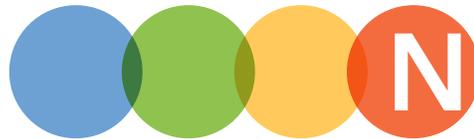





 A Weekly Update
 For The Employees of
 North Central Health Care



 NEWS YOU CAN USE

WEEKLY CONNECTION WITH OUR TEAM



MEET GARY OLSEN!
NCHC Finance Director

Hello, I wanted to take some time to introduce myself to everyone in the organization. My name is Gary Olsen and I am the new Finance Director. I have been in this position for about a month now and I am super excited to have joined the team here at NCHC.

Just a little bit about me, I have spent the last 28 years working in government. I was the Senior Accountant at Shawano County for 7 years, the Finance Director at Langlade County for 16 years, and for the last 5 years I was the Village Administrator at the Village of Rothschild.

I grew up in Arvada Colorado and moved to Wisconsin after I got married. We purchased the house my wife grew up in and have remodeled it extensively. My wife will never move from that house, so we will be there forever. I have been married for 32 years, I have 4 children, and 5 grandchildren. Family is very important to me.

I am excited to be here at NCHC and to have a new "work" family to get to know.

2
 Hard Hat Updates

3
 Upcoming Events for Staff

5
 Pine Crest Star

6
 MVCC Car Show

7-8
 Foodie Forecast.....

9
 ManageWell Tips & Recipe



Overview of Updates to SafetyZone on Page 4!

Soft Serve
ICE CREAM & SUNDAES
now served at
THE BISTRO



Person-Centered
Shout out



Stephanie Keller
 Youth Behavioral Health Hospital

Why: Stephanie got a wonderful compliment from a patient about how great a BHT she is!

Submitted By: DeAnna Dertz



ADMINISTRATOR ON-CALL
 x4488 or 715.848.4488

Tuesday, July 11 – Sunday, July 17

Jennifer Peaslee



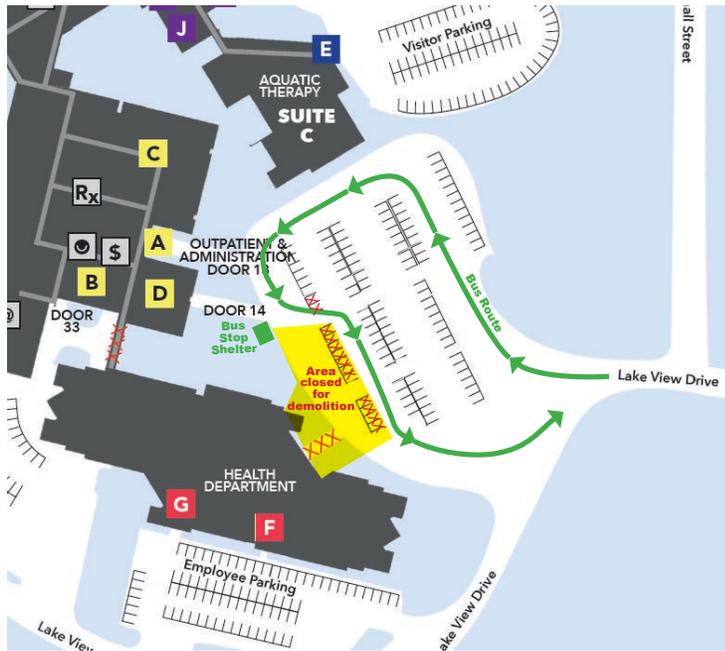


HARD HAT UPDATE

NCHC WAUSAU CAMPUS BUS ROUTE, PARKING CHANGES AND RETENTION POND REWORK BEGINNING MONDAY, JULY 11

Beginning Monday, July 11, construction will be impacting several additional locations on the Wausau Campus, mainly the Lake View Drive front parking lot AND additionally parking spaces around and near retention ponds and drainage ditches in front of the Marshall Street locations.

There will be construction fencing around the Entrance of Door 19 that extends out into the parking lot area. This fencing will surround the former main entrance to Marathon County Health Department and the former NCHC Theater. Construction crews will begin demolition of the exterior canopy. Parking lot traffic and bus route traffic will be slightly rerouted as shown below. Wausau Transit buses will turn out and go into the second row to exit the lot, instead of going straight ahead to stop sign to exit. The four parking stalls to the south of the blacktop walk path will be "no parking" to allow the turn out of the buses. The bus stop shelter will remain in its current location.



