

Nurse Appreciation – Submitted by Laura Phillips

PHOTO OF THE WEEK



NEWS YOU CAN USE



WEEKLY CONNECTION WITH MICHAEL LOY

No More Masks

Not entirely true, but read on. This week the CDC came out with an updated recommendation "that fully vaccinated people can resume activities they did before the pandemic, including participating in indoor and outdoor activities – large or small – without wearing a mask or physically distancing." That is great news, and an even better reason to consider becoming vaccinated if you haven't already done so. If you have been vaccinated then I would encourage you to let others know by placing a vaccination sticker on your employee badge. This latest CDC

recommendation is a result of the data coming out that the vaccine is very effective (more than 90%) in real-world settings in preventing mild and severe disease, hospitalization, and death. The CDC stated that "individuals who are fully vaccinated can start returning to normal activities." With news like this, it feels like a return to normalcy, especially when the Milwaukee Brewers announced shortly thereafter that they would be returning to full stadium operations in June. We could even have a change to be back at Lambeau this fall and hope that Aaron Rodgers will be too. Let's hope that these developments continue to head in a positive direction.

What does this mean for NCHC?

Nothing yet, and our masking rules remain in place as they have been. Our COVID Incident Command Team has been meeting at least weekly for over a year now. We will consider this new guidance in the coming days but as an organization, at this point we are almost entirely in the position to determine our COVID operating guidelines. Therefore, until further notice, staff must continue to follow our COVID personal protection guidelines and masking is still required. This is true for anyone coming into our facilities as well. The rule still stands – *no shirt, no shoes, no mask, no service*. I know that there are a lot of people who want to shed the mask, me included, but for right now we will stay the course as we have for a bit longer.

More updates on this front will likely come soon.

Make it a great day,

Michael Loy

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Pine Crest Star, New Employees & Employees On the Move

FACE MASKS ARE REQUIRED



Please have your face mask or cloth face covering on BEFORE entering.

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, May 17 –
Sunday, May 23**

Jaime Bracken



Person-Centered Shout out



Nikki Krause, Unit Clerk

Why: Thanks for all your extra hours and all your help with everything. You always have the answer!

Submitted By:
Sara Carlson





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, Enhanced or Covid-19 Confirmed/Suspected Precautions. Units on Enhanced or Covid-19 Confirmed/Suspected Precautions must have it clearly posted on the entrance to the unit.

- o **Standard Precautions** – Surgical Mask, Gloves and Eye Protection (Face shield, goggles or safety glasses) required.
- o **Enhanced Precautions** – Surgical Mask, Eye Protection (Face shield, goggles or safety glasses), Gloves and Gown during patient encounters required.
- o **Covid-19 Confirmed/Suspected 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 May 13, 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
New Cases		
Pine Crest Administration	1	5/10
Previously Reported		
Pine Crest – Long Term Care	1	5/4
Total Active Employee Cases	2	

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 (unless noted to right).
 - 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.

- **Mount View:** Indoor, In-Person Visitation allowed. M-F: 9am – 6 pm, Weekends/Holidays: 11am – 5pm.
- **Pine Crest: Enhanced Precautions: ALL Units except 300 & 800.** All In-Person Visitation Suspended temporarily. Compassionate Care visits allowed. All admissions suspended.
- **Residential Services:** Open and operational.
 - o **Contact Precautions** due to presence of bed bugs: **Forest Street.**
 - o **Riverview Towers and Riverview Terrace:** Visitors are currently restricted, per City of Wausau.
- **Lakeside Recovery/MMT:** Closed. No Admissions.

Open & Operational

Follow General Operational Guidelines (left).

