



A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE

WEEKLY CONNECTION WITH OUR TEAM



Jarret Nickel
Operations
Executive

Partnership

Our 2021 employee partnership survey results are in. Thank you to everyone who participated in this survey. We will begin working with the NCHC Management Team on action plans specific to items you expressed need improvement. I am pleased to say that overall, the survey results were positive and showed a stronger connection with employees and their manager which was one of the action plan items from 2020's survey. Once the action plans are completed, they will be shared with each program for awareness and to monitor progress.

This week wrapped up the final phase of our market adjustments for 2021, we started this process in May beginning with a number of front-line staff and completed several other positions throughout the summer and fall. The final phase will mean that every employee of NCHC has received a formal wage review to see if their wage was competitive with the market rate which is comprised by several wage surveys and salary data. Please remember not every employee will receive a market adjustment, those already paid at, or above market will receive a letter notifying them of this. All employees that are in good standing and compliant with training will be eligible for annual merit increase in late March 2022.

NCHC will also be releasing a few updated employee-focused Covid-19 policies and procedures to help you and your programs have the most up to date information to keep those we serve as safe as possible. Please continue to be diligent about wearing PPE at all times when providing services for NCHC or when at any NCHC location. Thank you for being a part of the NCHC team and serving those in our communities who are most in need!

Jarret Nickel

- Covid Weekly Update 2**
- Meet Our New Employees! 3**
- Organizational Learning for January 4**
- Alvin! NCHC Therapy Dog 5**
- Pine Crest Star 6**
- Symptoms of Covid 7**
- Where and What to Eat! 8-9**

Person-Centered Shout out

Jessica Putrus, Patient Accounts

Why: Our job duties don't actually cross, however we worked in close proximity. Always an inspiration of strength & work ethics. One of a Kind!

Submitted By: L.W.

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, Jan. 17 – Sunday, Jan. 23

Tom Boutain



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: 29.32%

LINCOLN: 26.22%

LANGLADE: 30.13%

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. 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 January 14, 2022 (AM)
Cases reported to right 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		
Residential – Riverview Towers	1	1/13
Patient Access – Wausau	1	1/13
Community Treatment – Wausau	1	1/13
MVCC – Floor 2	1	1/13
Pine Crest – Long Term Care	2	01/12
Pine Crest Admin	1	01/12
Community Treatment – Wausau	1	01/12
Community Treatment – Antigo	1	01/12
MVCC – Floor 4	1	01/12
Aquatic Therapy	1	01/12
MVCC – 2 North	1	01/12
MVCC – Floor 2 & 3	2	01/12
MVCC – Food Services	1	01/12
Community Treatment – Wausau	1	01/11
Previously Reported: All Cases no longer included below have returned to work.		
Pine Crest – North	1	01/11
MVCC – Multiple Units	4	01/11
Residential – Fulton	1	01/11
Admin- Wausau	1	01/11
Youth Crisis Stabilization	1	01/11
Adult Hospital	1	01/11
Pine Crest Food Services	1	01/11
Pine Crest South	3	01/11
Pine Crest Admin	1	01/11
Crisis Services	2	01/10
MVCC Floor 4	2	01/10
MVCC – Floor 3	1	01/08
MVCC – Floor 4	1	01/08
Crisis Services	1	01/08
MVCC – Floor 2	1	01/08
Food Services- Wausau	1	01/08
MVCC – Floor 3	1	01/05
MVCC – Floor 3 & 2 North	1	01/04
Total Active Employee Cases	41	
Active Resident/Inpatient Cases		
Youth Hospital	1	1/13
MVCC – 2 North	1	1/13
MVCC – 2 North	1	1/11
Adult BH Hospital - Wausau	1	1/10
Total Active Resident/Patient Cases	4	

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, compassionate care and outdoor visits allowed. Outdoor visits are weather-permitting and determined by program.
 - Screening, masks and social distancing required.
 - Nursing Homes must allow in-person visitation on units under enhanced precautions. All visitors will be required to follow the the PPE guidance in place for those precautions.
- 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 desig. 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.

