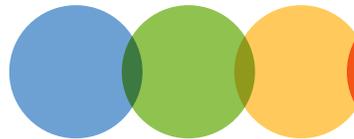




A Weekly Update  
For The Employees of  
North Central Health Care

# NEWS YOU CAN USE

## WEEKLY CONNECTION WITH OUR TEAM



**Tom Boutain**  
Information Services  
Executive

### Amazing Things

It seems like only yesterday I walked through the front doors and began my journey here at NCHC. Next week will mark my three year anniversary. I can't believe how fast those three years went by.

As an organization, we should be proud of what we have accomplished in just my short tenure. To put the time in perspective, we completed the Mount View's Electronic Health Record (EHR) upgrade to Matrix Care. We implemented UKG Core and UKG Learning. And we migrated our Behavioral Health EHR to Cerner just to name a few. We also welcomed Lincoln Industries and Pine Crest to the NCHC family.

Additionally, we have completed more than half our Master Facility Plan which includes the completed phases of the Aquatic Physical Therapy Center, the Youth Behavioral Health Hospital, the Adult/Youth Criss Stabilization Facility, the Mount View Tower and just recently opened the Bistro. (By the way if you have not stopped at the Bistro, you need too. The food is amazing!)

Everyone should be extremely proud of our accomplishments. Without YOU ALL, none of this would have been successful. Our teams at NCHC continue to do amazing things, all while navigating the COVID-19 pandemic. I am so proud to be part of NCHC. Thank you!

**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, Feb. 28 –  
Sunday, March 6**

**Dr. Robert  
Gouthro**



**READ MORE  
ON PAGE 4!**

Covid Weekly Updates .....	2
February Learning & Development Reminders....	3
Social Work Month.....	4
Music Therapy Month.....	5
Photo of the Week .....	6
Employee Engagement .....	7
On the Move .....	11

Person-Centered

## Shout out



**Jackie, Katie, Pam and the Entire Antigo Center Staff**

**Why:** I would like to shout out to Jackie Nikoli, Katie Morrison, Pam Hoff and the entire Antigo Office. Jackie, Katie and Pam kept the front office in Antigo up and running. I was out sick for 6 weeks and the whole group really rallied around me..

**Submitted By:**  
**Mel Wohlwend**







**Wear a Mask – Maintain Social Distance – Wash Your Hands – Stay Home If You Are Sick. Report Symptoms and Covid-19 Exposures to Your Manager Immediately.**

Managers report in SafetyZone ASAP. 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. **Questions: Employee Health 715.848.4396**

**COUNTY POSITIVITY RATE**

**MARATHON: 9.36%**

**LINCOLN: 8.66%**

**LANGLADE: 6.65%**

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 or Covid-19 Confirmed/Suspected Precautions. Units/Patients on Covid-19 Confirmed/Suspected Precautions must have it clearly posted on the entrance to the unit or patient room.

o **Standard Precautions** – Surgical Mask and Gloves required. Eye Protection (face shield, goggles or safety glasses) required during applicable isolation precautions.

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**

Program	Current Active Employee Cases	Date Reported
<u>New Cases</u> MVCC	1	2/24

**Employee Cases Reported through Feb. 25, 2022**

Cases reported to right are current active employee cases. All employee cases previously reported that are no longer shown here have been cleared to return to work from NCHC Employee Health and local health officials based on a review of the individual case details.

Previously Reported  
*All Cases no longer included below have returned to work.*

**Total Active Employee Cases 1**

Active Resident/Inpatient Cases – Use Covid-Positive Precautions  
Mount View – Floor 2 2

**Total Active Residents/Patients 2**

**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.
  - 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. All visitors will be required to follow the PPE guidance in place for 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 (above) in addition to changes below. **Note:** Information below denotes only Covid-19 Confirmed cases. Some units/patient rooms may be on Covid-19 Suspected and use same precautions until negative test results are returned.

