

"Alvin – Larger than Life!" – Submitted by Stacy Rozelle



# NEWS YOU CAN USE



## WEEKLY CONNECTION WITH MICHAEL LOY

### Back to School

Conversations this week have seemed to be filled with the reality and corresponding anxiety of having schools reopen. Whether your kids are returning or not, everyone seems to be anticipating this next step in our return to normalcy as to whether or not we can safely operate in this new reality until a vaccine is available. I'm really rooting for schools to be very successful in this phase. My family's experience thus far has been great, I feel like the school and the kids are really trying to do things as safely as possible. It's so important for our schools to stay open. I've instantly seen it impact my kids in a positive way. I also realize that not all schools are taking the same approach, and some families are struggling with tough decisions on how to keep their families and others safe. This is a great reminder to keep kindness at the forefront as each individual's beliefs and actions are different. No one knows for sure, and we will continue to take a cautious approach as an organization by supporting the recommendation and data from Public Health experts. As we navigate the days ahead, we will continue to take it day by day and be there to support you as you balance family needs as we start to see the other side of this pandemic.

Given the news this week, I'm starting to feel like we are staring down the possibility that we may soon turn the corner on this pandemic. Schools and the economy are opening up, unemployment numbers are back below 10%, there are several vaccines in Phase III trials with people starting to talk about the possibility of being available yet this year, and the number of new cases in Marathon County have seemed to dramatically drop since the State-wide mask order was put in place. Conclusions on causation are still out there but it appears to be correlated at very least. We are learning more and more each day about prevention and treatment of COVID-19. Plus, this week we officially put our Mount View Care Center outbreak behind us as all of our residents and staff tested negative this week. Thank you again to our Mount View team for your tremendous work. I believe we are finding success by doing everything we can to keep people safe despite not having absolute certainty on what works or not.

As we enter the Labor Day weekend, I want to say thank you to all of our staff for your efforts as part of our NCHC team. Labor Day is a day dedicated to the social and economic achievements of American workers. Despite some of the animosity, especially in an election year, our nation is a great one. It is a great one because of the American spirit that pulls us together to do what is necessary to get the job done when others have or would quit. Our organization is filled with incredible people who go above and beyond the call of duty, and exemplify all that is good about the American spirit. Thank you for the work you do and for living our vision of Lives Enriched and Fulfilled.



Stay safe, and make it a great day,

*Michael Loy*

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For Employees

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September 7-11, 2020

**Walk to End Alzheimer's ..... 13**  
Join the NCHC Walk Team

Person-Centered  
**Shout**

**out**



**Jarret Nickel and Dr. Gouthro**

**Why:** The HIM team would like to thank Jarret and Dr. Gouthro for their help with an individual who was looking to retrieve records in a sensitive situation. Your immediate attention and assistance was much appreciated.

**Submitted By: The HIM Team & Jenny Anklam**



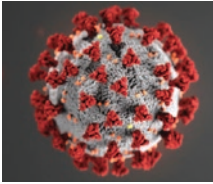
**ADMINISTRATOR ON-CALL**  
**x4488 or 715.848.4488**

In the event of Phone System Outage, reference the O:drive "On-Call Information Folder" for Schedule and Cell Phone #'s.

**Tuesday, Sept. 8 –**  
**Sunday, Sept. 13**

**Jarret Nickel**





## COVID-19 SCREENING UPDATES

As we navigate through these unprecedented times we continue to monitor and evolve procedures and responsibilities to ensure all individuals we serve, as well as employees, remain consistently safe while at North Central Health Care. In March of 2020, we began visitor screening questions and have since implemented minor modifications to the process. As we have learned more about Covid-19 and our staff have developed a solid understanding of prevention techniques, we are updating this process to shift the responsibility from screeners to employees and to reduce potential risk for other employees or visitors coming into our facilities. We trust our team to be able to do the right thing, to stay home when you have symptoms, and to report any symptoms or exposure to Employee Health.

Beginning Tuesday, September 8th screeners will only be asking screening questions to visitors or those without a name badge. Employees will be responsible to know screening questions (right) and self-assess prior to leaving their homes. Once employees arrive to any NCHC facility they will receive their temperature check for the final part of the screening process. It will be assumed the employee has self-screened prior to arrival and has answered "no" to all screening questions. As a final reminder, the screening questions will be posted at each entrance for all employees to review before walking up for their temperature check. This process will reduce the chance of an at-risk employee coming to work and reduce the time taken to screen into facilities. It is important for employees to understand that if you recklessly endanger the health of others by not being truthful about known symptoms or exposures that would be identified through the screening process, you will be subject to discipline including potential immediate termination.

An UltiPro LMS training will be assigned to you today that will provide education on the screening process change and how to self-screen. After completing the training, you must also sign off that you've completed the training and the self-screening expectations. If you have any questions or concerns please reach out to a member of the Incident Command Team or myself and we will be glad to assist.



Thank you,

**Jarret Nickel**  
Operations Executive

**Incident Command Team Members:**

Michael Loy, Jarret Nickel, Tom Boutain, Dr. Robert Gouthro, Jill Meschke, Jaime Bracken, Connie Gliniecki, Melissa Diers-Sarasin, Jessica Meadows, Tim Holzem



**Did You Know You Can Shop  
Special Hours At Sam's Club Every  
Sunday From 8 - 10 Am Just  
For Working In Healthcare?**



Sam's Clubs across the country are welcoming in healthcare workers chain wide into their clubs for special shopping hours on Sundays from 8 a.m. – 10 a.m. These Hero Hours are for you NCHC staff at all locations. All shoppers entering clubs will be provided with a mask for safety. You do not need to be a Sam's Club member to shop. These hours are typically reserved for Sam's Club associates only. Happy Shopping!!

<https://corporate.samsclub.com/business/hero-hours>

Thanks to Brenda Leiskau for sharing the tip!

