  
A Weekly Update  
For The Employees of  
North Central Health Care



**Early Morning at Mount View!**  
– Submitted by Communications

 **NEWS YOU CAN USE**

**WEEKLY CONNECTION WITH OUR TEAM**



**Dr. Robert Gouthro**  
Chief Medical  
Officer

With the opening of our new **Youth Crisis Stabilization Facility (YCSF)**, the week of September 13th will mark two important landmarks for North Central Health Care. First, it will signify that all new facilities (including the Youth Behavioral Health Hospital, the Adult Crisis Stabilization Facility, and the Youth Crisis Stabilization Facility) from phase 1B of our ongoing renovation project will be fully functional and open to patient care.

Second, we will be able to increase the treatment options for children and adolescents in the region to prevent unneeded hospitalization when they are on the verge of mental health crisis.

This second accomplishment is significant. In July of 2020, North Central Health Care joined Milwaukee County and Ashland County as the organizations selected to receive a competitive state grant designated to build youth stabilization facilities in Wisconsin. This grant was developed in an effort to expand the continuum of care offerings available to families during times of mental health decom-



pensation. Our participation in this endeavor allows for kids dealing with intense emotional or mental health distress to begin the healing process in a safe, supportive environment. Programming will focus on skill building, treatment, and collaboration with families, schools, and treatment providers, to reduce the likelihood of future mental health crisis situations.

Our 8-bed facility will provide these services to the Tri-County area as well as surrounding counties with limited mental health resources. Admission in this residential facility will generally last 5-7 days but may be extended up to 30 days when needed.

The road to the YCSF opening has been a long one, and it is exciting to see this service reach fruition. NCHC truly thanks all of those that have put in the many hours of training, building, and leadership to help this time arrive. Dr. Richard Immler and Dr. Sencan Unal, our Youth Hospital Medical Director, have both provided support and guidance in the program's development, and Taylor Young and Jeremy Meriwether will now work with our Acute Care Services Director, Trisha Stefonek, to support our team of therapists, social workers, techs, and staff in its operation.

In the coming months, NCHC will continue to share similar successes as our physical and programmatic expansion proceeds. Thank you for helping to make this last accomplishment a reality and for your dedication to those we serve.

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**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, Sept. 13 –**  
**Sunday, Sept. 19**

**Jill Meschke**

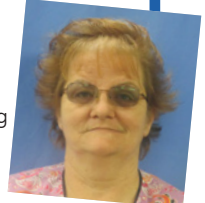


Person-Centered  
**Shout out**



**Rita Heinz,**  
**Pine Crest,**  
**Long-Term Care**

**Why:** Thank you for providing excellent person centered care! The residents, their families and your coworkers notice the difference you make!



Submitted By: **Natasha Sayles**



**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**

**COUNTY POSITIVITY RATE**

**MARATHON: 8.6%**

**LINCOLN: 11.9%**

**LANGLADE: 12.3%**

Please follow **Alert Level Response** based on the County Positivity Rate of your location.

**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 September 12, 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
<b><u>New Cases</u></b>		
MVCC – Southern Reflections & Gardenside	1	9/9
<b><u>Previously Reported</u></b>		
Laundry – Wausau	1	9/8
Pine Crest – North and Special Care	1	9/7
<b>Total Active Employee Cases</b>	<b>3</b>	

**GENERAL OPERATIONAL GUIDELINES**

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

**Direct Care/Visitors**

- Essential visitors and contractors only.
- In-person treatment allowed in all programs. Masks and social distancing required. All areas require departmental cleaning procedures for pre/post in-person visits. Virtual treatment optional.
- In-Person Visitation allowed at Nursing Homes, Inpatient Hospitals, CBRF and Residential Homes (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 - Please refer to Alert Level Response**

- NCHC in-person meetings allowed. Masks, 6-foot social distancing or physical barriers between individuals required.
- Treatment groups **SUSPENDED** at this time due to current community positivity rates. Only DBT & AODA Groups allowed.
- 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 limited based on each County's Positivity Rate. Masks & social distancing required. Meetings require Incident Command approval if in RED or higher # of people than design. limit.

**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 **SUSPENDED** for all units. **Northwinds Vent, Southshore and Gardenside on Enhanced Precautions.** New Admissions only allowed on units not in Enhanced Precautions.
- **Pine Crest:** In-Person Visitation **SUSPENDED** for all units. **North Unit on Covid-19 Confirmed Precautions due to positive resident case. Special Care on Enhanced Precautions.** New Admissions allowed for Rehab & South Units only.
- **Residential Services:** Open and operational.
  - o **Contact Precautions: Forest Street and Jelinek** due to presence of bed bugs.
  - 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 – Wausau
- Adult Day Services – Antigo
- 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)



## NCHC ALERT LEVELS RESPONSE

### Changes in Operations Based on Covid-19 County Positivity Rates

Based on current county positivity rates, our operations at NCHC in all programs may change. Each week, the county positivity rate is reported and many health care agencies are using this as the tool to mark changes to operations. NCHC is no exception. While we have been monitoring Covid-19 rates in our community and currently have policies that are impacted by these rates, like staff and resident testing. This chart will help management determine changes needed on a daily basis. Many questions can be answered based on the chart, and when questions arise, managers can email or contact Incident Command staff and get decisions quickly.

