

A Weekly Update  
For The Employees of  
North Central Health Care



April Showers Bring May...Deer? – Submitted by Kelly Henke-Kaiser



**WEEKLY CONNECTION WITH MICHAEL LOY**

**Employee Updates**

Starting next week on Thursday April 15, 2021, Employee Updates are back in action. There will be several opportunities to attend in-person and recorded options as well. Employee Updates are a great way to come learn about the progress we have been making and what is coming ahead. Masks will be required, and we will be asking employees to maintain distance from other employees when you take your seats. Despite having to follow those restrictions, it will be great to have the opportunity to be in the room together again.

The format for Employee Updates will be a bit different from those experienced in the past. We are looking forward to engaging attendees as each of you follow along the path to what is hopefully about a 25-minute event. There is much to discover as we talk about our campus renovations, new initiatives, new faces, and all kinds of information on NCHC. Please make it a point to join one of the scheduled updates and if you cannot make it, we will make a video of the update available on-demand.

Looking outside this week, the saying holds: *April showers bring May flowers*. Here at NCHC we are in the growing season, it's time to soak it in, and let the roots take hold on what promises to be an exciting year ahead. See you soon at our Employee Updates!

Make it a great day,

2021 2nd Quarter  
**EMPLOYEE UPDATES**  
**Back & In-Person!**

Full Schedule on Page 16!



**Covid-19 Status Report.. 2**  
Staff Cases & Operations

**Severe Weather & Tornado Drill ..... 5**  
Prepare for April 15 NCHC Drills

**Baby News! ..... 6**  
Welcoming Twins!

**Renovation Photos..... 7-8**  
Inside the Nursing Tower

**Retirements & Anniversaries ..... 13-14**

**ADMINISTRATOR ON-CALL**  
x4488 or 715.848.4488

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

Monday, April 12 –  
Sunday, April 18

Tom Boutain



Person-Centered  
**Shout out**



**Tim Holzem, Infection Prevention**

**Why:** For his great presentation to Managers on Infection Prevention and Hand Hygiene. Great work.

**Submitted By:**  
Jessica Meadows





**Wear a Mask – Maintain Social Distance – Wash Your Hands – Stay Home If You Are Sick. Report Symptoms and Covid-19 Exposures to Employee Health and Manager**

Staff will continue to screen appropriately, report symptoms and not report to work if experiencing any signs of illness. Staff are required to use PLT or take unpaid leave due to symptoms or exposure. **Employee Health: 715.848.4396**

**PPE GUIDELINES**

**Visitors:** Cloth face covering or surgical masks required. Visitors will be screened using the COVID Screener (Version 3).

**Employees:** Face coverings required while entering the building. Self-screening required using temperature kiosks procedures. Surgical masks at a minimum required while within all NCHC buildings. Staff may remove masks while working alone in private offices.

**Employees Working in Direct Patient/Resident Care:**

Each patient/resident care area will be designated as being in Standard or Enhanced Precautions. Units on Enhanced Precautions must have it clearly posted on the entrance to the unit.

- o *COVID Standard Precautions* – Surgical Mask, Gloves and Eye Protection (Face shield, goggles or safety glasses) required.
- o *Enhanced/Outbreak Precautions* – N95 Mask, Eye Protection (Face shield, goggles or safety glasses), Gloves and Gown during patient encounters required.

**NCHC COVID-19 WEEKLY CASE REPORT**

*Confidential Employee Report*

**Employee Cases Reported through April 8, 2021**

Cases reported below are current active employee cases. All employee 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.

Program	Current Active Employee Cases	Date Reported
<u>New Cases</u>		
Adult Behavioral Health Hospital	1	4/7
Residential – Jelinek	2	4/5
<u>Previously Reported</u>		
All previously reported cases in employees have been cleared to return to work.	0	0
<b>Total Active Employee Cases</b>	<b>3</b>	

**GENERAL OPERATIONAL GUIDELINES**

Program admissions, closures, and operations will be determined by Incident Command daily. Updates provided to staff at least weekly.

**Direct Care/Visitors**

- Essential visitors and contractors only.
- In-person treatment allowed in all programs. Masks and social distancing required. All areas require departmental cleaning procedures for pre/post in-person visits. Virtual treatment optional.
- In-Person Visitation allowed at Nursing Homes, Inpatient Hospitals, CBRF and Residential Homes.
  - Program-established visiting hours.
  - Visitation limited to designated visiting areas or resident rooms only. No other travel throughout facilities. 2 visitors maximum per resident/patient at any time. Length of visit is determined by program.
  - Indoor, window, compassionate care and outdoor visits allowed.
  - Outdoor visits are weather-permitting and determined by program.
  - Screening, masks and social distancing required.
- Volunteer programming allowed. Limited to 5 max at a time in building. Covid-19 vaccination required.

**Meetings or Groups**

- NCHC in-person meetings and treatment groups allowed. Masks required. 6-foot social distancing or physical barriers between individuals required.
- Non-NCHC groups or meetings are not permitted (i.e., AA, NA)
- Group sizes for meetings or treatment limited to 50 people or less. Social distancing required. Meetings or treatment greater than 50 requires Operations Executive/Incident Command approval.

**HR / Remote Work**

- On-site interviews and Orientation are allowed with an option for virtual participation provided.
- Remote Work limited to those requiring exceptions. Please work with Manager and Human Resources if exceptions are required.

**PROGRAM-SPECIFIC OPERATIONAL UPDATES**

**Programs with Operational Changes**

Follow General Operational Guidelines (left) in addition to changes below.

- **Adult Day Services – Wausau:** Open and operational. Closed to Residential CBRF clients due to positive case in Heather Street.
- **Aquatic Therapy Center:** Open and operational with scheduled closure for maintenance planned March 29 – April 12. Open swim allowed with scheduled, restricted hours to tentatively begin mid-April. Fitt classes: schedules pending.
- **Mount View:** Indoor, In-Room Visitation Allowed. Screening Required for all visitors. 9am-6pm M-F and 11am-5pm Weekends. Outdoor Visitation closed due weather.
- **Pine Crest:** Indoor, In-Room Visitation Allowed. Screening Required for all visitors. 9am-6pm M-F and 9am-3pm Week-ends. Outdoor Visitation closed due weather.
- **Residential Services:** Open and operational.
  - **Outbreak/Enhanced Precautions Jelinek and Fulton Street** locations due to positive members/clients at these locations.
  - **Contact Precautions** due to presence of bed bugs: **Forest Street and Jelinek.**
  - **Riverview Towers and Riverview Terrace:** Visitors are currently restricted, per City of Wausau, due to positive non-NCHC employee exposure on-site.
- **Lakeside Recovery/MMT:** Closed. No Admissions.

