



A Weekly Update For The Employees of North Central Health Care



NEWS YOU CAN USE

WEEKLY CONNECTION WITH ROBIN STOWE



By way of introduction, I represent Langlade County on the NCHC Executive Committee. I also serve as the Corporation Counsel for Langlade County. Over the past 33 years, I've had the opportunity to work directly with NCHC staff in the legal process of providing treatment and protective services to Langlade County residents. The dignity, compassion, and Person-Centered Service demonstrated by NCHC staff has not only helped to make this process less adversarial, but also helped to reduce the stigma associated with treatment for mental illness, substance use, and developmental disabilities.

To share a little bit about my family - my wife serves as an NP at Aspirus Langlade Hospital, and we are blessed with two wonderful children. My son is 16 and my daughter is 14. At an early age, my son was diagnosed with Autism and ADHD. By participating in services available in our community, including

services provided by NCHC, my son has overcome speech and learning disabilities, and continues to amaze us with his achievements. And just last year, my daughter was recognized as the valedictorian of her 8th grade graduating class at All Saints Catholic School in Antigo.

Given my involvement on the NCHC Board and Executive committee, I recognize that our Counties rely on NCHC staff to deliver a wide range of programs and services, all with one thing in common - to promote the health and well-being of our communities. I also appreciate that our multi-county partnership provides our residents access to programs and services that Langlade County could not afford to provide on its own.



I echo the sentiments from my colleagues on the NCHC Executive Committee. We are sincerely grateful for your efforts on behalf of our community and your commitment to those we serve. We look forward to working together to achieve our mission: to provide compassionate and high-quality care for individuals and families with mental health, recovery, and long-term care needs.

Robin Stowe
Robin Stowe

Langlade County Corporation Counsel, NCHC Executive Committee

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Person-Centered Shout out



Valerie Paquette
Adult Protective Services



Sending us helpful reminders and always willing to help. You are always so dedicated to your work and this positively impacts us all. Thank you for all that you do!!

From: Nadine Switlick

Occurrence Reporting Hotline
x4488 or 715.848.4488  Only significant or sentinel events requiring immediate notification to this hotline.

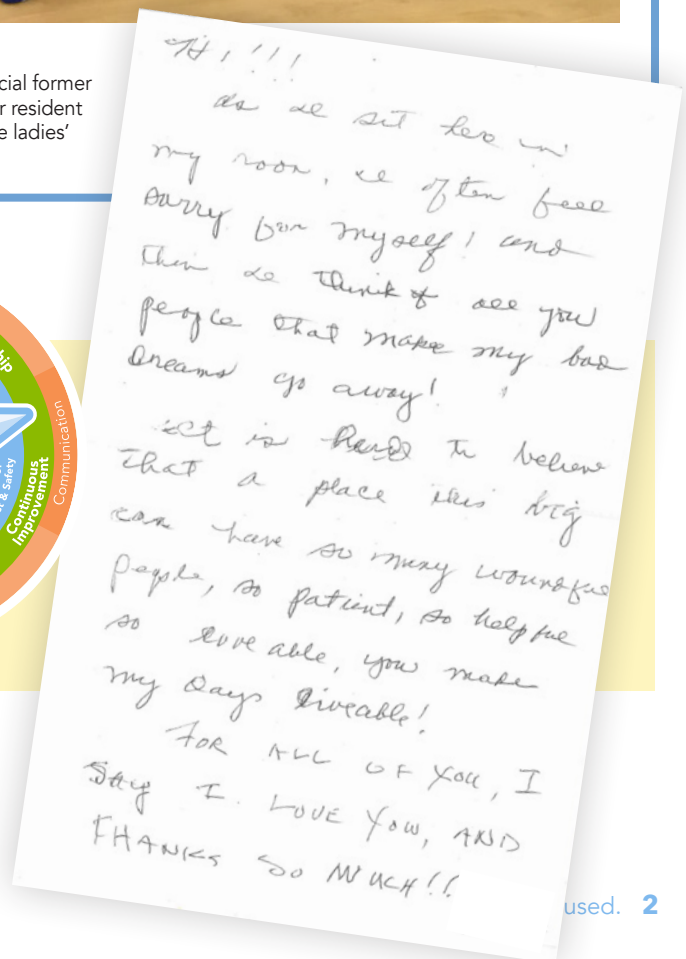


PHOTO OF THE WEEK



OH, SO SWEET - SWEET ADELINE'S, THAT IS.

