

A Weekly Update
For The Employees of
North Central Health Care



PHOTO OF
THE WEEK



NEWS YOU CAN USE

WEEKLY CONNECTION WITH OUR TEAM

Close to the Finish Line. Exciting Transitions Ahead!



Jaime Bracken
Chief Nursing Officer

This week I have the awesome pleasure to share some exciting updates for some of the new areas on our campus. Recently, we had our first ribbon cutting for the new Aquatic Therapy Center, marking our first completion of the many phases in master facility plan renovations. The Aquatics staff have done a tremendous job with the transition and navigation of the opening during these uncertain times. Congratulations to that team!

August of last year we broke ground on the Mount View Nursing Tower and it's been exciting to see that dream come to fruition over the last year. The Mount View Team, Marathon County Facility Team, and countless others have put a great deal of time and energy into this project. It's been very rewarding to see our teams hard work coming together. We are so close to the finish line. Yesterday, we obtained occupancy from DHS and anticipate

the city approval today. This is great news! It is appreciated that so many of you spent countless hours planning, envisioning and, implementing new workflows to determine how we will operate in the new space. Congratulations and thank you to all involved!

We will be having an Open House to finally celebrate the opening of the Aquatics Therapy Center and now the Mount View Nursing Tower. I have also outlined the Mount View Transition Plan for the upcoming weeks for those interested.

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, Sept. 27 –
Sunday, Sept. 3**

Tom Boutain



Open House Event - Oct. 5th from 3pm-7:30pm.

Mount View Nursing Tower Transition Plan:

- Week of September 27th- We plan to move Volunteer Services and the Gift Shop
- Week of October 4th- We will move support programs such as admissions and billing
- October 5th is our Ribbon Cutting and Open House for the Aquatic Therapy Center and the Nursing Tower 3pm-730pm
- Week of October 11th- We will continue to move the administrative and support staff. The first group of residents from South Shore will move to the 4th floor
- Week of October 18th- We will continue to move support staff and will move residents from Lake View Heights and Southern Reflections to the 3rd floor
- Week of October 25th- We will continue to move support staff and will move the residents from the North Winds Vent unit to the 2nd floor

Again, thank you to all that have been part of making this all possible!

Jaime Bracken

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Shout out

Jenny Flath
Southern Reflections

Why: Great team player!
Always there to help when needed. Great attitude.
All in all, just a great person to work with!

Submitted By: Kathy Kay Larson



EMPLOYEE CELEBRATION

Week

North Central Health Care

OCTOBER 4 - 8, 2021

SCHEDULE OF EVENTS

MONDAY, OCTOBER 4TH

Dress-up Theme: NCHC Pride/Blue Day

Show off your North Central Pride. Wear any NCHC shirt or dress in blue!

Guessing Game: How Many Peanuts?

Video: 5-Year Anniversaries

TUESDAY, OCTOBER 5TH

Dress-up Theme: Favorite Carnival Character

Who's YOUR favorite carnival character? Is it the Ringleader, Magician or Snake Charmer? Maybe the Worlds Strongest Man, Jester, Lion Tamer or even lion himself. Get creative!

Guessing Game: How Many Popcorn Kernels?

Video: 10-Year Anniversaries

WEDNESDAY, OCTOBER 6TH

Dress-up Theme: Carnival Pattern Day

Wear red and white stripes or black and white checkers!

Guessing Game: How Many Candies?

Video: 15-Year Anniversaries

THURSDAY, OCTOBER 7TH

Dress-up Theme: Circus Day

Show us what you've got! Dress in Mismatched multicolors today. The louder the better!

Guessing Game: How Much Gum?

Video: 20-Year+ Anniversaries

FRIDAY, OCTOBER 8TH

Dress-up Theme: Rodeo Day

Bust out those Jeans and Belt Buckles. Cowboy Hats and Boots encouraged!

Guessing Game Winners Announced

Sweet Treat to End the Week!

DAILY PRIZES!

SUBMIT PHOTOS OF THEMED OUTFITS

Submit photos to NCHC Employee Communications Facebook page or email your photo submissions to communications@norcen.org every day to be entered into a random daily drawing for a \$20 Amazon card!

