  
A Weekly Update  
For The Employees of  
North Central Health Care



"Sky Over NCHC" - Submitted by Jennifer Comfort, Community Treatment

# NEWS YOU CAN USE

## WEEKLY CONNECTION WITH OUR TEAM



**Jarret Nickel**  
Operations  
Executive

### FORGING AHEAD!

On October 20th Wisconsin State Building Commission formally approve a \$5 million grant to North Central Health Care to assist us with our expansion of mental health services. This grant will not only provide funding to assist with our campus renovations project but will also allow for stronger partnerships with neighboring counties including Oneida, Forest & Vilas. This grant once again reaffirms North Central Health Care's position as the regional provider for mental health services.

Internally, the NCHC Executive Team approved a 40-hour expansion of PLT bank for all employees for carryover into 2022. The expansion will allow employees who have been unable to take time off due to the pandemic or other reasons to carryover the additional 40 hours. This is a one year only expansion, it is important to work with your manager and plan out PLT for 2022 to ensure you have a plan in place to use the time off given to you.

In the upcoming week (October 25-29th) our dietary and nutritional services departments on the Wausau Campus will be moving over several kitchen equipment items and supplies to begin the transition of operations to our new building at 2400 Marshall Street, Suite B. We ask that all staff be patient with services during the next few weeks as we learn new workflows and efficiencies. In November, we will be opening The Bistro for employees and our community which will offer specialty coffee, breakfast sandwiches, paninis and more!

### 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, October 25 –  
Sunday, October 31**

**Jill Meschke**



Have a great a week!

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Person-Centered  
**Shout**

**out**



**Lynn Kelly,  
Community Treatment**

**Why:** Noticing a need for people's pets and vet care and reaching out to build relationships with vets to help our consumers!

Submitted By: Karissa Nelson





EXPLORE YOUR NORTH CENTRAL HEALTH CARE

# 2022 EMPLOYEE BENEFIT PACKAGE



SCAN FOR  
MORE INFO

Open Enrollment runs from October 25th through November 5th, 2021!



Enroll in the 2022 benefit coverages during Open Enrollment!

CHECK  
THESE  
OUT!

## ONLINE RESOURCES

Visit [norcen.org/OpenEnrollment](https://norcen.org/OpenEnrollment) for helpful tools like:

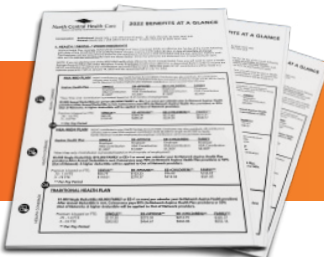


### YOU Benefit 2022 - A Comprehensive Resource Guide

A complete listing of benefits available to NCHC Employees and corresponding details.

### Benefit Breakdown Video - With Lynn Wengelski

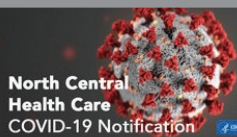
A video overview of plan details, premium breakdowns and more!



### Benefits at a Glance - The 2022 Highlights You Should Know

A condensed PDF highlighting the most referenced benefit details for easy comparison.

[norcen.org/OpenEnrollment](https://norcen.org/OpenEnrollment)



## 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: 10.7%**

**LINCOLN: 12.24%**

**LANGLADE: 16.4%**

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 October 22, 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>New Cases</b>		
Crisis Stabilization – Wausau	1	10/17
Mount View – Northwinds Vent	1	10/17
Mount View – Northern Reflections	1	10/16
<b>Previously Reported</b>		
Food Services - Wausau	1	10/14
Mount View – Gardendale	1	10/13
Community Treatment Youth Wausau	1	10/13
Housekeeping – Wausau	1	10/7
<b>Total Active Employee Cases</b>	<b>7</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 **OPEN** for all units. Visiting Hours M-F: 7am – 7pm, Weekends: 10am – 6pm. **Enhanced Precautions: Only Unvaccinated Residents on Northwinds Vent.**
- **Pine Crest:** In-Person Visitation **OPEN** for all units **EXCEPT** South. Visiting Hours: M-F: 9am – 6 pm, Weekends: 9am – 3pm. **Enhanced Precautions: North & Rehab. Covid-19 Confirmed/Suspected Precautions: South** due to positive resident on unit.
- **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 Facility (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)





## PHOTO OF THE WEEK

## SHARE YOUR PHOTO OF THE WEEK

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

Thanks to Jennifer Comfort of Community Treatment for this great double rainbow shot of the sky over NCHC Wausau Campus.