The ladies' choir shared their talented voices and charmed our ears in honor of a special former Sweet Adeline's member at Mount View Care Center. It was a very special evening for resident Judy and all our residents and staff who were able to listen to the sweet sounds of the ladies' choir. Thank you so much!



PERSON-CENTERED SERVICE STORIES

Mount View Care Center staff received a touching thank you from one of our residents that the management team would like to share. Thank you for your Person-Centered Service and for making a huge impact in the lives of those we serve.





88.5FM Wausau / Marathon County present

Help for the Homeless HYGIENE DRIVE

Feb. 12 - March 5

Donate Hygiene & Cleaning Items for
LOCAL MARATHON COUNTY Crisis Programs!

The Hagar House, Peyton's Promise,
The Open Door of Marathon County, The Salvation Army



Donate!

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!



Thanks to our Sponsors and Event Partners! More information at thefamily.net or 800-236-9364

Please consider donating to help those in need. Boxes are now placed at entrances to Mount View Care Center, Suite B and Outpatient Services in Wausau.



Help for the Homeless Hygiene Drive Feb. 12 - March 5

The Family Radio Network invites you to help stock the personal hygiene shelves of local crisis programs so that they can dedicate their limited financial resources to providing qualified personnel, safe housing, food, education, and counseling to those they serve. Our goal is to supply each program with a year's worth of product. You can help!
Note: Hygiene & cleaning items are not covered by FoodShare (Food Stamps)

Donate at Festival Foods and Walgreens

or [make a financial donation to the drive online](http://makeafinancialdonation.tothedriveonline) at TheFamily.net. [Help for the Homeless Hygiene Drive](http://HelpfortheHomelessHygieneDrive)
Donations of supplies and finances will stay in your community to help your local crisis programs. Thanks to 900+ participating employers, churches, and schools for filling collection boxes of their own!

"A year ago I was in a violent domestic relationship and had no place to go with my 3 children. Most victims of violence flee for their lives, taking nothing with them. Finding safe haven, help, AND basic hygiene supplies can provide bone-deep relief to moms and kids in crisis." — The Hagar House, Wausau

When Shawna,* a teen running from a violent home, came to us for help, we were able to give her a makeup bag full of personal care items that she could take with her wherever she stayed so she wouldn't have to worry about finding the supplies she needed at each place. We were also happy to provide a backpack full of school supplies for the start of the new school year. Shawna is doing much better, and staying in school. — CAP Services, Inc. Wausau * name changed for confidentiality

"I had been homeless, living in the woods, when I got into Mooring House. After I got there, they took me to a room with all this hygiene stuff. Told me I could take whatever I needed. Well, I didn't have ANY of it, so I was able to gather what I needed, take a hot shower and feel truly clean.....something I had not felt in a long time!! I actually felt like a human that someone cared about."
— Client at Residential Treatment Center

Needs List (* indicates most needed)

Cleaning Supplies Laundry Soap* Dish Soap* Trash Bags** all sizes, shakers go thru LOTS of trash bags! Floor Cleaner* Cleansers Disinfectant Cleaner* Toilet Bowl Cleaner	Paper Products: Toilet Tissue* Facial Tissue Paper Towels* Feminine Care* Pads Tampons	Baby Care: Diapers & Pull-Ups (sizes 4-8)* Wipes* Baby Bottles Baby Shampoo Reeth Ointment	Hair Care for all Hair Types: Shampoo* Conditioner Hair Brushes Combs Clips & Elastics Styling Products Head Lice Treatment*	Personal Care Soft Soap* Bar Soap Unscented Deodorant* Razors* Hand/Foot/Body warmers* Shaving Cream Nail Clippers Clips Moisturizer/Lotions Lip Balm	First Aid Children's Pain Meds Pedialyte Band Aids Rubbing Alcohol Hydrogen Peroxide Anti-Disinfect Meds Antacids Antibiotic Ointment Cold Meds Sun Screen	Dental Care: Toothbrushes for Adults & Kids* Toothpaste: for Adults & Kids* Dental Floss Denture Care NO mouthwash (contains alcohol)
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Marathon County Area Programs You'll be Helping:
Hagar House, The Open Door of Marathon County,
Peyton's Promise, The Salvation Army