- **Mount View:** Covid-19 Confirmed Precautions: Floor 2 (2).  
Visiting Hours M-F: 7am – 7pm, Weekends: 10 am – 6pm.
- **Pine Crest:** In-Person Visiting Hours: M-F: 9am – 6 pm, Weekends: 9am – 3pm.
- **Residential Services:** Open and operational.
  - 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 Behavioral Health Hospital
- 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
- McClellan House
- Outpatient Clinics
- Pharmacy
- Prevocational Services – Wausau
- Transportation
- Youth Behavioral Health Hospital

Program Hours and Operations Online: [www.norcen.org/Covid-19](http://www.norcen.org/Covid-19)



## 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:

**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.

**Marathon County Employees Credit Union**

**See MCECU For All Your Home Loan Needs!**

**We are Here to Help You Through the Process.**  
Contact Pete Today!  
715 261-7685  
[Peter.Wolf@co.marathon.wi.us](mailto:Peter.Wolf@co.marathon.wi.us)

**Proudly serving Health Care Center Employees & their Families since 1965.**

400 East Thomas Street • Wausau, WI 54403

## Did you complete your February Learning Modules?

# February 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:

- **NCHC Policies, Procedures, and Related Forms** (10 minutes)
- **Code of Conduct 2022** (20 minutes)
- **Patient Rights 2022** (20 minutes)





# MARCH IS SOCIAL WORK MONTH



*Thank You* To ALL The Social Workers In All Our Programs Across NCHC And Our Community!

Social work is one of the fastest growing professions in the United States. Today, there are more than 700,000 social workers in our nation and that number is expected to rise 11 percent in the next decade, according to the Bureau of Labor Statistics. Social workers are present throughout our society and in several programs throughout North Central Health Care from several mental and behavioral health programs to skilled nursing. Many staff have social work degrees at a variety of levels of mastery, and may be in various rolls throughout our programs.

Throughout our community you can find social work professionals in hospitals, schools, centers for veterans and in state, local and federal government. They are trained to work in a holistic way to bring about positive changes on an individual, family, community and even societal level. Many of the myriad benefits Americans enjoy today—including more access to health and mental health care, a minimum wage and Social Security—are because of the work of social workers and others.

Social work is also a profession that allows people across many generations to make a profound, positive impact on the lives of millions of people each and every day.

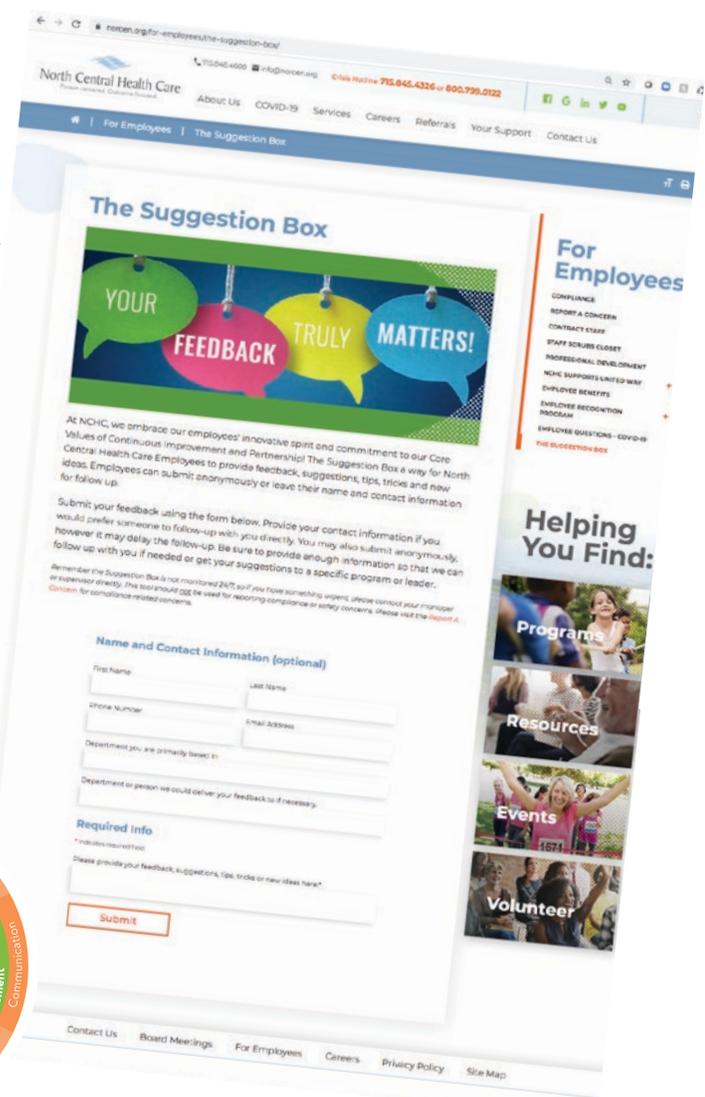
## The Suggestion Box

Employees can provide feedback, suggestions, tips, tricks and new ideas all through this new online opportunity!