**Open & Operational**

Follow General Operational Guidelines (left).

- Adult Day Services – Antigo
- Adult Day/Prevocational Services – Merrill
- Adult Protective Services
- BHS Adult Hospital
- BHS Youth Hospital
- Community Treatment
- Clubhouse
- Crisis Center
- Crisis Stabilization Units (Adult & Youth)
- Hope House - Wausau
- Hope House - Antigo
- McClellan House
- Outpatient Clinics
- Pharmacy
- Prevocational Services – Wausau
- Transportation

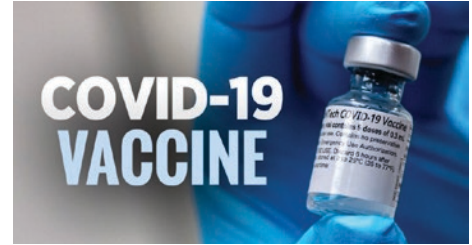
Program Hours and Operations Online: [www.norcen.org/Covid-19](http://www.norcen.org/Covid-19)



## NCHC COVID-19 PREPAREDNESS & RESPONSE

### Covid-19 Updates for NCHC Employees | April 7, 2021

Recently, the CDC released updated guidance that impacts our employee screening and nursing home operations. Please fully review the following information below. Share and discuss with all members of your team. Also, review these changes and the most current expectations. Know how these changes impact your program or department. If you have questions, please contact your manager.



## MAY COVID-19 VACCINATION CLINICS FOR EMPLOYEES

The next clinic available will be Friday, May 7

North Central Health Care is continuing to offer the Covid-19 vaccine to newly hired employees or current employees who have not previously received the vaccine. Vaccination clinics will be held once monthly on Fridays moving forward in 2021. All vaccination clinics will be held in the 1st floor dining room of Mount View Care Center in Wausau. The vaccination sign-up is online and you will be able to choose your preferred date by using the link below.

The Covid-19 vaccine is a 2-dose vaccine. After you receive your first dose, please make sure to sign up for your second dose for the following month. For example, if you're signing up for your first vaccine in May – make sure to sign up for your second in June. You will also be given your return date for the 2nd vaccine on your COVID Vaccine Card when receiving your first dose.

Below is the link to sign up for the new monthly COVID Vaccination Clinics. As always if you have any questions please reach out to your manager, Infection Prevention, or Employee Health.

COVID Vaccine Sign Up Form is online at <http://bit.ly/NCHCCovidVacc>

When you click link above, you will see a listing of all future clinic dates.

**Q: What are the changes for staff regarding 4-hour temp checks at work?**

**A:** Temperature checks for direct care staff every 4 hours are no longer required, effective April 6, 2021. Temperature checks upon arrival to work are still required by all staff. Staff are required to monitor for symptoms during their shift. If symptoms develop while at work, staff are required to immediately stop patient care, leave the facility and report symptoms to Manager and Employee Health.

**Q: What are the changes to 14-day precautions for new admissions to nursing homes?**

**A:** The CDC has released new guidance for nursing homes regarding the 14-day precautions required **upon admission to facility:**

- New residents admitting to nursing home who have not been fully vaccinated will require 14-day quarantine.
- New residents admitting to nursing home who have been fully vaccinated **and** have a negative Covid-19 test result prior to admission will not require 14-day quarantine.

**Q: What are the changes to 14-day precautions if a resident leaves the facility for a medical appointment, community outing or family visit?**

**A:** The CDC has released new guidance for nursing homes regarding the 14-day precautions required **upon leaving/returning to facility for appointments or personal/family outings:**

- Residents who leave the facility for medical appointments or to facilities that have the proper precautions in place, will not be required to quarantine when they return as long as signs or symptoms of illness do not exist.
- Residents who leave the facility for personal/family visits or community outings do not have to quarantine for 14 days upon return, as long as the following guidelines are followed:
  - They return to facility within 24 hours
  - They do not have close contact/exposure to someone with Covid-19, is under investigation for Covid-19 or who has signs or symptoms of illness
  - The resident and those around them practice infection prevention measures including hand hygiene, physical distancing and wearing a mask.
- Nursing Homes may consider a 14-day quarantine for residents who leave the facility if, based on an assessment of risk, uncertainty exists about their adherence or the adherence of those around them to recommended infection prevention measures above.
- Residents who leave the facility for more than 24 hours will follow new admission guidelines above.

### DID YOU KNOW?

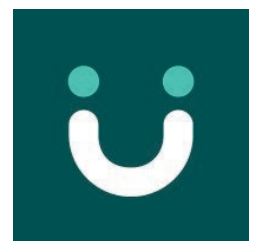
#### UltiPro is Now Called UKG Pro.....

Earlier this year, UltiPro changed their name to UKG Pro. The icon that you see on your desktop currently resembles the old UltiPro logo. However, when you log in, you will see branding that reflects their new logo, a cute smiley face and UKG or UKG Pro Learning. As we transition icons and visuals to the new UKG logo, please be aware that UltiPro and UKG Pro and UKG Pro Learning, our learning management system are in fact the same thing. Your access to the system has not changed, but please be aware you may start to see branding a logo changes within the system itself. And desktop icons will be replaced very soon as well with the new smiley face you see to the right.



Old UltiPro Logo

Employees use UltiPro to request time off, punch in/out, for payroll and paystubs and as a learning management system to complete competencies.



UltiPro changed their name to **UKG Pro** and has a new, happy logo. All the rest is still the same.





Prevent common infection prevention mistakes!

# Remove your gloves correctly!

GermS can live on your gloves. So take them off correctly. Contaminated gloves should never be worn outside the resident or patient room.

<p><b>1</b></p>  <p>Grab palm of glove and pull forward.</p>	<p><b>2</b></p>  <p>Pull off glove, turning it inside-out.</p>	<p><b>3</b></p>  <p>Ball up removed glove in gloved hand.</p>
<p><b>4</b></p>  <p>Slide finger under cuff.</p>	<p><b>5</b></p>  <p>Pull off glove, covering removed glove.</p>	<p><b>6</b></p>  <p>Dispose of gloves appropriately. Then wash hands.</p>



North Central Health Care  
Person centered. Outcome focused.