The Family Radio's Help for the Homeless Hygiene Drive helps 100+ crisis programs in 19 communities: Appleton/Fox Cities, Antigo, Calumet County, Chippewa Falls, Clintonville, Eau Claire, Fond du Lac, Green Bay, Manitowish, Marshfield, Menomonie, Oconto/Marinette, Oshkosh, Seymour, Sheboygan, Stevens Point, Waupaca, Wausau, Wisconsin Rapids. 77,000 people helped annually. \$4.8M worth donated to date. Thanks for helping! More information at TheFamily.net or call 800-236-9364



FrontLine

Frontline | February 2023

Employee Assistance Program | ascensionwieap.org | eap@ascension.org | 800.540.3758

Looking for EAP Services?

Visit the For Employees page of our website for more information or go directly to the links above.

Information in FrontLine is for general informational purposes only and is not intended to replace the counsel or advice of a qualified health or legal professional. For further help, questions, or referral to community resources for specific problems or personal concerns, contact a qualified professional.

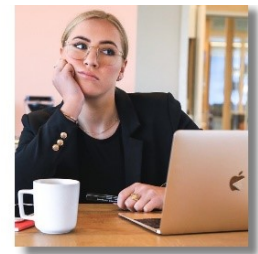
Living Better in the "Sandwich Generation"

The "sandwich generation" refers to adults raising children under the age of 18 while also caring for elderly parents. Are you a member of this select group? If so, key stressors may include finding time for yourself—sleeping and eating well and engaging in physical activity—setting boundaries with finite time and energy resources, financial stress, a need for emotional support, and wondering what resources are out there to assist you. See the following website for help and support: U.S. Area Agencies at www.usaging.org/adrcs. In Canada, go to Canada.ca and search "caregiver help."



Finding More Meaning and Energy in Your Job

Gallup research has found that 40% of employees believe their mental health is negatively affected by their job. Managing stress is important, but improving wellness is also accomplished by becoming more "engaged." Could you enjoy your job more despite aspects of it that you do not like? If so, research says you will increase energy, find new meaning in work, feel more positive and in control, and feel more hopeful and productive. You're also less likely to burn out. Helping employees become more engaged is a hot topic in the world of work. If you haven't explored this idea yet, you may be on your way to discovering new energy and improved mental health on the job. See the resource below to get started.





Position Postings

Title: Cook **Status:** Full Time

Location: Wausau Campus

Prepares and cooks food in compliance with State, Federal, and County safety and sanitation regulations. NCHC is looking for new or experienced cooks. NCHC does not mandate employees and have flexible scheduling options available. Starting pay is \$17.00 per hour and experience of 2 or more years is starting at \$18.00 per hour. 0.8 Full-Time (64 hours per pay period) Monday-Friday 11 am - 7:30 pm, works every other weekend and holiday.

Apply Online: <http://bit.ly/3Yg2bAC>

Lakeside Recovery - Multiple Positions

Title: Mental Health Therapist, Behavioral Health Professional

Status: Full Time Positions - Day and Night Shifts (for BHP)

Location: Wausau Campus

Lakeside Recovery will be opening soon and there are multiple positions available. Mental Health Therapist and full-time Behavioral Health Professional (day and night shifts). Lakeside Recovery will be on the 2nd floor in the new Behavioral Health wing and offer medically monitored treatment (MMT) to those in recovery. Visit the link below to view all positions and apply online!

Apply Online: <https://bit.ly/3EMjXVs>

EMPLOYEE HEALTH & WELLNESS CENTER REOPENING ON WAUSAU CAMPUS!

The Employee Health & Wellness Center will re-open in its previous location on the NCHC Wausau Campus on Thursday, March 9. The clinic will not be available for appointments on Wednesday, March 8 due to the move. Until then, the Employee Health & Wellness Center will continue to operate out of the Aspirus Health Weston Clinic. To reach the clinic or make an appointment, call 715.843.1256.