## EMPLOYEES ON THE MOVE!

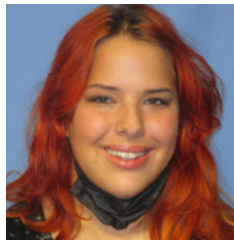
Congrats to these employees for their recent transfers or promotions.



**Joseph Peterson** transferred from Adult Crisis Stabilization to Recovery technician in Crisis.



**Holly Purcell** transferred from Clinical Coordinator in BHS to Crisis Services.



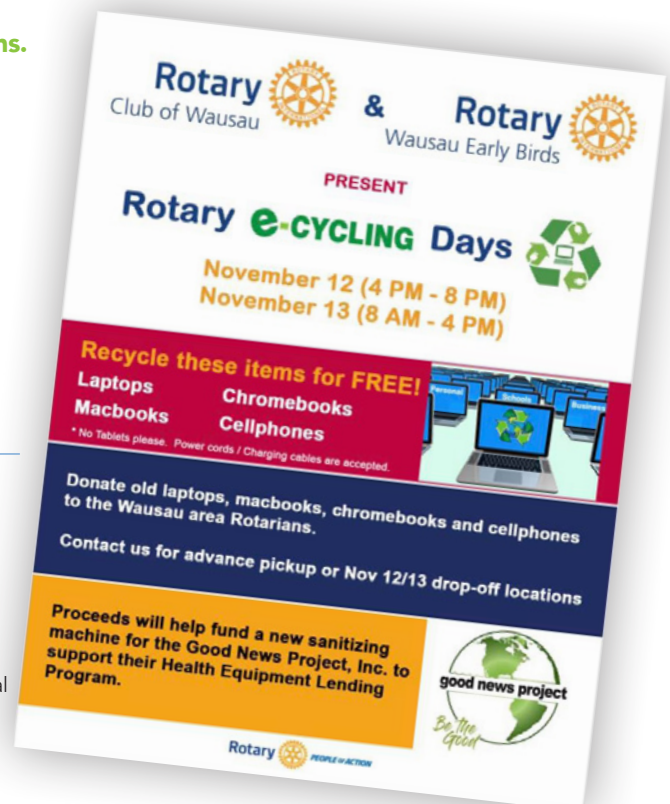
**Angelina Blaschka** transferred from CNA at Pine Crest to Residential Care Assistant at Jelinek.

## WAUSAU ROTARY CLUBS IN WAUSAU HOSTING eCYCLING EVENT

Get Rid of Those Old Electronics!

The two Rotary Clubs in Wausau are hosting a free laptop, MacBook, ChromeBook, mobile phone recycling effort to support The Good News Project. They receive \$\$ for each item and you can help them raise money for a sanitizer machine to sanitize donated & returned medical equipment, like wheel chairs, walkers, devices, etc. Can they help take some retired units off your hands? The event is November 13-14 (Fri & Sat) and the location is forthcoming!

Visit <https://www.facebook.com/rotaryclubofwausau> for more information!





## EMPLOYEE RECOGNITION

### Demonstrating NCHC Core Values and Person-Centered Service

NTC students wanted to thank the following employees for their Core Values and support during their recent time at NCHC.



Karly Wisnosky



Kellie McDonald



Jordan Kribbs



Melissa Leininger



Brandi McDonough



Matthew Karpinsky



Michelle Mikul



Alex Unruh



Theresa Mills



Jeremy Wyse



Kimberly Moore



Kevin Cooper



Kendra Eisner



## MEDICAL ASSISTANTS WEEK

### Thank You for All You Do!

Every year Medical Assistants Recognition Week is celebrated during the third full week in October. NCHC would like to thank our Certified Medical Assistants that work in Outpatient Psychiatry and Crisis Stabilization. We appreciate all the work they do!

## CIT COLLABORATION

### Crisis Intervention Training is a Team Thing!

This week, NCHC provided Crisis Intervention Training to 30 officers in Central Wisconsin. Training included a variety of NCHC staff and hours of time and effort. Over the course of 4 days, officers received information on mental illness, crisis, Community Treatment and linkage, Community Corner Clubhouse, Hope House, NAMI Northwoods, Housing Task Force, Veterans Affairs, Youth Mental Health, Autism and Dementia. They took a tour of the Wausau Campus, Clubhouse and Hope House. We thank our officers for their commitment to learning about mental health and for all their service to our community. Thanks you to all the staff who assisted with training and tours. You are creating connection each day that benefit all those we serve and our community!