**Beginning Tuesday, September 8th**

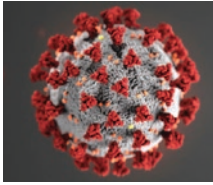
screeners will only be asking screening questions to visitors or those without a name badge. Employees will be responsible to know screening questions and self-assess prior to leaving their homes.

**Please carefully review the screening questions below. All staff are required to self-assess every day before reporting to work. Reminder if you answer "yes" to any of these questions please contact Employee Health at 715.848.4396 and your supervisor.**

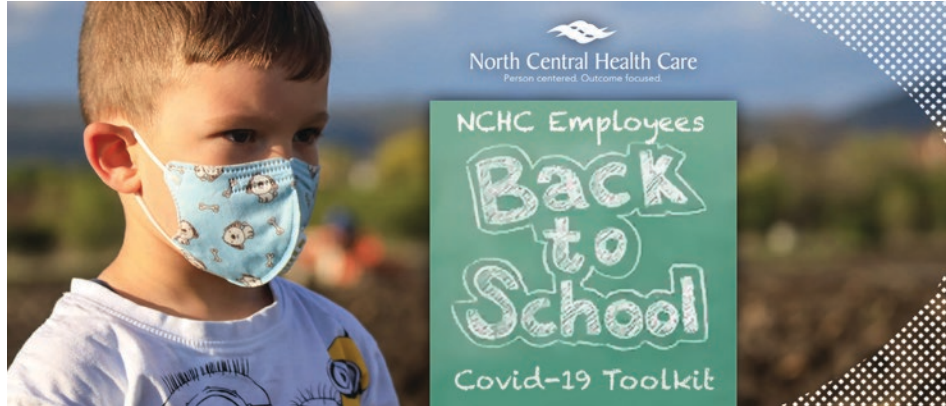
- 1 Do you have, or have you been under investigation for, COVID-19 in the last 14 days?**
- 2 Are you suffering from any of the following symptoms?**
  - Fever
  - Sore Throat
  - Cough
  - Fatigue
  - Headache
  - Chills
  - Shortness of breath
  - Muscle/ Body Ache
  - Difficulty Breathing
  - Congestion
  - Runny Nose
  - New Loss of Taste or Smell
  - Nausea
  - Vomiting
  - Diarrhea
- 3 Have you been in contact with someone outside of a healthcare setting that has had, or has been under investigation for COVID-19 in the last 14 days?**

Only employees will be affected by this update. Visitors will still be asked all screening questions upon arrival as they will not know our questions in advance.





## COVID-19 RESOURCES FOR EMPLOYEES



[www.norcen.org/Back2SchoolToolkit](http://www.norcen.org/Back2SchoolToolkit)

## A TOOLKIT MADE FOR NCHC EMPLOYEES & FAMILIES

**Check Out This New Page  
for Our NCHC Parents!**

With the school year starting, many employees already know how their schools or daycares will be operating this fall and into the near future. While it is impossible to know exactly what will (or won't) happen at your individual school or daycare, it IS possible to plan ahead for scenarios that may occur if Covid-19 impacts you. Start planning now. Here's how....visit our new page created for you to help you plan, communicate and have a successful school year with your family! It includes planning checklists, tips, tricks, resources and frequently asked questions specific for NCHC employees to help you plan ahead. If you have kids and work at NCHC, you will want to bookmark this page!

Have suggestions to include? Let us know. Visit the The Suggestion Box and we will include and share with our team!

[www.norcen.org/SuggestionBox](http://www.norcen.org/SuggestionBox)

## BACK TO SCHOOL FAQ'S

If only we had a crystal ball that would tell us what next week will look like. Until that day, we talked with NCHC Employee Health to anticipate a few of the common scenarios you may encounter with kids at school. Here are just a few FAQ's that may be asked. This is not an inclusive list, just a start. We recommend calling Employee Health at 715.848.4396 to discuss your unique situation. Download or print all these FAQs below by visiting the Back to School Toolkit online!

**Q: My child is in a classroom with another child who tested positive, however was not in close contact. Can I come into work?**

**A:** Yes. The school told you your child was not in close contact with the child that tested COVID positive. Since they all are wearing masks and they were not in close contact of less than 6 feet for more than 15 minutes you can come to work. Contact Employee Health to discuss at 715.848.4396.

**Q: My child has a positive case in their cohort at school, do I need to stay home from work?**

**A:** No. The school did not tell you your child was exposed to the COVID positive child. Since they all are wearing masks, were not in close contact of less than 6 feet for more than 15 minutes, you can come to work. Contact Employee Health to discuss at 715.848.4396.

**Q: My child is sick and sent home from school, do I need to stay home if I am unsure if it is Covid-19 or not?**

**A:** Contact the school to see why your child was sent home and continue to monitor their symptoms. If they have been in close contact with a confirmed positive COVID person and they have become symptomatic, stay home. If they have not been in contact with a confirmed positive COVID person, continue to monitor symptoms and you are allowed to come to work. Contact Employee Health to discuss at 715.848.4396.

**Q: If my child is sick and being tested for Covid-19, can I come to work?**

**A:** No. If they are being tested for COVID-19, you will both need to quarantine, monitor symptoms, and you cannot come to work until they have received negative test results.

**Q: I was notified by public health or my school that my child had close contact and was exposed to a Covid-19 positive student (on bus, in classroom, on playground, etc).**

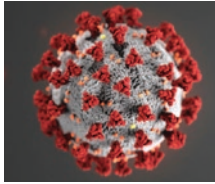
**Scenario 1: My child is asymptomatic, can I come to work?**

**A:** Stay home. If your child was within 6 feet, not wearing a mask, for longer than 15 minutes to someone positive for COVID, your child and you will need to quarantine and monitor for symptoms for 14 days. Contact Employee Health to discuss at 715.848.4396.

