



A Weekly Update
For The Employees of
North Central Health Care



Beautiful Fall Foliage - Submitted by Lindsey King, MVCC



NEWS YOU CAN USE



WEEKLY CONNECTION WITH MICHAEL LOY

The Vote is in, or is it?

As tens of millions of citizens went to the polls this week, as a nation we are still counting the ballots. No matter the outcome, we will have to find a way to move forward as a country in the coming days. As an organization we are starting to sort out what the election will mean in the years ahead. There is major work to be done to navigate the curve of COVID-19 (hopefully downward) and the future of healthcare delivery. The pandemic has strained not only our organization but the healthcare industry as a whole. There will be major policy and service delivery shifts

that are on the horizon.

We will need an engaged and effective government to address to the road ahead. We have to work together to deal with what's referred to as the 4th wave of COVID that's already showing up, which is the impact on mental health. There are a lot of people who are not doing well, if you're one of these people, please reach out for help. With our community we are seeking increasing untreated mental illness, escalating substance use, and sadly, increasing suicide activity.

For long-term care, I expect the trend of smaller nursing homes will continue. Our renovation project to move to single occupancy rooms is incredibly timely, and might be an absolute requirement in the future when the dust settles on COVID. The care needs in both behavioral health and long-term care will be more and more complex/higher-acuity and will require our team to develop new skills/competencies.

With every adversity, there is space to grow. We are in a large space to grow as an organization. What I've learned in the last several months is that our organization can overcome and succeed in the greatest of the adversities. It doesn't mean it is easy, but it means we are capable of great things. The years ahead will continue to require our very best, but I do think we are going to turn major corners in the years ahead. We will stand out among others, and we will be a beacon for what's possible. Find encouragement about the future ahead, even when things may seem uncertain or undecided. The dust settles, the ground heals, and growth will occur.

Make it a great and safe day,

Michael Loy

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, Nov. 9 –
Sunday, Nov. 15**

Michael Loy



**MASK UP!
NCHC!**

Protect others and slow the spread of illness.

Cerner Millennium 3

Meet Our Super Users!

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Staff Cases & Operations

**United Way
Workplace Giving 5**

Consider Donating!

**Employee Partnership
Survey 7**

Watch Your Email!

Happy Anniversary! 11

Celebrating Our November
Employee Anniversaries



Person-Centered

Shout

out

**Paia Yang,
Clubhouse**

Why: Another great
month of DVR and
helping members get
and secure jobs!
You are amazing
at your job!!

Submitted By:
Mike Frankel





Healing Milestones

Register Online:
<https://bit.ly/2lbXcjf>



American
Foundation
for Suicide
Prevention

HEALING MILESTONES: A WEBINAR ON COMPLICATED GRIEF

Please join us at 1 p.m. ET on Friday, November 13 for "Healing Milestones: Recognizing Complicated Grief," a live, one-hour webinar that explores the concept of complicated grief, particularly after losing a loved one to suicide.

The webinar is intended for suicide loss survivors, as well as support group facilitators. The event will be hosted by:

Dr. M. Katherine Shear, M.D., the Marion E. Kenworthy Professor of Psychiatry and founding Director of the Center for Complicated Grief at Columbia School of Social Work

Wendy M. Resnick, R.N., M.S., C.S., Clinical Nurse Specialist in Psychiatric Nursing, and co-founder of The Depression and Related Affective Disorders Association (DRADA)

Colleen Bloom, M.S.W., Manager of the Center for Complicated Grief

Viewers will be encouraged to think of their own journey in adapting to suicide loss as a process of healing milestones. Attendees will learn how to recognize complicated grief, in which painful emotions are so long lasting and severe that the person has trouble recovering from a loss and resuming their own life. Participants will also learn the risk factors associated with complicated grief, as well as how to identify thoughts, feelings and behaviors that can derail the healthy process of grieving.

PHOTO OF THE WEEK



Beautiful Fall Foliage - Submitted by Lindsey King, MVCC

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.

Refreshers

quick reminders of resources for employees

I need to Report A Concern. What should I do?

REPORTING A CONCERN

To report a concern about a possible violation of the Code of Conduct, or for clarification of any law or regulation that is unclear, please begin by speaking with your Supervisor. In the event that you and your supervisor cannot resolve the issue, then proceed to your Department Director.

If discussions are not satisfactory, you have several other options such as speaking with a member of the Executive Team, submitting a written concern via the integrity boxes located around the campus or online, or by contacting the Compliance Officer directly.



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DO NOT submit concerns like these in suggestion boxes. IMMEDIATE ACTION is required by ANY EMPLOYEE who witnesses any acts of abuse. It is not OK to wait.

Who Can I Call With Questions?

Jennifer Peaslee
Compliance Officer
715.848.4507



Ashley Downing
Privacy Officer
715.848.4391



www.norcen.org/ForEmployees

Click on **Compliance** in the Menu and review the 2020 Code of Conduct



Watch this important message and update from Tom Boutain, Information Services Executive regarding Super Users.