Misti Swanson, Clinical Coordinator in BHS talks about Mental Health.



Marathon County  
Employees Credit Union

Happy International Credit Union Day!



Experience the Credit Union Difference and Join  
MCECU Today!

Proudly serving NCHC Employees and their Families

Already a member: Thank you  
Not a member: Contact us today!

www.mcecu.org  
715.261-7680  
cuteller@co.marathon.wi.us  
400 East Thomas Street  
Wausau, WI 54403



Join the NCHC Team

benefiting the Marathon County Hunger Coalition

Thursday, November 25, 2021

<https://www.unitedwaymc.org/turkey-trot/>



## 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

*We value your referrals* and know that together we can strengthen our North Central Health Care team. That's why earning some extra cash for your employee referrals has never been simpler. So text that friend, and get the ball rolling.

*\*\*For additional details and qualification requirements please refer to the Referral Bonus Policy.\*\**

North Central Health Care  
Person centered. Outcome focused.

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

SHARE NCHC JOB POSTINGS  
ON SOCIAL MEDIA!







## Join Our Team at Pine Crest in Merrill for an OPEN INTERVIEW EVENT

# Wednesday, October 27

Noon – 6 pm • Main Entrance  
2100 E 6th Street • Merrill

Want to Train  
to be a CNA?  
Ask About  
Our CNA  
Class!

No appointment required. Walk-ins welcome.

Learn more about job opportunities, meet our team  
and walk away with a start to your new career!

  
**Pine Crest**  
Person centered. Outcome focused.

Now hiring several positions including  
Registered Nurses \$30-37/hour,  
LPN's \$21-25/hour, CNA's \$18-20/hour,  
Dietary Aides \$14-16/hour & Cooks \$16-18/hour.

Apply Online in Advance at [www.norcen.org/Careers](http://www.norcen.org/Careers)



### What is the NAMI Family Support Group Program?

NAMI Family Support Group is a peer-led support group for family members, caregivers and loved ones of individuals living with mental illness. The hallmark of a NAMI support group is leveraging the collective knowledge and experience of the other participants. It can offer you practical advice on addressing issues related to mental illness and your loved one and gives you the appropriate space to have your personal needs met so that you can provide the best possible care for your family member. The NAMI Family Support Group is a 60-minute session, free of charge. Attendance is optional and confidential.

NAMI Northwoods offers its NAMI Family Support Group on the 4<sup>th</sup> Monday of the month at 7:00 p.m. Meeting will be held at Grace United Church 535 S 3<sup>rd</sup> Ave. Entrance is in back of church. Email [naminorthwoods@gmail.com](mailto:naminorthwoods@gmail.com) if attending.



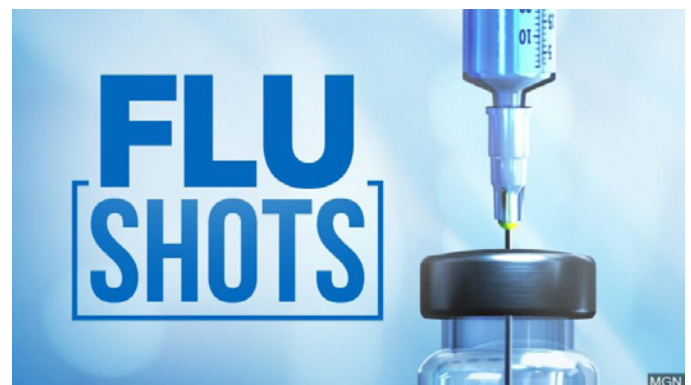
"Before coming to the support group, we had never spoken about mental illness to neighbors, friends and often not even to our relatives."



### Northwoods

NAMI Northwoods and dedicated volunteer members and leaders work tirelessly to raise awareness and provide essential education, advocacy and support group programs for people in our community living with mental illness and their loved ones.

[www.naminorthwoods.org](http://www.naminorthwoods.org)  
715-432-0180



### ANNUAL EMPLOYEE INFLUENZA VACCINE CLINICS

All NCHC staff will have until  
November 12, 2021 to get their flu vaccine.

