

A Weekly Update
For The Employees of
North Central Health Care



MCW - Central Wisconsin Psychiatry Residency Program graduated its first class of psychiatrists. This milestone event will have a significant impact on the region, and would not have been possible without the hard work and support from NCHC and its staff.

WEEKLY CONNECTION WITH OUR TEAM

CENTRAL WI PSYCHIATRY RESIDENCY PROGRAM GRADUATES FIRST CLASS



It will come as little surprise to many in our organization that providing quality mental health care to those in need is often limited by a lack of resources – including providers. Rural counties in Wisconsin deal with these realities more than others. 55 of Wisconsin’s 72 counties have a significant psychiatry shortage, and 20 have no access to psychiatry at all. As you can see by the many transitions happening around us, NCHC has been working to increase and improve services, to ensure our counties’ residents have access to the resources and providers they need. One way this is being accomplished is through our partnership with the Medical College of Wisconsin (MCW).

On June 21st, the MCW Central Wisconsin Psychiatry Residency Program graduated its first class of psychiatrists. This is a milestone event that will have a significant impact on the region, and it would not have been possible without the hard work and support provided by NCHC and its staff.

Nearly 10 years ago NCHC and MCW began to collaborate on building the regional psychiatry training programs we have today in Green Bay and Central Wisconsin. NCHC leadership and staff have been instrumental in not only providing a welcoming training environment, but also in building community support among regional health partners to make our program a reality. Although it is known physicians tend to work in the geographic regions they train, many medical education entities are not able to develop the network of support needed to create viable programs in more rural areas. Without NCHC’s leadership and partnership in these early days, the Central Wisconsin program would not exist. Over the past four years we have expanded resident presence throughout the organization which has increased access to patient care, increased our provider base, and allowed us to add services which would not be viable without their presence.

Three of the regional psychiatry program graduates will be working in Central Wisconsin, and two will be working here at NCHC as full-time psychiatrists, which further compounds the benefits and importance of this partnership.

Our trainees frequently comment on the support and welcomeness provided by the people of NCHC, and for that I thank you! Our working together is changing our ability to provide high quality health care and is truly changing the mental health landscape of the region itself.

Dr. Robert Gouthro
Chief Medical 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 28 –
Tuesday, July 6**

Jill Meschke



Hard Hat Updates.....	2
Covid Report	3
Simple Steps to Stop Falls...	5
HR Monthly.....	6
Inaugural Trishaw Ride.....	7
Last Call for Nominations	7
Tidbits on Benefits	8
Fitness for All.....	9
Holiday Scheduling	10

Person-Centered Shout out

Kristin Verhulst, Outpatient Services

Why: For helping a consumer pick a great employment opportunity!

Submitted By:
Deidra Zoromski



PHOTO OF THE WEEK

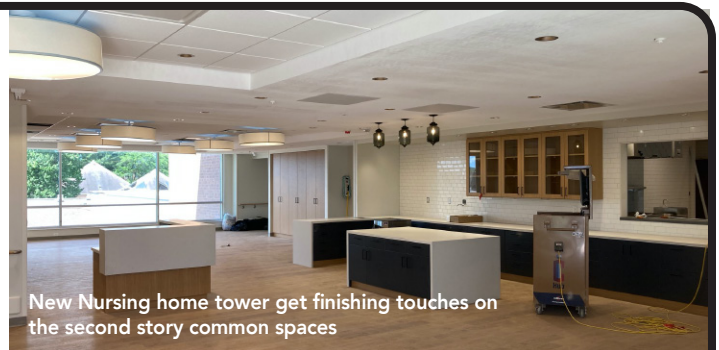


The Medical College of Wisconsin - Central Wisconsin Psychiatry Residency Program graduated its first class of psychiatrists. This milestone event will have a significant impact on the region, and would not have been possible without the hard work and support from NCHC and its staff.

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.



New Nursing home tower get finishing touches on the second story common spaces

WAUSAU CAMPUS RENOVATION UPDATES AS OF JUNE 24, 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. 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 has begun demolition in the hallway near Volunteer Services that will connect the Skilled Nursing Tower to the Link Hallway. The corridor has been reduced to roughly 5 feet wide for foot traffic to pass through. Please be careful when passing through this area.

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



Parking lot in front of the new nursing home tower.