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

We embrace our employees' innovative spirit and commitment to our Core Values of Continuous Improvement and Partnership! The Suggestion Box a way for North Central Health Care Employees to provide feedback, suggestions, tips, tricks and new ideas. Employees can submit anonymously or leave their name and contact information for follow up - all submitted online!

Submit your feedback using the form provided at our website. Provide your contact information only if you would prefer someone to follow-up with you directly. You may also submit anonymously, however it may delay the follow-up. Be sure to provide enough information so that we can follow up with you if needed or get your suggestions to a specific program or leader.





STATE of WISCONSIN



OFFICE of the GOVERNOR

# Proclamation

WHEREAS, music therapy is the clinical and evidence-based use of the nonverbal, creative, and emotional qualities of music and musical elements to promote and maintain an individual's health and wellness; and

WHEREAS, our state's music therapists strive to provide music therapy services which are most effective in restoring, maintaining, and improving the mental, physical, and social well-being of folks across Wisconsin; and

WHEREAS, professional music therapy organizations in Wisconsin, including the Great Lakes Region of the American Music Therapy Association and the Wisconsin Chapter for Music Therapy, are committed to community involvement, service, and education, as well as to advancing music therapy as a professional discipline, standardizing assessment and therapeutic techniques, and documenting and implementing peer review for professional quality assurance; and

WHEREAS, this month, the state of Wisconsin joins our state's music therapy organizations, providers, and patients in raising awareness about the potential health benefits of music therapy for all Wisconsinites;

NOW, THEREFORE, I, Tony Evers, Governor of the State of Wisconsin, do hereby proclaim March 2021 as

## MUSIC THERAPY MONTH

throughout the State of Wisconsin and I commend this observance to all our state's residents.

IN TESTIMONY WHEREOF, I have hereunto set my hand and caused the Great Seal of the State of Wisconsin to be affixed. Done at the Capitol in the City of Madison this 24<sup>th</sup> day of February 2021.

*Tony Evers*

TONY EVERS  
GOVERNOR



By the Governor:

*Douglas La Follette*  
DOUGLAS LA FOLLETTE  
Secretary of State

# Celebrating Music Therapy Month

Music Therapy is an established healthcare profession that assists individuals of all ages in reaching their goals and improving their quality of life. Music Therapists:

- Require bachelor's degree or higher in music therapy from one of AMTA's 72 approved colleges and universities, including 1,200 hours of clinical training.
- Require coursework in psychology, medicine, and music.
- Must hold the MT-BC credential, issued through the Certification Board for Music Therapists ([www.cbmt.org](http://www.cbmt.org)).
- Use evidence-based interventions with a strong research foundation.
- Are registered in Wisconsin through the Department of Safety and Professional Services Wisconsin State Statutes SPS 142.01.

We are fortunate to have a Music Therapist of our own at NCHC. Melissa Stockwell is Board Certified Music Therapist and Life Enrichment Supervisor at Mount View Care Center in Wausau. If you have had the pleasure of attending any of her sessions, you would know why music therapy is so special. Melissa has a way with her voice, but also making each person a part of the music. Thanks for all you do for NCHC and those we serve Melissa! And to our entire Activities Team - THANK YOU!!!!



**Melissa Stockwell, MT-BC**  
Board Certified Music Therapist

*Thanks for all you do Melissa!*



PHOTO OF THE WEEK



Share Your Photo of the Week Email: [Communications@norcen.org](mailto:Communications@norcen.org) or Text: 715.370.1547

**CONTINUOUS IMPROVEMENT AND PARTNERSHIP IN ACTION**  
**Temporary Nurse Aide Training**

At Mount View last week, staff worked with Learning & Development and completed a Temporary Nurse Aide class to assist the CNA's and Nurses with skills such as vitals, positioning, gait belt transfers and mechanical lifts. These employees are now able to help with these tasks until the pandemic is declared over. This helps the residents and staff be more efficient in their work and decreases the time the CNA's and the residents have to wait for assistance.

Thank you to all who participated in the training. This is a great example of Partnership and Continuous Improvement. Participants include respiratory therapist, activities, social services, hospitality and more.