## FLASH FRIDAYS

### Continual Survey Readiness

April 9, 2021

Flash Fridays will be distributed weekly on Fridays to prepare you for upcoming surveys like The Joint Commission or State of WI surveys. The Continual Readiness information provided will pertain to all areas within NCHC, from Behavioral Health to Skilled Nursing Care, however some information may be more specific to one survey. Some may only pertain to clinical staff, but always read it thoroughly. If you have questions, ask your Team Leader to explain how the topic relates to your area.

### HAND HYGIENE

The Joint Commission will now issue a citation to healthcare organizations if during on-site visits surveyors witness an employee fail to follow correct hand hygiene guidelines. This is intended to improve healthcare workers' compliance with proper hand washing. Poor hand hygiene of healthcare employees is considered a major contributor to hospital-acquired infections. About 722,000 hospital-acquired infections occurred in the U.S. in 2011 and about 75,000 people died with such an infection during their inpatient stay, according to the Centers for Disease Control and Prevention.

### INFECTION CONTROL & PREVENTION

As part of our Culture of Safety, employees, patients, residents, clients and family members are a critical part at NCHC in preventing infections. As an employee, you play an important role in preventing infections and keeping all you care for at work and at home safe.

### CLEANING YOUR HANDS IS THE #1 WAY TO PREVENT INFECTION.

Additional ways to break the chain of infection include, using standard precautions and transmission-based isolation techniques, vaccinations, covering your cough and staying home when you are ill. Take time to stop infections in their tracks by adhering to the infection prevention policies.

### When To Perform Hand Hygiene

- Before touching a patient
- Before clean/aseptic procedure
- After body fluid exposure risk
- After touching a patient
- After touching patient surroundings
- After removing any PPE
- Before and after eating

### When to use Soap and Water

- When a resident/patient is on Contact Plus Precautions (C. diff, Norovirus)
- When hands are visibly soiled with biological contaminants, food, etc.
- After using the bathroom

### When To Use Hand Sanitizer

- Use in all other circumstances requiring hand hygiene (listed in when to perform Hand Hygiene above)

Prevent common infection prevention mistakes!

# Wash your hands thoroughly!

Areas most often missed during handwashing

- Most often missed
- Often missed
- Less often missed



**Direct-Care Staff Reminder** Fingernails should be less than 1/4 inch. No artificial nails permitted for any direct care staff or any staff who handle linen, supplies, food, etc.



Questions? Contact your team leader, any member of the Leadership Team or Survey Readiness Team.



## 2021 TORNADO AND SEVERE WEATHER AWARENESS DRILLS

### 2 Drills Scheduled for Thursday, April 15, 2021

The 2021 Tornado Drill will consist of a mock tornado watch and a mock tornado warning issued for all of Wisconsin. This is a great opportunity for North Central Health Care to review our policies on this. Please log in and review your Severe Weather Policy and Procedure in UltiPro/UKG Pro Learning.

**Leaders: Please review policies with staff and “verbal walk through” your response procedures.**

### What is new for the Tornado Awareness Drill in 2021?

After consultation with the National Weather Service, Wisconsin Broadcasters Association, and the Wisconsin Emergency Alert Systems (EAS) Committee, it has been determined that the statewide tornado drill will no longer include an EAS live code test issued by the National Weather Service, like has been done in past. While we will continue to promote April 15 as the date of a statewide Tornado Drill this year, there will no NOAA Weather Radio and broadcast TV/radio alerts during the 1:45 p.m. and 6:45 p.m. drill times. NCHC will issue a “Severe Weather Alert Drill” followed by the “Tornado Warning Alert Drill”.



### Thursday, April 15 DRILL Afternoon Schedule:

1:00 p.m. – ReadyWisconsin, the National Weather Service, and local broadcast outlets will post messages on social media encouraging people to exercise their tornado plans. NCHC issues a mock tornado watch for all of Wisconsin (a watch means tornadoes are possible in your area. Remain alert for approaching storms).

1:45 p.m. - NCHC issues mock tornado warning for all locations (a warning means a tornado has been sighted or indicated on weather radar. Move to a safe place immediately).

2:00 p.m. – End of mock tornado watch/warning drill

### Thursday, April 15 DRILL Evening Schedule:

6:00 p.m. – ReadyWisconsin, the National Weather Service, and local broadcast outlets will post messages on social media encouraging people to exercise their tornado plans. NCHC issues a mock tornado watch for all of Wisconsin (a watch means tornadoes are possible in your area. Remain alert for approaching storms).

6:45 p.m. - NCHC issues mock tornado warning for all locations (a warning means a tornado has been sighted or indicated on weather radar. Move to a safe place immediately).

7:00 p.m. – End of mock tornado watch/warning drill

The tornado drill will take place even if the sky is cloudy, dark and/or rainy. If actual severe storms are expected in the state on Thursday, April 15, the tornado drill will be postponed until Friday, April 16 with the same times. If severe storms are possible Friday, the drill will be canceled. Any changes will be issued to local media as well as posted on the ReadyWisconsin website, Facebook and Twitter pages.

### IMPORTANT REMINDERS

**\*This is a “verbal walk-through” drill only. We do not want you to evacuate patients/residents/clients,** however, all staff should be able to articulate clearly where and how they would evacuate in a real situation.

\*Make sure you are using the online policy system in UKG Pro Learning, badge buddies and Connections guide as your reference. Practice how you get into the UKG Pro Learning system and find these policies. Determine if the overall policy covers your staff's needs for information or if you need to develop a department-specific procedure to address any details.



## WHEELCHAIR USE

### Return Me to Where I Came From and Keep Me Clean!



With increased visitors to our Nursing Homes and Outpatient Clinic locations, visitor wheelchairs at entrances have been in higher demand. If you have a clients, patients, residents or visitors that are using a wheelchair while they are in any of our locations, please be sure the wheelchair gets returned back to the location it originated from.

Also, please be sure to take time to use cleaning wipes to wipe down wheelchair arms, handles and seats after they are used. You can find sanitizing wipes at all entry points and reception desks within our facilities. No single person is responsible for wiping wheelchairs throughout the day, but we can all work together to make sure we are preventing the spread of illness. If you don't have the time to wipe a wheelchair, ask a colleague to help out. We are all in this together!

Thank you for your attention and your help.

## Oh, BABY!



### Kat Bauer of Crisis CBRF

welcomed her identical twin grandsons on Monday, March 22 at 8:17 am. Caanan Joseph (4 pounds 4 ounces 18.5 inches long) and Carson Benjamin Bauer (6 pounds 7 ounces 19.2 inches long) are shown here with their grandma. Both boys are home and getting bigger and giving mommy and daddy a run for their money! Congrats Kat!