**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 24, 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

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



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 | AN INTRO TO THE FALLS COMMITTEE

WEEK THREE | CAUSES OF FALLS

To understand how we can better prevent injuries from falls, it's important to know the most common causes of falls:

- **Muscle Weakness:** Nursing home residents are more likely to struggle with muscle weakness and difficulty walking than similarly aged peers who live independently. This decreased mobility accounts for about 24% of falls.
- **Environmental Hazards:** Anywhere from 16-27% of falls occur due to environmental hazards like wet floors, poor lighting, incorrect bed height, and improperly fitted wheelchairs.
- **Certain Medications:** Any sedatives or anti-anxiety medications that affect the central nervous system can increase a patient's risk for falls. This risk is highest in the days just after a change in medication or dosage occurs.

WEEK FOUR | JULY 2 | CONDITIONS THAT CONTRIBUTE TO FALLING



HRinsights

REFER A FRIEND EARN \$500

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.

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:

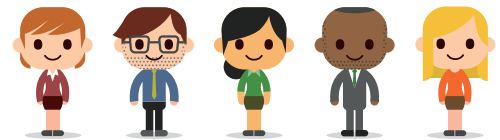
- Per the Referral Bonus policy, previous employees (that have been an employee of NCHC at any time) and contract employees (that have been here the last year) are not "eligible hires" for current employees to receive a referral bonus on. See highlighted area below:
- Eligible employees will be rewarded 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.

Be Sure to Visit Our Website at 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!



MONDAY JUNE 21ST WAS THE INAUGURAL TRISHAW RIDE WITH ADULT DAY SERVICES PARTICIPANTS AND CYCLING WITHOUT AGE.



North Central Health Care
Person centered. Outcome focused.

Employee Recognition



LAST CALL FOR NOMINATIONS!

This Quarter's Nomination Forms due by June 30

www.norcen.org/Recognition For 2nd quarter recipients check out page 11



WHAT DARK-SKINNED PEOPLE NEED TO KNOW ABOUT SKIN CANCER

The risk is less, but sunscreen is never a bad idea

Let's be clear right from the start: No matter what color your skin is, if you're exposed to the sun, there's a possibility that you can get skin cancer. "But, darker skin tends to have more of a pigment called melanin to protect from the sun's harmful rays," says dermatologist Angela Kyei, MD. "That doesn't mean people with dark skin can't get skin cancer. They can and they do – just not at as high rates as fair-skinned people."

Why it often goes undetected in people with darker skin

Despite the sun protection that additional melanin offers, Dr. Kyei says African Americans tend to suffer more melanoma deaths than any other ethnic group. But it's not because skin cancer is harder to detect in people with dark skin. "The problem is that moles in dark-skinned people don't get checked as often because of the misconception that dark-skinned people don't get skin cancer," she says. People with darker skin also tend to get skin cancer in different locations than people with fair skin. "For example, in African Americans and Asians, we see it more often on their nails, hands and feet," Dr. Kyei says. "Caucasians tend to get it more in sun-exposed areas."

Treatment for skin cancer

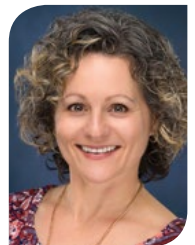
For the most part, skin cancer is treated the same way in dark-skinned people as it is in those with lighter skin. It begins with surgery to remove the cancer. However, taking additional precautions can reduce scarring in people with darker skin, as they tend to suffer from thick scars, known as keloids. "If a patient comes to me with basal cell carcinoma, which is the most common type of skin cancer, I ask about any previous experience with scars," Dr. Kyei explains. "The reason I ask that question is that I don't want someone to end up with a thick scar somewhere noticeable like their face. If you're someone who tends to get thick keloids and our cancer is very superficial and not high-risk, we might start with a chemotherapy cream as an initial treatment method instead of surgery." Despite the potential for scarring, surgery is the only treatment method for melanoma. "Melanoma is deadly," Dr. Kyei says. "It has to be cut out no matter what."

A word about sunscreen

Dr. Kyei says people with darker skin often ask her if they need sunscreen. "That's a controversial question," she says. "It depends on who you ask. If you look at African Americans in general, they're all different colors. If you're on the lighter side of the spectrum, you're more likely to need a sunscreen."

"My stance is that it's never wrong to wear sunscreen. It can only help."