- Adult Day Services – Antigo
- Adult Day Services – Wausau
- Adult Day/Prevocational Services – Merrill
- Adult Protective Services
- Aquatic Therapy Center
- 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

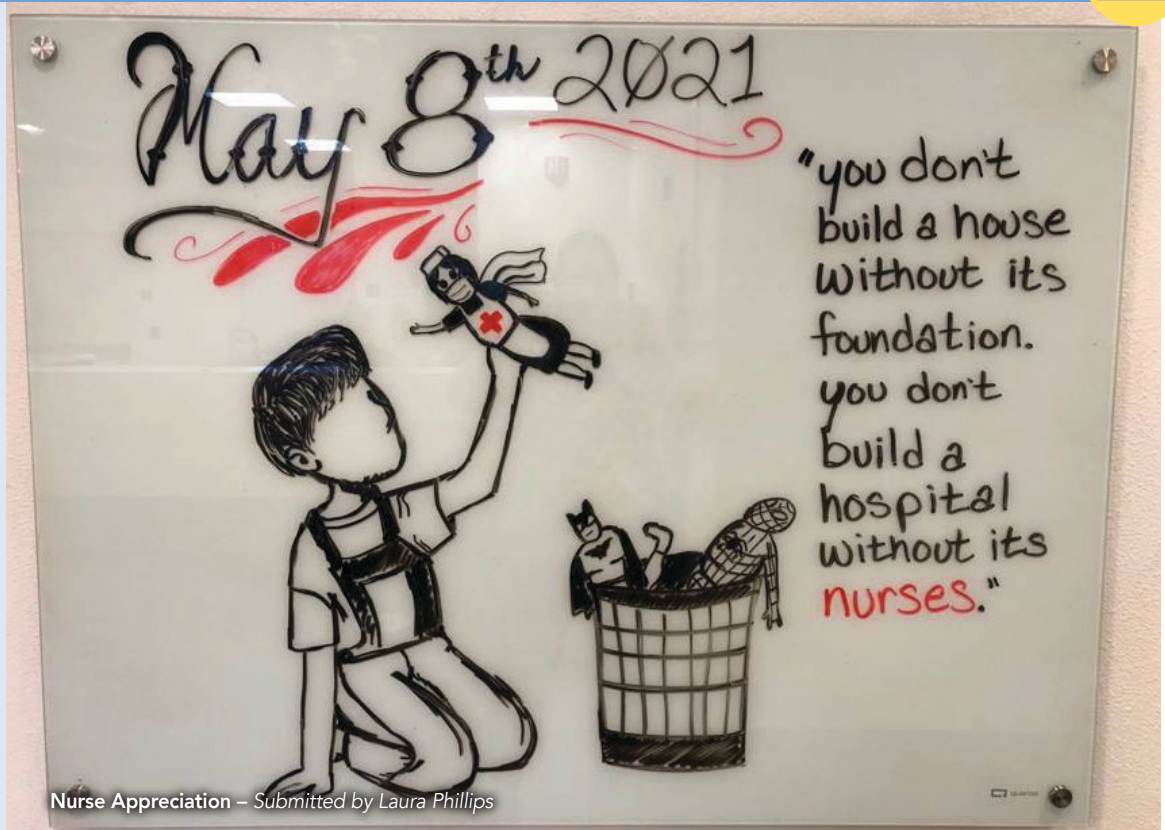


PHOTO OF THE WEEK



NURSE APPRECIATION White Board Artist!

We couldn't help but share the passion for our nurses felt in Skyler (Hannah) Robenhorst's drawing about the important foundation our nursing staff create. Thank you Skyler! We couldn't agree more!

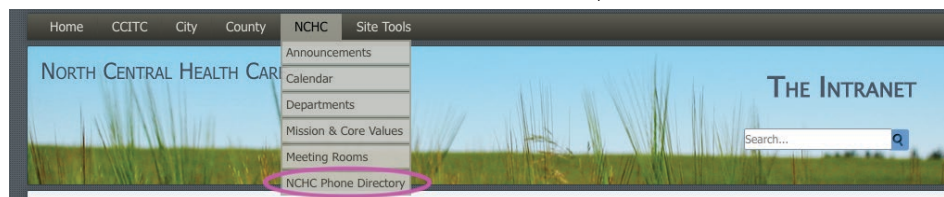


Nurse Appreciation – Submitted by Laura Phillips

IS YOUR WORK CONTACT INFORMATION CORRECT?