Review the information here and when you have questions, please talk with your manager.

# NCHC Alert Level Response

Covid-19 Emergency Preparedness

**COUNTY POSITIVITY RATE**

0 - 4.9% Contained

5.0 - 9.9% Low

>10% High

Operational actions and planning are based on each county's COVID-19 county positivity rate. Please follow the GREEN, YELLOW or RED column for the county that you work in.  
**For Your County's Current Positivity Rate, Visit the O'Drive or Call 715.848.4523: NCHC (O:) > Infection Prevention > Infection Prevention 2021 > County Positivity Rates**

		Contained	Low	High
<b>PPE, SAFETY, &amp; SCREENING RESPONSE</b>	<b>PPE</b>			
	Cloth face covering or surgical mask must be worn by all visitors	●	●	●
	Surgical masks required by all NCHC staff at all locations	●	●	●
	Cloth face coverings or surgical masks must be worn by all staff upon entry and exit of the building	●	●	●
	PPE requirements based on precaution level (Enhanced COVID Precautions vs COVID Outbreak)	●	●	●
	PPE conservation strategies utilized	●	●	●
	Track PPE usage internally per unit	●	●	●
	Monitor PPE burn rate	●	●	●
	<b>SCREENING</b>			
	Use approved NCHC Covid Screening Tool	●	●	●
	Staff must self-screen and be within approved temperature range prior to entry of facility or unit	●	●	●
	Staff must stay home if experiencing signs of illness; report symptoms to employee health and manager	●	●	●
	Staff must self-screen and be within approved temperature range prior to entry of facility or unit	●	●	●
	Staff must self-screen throughout time in facility and/or during shift	●	●	●
	8-hour monitoring in restricted or designated high-risk areas	●	●	●
	<b>TESTING</b>			
	Nursing Homes Routine COVID Testing (Unvaccinated staff): Increased staff testing to once per month	●		
	Nursing Homes Routine COVID Testing (Unvaccinated staff): Increased staff testing to once per week		●	
	Nursing Homes Routine COVID Testing (Unvaccinated staff): Increased staff testing to twice per week			●
	Covid-19 testing of new admissions	●	●	●
	<b>GENERAL</b>			
	Practice social distancing	●	●	●
	Ensure proper hygiene practices	●	●	●
	Freely move between clinical areas	●		
	Limit movements to and between clinical areas within facility		●	●
Clinical areas restricted to only necessary personnel			●	
<b>PROGRAM IMPLICATIONS</b>	<b>GENERAL</b>			
	Volunteer and Beautician Services continue if not in Outbreak	●	●	●
	Nursing Home activities and in-person visitation continue if not in Outbreak	●	●	●
	No staff flexing to alternate units when possible.			●
	Hospital and Stabilization Facility visitation determined by Incident Command			●
	<b>GROUPS &amp; MEETINGS (INCLUDING EMPLOYEE, PATIENT &amp; VISITORS)</b>			
	Virtual groups and meetings may be utilized	●	●	●
	In-person limited to 50 persons	●		
	In-person limited to 10 persons		●	
	In-person only if approved by Incident Command			●
	High risk groups may continue (DBT & AODA)	●	●	●
	<b>PROGRAM STATUS</b>			
	All programs open with in-person appointments allowed	●		
	All programs open, encourage telemedicine options as appropriate		●	
	Predominately virtual visits and treatment			●
	Program closures as determined by Incident Command			●
	CT/OP in-person visits can continue for high-risk clients with acute needs	●	●	●
	<b>CAFETERIA &amp; DINING PRACTICES</b>			
	Cafeteria/Vending limited hours & service	●	●	●
	Employee cafeteria grab and go items available	●	●	●
	No more than 3 people in cafeteria purchasing area at any given time	●	●	●
	Socially distanced seating available in dining area and outdoor seating (2 people per table)	●	●	●
	Dining areas (Staff and Nursing Home Resident) closed at discretion of Incident Command			●
	Vending Machines accessible; require frequent cleaning of frequently touched surfaces	●	●	●
	All employee break areas cleaning after individual use and social distancing	●	●	●
Employee Potlucks Restricted	●	●	●	
Dining area closed at discretion of Incident Command	●	●	●	
<b>ORGANIZATION IMPACT</b>	<b>EMPLOYEE TRAVEL, STAFFING, SERVICES &amp; ZONES</b>			
	Limited employee travel outside of area; none outside of state for work		●	●
	Work-related travel outside service area must be approved by Incident Command		●	●
	Open COVID-19 positive units as needed and approved as indicated by Incident Command	●	●	●
	Reprioritization of services and personnel as indicated by Incident Command		●	●
Implementation of confined units (Zones) as appropriate and indicated by Incident Command		●	●	

Rev: 09.08.21





PHOTO OF THE WEEK



Early Morning at Mount View  
– Submitted by Communications

SHARE YOUR PHOTO OF THE WEEK

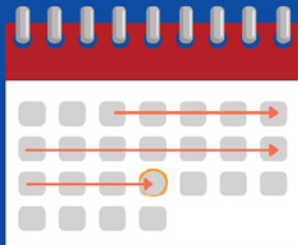
Email: [Communications@norcen.org](mailto:Communications@norcen.org)  
or Text: 715.370.1547



EARLY MORNING AT MOUNT VIEW

The new Mount View tower is almost ready to open in early October. If you have not had a chance to take a view of the new Campus at night, the view, lights and new logo on the building are stunning. So grab an evening ice cream cone or an early morning coffee and check out the lights at night.