Employee flu vaccinations will be provided through Aspirus Employee Health & Wellness Center at the Wausau Campus. Please call to make your appointment: 715.843.1256.

If you are declining the flu vaccine, your declination form MUST be on file by the deadline or you will be removed from the schedule. Please contact Employee Health for a declination form at 715.848.4396 or email Renee Erickson [RErickson@norcen.org](mailto:RErickson@norcen.org) or login into UKG Learning.



## NOTICE FOR WAUSAU CAMPUS

### Badge Doors Near Kitchen/Gym in Rear Hallway Now Closed and Badge Reader Only

In our continued commitment to safety and security at NCHC, effective immediately the fire doors that are located in the main back hallway near the food services kitchen/office and small gym, will now be closed and badge access 24/7. Please do not prop these doors open. Signage will be posted to remind employees to keep these doors closed.

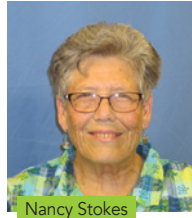
If you have any questions, please let your manager know.



## WAUSAU CAMPUS CAFETERIA NOW CLOSED

### October 22 Marks Last Day of the NCHC Wausau Campus Cafeteria Services

With the new NCHC Employee Lounge at Mount View will be opening November 1, the old NCHC Wausau Campus Cafeteria will now be permanently closed, effective October 22, 2021. Staff will use the week in between to move and get prepared for operations at the new facility. The NCHC Employee Lounge at Mount View will be available to ALL NCHC staff, however closed to the public. The public and other partners on Campus will have access to The Bistro, opening later in November. Stay tuned for more information and news!



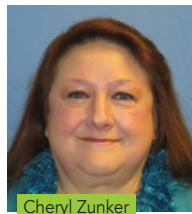
Nancy Stokes



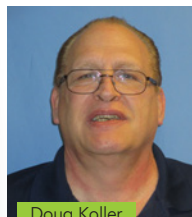
Laura Wendorf



Ronda Rydbom



Cheryl Zunker



Doug Koller



## NCHC GUEST SERVICES HOURS OF OPERATION & NEW LOCATION FOR "SWITCHBOARD"

### Switchboard is Now Called Guest Services!

You may have noticed a new face at NCHC this week if you have entered the Main Entrance. Nancy Stokes, our new Volunteer Aide is assisting visitors with screening at the Welcome Desk from 10 am to 3 pm on weekdays. The rest of the Welcome Desk Team, who also operate the NCHC main line switchboard, have moved to their new location at the entrance of the new Mount View Care Center Guest Services Desk. The new hours for the main line phones will be 7am to 7 pm, M-F, and 10 am to 6pm on Weekends and holidays.

The newly renamed Guest Services Team of Laura Wendorf, Ronda Rydbom, Cheryl Zunker and Doug Koller will now operate from their new location to provide an improved guest experience for our Campus. Leading the charge of these great services is Manager Laural Harder, who also manages Volunteer Services at NCHC. All main line phone calls will continue to be answered by a warm voice, but from a new location. Be sure to say hi to them all as you enter!

## SIMPLE STEPS TO STOP FALLS

RECOGNIZING  
EMPLOYEES WHO GO  
ABOVE & BEYOND  
TO PREVENT FALLS



## KELLY ROE MOUNT VIEW CARE CENTER

Kelly Roe prevented a fall with a resident recently. The resident was down in the lobby and Kelly was screening and saw that the resident's right rear antilock wheelchair brake was broke and not connected to the wheel. She came up to the unit to ensure we knew and had it fixed immediately.

