Issue 39 Oct. 30 - Nov.5, 2020



For The Employees of North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH MICHAEL LOY

Tough Duty

As cases of COVID have risen in the State and locally, the same is true here at NCHC. At the start of the day today we had 27 confirmed employee cases, and by day's end have added to the total. These are almost all community acquired. We've recently had to shut down the Aquatics Program, Day Services in Wausau, we have an active case at Pine Crest, and our Community Living Group Homes are in the heat of an epic battle in our residential homes. While the general public is dealing

with COVID fatigue, the fatigue our team is dealing with is tough duty.

You know what is tougher than what we're dealing with. It's our team, it's You! I want to take some time this week to recognize our Community Living Teams, especially staff in our Residential programs.

First, at our Bissell Home with Mark Woller, Vick Sheehan, and Nicole Sitko. You guys rock! At Bissell, there is one staff being cross trained at Heather Street who could not return due to the outbreak and two staff out with COVID, leaving just the three of them. They have moved shifts, worked long hours, and the care has been amazing. Their mind sets have been so positive, a real get-it-done spirit.

Next, the entire Heather Street staff went home due to COVID exposure, but June Ross and our night shift staff member Brenda Scheffler and one other team member pulled together to work from Friday through Sunday. They worked long hours and covered to ensure care was exceptional. They managed all this with client testing, clearing the furniture out of common areas, and room changes. They have been amazing!

At Chadwick, Todd Schueller, Mikki Sitte, and April Stencil, you're also an amazing team! They moved shifts, extended hours, and flexed daily to meet member needs and care. In addition, Todd has jumped in and assisted with the coordinator being out. He was running testing, helping work with doctors and orders, and other support responsibilities.

Finally, but for sure not least, the Adult Day Services team. Kelly Raymond was called into the situation on a Sunday to close the program temporarily and redeploy staff into residential sites. She came in to contact providers, made calls to guardians, and assisted in rallying her team for the help. In fact with the entire home except one part-time new hire and one full-time night staff being out, Kelly, and her staff Jamie Bolzak, Nicole Knoblock and Jennifer Rothmeyer stepped in and were completely running the home from 6AM – 11PM (see the Photo of the Week above, they are keeping spirits high). Amazing!

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.



I usually avoid recognizing individuals versus teams because inadvertently I will forget or leave someone out. Thank you to Toni Kellner for making sure I had the opportunity to recognize these individuals, and I also want to say I appreciate her leadership with these outbreaks. I want to thank our entire Community Living Teams, especially staff working in Bissell, Heather, Chadwick and Andrea Street homes. All of you are appreciated!

To close out this week's NYCU, I will end on a somber note. Several people we care for have been lost to this virus over the last couple of months.

- continued on page 2

Cerner Millennium Launch News Covid-19 Status Report.. Staff Cases & Operations

Halloween Fun Costumes at Work!

Jack-O-Lantern Spook-Tacular Facebook Family Fun!

R

Wearing Pink Pine Crest Supports Breast Cancer Awareness Month

Shout

Beverly Bailey, Northern Reflections

Why: VERY helpful! She always has a positive attitude and is willing to help everyone. Great teamwork!

Submitted By: Alissa Brown



It is not easy to experience this loss. In our Group Homes we lost someone this week to COVID who has been part of NCHC for decades. These are not consumers, they are family. The same is true for so many people we care for. I've cooked Thanksgiving dinner for this individual and we shared the love of coffee. He was an amazing guy and will be missed. Our team, for years, made this man's life great. Thank you to each one of you who loved and cared for him.

Thank you to our entire team for your sacrifices and commitments. You're all incredible in so many ways. It's an honor to work here, with you.

Make it a great and safe day,

michal



Group on Facebook!



NEWS YOU CAN USE

This past week our Residential programs experienced some positive Covid-19 cases with members. As with any positive cases reported with those who live in our facilities, staff must wear the appropriate PPE and use isolation precautions. Check out these 3 redeployed Adult Day Services staff working in our group home setting.

"I have the best team in the world. Look at these girls! They can still smile and be fun. This is some of the ADS team re-deployed to Residential. They rock!"

- Toni Kellner, Community Living Director

Submit A Great Photo From Your Week!

Submit your photo and description to 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.

Person-Centered





Amy Martin and Jen Gruna, **Mount View Care Center**

Why: Big shout out to Amy Martin & Jen Gruna for doing a foot spa day on Southern Reflections making quarantine awesome!