Marathon County Employees Credit Union

### There's Still Time to Take Advantage Of Our Spring VISA Special!

SEIZE THE MOMENT & GET YOUR FINANCIAL

# Fresh Start

Renew your financial well-being with the help of our new balance transfer rate.

**2.99% APR**  
FOR **24 MONTHS**

When you transfer an existing balance to our credit union credit card between February 1, 2021 and April 30, 2021.

Ask us about this special rate offer today!

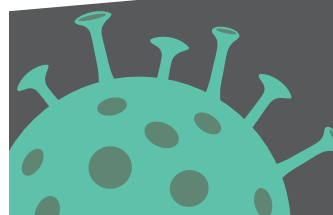


Balance transfers completed 2/1/2021 through 4/30/2021 will receive 2.99% APR\* for 24 months from date of transfer. After the promotional time frame expires, remaining balances will migrate to the standard APR applicable on your account. \*APR = Annual Percentage Rate

### Contact Us Today for Details!

Contact Pete @ 715-261-7685 Peter.Wolf@co.marathon.wi.us  
400 East Thomas Street • Wausau, WI 54403  
Apply Online @ [www.mccu.org](http://www.mccu.org)  
or by using the Mobile App!

# 2021 COMPETENCY TRAININGS



## COURSE ONE:

# Infection Prevention Verification

Crisis/CBRF, Residential Group Homes/Supported Apartments, Adult Day & Prevocational Services

### Required For ALL Staff!

#### Part One | Online Ulti-Pro Module

All staff are required to complete an online Infection Prevention module in Ulti-Pro.

### Required For Staff w/ Patient, Client or Consumer Contact!

#### Part Two | 90-Minute Hands-on Session

Staff who regularly have patient, client or consumer contact will be required to take this course and sign up in Ulti-Pro for **ONE** hands-on session. Staff in the first phase will be assigned an Ulti-pro module with a link to register for your hands on session. You are welcome to attend at either location, but will need a managers approval. Please bring your eyewear to the session you are attending.

Staff with any patient interaction and staff in direct care areas in Crisis/CBRF, Residential Group Homes/Supported Apartments, Adult Day & Prevocational Services areas will be required to take this course. This includes Nurses, CNAs, Residential Aides, Therapy Providers, Behavioral Health Techs, Social Workers, Drivers, EVS Staff or any other staff who are in contact at any time with those we serve.

### HANDS-ON TRAININGS

#### NCHC MAIN CAMPUS CANTEEN

- April 5 | 8-9:30
- April 6 | 2-3:30
- April 15 | 4:30-6
- April 20 | 1:30-3
- April 21 | 2-3:30
- April 27 | 9:30-11
- April 29 | 8-9:30

Crisis Services  
Residential Services



North Central Health Care

Adult Day Services  
Prevocational Services





### PHOTO OF THE WEEK



Kelly Henke-Kaiser of Purchasing sent in this photo of 2 deer checking out the construction progress from the top of the dirt pile in the construction zone. Great views!

Below check out the views of the inside of the Nursing Home Tower that the deer didn't get a glimpse of.

#### 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.

### RENOVATION PHOTOS

Inside the Nursing Home Tower • April 9, 2021



A Resident Room



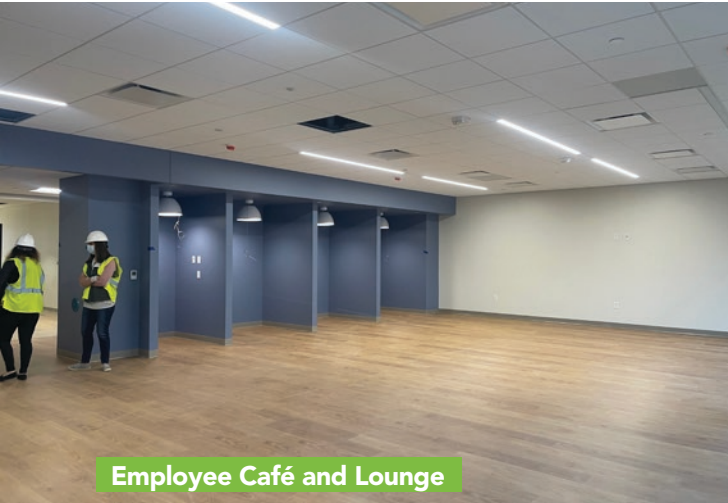
The New Nursing Home Lobby



More of the Lobby & Administration Office







Employee Café and Lounge



Employee Café



Hallway to Lobby from Café



The Bistro



Outdoor Bistro Seating and View of Pool





### DID YOU KNOW THAT APRIL 13 IS NATIONAL MAKE LUNCH COUNT DAY?

According to a study done by TGI Fridays, 73% of employees eat lunch at their desk at least twice a week and 33% eat lunch at their desk every workday. But making time for lunch should be an important part of your day.



Taking a break to enjoy lunch improves productivity and gives our brains and bodies the break needed to finish the workday with new ideas and more motivation!

So, celebrate Tuesday (and every day) by stepping away from your screen or your work area to treat yourself - whether that be ordering from your favorite restaurant on EatStreet with free delivery, throwing something into the microwave, or eating your brown bag lunch.

### Post a photo with #MakeLunchCount for a chance to win \$100 EatStreet Cash!

Post a picture of how you are Making Lunch Count on your social channels and use #MakeLunchCount and #EatStreetWorkPerks to have a chance to win \$100 EatStreet cash!

If you aren't signed up for EatStreet Free Delivery yet as a perk of working at NCHC,

**SIGN UP HERE:  
EatStreet Work Perks!**

<https://1.shortstack.com/qWg2Kg>

**Get FREE Delivery for a year!**

**United Way**

# COMMUNITY baby shower

**April is a great month to donate new or gently used baby items!**

Many families, including new and expecting mothers, struggle to get from paycheck to paycheck. Many seek help from local programs including area shelters, food pantries and Rebecca's Closet.

**DONATIONS ACCEPTED HERE OR ON AMAZON THRU APRIL 30TH**

<i>Most Needed Items Include:</i>		<i>Amazon Registry</i>
Baby Wipes & Diapers	Infant Bath Towels	
Baby Wash Cloths	Strollers	Simply scan the code below and send a gift directly from Amazon to Rebecca's Closet!
Onesies (3mo-24mo)	High Chairs	
Sleepers (newborn-24mo)	Bouncers	
Receiving Blankets	Pack n Plays	
Toddler Socks	Infant Bath Tubs	

**Items collected will be distributed to families right here in Marathon, Lincoln and Langlade Counties.**  
Donated items will be distributed through Rebecca's Closet, area food pantries including the Neighbors' Place and Babies' Place Diaper Bank as well as other local shelters and organizations serving low income families in our area.