Retention pond rework will also begin on Monday, July 11. The construction crews will begin with the largest retention pond near the Lake View Drive Main Entrance and the oxygen farm, and then work north back toward Mount View and the Youth Hospital, one pond at a time. Parking nearest the ponds will be disrupted as equipment needs space to maneuver and dig, but this should not shut down any full lots and staff and visitors will need to follow posted signage to ensure safety.

Please use extra caution in parking areas and be alert of unexpected vehicles. Assist those needing directions. Thank you for your assistance and Person-Centered Service!

WAUSAU CAMPUS
Door #33 Update

Door #33 will remain closed until footings and foundations are complete and the area is safe to walk through again with no heavy equipment and construction taking place. Renovation schedules now show work on this area continuing through the end of August for concrete work. The situation will be evaluated weekly.

SOUTH EAST SIDE NEIGHBORHOOD



WAUSAU'S SOUTH EAST SIDE NEIGHBORHOOD INVITES NCHC TO A FUN NIGHT OF MUSIC! Tuesday, July 12 • 6-8 pm

Our neighbors would like to invite residents, staff and their families to another "Music of the Night" event at Alexander Airport Park.

A fun combo of trumpet, piano, bass and drums by the Hunter Krolow Collective on behalf of the CWSO. RAIN DATE- Tues., July 19.



CURRENT EMPLOYEES!
LOOKING TO PICK UP EXTRA SHIFTS?
CONTACT HUMAN RESOURCES ABOUT
OPPORTUNITIES IN RESIDENTIAL SERVICES!

For questions, contact Petti Mannel, Christina Harris
or Jami Collins in Residential



Here's how it works...

Step 1: Tell Us About Your Recruit

Text "Refer" to 715.598.3663

Email HRResources@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 | Employees below .5FTE status

\$500 After 90 days | Employees .5FTE status or above

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.

REFER A FRIEND FOR YOUR OPPORTUNITY TO EARN SOME REFERRAL CASH WHEN THEY JOIN OUR TEAM!

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

SHARE NCHC JOB POSTINGS
ON SOCIAL MEDIA!



ADULT DAY SERVICES
3RD ANNUAL PARADE

Thursday, July 14th | Marshall Street Parking Lot

Updated Time: 10:30 am

On Thursday July 14th, Adult Day Services is having their 3rd Annual Parade!! The parade float will drive around the facility grounds once at 10:30 am for Adult Day Services consumers and Mount View Care Center.

If you and/or any of your clients/consumers would like to participate, we will be wearing RED, WHITE, & BLUE apparel!! Employees and residents are encouraged to watch and cheer on our ADS clients and team as they show their spirit! Viewing can be from the Aquatic Services or Mount View Entrance at Marshall Street.

HEALTHCARE HERO
SCRUB & SHOE SALE

Direct to you from:



#1 In Mobile Uniform Sales

Monday, July 11th

9am-4pm

MOUNT VIEW CARE CENTER
PARKING LOT
NCHC WAUSAU CAMPUS

GREAT VALUE DEALS INCLUDING SALES ON
SELECT BRANDS

ASK US ABOUT OUR REWARDS PROGRAM

DRAWING FOR FREE SET OF SCRUBS, SIGN-UP
WILL BE AVAILABLE INSIDE STORE!!!

PAYROLL DEDUCTION
UP TO 4 PAY PERIODS

PAYMENTS ACCEPTED:
VISA, MASTERCARD, DISCOVER,
AMERICAN EXPRESS, AND CASH

BRANDS AND
STYLES
OFFERED

IRG

Edge

Elevate

Elite

Ava Therese

Barco / Greys
Anatomy

Maven

Shoes by
Alegria,
Dansko, Traq

Medical
Accessories

Endless style
options
including
joggers, jackets
and more!



NCHC Core Value: Continuous Improvement



UPDATES TO SAFETYZONE ARE NOW LIVE!

Here's What You Need to Know!

Part of our commitment to NCHC Core Value of Continuous Improvement, we have made updates to our SafetyZone Occurrence reporting platform. We hope that these updates will help you in reporting occurrences as required and for better monitoring and follow up. Here is a run down of the updates and changes.

CHANGES TO THE CLIENT/PATIENT/RESIDENT FORM

When staff enter Safety Zone to submit an occurrence for Suicide Attempt, in the Sub-event area, you will now be prompted for method.

When staff enter Safety Zone to submit an occurrence for Behavioral Issue, you will now be prompted for a sub occurrence category to capture all restraints and seclusions utilized.

