

A Weekly Update  
For The Employees of  
North Central Health Care



Cheryl Martino, APS, Retires after over 12 years of service.

# NEWS YOU CAN USE

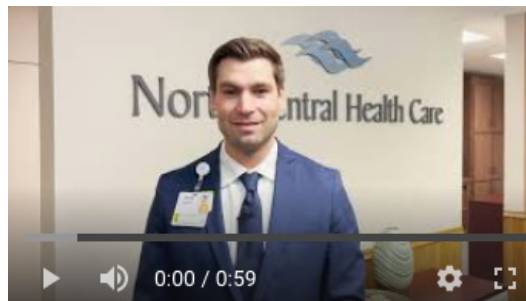
## WEEKLY CONNECTION WITH OUR TEAM

### Happy National Nursing Assistant Week!



North Central Health Care is very fortunate to have over 150 CNAs on our team that provide top-notch care to our patients and residents. CNAs hold such a vital role in the care that we provide and this last year has only highlighted this fact. Long hours, double shifts and working on your feet each day can be challenging. We understand and appreciate your sacrifice. I can recall when I was a CNA and how much I loved so many of my patients. I often think back and reflect on those days. I feel that CNAs are so fortunate in their roles because typically they get to spend the most time with our patients and residents. With that extra time comes hard work, but it's so rewarding. It's amazing to see the bonds that are created.

We were excited to have 14 new CNAs join our NCHC team this week. Be sure to give them a warm welcome as they become acquainted with our programs and those we serve. Many presenters at orientation this week commented on how impressed they were with the great questions our new employees asked and how engaged they were with orientation. Their thirst for knowledge about NCHC was evident and we look forward to having them jump right in and learn more. Welcome aboard!



<https://youtu.be/jC63ooUgKfw>

I have said this before, and I am sure I will say it again, our patients and residents are counting on us! Thank you all for rising to the occasion! Be sure to take time to watch the special video message from Jarret Nickel. I would like to echo his sentiments: *Thank you for your continued hard work and dedication to NCHC. Your compassion, optimism and kindness does not go unnoticed. WE APPRECIATE YOU!*

*Jaime Bracken*

Jaime Bracken  
Chief Nursing Officer

### 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, June 21 –  
Monday, June 28

Jaime Bracken



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Person-Centered  
**Shout**

**out**

Adel Canny,  
Outpatient Services

**Why:** Thank you for coordinating my consumer's oral medication prescription so his insurance covers it.

**Submitted By:**  
Randy Krueger





PHOTO OF THE WEEK



Cheryl Martino of Adult Protective Services retires after over 12 years of service at North Central Health Care. Congrats Cheryl!



## HARD HAT UPDATE

Keeping you up to speed on construction around NCHC locations, so that we can communicate together with staff, visitors and those we serve.



### WAUSAU CAMPUS RENOVATION UPDATES AS OF JUNE 15, 2021

#### Aquatic Therapy Center Entrance / Parking Has Moved to Marshall Street Entrance

The Aquatic Therapy Entrance and Parking will now only be accessible from Marshall Street. Effective this afternoon, all those who are arriving to use the Aquatic Therapy Center will be directed to enter at the Marshall Street entrance and park in the new parking lots on the north side of Campus. Signs will be placed out on Lake View Drive and Marshall Street to direct pool users to access the new lot.

#### Connection Construction in Link Hallway of Mount View Beginning

Miron Construction will begin building a plastic wall in the hallway near Volunteer Services that will connect the Skilled Nursing Tower to the Link Hallway. The corridor will be reduced to roughly 5 feet wide for foot traffic to pass through. There will be minimal noise, just more activity in the area as the 2 buildings are officially connected. Please be careful when passing through this area.

**If you have any concerns, please speak with your manager.**

## It Takes a Special Heart to Care

### HAPPY NATIONAL CNA WEEK!

**June 17-23, 2021**

During National Nursing Assistant Week, take the time to offer our NCHC nursing assistants thanks for the care they provide our community and show your appreciation for the hard work that they do on a daily basis. NCHC employs over 150 amazing Certified Nursing Assistants in many programs and is grateful every day for the hard work, commitment and sacrifice that they extend to care for our loved ones.







## **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 by all. Visitors to Nursing Homes & Adult/Youth Inpatient Hospitals will be screened using the COVID Screener (Version 3). All other visitors will only require temperature check.