**\$100** COVID-19  
VACCINE  
REWARD  
**HAS BEEN EXTENDED!**



Wisconsinites now have until September 19 to get their first dose of COVID-19 and still be eligible to receive a \$100 U.S. Bank Rewards card  
Go to [100.wisconsin.gov](http://100.wisconsin.gov) or call 844-684-1064 to learn more.

YOU STOP THE SPREAD



WI DHS EXTENDS \$100 COVID-19 VACCINE REWARD

For any staff receiving their vaccination from now through September 19 will get \$100 when they go online and claim their cash! Visit [100.wisconsin.gov](http://100.wisconsin.gov) for details and to claim your \$100.

**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](mailto: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.

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



SHARE NCHC JOB POSTINGS ON SOCIAL MEDIA!



# North Central Health Care

## EMPLOYEE VACCINE REWARDS



- ✓ Get Your COVID-19 Vaccine.
- ✓ Win Big in Daily Drawings.
- ✓ Help Stop the Spread.

COVID-19 vaccines are safe, effective, free, and widely available. NCHC strongly encourages all employees get a COVID-19 vaccine to help protect themselves and others from COVID-19.

North Central Health Care Employees who have received their first dose or are fully vaccinated will be automatically entered in a daily drawing for a chance to

### Win Up to \$1,000 DAILY!

First Dose of Vaccine = 1 Entry/Day  
Fully Vaccinated = 2 Entries/Day



- Mondays = 50 Winners of a \$10 Mastercard**
- Tuesdays = 20 Winners of a \$25 Mastercard**
- Wednesdays = 10 Winners of a \$100 Mastercard**
- Thursdays = 2 Winners of a \$500 Mastercard**
- Fridays = 1 Winner of a \$1,000 Mastercard**

Eligible Employees are re-entered daily into a random drawing for a chance to win. Each day the drawing starts over, so every day, every eligible employee can win – that's multiple opportunities to win each week!

Drawings Begin Monday, August 30 and Will Continue through Fall 2021!  
**DAILY WINNERS WILL RECEIVE A WINNING NOTICE TO THEIR WORK EMAIL!**

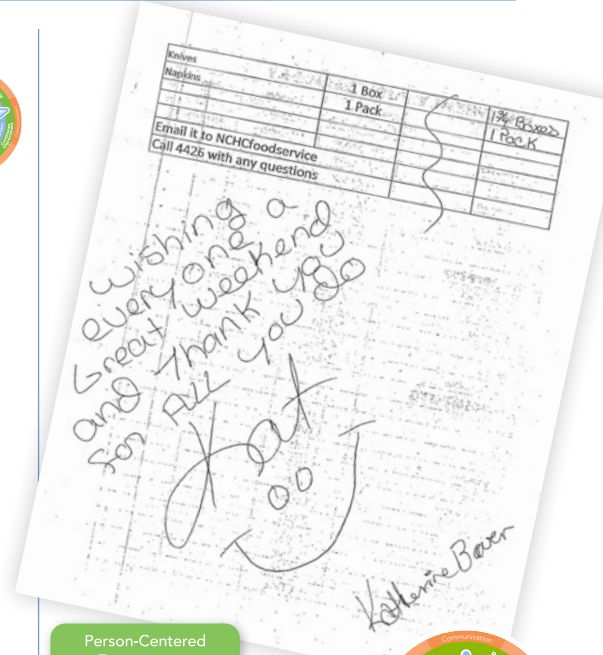
To protect employee privacy, names of winners drawn in random daily drawing will not be published. Department totals will be published each week in the News You Can Use. Daily drawing winners will be notified via email to their @norcen.org work email account. Instructions on how to claim your prize or make arrangements to pick up your prize will be provided in the email. Winning employees will have 3 weeks from the date of the initial notification email to make arrangements to claim their prize or the prize will be forfeited and redistributed in the daily drawings. Winners will be required to sign a Prize Acknowledgment Form certifying receipt that they have received a prize with the monetary value indicated and understand that this prize is considered taxable income and may be subject to income tax withholding and reporting on employee's Form W-2. NCHC reserves the right to end the drawing at any time. Only employees of North Central Health Care are eligible to participate. Verification of vaccination must be on file with NCHC Employee Health to be eligible to participate.

**Upcoming NCHC Employee Vaccination Clinics:**  
**September 24 (Just Added!), October 8, November 5,**  
**December 3 • 2-3 pm, Wausau Campus**  
**Link to Sign Up: <https://bit.ly/NCHCCovidVacc>**

These departments have employees who have won prizes!  
\$8,000 awarded to employees so far!