PLAY THE DAILY GUESSING GAME

Swing by the Food Truck Rally to participate in person, respond to the daily email, or comment on the NCHC Employee Communications Facebook post how many items you think are in each jar. Closest guesser every day wins a gift card!



FOOD TRUCK RALLY

Schedule

Lunch is on us! All NCHC staff to receive \$15 in food truck dollars!

ANTIGO | TUESDAY (10/5)

11:30am - 1:30pm

MERRILL | WEDNESDAY (10/6)

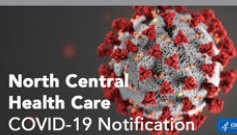
10:30am - 2:30pm

WAUSAU | THURSDAY (10/7)

10:00am - 6:00pm

*3rd shift staff will have food delivered.





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: 9.28%

LINCOLN: 11.18%

LANGLADE: 12.09%

Please follow **Alert Level Response** based on the County Positivity Rate of your location.

PPE GUIDELINES

Visitors: Cloth face covering or surgical masks required by all. Visitors to Nursing Homes & Adult/Youth Inpatient Hospitals will be screened using the COVID Screener (Version 3). All other visitors will only require temperature check.

Employees: Face coverings required while entering the building. Self-screening required using temperature kiosks procedures. Surgical masks at a minimum required while within all NCHC buildings. Staff may remove masks while working alone in private offices.

Employees Working in Direct Patient/Resident Care:

Each patient/resident care area will be designated as being in Standard, Enhanced or Covid-19 Confirmed/Suspected Precautions. Units on Enhanced or Covid-19 Confirmed/Suspected Precautions must have it clearly posted on the entrance to the unit.

- o **Standard Precautions** – Surgical Mask and Gloves required. Eye Protection (face shield, goggles or safety glasses) required during applicable isolation precautions.
- o **Enhanced Precautions** – Surgical Mask, Eye Protection (Face shield, goggles or safety glasses), Gloves and Gown during patient encounters required.
- o **Covid-19 Confirmed/Suspected Precautions** – N95 Mask, Eye Protection (Face shield, goggles or safety glasses), Gloves and Gown during patient encounters required.

NCHC COVID-19 WEEKLY CASE REPORT

Confidential Employee Report

Employee Cases Reported through September 24, 2021

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

Program	Current Active Employee Cases	Date Reported
New Cases		
MVCC – Northwinds Vent	1	9/24
MVCC – Northern Reflections	1	9/23
Outpatient Services – Wausau	2	9/23
Outpatient Services – Wausau	1	9/22
Adult Protective Services – Wausau	1	9/21
Adult Crisis Stabilization – Wausau	1	9/21
Outpatient Wausau	1	9/20
Community Tx – Antigo	1	9/20
Pharmacy- Wausau	1	9/20
Community Tx Youth - Wausau	1	9/17
Previously Reported		
Pine Crest - North	1	8/26
Total Active Employee Cases	12	

GENERAL OPERATIONAL GUIDELINES

Program admissions, closures, and operations will be determined by Incident Command daily. Updates provided to staff at least weekly.

Direct Care/Visitors

- Essential visitors and contractors only.
- In-person treatment allowed in all programs. Masks and social distancing required. All areas require departmental cleaning procedures for pre/post in-person visits. Virtual treatment optional.
- In-Person Visitation allowed at Nursing Homes, Inpatient Hospitals, CBRF and Residential Homes (unless noted to right).
 - Program-established visiting hours.
 - Visitation limited to designated visiting areas or resident rooms only. No other travel throughout facilities. 2 visitors maximum per resident/patient at any time. Length of visit is determined by program.
 - Indoor, window, compassionate care and outdoor visits allowed.
 - Outdoor visits are weather-permitting and determined by program.
 - Screening, masks and social distancing required.
- Volunteer programming allowed. Limited to 5 max at a time in building. Covid-19 vaccination required.

Meetings or Groups - Please refer to Alert Level Response

- NCHC in-person meetings allowed. Masks, 6-foot social distancing or physical barriers between individuals required.
- Treatment groups **SUSPENDED** at this time due to current community positivity rates. Only DBT & AODA Groups allowed.
- Non-NCHC groups or meetings are not permitted (i.e., AA, NA) in care areas (nursing homes, outpatient clinics). Wausau Campus Theater is allowed to be scheduled for outside group use. Contact Administration Office 715.848.4405.
- Group sizes for meetings limited based on each County's Positivity Rate. Masks & social distancing required. Meetings require Incident Command approval if in RED or higher # of people than design. limit.