The clinic will return to regular hours upon re-opening on the NCHC Campus:

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

Tuesday: 6:30 am - 3:00 pm

Thursday: 9:30 am - 6:00 pm

The Employee Health & Wellness Center provides convenient, high-quality, cost-effective health care for NCHC employees and dependents covered by the NCHC health plan.

Beginning March 9, 2023

we will be moving back into

North Central Health Care

Employee Health & Wellness Center

1000 Lake View Drive, Suite 200

Wausau, WI 54403

The clinic will be closed on March 8, 2023 to prepare for the move.

for appointments

call **715.843.1256**

or visit myaspirus.org



North Central Health Care
Person centered. Outcome focused.



CLINIC HOURS

Monday: 8:00 am - 4:30 pm

Thursday: 9:30 am - 6:00 pm

Tuesday: 6:30 am - 3:00 pm

Friday: 8:00 am - 4:30 pm

Wednesday: 8:00 am - 4:30 pm

An Aspirus Business Health Solution

BH-4908



WELCOME THESE NEW EMPLOYEES TO THE TEAM!

These employees were welcomed at Orientation on February 20, 2023

Administration



Jason Hake –
Managing Director of
Finance/Administration

Food Services



Tyler Neill –
Dietary Aide

Community Living - Residential



Katie Waswick – PCW



Leona Unger – PCW

Pine Crest



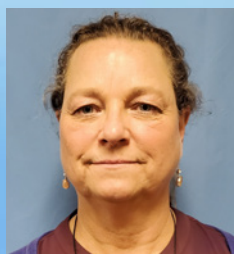
Ashley Dayton –
Weekend Warrior – LPN

Mount View



Mackenzie Burgess –
CNA

Outpatient Services



Laure Blanchard –
MH Therapist

Housekeeping



Joseph Cousins –
Housekeeping Aide

Dev. Disabilities Administration



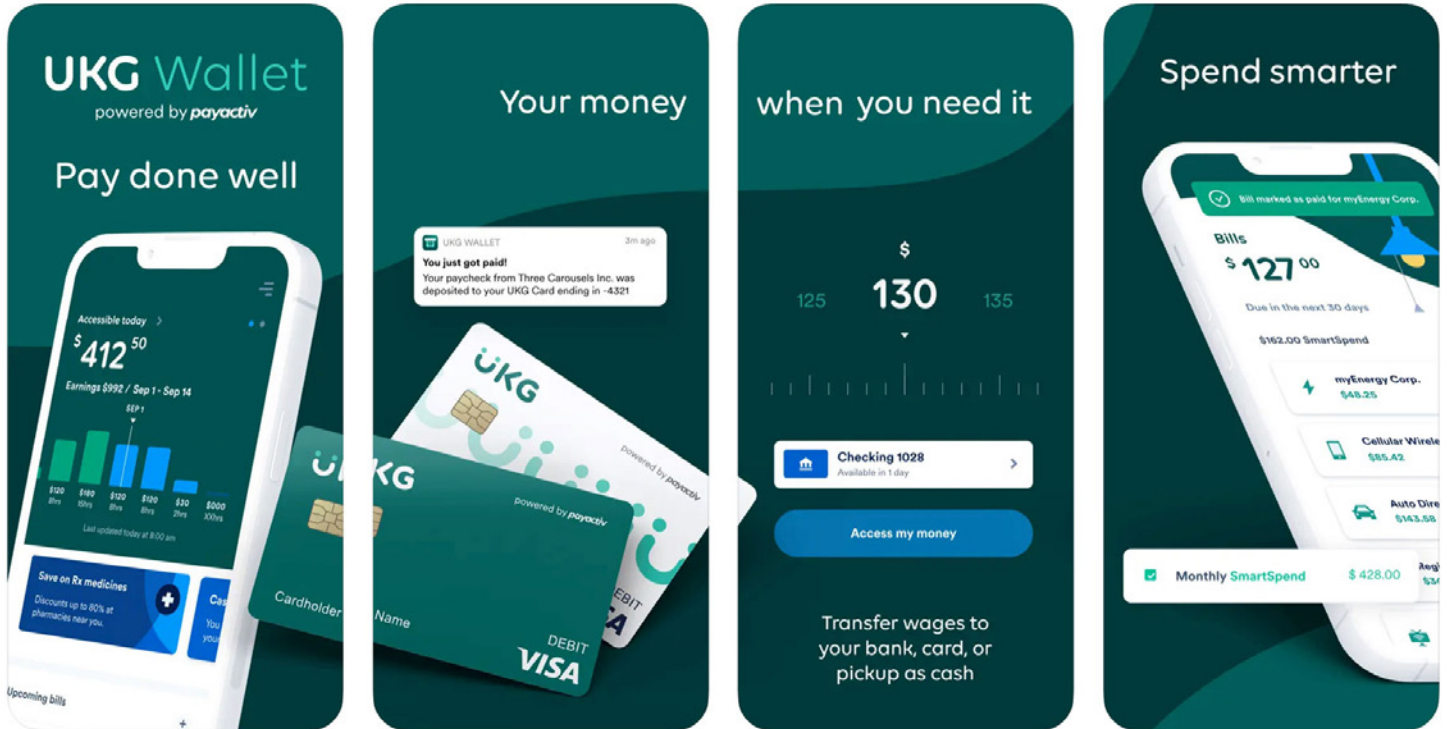
Rachel Adamski –
Manager of CBRF Services