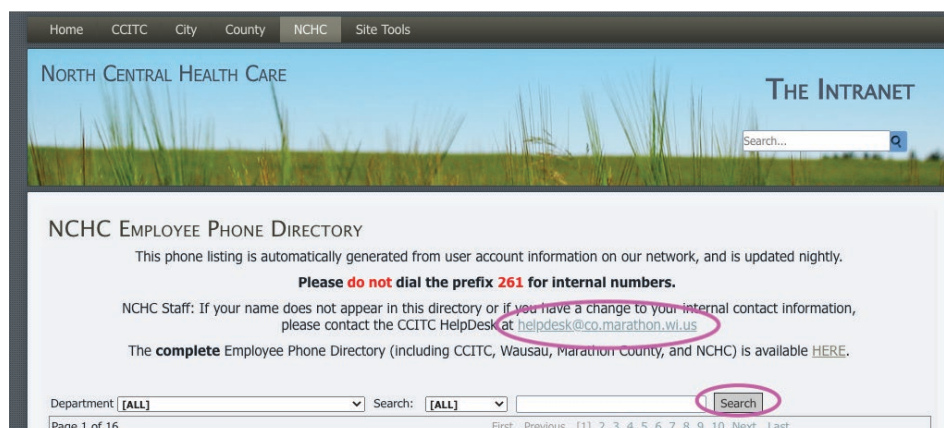
Name or Phone Number Changed? Transferred Departments?

Please help our internal communication be more successful for our switchboard operators and staff. Have 15 seconds? Visit the Intranet Phone Directory and verify that your contact information is correct: Name, Department, Email and Phone Number (for how someone can reach you while you are at work.) You can do this by searching for your name in the directory and verifying the information. If you have switched departments, had a name change, or change of phone number, make sure it is correct.



What Do I Do If My Contact Information is Not Accurate?

Please contact the CCITC Helpdesk at helpdesk@co.marathon.wi.us and have your information updated as soon as possible.





Together

Through the Seasons

National Skilled Nursing Care Week • May 9-15, 2021

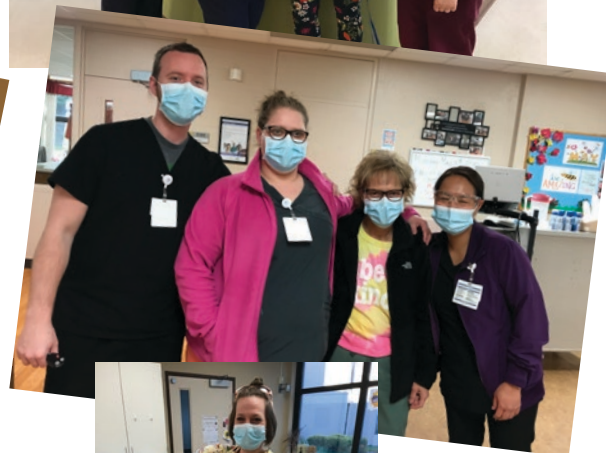




Together[®]

Through the Seasons[®]

National Skilled Nursing Care Week • May 9-15, 2021



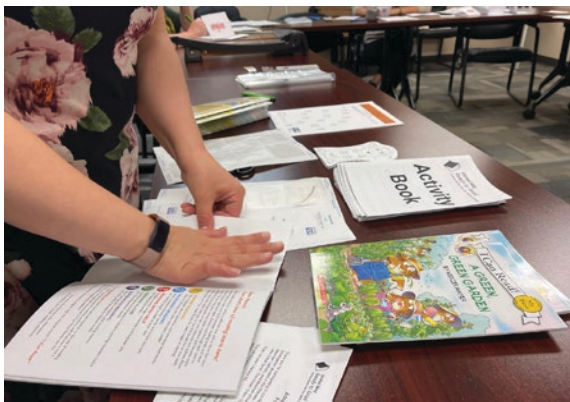
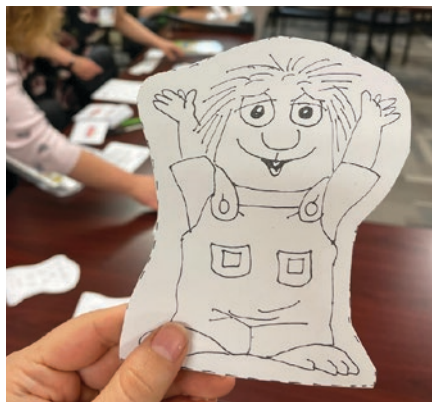

**Mount View
Care Center**
skilled nursing | short-term rehabilitation | dementia care

United
Way

COMMITTEE CONNECTION

We Adopted Some Classrooms!