Submitted By: Merry Wimmer







URGENT: RANSOMWARE ATTACK WARNING Action Required by ALL Staff

Yesterday afternoon, the FBI, the US Cybersecurity and Infrastructure Security Agency, and Health & Human Services (HHS) issued a joint alert that they have identified a credible threat of an imminent cyberattack against the US healthcare infrastructure. Late yesterday and again this morning, HHS held a national call detailing what they know about the threat, steps for health care providers to take to protect their networks from these threats, and steps that health care providers should take if they are the target of a ransomware attack.

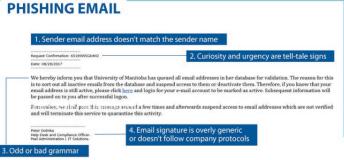
Action Required by ALL Staff at ALL Locations:

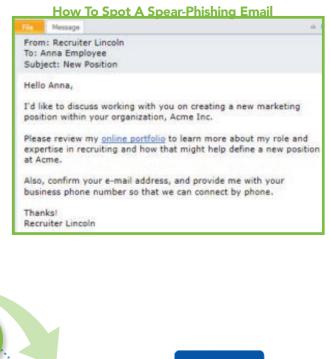
- 1. Please reboot your computer TODAY to ensure all security patches have been installed. If you have not reboot your computer by this evening, CCITC will send a forced restart.
- 2. Do not open emails from sources you do not know or if the email looks suspicious. Be on the look out for phishing and spear-phishing emails. Notify CCITC Helpdesk helpdesk@co.marathon.wi.us or 715.261.6710 or X6710. Do not open the email and delete it.
- 3. Please log out of your computers when they are not in use.
- 4. Regularly reboot your computers to auto-update security patches.

If you have any questions, please contact the CCITC HelpDesk at helpdesk@co.marathon.wi.us or 715.261.6710 or X6710.

> Super User Training

HOW TO SPOT A





launch progress and key information. Check your email and the Facebook NCHC Employee Communications Group page for more updates!

millennium

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Watch this important message and

update from Michael Loy, CEO regarding

the launch of Cerner Millennium.

https://youtu.be/Y0kxJfb2gZ0 Videos will be released from weekly to keep you up to date on Millennium

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End User Training

ntegration Testing & Data

North Central Health Care

ECerner

Behavioral Health Electronic Medical Records

System Launch Timeline



YouTube € Cerne millennium+ NTRO TO SYSTEM LAUNCI

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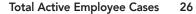


Cases reported below are current active employee cases. All employ see cases previously reported that are no longer shown below have been cleared to return to work from NCHC Employee Health and local health officials based on a review of the individual case details.

NCHC COVID-19 WEEKLY STATUS REPORT Confidential Employee Report

Employee Cases Reported through October 29, 2020

Program	Current Active Employee Cases	Date Reported
New Cases		
Community Treatment –		
Youth Wausau	1	10/29
Pine Crest Nursing	1	10/29
Pine Crest Food Services	1	10/29
Pine Crest Administration	1	10/29
Patient Access – Wausau	1	10/29
MVCC Admin	1	10/29
Food Services Wausau	1	10/29
Residential – Heather	1	10/29
Housekeeping Wausau	1	10/27
Laundry Wausau	1	10/27
MVCC Lake View Heights	1	10/27
Residential – Heather	2	10/27
Residential – Heather	1	10/26
Residential – Chadwick	1	10/26
Adult Day Services – Wausau	ı 3	10/26
MVCC Southern Reflections	1	10/23
Residential – Bissell	1	10/23
Community Treatment –		
Adult Wausau	1	10/23
Previously Reported		
Residential – Chadwick	1	10/22
Human Resources	1	10/21
Pine Crest – North	1	10/21
Pine Crest – Housekeeping	1	10/21
Residential – Andrea/Bissell	1	10/20



Operational Status of Service Programs:

MVCC –Southern Reflections and Lake View Heights on Enhanced Precautions, Weekly Testing Staff & Residents. No Outdoor, Window or Patio Visits allowed. Virtual/Compassionate Care Visits Allowed.

Pine Crest – 100, 200,300 400 and Rehab Units on Enhanced Precautions. Weekly Testing Staff & Residents, Outdoor, Window, Virtual and Compassionate Care Visits Allowed

BHS Adult Hospital - Open and operational. No visitation allowed.