- **Adult Behavioral Health Hospital: Covid-Confirmed Precautions: 1 Positive Patient on Unit.**
- **Youth Behavioral Health Hospital: Covid-Confirmed Precautions: 1 Positive Patient on Unit.**
- **Mount View: Covid-Confirmed Precautions: 2 Positive Residents on 2 North. Enhanced Precautions: ALL Units.**
Visiting Hours M-F: 7am – 7pm, Weekends: 10 am – 6pm.
- **Pine Crest: Enhanced Precautions: ALL Units except Rehab.** In-Person Visiting Hours: M-F: 9am – 6 pm, Weekends: 9am – 3pm.
- **Adult Day Services** – Temporarily Closed until 1/17/22
- **Residential Services:** Open and operational.
 - o **Enhanced Precautions: Jelinek & Fulton.**
 - o **Contact Precautions: 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
- Community Treatment
- Clubhouse
- Crisis Center
- Crisis Stabilization Facility (Adult & Youth)
- Hope House - Wausau / Antigo

Program Hours and Operations Online: www.norcen.org/Covid-19



WELCOME THESE NEW EMPLOYEES TO THE TEAM!

These employees were welcomed at Orientation on January 10, 2022

Community Treatment Adult



Anikka Tesch – Case Manager

Crisis



Wendy Peterson – Manager of Crisis Stabilization Services

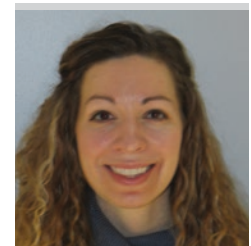
Adult Behavioral Health Hospital



Jesse Borchardt – Registered Nurse



Cally Iczkowski – Registered Nurse



Hannah Wenzlick – Physicians Assistant

Food Services



Janelle Beaman – Cook, MVCC



Caylie Amelise – Dietary Aide, Pine Crest



Jessica Ward – Dietary Aide, Pine Crest

Outpatient



Dr. Jean Vogel – Psychiatrist – Wausau

Youth Behavioral Health Hospital



Noel Boismenu – Registered Nurse

Mount View & Pine Crest



Jozelyn Gebert – CNA, Pine Crest



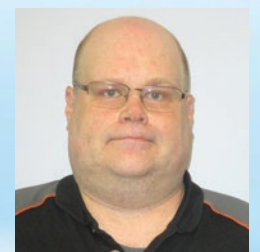
Christina Byers – CNA, Pine Crest



Emma Kostecki – Hospitality Assistant/ CNA Class



Ethan Landwehr – Hospitality Assistant/ CNA Class



Paul Schnae – Hospitality Assistant, Pine Crest

Residential Services



Photo not currently available

Nevaeh Clendenning-Alvarez – Hospitality Assistant – Jelinek

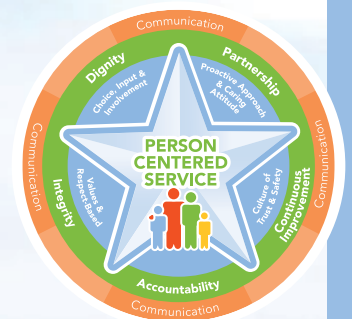


Elizabeth Grulkowski – Residential Care Assistant – Jelinek



Nicole Sheehan – Residential Care Assistant – Bissell

We are so excited to have you on our team!





January 2022 Organizational Learning Modules



Each month staff are assigned 30-60 minutes of organizational training that needs to be completed by the due date.

Log into the learning management system (LMS), *UKG Pro Learning*, to complete the following training modules:

- **Equity and Diversity in the Workplace** (10 minutes)
- **2022 NCHC Charge and Conviction Notifications and Background Checks** (5 minutes)
- **2022 NCHC Work Expectations, HR Policy Review and Acknowledgement & Job Description Sign-off** (15 minutes)
- **2022 Caregiver Misconduct & Mandated Reporting** (10 minutes)
- **Multi-factor Authentication (MFA) Cyber Security Training** (20 minutes)



THE UW SYSTEM LAUNCHES A NEW TUITION REFUND PROGRAM FOR STUDENT LTC/HEALTH WORKERS \$500 Tuition Refund Available for Eligible Students

The long-term care and health care associations met with UW System officials last month to explore additional strategies to bring more students into our LTC and health care system. Today, the UW System announced it is making a tuition refund available to 1,000 students enrolled at a UW System campus during the spring 2022 semester who work a minimum of 50 hours at a clinical or health care setting (including nursing homes and assisted living facilities) in Wisconsin between December 1, 2021 and February 28, 2022. Recipients must also meet relevant licensure and certification requirements, but are not required to work in a caregiver capacity. To be eligible, students must present a letter from their employer verifying the type of work and the hours worked to their campus Bursar's Office by no later than March 31, 2022.