As part of United Way of Marathon County's Ready to Read initiative, the United Way Committee of North Central Health Care volunteered some time this week to Adopt a Classroom. Materials and supplies were purchased and literacy kits were assembled for each child in two classrooms at John Marshall Elementary. Each kit contained a copy of a book, reading chart, activity booklet and a card handwritten by our NCHC United Way Committee.



DONATE \$25

Wear jeans every
Friday for a year!



Contact Volunteer
Services for details

715.848.4450

Interested in joining the United Way Committee? Email Sheryl @ Shemp@norcen.org

1 IN 5

Adults Will Experience Mental Illness.

In challenging times, anger and frustration can peek. Take some extra steps to decrease your tension and feel better. North Central Health Care wants to promote mental health for all and give you practical tools to improve your mental health and increase resiliency. Visit our website and learn about "Dealing with Anger and Frustration".

MAY IS

MENTAL
HEALTH
MONTH

#TOOLS2THRIVE

Scan this QR Code
with your phone's
photo app to
get started!



North Central Health Care wants to shine a little light in the darkness of this past year and provide you with practical tools you can use to improve your mental health and increase resiliency when life gets tough.

Download your **FREE Mental Health Toolkit** that includes six topics to promote mental health for all. Together, these tools help us develop and employ the resiliency that will take us to brighter days.



North Central
Health Care

Person centered. Outcome focused.

www.norcen.org/MentalHealthMonth





VACCINATION FAQ'S

Can I get my Covid-19 vaccination at the free community vaccination clinics? Will this fulfill

the NCHC Employee Requirements as part of our NCHC vaccination program?

YES! Be sure to contact Employee Health and provide the appropriate documentation to show proof of vaccination. You can obtain your vaccination at the community clinics or your physician's office as well. Check out the Covid-19 FAQ sheet in your email or on page 3!

COVID-19 VACCINATION CLINICS FOR EMPLOYEES

The next clinic available will be Friday, June 4

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.

When in Doubt, Don't Give It Out



Confidentiality of Personal Health Information

Recently NCHC Employees have reported suspicious incoming phone calls claiming to be from Medicare, asking about back braces, "spit tests", and requesting for patient information. The callers appear to be calling from a crowded call center and are difficult to understand. If you have a doubt, ever, don't give it out. If someone is contacting you for our patient's health information, we need to make sure we are safely releasing information that has been authorized.



COVID-19 Preparedness & Response Covid-19 Vaccination and Testing Q&A for NCHC Employees May 4, 2021

Q: If I am fully vaccinated for Covid-19, do I need to participate in the routine weekly or monthly Covid-19 testing that takes place at nursing homes?

A: No. Fully vaccinated staff from the nursing homes and staff whose job duties intersect with the nursing home's (EVS, Food Services, etc.), will no longer be required to participate in routine Covid-19 testing.

To do so, fully vaccinated staff must provide proof of vaccination to the tester, by either showing their COVID Vaccine Card or printing their WIR records and presenting to the tester at the testing site.

HOWEVER, if the nursing home, or any other NCHC Facility (Residential, Hospital, etc.) is in **OUTBREAK STATUS**, then **all staff in that facility, including those mentioned above** are required to participate in Covid-19 testing, regardless of their vaccination status. Talk with your manager if you have questions about this.

Q: I do not have my Covid-19 Vaccination card any longer. How do I print a WIR record?

A: In the event you lost your Covid-19 Vaccination card, you can access your vaccination records in Wisconsin's Immunization Registry (WIR). You can search for WIR online or visit www.dhfs.wisconsin.gov/PR/logoff.do

Click on Public Immunization Record Access link:

Next, enter your legal: First Name, Last Name, DOB, Social Security Number, as shown below and click Search.

Your COVID immunization records can then be accessed and printed. Bring this printed Covid-19 immunization record with you and show to the person conducting the routine Covid-19 test, and you will be excused from routine testing*.

