and investing for your retirement.*

- [Thursday, July 9th, 2:00 – 2:30 pm](#)
- [Tuesday, August 18th, 9:30 – 10:00 am](#)
- [Tuesday, September 1st, 12:30 – 1:00 pm](#)
- [Monday, September 21st, 11:00 – 11:30 am](#)

Retirement Planning: *What steps do you need to take to get ready for and enjoy your retirement?*

- [Monday, July 13th, 10:00 – 10:30 am](#)
- [Thursday, August 20th, 11:30 – 12:00 pm](#)
- [Thursday, September 10th, 1:00 – 1:30 pm](#)
- [Thursday, September 24th, 9:30 – 10:00 am](#)

Market Volatility: *Learn the importance of staying the course and riding out the market volatility.*

- [Tuesday, July 14th, 1:00 – 1:30 pm](#)
- [Monday, August 3rd, 12:30 – 1:00 pm](#)
- [Wednesday, September 16th, 11:00 – 11:30 am](#)

Women and Investing: *How to use the WDC program to be more confident about your financial future.*

- [Wednesday, August 5th, 1:30 – 2:00 pm](#)
- [Monday, August 10th, 11:00 – 11:30 am](#)
- [Wednesday, October 7th, 11:30 – 12:00 pm](#)

Basic Investing: *Information to assist you in pursuing your investment goals.*

- [Tuesday, July 21st, 12:00 – 12:30 pm](#)
- [Wednesday, August 26th, 12:00 – 12:30 pm](#)
- [Tuesday, September 29th, 11:00 – 11:30 am](#)

Advantages of Budgeting: *Learn steps to get you on the road to successful budgeting.*

- [Wednesday, July 29th, 10:00 – 10:30 am](#)
- [Thursday, September 3rd, 1:30 – 2:00 pm](#)

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tidbits on benefits



Sherry Gatewood, PA

WELLNESS CORNER

Submitted by Sherry Gatewood

Muscle Strain

Gardening can be mentally refreshing; however, it can also wreak havoc on the muscles of the neck, arms, back and legs. Having properly working equipment and stools to sit on can lessen the strains on your muscles and back. Frequently changing positions and stretching can help to ward off some injuries as well. Symptoms of a muscle strain include pain and or tightness in a muscle group that has been over-worked. There could also be swelling and bruising. Most muscle strains heal on their own, but it may take a few days to a couple weeks.



If you do get a muscle strain, remember **R-I-C-E**: Rest - Ice - Compression - Elevation. Rest the affect part. Apply ice packs to the area over clothing or a towel for 15 minutes every 1-2 hours. Elevate the affected part. If needed, apply an elastic bandage to help relieve pain and swelling.

Over the counter analgesics such as ibuprofen (Aleve) and Acetaminophen (Tylenol) may also help. Avoid strenuous activity that may injure.

Can a muscle strain be prevented?

You can help prevent a muscle strain by taking time to warm up your muscles before you exercise. You can do this by walking or doing another light activity.

Please call the Employee Health and Wellness Center and make an appointment if your symptoms are not improving as expected.

We are taking appointments for Sports/Camp Physicals. Please call the Employee Health and Wellness Center for an appointment at 715-843-1256.

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



UPDATE FROM THE EMPLOYEE HEALTH & WELLNESS CENTER

The Employee Health and Wellness Center is open and receiving patient appointments. Parents may schedule their children for sports physicals. **Sherry will be out of the office July 27 through the 31st for vacation.** The clinic staff is scheduling TeleHealth visits with another Business Health provider in a different location to accommodate during Sherry's absence. The fee will be the same as if seen by Sherry. Employees must be signed up and able to use My Aspirus in order to use the Video Visit. Please call the clinic for any questions at 715-843-1256.



North Central Health Care Employee Health & Wellness Center

Great News!!

The onsite Health & Wellness Center continues to be available for your immediate health care needs and now, if preferred, you can also choose to designate your Onsite Care Provider as your Primary Care Provider to take care of all of your annual and ongoing health care needs.

Convenient Clinic Location

Services provided to you

- Primary Care Services
- Acute Care Services
- Medical Care Services
- Chronic Condition Support
- Physical Examinations
- Wellness Care
- Lab services available



EMPLOYEE LIFE INSURANCE PREMIUM ADJUSTMENT

News from Human Resources

Each year, as of July 1st, our life insurance carrier, Securian, updates the life insurance premiums for employees. If you are enrolled in the life insurance plan, the amount of coverage is based on your annual earnings and the premiums are based on your age. The pay check dated, July 3, 2020, will include a premium increase, only if you have moved into a new age bracket and/or your annual earnings have increased. If your earnings have not increased and you have not moved into a new age bracket, you will not experience a premium change. If you have any questions regarding your life insurance premiums or the amount of coverage please contact, Lynn Wengelski, in Human Resources at ext. 4438.



PHISHING E-MAIL CAMPAIGN RESULTS

What You Need to Know About Phishing

Last month NCHC had a proactive audit to see how much you know about phishing. Two phishing e-mails were sent out to test your ability to spot the scam and ignore the email:

- A WebEx Update Required
- A COVID Stimulus fake scam

The email were sent to 1,021 staff at NCHC and the results are in!

- 69 people fell victim to the fake scam
- 93% did the right thing and ignored the e-mail – GREAT JOB! :)

Why Should YOU Care?