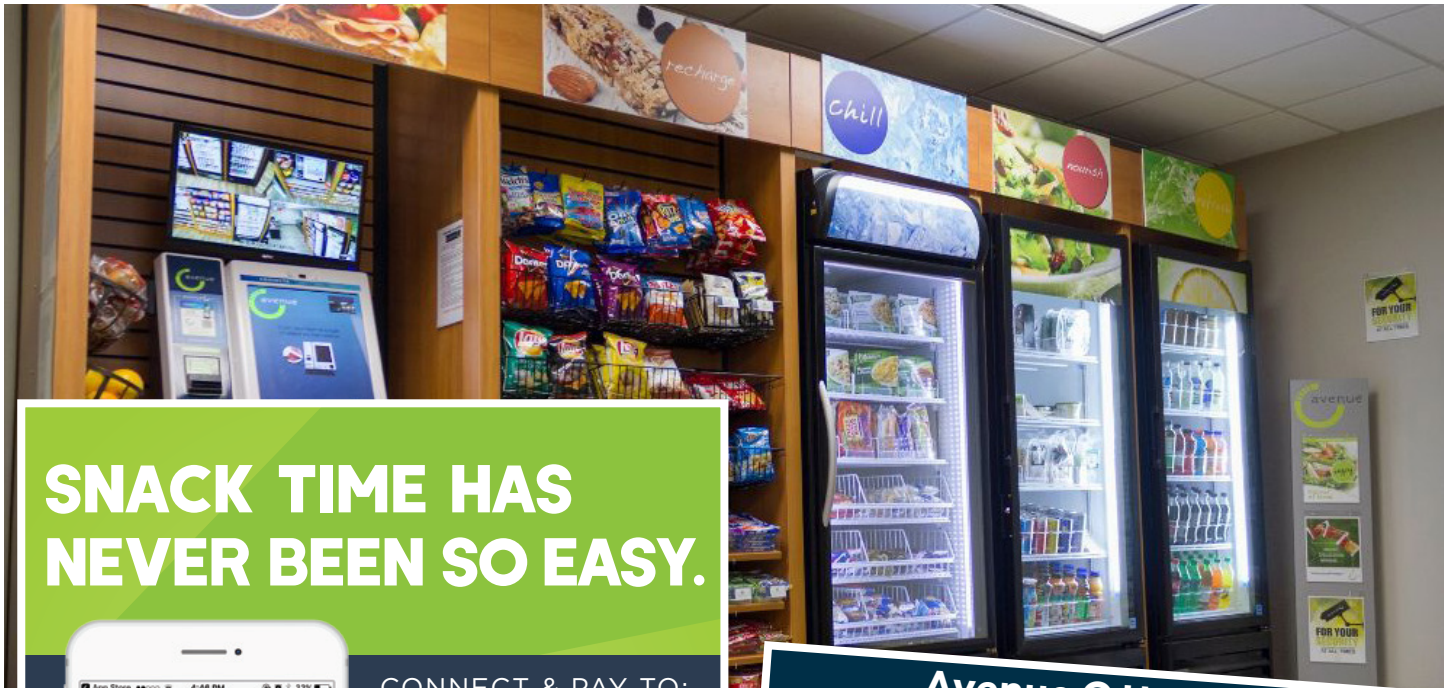




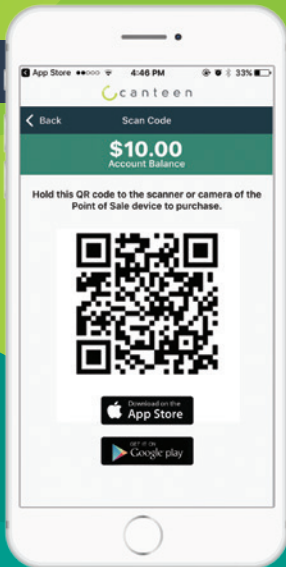


## Have You Seen the New Avenue C Vending Available for Staff?




Check it out at the New Employee Lounge at Mount View and in the lower level of Pine Crest!



# SNACK TIME HAS NEVER BEEN SO EASY.



CONNECT & PAY TO:

-  Add Funds & Manage Account
-  Scan & Pay for Purchases
-  Earn Points & Access Promotions

DOWNLOAD THE CONNECT & PAY® APP ON YOUR SMARTPHONE

## Avenue C User Guide

### How To Create An Account

- 1 Press **Create Account**
- 2 Select your preferred method for creating an account (**scan key tag or finger**)
- 3 Follow on-screen instructions



### How To Register Your Fingerprint

- 1 Login to your account
- 2 Press **Fingerprint**
- 3 Place finger on scanner to add your fingerprint (4 scans required)



### How To Fund An Account

- 1 Login to your account
- 2 Press **Fund With Card** or **Fund With Cash**
- 3 Choose your amount or insert cash



### How To Checkout

- 1 Scan each item using the barcode scanner -verify all items on screen
- 2 Select a payment method. (Use your account to swipe Credit/Debit card)



Create An Account to Pay on the Go and Never Carry Cash!