**Are You Vaccinated?**  
**Did You Win?**  
**Check your NCHC email!**

	Total \$	Count
Administrative & Support Services	\$ 1,635	27
Adult & Youth Inpatient Hospitals	\$ 410	17
Adult Day & Prevocational Services	\$ 1,130	11
Community Treatment & Outpatient	\$ 315	15
Crisis Services & Stabilization Facilities	\$ 285	9
Dietary, EVS, & Laundry	\$ 1,215	26
Mount View Care Center	\$ 2,305	34
Pine Crest Nursing Home	\$ 395	17
Residential Facilities	\$ 310	10
	\$ 8,000	166



### Person-Centered Shout out



**Katherine Bauer,**  
**Crisis Stabilization**



**Why:** Katherine always leaves the Food Services team kind notes, messages and pick-me-ups on the back of our orders. She really makes a lot of people's day in Food Services!

Submitted By: Jennifer Gorman

**SAFETY REMINDER:**  
IF YOU ARE RESPONDING TO A FACILITY ALERT FOR FIRE, REMEMBER TO BRING YOUR FIRE EXTINGUISHER!





Person-Centered  
**Shout**

**out**

Rasmussen Nursing Students recognized the following NCHC staff:



Cindy - Adult Day Services



Scott - Adult Day Services



Victoria – Behavioral Health



NCHC recently had another group of Rasmussen Nursing Students complete their Mental Health Rotation with NCHC in various areas including Inpatient Adult, Inpatient Youth, Crisis, Crisis Stabilization Facility, Outpatient and ADS. We would like to give a great big SHOUT OUT to staff from those areas for working with the students as the students expressed they had a great experience and staff were great to work with. – Submitted by Andrea Hebert

# September is **FALL PREVENTION** Month!

**WE ALL HAVE ROLE TO PLAY IN FALL PREVENTING FALLS!**

The beginning of the fall season starts Fall Prevention Month! In September, the NCHC Falls Committee wants to recognize and bring awareness to Fall Prevention Month. This year so far the committee has worked to bring about an organizational wide Fall Prevention and Management program which includes education on proactive rounding and fall huddles, along with an organizational wide assessment.

Each week we will feature a new Fall Prevention awareness activity for staff. When you complete the activities, you will be entered into drawings to win great prizes! Winners will be announced at the end of the month!

## TRIVIA, CONTESTS & WINNERS



- September 6-10**  
Trivia Contest (next page)  
Answers Due September 24
- September 13-17**  
Fall Prevention Word Search
- September 20- 24:**  
Can You Spot It?
- September 27-30**  
All Winners Announced!







# Fall Prevention Word Search

L R Z A P C E R M Q J L Z N B H M D R Q  
 C C Y X A T L X Q S Q L K S O C G R T K  
 W O X H I L Q U W D U K L T O Q M O W Y  
 G G M P N I O H T S F D D C T R L G L Y  
 O Q K F D Q E R C T G S L H B O K P X D  
 R P L N O H G N I F E D L A D U R U N T  
 P M M A R R N O V J I R W N T N S E D S  
 X O E O P O T S H I Q Y Y G Z D D C Z F  
 Z J S D P A R C L E R Y B E Q I O O O Z  
 E C C I I F M Y O N T O I S G N I M H W  
 K O C Z T C C O O N A W N B Q G R M U D  
 P L H I G I A S R I T S V M I X Q U D I  
 R L R R S F O T I S D I S B E T K N D A  
 O E B S S N O N I D E W N E O N J I L D  
 A C G M K B F T I O Q U X E S S T C E L  
 C T J N C O Q B J N N M T P N S G A N U  
 T V C W Q D R K O V G S M Y S C M T W X  
 I E Y N E I N D A K Q H H K M Z E E J R  
 V K Q H S U S G Z I Z A O L E Y Q Z N L  
 E P L Z Q O O F A L L C H M H K H B E T

- |              |             |             |             |
|--------------|-------------|-------------|-------------|
| Medications  | Environment | Communicate | Positioning |
| Continenence | Assessment  | Changes     | Proactive   |
| Comfort      | Rounding    | Collect     | Clutter     |
| Morse        | Fall        | Huddle      | Pain        |

Send to Cagney Martin, Staff Development for your chance to win a prize. Due by Friday September 24<sup>th</sup>.



## Star of the Month

CONGRATULATIONS AMANDA STEINFEST!



Our September Pine Crest Star is Amanda Steinfest! Amanda has been with Pine Crest for 6 years and started as a CNA and went on to Med Tech and Unit Clerk as well. She has a heart of gold and is always positive and smiling. She goes above and beyond daily such as by doing residents hair in fun and creative ways. She makes sure everyone looks and feels good! She also has donated things such as shampoo or wigs for residents. She works all over the building and is so flexible and willing to help wherever she can. If she sees someone struggling, she is the first to jump in without asking and lend a hand. She's a true team player and we are so lucky to have her!