Continuous Improvement

Partnership



### CELEBRATING BABY!

Youth Behavioral Health Hospital Team celebrated Behavioral Tech Mya Boucher's baby shower. Congrats to Mya and her family on this exciting news. We can't wait to welcome baby to our NCHC family!

Submitted by Viviana Bermudez, YBHH



## COMMUNITY TREATMENT CELEBRATES NATIONAL CHILI DAY

Community treatment has some great cooks who brought in some amazing creations that taste testers gave all solid ratings!!! The food ranged from spicy to not spicy, and noodles or none. This is how the rankings ended up!

### CHILI

- 1st place – Tricia Klemp
- 2nd place – Anikka Tesch
- 3rd Place – Kristin Verhulst
- 4th Place – Leah Van De Loo

### CORNBREAD

- 1st Place (Hands Down) – Cece Upton

### DESSERTS

- 1st Place – Dana Best

#### Donator Extraordinaires:

- Stacy Metko
- Janelle Hintz
- Chrissy Seidler
- Marne Schroeder
- Becky Kopp
- Annie Wunsch





In the **NEW Mount View Building**  
**WAUSAU CAMPUS CAFÉ**  
**Grab-N-Go**



**Monday – Friday**  
 9 am – 5:30 pm



**Breakfast 9:00 am**

**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

# What's For Lunch?

FEB. 28 – MARCH 4, 2022

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<i>main course</i> Spaghetti & Meat Sauce Broccoli, Garlic Bread	Open-Faced Beef Sandwich Green Bean Casserole Mashed Potatoes	Best Ziti Steamed Summer Squash Garlic Breadsticks	Roast Turkey & Gravy Baked Tomatoes Augratin Potatoes Dinner Roll	Poorman's Lobster Carrots Baked Yams
<i>dessert</i> Applesauce Gelatin	Creamy Frosted White Cake	Fruit Cup	Chocolate Swirl Cake	Cherry Delight
<i>soup of the day</i> Cheesy Cauliflower Soup	Savory Chicken Noodle Soup	Beef Noodle Soup	Hobo Soup	Minestrone Soup



# THE BISTRO

MONDAY – FRIDAY | 7:30AM – 3PM  
HOT FOOD AVAILABLE UNTIL 2:30PM

## SPECIALS

### PANINI OF THE WEEK



### PIZZA PANINI \$5.50

ITALIAN SAUSAGE | PEPPERONI | PEPPERS  
BLACK OLIVES | ONIONS | MOZZARELLA

### DESSERT OF THE MONTH



### APPLE PIE PANINI \$3.5

HONEY WHIPPED CREAM CHEESE | CINNAMON  
BROWN SUGAR APPLE SLICES | RAISIN BREAD

## MENU

### COFFEE

	16oz	20oz
CAPPUCCINO	3.50	4.00
LATTE/CHAI LATTE	3.50	4.00
AMERICANO	3.00	3.50
MACCHIATO	3.25	3.75
COFFEE	1.50	2.00
ICED COFFEE	1.50	2.00
HOT CHOCOLATE	2.00	2.50
HOT TEA	2.00	2.50
FLAVOR SHOTS	.50	.50
VANILLA (REGULAR + SF)   SALTED CARAMEL (REGULAR + SF) IRISH CREAM   PEPPERMINT   WHITE CHOCOLATE   MOCHA		
ESPRESSO SHOT	1.00	1.00

### FOOD + BAKERY

SCONES	2.00
MUFFINS	2.00
BAGELS	2.00
M&M CHOCO CHIP COOKIE	1.25
MARSHMALLOW CRISPY BAR	1.75
PEANUT BUTTER CRISPY BAR	2.00
CHEESECAKE	2.00 - 3.00
PUFF PASTRY	1.50
BREAKFAST SANDWICH	3.00
BREAKFAST SANDWICH W/MEAT	4.00
PANINI	3.50 - 5.25
CALZONE	4.50 - 5.0

CASH, CREDIT OR QUICKCHARGE PAYMENTS ACCEPTED | ALL SALES SUBJECT TO SALES TAX



for the

# HELP HOMELESS

## Hygiene Drive

### Feb. 13 – March 6

Donate Personal Care and Cleaning Supplies for LOCAL crisis programs

*Help ease the financial strain on your local crisis programs and those they serve!*

### HEY NCHC TEAMS!

Looking to give back to those we serve and our community?