<https://youtu.be/evPqkA50Kkc>

Videos will be released from weekly to keep you up to date on Millennium launch progress and key information.

Check your email and the Facebook NCHC Employee Communications Group page for more updates!

www.norcen.org/Millennium

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 health-care 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.

HOW TO SPOT A PHISHING EMAIL

1. Sender email address doesn't match the sender name

Request Confirmation: 6518905G4402
Date: 06/26/2017

2. Curiosity and urgency are tell-tale signs

We hereby inform you that University of Manitoba has queried all email addresses in her database for validation. The reason for this is to sort out all inactive emails from the database and suspend access to them or deactivate them. Therefore, if you know that your email address is still active, please click [here](#) and login for your e-mail account to be marked as active. Subsequent information will be passed on to you after successful login.

Furthermore, we will post this message several a few times and afterwards suspend access to email addresses which are not verified and will terminate this service to quarantine this activity.

Peter Chelinka
Help Desk and Compliance Officer
Email Administration | IT Solutions

4. Email signature is overly generic or doesn't follow company protocols

3. Odd or bad grammar

How To Spot A Spear-Phishing Email





North Central Health Care COVID-19 Notification



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 November 6, 2020

Program	Current Active Employee Cases	Date Reported
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New Cases

Info. Management Systems	1	11/5
Adult CBRF – Wausau	1	11/5
Patient Access – Antigo	1	11/5
Community Treatment – Youth Antigo	1	11/5
Pine Crest – Rehab	1	11/4
Pine Crest – Food Services	1	11/4
Aquatic Services	1	11/4
BHS Youth Hospital/Youth Crisis	1	11/4
BHS – Youth Hospital	1	11/3
MVCC – Lake View Heights	1	11/3
Residential – Bissell	1	11/2
Residential – Chadwick	1	11/2
Crisis Services	1	11/2
Pine Crest Nursing	1	11/1
ADS/Prevoc – Antigo Center	1	11/1
MVCC- Northwinds Vent	1	11/1
Pine Crest – Food Services	1	10/31
Pine Crest – Direct Care	1	10/31
Pine Crest – Food Services	1	10/30
Transportation	1	10/30
Laundry – Wausau	1	10/30
MVCC – Lake View Heights	1	10/30
Crisis Services	2	10/30

Previously Reported

Community Treatment – Youth Wausau	1	10/29
Pine Crest Nursing	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
Housekeeping Wausau	1	10/27
Laundry Wausau	1	10/27

Total Active Employee Cases 32

Operational Status of Service Programs:

MVCC – Northwinds Vent and Lake View Heights on Enhanced Precautions, 2x Weekly Testing Staff & Residents. No Outdoor, Window or Patio Visits allowed. Virtual/Compassionate Care Visits Allowed.

Pine Crest – 100, 200,300, 400, 500 and Rehab Units on Enhanced Precautions. 2x Weekly Testing Staff & Residents. No Outdoor, Window or Patio Visits allowed (updated 11/5/20). Virtual/Compassionate Care Visits Allowed.

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

BHS Enhanced Precautions Unit – Open and operational. Enhanced Precautions due to positive patient on-site.

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.

Adult Day Services – Wausau – CLOSED temporarily. Reopening Monday, Nov. 9.

Adult Day Services – Antigo – CLOSED temporarily.

Prevocational Services – Wausau - Open and operational.

Adult Day/Prevocational Services – Merrill - Open and operational.

Residential Services – Open and operational. No visitation allowed. Locations on enhanced precautions: Jelinek Apartments, Bissell, Andrea, Heather, Chadwick and Forest Jackson.

Lakeside Recovery – Closed. No Admissions.

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 – 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.

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

SEPTEMBER COMMUNITY TREATMENT/OUTPATIENT SERVICES SPOTLIGHT AWARD

Congratulations Giana Zubke-Brubacher!

Congratulations to Giana Zubke-Brubacher for being selected as the Community Treatment/Outpatient September Spotlight Award recipient! Giana is a service facilitator on the Youth Services team in Wausau.

"Giana is always willing to help with any task and takes initiative to make sure the office is running smoothly. She is the PPE tracker and is very diligent about the count and making sure our team has what it needs. She is the leader of the sunshine committee and makes sure no one is left out or gets missed. She recently reached out about cheering up a team member who was feeling down and drove over 45 minutes to their home to drop off a surprise gift on their door step-she has a huge heart and always goes above and beyond! She is the first one to call if someone needs help with technology and she never makes anyone feel bad or like they are bothering her. Our team knows they can count on her and she always provides great advice and direction. She seems to know the answers to anything you ask her...she would definitely win if she was ever on Jeopardy. She asks great questions and makes suggestions about how processes could be improved or what might make it easier for consumers and staff. She is also always willing to let new staff shadow her and offer extra support with training. Giana steps in to help wherever it is needed. She recently helped out with presenting at the annual Mental Health and Substance Use Recovery Conference on Motivational Interviewing! Everyone likes and has the utmost respect for Giana-she is such a valued member of the team!"