The UW System will receive \$500,000 from DHS to fund this program and reportedly is seeking additional dollars to expand it.

Visit <https://bit.ly/500UW-Cash> for full press release and more information.

SAFETYZONE NOTICE

Please Use Chrome Browser to Access



Staff have been reporting issues when submitting SafetyZone events. The SafetyZone support team has indicated that staff should be using only Chrome or Microsoft Edge web browser when utilizing SafetyZone as the online tool no longer supports Internet Explorer. Microsoft has stopped all support and security updates to Explorer regarding SafetyZone. If you have issues submitting an event, please contact the HelpDesk to open a support ticket.

CCITC CHANGES TO ON-CALL PAGER

Critical System Support Access for IT Needs: 715.907.7104

CCITC has made a change to the On-Call pager and are upgrading their service. Unfortunately, they need to use a different number to make this change. The old number will only be available for another 30 days, and the process for the page will also remain the same. The new number is 715.907.7104.

Please update any locations that you have this posted and **remember that this number is for critical system support.**



PHOTO OF THE WEEK



Alvin
NCHC Therapy Dog

**COLD WEATHER
THERAPY DOG**

**Alvin is Prepared
for Winter**

Alvin, NCHC's Therapy Dog, has been preparing for winter, and not just his beautiful fur coat, but he now dons some awesome footwear to keep his paws clean and protected from cold and salt. Check out Alvin on Facebook... he's got a lot to say! Woof!

SHARE YOUR PHOTO OF THE WEEK

Email: Communications@norcen.org or Text: 715.370.1547



**Follow Alvin on Facebook
@AlvinLovesNCHC**



**2022 Covid-19
Vaccination Clinics for
NCHC Employees**

To receive your 1st, 2nd or Booster dose in 2022, vaccination clinics will be available for staff on the first Friday of each month.

Covid Vaccine Sign Up
<https://bit.ly/2022Vaccinations>

Upcoming Vaccination Clinics:

2/4/22 from 2:00 - 3:00 pm

1st Floor Dining Room of
OLD Mount View Building

3/4/22 from 2:00 - 3:00 pm

1st Floor Dining Room of
OLD Mount View Building

The Covid-19 vaccine is a 2-dose vaccine. After you receive your first dose, please make sure to sign up for your second dose for the following month. For example, if you're signing up for your first vaccine in February – make sure to sign up for your second in March. You will also be given your return date for the 2nd vaccine on your COVID Vaccine Card when receiving your first dose.

**Employee Health &
Wellness Center**

**1100 Lake View Drive, Wausau, WI
North Central Health Care Campus
Door 25**

Schedule an Appointment:
715.843.1256 or MyAspirus.org

Updated Hours:

Monday - Wednesday - Friday: 8:00 am - 4:30 pm

Tuesday: 6:30 am – 3:00 pm

Thursday: 9:30 am – 6:00 pm





MULTI-FACTOR AUTHENTICATION WILL BE ENFORCED BEGINNING JANUARY 18

Multi-Factor Authentication (MFA) will be turned on for email and VPN access beginning January 18, 2022. All NCHC employees are required to log into UKG Learning and complete the MS Authenticator set up as soon as possible. If you take no action, you will not have access to work email or VPN. If you have already completed this step, thank you!

Office 365 mailbox transitions took place earlier this week and have been completed for all NCHC employees. If you are still having issues with your email, on your computer or mobile device, please contact the Help Desk at x6710 or 715.261.6710 with any questions.



Be Sure to Visit Our Website at norcen.org/Careers for the latest Job Opportunities!

FOR ALL NCHC USERS

Multi-Factor Authentication (MFA)

What is MFA?
MFA provides another layer of protection by requiring both username/password and a code from something you have.

Why do we need to use MFA?

MFA is required for our cyber risk insurance which protects us from costly data breaches.

What proof can we use for MFA?

- Code from a mobile app on a smart phone or tablet
- Token (key fob/dongle)

When is MFA used?