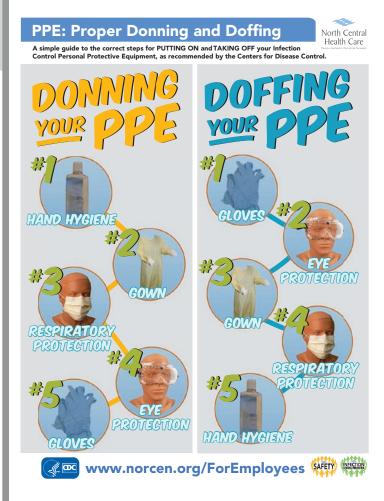
BHS Youth Hospital - Open and operational. **On Enhanced Precautions due to positive patient on-site.** Temporarily diverting new admissions to alternate facility. Admissions continue through Crisis Center.

Crisis Center - Open and operational.

Crisis CBRF - Open and operational. No visitation allowed.

Community Living - Open and operational. No visitation allowed. **Locations on enhanced precautions: Jelinek Apartments, Bissell, Andrea, Heather and Chadwick Group Homes.**

Lakeside Recovery – Closed. No Admissions.



Program Hours and Operations Online: www.norcen.org/Covid-19

Outpatient Clinics - Open and operational. TeleHealth appts. as much as possible. No in-person groups.

Community Treatment - Open and operational. TeleHealth interactions as much as possible.

Aquatic Therapy Center – CLOSED through November 1. Reopening Monday, November 2.

Adult Day Services (Wausau) – CLOSED temporarily.

Adult Day Services (Antigo) – Open and operational.

Prevocational Services (Wausau, Merrill, Antigo) - Open and operational.

Adult Protective Services - Open and operational.

Clubhouse - Open and operational.

Pharmacy - Open and operational.

Transportation - Open and operational for medical, grocery and employment appt transportation for elderly and developmentally disabled.



UNITED WAY WORKPLACE GIVING **NCHC Campaign Has Begun**

NCHC's 2020 United Way Workplace Giving Campaign has begun. Whether you live in Marathon, Lincoln or Langlade County, or another county, your gift will be delivered to the United Way of your choice, in your community. We encourage you to watch this video and learn about all the ways United Way helps 1 in 4 people in our communities.



Watch Video Online at www.norcen.org/UnitedWay

An email will be sent to all staff to your work email next week from our CEO, Michael Loy, with your personal link to contribute to the campaign. Please check your work email for this link which will expire on December 4.

With a qualifying gift of \$52 per year, you will be entered to win up to \$5,000 CASH! All contributions must be received by December 4.

If you wish to donate with a paper form, we have those too! Just visit our website at www.norcen.org/UnitedWay or contact Bo Johnson in Human Resources.

Thank you for your consideration and your contribution to United Way!

#HRinsights

New! Position Posting

Title: EVS Manager Status: Full Time Location: Wausau Campus Apply Online! https://bit.ly/3dSFrkv

The Environmental Services Manager plans, organizes, directs and controls all functions of the housekeeping and laundry departments: ensuring uniform, efficient, economical environmental service practices that will result in maintaining the facility in a clean, safe, orderly and attractive environment for clients, residents, visitors and staff.

Qualifications - Required:

- High school diploma or equivalent
- One to three years experience cleaning in a health care setting.
- One to three years prior experience in supervision, preferably in a health care setting

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FOR 90 YEARS, WE'VE BEEN CHANGING LIVES We fund more than 30 partner programs in diversity, inclusion and belonging.

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- **OUR DOLLARS STAY LOCAL**
- Your gift stays in your community. Volunteers like you examine the ne
- - UNITED WAY MAXIMIZES THE IMPACT OF YOUR GIFT Through matching grants, corporate, in-kind gifts and more, your gift goes further.

and join us on: 🛉 😏 🖸 in

HEALTH



We provide funding for programs that include a strong focus on improving mental health, reducing alcohol and drug abuse and decreasing relationship violence and sexual assault.

EDUCATION



Through United Way, you help today's youth achieve their greatest potential by focusing on early learning and leadership programs.

FINANCIAL STABILITY

We ensures individuals and families have the skills and tools needed to earn, keep and grow their assets. Your generosity provides the building blocks to create a better life



Wausau, WI 54401 715-848-2927



New! Position Posting

Title: Adult Community Treatment Technician

Status: Full Time Location: Wausau Apply Online! https://bit.ly/3ogeM6d

This position provides support and rehabilitation services in the community to adults with mental health and/or substance use disorders. Services will be provided are provided through both the Community Treatment program and in the community.

Qualifications - Required:

- Less than one year experience working with the mentally ill.
- Valid Wisconsin driver's license and appropriate auto insurance coverage as required by North Central Health Care.
- Must have the use of a personal insured vehicle.