Client Information			
Client Name (First - MI - Last)		Mother's Maiden Name (First Last)	
TIMOTHY K. HOLZEM		[REDACTED]	
DOB	Gender	Race	Ethnicity
[REDACTED]	M	White	Not Hispanic or Latino
History			
Vaccine Group	Vaccine	Date Administered	Series
COVID-19	Moderna COVID-19 Vaccine	[REDACTED]	1 of 2
	Moderna COVID-19 Vaccine	[REDACTED]	2 of 2

*NOTE: If the facility is in Covid-19 Outbreak Testing, you will not be excused. All staff are required to participate, even if you are fully vaccinated.

Q: Which staff are required to participate in routine Covid-19 testing at NCHC's nursing home facilities?

A: CMS has further defined testing "staff" as employees, consultants, contractors, volunteers, and caregivers, who provide care and services to residents on behalf of the facility and students in the facilities RN/aid programs or from affiliated academic institutions.

Management at each nursing home will need to make sure that these individuals are included in routine testing and that all of those who fall into these categories are informed and report for testing.



RETIREMENT CELEBRATIONS

Thank You For Your Service



Nancy Hall, Riverview Terrace retired on April 30, 2021.



Karen Klos, Substance Abuse Counselor, retired from Outpatient Services after 36 years of service.

RETIREMENT NEWS

Upcoming Retirements



Mary McDougal from Patient Financial Service will be retiring June 2 after 5 years of service. Mary's expertise in nursing home billing and office management has made her an asset to North Central Health Care. In her five years of service, she has assisted with two computer system implementations and worked to improve several processes in nursing home billing. We congratulate her as she moves on to her next chapter and she will sincerely be missed.



Ascension

FrontLine

Frontline | May 2021

Employee Assistance Program | ascensionwieap.org | eap@ascension.org | 800.540.3758

Stop Procrastinating with the Five-Second Rule

The "five-second rule" is a mental tactic conceived of by attorney and author Mel Robbins. Its purpose is to stop procrastination in its tracks and help you accomplish more. The science of the approach is sound. Here are the steps: When you become aware of a need to take some action, count down "5-4-3-2-1" and immediately, *physically*, move to action before the desire to procrastinate takes hold. Don't wait for an excuse to delay action. The left side of the brain controls logic, direction, and math. This technique allows this side of your brain to take control before the right side jumps in to undermine you.



Learn more: "The 5-Second Rule" by Mel Robbins.

Be a Self-starter to Attract More Opportunity

When you are sufficiently motivated and show a strong desire and determination to succeed, you are demonstrating the traits of a self-starter. Self-starters are obviously desired workers because of their ability to get things done. However, just as valued is how much easier they make life for their supervisors: Self-starters free up a supervisor to feel less anxious about the need to follow up and micromanage. Also, when anxiety levels are reduced, fewer conflicts are likely between the manager and employee. Consequently, self-starters may have faster paths to promotion or recognition. To become a self-starter, meet with your boss once per year for an "overview meeting." Discuss goals that both of you agree are rewarding but that will also advance the organization. Then meet with your boss for a few minutes four times a year to discuss your progress. This will also allow you to showcase (promote) your accomplishments. Avoid the mistake of engaging in exciting goals and spending most of your time on those while overlooking or falling behind on the essential functions of your position. Your initiative may be overshadowed by your lack of success doing what counts most.



Do You Have "Smiling Depression?"

Symptoms of depression may include, among others, sleep disturbances, appetite changes, crying, low energy, sadness, and difficulty feeling pleasure or participating in hobbies or activities that were once valued. Like other health problems that can affect behavior and are obvious to others, those with depression may mask their symptoms at work in order to appear engaged, in control, and happy. On the surface some depressed people may appear fine, but denial and fear of being seen and identified by others as being depressed are covered up because of fear of the repercussions on their employment. Embarrassment may also cause some persons with depression to mask their true experience. Some medical professionals have referred to this as "smiling depression." Are you showing a smile on the outside while feeling miserable on the inside and keeping depression a secret? Speak to your EAP or a mental health professional and get the real happiness back.