**Scenario 2: My child is symptomatic, can I come to work?**

**A:** No. If your child was within 6 feet, not wearing a mask, for longer than 15 minutes to someone positive for COVID, and now is symptomatic, you should notify your primary care provider for possible testing of your child. Contact Employee Health to discuss at 715.848.4396.

We anticipate many scenarios that will occur this school year. Each scenario will be unique to you, your child, your family and your work situation. Contact Employee Health to discuss your situation. We are here to support and help you succeed.



## COVID-19 RESOURCES FOR EMPLOYEES

### HOW TO SELECT, WEAR, AND CLEAN YOUR CLOTH MASK

<http://bit.ly/ClothMasksNCHC>

Masks help stop the spread of COVID-19 to others. Visit the CDC's new web page to learn How to Select, Wear, and Clean Your Mask. Wear masks in public settings around people who don't live in your household and when you can't stay 6 feet away from others.

#### DO choose masks that



Have two or more layers of washable, breathable fabric



Completely cover your nose and mouth



Fit snugly against the sides of your face and don't have gaps

#### DO NOT choose masks that



Are made of fabric that makes it hard to breathe, for example, vinyl



Have exhalation valves or vents, which allow virus particles to escape



Are intended for healthcare workers, including N95 respirators or surgical masks

### Special Situations: Children



If you are able, find a mask that is made for children



If you can't find a mask made for children, check to be sure the mask fits snugly over the nose and mouth and under the chin



Do NOT put on children younger than 2 years old

### Caution: Gaiters & Face Shields



Evaluation is on-going but effectiveness is unknown at this time



Evaluation is on-going but effectiveness is unknown at this time

### Special Situations: Glasses



If you wear glasses, find a mask that fits closely over your nose or one that has a nose wire to limit fogging

Making a decision about selecting a mask can be confusing. This new web site from the CDC provides tips on how to choose your masks.

#### Do NOT wear a mask



Around your neck



On your forehead



Under your nose



Only on your nose



On your chin



Dangling from one ear



On your arm

Find out more about how to select masks, face shields, gaiters and the best mask for people who wear glasses.

This new page also provides information on how to wear your mask and also on how NOT to wear your masks.

- Wear a mask correctly and consistently for the best protection.
- Be sure to wash your hands before putting on a mask
- Do NOT touch the mask when wearing it





## PHOTO OF THE WEEK



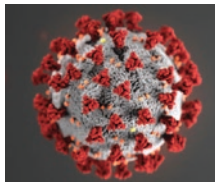
### Submit A Great Photo From Your Week!

Submit your photo and description to [jmeadows@norcen.org](mailto: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.

### ALVIN, STACY AND CHUCK VISIT THE RISE UP MURAL

Alvin has helped out with the RISE UP mural since he arrived at NCHC. This week Stacy and Chuck from the CART Team took Alvin to see close up view the giant Alvin painted in the mural! Way to go Alvin!

You can visit the RISE UP mural anytime in downtown Wausau on the 400 Block.



## COVID-19 RESOURCES FOR EMPLOYEES

### FACE MASKS AND KIDS How to Help Little Ones Wear Them

Provided by Aspirus

A face mask is a simple thing, yet it's one of the best tools we have to help protect one another from COVID-19.

That's why public health experts say almost everyone should wear a mask—including children as young as 2 years old who live in certain communities.

"Many areas have mask mandates in addition to recommendations," said Kylene M. Draeger, MD, pediatrician for Aspirus. "Children should be wearing a mask for the duration of their school day, with the exception of when they are eating or drinking".

Wearing a face mask can be challenging for children. Draeger suggests these tips to help them adjust:

- Make it fun. Put a face mask on a stuffed animal. Give your child's mask a cool decoration. Point out that many superheroes wear masks.
- Practice together. Help your child get used to wearing the mask before you go out.
- Show your child pictures of other kids wearing masks. This will help your child avoid feeling different or singled out.
- Talk about the importance of masks. Using age-appropriate words, talk with your child about face masks and why your family wears them: to avoid spreading germs. Teach your child not to share or trade masks.
- Be a Good Example. Children model what you do. If you are wearing your mask, they are more likely to do it.

### Right mask, right fit

You can buy a face covering for your child. Or if you sew, you can find DIY mask patterns online. A pleated cloth mask with elastic ear loops usually works best for kids.



"Making sure the masks you buy or make fits your child's smaller face and can be securely worn over your child's nose and mouth is very important," Draeger said. "Adult face masks are too large for kids."

Also, children often need to be reminded to:

- Wash their hands before and after wearing the mask.
- Avoid touching the mask while wearing it.
- Remove the mask by taking it off from behind rather than from the front.

### When to talk to your child's doctor

Some children have a developmental or intellectual disability or a health condition that may make it harder to wear a mask. Ask your child's doctor for advice.

If you think you've been exposed or are experiencing a fever, cough or shortness of breath, call the COVID-19 Call Center at 1-844-568-0701.

For more information about Aspirus, visit [aspirus.org](http://aspirus.org).



## Refreshers

### quick reminders of resources for employees

*Recently, we were asked by an employee if NCHC has a place to report concerns that an employee may have about another employee, a policy, a situation, patient care, etc....YES, we do!*

### NEED TO REPORT A CONCERN?

Do you have a concern that you would like to bring forward? Do you suspect a violation of our policies or Code of Conduct? Please visit our online submission page at

[www.norcen.org/ForEmployees](http://www.norcen.org/ForEmployees)

Click on **Report A Concern**

Employees may submit concerns about compliance, ethics, client/patient/resident care, or any other concern you may have. These concerns can be submitted anonymously or you may leave your name and contact info. for follow up.