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!



FOR 90 YEARS, WE'VE BEEN CHANGING LIVES.

We fund more than 30 partner programs in Marathon County and we are committed to diversity, inclusion and belonging.



WHY GIVE

OUR DOLLARS STAY LOCAL

Your gift stays in your community. Volunteers like you examine the needs in our community and determine the most effective solutions.



UNITED WAY MAXIMIZES THE IMPACT OF YOUR GIFT

Through matching grants, corporate, in-kind gifts and more, your gift goes further.



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 ensure 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.

GIVE & WIN Sweepstakes

Make a donation of at least \$1 per week (\$52+ per year) during United Way of Marathon County's Campaign and you will automatically be entered into the sweepstakes.

Sweepstakes entries must be received by 5pm on December 4, 2020. Official sweepstakes rules can be found at www.unitedwaymc.org/sweepstakes.



New donations and previous gifts increased by \$13 earn DOUBLE!			
GIFT ENTRIES	\$52	\$78	\$104
	2	4	6

Continue with the same gift as the previous year for standard entries.			
GIFT ENTRIES	\$52	\$78	\$104
	1	2	3

THANKS TO OUR SWEEPSTAKES SPONSORS!



STAY IN TOUCH

Sign up for the United Way newsletter at UnitedWayMC.org and join us on: [f](https://www.facebook.com/unitedwaymc) [i](https://www.instagram.com/unitedwaymc) [in](https://www.linkedin.com/company/unitedwaymc)

705 S. 24th Ave, Suite 400B
Wausau, WI 54401
715-848-2927



HRinsights

New! Position Posting

Title: Inpatient Nurse Manager **Status:** Full Time
Location: Wausau Campus
Apply Online! <http://bit.ly/NCHCInpNurse>

The Nurse Manager will define and maintain standards in nursing care and practice for BHS/Crisis in accordance with all regulatory requirements and North Central Health Care (NCHC) core competencies assuming 24-hour accountability for the management of patient care.

Qualifications - Required:

- Current Professional Nurse Registration from the Wisconsin State Board of Nursing
- Current BLS (CPR) Certification
- Ten or more years progressively responsible nursing experience

Preferred:

- Master's degree in Nursing, Leadership or Healthcare Administration
- Three to five years of supervisory nursing experience

Position Posting

Title: Certified Nursing Assistant
Status: Full Time **Location:** Wausau
Apply Online! <https://bit.ly/38jzQ64>

Make a difference in residents' lives! Bring our nursing home residents hope and cheer. Become part of a team that provides the highest level of rewarding work. As a CNA, your number one job is to enhance their experience while they live here with us. We currently have full time and part time CNA opportunities available.

Qualifications - Required:

- Current Certified Nursing Assistant certificate from the Wisconsin Nurse Aides Registry
- Strong interpersonal skills including: attention to detail, compassion, listening, empathy, patience, cooperation, and dependability
- Effective oral and written communication skills
- Computer literate with the ability to use electronic medical records
- Strong organizational skills with ability to prioritize tasks while being safety oriented
- Ability to lift, transport, and support residents



**2021
YOU Benefit Guides
are Electronic
this Year!**

**www.norcen.org/
EmployeeBenefits**

**BENEFIT OPEN
ENROLLMENT PERIOD
NOV. 6 IS LAST DAY TO ENROLL
FOR 2021 BENEFITS**

Make Your Selections and Changes Now!

Every year you have the opportunity to review your benefit choices and make changes to your benefits for the following year. That time 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.

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).

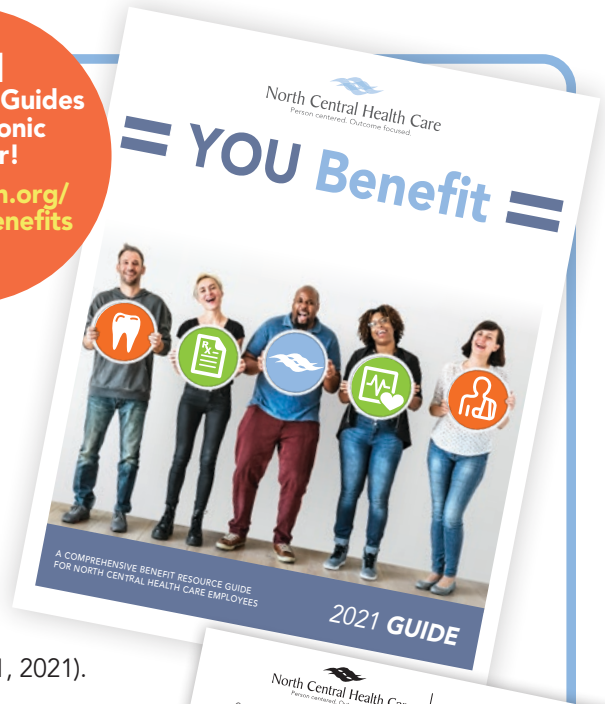
The **YOU Benefit 2021: A Comprehensive Benefit Resource Guide** for North Central Health Care Employees will be available electronically this year. Watch your NCHC email, Facebook Communications Page, the For Employees Page of our NCHC website and the intranet for the new version. A **2021 Benefits 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 Jacquie 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.**