There is also a new type of occurrence report: **Client/Patient/Resident/Visitor Injury**. Please use this to report any injuries to non-employees. Continue to use the Fall Occurrence to report falls as you have been.

***Type of Occurrence:**
Significant/Sentinel Event

***Sub Occurrence Type:**
Suicide Attempt

? Was this a near miss occurrence?
 Yes No

***What location did the occurrence/near miss occur?**
NCHC - WAUSAU

***Program:**
Outpatient

***Sub Sub Location:**
Please select Sub Sub Location:

Do you feel another department has involvement with or needs notification of this occurrence?
 Yes No

***Method:**
 Overdose Hanging/strangulation/suffocation
 Jumping Poisoning
 Cutting Other
 Firearm

***Type of Occurrence:**
Behavioral Issue

***Sub Occurrence Type:**
Please select Sub Occurrence Type:
Physical Aggression
Restraint/Seclusion
Self-injurious

Behavioral Issue

Client/Patient/Resident/Visitor Injury

Fall
Medication
Potential Client/Patient/Resident Mistreatment
Significant/Sentinel Event
Other

A NEW FORM: SAFETY RESPONSE/EMERGENCY CODE FORM

There is a new form in SafetyZone, the Safety Response/Emergency Code Form. If you activate any of our NCHC emergency codes, you should document the event here. This would include security alerts, facility alerts and medical alerts (refer to your badge buddies for a listing of these alerts). Please utilize this form accordingly.

Select Form

Please select a form from the list below.

Client/Patient/Visitor Occurrence Form

Complaint Form

Employee Form

Safety Response/Emergency Code

North Central Health Care

CODE ACTIVATION
Wausau Campus Dial 4599
or Phone Emergency Button
Pine Crest Dial 9600
All Other Sites Dial 911

SECURITY ALERTS

ALERT >	ABDUCTION/MISSING PERSON	ARMED VIOLENT INTRODUCTION/ACTIVE SHOOTER/HOSTAGE SITUATION	BUILDING THREAT	DR. GREEN
ACTION >	All available staff report and follow instructions.	RUN, HIDE or FIGHT as appropriate. Escort all others to safe location away from the announced location, if possible.	Collect as much information as possible. Refrain from using cell phones. Locate and evacuate if needed.	All available designate response location. Follow instructions of incident control.

Security Alert "Soft Lockdown" Access is limited to building, but those inside are free to move about. All those entering will be asked for identification.

Security Alert "Hard Lockdown" Find a safe place to hide, lock doors and do not move until further notice. All exterior and interior doors are locked.

When given ALL CLEAR resume normal operations, attend to and complete occurrence.

Safety Response Quick Reference

MEDICAL ALERTS

ALERT >	MEDICAL EMERGENCY CODE BLUE	MEDICAL EMERGENCY RAPID RESPONSE	MASS CASUALTY	SEVERE WEATHER WATCH	SEVERE WEATHER WARNING
ACTION >	All designated staff respond to area of emergency.	All designated staff respond to emergency.	All designated staff respond to emergency. All others stay in area and provide best care possible at this location.	Control internal mail.	Close doors, windows. Shout. Move staff and patients to designated shelter area.

FACILITY ALERTS

ALERT >	EVACUATION	FIRE	FIRE WATCH
ACTION >	Remove people from building immediately.	Pull fire alarm if you see or smell smoke.	All staff on watch for signs of fire.

CODE ACTIVATION
See reverse side.

Remove people
A. Activate alarm
C. Contain fire
E. Extinguish/Evacuate

Fire Watch
A. Aim at base of fire
S. Squeeze handle
S. Sweep side to side

If you activate a code on your Badge Buddy, be sure to complete the new form in SafetyZone.



Pine Crest

Person centered. Outcome focused.

Star of the Month

CONGRATULATIONS KARA WEBB!



Our July Pine Crest star is Kara Webb! Kara works as a hospital-ity assistant and is just outstanding! She has a wonderful rapport with coworkers and residents and is compassionate to both. She is known for working well with residents who don't always get along the best with others and remains calm. She is positive, has a great sense of humor, and really makes the day fun. She's flexible and goes above and beyond her duties. She's been especially instrumental at the success with the dining room transition. We are thankful to Kara for her hard work and are so happy she's on our team! Congrats Kara!



PHOTO OF THE WEEK: FORMER EMPLOYEE CAFETERIA COURTYARD HAS A NEW LOOK



The former NCHC Wausau Campus Employee Cafeteria Courtyard looks a little different these days. It's taking shape of the new Wausau Campus loading docks.