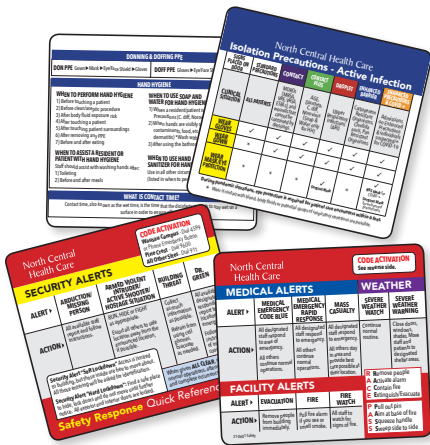

# WAUSAU CAMPUS HUB HALLWAY, ADULT BH HOSPITAL AND LAKE VIEW HEIGHTS AREAS

Expect Loud Noises & Vibration through September 17

Over the next 4 days, on the Wausau Campus we can expect to hear loud noises and feel vibrations coming from the concrete demolition in the Hub Hallway area across from the Wausau Campus Cafeteria. Also, at the end of next week on September 15, 16 & 17, there will be loud noises and vibration from the demolition of the roof of the Lake View Heights Building.

These noises are likely to be heard throughout the Campus and have the potential to startle those who may be sensitive to noise or vibration. Please be sure to check in with patients, clients and residents and let them know of the additional noises and what this is they are hearing or feeling.

Please contact your manager if you have any questions or concerns from the demolition noises. Managers may contact Marathon County Facilities with questions or concerns.



## EMPLOYEES: ARE YOU WEARING THE LATEST BADGE BUDDIES?

Infection Prevention & Safety Response

New Badge Buddies were delivered to all programs in all three counties during August. Managers should have distributed these useful tools for all staff to attached to their badge reels. If you are in need of the new Badge Buddy for Security Response or Infection Prevention, please contact your manager or stop into Human Resources to pick up your new version!

20 POINT ACTIVITY



# Tour of Italy STEP CHALLENGE



Join us on a North Central Health Care step journey through ten different stops in Italy! Walk over 56,000 steps per week to travel from Milan all the way down to the Amalfi Coast during this 6-week challenge.

### How to Register:

1. Log into [www.managewell.com](http://www.managewell.com).
2. View Wellness Challenge listings.
3. Click on Tour of Italy Step Challenge.
4. Complete Tour of Italy Registration Survey.

Registration must be completed by September 12.

Enter steps by syncing a fitness tracker or enter manually. All Manual tracking will need to be done in the challenge activity itself instead of the tracker tab. Make sure to read through all the instructions listed in the Registration Survey to complete the challenge successfully.

All participants who complete the Tour of Italy Step Challenge will earn 20 wellness points for the North Central Health Care Wellness Program. Points will show automatically when the challenge is complete.



North Central Health Care  
Person centered. Outcome focused.

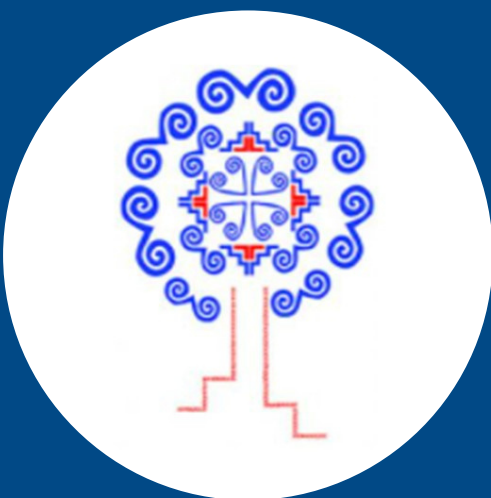
Start Your Wellness Journey Today!  
Log into [www.managewell.com](http://www.managewell.com)





# MENTAL HEALTH IN THE HMONG COMMUNITY

Training for Behavioral Healthcare Providers



Location:  
Virtual

For questions, contact:  
PaHnia Thao: [pahnia.thao@themonginstitute.org](mailto:pahnia.thao@themonginstitute.org)  
Peng Her: [peng.her@themonginstitute.org](mailto:peng.her@themonginstitute.org)

Brought to you by:



<http://themonginstitute.org/>



**Dr. Dia Cha**

Cultural/Medical Anthropologist

Please join our two-part virtual training as Dr. Dia Cha will share her knowledge and experience on how to provide culturally appropriate communication and address language barriers working with the Hmong community.

**Why:** The Hmong community has been in Wisconsin for over 45 years and there has been limited resources to address the language and cultural barriers between behavioral healthcare providers and the Hmong community. To address these barriers, we are excited to bring to you a Hmong expert who specializes in cultural and medical anthropology to strengthen providers' effort to address communication barriers.

Below are the dates and topics of the two trainings by Dr. Cha.

**What:** A two-part training workshop to help providers recognize, be in federal LEP compliance, and improve access to services for Hmong clients.

**Who Should Attend:** Behavioral healthcare providers or interested individuals who would like to gain better knowledge when working with Hmong patients.

**Cost:** \$55.00 for each session | \$110.00 for both session (Scholarship available on a first-come first-served basis)

**When & Topic:** See Below

## Training Sessions

1

**CLAS Standards: Culturally Appropriate Communication and Language Assistance to Optimize Hmong Behavioral Health Services**

Friday, 9/24/2021 | 10:00 a.m. - 1:00 p.m. CST  
Register: <https://tinyurl.com/CLASTraining1>

2

**CLAS Standards: Operationalizing Culturally and Linguistically Appropriate Services**

Wednesday, 9/29/2021 | 1:00 p.m. - 4:00 p.m. CST  
Register: <https://tinyurl.com/CLASTraining2>



WISCONSIN DEPARTMENT  
of HEALTH SERVICES



## SEPTEMBER EVENTS



### Airport Family Fun Night

September 24, 2021 | 4pm-10pm

#### 2021 SCHEDULE OF EVENTS

4 PM: Food Trucks & Beverages

Kids Games & Activities:

Balloon Twisting

Partnership for Progressive Agriculture!