Hinsights

BENEFIT OPEN ENROLLMENT PERIOD OCT 26 – NOV 6 Make Your Selections and Changes for 2021 Benefits

Every year you have the opportunity to review your benefit

2021 YOU Benefit Guides are Electronic this Year! www.norcen.org/

North Central Health Care

EmployeeBenefits

= YOU Benefit =

2021 **GUIDE**

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North Central Health Care / 2021 BENEFITS AT A GLANCE

opl.): \$1.50/hr PM shift: \$2.50/hr NOC shi \$1.00/hr PM shift: \$1.00/hr NOC shift

is now. The 2021 Open Enrollment runs from October 26 until November 6. It's important that you take the time to consider all your options so you can make the right choice for you and your family.

choices and make changes to your benefits for the following year. That time

Open Enrollment is the time to add, change, or cancel any of your current insurance plans for the upcoming plan year (January 1, 2021 – December 31, 2021).

The YOU Benefit 2021: A Comprehensive Benefit Resource Guide for North Central Health Care Employees will be available electronically this year. Watch your NCHC email, Facebook Communications Page, the For Employees Page of our NCHC website and the intranet for the new version. A 2021 Benefits at a Glance Guide will be available to download on our website and emailed out to all-staff.

Video Benefit Presentation Available Online

To further assist employees in understanding benefits that are available, Open Enrollment Benefit Information presentation has been recorded and is available at www.norcen.org/EmployeeBenefits. We strongly encourage employees to view this video and take advantage of the opportunity to ask questions of our HR Team.

For employees in Antigo or Merrill-based programs, please contact Jacque Krause, HR Generalist at 715.539.2514 or jkrause@norcen.org

For employees in Wausau-based programs, please contact Lynn Wengelski, Compensation/Benefits Analyst at 715.848.4438 or lwengelski@norcen.org.

BENEFIT **VIDEO** & 💶 YouTube **YOU BENEFIT** North Central Health Care 2021 BENEFITS OPEN **GUIDES** ENROLLMENT **AVAILABLE ONLINE** October 26, 2020 through November 6, 2020 Lynn Wengelski **Compensation Benefits Analys**





North Central Health Care Person centered. Outcome focused. Jack-O-Lanfern Spook-facular!

Submitted by Lindsay Sondelski







Submitted by Emily Dirrigle



Submitted by Kellie Olaughlin

Submitted by Jennifer Campbell



Submitted by Daphney Brandenburg

Submitted by Natasha Sayles

Submitted by Jess Putrus



Submitted by Leah Guralski



Submitted by Dana Kodl

Join Our NCHC Employee Communications Group on Facebook!

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STAYING HEALTHY AT THE POLLS



MAINTAIN 6 FEET FROM OTHERS



WASH YOUR HANDS BEFORE AND AFTER

Use the QR codes below to register to vote, request an absentee ballot, or find your municipal clerk for in-person registration and ballot drop-off. The deadline to register online is October 14th. You can also visit www.myvote.wi.gov for more information.

(Simply aim your cellular camera at the desired box for the link.)



Election Day is Tuesday, November 3, 2020



www.mcecu.org 715 261-7685 • 400 East Thomas Street, Wausau, WI 54403 Flu Shots are Required by ALL Employees by November 30, 2020



All staff are required to participate in the NCHC influenza vaccination program, which means either a vaccination needs to be administered or NCHC must have a valid declination on file for each employee by November 30, 2020.

2 Ways to Get Your Flu Shot!



This year we will be partnering with the Aspirus Employee Health & Wellness Center to help administer vaccinations. You may call **715.843.1256** to make an appointment time that is convenient for you.

Also, staff in designated programs may have their vaccination administered within their programs by designated nursing staff. Antigo Center – Kristin King Merrill Center – Alexa Kufalk Residential - Jenni Kessen BHS – Sheri Lawrence & Patty Duffrin Mount View – Connie Gliniecki & Nursing Leadership Team Pine Crest – Destiny Lemke & Ryan Hanson



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ASPĪRUS

The Aspirus Employee Health & Wellness Center is able to administer flu shots for spouses and dependents enrolled in the NCHC Health Plan! Call the Employee Health & Wellness Center schedule their appointment

Clinic Hours

8:00 am - 4:30 pm

Tuesday: 6:30 am - 3:00 pm

M – W – F:

Thursday:

Questions? Contact NCHC Employee Health at 715.848.4396

- ALL NCHC Employees are eligible to receive their flu shot at the NCHC Employee Health & Wellness onsite clinic or within in their program AT NO CHARGE. Employees do not need to be covered under the NCHC Health Plan to get your flu shot there.
- However, **spouses and dependents** <u>must</u> be on the NCHC Health Plan to receive a flu shot at the NCHC Employee Health & Wellness onsite clinic. The clinic fee will be waived and cost of flu shot will be covered under your NCHC Health Plan.