HR / Remote Work

- On-site interviews and Orientation are allowed with an option for virtual participation provided.
- Remote Work limited to those requiring exceptions. Please work with Manager and Human Resources if exceptions are required.

PROGRAM-SPECIFIC OPERATIONAL UPDATES

Programs with Operational Changes

Follow General Operational Guidelines (left) in addition to changes below.

- **Crisis Stabilization Units (Adult & Youth): New Admissions HALTED due to positive employee case reported.**
- **Mount View:** In-Person Visitation OPEN for all units EXCEPT Northern Reflections & Northwinds Vent. **Enhanced Precautions:** Gardenside & Northern & Southern Reflections. Visiting Hours M-F: 9am – 6 pm, Weekends: 11 am – 5 pm.
- **Pine Crest:** In-Person Visitation OPEN for all units. Visiting Hours: M-F: 9am – 6 pm, Weekends: 9am – 3pm.
- **Residential Services:** Open and operational.
 - o **Contact Precautions:** Forest Street and Jelinek due to presence of bed bugs.
 - o **Riverview Towers and Riverview Terrace:** Visitation allowed. Visitors and residents must wear a mask when outside of their apartment, in any indoor shared space.
- **Lakeside Recovery/MMT:** Closed. No Admissions.

Open & Operational

Follow General Operational Guidelines (left).

- Adult Day Services – Wausau
- Adult Day Services – Antigo
- Adult Day/Prevocational Services – Merrill
- Adult Protective Services
- Aquatic Therapy Center
- BHS Adult Hospital
- BHS Youth Hospital
- Community Treatment
- Clubhouse
- Crisis Center
- Crisis Stabilization Units (Adult & Youth)
- Hope House - Wausau / Antigo
- McClellan House
- Outpatient Clinics
- Pharmacy
- Prevocational Services – Wausau
- Transportation

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



PHOTO OF THE WEEK

SHARE YOUR PHOTO OF THE WEEK

Email: Communications@nrcen.org or Text: 715.370.1547



MVCC's Melissa Stockwell gave a great interview Wednesday afternoon, for WAOW TV 9 about the new Roof Plaza Gardens in the new nursing home building!
— Submitted by Communications

United Way of Marathon County



Join the NCHC Team for the
12th Annual Turkey Trot,
benefiting the Marathon County Hunger Coalition
Thursday, November 25, 2021

8:30 a.m. Race begins
<https://www.unitedwaymc.org/turkey-trot/>

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



SHARE NCHC
JOB POSTINGS
ON SOCIAL MEDIA!



Here's how it works...

Step 1: Tell Us About Your Recruit

Text "Refer" to 715.598.3663

Email HResources@nrcen.org

Complete Referral Form in Human Resources

Step 2: Meet Required Criteria

You and your recruit must be in good standing throughout this period and have no written warnings for attendance or other performance.

Step 3: Get Paid!

When your recruit joins the NCHC Team, and you both have met the referral requirements YOU will earn the following:

\$250 after 90 days

\$250 after one year

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

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



North Central Health Care

EMPLOYEE VACCINE REWARDS

I GOT
MY COVID-19
VACCINE!REWARDS
PROGRAM
WILL END
SEPT. 30!

- ✓ Get Your COVID-19 Vaccine.
- ✓ Win Big in Daily Drawings.
- ✓ Help Stop the Spread.

COVID-19 vaccines are safe, effective, free, and widely available. NCHC strongly encourages all employees get a COVID-19 vaccine to help protect themselves and others from COVID-19.

North Central Health Care Employees who have received their first dose or are fully vaccinated will be automatically entered in a daily drawing for a chance to

Win Up to \$1,000 DAILY!

First Dose of Vaccine = 1 Entry/Day

Fully Vaccinated = 2 Entries/Day

Mondays = 50 Winners of a \$10 Mastercard

Tuesdays = 20 Winners of a \$25 Mastercard

Wednesdays = 10 Winners of a \$100 Mastercard

Thursdays = 2 Winners of a \$500 Mastercard

Fridays = 1 Winner of a \$1,000 Mastercard

Eligible Employees are **re-entered daily** into a random drawing for a chance to win. Each day the drawing starts over, so every day, every eligible employee can win – **that's multiple opportunities to win each week!**

Drawings Begin Monday, August 30 and Will Continue through Fall 2021!