Aspirus Clinics

Sports Physicals

Employee Health & Wellness Center

1000 Lake View Drive
Suite 200
Wausau, WI 54403

June 3
July 22
July 29
August 5
2021

Schedule your appointment by calling
715-843-1246



Sherry Hughes, PA



(B4-342)

Free Skin Cancer Screening

Melanoma is the most fatal form of skin cancer in the United States. Anyone can get skin cancer, but it is more common in people who are light skinned, have a history of sunburns, a family history or over age 50. But if found early, skin cancer can be treated with removal only before it has spread to other areas of the body.



May 20, 2021

12:00pm - 6:00pm

June 17, 2021

12:00pm - 6:00pm

Appointments required

If not able to make these specific days, skin cancer screenings can still be scheduled at the Employee Health & Wellness Center for a date and time that is convenient.

Employee Health & Wellness Center

1000 Lake View Drive, Suite 200
Wausau, WI 54403

715-843-1256



MARATHON COUNTY
**EARLY YEARS
COALITION**



Helping Transition Children, Youth and Their Families to the Next Normal.

Each Tuesday in May from 7:00pm - 8:00pm



Tuesday, May 4 - Eric P. Hartwig, Ph.D. Mindfield, LLC and
Author of the b.e.s.t. Universal Screening

Supporting Social, Emotional and Behavioral Health: How you can help.

Social and emotional learning is not a curriculum, it is "lived learning" guided by deliberate practice with effective caregiving. Families and school staff can have a dramatic and powerful influence on a child's behavioral, emotional and social development, particularly when the timing, content and level of support matches a child's needs. Join us for a conversation on how you can help children adapt and build capacity to manage their world.



Tuesday, May 11 - Dr. Lori Shepherd, Pediatrician, Marshfield Clinic and
Dr. Carolyn Nash, Pediatrician, Child Advocacy Center

Building Resiliency in Young Children Through the Pandemic & Beyond - This talk will focus on ideas that will help your child develop resiliency, a strength that can help them thrive during times of stress, such as the current pandemic. A booklet with exercises and information is available as part of this presentation.



Tuesday, May 18 - Nicole Tank, Prevention Supervisor, Children's Wisconsin and
Morgan Wolosek, Family & Youth Services Supervisor, Children's Wisconsin

Finding Balance - Helping Your Child Cope with Change - We all want the best for our children. Helping them learn to cope with change is a strength we can build within our child that will be an asset throughout their lifetime. Join us as we look at some of the signs children are struggling with change, how to find balance for ourselves and our children and ways to develop the skills to overcome challenges.



Tuesday, May 25 - Dr. Dakota Kaiser, Ph.D. Psychologist, Bridge Community Health Clinic
Erica Huffman, MS, LPC, Youth Behavioral Health Director, North Central Health Care

Addressing the Mental Health Needs of Children and Families - *More information to come.

Free, virtual offering, you can register for 1 or all!
Link to presentation will be sent the day prior to each session.
Register here: <https://www.unitedwaymc.org/EYCseries>



**Marathon County
Employees Credit Union**

**10-Year OR 15-Year
Fixed In-House Mortgage Special
Only 2.50% APR***



Call Today to Take Advantage of this Low Rate!

Do you currently have a 20 or 30-year mortgage? We may be able to shorten the life of your loan with little impact to your monthly payment. Refinance today with ease!

Contact Pete @ 715-261-7685

Peter.Wolf@co.marathon.wi.us

400 East Thomas Street
Wausau, WI 54403



Beat the Rush...Apply Online @ www.mcecu.org



*Valid only with minimum \$30,000 in new money and LTV up to 80%. Must meet MCECU membership eligibility and underwriting requirements. Offer can be discontinued at any time without prior notice. Appraisal may be needed if LTV > 70%; borrower is responsible for this fee. 2.50% APR for Tier 1 Credit; Add 0.50% for Tier 2. For additional tiers and terms, please refer to rate sheet.



HRinsights

Position Posting

Title: Residential Care Assistant

Status: Full Time **Location:** Community Living - Residential

To apply or learn more: <https://bit.ly/2GXPCbw>

The Residential Care Assistant is responsible for the general operation of a group home/ supported apartment settings for adults with developmental disabilities and/or chronic mental illness.