*We are so excited to
have you on our team!*





NOW AVAILABLE for ALL NCHC EMPLOYEES!



Your payday, reimagined



UKG has partnered with your employer to reinvent the way you get paid. Work your shift, and we'll make a portion of that money available, giving you more control over when and how you want to use it.

The funds you access simply get deducted from your next paycheck. It's not a loan, so there's no interest—just your money, in your hands.



You worked the hours—let's get you paid.
Learn more at ukg.com.

Check Your NCHC Email or visit www.norcen.org/UKGWallet for More Details & Instructions!

Pro Tip

Access your wages for free with direct deposit to a UKG Visa® Card*

* The UKG Visa Prepaid Card is issued by Central Bank of Kansas City, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Certain fees, terms, and conditions are associated with the approval, maintenance, and use of the Card. You should consult your Cardholder Agreement and the Fee Schedule at payactiv.com/card411. If you have questions regarding the Card or such fees, terms, and conditions, you can contact us toll free at 1 (877) 747-5362, 24 hours a day, 7 days a week.



10 TIPS TO AVOID WINTER SLIPS, TRIPS & FALLS

- 1 Walk slowly and carefully in appropriate footwear.
- 2 Use special care when getting in and out of vehicles.
- 3 Watch for slippery floors when entering buildings.
- 4 Avoid walking with your hands in your pockets, or carrying items in your hands. Try a backpack.
- 5 Watch out for black ice.
- 6 Check potentially slick areas by tapping them with your foot.
- 7 Walk as flat-footed as possible in very icy areas.
- 8 Avoid uneven surfaces, like steps or curbs.
- 9 Report any untreated public areas.
- 10 Remember: "Ice and snow mean take it slow!"