Once submitted it is sent directly to the NCHC Compliance Officer. For immediate concerns outside of business hours you can contact the administrator on-call by dialing 715.848.4488. You should also report a concern to your direct supervisor or Department Director.

#### Non-Retaliation

NCHC is committed to ensuring that you do not face retaliation for reporting concerns about actions that may violate or be inconsistent with our Code of Conduct or the law.

Prohibited acts of retaliation include discharge, demotion, suspension, harassment, threats, or any other action that discriminates against an individual who submits a report.

If you suspect retaliation for making a report, contact the Compliance Officer immediately.

#### Who Can I Call With Questions?

**Jennifer Peaslee**  
Compliance Officer  
715.848.4507

**Ashley Downing**  
Privacy Officer  
715.848.4391



[www.norcen.org/ForEmployees](http://www.norcen.org/ForEmployees)



## New! e-Shout Outs Have Arrived!

**Q:** What do you do when you want to recognize another employee and don't have access to Shout Out Board? Or if you work remotely??

**A:** Fill out an e-Shout Out!

**Q:** Where can I find an e-Shout Out?

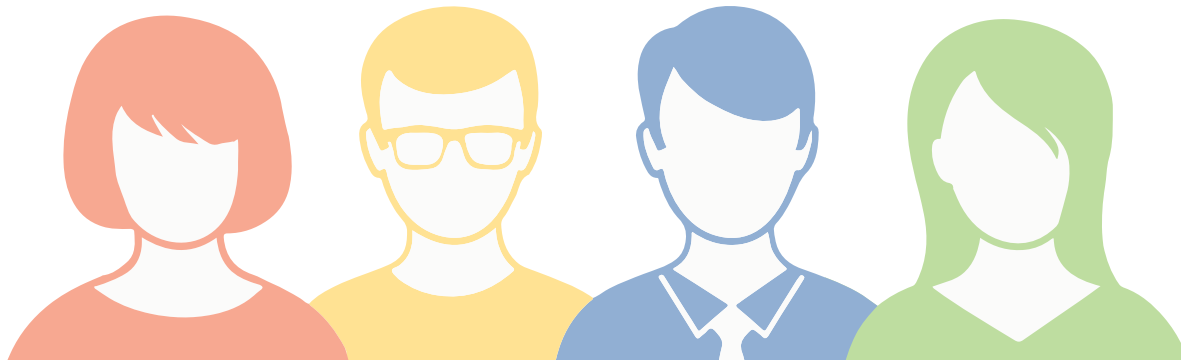
**A:** [www.norcen.org/Recognition](http://www.norcen.org/Recognition)

All employees were emailed an e-Shout Out however you can download one 24/7 on our website! Complete the sections just like you would with a paper slip and email back to [Recognition@norcen.org](mailto:Recognition@norcen.org). The Recognition Team will print out and deliver your e-Shout Out with the rest of the Shout Outs from the boards to the staff recognized.

There are 6 Shout Outs per page. You do not have to print when you are done. We will handle that for you. Just keep sending them in to [Recognition@norcen.org](mailto:Recognition@norcen.org)!



[www.norcen.org/Recognition](http://www.norcen.org/Recognition)





# HRinsights

## New! Position Posting

**Title: Outpatient Coordinator** **Status: Full Time**  
**Location: Wausau Campus Outpatient Services**  
**Apply Online! <http://bit.ly/NCHCOPCoord>**

Under the direction of the Outpatient Director, this position will coordinate day to day clinic activities to ensure efficient and effective operations.

### Education and Experience Requirements

Bachelor's degree in Business Administration or Health Care Administration

### Preferred:

1-3 years relevant experience in office management with exposure to mental health and/or substance abuse services.

### Essential Duties and Responsibilities:

- Supports the day to day function of Outpatient staff, including therapists and psychiatrists, by providing a high level of customer service through addressing staff concerns and troubleshooting opportunities
- Leads coordination and scheduling of activities for successful onboarding of Outpatient staff.
- Coordinates seamless alignment of scheduling functions in regards to meetings, time off and other events
- Partners with the Patient Access team to support revenue cycle.
- Monitor successful program operations through reporting and audit functions of key performance indicators
- Facilitates patient transfer requests.
- Manage supply inventory
- Participate in quality improvement initiatives
- Manage program recertification process
- Collaborates with leadership from multiple programs to facilitate effective program function and support

## New! Position Posting

**Title: Infection Preventionist** **Status: Full Time**  
**Location: Wausau**  
**Apply Online! [http://bit.ly/NCHC\\_InfPrevention](http://bit.ly/NCHC_InfPrevention)**

The Infection Preventionist assists leadership in the promotion and application of measures to prevent and/or control infections among patients, visitors, contractors, and employees. This individual will facilitate compliance with the many regulatory agencies with oversight to healthcare facilities. This individual will observe, evaluate, educate, and implement Infection Prevention practices and activities. The position is accountable for ongoing Infection Prevention practices for North Central Health Care, executing the components of the Infection Prevention Specialty and may require travel.

### Education and Experience Requirements

- Bachelor's degree in allied health care related field; If Registered Nurse, must possess an active Wisconsin RN license and degree from an accredited college/university.
- A minimum of 2 years of health care experience
- Infectional Prevention and Control Certification (APIC) within one (1) year of hire preferred
- Knowledge of infection prevention and control principles and process improvement.
- Demonstrated leadership skills including leading groups of people and problem solving.
- Excellent communication, presentation, and interpersonal skills.
- Ability to work independently with minimal supervision and work under time constraints.
- Ability to develop rapport and maintain positive, professional relationships with a variety of patients, staff and physicians.
- Excellent analytical and critical thinking skills. Broad knowledge and understanding of Quality and Performance Improvement and how to implement in the clinical setting.
- Must be detail-oriented with a high degree of accuracy.
- Operational experience in accreditation/regulatory affairs
- Valid Wisconsin driver's license and appropriate auto insurance coverage as required by North Central Health Must have the use of a personal vehicle

### Preferred:

- Registered Nurse Clinical experience preferred in the hospital and long term care setting
- A 3 or more years of experience working in an acute care hospital or public health agency.
- Previous experience as a member of an Infection Prevention/Control program beneficial
- Any combination of education and experience that provides equivalent knowledge, skills and abilities may be considered.