Interactive Spudmobile

Humane Society Activities

Girls Scouts Fireworks Themed Activities

Greater Wausau Children's Museum Activities

Marathon County Historical Society Crafts

*Additional Activities Coming As Well!*

5 PM: Live Music by the Blue Cheese Band

DUSK: FIREWORKS

### WAUSAU EVENTS 5K

September 25th, 2021 - Wausau Downtown Airport

DATE: September 25th, 2021

TIME: 9:00 AM Race Starts.

Walkers/Strollers In Back Please. NO "Wheels" - bikes, roller blades, scooters, etc. **No Dogs Allowed.**

LOCATION: Downtown Wausau Airport

**REGISTRATION:** \$25 pre-race registration (credit card fees apply). Registration Deadline is September 1st to guarantee a t-shirt! Day-of registration will be \$30 and a shirt is not guaranteed. Event will be full at 1,000 entries.

**PACKET PICK-UP:** Packets can be picked up Friday night at the Fireworks Family Fest from 4 PM to 8 PM. Specific information coming soon! Packets will include your race number with chip, race t-shirt and more!

**COURSE:** This year's route has significance as it was chosen by Claire's Crew as a way to honor Claire Hornby. The route is flat, fast and very scenic as it takes you through the beautiful Southeast Side Neighborhood. You can view a map [here](#).

**AGE GROUPS:** There will be Male & Female Age Groups. Awards will be given to the top overall male and female runners as well as the top 3 finishers in each age group and gender. Awards will be handed out around 10:30 AM. Your race number must be clearly visible in order to register a time.

Age Groups Defined:

-14 & Under	-15-19	-20-29	-30-39
-40-49	-50-59.	-60-69	-70+

REGISTER ONLINE AT [WAUSAUEVENTS.ORG](http://WAUSAUEVENTS.ORG)

**Walk for Suicide & Mental Health Awareness**

prevent suicide  
MARATHON COUNTY  
PARTNERS SAYING LIVES IN WISCONSIN

**Saturday, September 25, 2021**  
**Marathon Park, Wausau**  
Sign-In: 9:00 am  
Walk Begins: 10:00 am

*We're Taking It Local!!*

All funds raised at this event will be used for the needs of the people of Marathon County and the surrounding area!

Information/Registration:  
[preventsuicidemarathoncounty.org](http://preventsuicidemarathoncounty.org)  
Register by September 5 to receive t-shirt

**FOX 7** WZAW - WAUSAU  
**95.5 WIFC**  
Media Sponsors

**WALK TO END ALZHEIMER'S**  
alzheimer's association

**WAUSAU**

**2021 Walk to End Alzheimer's - Wausau**

**9/25/2021**

Stoney Creek Hotel (Cedar Creek Trailhead)

1100 Imperial Ave. Rothschild, WI

8:30 a.m. - Registration

9:45 a.m. - Promise Garden/Opening Ceremony

10:00 a.m. - Walk Begins



## MEDICATION STORAGE AND DISPOSAL

By: Jessica Vander Koy, Fourth-year Doctor of Pharmacy Student at UW-Madison

Medication storage and disposal play a key role in medication safety. It is something that you can do at home to keep you, your family, and your pets safe. When medications are stored correctly, it helps prevent accidents from occurring and ensures that medications work the way they are supposed to. It is a good habit to clean out your medication cabinet regularly and safely dispose of unused and expired medications.

### Medication Storage

Medication accidents involving improper storage happen more often than they should. Each year roughly 50,000 children go to the hospital for accessing medications without supervision according to the Centers for Disease Control (CDC).<sup>1</sup> There is significant danger associated with children or pets accidentally ingesting medication. Therefore, proper storage of medication is needed to help reduce the number of medication accidents. The following are steps you can take to promote safe medication storage:

1. Keep medications up high and out of reach of children, grandchildren, or pets.
2. Store medications in their original containers with safety-lock caps on.
3. Store medications in a cool, dry place. Keeping medications in the bathroom or near kitchen appliances can expose them to heat and moisture. This is bad for medication because heat and moisture can change medication composition and change how medication works in the body.
4. Check expiration dates on prescription medications and over-the-counter medications every 6 months. Prescription medication expiration dates can be found on the personalized prescription label attached to the vial or container. One suggestion is to clean out your medicine cabinet during daylight savings time since it happens twice a year. Clocks turn back on November 7th, 2021, check your medication expiration dates by then!

Although safe storage reduces medication accidents, it is still necessary to be prepared. One recommendation is to save the Poison Control Center's phone number into your phone as a precaution. The Poison Control Center's phone number is 1-800-222-1222.