Consider donating to the Help the Homeless Hygiene Drive to help local Crisis programs like NCHC's Community Corner Clubhouse, The Salvation Army, Neighbor's Place and many more in our local communities!

**Start collecting personal care and cleaning supplies NOW through March 6, and drop them off to collection boxes in our community...**

**OR** Drop off at Collection Boxes at Wausau Campus (MVCC Main Entrance, Outpatient Main Entrance and Health Department Entrance)

**OR** interoffice mail donations to Communications & Marketing.

Please make sure your items are easily transportable (in bags or boxes) for ease of delivery.

Take a photo of your team with your donations and share on our NCHC Employee Communications Facebook Page with #IamNCHC

### Most Needed Items:

- Cleaning Supplies
- Feminine Needs
- Bathroom Tissue
- Diapers/Baby Care
- Hair Care
- Deodorant
- Dental Care
- Body Lotion
- Laundry Soap
- Kitchen Trash Bags
- Paper Towels
- Face/Bath Soap

*Donations Remain in the Communities Where They are Collected!*



These sessions are FREE for all NCHC Employees!

Want to get away? Escape for 30 minutes of R&R

Block your schedule for 30 minutes on Wednesday, March 2 to calm and center your mind with Shelly Maxwell MSW, LCSW, RYT, EAP counselor and registered yoga instructor. Just 30 minutes can help improve your productivity, center attention and sharpen your concentration.

Wednesday, March 2: Noon-12:30 p.m.

Meeting link:

<https://ascension.zoom.us/j/92225722860pwd=MlhSNnROU0ZaTEQvNTFTT1RVQVpaQT09>

Meeting ID: 922 2572 2860

Passcode: 811557

Don't miss any upcoming sessions. Block out time in your calendar to join us at Noon on the following days:

- April 6, 2022
- May 4, 2022



ascensionwieap.org  
e: eap@ascension.org  
t: 800-540-3758



## VOLUNTEER OPPORTUNITIES AVAILABLE

As spring rolls around, we at Wausau Metro Special Olympics are starting to plan our spring sports. We are currently in need of volunteers to help coach our soccer, swimming and bocce ball teams. We typically practice one night per week, and our tournaments take place on the weekend. Each team will have one weekend tournament, but may have the opportunity to participate in a second tournament depending on their scores.



Our volunteers are all ages and their commitments can range from an afternoon to a lifetime. Minimal sporting experience is necessary to volunteer with Special Olympics Wisconsin; however, you must be at least 13 years of age, unless accompanied by an adult.

Online applications available. Background checks required.

For additional information or to volunteer contact: [akalenske@norcen.org](mailto:akalenske@norcen.org)



*"I promise to give of the time in my life so that Special Olympics athletes can have the time of their lives. I promise to support Special Olympics, not just as an expression of charity, but as a form of respect for my fellow human beings. I promise to spread the word of volunteerism because, in giving, I receive so much more in return."*

### Types of Volunteers

#### Long-Term (Class A)

- Coach or Assistant Coach
- Chaperone
- Local Program/Agency Manager
- Games Management Team Member
- Unified Sports Partner

#### Short-Term (Class B)

Class B Volunteers are typically day-of/event

- Official
- Scorekeeper/Timer
- Awards Presenter
- Athlete Escort
- Fundraising event volunteer
- Healthy Athletes medical volunteer

# employees on the move

Congratulation to these employees for their recent transfer or promotion!



**Katelyn Hahn** recently was promoted from CNA in Long Term Care at Pine Crest to LPN. Congrats!



**Sierra Smith** recently was promoted from Outpatient CMA to Case Manager in Community Treatment. Congrats on your accomplishment!



**Brittany Thomas** recently transitioned from Patient Access referral Coordinator to Registration Specialist!



**Brooke Larkee** recently transferred from CNA to Health Unit Coordinator in Special Care at Pine Crest.



**Shannon Butler** recently was promoted from Housekeeping Aide to Performance Improvement Specialist at Pine Crest. Way to go!



**Alissa Zajackowski** recently transitioned from Medication Tech in Special Care to CNA at Pine Crest. Congrats!



**Xandra Bienfang** recently was promoted from Hospitality Assistant to CNA in Long Term Care at Pine Crest. Congrats!