**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 and Gloves required. Eye Protection (face shield, goggles or safety glasses) required during applicable isolation precautions.
- 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 June 17, 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
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#### **New Cases**

No New Cases Reported

#### **Previously Reported**

All other previously reported employee cases have been cleared to return to work.

**Total Active Employee Cases 0**

### **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) in care areas (nursing homes, outpatient clinics). Wausau Campus Theater is allowed to be scheduled for outside group use. Contact Administration Office 715.848.4405.
- 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:** In-Person Visitation allowed on all units. Visiting Hours: M-F: 9am – 6 pm, Weekends: 11am – 5pm.
- **Pine Crest:** In-Person Visitation allowed on all units.. Visiting Hours: M-F: 9am – 6 pm, Weekends: 9am – 3pm.
- **Residential Services:** Open and operational.
  - o **Contact Precautions** due to presence of bed bugs: **Forest Street.**
  - o **Riverview Towers and Riverview Terrace:** Visitation allowed. Visitors and residents must wear a mask when outside of their apartment, in any indoor shared space..
- **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 / 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)



## WELCOME THESE NEW EMPLOYEES TO THE TEAM!

### Mount View Skilled Nursing



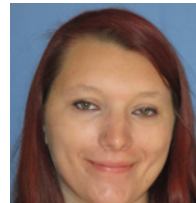
**Caroline Kim** – CNA



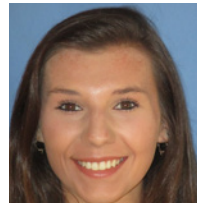
**Ashley Colder** –  
Hospitality Assistant



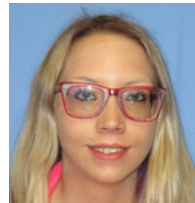
**Cibriana Pintor** –  
Hospitality Assistant



**Jessica Clenney** –  
CNA



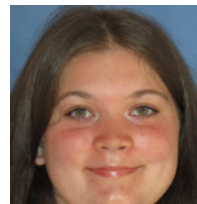
**Nicole Olds** – CNA



**Celina Jozwiak** –  
Hospitality Assistant



**Megan Uting** – CNA



**Tasy Wise** –  
Hospitality Assistant



**Angela  
Zwifelhofer** –CNA

### Pine Crest Skilled Nursing



**Sandra Bahlou** –CNA



**Brittany Garret** –  
CNA



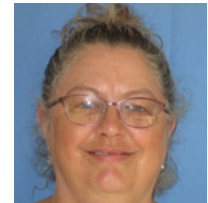
**Tony Grochowski**  
– CNA



**Makayla Heller** –  
CNA



**Taylor Korman** –  
CNA



**Susanne Pfuhl** –  
CNA



**Lydia Rosengren**  
– CNA

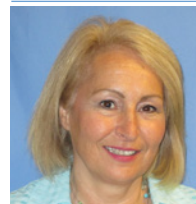


**Megan Thompson**  
– CNA



**Feng Lo** –  
Admin Residency

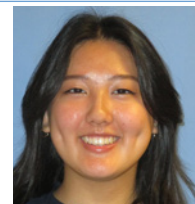
### Food Services



**Lilian Anders** – Cook



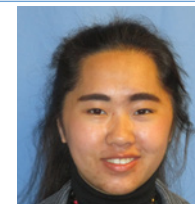
**Serenity Kue** –  
Dietary Aide  
**CommX - Adult**



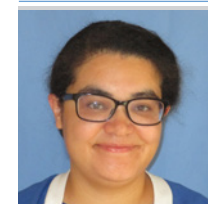
**Leisa Tsunoda** –  
Dietary Aide  
**CommX - Youth**



**Caleb Tuley** – Dietary  
Aide  
**Crisis Stabilization**

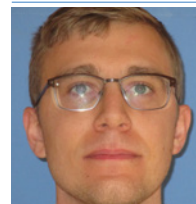


**Xivmim Xiong** –  
Dietary Aide  
**BHS Hospital**



**Jalessa Perez** –  
Crisis Professional  
**House Keeping**

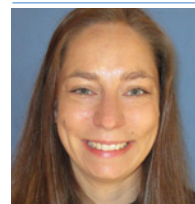
### Accounting



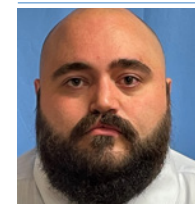
**Daniel Bailey** –  
Accounting Assistant



**Leah Van De Loo**–  
CommX Tech



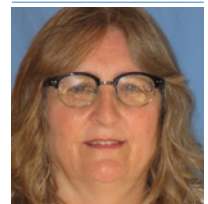
**Amanda Bartz** –  
Case Manager



**Jeremy Meriweather**  
– Crisis Ops Manager

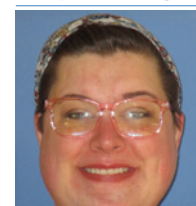


**Makayla Bessert** –  
BH Tech



**Candi Westlund** –  
Housekeeping Aide

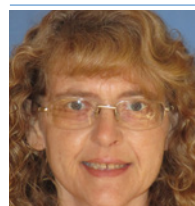
### Outpatient Psych.