RETIREMENT NEWS! Congrats to Jane Hein

Jane Hein, Residential Care Assistant at Heather Street CBRF has announced her retirement on November 2, 2020, after 37 years of service. Thank you Jane for all your commitment to serving our community and for your many years of service. Best wishes on your upcoming retirement!







WELLNESS CORNER

Submitted by Alexandra Falk, Doctor of Pharmacy Candidate, 2021, UW-Madison School of Pharmacy

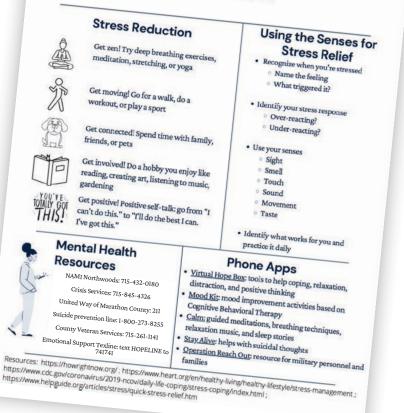
COPING WITH STRESS AND ANXIETY

Stress is a normal response to changes or pressures in life and can be helpful, especially in situations of fight or flight. In the short term, good stress can provide energy and focus, improve performance, and be motivating.1 For example, giving a public speech can be stressful but also very rewarding. If you've experienced a situation like this, you may have noticed how your body responds to the stress by increasing heart rate, sweating, and boosting energy levels. These are all common responses to stress.

The problem occurs when stress is negative and becomes chronic or long-lasting. This can poorly affect both physical and mental health. According to the American Psychological Association's (APA) Stress in America Survey from 2019, over 75% of adults had experienced symptoms of stress in the past year.2 This included headache, tiredness, or changes in sleep with about half saying they were kept up at night due to stress. The American Heart Association notes that these effects can lead to long term health issues like depression, anxiety, digestive problems, memory issues, high blood pressure, and even heart disease and stroke.3

So what can we do to combat stress? The good news is there are also a ton of great ways to reduce stress without medication! First off, it's recommended to get rid of life stressors if you can, but that's not always possible. To deal with stress, the APA found that 44% of adults said they use exercise, 47% listen to music, and 37% spend time with friends and family.2 These are all great ways to reduce stress! It's important to have social support and find activities that you enjoy to relieve stress. It's also important to eat nutritious, healthy foods, get good quality sleep, and relax the mind and body. Some ideas for this are to do breathing exercises, meditate, do yoga, or use aromatherapy to unwind.4

STRESS MANAGMENT



If you've tried to de-stress but feel like still hard to deal with your feelings, don't be afraid to ask for help! Reach out to a trusted friend, family member, doctor, or therapist. If necessary, there are medications that can help with anxiety related to stress, but these all require a prescription from the doctor. Just remember stress affects everyone differently, so if you're struggling talk to your doctor about this option.

- 1. https://www.mentalhelp.net/stress/types-of-stressors-eustress-vs-distress/
- 2. https://www.apa.org/topics/stress
- 3. https://www.heart.org/en/healthy-living/healthy-lifestyle/stress-management/lower-stress-how-does-stress-affect-the-body
- 4. https://www.apa.org/topics/stress-tips

WELCOME TO THE NEW ADMINISTRATIVE SPECIALIST AND THE MEDICAL ASSISTANT At the Employee Wellness Center

Please welcome to the new Administrative Specialist at the NCHC Employee Health & Wellness Center, Sara Cordrey. Her first day was October 19. She will be training with the current support staff over these next two weeks and fully transition to the role on her own as of November 2. The new Medical Assistant is Hanna Nigh. Her first day with us to train alongside the Occupational Health staff was Monday, October 26, with an official start day of November 19 in her role. We are excited to introduce you to these two new staff members supporting the onsite clinic. Thank you for your continued patience and support as well as we navigate through these transitions.







WAUSAU CAMPUS RENOVATIONS Final Roof Deck Pour!

Work begins before the sun comes up on the Wausau Campus renovations. These photos show the final roof deck pour on the 4-story nursing home tower.

Photos submitted by Troy Torgerson, Project Manager, Marathon County Facilities & Capital Management.

















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