### Medication Disposal

It is important for unused and expired medications to be disposed of correctly. This will prevent other people from getting exposed to medication that was not intended for them. Flushing medications down the sink or toilet can contaminate the environment and should be avoided. Throwing medication away in the garbage can accidentally expose other people or animals and should be avoided. The Marathon County Solid Waste Department is a good resource to find places to dispose of medications in Marathon County.<sup>2</sup> The following police departments take back medications: Athens, Colby/Abbotsford, Edgar, Everest Metro, Kronenwetter, Mosinee, Rothschild, Stratford, Wausau, Village of Marathon City, and Spencer. Contact your local department or visit Marathon County Solid Waste Department's website (<http://www.marathoncountysolidwaste.org/pharmaceuticals>) for more specific details. Additionally, many pharmacies have drug disposal programs in place. Check with your local pharmacy to see if they offer this service.

References:

1. Put your medicines up and away and out of sight. Centers for Disease Control and Prevention. <https://www.cdc.gov/patientsafety/features/medication-storage.html>. Published June 10, 2020. Accessed August 28, 2021.
2. Pharmaceuticals. Marathon County Solid Waste Department. <https://www.marathoncountysolidwaste.org/pharmaceuticals>. Accessed August 28, 2021.
3. Wu PE, Leong D. What Should I Know About Medication Storage and Disposal? JAMA Intern Med. 2020;180(11):1560. doi:10.1001/jamainternmed.2020.3316

## EMPLOYEE HEALTH & WELLNESS CENTER

1100 Lakeview Drive, Wausau, WI  
North Central Health Care Campus  
Door 25

Schedule an Appointment:  
715.843.1256 or MyAspirus.org

### Clinic Hours

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



1. Place pills in clear zipper bag. Keep liquids, creams, powders and inhalers in original containers.

2. Remove all personal information from empty pill bottles and recycle.

3. Place pills (in bags), liquids and creams (in original containers) into the Drop Box.

Call your local police department for Drop Box hours.  
More info: [marathoncountysolidwaste.org](http://marathoncountysolidwaste.org) • 877-270-3989

Printing provided by the Marathon County Fatal Overdose Review Team





# FrontLine

Frontline | September 2021

Employee Assistance Program | [ascensionweap.org](http://ascensionweap.org) | [eap@ascension.org](mailto:eap@ascension.org) | 800.540.3758

Frontline | September 2021

## Workaholic: Myths That Mess with Mental Health

**W**orkaholics often have habits of thinking that can pose secondary consequences for their own health. “Not deserving a rest” until a certain amount of work is accomplished is one such behavior. Basing one’s personal worth on the amount of work that gets done is another. Paying more attention to work failures while minimizing the significance of successes, or defending their work practices with retorts like “no one ever died from working too hard” are some examples. Unfortunately, research shows that workaholics will have health problems and die sooner because of how work interferes with health, including results such as erratic sleep, poor nutrition, a lack of work-life balance, loneliness, substance abuse, depression, neglect of exercise (or not enough of the right kind of exercise), and neglecting important health decisions such as annual physicals, examinations, lab tests, and perhaps vaccines. Some workaholics may experience the inability to relax without feeling physically ill, anxious, and agitated if they aren’t working. This prevents them from taking vacations, and often induces them to come to work sick, which is a form of presenteeism. If you are aware of any of these behaviors, it’s time to learn more; and if making healthy changes is difficult, talk to a professional counselor, EAP, or life coach to help you discover a better work-life balance. Start with the 20 questions quiz offered by the 12-step program Workaholics Anonymous. The promise of stopping workaholic behavior is, ironically, increased productivity; improved relationships at work and home; stronger feelings of accomplishment in more aspects of your life; and possibly a longer life.

Source: Quiz for Workaholic at [www.workaholics-anonymous.org](http://www.workaholics-anonymous.org) [search “twenty questions”]

## When You’re a First-Time Manager

**I**f you’re a new first-time supervisor, you’ll discover an endless stream of advice, including do’s, don’ts, how-to’s, websites, and lots of books. Supervising others and developing leadership skills to get the work done will be your most measured job function. With experience, you’ll grow instincts, but there is no rushing becoming a great supervisor. Avoid novice mistakes, which include the following: 1) taking on more work, rather than managing the completion of work; 2) not communicating enough above, below, and around you; 3) becoming overwhelmed with to-dos that rob you of your work-life balance; 4) believing others will act quickly and blindly on your say-so; 5) not modeling the type of employee you want others to be; and 6) not getting to know those you supervise one-on-one.



## Becoming a Resilient Employee

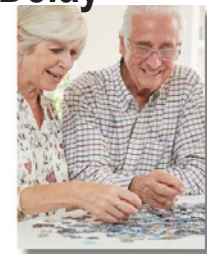
**D**uring the COVID-19 pandemic, have you coped with stress by thinking, “I am going to see this as a challenge” or “Is there opportunity to grow in this situation?” These responses to adversity represent resilience thinking. Many books about resiliency are authored by those who have faced difficult challenges—from disabled persons to the Navy Seals. Their commonality is a decision to not surrender. Develop resiliency by discovering what motivates you to get excited about the future. Fight negative self-talk regarding your ability to succeed. Practice work-life balance and self-nurturing behaviors for their powerful benefits. And when you face changes, focus physically and emotionally on what you can control. Resiliency skills aren’t pulled from a drawer when they are needed. They are everyday skills you use to solve problems correctly, take action on your goals, and develop reflexes to look for the opportunity in challenges you experience.