CALLING ALL EMPLOYEES, OWNERS & ENTHUSIASTS OF CLASSIC CARS, MOTORCYCLES AND TRACTORS!

Are you interested in showing your ride at the NCHC event for our residents?

Email Rachel.rriehle@norcen.org or Melissa.mstockwell@norcen.org

MOUNT VIEW CARE CENTER'S

CLASSIC CAR SHOW AND LIVE MUSIC EVENT

THURSDAY, JULY 21, 2022
2:00 PM TO 3:30 PM



SUITE B PARKING AREA
WALK TO END ALZHEIMER'S BUILD
YOUR OWN SUNDAE FOR \$3
FREE POPCORN

We are asking folks that want to show their antique motorized vehicle (can be motorcycle, tractor, or car) to come between 1:30 and 2:00 pm on July 21. This allows us to get everyone safely parked, before the residents and family members start to go through. Participants are more than welcome to leave their car there past the normal show time of 3:30 pm, if they are using it as their get to work vehicle. We are just not responsible for anything that might happen to the vehicle.

There is no fee to participate, and we will have a vote and some small prizes for a few of the participants' favorite vehicles. The Classic Cars will be parked in the middle parking lot in front of Suite B, off of Marshall St, and drivers should follow the event signs. Staff will be there to assist with parking, as well. If they need to just leave their vehicle to go back to work, that is fine, as well.

HRinsights

Position Posting

Title: Laundry Worker

Status: Full Time **Shift:** AM

Location: NCHC Main Campus, Wausau

Under the direction of the laundry team coordinator, performs manual tasks to insure the efficient processing and delivery of all facility linens. 1.0 FTE Full time position regularly scheduled for 80 hours every two weeks. Hours 6:30am-3pm and every other weekend.

Apply online at <https://bit.ly/3ODI9vp>

Position Posting

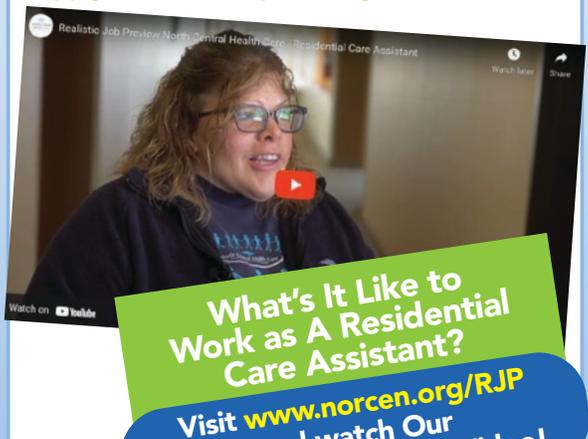
Title: Residential Care Assistant

Status: Full Time **Shift:** AM & PM

Location: Residential Services - Wausau

The Residential Care Assistant is responsible for the general operation of a group home/supported apartment settings for adults with developmental disabilities and/or chronic mental illness.

Apply online at <https://bit.ly/3Mh7xFG>



What's It Like to Work as a Residential Care Assistant?

Visit www.norcen.org/RJP and watch Our Realistic Job Preview Video!

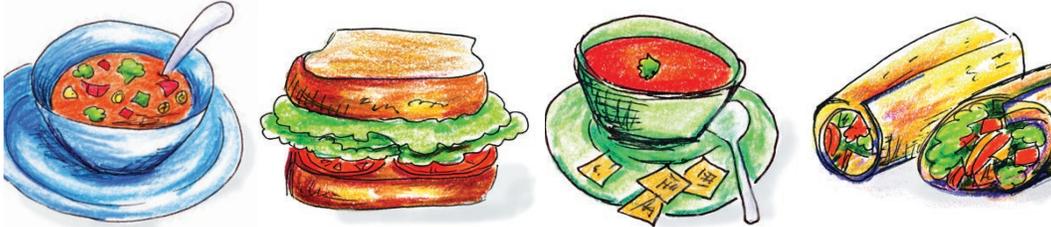


NEWS, UPDATES, LINKS, STORIES, PHOTOS, VIDEOS AND JOBS!
GET SOCIAL!



WHAT'S FOR LUNCH?