## SEPTEMBER EMPLOYEE PULSE SURVEY

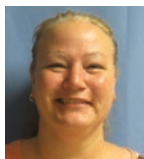
### Complete by September 11

We would like your feedback! Please complete the following Employee Pulse Survey by September 11 by clicking the link below. The survey will take less than a minute to complete and is just a few questions long. It is meant to gain an understanding on how we can best support staff in our ongoing communications and effort to put our employees' health and well-being first. These surveys will be coming out monthly for you to complete.

## Visit [www.norcen.org/ForEmployees](http://www.norcen.org/ForEmployees)

Please only complete the survey once. We appreciate your continued dedication and hard work during this unprecedented time.

## ON THE MOVE! Employee Transfers & Promotions



### Congrats Jacqueline Cleveland

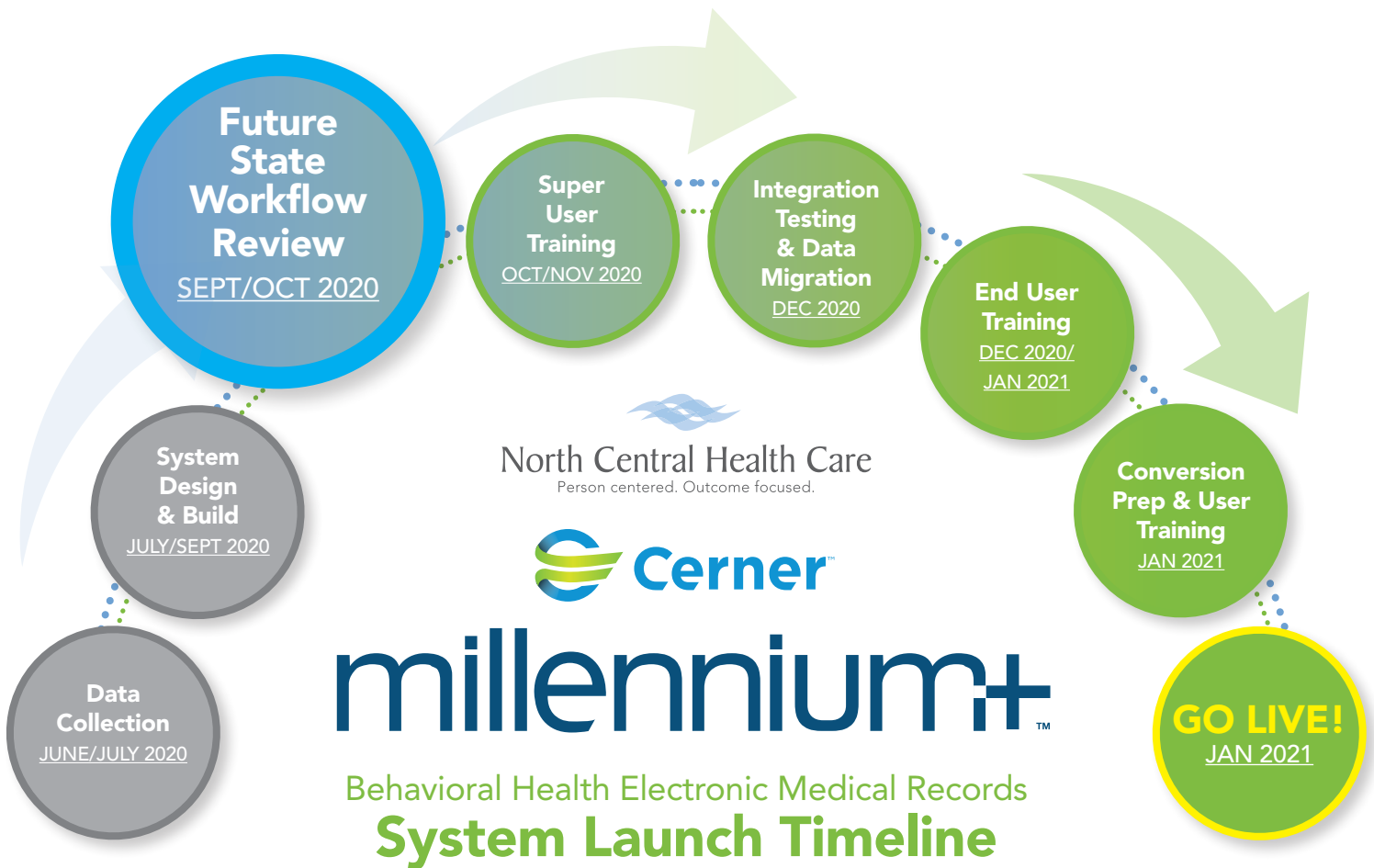
Congrats to Jacqueline Cleveland on her recent transfer from a CNA in Long Term Care at Mount View to Residential Care Assistant in Community Living.



### Congrats Hannah Geigler

Congrats to Hannah Geigler on her recent promotion as a Social Worker at the Inpatient Hospital, Wausau to Mental Health Therapist.





**Future State & Workflow Review:** Teams will review and validate end-to-end, future-state workflows based on your NCHC's configuration, and review points of workflow integration with other departments and roles.

## VAULT VERIFY & NORTH CENTRAL HEALTH CARE

### What You Need to Know About Employment Verification

North Central Health Care uses Vault Verify to handle ALL incoming requests for employment, income and social service verification. Employment verifications are often requested from banks processing personal loan applications, landlords screening rental applications, or employers verifying candidate work histories.