North Central Health Care

A Division of North Central Life Insurance Company

Contribution: Professional Hourly rate + shift differential (if applicable) \$1,500/hr PM shift; \$2,500/hr Night shift
General: Hourly rate + shift differential (if applicable) \$1,500/hr PM shift; \$2,500/hr Night shift

1. HEALTH / DENTAL / VISION INSURANCE

Apogee Health Plan coverage, Delta Dental coverage and Vision Service Plan (VSP) are effective the 1st day of the month following your date of hire. Enrollment and qualifying partner charges must be made within 30 days of hire. Employees must be active in the plan for the full year. The Employee can opt out at any time. If the Employee is not enrolled in the plan by the end of the year, the plan will be terminated. Employees who are not enrolled in the plan by the end of the year will be terminated. Employees who are not enrolled in the plan by the end of the year will be terminated.

NOTE: If you are electing one of the 2021 HSA health plans offered by North Central Health Care, you will need to open a Health Savings Account (HSA), with any other Medicare or County Employee Health Plan. If you are not enrolled in the plan by the end of the year, the plan will be terminated. Employees who are not enrolled in the plan by the end of the year will be terminated.

2021 BENEFITS AT A GLANCE

HEALTH COVERAGE

HEALTH COVERAGE

HEALTH COVERAGE

HSA MID PLAN

NDHC contributes to your Health Savings Account (HSA). Employees may also contribute. All contributions roll over year to year. HSA maximum contribution is \$6,000 for single and \$12,000 for family.

NOTE: Maximum HSA employee plus employer contributions cannot exceed \$8,000 for family.

SPONSOR	RE-SPONSOR	RE-CONTRIBUTOR	FAMILY
Employee	Employee	Employee	Employee
\$1,500	\$1,500	\$1,500	\$2,000
\$1,500	\$1,500	\$1,500	\$2,000

NOTE: If you are electing one of the 2021 HSA health plans offered by North Central Health Care, you will need to open a Health Savings Account (HSA), with any other Medicare or County Employee Health Plan. If you are not enrolled in the plan by the end of the year, the plan will be terminated. Employees who are not enrolled in the plan by the end of the year will be terminated.

HSA HIGH PLAN

NDHC contributes to your Health Savings Account (HSA). Employees may also contribute. All contributions roll over year to year. HSA maximum contribution is \$6,000 for single and \$12,000 for family.

NOTE: Maximum HSA employee plus employer contributions cannot exceed \$8,000 for family.

SPONSOR	RE-SPONSOR	RE-CONTRIBUTOR	FAMILY
Employee	Employee	Employee	Employee
\$1,500	\$1,500	\$1,500	\$2,000
\$1,500	\$1,500	\$1,500	\$2,000

NOTE: If you are electing one of the 2021 HSA health plans offered by North Central Health Care, you will need to open a Health Savings Account (HSA), with any other Medicare or County Employee Health Plan. If you are not enrolled in the plan by the end of the year, the plan will be terminated. Employees who are not enrolled in the plan by the end of the year will be terminated.

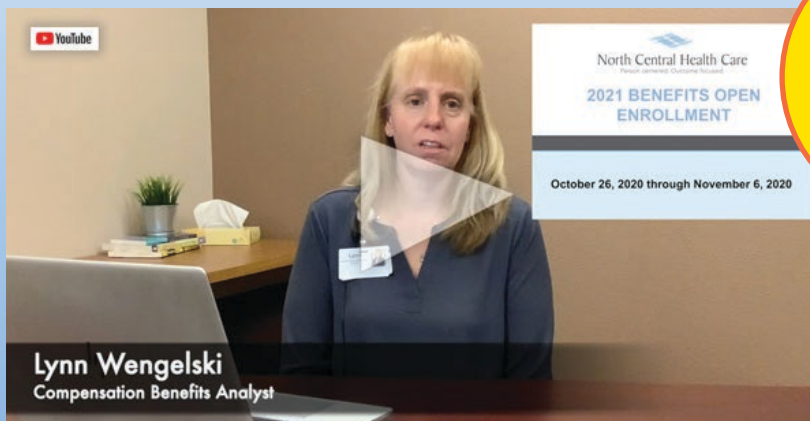
TRADITIONAL HEALTH PLAN

\$1,500 Single Deductible; \$2,500 Family or 80% or more per calendar year (in-Network Apogee Health Plan)
 After Annual Deductible (\$10,000 FAMILY or 80% or more per calendar year (in-Network Apogee Health Plan))
 (Out of Network) A higher deductible will be applied to out of Network providers or 50%.