**North Central Health Care**  
Person centered. Outcome focused.

**Look for donation boxes on the Wausau Campus, Mount View, Pine Crest, Antigo Center and Merrill Center!**

**Or bring your donation to any Employee Update Session in April!**  
You can interoffice donations to Communications & Marketing also.



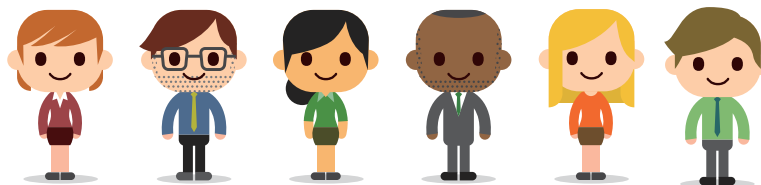


# HR MONTHLY Employee Questions and Our Answers



## April Topics Include:

- Family Medical Leave
- Doctor's Notes
- Attendance Policy
- Short Term Disability
- Income Continuation Insurance



## QUESTION: What do I need to do if I must be off for a long period of time for my own serious health condition or that of my spouse?

- 1) **Immediately call your manager or scheduling team and report your absence.** Let them know if you want to be unpaid or use PLT for your time off.
- 2) **Call Employee Health** (715) 848-4396.
- 3) **Call The Standard.** The Standard handles all Family Medical Leaves and Short-Term Disability for NCHC. Their phone number is 866-756-8116. NCHC is Group #757089. **Note: Your absences will count towards your attendance if you do not complete family medical leave paperwork and send it back timely to The Standard. Short-Term Disability benefit is available after being off for more than 7 days (if you enrolled in this benefit).**
- 4) **If you will be out for longer than 30 days,** contact The Hartford (Through WI Retirement System) if you signed up for the free Income Continuation Insurance at 800-960-0052 and let them know you are wanting to open a claim as you are covered under the State of WI Short-Term Disability Program.
- 5) **Keep Employee Health updated** on your progress and let them know when you can return to work.
- 6) **When coming back to work** bring a doctor's note that you can return to you Human Resources or Employee Health. **Note: If it is signed by a Nurse, you will be required to provide a new note signed by a Physician, Physician Assistant or Nurse Practitioner and will not be allowed to return until a new note is provided.**
- 7) **If at any point you have questions,** contact one of NCHC's Human Resources team and we will be glad to help you!

## WELCOME THESE NEW EMPLOYEES TO THE TEAM!

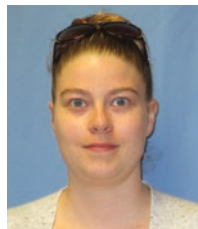
These employees were welcomed at Orientation on April 5, 2021

### Community Treatment Adult



**Tyler Drake** – Clinical Coordinator – Antigo

### Community Treatment Youth



**Mindy Tiffany** – Community Treatment Tech – Merrill

### Food Services - Pine Crest



**Trenton Pozorski** – Dietary Aide

### Behavioral Health Hospital

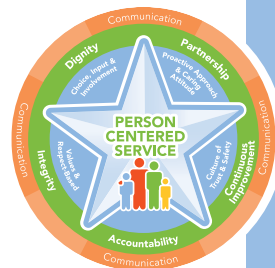


**Holly Purcell** – Clinical Coordinator

### Community Living



**Jerzie Kraetsch** – Residential Care Assist - Bissell





## Do You Know of Experienced, Qualified and Reliable Candidates to Join Our Team?

### Here's your chance to earn

#### You could earn the following REFERRAL BONUS...

When your recruit joins the NCHC Team and after you have both met the referral requirements.\*



**How to Apply?** TEXT "Refer" to 715.598.3663, email [HResources@norcen.org](mailto:HResources@norcen.org) or complete the referral form located in Human Resources. Complete and submit the Employee Referral Bonus form, text message, or email to Human Resources prior to orientation.

**\*Referral requirements:** Referral Bonus payments will be made in two payments: 50% of the Referral Bonus will be paid after ninety (90) days of employment and the remaining 50% after the referred employee has been with NCHC for one year..

North Central Health Care offers equal opportunity in employment and in service delivery.

**Refer A Friend or Colleague!  
Text "Refer" to 715.598.3663  
Your text referral makes you  
eligible for a \$500 BONUS!**



**Referring Someone  
for a Job is As Simple  
As Sending a Text!**







### Advance Your Education with a 20% Grant<sup>1</sup> for North Central Health Care Employees

Rasmussen University is a regionally accredited private university that offers Certificates, Diplomas, Associate's, Bachelor's, Master's and Doctoral degrees in:<sup>2</sup>

- Nursing
- Business
- Design
- Justice Studies
- Health Sciences
- Technology
- Education

Save 20% on your degree,<sup>1</sup> which you can earn on your schedule as you balance work and life.

Learn more by texting DEGREE15 to 96194\* or visiting [rasmussen.edu/norcen](http://rasmussen.edu/norcen)

\*In order to qualify for the grant, all admission requirements must be completed, and existing students must provide proof of employment by submitting an actual or signed copy of their proof of employment. Students cannot receive both expense and salary grants. Program eligibility varies by admission point of entry. For more information, please visit [rasmussen.edu/degrees/masters](http://rasmussen.edu/degrees/masters) or call 800-621-7466. <sup>2</sup>Rasmussen University is accredited by the Higher Learning Commission. For more information, please visit [hlcommission.org](http://hlcommission.org). <sup>3</sup>Some programs are available through the Corporate Grant & Conditions. For eligibility criteria and a complete list of programs, please visit [rasmussen.edu/corporate-grant](http://rasmussen.edu/corporate-grant). ©2018 Rasmussen University. North Central Health Care, Central Wisconsin, U.S. Cellular, Sprint, MetroPCS, and others in the U.S. The wireless service are not liable for delayed or undelivered messages. User will receive SMS/MF if the device does not support MMS. For help in the U.S., text HELP to 96194. You may also email [corporate@rasmussen.edu](mailto:corporate@rasmussen.edu) or call 866-866-0009. You may stop mobile subscription at any time by sending text message STOP to Short Code 96194 in the U.S. Your phone must have text messaging capability.