WAUSAU CAMPUS EMPLOYEE CAFETERIA



JULY 11 – JULY 15, 2022

BREAKFAST HOURS
9 AM – 11 AM

LUNCH HOURS
MONDAY – FRIDAY
11:30 AM – 1:30 PM
HOT FOOD BAR \$.45/OUNCE
(Weekdays Only)

GRAB-N-GO HOURS
MONDAY – FRIDAY
9 AM – 5:30 PM

WEEKENDS:
GRAB-N-GO ONLY

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAIN	Meatballs and Sauce Over Spaghetti Garlic Bread Green Beans	Bacon Cheeseburger Casserole Peas & Carrots Dinner Roll	Cornflake Chicken Broccoli Baked Potato	Roast Pork & Gravy Seasoned Brussel Sprouts Scalloped Potatoes	Sloppy Joe Creamy Coleslaw Home Fried Potatoes
SOUP	Turkey Dumpling	Vegetable Beef Soup	Creamy Cabbage Soup	Chicken Vegetable Soup	Chili
DESSERT	Mandarin Oranges	Fruit Pizza	Chocolate Chip Cookie	Pudding Fruit Salad	Blueberry Cheesecake

TALK WITH AN ADVISOR ABOUT THE WDC PROGRAM!

Let's talk
retirement



Helping You Turn
Over a New
Retirement Leaf

INDIVIDUAL RETIREMENT SESSIONS

with Shawn Bresnahan

- Thursday, July 7th | Antigo, Conference Room | 9am-11am
- Thursday, July 7th | Wausau, Badger Room | 1-4pm
- *Thursday, Aug. 4th | Pine Crest, Admin Conf. Rm | 9-11am
- *Thursday, Aug. 4th | Wausau, Conference Room | 1-4pm
- Thursday, Sept. 1st | Wausau, Badger Room | 10am-2pm
- *Thursday, Oct. 6th | Antigo | Conference Room | 9am-11am
- *Thursday, Oct. 6th | Wausau | Badger Room | 1-4pm
- *Thursday, Nov. 3rd | Wausau | Badger Room | 9am-11am
- *Thursday, Nov. 3rd | Pine Crest | Admin Conf. Rm | 1-2:30pm
- *Thursday, Dec. 1st | Wausau | Badger Room | 10am-2pm

*registration available 90 days before session date

JOIN THE CONVERSATION!

Meeting with your Wisconsin Deferred Compensation Retirement Plan Advisor is an easy way to help make sure your savings and spending strategy fits you and your future. Schedule a one-on-one appointment. Additional virtual meeting dates and times can be found online.

BRING TO YOUR ONE-ON-ONE MEETING:

- ✓ WRS statement
- ✓ Social Security statement
- ✓ Other retirement account info
- ✓ Current paycheck stub (if applicable)
- ✓ WDC login information (if known)

REGISTER AT:

https://nc_wisconsin.timetap.com/#/



THE BISTRO

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

PANINI OF THE WEEK

PANINI FORECAST

7.11 | BUFFALO CHICKEN

BUFFALO CHICKEN | 3 CHEESE | CARAMELIZED ONION

7.18 | BBQ PORK

BBQ PORK | CHEDDAR | SLAW | FRIED ONIONS

7.25 | JALAPEÑO POPPER

CREAM CHEESE | JALAPENO | BACON | CHEDDAR



BUFFALO CHICKEN

BUFFALO CHICKEN | 3 CHEESE
CARAMELIZED ONION

LATTE OF THE WEEK



SUGAR COOKIE LATTE

VANILLA &
ALMOND LATTE

KICK START YOUR WEEK WITH

\$1 OFF ANY LARGE LATTE EVERY MONDAY!

NOW SERVING SOFT SERVE ICE CREAM & SUNDAES!

SMALL CONE/LARGE CONE 1.70/2.50

SMALL SUNDAE/LARGE SUNDAE 2.70/3.70

ONE TOPPING INCLUDED: SPRINKLES, OREO CRUMBLES,
CHOCOLATE SYRUP, STRAWBERRY SYRUP, WHIP OR CARAMEL

ADDITIONAL TOPPINGS 1.00





ManageWell[®] 2.0

TIP OF THE WEEK: VIDEO: OPTIMISM IMPROVES WOMEN'S HEALTH

New research show optimistic women live longer than their pessimistic peers. Watch this video from Mayo Clinic and stay optimistic...for your health!



To Watch This Video, Log in to ManageWell
<https://managewell.com/login.html>
Locate the Health Info tab
and Click Women's Health!