SPONSOR	RE-SPONSOR	RE-CONTRIBUTOR	FAMILY
Employee	Employee	Employee	Employee
\$1,500	\$1,500	\$1,500	\$2,000
\$1,500	\$1,500	\$1,500	\$2,000

NOTE: If you are electing one of the 2021 HSA health plans offered by North Central Health Care, you will need to open a Health Savings Account (HSA), with any other Medicare or County Employee Health Plan. If you are not enrolled in the plan by the end of the year, the plan will be terminated. Employees who are not enrolled in the plan by the end of the year will be terminated.

**BENEFIT
VIDEO &
YOU BENEFIT
GUIDES
AVAILABLE
ONLINE**





NORTH CENTRAL HEALTH CARE

EMPLOYEE PARTNERSHIP

Survey

BUILDING STRONG PARTNERSHIPS WITH EACH AND EVERY EMPLOYEE!

This is your opportunity to let us know what we're doing well and what we could do better. Your feedback is important to us. We will listen and we will make improvements based on your confidential response.



WHEN IS THE EMPLOYEE PARTNERSHIP SURVEY?

Offered November 11 – 25, 2020

To be successful, North Central Health Care needs to build strong partnerships with each and every employee. Beginning on November 11, each employee will be receiving a confidential survey asking for your perspective on many aspects of working here. You will receive the survey electronically by email.

This is your opportunity to let us know what we're doing well and what we could do better. Your feedback is important to us. We will listen and we will make improvements based on your confidential response. Surveys are administered by McLean & Company.

Electronic Surveys

For our survey this year, all employees will receive electronic surveys only. Please check your email and take the time to complete this survey within the 2 week time period. The link you receive in your email is your personal link and cannot be shared. All your responses are confidential and McLean & Company do not share individual responses with NCHC, just aggregate data gathered.

Reminder emails will be sent to you on November 16 and 23.

All NCHC Employees at ALL Locations! Complete Your Survey November 11 – 25



Check Your WORK Email!

ALL Employee Partnership Surveys will be ELECTRONIC and delivered via email from McLean & Company on November 11, 2020!



Complete Your Confidential Survey

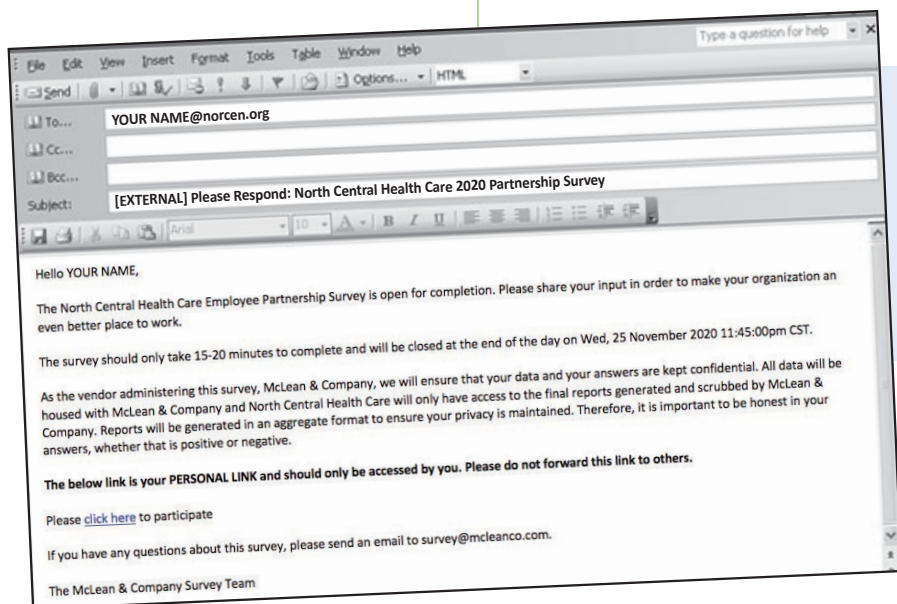
You have 2 weeks to complete your survey. The link you receive in your email is a personal link and cannot be shared. The survey should take 15-20 minutes to complete. All responses are confidential and McLean & Company does not share individual responses.



Enter to WIN!

All Employees in Departments with 85% or more of staff completing survey by November 25 will be entered into a drawing to win their choice of Gift Cards!

If Your Department Reaches 85% by November 18, then everyone in your entire department receives DOUBLE entries!



Surveys will be Electronic Only and Emailed to Your @nrcen.org Email Address!

This is a copy of the email that will be sent to your @nrcen.org email address. It is for your use only and the link only works when clicked directly from your inbox.

Need Assistance?