MFA will be required for:

- VPN remote network access
- e-mail (both on or off the network)
- Portal.Marathon.co.wi.us

But you will only need to enter your MFA code periodically (about every 90 days for email). VPN will always require MFA.

What do you need to do?

Log into UKG Learning and complete the assigned MFA module by January 16.*

It includes step-by-step instructions to set up the MS Authenticator mobile app. You will need a work or personal smart phone to complete the module. Work with your manager to request a token if you are not able to use the app with your personal or work smart phone.

* If you are unable to complete the module by January 16, please complete as soon as possible and speak with your manager. Your access to email and VPN will be impacted if you do not follow the instructions and complete the module and installation.

HAVE MFA QUESTIONS OR NEED HELP?
Please contact the CCITC Help Desk x6710 or 715.261.6710 if you need assistance.

Pine Crest

Person centered. Outcome focused.

Star of the Month

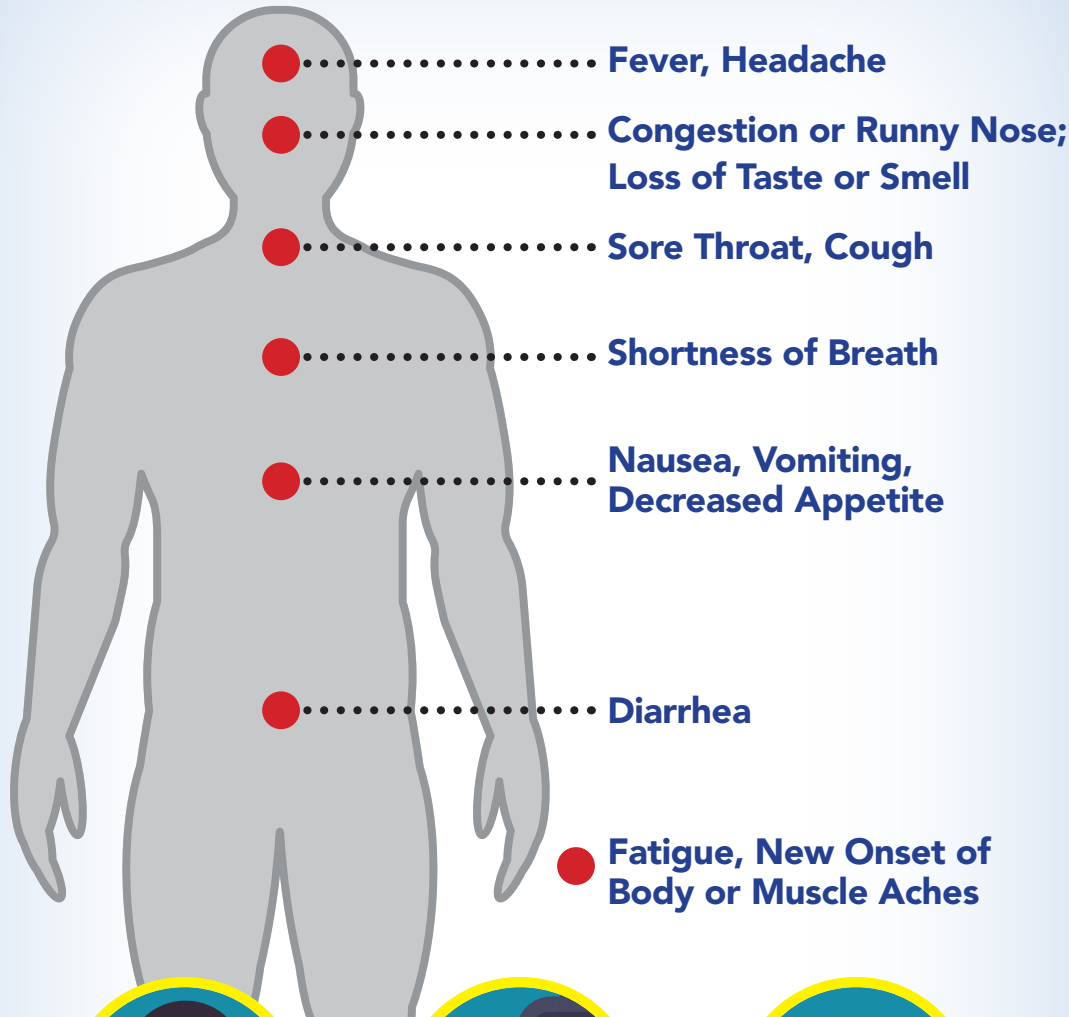
CONGRATULATIONS SAVANNAH SEVERT!