**Ashley Paszek** –  
Billing Specialist



**Billie Miller** –  
Youth Care



**June Miller** –  
Res. Care Assistant



These employees  
were welcomed at  
Orientation on  
June 14, 2021





## Senior Farmers' Market Nutrition Program 2021



The Senior Farmers' Market Nutrition Program (SFMNP) provides **\$25** of vouchers to eligible seniors (age 60 and older) to purchase **Wisconsin GROWN FRESH FRUITS, VEGETABLES, & HERBS** from approved markets and roadside stands.

**Who** is Eligible? An eligible person must meet **all** of the following requirements:

- is a resident of Lincoln, Langlade, Marathon or Wood Counties
- is 60 years or older, or a Native American 55 years or older, **AND**
- has a monthly household income that meets program eligibility guidelines
  - 1-person household \$1,986 per month
  - 2-person household \$2,686 per month
  - 3-person household \$3,386 per month
  - 4-person household \$4,086 per month



### How Does the Program Work?

Eligible seniors will receive \$25 in vouchers for the household. The vouchers can be used to purchase locally grown fresh fruits, vegetables, and herbs at approved farmers' markets or roadside stands. The vouchers are good through October 31, 2021.

### How Do I Get The Vouchers?

The number of vouchers is limited, distributed on a first-come, first-served basis. June 1 through September 30 eligible seniors call the ADRC-CW 888-486-9545 and ask for the senior farmers' market vouchers.

ADRC-CW staff will complete the voucher application over the phone by asking for eligibility information and mail the application to the consumer. The customer will review the application information, sign, and mail the application back to the ADRC in the envelope provided. Once the signed application is received and vouchers are still available, the vouchers and educational information will be mailed to the customer. No one is guaranteed vouchers until the signed application is received by the ADRC-CW. If vouchers that are mailed are not received, the vouchers will be considered lost and not replaced.

**AGING & DISABILITY RESOURCE CENTER OF CENTRAL WISCONSIN**  
**TOLL-FREE 888-486-9545**

**ANTIGO**  
715.627.6232

**MARSHFIELD**  
715.384.8479

**MERRILL**  
715.536.0311

**WAUSAU**  
715.261.6070

**WI RAPIDS**  
715.421.0014



# SIMPLE STEPS TO **STOP FALLS**

**Whether you yourself have experienced a fall, or someone you care about, falls affect all of us.**

North Central Health Care puts the safety of patients and residents at the forefront of our continuum of care. We pride ourselves on the preventative measures we have in place to mitigate the risk of falls and/or potential injury to our patients. That's why North Central Health Care enforces an organization wide Falls Prevention Program to keep your loved ones as safe as possible.

WEEK ONE | JUNE 11 | AN INTRO TO THE FALLS COMMITTEE

## WEEK TWO | JUNE 18

### FACTS ABOUT FALLING FROM THE CDC

- Every second of every day, an older adult falls.
- About 1,800 people living in nursing homes die from falls each year
- Residents often fall more than once, averaging about 2.6 falls per person per year
- About 35% of nursing home fall injuries occur in patients who cannot walk
- 10-20% of nursing home falls result in serious injury
- More than 95% of hip fractures are caused by falling, usually by falling sideways

WEEK THREE | JUNE 25 | CAUSES OF FALLS

WEEK FOUR | JULY 2 | CONDITIONS THAT CONTRIBUTE TO FALLING



# HRinsights

## 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@nrcen.org](mailto:HResources@nrcen.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.

Be Sure to Visit Our Website at  
**[www.norcen.org/Careers](http://www.norcen.org/Careers)**  
for the latest Job Opportunities!



SHARE NCHC JOB POSTINGS ON SOCIAL MEDIA!