Learn more at [www.ncsu.edu](http://www.ncsu.edu) (search “resilience is a process”).

## Brain-Challenging Activities May Delay Dementia

**A**lzheimer’s victims may slow the progression of their condition by participating in brain-challenging activities like puzzles, chess, letter writing, and more, according to new research. Brain tissues from active and nonactive older persons were compared and examined upon the individuals’ death. Those who participated in regular mentally stimulating activities had less of the chemical build-up known to be associated with Alzheimer’s disease. Findings: Active-brain individuals delayed symptoms by up to five years. To support an elderly loved one, encourage brain-challenging activities, but try co-participating with them in online games like checkers, which may reduce loneliness and enhance your relationship. Find online remote games for two with a simple web search.



Press Release: [www.aan.com/PressRoom/Home/PressRelease/4909](http://www.aan.com/PressRoom/Home/PressRelease/4909)

Information in FrontLine is for general informational purposes only and is not intended to replace the counsel or advice of a qualified health or legal professional. For further help, questions, or referral to community resources for specific problems or personal concerns, contact a qualified professional. Add “http://” to source links to follow. Link titles are always case sensitive.



## NEW IDENTITY PROTECTION BENEFIT FOR EMPLOYEES

### Allstate Identity Protection

This policy is replacing the existing identity protection plan, with Identity Guard. The Allstate Identity Protection plan is an enhanced benefit at an affordable cost. Employees that are eligible to enroll in this benefit must be at a minimum 0.5 FTE status or greater. Attached is information about the new plan, as well as how to access the enrollment link.

Information is available in UltiPro/UKG from your computer. Full instructions included in your NCHC email.

To begin, watch one of the helpful videos. Then use the link in UltiPro/UKG to log into the online enrollment portal and complete your enrollment.

The enrollment link for Allstate Identity Protection Pro Plus plan is open now from through September 24, 2021. Elections made during this time take effect as of October 1, 2021.

If you have any questions, please contact Lynn Wengelski in Human Resources at LWengelski@nrcen.org or 715-848-4438.



Join the NCHC Team for the 12th Annual Turkey Trot, benefiting the Marathon County Hunger Coalition Thursday, November 25, 2021

8:30 a.m. Race begins  
<https://www.unitedwaymc.org/turkey-trot/>



Allstate IDENTITY PROTECTION

## stay connected, stay protected

Since so much of daily life is now spent online, it's more important than ever to stay connected. But more sharing online means more of your personal data may be at risk. In fact, 1 in 6 Americans were impacted by an identity crime in 2020.<sup>1</sup>

Identity theft can happen to anyone. That's why your company is offering you Allstate Identity Protection as a benefit. So you can be prepared and help protect your identity and finances from a growing range of threats.

For over 85 years, Allstate has been protecting what matters most. Prepare for what's next with:

- ✓ Financial account and credit monitoring
- ✓ 24/7 alerts and fraud recovery
- ✓ Up to \$1 million identity theft expense reimbursement\*

1. 2021 Identity Fraud Study, Javelin Strategy & Research

Learn More and Enroll at [myaip.com/nrcen](https://myaip.com/nrcen)

Questions? 1.800.789.2720



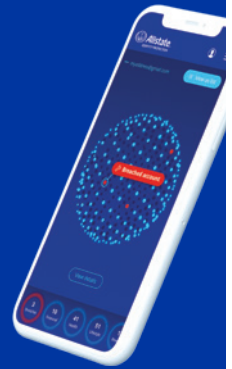
### Plans and pricing

Allstate Identity Protection Pro Plus

\$9.95 per person / month  
\$17.95 per family / month

## with Allstate Identity Protection Pro Plus, you'll be able to:

- See and control your personal data with our unique tool, Allstate Digital Footprint™
- Monitor social media accounts for questionable content and signs of account takeover
- View and manage alerts in real time
- Catch fraud at its earliest sign with tri-bureau monitoring and an annual tri-bureau credit report and score
- Lock your TransUnion credit report in a click and get credit freeze assistance
- Check your identity health score
- See if your IP addresses have been compromised
- Receive alerts for cash withdrawals, balance transfers, and large purchases
- Get reimbursed for fraud-related losses, like stolen 401(k) & HSA funds, with our up to \$1 million identity theft expense reimbursement\*
- Protect yourself and your family foreverone that's "under your roof and wallet!"



### It's easy to get started

- 1 Choose your plan. You're protected from your effective date.
- 2 Activate key features. Explore additional features in our easy-to-use portal.
- 3 Live your best life online. We've got your back with 24/7 alerts.

### Protect your family

Kids' online identities can grow up faster than they do. Our family plan provides coverage for all ages, so you can help protect their personal data and give them a safe head start. If they are dependent on you financially or live under your roof, they're covered.\*

\* For family plans only. Identity theft insurance covering expense and stolen funds reimbursement is underwritten by American Bankers Insurance Company of Providence, an American company. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policy described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Product may be updated or modified prior to availability. Certain features require additional activation. Allstate Identity Protection is offered and serviced by Emblem360, Inc., a subsidiary of The Allstate Corporation.

Allstate IDENTITY PROTECTION