If you have questions about completing the survey, logging in to check your email, or need computer access, additional computers are available to use in Human Resources and Organizational Development on the Wausau Campus or speak with your manager for available computers. Please talk with Human Resources or your manager if you need assistance or have questions.



North Central
Health Care

Person centered. Outcome focused.



SPREAD A LITTLE HOLIDAY CHEER THIS YEAR...ADOPT A CLIENT OR RESIDENT

North Central Health Care is looking for individuals, families or organizations to "adopt a client or resident" this holiday season. Adopting is simple and rewarding. All you need to do is purchase a gift, wrap it and return it to NCHC for proper distribution for Christmas. If you would be interested in making someone's holiday brighter please reach out to the Volunteer Services Office at 715.848.4450 or volunteer@norcen.org and we will provide you with a name and the requested gift items. Thank you for considering our clients and residents! Happy Holidays.



DONATION SUGGESTIONS

Below are donation suggestions for clients and residents of North Central Health Care. These items will directly benefit individuals and families receiving services. Donations will be delivered to Mount View Care Center, Adult Day Services, Prevocational Services, Group Homes, Community Treatment for Children and Adults, Community Corner Clubhouse, Crisis Services, Lakeside Recovery and Wausau, Merrill, Antigo and Tomahawk office clients. Items with an asterisk are most needed.

Personal Items

- Wallets and Coin Purses
- Sweat shirts or flannel shirts - all sizes
- WARM winter gloves and mittens*
- Winter caps and scarves
- Socks*
- Sweat pants* (M, L, XL, 2XL, 3XL, 4XL)
- Men's Undershirts, Underwear* - size medium and up
- Women's Underwear* - size S-4XL
- Women's fashion scarves
- Watches (slip-on type preferred)
- Costume jewelry*, necklaces especially with long chains
- Rubber soled slippers only - all sizes
- Men's belts and suspenders, caps
- Thermal Underwear
- Fleece blankets

Toiletries

- Body wash/ Bars of soap*
- Shampoo & conditioner*
- Hair accessories (brushes, barrettes, hair ties, rattail combs)
- New Make-up (lipstick, powder, blush, ChapStick, etc.)
- Men's shaving items*
- Hand Cream* - small or medium bottles only
- Deodorant*
- Nail Polish*, polish remover, cotton balls
- Toothbrushes & Toothpaste*
- Cologne* for men and women or Aftershave
- Disposable Razors* for men and women
- Feminine Napkins/Tampons
- Polygrip
- Small bottles of dish soap or bleach
- Kitchen Sponges
- Laundry detergent, pellet packs and fabric softener sheets

Paper Products

- Bibles (Large print or regular)
- Stationary (small sets) and stamps for mailing
- New greeting cards

Unique Suggestions

- Small Fans
- Sewing kits
- Anything Green Bay Packers, Badgers, Brewers, Bucks
- Cans of Soda (caffeine-free only) or juice
- Small packages of snacks, gum and candies (sugar-free or regular)
- Gift Certificates to McDonald's, Subway, Walmart, Kwik Trip, Target, etc.
- Complimentary tickets to a movie or concert
- Bus passes or tokens
- Thumb drives
- Sunglasses
- Dish Towels
- Towel sets: 1 bath towel, 1 hand towel, 2 wash cloths

Recreation/Craft

- Colored construction paper*
- New 100-300 pieces or less Puzzles or therapeutic puzzles with large pieces*
- Word Search* and Crossword Puzzle Books*
- Adult Coloring Books
- Colored pencils, markers, crayons
- Board games (Pictionary, Scrabble, Sorry, Yahtzee, Life)
- Trinkets (almost any small object) for Bingo prizes
- Inexpensive canvases (all sizes), art paint & brushes
- Glue or glue sticks*
- Tissue Paper
- Yarn
- Large Print Books - Fiction/Nonfiction
- Decks of Cards
- Pony Beads

*Items with an asterisk are most needed.

Interested in adopting a client for the holidays?

Please, contact the Volunteer Office at 715.848.4450 or volunteer@norcen.org



Thank You For Your Generous Support!



Marathon County
Employees Credit Union

Making a List and Checking it Twice...

Coming Up a Little Short on Cash?
Get Your Shopping Done Early with
Our Holiday Loan Special!



3.45% APR*
\$20,001 and above

4.45% APR*
\$10,001 - \$20,000

4.95% APR*
\$5,001 - \$10,000

5.95% APR*
\$1,001 - \$5,000

6.95% APR*
\$1,000 and below

*Promotion valid from 11/01/2020 until 01/08/2021. * Annual Percentage Rates (APRs) accurate as of 11/01/20.

APRs are available for borrowers with credit scores of 680 and above, and only for new money borrowed from Marathon County Employees Credit Union. Scores under 680, add 1.00% to the rates. Loans under \$1000 have a maximum term of 24 months.

Loans of \$1,001 to \$20,000 have a maximum term of 36 months. Loans over \$20,000 have a maximum term of 48 months.