## HR MONTHLY Employee Questions and Our Answers



### QUESTION: What do I need to do if I hurt myself at work?

1. Immediately call your manager and let them know you have been hurt.
2. If you are able, put the entry into Safety Zone. Make sure all information that is entered in is accurate.
3. If you need to seek medical attention, NCHC onsite clinic is available or you can go to your physician or an urgent care facility. Emergency Room is an option for a true emergency.
4. Call Employee Health at (715) 848-4396 to give them an update.
5. Call The Standard if you will be out for longer than three days with your injury. The Standard handles all Family Medical Leaves for NCHC. Their phone number is 866-756-8116. NCHC is Group #757089.
6. Keep Employee Health updated on your progress and let them know when you can return to work.
7. Work with your manager on using PLT.
8. When coming back to work bring a doctor's note that you can return to you Human Resources or Employee Health if you consulted with a physician. 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.
9. If at any point you have questions, contact one of NCHC's Human Resources team and we will be glad to help you!



North Central Health Care

# Summer Fun Week

June is a fun month! Summer officially begins and it's Dairy Month. So share your Wisconsin and NCHC spirit during Summer Fun Week! What better way to show it than to "dress like a cow" during Summer Fun Week. Unleash your creativity!



Employees in all programs are encouraged to participate and show your NCHC spirit! Moo! **GET SOCIAL** and share photos of your team with **#NCHCSummerFun #IamNCHC**



## NOTICE TO PINE CREST STAFF ONLY

**Scheduled WIFI Outage | June 21, 2021 | 3 am to 6 am**

Maintenance has been scheduled for the servers at Pine Crest which will require a reboot of the Wi-Fi access points on Monday, June 21 from 3 a.m. to 6 a.m. During this time WIFI will be inaccessible for approximately 5 minutes as the servers reboot.

There is no need for staff to reboot their computers after this outage unless they are having trouble reconnecting to Wi-Fi. You should be able to simply exit any application and come back in.

If you have any questions, please contact HelpDesk at 715.261.6710 or [helpdesk@co.marathon.wi.us](mailto:helpdesk@co.marathon.wi.us)





WE'RE HAPPY TO  
INTRODUCE TRIA HEALTH'S

## New Mobile App

ACCESS YOUR:



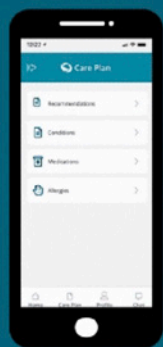
MEDICATION  
LIST



CARE  
PLAN



MEDICATION  
SCHEDULE



Tria Health's new mobile app will enhance your ability to interact with Tria Health and empower you when it comes to managing your health.

In order to access the app, you'll need to enroll with Tria Health and complete an initial consultation with a Tria Health pharmacist. The Tria Health app will then allow you to access your personalized care plan developed with your Tria pharmacist at any time.

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**

United  
Way



## COMMITTEE CONNECTION

### Nancy's Story

Nancy, a young single mother, arrived at The Salvation Army late last year, needing a place to live. Fortunately, the only family room at the shelter was unoccupied at the time, and she and her child had a safe place to stay. Nancy began working with her Case Manager to explore options. She received assistance from a number of programs that helped her pay for childcare and rent. She also was able to find a better paying job, which allowed her to move into an apartment. Your gifts to United Way provide temporary housing and case management for individuals and families as they get back on their feet and on the path to self-sufficiency.

Your United Way donations provide resources for women like Nancy and their families.



### 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](mailto:Shemp@norcen.org)



# Fitness For All

## Keep Motivated

### BEGINNER Exerciser Activity

Start to incorporate stretching into your day by taking a three to five minute break at your desk to stretch two times each day.

### INTERMEDIATE Exerciser Activity

Not taking enough time to stretch after your workouts? Prevent injury and feel better after your workouts by taking five to 10 minutes to stretch major muscle groups, paying more attention to the lower body.

### ADVANCED Exerciser Activity

Still feeling tight the next day after a long run? Try substituting one of your "light" activity days with a yoga class to increase your flexibility.

## FLEXIBILITY TRAINING

Stretching, or flexibility training, is usually considered the least important element of a fitness program. However, optimal muscle function requires that an adequate range of motion be maintained in all joints. Whether your main goal is to become more cardio active or improving your strength, both programs require muscle flexibility to be successful and to reduce injury.

## FLEXIBILITY TRAINING ALLOWS

- Greater freedom of movement and improved posture
- Increased physical and mental relaxation
- Released muscle tension and soreness
- Reduced risk of injury.