The potential for vitamin D deficiency is one of the reasons why some darker-skinned people hesitate to use sunscreen. "If your skin is dark, you tend to be low in vitamin D because you block more of the sun," Dr. Kyei says. "But you can always take a vitamin D supplement."



WELLNESS CORNER

Article Provided by the Cleveland Clinic and Submitted by Sherry Hughes, PA-C

tria HEALTH
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



Fitness For All

Keep Motivated

BEGINNER Exerciser Activity

Try a few body weight exercises such as crunches or lunges along with some light hand weights to your activity routine at least two days this week.

INTERMEDIATE Exerciser Activity

Don't forget, it's important to challenge yourself. If you haven't in a while, try increasing your amount of weight resistance this week. Instead of doing five pounds, try seven or eight pounds. Another idea is to increase the number of reps to 15 per set, and/or increase the number of sets to three.

ADVANCED EXERCISER Activity

It's time to change it up! Instead of your usual strength training program, add complexity to your current exercises to gain more strength and keep your routine fresh. For example, instead of doing pushups on the floor, try balancing with one leg or place your legs

STRENGTH TRAINING

We often hear about the benefits of physical activity and cardiovascular exercise but we must also realize the importance of strength training in a balanced exercise program—especially as we age. Strength training has numerous benefits and you can reap those benefits in as little as two days of training each week.

STRENGTH TRAINING HAS BEEN SHOWN TO:

- Assist with weight management and weight loss.
- Decrease the chance of injury
- Help speed recovery after performing out-of-the-ordinary activities like raking, gardening and snow shoveling.
- Improve the overall quality of life, allowing people to be more self-sufficient with age.
- Increase an individual's ability to perform everyday activities without becoming exhausted or over-worked.

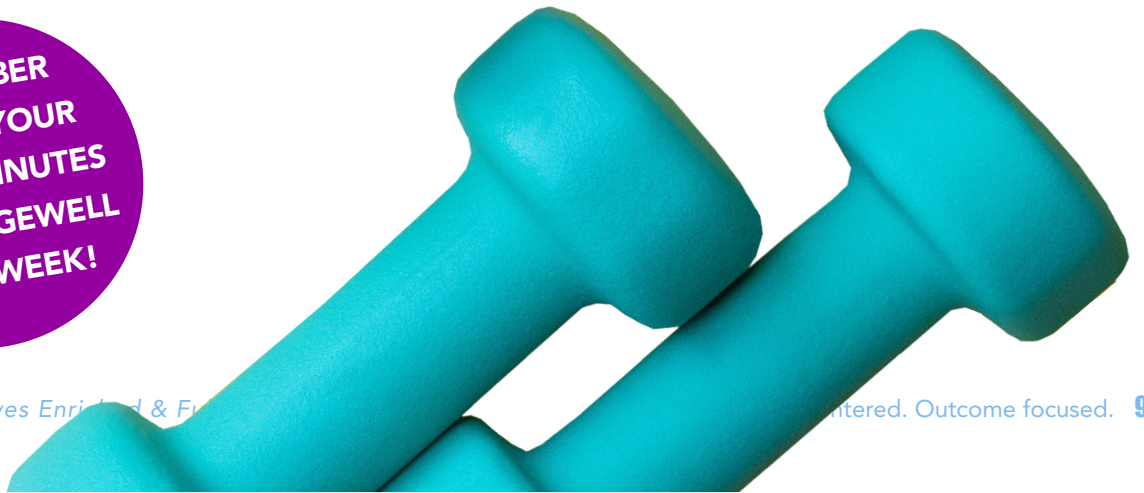
STRENGTH TRAINING IDEAS FOR EVERY "BODY"

Hand weights or free weights—weights available in various pounds and easy to use in the gym or at home.

Body weight—exercises incorporating body weight to achieve results such as lunges, squats, core exercises, pushups and more.

Machines—mainly found in gyms and can be muscle specific or have the ability to work multiple groups in different setups.

Resistance tubing/bands—bands available in different resistances to provide a workout of choice. Easy to pack and travel with and can easily take the place of hand weights and be incorporated into body weight exercises.





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 8th - July 15th
(No Meal Service July 5th)

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 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



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

Do you have questions about your Deferred Compensation Program?



Contact Shawn Bresnahan
Retirement Plan Advisor

Office: 608.241.6604 | Cell: 715.210.1474
shawn.bresnahan@empower-retirement.com

FACE MASKS ARE REQUIRED



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



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