All loans are subject to MCECU'S normal credit requirements.

www.mcecu.org • culoans@co.marathon.wi.us
715 261-7685 • 400 East Thomas Street, Wausau, WI 54403

Flu Shots are Required by ALL Employees by November 30, 2020



NOT THE FLU!

Protect yourself.
Protect your family.
Protect those we serve.

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!

1

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.



NCHC Wausau Campus
Door 25

Clinic Hours:

M – W – F:
8:00 am - 4:30 pm
Tuesday:
6:30 am - 3:00 pm
Thursday:
10:00 am - 6:30 pm

2

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

Have dependents on the NCHC Health Plan?

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!

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** must 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.



Star of the Month

Marinette "Marie" Santos Godleske is the Pine Crest Star of the Month! Marie works in dietary and always has a smile on her face! She has such a positive attitude and has a talent to get others to smile too. She is a hard worker and goes out of her way to do special things for both residents and staff. She is also well known for her eggrolls!





WELLNESS CORNER

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

PROBIOTICS

Probiotics are live microorganisms like bacteria or yeasts that are found in your body. These are often called the "good bacteria" in your gut. The human gut is full of naturally occurring bacteria that help with immune function, metabolism, and protect against various diseases causing agents.¹ Disruption of the normal bacteria is thought to contribute in part to certain diseases like irritable bowel disease, ulcerative colitis, Crohn's disease, obesity, and type 2 diabetes.²

There is good evidence that the gut microorganisms play a large role in human health, but there is much debate on probiotics ability to supplement these bacteria.

Probiotics found at your local grocery store or pharmacy are supplements. In the US, supplements, including probiotics, are not regulated by the FDA. This means that there could be varying amounts of live probiotic in each product. Also with probiotics, each product contains different strains of bacteria. This makes selecting a product very complicated when each one is made of different combinations.

Recently in 2020, the American Gastroenterological Association came out with new guidelines about probiotics. The most common scenario when people decide to use a probiotic is when they are taking an antibiotic to help prevent diarrhea and more severe infection with *Clostridioides difficile*. *C. diff* is an infection that causes severe diarrhea and inflammation of the colon. For the prevention of this condition, the new guidelines recommend specific strains (see below). A couple products that contain the recommended strains are Bio-K+ and Renew Life Extra Care probiotics, but there are many to look at.

The guidelines also say that for the majority of patients in the community who are at low risk of developing *C. diff*, it would not be necessary to take a probiotic when taking an antibiotic. There are also risks in introducing bacteria to the body, even if it's the "good bacteria". For this reason, patients with severe illness or immunocompromising conditions should also avoid probiotics. Lastly, probiotics can be expensive which would be another reason to make sure it's really necessary before you take it.

Recommended strains:

- *S. boulardii* alone
- *L. acidophilus* CL 1285 and *L. casei* LBC80R combination
- *L. acidophilus*, *L. delbrueckii* subsp *bulgaricus*, and *B. bifidum* combination
- *L. acidophilus*, *L. delbrueckii* subsp *bulgaricus*, *B. bifidum*, and *S. salivarius* subsp *thermophilus*

1. Thursby E, Juge N. Introduction to the human gut microbiota. *Biochem J*. 2017;474(11):1823-1836. Published 2017 May 16. doi:10.1042/BCJ20160510
2. Guinane CM, Cotter PD. Role of the gut microbiota in health and chronic gastrointestinal disease: understanding a hidden metabolic organ. *Therap Adv Gastroenterol*. 2013;6(4):295-308. doi:10.1177/1756283X13482996
3. Su GL, Ko CW, Bercik P, et al. AGA clinical practice guidelines on the role of probiotics in the management of gastrointestinal disorders. *Gastroenterology*. 2020;159(2):697-705. doi: 10.1053/j.gastro.2020.05.059.

CHECK OUT THE NOVEMBER ISSUE OF FRONTLINE

<http://bit.ly/NovemberFrontline>

In this edition:

- Don't Forget Flu Season
- Should You Lend Money to a Coworker
- Hidden Stress Hazards of Remote Workers
- Boredom and the Pandemic
- National Caregivers Month
- Alcohol and Prescription Drugs Don't Mix
- Leading a Meeting with Impact
- Thanksgiving Safety - Yes it is Possible

Strengthening Families & Systems Training: Building Positive Relationships with Children who have Experienced Trauma

When:
Wednesday's
9:00 a.m.-11:00 a.m.

- January 27
- February 3
- February 10
- February 17
- February 24
- March 3
- March 10
- March 17



Where:
Virtual

Please RSVP to:
Darlene Vlietstra
715-261-7542 or
Darlene.Vlietstra@co.marathon.wi.us

Reservations Accepted Until
January 15, 2021

Objectives:

- Share information about trauma and the effects on children
- Strengthen positive relationships between children and adults
- Learn how to recognize and understand trauma reminders
- Identify emotional "hot spots" and learn strategies to help manage behaviors
- Gain knowledge and skills to become a trauma-informed advocate





OCTOBER COMMUNITY TREATMENT/OUTPATIENT SERVICES SPOTLIGHT AWARD

Congratulations Emily Badow!