Please advise all commercial and social service verifiers to visit: [www.vaultverify.com](http://www.vaultverify.com) and use company code: 60605 to obtain verification.

First time site visitors may click register now to begin. Once registered, access credentials will be supplied to the verifier within 1 business day.

Verification requests received by fax, email or mail may be forwarded to Vault Verify for response assistance by Email: [gov@vaultverify.com](mailto:gov@vaultverify.com) or Fax: 888.662.5572.

If you have questions in regard to this internal process, please contact North Central Health Care's Human Resources Department at 715.848.4419 or [hresources@norcen.org](mailto:hresources@norcen.org)

To obtain employment, salary  
or social service verification  
Please visit: [www.vaultverify.com](http://www.vaultverify.com)  
Company code: 60605



**Visit [www.norcen.org/ForEmployees](http://www.norcen.org/ForEmployees)**  
In the Menu, Click Employment Verification!





# NATIONAL PAYROLL WEEK 2020

September 7 – 11

National Payroll Week is an awareness campaign held annually during the week of Labor Day, designed to both recognize the efforts of payroll professionals, and to educate workers on their paychecks, payroll withholding system, and payroll-related benefits.

Melissa LaPorte is NCHC's only payroll professional and is responsible for getting every single employee in North Central Health Care, including Pine Crest employees, paid accurately and on time. She has worked here since 2015 and just celebrated her fifth year with us in June. During that time she played a critical role in the implementation of two software platforms, Kronos and Ultipro. She has two degrees: Accounting and Health Care Business Services, and she is certified by the APA (American Payroll Association) in Payroll Fundamentals. She's also studying to take the CPP (Certified Payroll Professional) exam next year.



Melissa LaPorte

**Thank You For All You Do!**



## CONGRATULATIONS ON YOUR RETIREMENT

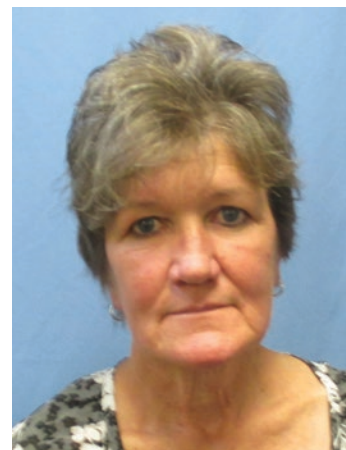
**Barb Gierman**

Barbara Gierman, Pharmacy Tech in Wausau, has announced her retirement on September 8, 2020. Barb has been at NCHC for 20 years. Thank you for your many years of dedicated service. We look forward to hearing about your future plans. The Pharmacy Team had a small celebration for Barb to celebrate her retirement. Congrats Barb!

## CONGRATULATIONS ON YOUR RETIREMENT

**Mary Streich**

Mary Streich has announced her retirement on September 11, 2020. Mary works in the Environmental Services at Pine Crest as a Housekeeping Aide and has 20 years of service. Thank you for all you have done for all those we serve Mary! Best wishes to you in your retirement!



Tracy Heiting



Jamie Collins



Jenni Kessen





Tracy Heiting    Alicia Elsner    Steve Lipinski    Rose Amundsen    Jon Phelps    Katie Kretschmer



Mikki Sitte    Anna Vanderleest    Jordan Imoehl    Ceceilia Upton    Kathryn (Katie) Garcia    Monica Mynsberge

### OUTSTANDING TEAM PARTNERSHIP AWARD Forest Jackson Team & Redeployed Staff

Congratulations to the Forest Jackson & Redeployment Team, recipient of NCHC's Outstanding Team Partnership Award. These employees were recognized for their outstanding team work. Nominated by a manager and a new employee, the team have shined in the face of adversity through Covid-19.

*"The Forest Jackson staff are completely incredible, they have taken us under their wing teaching us the ropes, seeing as this wasn't a regular employment position. The staff have patience with asking questions, learning the ropes and getting to know all the residents and their needs. Just observing them makes me appreciate being able to help where I can. This experience of being able to work with the Forest Jackson staff provided a whole new view of NCHC and what it offers."*

Congratulations to Transportation who was also nominated for this award.



Kevin Traeder    Rebecca Mattmiller    Jaxon Seeger



### OUTSTANDING SERVICE EXCELLENCE AWARD Jessica Baumann, HIM

Congratulations to Jessica Baumann, recipient of the NCHC's Outstanding Service Excellence Award. Jessica was nominated by staff in her department. Jessica recently volunteered to take on tasks in the HIM department when several employees recently retired. Jessica know every aspect of the job and she is willing to learn and teach others. She has become a true leader in the HIM team and is the go-to person for incoming calls, walk-ins and training staff.

*"Jessica is always willing to help clients and coworkers with any questions and does with much compassion and patience. Jessica truly made my retirement transition easier with her quick learning capabilities and attention to detail."*

Congratulations to Linda Bever, Patient Financial Services and Nancy Schultz, Food Services who were also nominated for this award.

### OUTSTANDING PERSON-CENTERED SERVICE AWARD Linda Stankowski, Food Services



Congratulations to Linda Stankowski of Food Services, recipient of the NCHC's Outstanding Person-Centered Service Award. Nominated by a member of another team who feels Linda goes above and beyond to forge new connections with residents and families.

*"Linda is an employee in food services but she goes beyond the call of duty to make sure families and residents feel cared for. Linda sews as a side job. A hospice resident was requesting to wear long night shirts, but was unable to due to their physical needs. Linda was very gracious and was able to use her skills to adapt night shirts on her own time so the resident was able to wear them. This act of kindness meets all our Core Values and shows the importance of relationships even when Linda did not know the residents or family."*

Congratulations to Pam Mack, Pine Crest who was also nominated for this award.