NERD ALERT WEEKLY TECH TIPS FROM IMS

Tip: VIEW DOCUMENTS IN CERNER OVER ONE YEAR

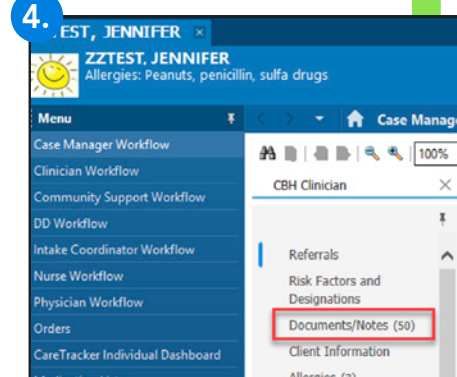
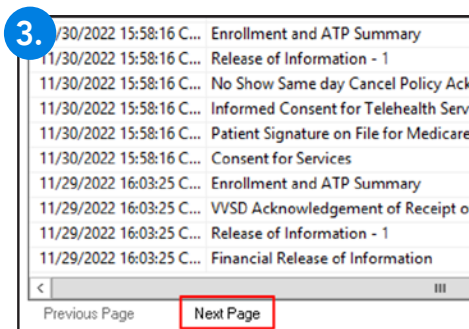
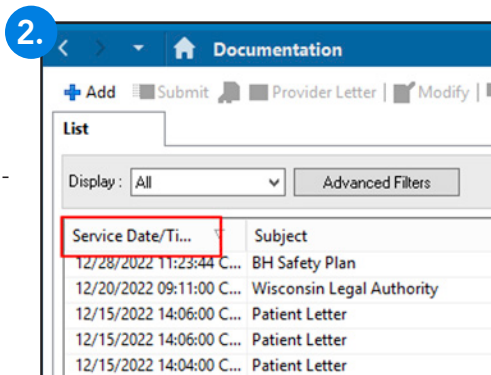
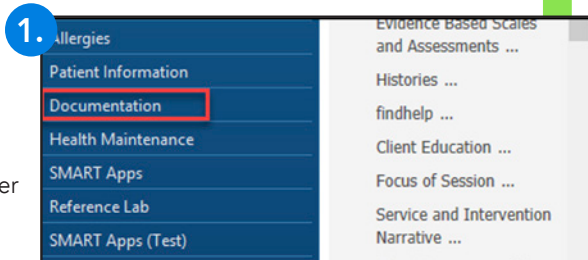
Purpose: View documents beyond one year

How To:

1. Click **Documentation** from blue menu.
2. Click **Service Date/Time** to display documentation in order by date.
3. Click **Next Page** below documents to navigate to next page if needed.

Why is this command relevant at NCHC?

Documents only display information up to one year in workflow mPage menu.



STAY TUNED FOR FUTURE TIPS!



NEWS, UPDATES,
LINKS, STORIES,
PHOTOS, VIDEOS!

GET SOCIAL!
#IamNCHC



Continual Readiness FLASH FRIDAYS

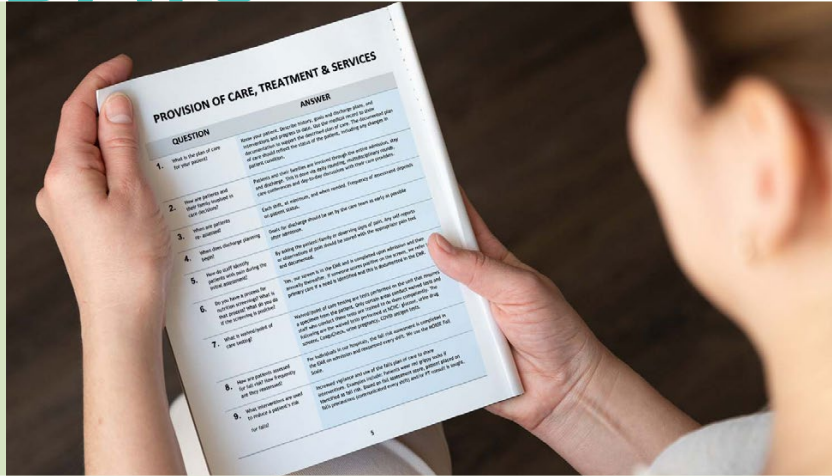


EDITION 4

North Central Health Care
Person centered. Outcome focused.

February 24, 2023

Flash Fridays will be distributed weekly on Fridays to prepare you for upcoming surveys like The Joint Commission or State of WI surveys. The Continual Readiness information provided will pertain to all areas within NCHC, from Behavioral Health to Skilled Nursing Care, however some information may be more specific to one survey. Some may only pertain to clinical staff, but always read it thoroughly. If you have questions, ask your Team Leader to explain how the topic relates to your program or department.



2023 SURVEY READINESS GUIDE

A STAFF REFRESHER TOOL FOR COMMONLY SURVEYED TOPICS

NCHC regularly participates an unannounced accreditation survey by the Joint Commission as well as routine and unannounced surveys from DHS and CMS. These surveys audit various departments of our organization and verify that our staff are providing a safe environment for patients, families, and staff and that we are delivering high-quality care. All employees should be prepared to participate in the survey process, even if you are not in direct care.