DAILY WINNERS WILL RECEIVE A WINNING NOTICE TO THEIR WORK EMAIL!

To protect employee privacy, names of winners drawn in random daily drawing will not be published. Department totals will be published each week in the News You Can Use. Daily drawing winners will be **notified via email** to their @norcen.org work email account. Instructions on how to claim your prize or make arrangements to pick up your prize will be provided in the email. Winning employees will have 3 weeks from the date of the initial notification email to make arrangements to claim their prize or the prize will be forfeited and redistributed in the daily drawings. Winners will be required to sign a Prize Acknowledgment Form certifying receipt that they have received a prize with the monetary value indicated and understand that this prize is considered taxable income and may be subject to income tax withholding and reporting on employee's Form W-2. NCHC reserves the right to end the drawing at any time. Only employees of North Central Health Care are eligible to participate. Verification of vaccination must be on file with NCHC Employee Health to be eligible to participate.

Upcoming NCHC Employee Vaccination Clinics:
Sept. 24 (Just Added!), Oct. 8, Nov. 5, Dec. 3 • 2-3 pm, Wausau Campus
Link to Sign Up: <https://bit.ly/NCHCCovidVacc>



September is **FALL PREVENTION** Month!

WE ALL HAVE ROLE TO PLAY IN FALL PREVENTING FALLS!

The beginning of the fall season starts Fall Prevention Month! In September, the NCHC Falls Committee wants to recognize and bring awareness to Fall Prevention Month. This year so far the committee has worked to bring about an organizational wide Fall Prevention and Management program which includes education on proactive rounding and fall huddles, along with an organizational wide assessment.

Each week we will feature a new Fall Prevention awareness activity for staff. When you complete the activities, you will be entered into drawings to win great prizes! Winners will be announced at the end of the month!

TRIVIA, CONTESTS AND WINNERS

September 6-10

Trivia Contest

September 13-17

Fall Prevention Word
Search

September 20- 24:

Can You Spot It?

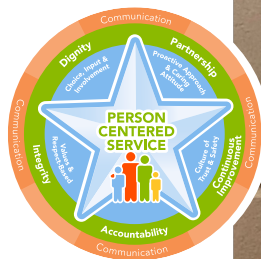
September 27-30

All Winners Announced!



SIMPLE STEPS TO **STOP FALLS**

**RECOGNIZING EMPLOYEES
WHO GO ABOVE & BEYOND
TO PREVENT FALLS**



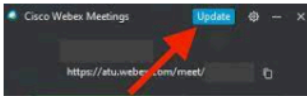
HEATHER BROTON, RN **MOUNT VIEW CARE CENTER**

Heather used proactive thinking concerning a resident that was declining and progressing in his dying process. She moved his bed position and room arrangement to prevent future falls. **Thank you Heather!**



Version 41.9

Feature Update



When the blue update button appears on your desktop app, click on it to get the newest features and functionality!

While minor updates, fixes, and maintenance will occur throughout the month, the main update will occur this Saturday, September 18th. See attached for details.

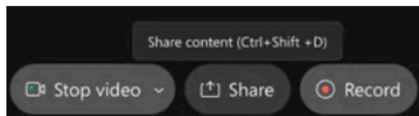
Please pass this on to others that would benefit from the information.

ALSO

Keyboard Shortcuts:

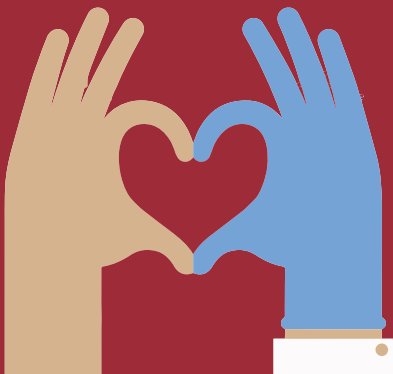
Tooltips Now Include Keyboard Shortcuts

The tooltips you see when you hover over actions include the keyboard shortcut, if applicable. This improves discoverability and makes finding shortcuts more intuitive.