Savannah Severt is our January Pine Crest Star! Savannah has been with Pine Crest for 8 years now working primarily in Life Enrichment and also assisting as a CNA. She has been an absolute joy to work with and a true asset to our team! She has an excellent work ethic and keeps herself very busy helping out in any way possible. She is constantly volunteering to take on more, help others, and take on extra responsibilities where she sees we need it. Her infection control and organization skills are phenomenal and she often finds ways to make practices more efficient. She picks up at last minute frequently, is a great partner to work with, and will always stop to help a resident or coworker in need, no matter how busy she is. Most importantly, she has a heart of gold and a great sense of humor. I've only heard compliments from coworkers and boy do they sing her praises! The residents absolutely adore her and she especially has a true talent working with residents with dementia. She puts in 100% as soon as she walks in the door, has the patience of a saint, and can literally make anyone smile. She is so creative and goes out of her way to do fun and new things to make the residents happy. If spinning on her head upside down will crack a smile, she'll do it. ;) Savannah more than deserves this award as she has bent over backwards in so many ways for so long now. She is a true gem and we can't thank her enough for everything she has done for Pine Crest residents and staff. Thank you and congratulations, Savannah!



Common Covid-19 Symptoms

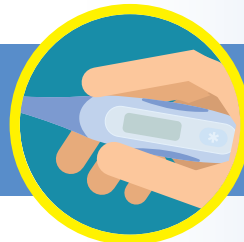
Please Stay Home If You Are Sick



Wear a Mask



Wash Your Hands



Screen & Monitor for Symptoms

Report Symptoms and Covid-19 Exposures to Employee Health and Your Manager.



All NCHC Employees 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.

NCHC Employee Health: 715.848.4396

IS IT COVID-19? Know the symptoms of Covid-19

The only way to know is to get tested. If you are experiencing symptoms of Covid-19, contact your manager and Employee Health at 715.848.4396.

EMPLOYEE DRIVE-THRU TESTING

Employee drive-thru testing is available for Nursing Home and Direct Care Employees who are experiencing symptoms.*

Monday – Friday
Employee Testing Locations:

Mount View Staff: MV Main Entrance. Remain in Vehicle. Call Connie 715.432.4257 for appt. M-F.

Pine Crest Staff: 9 am or by appt. at Pine Crest Main Entrance. Remain in Vehicle. Call Destiny 715-539.2552 for appt. M-F.

BHS and Non-Nursing Home Employees in Direct Care: 10 am Youth Hospital Garage. M-F.

*Please note, the above testing schedule is not for routine testing required for nursing home employees.

Be safe. Be well. And prevent the spread of illness.



In the **NEW Mount View Building**

Now Open!

WAUSAU CAMPUS CAFÉ

Grab-N-Go



Monday – Friday
9 am – 5:30 pm



Breakfast 9:00 am

Assorted Pastries, Muffins, Bagels

Lunch 11 am – 1:30 pm

Hot Food Bar \$.45/ounce

9 am – 5:30 pm

Grab 'n Go Sandwiches, Soups & Salads,
Juice, Water, Snacks

REMINDER: When you use self check-out in Wausau Campus Cafe, please remember to hit the **SUBMIT** button on screen.

If you don't hit **SUBMIT**, you are not paying for your food.

The Bistro will be opening later. Watch for announcements and details coming soon!

What's For Lunch?