**Ideally, stretching should be incorporated into your activity routine most days of the week.**

Here are some great tips for an effective stretching program:

### WARM UP!

Before you jump into stretching your muscles, go for a walk or swim and then stretch. Spend 5 –10 minutes doing light cardio and then stretch your muscles. If you want, do your entire cardio program and then stretch at the end.

### BREATHE WHILE STRETCHING

Allow the breath to control the movement of the stretch. Breathing helps release any tension you may experience while deepening into the stretch.

### HOLD, DON'T BOUNCE!

Hold your stretch for at least 10 seconds or longer without bouncing or pulling on the muscle. Bouncing can cause muscular tears which in turn could lead to an injury.

### PAIN-FREE STRETCHING

Forget no pain, no gain when it comes to stretching. If you feel pain, release that stretch or lessen the pressure you have on that muscle group. Allow your muscles to only stretch to a point of comfort and no more.



REMEMBER  
TO LOG YOUR  
ACTIVE MINUTES  
IN MANAGEWELL  
EVERY WEEK!





# JUNETEENTH FREEDOM DAY

**WHEN:** Saturday, June 19 2021  
**WHERE:** Whitewater Music Hall  
**TIME:** 2:00 PM-9:00 PM

Juneteenth commemorates the end of slavery and is also known as Freedom Day or Emancipation Day. We are inviting the Wausau community to come celebrate through food, drinks, music, and more.

Come support our community to commemorate Freedom Day on Saturday, June 19th from 2:00 PM-9:00 PM at Whitewater Music Hall in Wausau. There is going to be food, drinks, music, activities for kids, a Covid vaccination clinic, and an open mic night! If you have questions about the event, contact Kayley at [kayleymccolley3500@gmail.com](mailto:kayleymccolley3500@gmail.com).



## HOLIDAY AHEAD!

Our offices will be closed on Monday, July 5 to observe Independence Day, which falls on a Sunday this year.

HR frequently get calls wondering when upcoming holidays will be observed. Here are the answers to frequently asked questions regarding holidays.

Verbiage from Employee Compensation Policy

For holiday pay purposes, employees subject to seven (7) day a week scheduling are paid on the actual holiday. For employees working a Monday – Friday schedule, when any of these holidays fall on a Saturday or Sunday, the preceding Friday or following Monday are considered the holiday for scheduling purposes. Holiday pay is paid based on an employee's status. Regular full-time employees will be paid eight (hours) for each holiday; regular part-time employees will be paid six (6) hours).

If you would like to read the full Compensation Policy, please log into UKG Learning and click on the Content Tab. Select policies and you can search for "Compensation".

### Regular full-time and part-time employees receive the following paid holidays:

New Year's Day	Thanksgiving Day
Memorial Day	Christmas Eve Day
Independence Day	Christmas Day
Labor Day	New Year's Eve Day



## SUMMER FOOD SUMMER FUN!

Healthy meals for kids and teens. **FREE!**

No need to sign up or apply—just show up and enjoy!



### Location and Time(s) of Meals:

Mon – Thurs June 8<sup>th</sup> - July 15<sup>th</sup>  
(No Meal Service July 5<sup>th</sup>)

GD Jones, Hawthorn Hills, Lincoln, Riverview, Thomas Jefferson  
Breakfast 7:45 – 8:15 a.m. Lunch 11:15 a.m. – 12:15 p.m.

**Contact:**  
Wausau School District  
Nutrition Services  
715-261-0806

**More Info:**  
[wisummerfood.org](http://wisummerfood.org) or call 211  
Text: 'food' to 877-877 for meals near you.

This institution is an equal opportunity provider.

Summer Food Service Program  
Wisconsin Department of Public Instruction



# FACE MASKS ARE REQUIRED

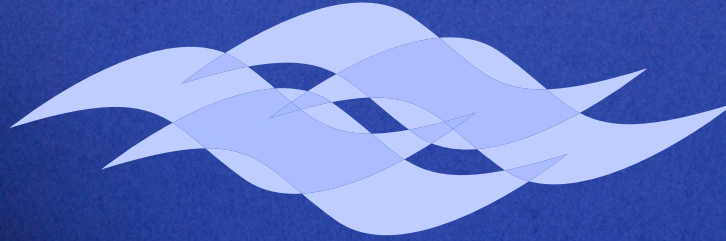
*Still*

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





# HAPPY FATHER'S DAY TO ALL OUR NCHC DADS!



**This Quarter's Nomination Forms  
due by June 30!**

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

*For 2nd Quarter Recipients -  
Keep Reading on Page 12*



**Marathon County  
Employees Credit Union**

**Not Already a Member?  
Open an Account at MCECU Today!**

**Wishing You a Very Happy Father's Day from  
Marathon County Employee's Credit Union!**

**Why can't the car payments make  
any friends?**

**Because they're  
always "a loan."**

**Dad Joke  
#65**



**MCECU is a Full-Service Credit Union that Offers Products  
and Services to Fit All Your Needs! We Have Great Rates,  
Smiling Faces, and Top-Notch Customer Service.**