Learn about jobs available at NCHC and get a real glimpse of a day in the life of a CNA and other amazing opportunities at NCHC!
www.norcen.org/RJP



REFERRAL BONUS FAQ's

The Human Resources Team receives lots of questions pertaining to the Referral Bonus Policy. We are excited our staff are taking advantage of this and sharing the great opportunities we have at NCHC in all three counties. Here are some answers to commonly asked questions:

- Per the Referral Bonus policy, previous employees (that have been an employee of NCHC at any time) and contract employees (that have been here the last year) are not "eligible hires" for current employees to receive a referral bonus on. See highlighted area below:
- Eligible employees will be rewarded a referral bonus when they refer a qualified candidate for successful employment at NCHC.
- The candidate must be hired into a budgeted full-time equivalent (FTE) position of 0.50 or greater, and remain employed in good standing and in the status of 0.50 or greater. Market sensitive positions can be hired at less than 0.5 FTE and still receive referral bonus.
- The referring employee must be employed by NCHC and in good standing at the time the bonus is paid to be eligible for payment.
- The referral bonus does not apply for in-house transfers or promotions or referring prior employees. The referral bonus does not apply for referring former students, contract employees or temporary employees within one year of separation.
- Only one employee will receive an Employee Referral Bonus per candidate.

Here's how it works...

Step 1: Tell Us About Your Recruit

Text "Refer" to 715.598.3663

Email HResources@norcen.org

Complete Referral Form in Human Resources

Step 2: Meet Required Criteria

You and your recruit must be in good standing throughout this period and have no written warnings for attendance or other performance.

Step 3: Get Paid!

When your recruit joins the NCHC Team, and you both have met the referral requirements YOU will earn the following:

\$250 after 90 days
\$250 after one year



North Central Health Care
Person centered. Outcome focused.

**REFER A FRIEND
EARN \$500**

NOW HIRING At Our Wausau & Merrill Locations!

CNA's Starting at \$18/Hour
2+ Years Experience Starting at \$20/Hour

COOKS

Starting at \$16-18/Hour

DIETARY AIDES

Starting at \$14-16/Hour
Based on Experience

North Central Health Care
Person centered. Outcome focused.

Mount View
Care Center
Wausau

PINECREST
Merrill

Apply Online at www.norcen.org/Jobs



SHARE NCHC JOB POSTINGS ON SOCIAL MEDIA!





Star of the Month



CONGRATULATIONS JEFF NELSON!

Jeff Nelson, LPN in Special Care, was nominated and voted as the May Pine Crest Star by Employee Appreciation Committee. Jeff is always willing to assist others, has been named by new staff as someone whom is a great mentor, is reliable and always willing to learn new tasks/ways to assist in the building. He has also been very helpful with the transition to Aspirus lab. Congratulations Jeff! You are so deserving of this award!



WELCOME THESE NEW EMPLOYEES TO THE TEAM!

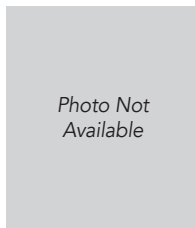
These employees were welcomed at Orientation on April 10, 2021



Food Services Pine Crest



Xavier Gronholm –
Dietary Aide



Keegan Peterson –
Dietary Aide

Pine Crest Skilled Nursing



Megan Thompson
– LPN

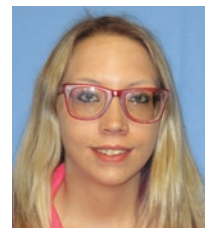
Mount View Skilled Nursing



Brennan Harsh –
Hospitality Assistant
- Northwinds



Kiara Luke – CNA –
Legacies



Celina Jozwiak –
Hospitality Assistant,
Long Term Care

ON THE MOVE!

Congratulations Gabrielle Crull!

Congratulations to Gabrielle Crull on her recent promotion from Health Information Specialist I to Health Information Team Lead! Amazing job Gabrielle! Congratulations!



Congratulations Jamie Heil!

Congratulations to Jamie Heil on her recent promotion from Adult Crisis Stabilization Recovery Technician to Substance Abuse Counselor! Congratulations Jamie!