### Take Your Skills to the Master Level



At Rasmussen University, we want you to be successful in the classroom and in your career. As an experienced professional in your field, you know the importance of enhancing your skill set.

Earn your Master's degree for under \$10K<sup>1</sup> through one of our convenient, career-focused programs and gain the skills and knowledge to help you reach your career goals.

#### Degrees for Every Industry

Convenient and skills-focused, choose the program that matches best with your educational goals:

- Master of Business Administration
- Master of Human Resources Management
- Master of Healthcare Administration
- Master of Public Health
- Master of Science in Nursing

#### Do You Have Transfer Credits?

We'll be happy to review all your previous college credits to see how much time and money you could save on your Master's program.<sup>2</sup>

#### Committed Support Services

From industry-experienced faculty and trained peer tutors to 24/7 tech support and expansive library and learning services, our dedicated teams are there to support you.

#### Accelerated Master's Pathway

If you don't already have your Bachelor's degree, select programs give you the opportunity to take up to four graduate-level courses during your Bachelor's degree—setting you up to finish your Master's degree in as little as one additional year.<sup>3</sup>

#### Flexible Learning Options

Flex Choice<sup>®</sup> competency-based education (CBE) adds flexibility to your schedule and gives you credit for what you already know and can do.

#### Balanced Online Courses

Our programs offer online courses to help you balance your education with your work and personal life.

Next steps: Text DEGREE to 96164\* or visit [rasmussen.edu/corporate](http://rasmussen.edu/corporate)



Scan to register

## GETTING A DEGREE JUST GOT EASIER THROUGH OUR ALLIANCE WITH RASMUSSEN UNIVERSITY

With an up to 20% Corporate Grant available for select programs, you can stay on the cutting edge of today's market trends while you continue working.\*

Rasmussen University's degrees in Nursing, Health Sciences, Business, Technology, Design, Education and Justice Studies are designed for in-demand skills that the industry is looking for. With a variety of online programs, curriculum designed by experienced instructors and affordable options, getting your degree while working is not only possible—we encourage it.

Get more information at [rasmussen.edu/corporate](http://rasmussen.edu/corporate)



MORE OPPORTUNITIES AND LINKS AVAILABLE AT NCHC EMPLOYEES COMMUNICATIONS GROUP

[www.facebook.com/groups/NCHCTeam/](http://www.facebook.com/groups/NCHCTeam/)

OR CHECK YOUR NCHC EMAIL!

## THANK YOU FOR DONATING

TO THE UNITED WAY OF MARATHON, LINCOLN, OR LANGLADE COUNTIES

Because of you, North Central Health Care was able to donate \$28,069.58 this year.

These donations go directly into our community's locally funded programs to provide support and resources to those who need them most. Your dollars benefit programming like the Hunger and Homelessness Coalition, Rebecca's Closet, Education Grants, Warming Shelters, Mental Health Counseling for Youth & Adults, Drug & Alcohol Abuse Programming, Mobile Meals for Seniors, and SO many more.



#### Why do YOU choose to donate to the United Way?

We know there are hundreds of reasons why our staff chooses to donate to the United Way of Marathon, Lincoln, or Lantlade Counties each year. Some are personally touched by it's programs, some may know individuals that benefit from it's services, and some may just see or hear the difference it makes in our communities and want to pitch in for the cause. Whatever your reason, we'd love to hear it. [Click here to tell us!](#)



#### Want to join the NCHC United Way Committee?

The United Way Committee meets every 1st and 3rd Tuesday of the month to champion the United Way fundraising and campaign efforts on behalf of North Central Health Care. They focus on scheduling donation efforts and volunteer events, as well as hosting the annual United Way Campaign. If you are interested in joining this committee, [click here and let us know!](#)

Your investment is truly what it means to LIVE UNITED.



North Central Health Care  
Person centered. Outcome focused.



Cycling Without Age - Marathon County



# LOOKING FOR VOLUNTEERS

This spring and summer, interact and connect with the elderly and disabled in our community by becoming a pilot for CWA-Marathon County.

- Training is provided
- It's rewarding and fun
- It's flexible



**Upcoming Trainings:**  
 Friday, April 30th  
 4:30 - 8:30 pm  
 Saturday, May 1st  
 8:30 am -12:30 pm



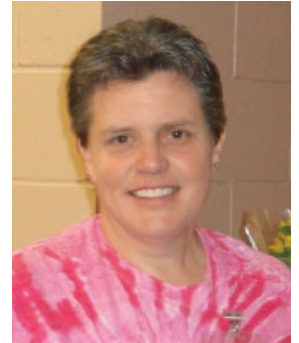
Get Involved! Make a Difference!  
<https://cyclingwithoutage.com/marathon-county/>

**CONTACT US: CWA.MARATHONCOUNTY@GMAIL.COM**  
**FOR MORE INFORMATION ABOUT THIS PROGRAM**

## RETIREMENT NEWS & ANNOUNCEMENTS Thank You For Your Dedication and Service

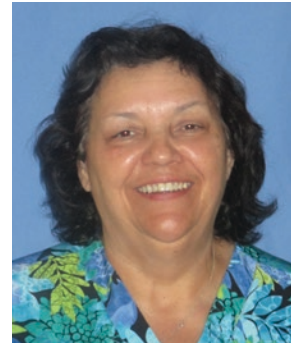
### CONGRATULATIONS TO JENNIFER ANKLAM Information Services

After 34 years of being a dedicated employee to NCHC, Jenny Anklam has decided to retire and her last day with us will be Tuesday April 20. She is excited to spend more time on their family farm and plans to do a lot more baking. NCHC is going to miss having our own internal Wiki/Encyclopedia Britannica of the who, what, when, where, how, and why behind things. Her legacy here will be her mentoring and bringing out the best in people by telling them "Impossible really means I'm Possible". For every team that she has worked with over the years, they know she cares for them, helps them challenge themselves, and creates an environment to help them shine. She will truly be missed.



### CONGRATULATIONS TO LINDA STANKOWSKI Food Services

Linda has worked with NCHC for 18 years in the Wausau Campus Food Services program. Thank you Linda for your years of service. You will be missed by the staff and residents alike. Linda's last day will be May 3, 2021.



### CONGRATULATIONS TO KAREN KLOS Outpatient Services

Karen Klos has announce her retirement on May 14, 2021. Karen has worked in Outpatient Services on the Wausau Campus for 36 years. Karen is a Substance Abuse Counselor. We are so grateful for your many years of service to our community and to our organization. We wish you the best in your retirement!