**Our Members Are Our Top Priority!**

**Proudly Serving NCHC Employees and Their Family Members Since 1965.**

**[www.mcecu.org](http://www.mcecu.org) • [cuteller@co.marathon.wi.us](mailto:cuteller@co.marathon.wi.us) • 715-261-7680 • 400 East Thomas St.**



## OUTSTANDING TEAM PARTNERSHIP AWARD

### Community Corner Clubhouse



Congratulations to the Clubhouse Team, recipient of NCHC's Outstanding Team Partnership Award. The Clubhouse Team makes significant contributions to advance the position and reputation of MVCC and NCHC by their efforts to serve our community. Nominated by an IPS Employment Employee in Community Treatment, the team was recognized for being a vital for consumers in the IPS program. Employees at Clubhouse include Mike Frankel,

Patrick Bacher and Paia Yang.

*"Clubhouse helps consumers keep working on and maintaining their financial independence and provide our IPS team the access to work with our consumers in a setting where we can work on resume building, job searching, interviewing, benefit reports and analysis. Clubhouse Team went way beyond to demonstrate that overall how valuable we can be working together and collaborating two teams to form a stronger partnership for the future of the organization."*

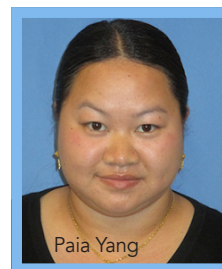
*"A proactive approach and caring attitude shown from Clubhouse created better relationships with our team, with our consumers seeing and feeling welcomed in the community. Clubhouse advocated daily the safety standards to their members and visitors...."*

*"Keeping their doors open during this these times in the community was a top priority and their success helped us keep building meaningful relationships with consumers, employers and our community."*

Also nominated for this award was the Motivational Interviewing Team and Volunteer Services Team.



Mike Frankel



Paia Yang



Patrick Bacher



## OUTSTANDING SERVICE EXCELLENCE AWARD

### Cagney Martin, Staff Development

Congratulations to Cagney Martin, Staff Development Specialist, recipient of NCHC's Outstanding Service Excellence Award. Cagney consistently achieves exemplary performance and has excelled in supporting the programs and services of NCHC. She was nominated by Andrea Hebert who was quick to point out that "Cagney is such as advocate for NCHC Person-Centered Service and Core Values in everything she teaches and loops back to the Core Values in any topic she is teaching."

*"She comes up with fun, creative ideas to keep our staff interested in learning and comes up with techniques to help them learn."*

*"In Infection Prevention sessions, we have heard so many positives from staff that the sessions went great, real life oriented, and we made them fun with hands-on. We are actually seeing staff doing more cleaning of equipment. This impacts the health of everyone who is here at NCHC, staff, clients, visitors as our goal is to reduce and eliminate viruses from spreading."*

*"Cagney also does a phenomenal job of teaching dementia as well as Person-Centered Service in orientation."*

Also nominated for this award was Sue Pyan and Nicole Krause of Pine Crest.



## OUTSTANDING PERSON-CENTERED SERVICE AWARD

### Kristin Verhulst, Community Treatment

Congratulations to Kristin Verhulst, recipient of the Outstanding Person-Centered Service Award. Kristin is and Employment Specialist in Community Treatment who exceeds standards and effectively works to ensure optimal patient experience and uncompromising Person-Centered Service. Kristin was nominated by a Community Treatment Nurse who submitted that "Kristin is a vital member of our team who always has a positive attitude and never scoffs when her assistance is needed."

*"Kristin makes our jobs easier and her help allows us to focus on helping our clients in other ways."*

*"Not only does Kristin support our clients with finding and keeping jobs, she also assists them with schooling. Kristin often sees clients at their place of employment to ensure they are performing well, and does so at night at times."*

*"Clients wouldn't be able to be productive members of society without Kristin's work."*

Also nominated for this award was Amanda Steinfest, Bradley Sperger, Carries Bussiere, David Peterson, DeeDe Grund, Micki Alfsteen, Rachel Reihle, and Shannon Butler.

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