RECIPE OF THE WEEK: TACO SEASONING MIX

NUTRITION

Serving Size: About 1 teaspoon, 10 Calories, 2 g Total carbohydrate, 0 mg Cholesterol, 0 g Dietary fiber, 0 g Monounsaturated fat, Trace Protein, 0 g Saturated fat, 85 mg Sodium Trace Total fat, Dietition Tip: To make this seasoning mix even lower in sodium, omit the salt.

INGREDIENTS

- | | |
|----------------------------|----------------------------|
| 3 tablespoons chili powder | 1/2 teaspoon garlic powder |
| 5 teaspoons paprika | 1/2 teaspoon salt |
| 4 1/2 teaspoons cumin | 2 tablespoons corn starch |
| 1 tablespoon onion powder | |

DIRECTIONS

Mix ingredients together. Divide equally among 4 plastic bags. Store bags in an airtight container. To make taco filling: Cook 1 pound of lean hamburger or diced chicken breast in a nonstick skillet. Drain excess fat. Add 3/4 cup water. Bring to a boil. Add seasoning mix by teaspoons until desired taste is reached. Reduce heat and simmer, uncovered, for 10 minutes or until liquid is reduced.



For more articles, log in to ManageWell <https://managewell.com/login.html>

**THE EMPLOYEE HEALTH & WELLNESS CENTER
ON THE NCHC WAUSAU CAMPUS WILL BE
CLOSED ON THURSDAY, JULY 14.**

IT WILL REOPEN ON FRIDAY, JULY 15.



Employee Health & Wellness Center

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

Schedule an Appointment:
715.843.1256
MyAspirus.org

M, W, F: 8AM - 4:30 PM
TUES: 6:30 AM - 3PM
THURS: 9:30 AM - 6PM



NCHC Covid-19 Weekly Status Report | July 7, 2022



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**, 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**

GENERAL PPE GUIDELINES

The General PPE Guidelines below are in place at all times, regardless of the Alert Level to right.

You must follow BOTH General and Alert Level Guidelines to right for the County you work in.

Employees: Self-screening required using temperature kiosks procedures. If Alert Level requires masks, staff may remove masks while working alone in private offices.

Visitors: Cloth face covering or surgical masks required by all in Nursing Homes and Adult/Youth Inpatient Hospitals. Visitors to Nursing Homes & Adult/Youth Inpatient Hospitals will be screened using the COVID Screener. All other visitors will require temperature check only.

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.

CURRENT NCHC ALERT LEVEL RESPONSE BY COUNTY

MARATHON: HIGH	LINCOLN: HIGH	LANGLADE: HIGH
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REQUIRED PPE GUIDELINES:

- All NCHC programs required to wear masks at all times in all areas including hallways, waiting rooms and meetings. This includes staff, patients & visitors.
- **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. Shared offices require masks.
- **Patient Care Encounters:** Eye Protection (face shields or goggles) to be worn with patient care encounters.
- **Visitors:** Cloth face covering or surgical masks required. Visitors to Nursing Homes and Adult/Youth Inpatient Hospitals will be screened using the COVID Screener. All other visitors will only require temperature check.

GENERAL:

- Clinical Areas restricted to only necessary personnel.
- Limit movement to and between clinical areas within facilities.
- No Staff flexing to alternate units if possible.

STAFF MEETINGS/BREAKS:

- No in-person staff meetings unless approved by Incident Command. Use virtual meeting options only.
- Employee potlucks restricted.
- Social distancing required in Employee Cafeteria/break areas (2 per table only). Masks must remain in place when not eating or drinking.

PROGRAM-SPECIFIC OPERATIONAL CHANGES

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:** In-Person Visiting Hours M-F: 7am – 7pm, Weekends/Holiday: 10 am – 6 pm
 - o **Covid-19 Confirmed/Suspected Precautions** – **1 positive Resident identified on Floor 2.**
 - o 4 New Positive Employee case reported since last report. Additional PPE and Testing required by staff.
 - o Visitors allowed in all NH units, must follow ALL precautions in place.
- **Pine Crest:** In-Person Visiting Hours: M-F: 9am – 6 pm, Weekends: 9am – 3pm.
 - o No positive residents in the building. 1 New Positive Employee case reported since last report. Additional PPE and Testing required by staff.
 - o Visitors allowed in all NH units, must follow ALL precautions in place.
- Additional positive Covid-19 employee cases reported since last report in Community Treatment Antigo, Clubhouse, Youth Hospital, ADS Wausau and ADS Merrill.

Note: Lakeside Recovery/MMT: Temporarily closed. No Admissions.

Please contact your Manager for specific operational questions for your areas. Managers will use the full Alert Level Policy for all guidance.

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