Thank You for Your Service!



## Helping You Turn Over a New Retirement Leaf

### HAVE QUESTIONS ABOUT YOUR WISCONSIN RETIREMENT BENEFITS?

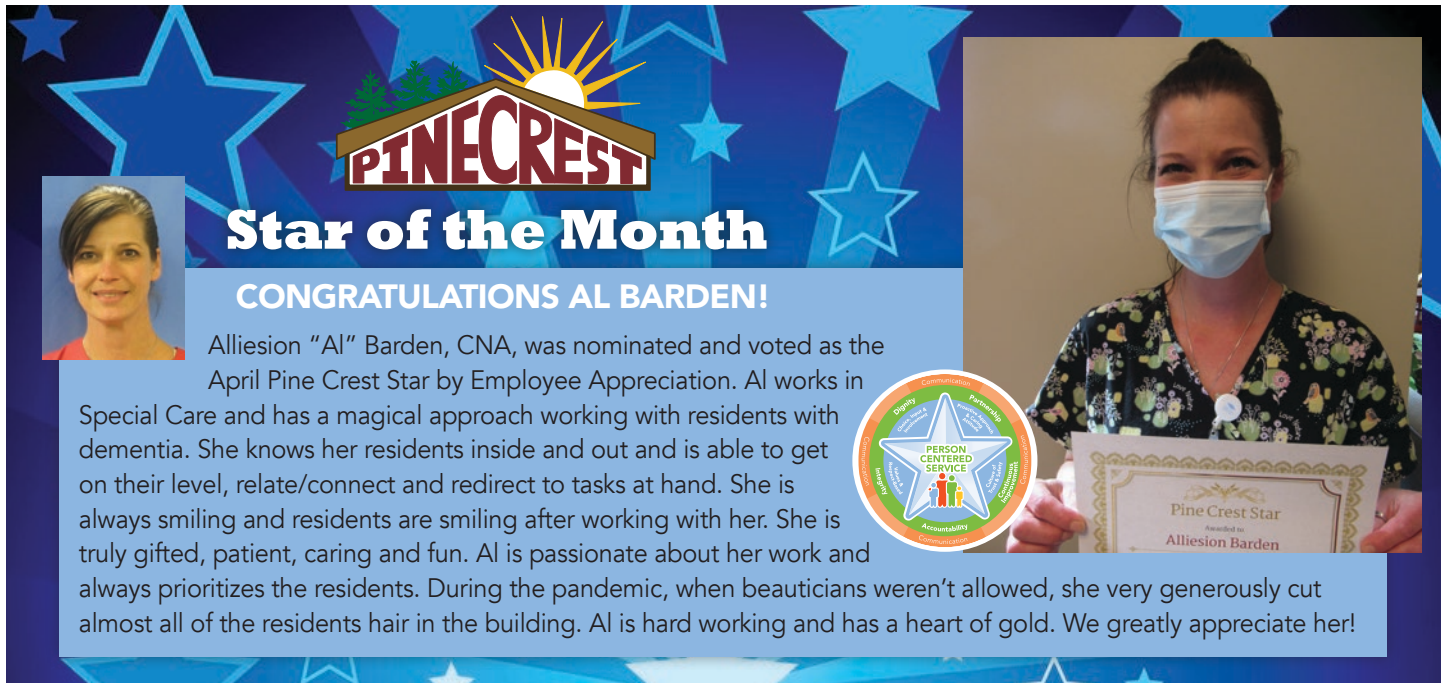
Schedule a virtual meeting with Shawn for a time that works for you!

Meet by phone or video chat.



[https://nc\\_wisconsin.timetap.com/](https://nc_wisconsin.timetap.com/)



## Star of the Month

### CONGRATULATIONS AL BARDEN!

Alliesion "Al" Barden, CNA, was nominated and voted as the April Pine Crest Star by Employee Appreciation. Al works in Special Care and has a magical approach working with residents with dementia. She knows her residents inside and out and is able to get on their level, relate/connect and redirect to tasks at hand. She is always smiling and residents are smiling after working with her. She is truly gifted, patient, caring and fun. Al is passionate about her work and always prioritizes the residents. During the pandemic, when beauticians weren't allowed, she very generously cut almost all of the residents hair in the building. Al is hard working and has a heart of gold. We greatly appreciate her!

# HAPPY ANNIVERSARY

## APRIL EMPLOYEE ANNIVERSARIES

Thank you for your service!

Jacklyn Aschebrock.....	04/03/2000	Katlyn Marg.....	04/10/2017	Jennifer Smith.....	04/18/2016
Laurie Bauer.....	04/21/2014	Chelsie Marshall.....	04/07/2014	Star Spiegel.....	04/30/2019
Brad Beilke.....	04/10/2002	Jill Mattek Nelson.....	04/16/2018	Amanda Steinfest.....	04/11/2019
Krystal Berlin.....	04/16/2018	Jill Moore.....	04/16/2012	Emma Van Ermen.....	04/13/2020
Trina Bierman.....	04/09/2012	Steven Nelsen.....	04/13/1992	Brianna Vandenheuvel.....	04/01/2016
Kari Borchardt.....	04/10/2006	Jill Nelson.....	04/12/1994	Krista Vendetti.....	04/01/2019
Susan Brust.....	04/10/2020	Julie Nelson.....	04/06/2015	Audrey Voigt.....	04/01/2013
Jamie Cherek.....	04/22/2019	Samantha Nicewander.....	04/22/2019	Dawn Wendorf.....	04/07/2003
Grace Crass.....	04/01/2013	Jackie Nikolai.....	04/16/2018	Mary Williams.....	04/24/1978
Rachel Davis.....	04/22/2019	Jessica Northway.....	04/23/2007	Melissa Winterfeldt.....	04/07/2014
Jennifer Denzine.....	04/27/2020	Hanna Olson.....	08/04/2014	Melissa Wohlwend.....	04/27/2020
Melissa Dziondziaowski.....	04/27/2020	Kessa Pepke.....	04/16/2020	Kristin Woller.....	04/23/2007
Renee Erickson.....	04/15/2013	Arianna Pfeiffer.....	04/16/2020	Jeremy Wyse.....	04/28/2020
Tatiana Garduno.....	04/24/2019	Laura Phillips.....	04/10/2017	Chue Xiong.....	04/06/2015
Shelley Green.....	04/10/2017	Jonnie Pierschalla-Zastrow.....	04/01/2019	Alissa Zajackowski.....	04/02/2019
Samantha Hable.....	04/27/2020	Rachel Place.....	04/06/2015	Tanya Zaloudek.....	04/19/2004
Bobbi Hansen.....	04/04/2011	Mariola Robers.....	04/06/2009		
Deborah Harris.....	04/02/2019	Debra Rodemeier.....	04/11/1983		
Pamela Hetfeld.....	04/30/2018	Samuel Romang.....	04/03/2017		
Janelle Hintz.....	04/15/2013	Rose Rousseau.....	04/27/2015		
Stephanie Holloway.....	04/03/2017	Stacy Rozelle.....	04/21/2008		
Xong Hutchison.....	04/08/2008	Cheryl Rye.....	04/07/2008		
Scott Jakel.....	04/03/2000	Makayla Schilling.....	04/01/2019		
Stephanie Jewell.....	04/06/2015	Kristin Schlei.....	04/06/2015		
Douglas Koller.....	04/24/2006	Marne Schroeder.....	04/10/2017		
Samantha Kunstmann.....	04/16/2018	Vicki Sheehan.....	04/22/2019		
Frances Lee.....	04/01/2019	Mikki Sitte.....	04/16/2018		