Congratulations to Emily Badow for being selected as the Community Treatment/Outpatient October Spotlight Award recipient! Emily is a service facilitator on the Youth Services team in Wausau.

"Emily has shown initiative in improving the CST program. She organized and now facilitates a CST work group including all case managers who have CST clients. She felt it was important to have everyone on the same page about CST practices as well as to answer questions for those who are not as familiar with the program requirements and paperwork. Emily also helps with training new staff when they are learning CST. She has great questions for leadership and has been dedicated in her desire to improve the quality of care for CST clients as well as to make the program less intimidating for staff."

"Emily has also shown great skill with a particular complex youth. This youth has a large team and she has been able to coordinate and facilitate meetings on a consistent basis. The team has differing opinions on what the needs are and what direction should be taken, and she has managed these dynamics skillfully while being supportive and advocating for what the family wants. Even during stressful conversations and meetings with multiple directors, social workers, therapists and psychiatrists, Emily has maintained poise and confidence while facilitating. Her communication skills are impeccable and her passion to advocate for the family is her focus."

"Emily brings optimism and energy to the team. She is kind and thoughtful as well as engaging with all team members. She has a non-judgmental attitude and will often uplift others when they need a boost. She consistently meets or exceeds all expectations. She's an exceptional employee and person!"



NOVEMBER EMPLOYEE ANNIVERSARIES

Thank you for your service!

Jessica Aderman 11/30/2018
 Victoria Ament 01/01/2020
 Jacklyn Ashley 01/01/2020
 Mary Barbian 11/06/2017
 Danielle Behrens 11/05/2018
 Sara Belz 01/01/2020
 Guy Bemowski 11/02/1981
 Keith Benson 11/28/2005
 Lisa Borth 11/05/2018
 Jennifer Busche 11/02/2020
 Adel Canny 11/08/2004
 Angela Canny 11/19/2012
 Jennifer Comfort 11/07/2016
 Trevor Copeland 11/04/2019
 Deborah Crum 11/30/2015
 Anna Dalton 12/02/2019
 Susan De Lisle 11/14/2005
 Patty Duffrin 11/28/1995
 Arlene Duginski 01/01/2020
 Stephanie Endres 11/05/2018
 Lori Feck 11/05/2012
 Lorelie Feldkamp 11/17/2014
 Vicky Flanagan 11/14/2011
 Judith Gaudrault 11/14/2011
 Kimberly Gochanour 11/02/2015
 Michaela Guerndt 11/09/2016

Brenda Hanson 11/30/2009
 Ryan Hanson 01/01/2020
 Laura Heiser 11/22/1993
 Laurie Hines 11/17/2014
 Elizabeth Hogenmiller 01/01/2020
 Ashley Hubert 11/02/2020
 Kimberly Johns 11/16/2020
 Laura Kalk 11/28/2011
 Chad Karsnia 11/02/2015
 Kelly Kasprzycki 11/04/2002
 Jenni Kessen 11/27/2000
 Barbara Klinner 11/02/2020
 Debra Knapp 11/01/2001
 Erika Koch 12/04/2018
 Nicole Kraft 11/06/2017
 Christine Laurent 11/02/2015
 Lyndsay Leach 11/16/2020
 Olivia Lee 11/02/2020
 Nikole Lemmer 11/04/2019
 Tara Liebers 01/01/2020
 Merry Malone 11/20/2000
 Lorin May 11/25/1996
 Julie Meshak 11/28/2005
 Cherie Meyer 11/02/2020

Leigh Miller 11/06/2017
 Theresa Mills 11/25/1985
 Deborah Musgrove 11/01/2017
 Giannetta Pedersen 06/04/2018
 Jennifer Podeweltz 01/01/2020
 Julie Puhl 01/01/2020
 Sue Pyan 01/01/2020
 Todd Rademan 11/02/2015
 Cara Reed 11/15/1993
 Michele Richter 01/01/2020
 Renee Ruplinger 11/08/2004
 Lisa Schafer 01/01/2020
 Jessica Serfontein 11/05/2018
 Todd Shnowske 11/05/2018
 Nicole Sitko 08/19/2019
 Janis Southworth 11/30/2015
 Melanie Sperr 11/06/2017
 Kevin Traeder 11/04/2019
 Ceceilia Upton 11/04/2019
 Minfang Utterback 11/10/2008
 Ashley Verhein 11/05/2018
 Elzbieta Wierzejski 11/02/2015
 Liane Worden 11/06/2017
 Joua Yang 11/02/2020
 Taylor Young 11/02/2020
 Deidra Zorowski 11/02/2015