### OUTSTANDING LEADERSHIP AWARD Scott Van Ermen, Pharmacy



The Outstanding Leadership Award recognizes a director, manager or supervisor who inspires, influences and conducts themselves in a professional manner, acting as a role model for others to follow in the workplace and our community. Congratulations to Scott Van Ermen of Pharmacy. Scott was nominated by staff in another program.

*"A Highlight Reel: 1. When Covid-19 was announced her personally made 14 gallons of hand sanitizer. Character isn't found in job descriptions. 2. In our logistics and supplies subgroup he always stays on top of current news and is volunteering to help. 3. Tracking and controlling overtime in Pharmacy - 2017 - \$13,000, 2018 - \$1,500, 2019 - \$200. In 2 years he saved \$24,300! 4> Revenue expansion - 2017: \$4.3 mil 2018: \$4.9 mil 2019: \$5.3 mil. Journey!"*

Congratulations Scott! Thank you for your outstanding leadership. Congratulations to Chris Bleck, Human Resources who was also nominated for this award.

**Nominate a Coworker or Team today! [www.norcen.org/Recognition](http://www.norcen.org/Recognition)**



tidbits  
on benefits

## WELLNESS CORNER

Submitted by *Aspirus Wellness*HOW TO ENCOURAGE  
KIDS TO EMBRACE  
HEALTHY EATING

To be successful at helping your child embrace healthy eating, it will take more than a rule from you, or a handful of nutritious items in the kitchen. Selling "healthy" to kids requires lifestyle and attitude shifts, not a mandate of eating rules. With just a little insight, you can skip the pressure (and the mistakes) and let the model of healthful eating and healthy living sink in naturally.

## Understand Developmental Stages

Children learn best by hands-on activities. To tell them vegetables are healthy pales in comparison to letting them make a salad or help with a stir-fry. Teens, on the other hand, may want to eat healthfully if there is an immediate benefit: better sports performance, enhanced concentration or more energy. "Healthy" has to have some pay-off for teens. Otherwise, it's just another adult telling a teen what to do, which will make many teens shut out the ideas.

## Let Them Come to You

Instead of driving home healthy eating, encourage conversation about food, eating and nutrition on a regular basis. Welcome questions and comments about what your teen is hearing from peers, and be forthcoming with information when asked. When kids and teens initiate conversation, especially with questions, their ears are wide open.

## It's an Inside Job

Remember, anything we choose to do is ultimately something that is important to us. The same goes for kids and teens. Motivation to eat well comes from within, and you want to create this internal drive for healthful eating over time. Make connections between good nutrition and feeling good, fueling exercise with food and performance, and eating healthfully with being healthy. Connecting these dots helps to add value to the lifestyle choices your child makes over time.

## Foster a Healthy Relationship with Food

Your home as a healthy haven sets the tone for how your family eats and behaves. If you stock your kitchen with nutritious options, serve up healthy meals and snacks regularly and don't demonize pleasure foods such as dessert, your kids will be used to these norms, which may make eating outside of your home a little bit easier. When strict rules surrounding food are enforced in the home, kids are more likely to overindulge when away from home.

## Parents as Role Models

Parents are the image children will mirror. Try to eat healthfully, be active, get enough sleep and commit to other healthy behaviors you want to see in your child.

With these strategies in mind, you won't have to sell healthy or nutritious eating to your child — it will evolve over time, naturally.

Source: <https://www.eatright.org/food/nutrition/healthy-eating/how-to-encourage-kids-to-embrace-healthy-eating>

Week 4

Is it possible to eat  
out and be healthy?

Eating out has always been an enjoyable past time for most people. There can be added stress for those trying to lose weight or following a special "diet" to figure out the healthier option that works best for them. This added stress could potentially lead us to choose higher calorie "comfort food" and forget to eat our vegetables when eating at a restaurant. Before you even walk into a restaurant, have an idea of what you are going to want to eat and then, the hard part, stick to it.



## A-Day Challenge

*Most restaurants today provide their menus online or on a social media page so you can look ahead of time. Did you know that according to the latest food labeling laws, any restaurant that has 20 or more locations need to provide calorie information, but those with fewer than 20 locations do not? However, there are a few exceptions for any restaurant that offers a daily special, condiments, or special orders, according to the Academy of Nutrition and Dietetics.*

## Follow the tips below to make healthier choices when dining out.



- Plan to share a meal with a friend, spouse, or child. Add an extra dinner salad so you each get a salad and half a meal.
- Eat healthy snacks between meals to prevent overeating at dinner times. It is not recommended to skip a meal or snack prior to eating at a restaurant as it will lead to overeating and more calories over all than if you had eating each meal and a planned snack that day.
- Try an organic restaurant, which tends to serve healthier food. If you do not know what would be considered an organic restaurant, know that they typically specialize in locally grown and made food sources. This information is usually displayed on their home page or in the menu item descriptions.
- Choose to bring half of your meal home. Ask for a to-go container and pack it before you start eating.
- Choose water as your drink of choice when eating out. Beverages with calories can add up real fast especially if there are "free refills."
- Choose whole grains for your bread or avoid those dinner rolls from the start.
- When choosing your starch, choose corn, peas, or plain baked potatoes with minimal butter as these are packed with lots of vitamins and minerals as well as a good source of fiber. Be aware of what is being added as they can quickly go from a healthy starch to unhealthy.
- Ask for sauces or dressings on the side.
- Always include 1 serving of a non-starchy vegetable like a side salad (easy on the dressing), green beans, carrots, broccoli, or cauliflower to name a few. Then eat your vegetables first.
- Be on the look out for words like fried, crunchy, crispy, breaded, battered, creamy, cheesy, or alfredo. All these options tend to be very high in unhealthy fat and calories.
- When you occasionally choose to have a dessert, make sure to split it with others at your table.