# tidbits on benefits

## ACID REFLUX TREATMENT WITH PROTON PUMP INHIBITORS

Submitted by Carly Bohnen, DPH-4, University of Wisconsin- Oshkosh, BS. Biology Doctor of Pharmacy Candidate, 2021, University of Wisconsin-Madison School of Pharmacy, Rural Health Pharmacy Program, AHEC Scholar

### What is acid reflux?

Acid reflux is a condition in which stomach acid flows up into the esophagus or beyond. This is usually caused by a weak lower esophageal sphincter, a muscle that acts like a door between your stomach and esophagus, which allows the contents of your stomach to flow back up. This causes heartburn, or a burning sensation in the chest that can move up into the neck and throat. Other symptoms include bloating, abdominal pain, nausea, difficulty swallowing, and bad breath. Acid reflux is very common and the symptoms it causes can greatly affect your quality of life.

### Causes and Risk Factors

One of the most common causes of acid reflux are foods that irritate or weaken the lower esophageal sphincter. These include things such as:

- Citrus
- Garlic
- Coffee
- Alcohol
- Chocolate
- Peppermint
- Carbonated beverages
- Spicy foods

Some medications, such as aspirin and ibuprofen, may also be the culprit for your acid reflux. A doctor or pharmacist can be a great resource if you have any concerns or questions about medications that may be causing reflux.

Obesity, smoking, eating large meals, or lying down after eating can increase your risk of having acid reflux. These risk factors are modifiable and lifestyle changes, such as weight loss, quitting smoking, avoiding meals prior to bedtimes, and elevating the head of your bed may reduce your chances of having acid reflux.

### PPI Treatment

Acid reflux medications aim to alleviate symptoms, prevent future episodes and complications, and promote the healing of the esophagus. There are a few different classes of medications that can help treat acid reflux, but one of the most popular on the market is a class called proton pump inhibitors or PPIs. PPIs are available as both over-the-counter and prescription medications.

### How They Work

PPIs work by blocking the site of acid production in the stomach. They do not cause immediate relief, but begin working about 2-3 hours after taking, and will continue to work for 12 to 24 hours. Most people will find complete relief of symptoms within

1-4 days of starting treatment.

### How to Use

PPIs are usually taken once a day, 30-60 minutes before a meal. Over the counter PPIs should never be taken for longer than 14 days at one time, and this regimen should only be repeated every 4 months, or 3 times per year, if needed. If your symptoms continue after 14 days of treatment, talk to your doctor.

### Side Effects and Complications

If used properly, PPIs can be a very safe and effective choice for those who suffer from infrequent episodes of acid reflux. Although side effects are rare, it is important to note that PPIs have been reported to cause headache, abdominal pain, bloating, diarrhea and nausea.

More serious complications could potentially be associated with long-term PPI use, defined as more than a year. These complications are increased risk of fractures, infections, kidney disease, dementia, and micronutrient deficiencies.



If you have been directed by a doctor to take PPIs, do not stop taking them without their direction. If you have concerns or questions about PPI use, reach out to your doctor.

### Referral

Not all cases of acid reflux can be treated with over the counter therapies. If you experience frequent heartburn that lasts for 3 months or heartburn that occurs more than once a week, symptoms that become more severe, symptoms that occur at night or causes you to wake up, continuous nausea and vomiting, or persistent pain that won't go away, reach out to your doctor.

## Stay Healthy at Work



Sherry Gatewood, PA



Hammah Nigh, OHT



Asia Bay, Wellness Specialist



Sara Cordrey, Administrative Specialist

### Meet Your Health and Wellness Clinic Partners

Sherry Gatewood, PA and the staff at your Employee Health and Wellness Center provide comprehensive medical care for you and your dependents, including:

- Annual physicals and preventative screening
- Health monitoring and education
- Illness and injury
- Wellness services
- Minor procedures
- And more—not sure if we cover what you need? Give us a call!



### EMPLOYEE HEALTH & WELLNESS CENTER

1000 Lake View Drive, Door 25, Suite 200  
Wausau, WI 54403

North Central Health Care Campus

### CLINIC HOURS

Monday - Wednesday - Friday: 8:00 am - 4:30 pm  
Tuesday: 6:30 am - 3:00 pm  
Thursday: 10:00 am - 6:30 pm

Call 715.843.1256 to schedule your appointment or ask about our services.

Same day appointments and walk-ins are often available based upon the schedule for that day.





# 2021 2nd Quarter **EMPLOYEE UPDATES** Back & In-Person!

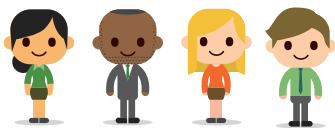


All employees should make arrangements to attend one of the following sessions.



Presented by  
Michael Loy, CEO

- THUR, APRIL 15 WAUSAU CAMPUS**  
9:00 pm MVCC 1st Flr.  
Dining Room
- WED, APRIL 21 MERRILL**  
1:00 pm Pine Crest
- WAUSAU CAMPUS**  
3:30 pm Theater
- THUR, APRIL 22 ANTIGO CENTER**  
3:00 pm Conf. Room
- TUES, APRIL 27 WAUSAU CAMPUS**  
6:15 am MVCC 1st Flr.  
Dining Room
- WAUSAU CAMPUS**  
9:30 am Theater
- WED, APRIL 28 WAUSAU CAMPUS**  
12:00 pm Noon Theater



**Please Register in UltiPro!**