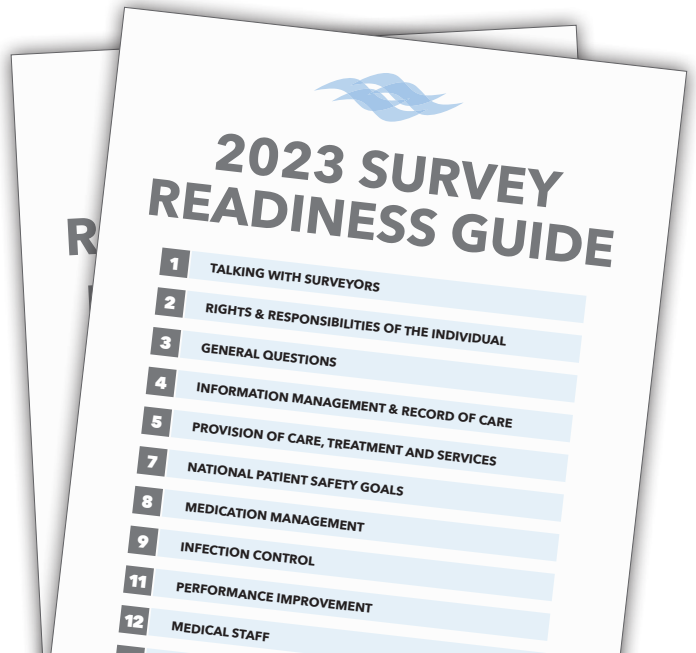
Take some time to review the Survey Readiness Guide for a quick refresher! This simplified guide walks employees through frequently surveyed topics like national patient safety goals for the Joint Commission, points of contact for important information, and a variety of other helpful reminders. You can even reference this guide during the actual survey process!

ACCESS SURVEY READINESS GUIDES IN A VARIETY OF LOCATIONS INCLUDING:

- Printed Copies on Communication Boards
- Online at norcen.org/SurveyReadinessGuide
- O:Drive in NCHC Information Folder (.pdf)
- Employee Communications Group Facebook Page
- Emailed to all staff (.pdf)
- Integrated into Department Meetings and Huddles

REMEMBER TO RELAX AND USE ALL OF YOUR RESOURCES WHEN SURVEYORS ARRIVE:

- Code of Conduct
- Connections Guide
- Survey Readiness Guide
- Manager/Supervisor
- Communications Board
- Policy & Procedure (UKG/UtiPro)
- Training & Education
- Badge Buddies
- Flash Fridays

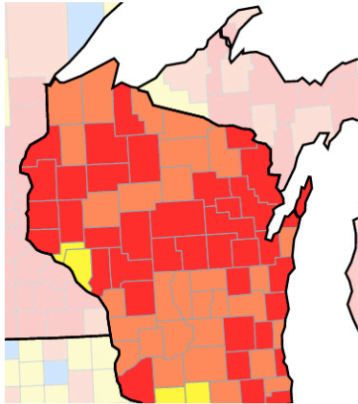


Questions? Contact your manager or team leader and ask them about your role in the survey process.



Please review the information below ASAP to ensure your program is operating under the following Covid-19 Masking and Operational requirements. Please note mask precautions at MVCC AND Pine Crest due to multiple Covid-19 outbreaks in the facilities. Please follow any outbreak signage posted in nursing homes.

CURRENT TRANSMISSION LEVELS BY COUNTY | MARCH 1, 2023



MARATHON



High

MVCC: ALL AREAS

Masks **REQUIRED** due to **OUTBREAKS**.

LINCOLN



Substantial

PINE CREST: ALL AREAS

Masks **REQUIRED** due to **OUTBREAKS**.

LANGLADE



High

Langlade County continues to be in High level.

Please follow masking requirements below when social distancing cannot be maintained in therapy and exam rooms or during patient transport.

Based on your county's transmission levels noted above, please take the following actions for your county of service:



High

All Nursing Home and Hospital Locations (Adult & Youth):

Staff, visitors and patients are **REQUIRED** to wear masks at all times in all areas including hallways, waiting rooms and meetings that include residents or patients.