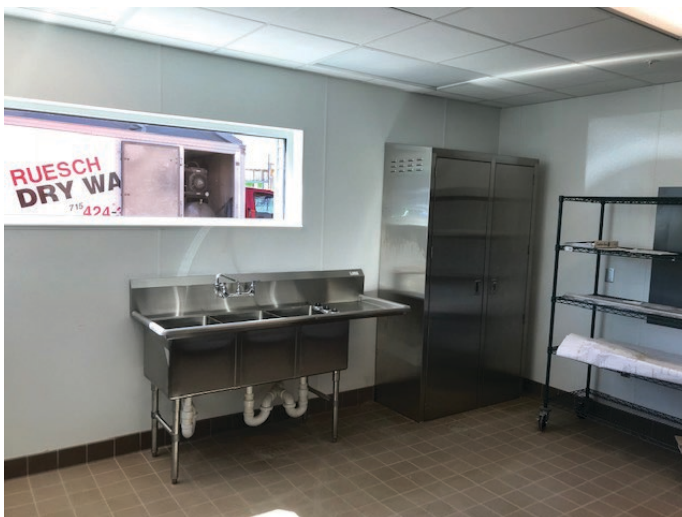


<https://www.choosemyplate.gov/ten-tips-eating-foods-away-home>  
<https://www.eatright.org/search-results?keyword=eating+out>





## WAUSAU CAMPUS RENOVATIONS Inside the Youth Hospital





**TOGETHER, WE CAN END  
ALZHEIMER'S DISEASE.**



## **THE WALK TO END ALZHEIMER'S IS COMING UP!**

### **SATURDAY, SEPTEMBER 26, 2020**

#### **Join the NCHC Team!**

#### **All are welcome!**

The world may look a little different right now, but one thing hasn't changed: our commitment to ending Alzheimer's. This year, Walk to End Alzheimer's is everywhere — on every sidewalk, track and trail.

Your health and safety are our top priorities. We won't have a large in-person gathering — instead, we invite you to walk in small teams of friends and family while others in your community do the same. Because we are all still walking and fundraising for the same thing: a world without Alzheimer's and all other dementia. Down your road and in your neighborhood, we can all walk to raise awareness and support the Walk to End Alzheimer's.

### **2020 Walk to End Alzheimer's - Wausau**

**Saturday, September 26, 2020**

[add to calendar](#)

**REGISTER**

**DONATE**

**72**  
PARTICIPANTS

**21**  
TEAMS



**[www.norcen.org/WalktoEndALZ](http://www.norcen.org/WalktoEndALZ)**







**Books  
Are Fun**



**Collective  
Goods**

Welcome to the Virtual Book Fair  
Bringing the book fair right to you!  
Books and Gifts at Great Prices!  
Ordering made easy! Books arranged by subject.  
Pay with PayPal or Check

**Pine Crest orders will be taken  
until Tuesday, September 8th**

Pine Crest orders will be delivered on  
**Wednesday, September 9 or Thursday, September 10.**  
Wausau Campus delivery dates not determined yet for rest of September.

<https://bookfaironthemove.com/>

We will use safety measures to bag your  
products and deliver to your location.

If you have any questions, email Debbie at [dlemke@dwave.net](mailto:dlemke@dwave.net)

## CHECK OUT THE SEPTEMBER ISSUE OF FRONTLINE

In this edition:

- When Tragedy Strikes at Work
- Kid Solutions to Coping with COVID
- Use "Distancing" to Think Calmly Under Pressure
- Drug of Abuse Resurgence: GHB
- Reduce Squabbles to Increase Productivity While Working from Home
- Find the Answer with this Brainstorming Tool
- Benefits of Brisk Walking
- Tips for Making Better Impressions at Work



It's amazing how fast this summer went. Luckily, September is always a beautiful month so let's enjoy it! This month's newsletter has an article about when tragedy strikes at work. This article is a good reminder that one of the primary components of your Employee Assistance Program (EAP) is providing support when critical incidents occur in the workplace. Please do not hesitate to contact us if you have an instinct that an incident within the workplace may have a negative and uncomfortable impact on the organization and its employees. We are here to provide support and consultation in times of uncertainty.

If you or a family member within your home could benefit from counseling support, connect with us by calling **1-800-540-3758**, emailing at [eap@ascension.org](mailto:eap@ascension.org), or visiting our website at [www.ascensionwieap.org](http://www.ascensionwieap.org).



**Marathon County  
Employees Credit Union**



## Looking Back...

### I Should Have Borrowed From the Credit Union

Looking back, it's easy to see that you made a bad deal financing your car anywhere but the credit union.

It's not too late to get out of reverse and drive forward. Talk to a loan officer about refinancing that loan.

We may be able to save you hundreds of dollars.

See MCECU for all your financial needs!  
We are here to serve you and your family.

[www.mcecu.org](http://www.mcecu.org)

**715 261-7680**

400 East Thomas Street • Wausau, WI 54403



## Employee Assistance Program

Care for you and your family is very important, and NCHC wants to make sure that you have access to Employee Assistance Services when you need them.

Employee Assistance Program (EAP) services through Ascension are available to all NCHC employees and their immediate family members.

**If you or a family member within your home could benefit from counseling support, connect with Ascension Employee Assistance Program (EAP)**

**Phone: 1-800-540-3758**

**Email: [eap@ascension.org](mailto:eap@ascension.org)**

**Online: <https://ascensionwieap.org/>**

**The services for you and your family are free, private and strictly confidential.**

EAP is available in multiple offices throughout our communities and can be reached at the contact information above. Due to Covid-19, services are being offered virtually. Please use the contacts above to connect with EAP.

This information is always available on our website at

[www.norcen.org/ForEmployees](http://www.norcen.org/ForEmployees)

If you have any questions about the EAP Services, please contact Human Resources at 715.848.4419.