JANUARY 17 – 21, 2022

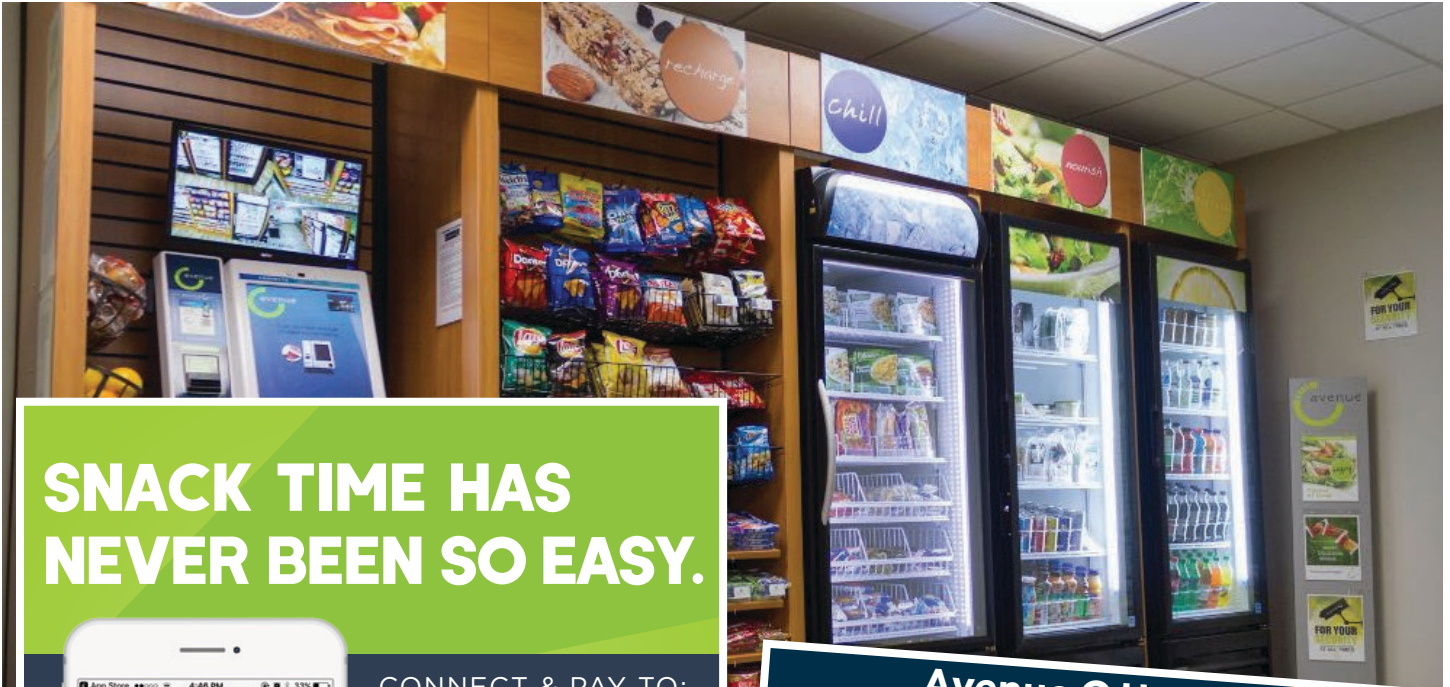
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<u>main course</u> Beef Stroganoff Wax Beans Noodles	Roast Pork & Gravy Corn O'Brien Mashed Potatoes	Meat Lasagna Green Peas Garlic Breadsticks	Roast Turkey Breast California Blend Veggies Mashed Potatoes with Gravy	Baked Fish Fillet Seasoned Brussel Sprouts Hashbrowns
<u>dessert</u> Apple Crisp	Carrot Cake	Pineapple Upside Down Cake	Butterscotch Pudding	Chery Delight
<u>soup of the day</u> Pasta Fagoloi Soup	To Be Announced	Vegetable Beef Soup	Cheddar Cheese Soup	Chili Soup

REMINDER: The old NCHC Wausau Campus cafeteria has been closed indefinitely. There will be no access to the water/ice machine or microwave. Please transition into using the new cafeteria location.

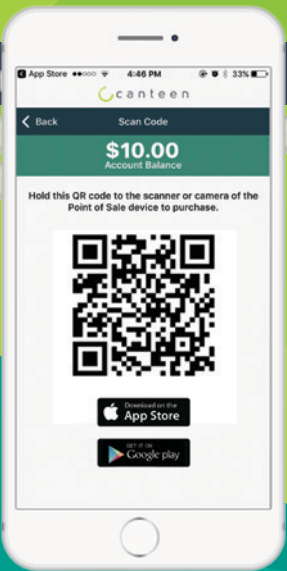


Have You Seen the New Avenue C Vending Available for Staff?

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!



Please note: Avenue C does NOT use your NCHC issued ID badge or QuickCharge. You must follow instructions above to set up a different Avenue C Vending Account.