Non-Nursing Home and Non-Hospital Locations:

Face masks are **RECOMMENDED**, but **not required** by staff, patients and visitors, **except** for when social distancing cannot be maintained in private offices, therapy rooms, exam rooms and while transporting any patient, client or resident in a personal or NCHC vehicle.

All Staff at ALL locations may remove masks while working alone in private offices, employee-only access areas and in areas prohibited to patients or residents, like staff-only meeting rooms, offices or lounges.

OR



Substantial Moderate Low

- **Surgical face masks or face coverings are NOT REQUIRED at any NCHC locations at these Levels.**

* Employees will follow all Covid-19 Confirmed/Suspected Precautions posted in all units or patient/resident rooms.

* All units and program areas under **outbreak precautions** will continue to require masks until out of outbreak. Follow all outbreak signage posted within unit or facility.



Get your **FREE** at-home test kits!

The State of Wisconsin is offering free, rapid, at-home COVID-19 test kits to residents of eligible communities. Visit their online website to get test kits shipped to your home at no charge. <https://sayescovidhometest.org/>



WHAT'S FOR LUNCH?

WAUSAU CAMPUS EMPLOYEE CAFETERIA



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

FEBRUARY 27 – MARCH 3, 2023

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAIN	Cheesy Meatloaf Baked Potato Wax Beans	Vegetable Beef Stew Biscuit Creamy Coleslaw	Turkey & Dumplings Buttered Peas Dinner Roll	Shredded Beef Pot Roast Mashed Potatoes Gravy Parslied Carrots	Vegetable Lasagna Broccoli Cuts
SOUP	Turkey Dumpling Soup	TBD	TBD	Beef Noodle Soup	Ham & Bean Soup
DESSERT	Cherry Delight	Bread Pudding with Caramel Sauce	Lemon Burst Poke Cake	Cinnamon Baked Apples	Pumpkin Fluff

MARCH 6 – 10, 2023

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAIN	Smoked Paprika Cicken Mashed Potatoes & Gravy Country Style Green Beans	Lasagna Shredded Lettuce Sald Garlic Toast	Apple Butter Pork Loin Stuffing Roasted Butternut Squash	Turley & Rice Casserole Dinner Roll Corn	Baked Cod Herbed Rice Creamy Coleslaw
SOUP	Cauliflower Soup	Beef Barley Soup	Garden Vegetable Soup	TBD	TBD
DESSERT	Brownie Bottom Cheesecake	Peaches	Snickerdoodle Krispie Bar	Banana Strawberry Cup	Cranberry Crunch



THE BISTRO

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

PANINI OF THE WEEK



ITALIAN PANINI | \$6.50

HAM | TURKEY | SALAMI | PROVOLONE
ITALIAN DRESSING | BANANA PEPPERS

LATTE OF THE WEEK



White Choco-Caramel

**\$1 OFF LARGE
LATTES EVERY
MONDAY!**

LUNCH

- PANINI COMBO (1/2 PANINI, CHIPS, WATER)5.00
- TURKEY BACON GUAC PANINI6.00
- TURKEY BACON GUAC WRAP5.75
- 3 CHEESE PANINI (ADD CHICKEN FOR \$1)3.50
- GRILLED HAM & CHEESE PANINI 4.50
- GARLIC BACON PANINI 5.00
- CHICKEN BACON RANCH WRAP5.25
- CHEESE QUESADILLA (ADD CHICKEN FOR \$1)4.50
- CALZONE 4.50/5.00
- CHEF SALAD/CHICKEN SALAD5.50

SIDES + SNACKS

- CHIPS1.00
- NUTS1.50
- HUMMUS 2.50
- M&M CHOCO CHIP COOKIE1.25
- MARSHMALLOW CRISPY BAR2.00
- PEANUT BUTTER CRISPY BAR2.00
- CHEESECAKE 2.00/ 3.50

BEVERAGES

SELECTIONS VARY - JUICES, YOGURT DRINKS, VEGGIE DRINKS,
ENERGY DRINKS, COFFEE & TEA, VARIOUS WATERS 1.00-3.50

**Please note: All sales subject to Sales Tax.*