Phishing scams make NCHC susceptible to losing data and cyber security attacks. Our patients, clients, consumers, and residents trust us with their data to keep it safe and secure.

Did YOU know?

Phishing is when attackers send fake emails with malicious files or attempt to engage you and steal information such as usernames, passwords, and even PHI (protected health information).

What can YOU do?

We have updated our security measures to show in e-mails if the person sending you information is from outside of NCHC. You will see [EXTERNAL] before the subject and you will see the entire e-mail address of who is sending it.

[EXTERNAL] Ready. Let's Grow! An update for Friday, July 10

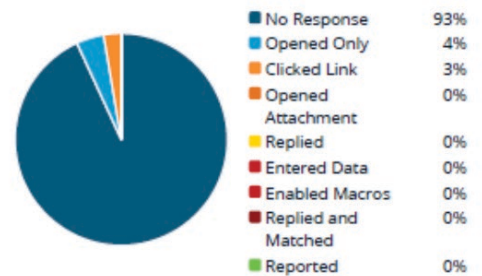
Wausau Chamber <info@wausauchamber.com>

If you don't recognize the sender, don't click on the e-mail.

When in doubt, call or email the HelpDesk at 715.261.6710 HelpDesk@co.marathon.wi.us



Privacy Pickles are used by our Privacy Officer to spots areas of potential concern. If you get a Privacy Pickle left by your work station, you have the opportunity to correct it and if you have questions, you can contact Ashley Downing, our awesome Privacy Officer and she can help you through it!



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

The Wausau Campus Canteen is currently closed, but will reopen at the same time the Cafeteria reopens. Watch for future announcements!



New! Position Posting

Title: Personal Care Worker **Status:** Full & Part Time Positions **Location:** Riverview Terrace (RCAC) - Wausau
Apply Online! <https://bit.ly/PCW-NCHC>

The Personal Care Worker assists the Registered Nurse with the delivery of quality personal care services to patients in their home.

Education and Experience Requirements

- Knowledge of basic care standards and practices normally acquired through completion of a minimum of 40 hours of personal care worker training and competency testing, with experience in personal care or a related health care field and a high school diploma, GED, or equivalent combination of education and experience beneficial.
- Current BLS certification or obtained within 90 days of hire - All clinical personnel in identified job codes are required to maintain Basic Life Support (BLS) training through independent study, manikin and knowledge testing. An acceptable CPR training program is the Basic Life Support (BLS) Health Care Provider course from the American Heart Association or the American Red Cross Professional Rescuer Program with AED. (See Cardiopulmonary Resuscitation Training Policy).
- Valid Wisconsin driver's license and appropriate auto insurance coverage as required by North Central Health Care.

NEW BENEFIT FOR NORTH CENTRAL HEALTH CARE HEALTH INSURANCE PLAN MEMBERS:

Tria Health!

Tria Health provides one-on-one, confidential telephonic counseling with a pharmacist to make sure your medications are working as intended and you can afford them. Tria Health's pharmacists are your personal medication experts and will work with you and your doctor(s) to make sure your conditions are properly controlled without the risk of medication-related problems.

Who Should Participate?

Tria Health is recommended for members who have the following conditions and/or take multiple medications:

- Diabetes
- Heart Disease
- High Cholesterol
- High Blood Pressure
- Mental Health
- Asthma/COPD
- Osteoporosis
- Migraines

Participating Members Can Earn up to \$150

Active participants will receive up to \$150 by attending three consultations within a 12-month period. You are not required to change your medications, pharmacy or doctor to receive this benefit.

Free Diabetes Test Strips & Wireless Meter

Identified members with diabetes are encouraged to participate in Tria's diabetes program. Participating members can receive free wireless blood glucose meters, testing strips and a mobile app designed to help manage their diabetes, along with personalized consultations with a Tria Pharmacist.

Ready to Get Started?

To schedule your first appointment of the phone, call 1.888.799.8742(TRIA) or visit www.triahealth.com/enroll

If you have any questions, please feel free to call Tria Health at 1-888-799-8742. You may also call Lynn Wengelski, in NCHC Human Resources at 715-848-4438.

This information is available online for you and your family 24/7. Visit www.norcen.org/EmployeeBenefits or www.norcen.org/ForEmployees



FREE CONFIDENTIAL CONSULTATIONS WITH PHARMACISTS TO MAKE SURE YOUR MEDICATIONS KEEP YOU HEALTHY & ACTIVE!

YOUR TRIA HEALTH PHARMACIST CAN HELP:

- Ensure your medications are working properly, without the risk of side effects
- Identify ways to save money on the cost of your medications
- Answer questions you have about your medications or health
- Communicate with your doctor(s)

Tria Health's pharmacists work one-on-one to develop a personalized plan to help improve your health!

HOW DOES IT WORK?



SIGN UP

There are three ways to sign up:
Call 1.888.799.8742 | Visit www.triahealth.com/enroll | Mail your form



SCHEDULE AN APPOINTMENT

Submit your appointment preferences at www.triahealth.com or call the Tria Health Help Desk at 1.888.799.8742



CONFIDENTIAL CONSULTATION

Your Tria Health pharmacist will call you and review all your medications, preventative services and lifestyle habits.



CARE PLAN

Your pharmacist will develop a personalized care plan and coordinate any recommended changes with your doctor and pharmacy.