- **Ctrl + Shift + E**—Expel attendee
- **Ctrl + 0**—Fit shared content to viewer
- **Ctrl + N**—Lock or unlock the meeting
- **Ctrl + Shift + Y**—Sync the display of a page, slide, or whiteboard so everyone sees the same view
- **Ctrl + Shift + F**—Set the whiteboard font size
- **Ctrl + T**—Show or hide the thumbnail sidebar
- **Ctrl + Shift + I**—Show or hide the names in video
- **Ctrl + B**—Share a web browser
- **Ctrl + Shift + N**—Add a whiteboard page
- **Ctrl + Shift + O**—Clear my pointer
- **Ctrl + Shift + Del**—Clear all pointers
- **Ctrl + Del**—Clear all annotations on the whiteboard

A special **THANK YOU** from the NTC nursing students
- Adult Behavioral Health Unit Rotation -



"Shout out to all the nurses and techs who assisted during this rotation. You were all very friendly and helpful. Also a BIG shout out to Sherri Lawrence and Matt Karpinsky for taking the time to explain conditions, policies and patient hx"



OUTSTANDING TEAM PARTNERSHIP AWARD

IMS Team

Congratulations to the IMS Team, recipient of NCHC's Outstanding Team Partnership Award. The IMS Team was nominated twice this quarter by Kendra Eisner in Pharmacy and Ashley Downing of HIM/IMS. "This team worked countless hours across the entire organization to launch Go Live with Cerner Millennium. This team was crucial to making the transition go smoothly and

have been a valuable resource for answering tough questions."

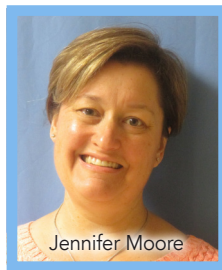
"This was an entire team effort and had so many people involved in the project itself, but these people were the superstars!"

"A project like this is not for the faint of heart. It takes a ton of tenacity and patience to make sure we have the software to the state where it is ready to use on the floor."

Also nominated for this award was the Jelinek Residential Team, Communications & Marketing, Pine Crest Gardening Team and Pine Crest Quality Team.



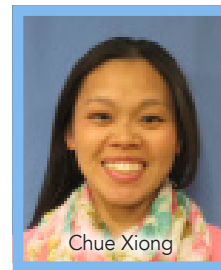
Todd Shnowske



Jennifer Moore



Lisa Murkowski



Chue Xiong



Lori Feck



OUTSTANDING SERVICE EXCELLENCE AWARD

Merry Malone, Accounting

Congratulations to Merry Malone, Accounting Assistant, recipient of NCHC's Outstanding Service Excellence Award. Merry was nominated by Bobby Splinter. Bobby shared that "Accounting had plans for training a newly hired employee in the Cashier's office, however the employee to train the new person decided to depart our organization. Their backup had a family emergency, leaving the new employee's first day on the job with no trainer. Merry went above and beyond by immediately jumping into the cashier's office and sitting with the new employee for the next week and a half, taking time away from her daily/weekly tasks to train. Our new staff felt supported and is better off to a better start than I could have imagined, given the circumstances at hand. Merry has so much knowledge of the processes and procedures. She did a terrific job."

"Merry took the stress off the rest of the department. The Accounting team was extremely busy with preparing critical annual cost reports for Medicaid and Medicare related to MVCC and Pine Crest. Without Merry taking the lead, the rest of the department's assignments would have fallen behind. Further, our residents and community were better served as we were able to keep the Cashier's office open and operational."

"Merry Continually exceeds expectations and has been instrumental in providing pertinent information to other staff on the history of our processes and procedures.."

"Merry's great work, adaptability, and integrity make our organization and community better."



OUTSTANDING PERSON-CENTERED SERVICE AWARD

Alexa Kufalk, Outpatient Psychiatry

Congratulations to Alexa Kufalk, recipient of the Outstanding Person-Centered Service Award. Alexa was nominated twice for the award this past quarter, by Lindsay Leach and Cassie Krueger. Her teamwork with Cerner implementation and her leadership skills as a nurse were both highlighted in her nominations.

"Alexa has been a terrific role model for not only her department, but for Community Treatment as well. She continually goes above and beyond by taking on extra roles, responsibilities, and helps out at our other work sites and locations as well. Recently she has taken on the role of Cerner Super User, which has been extremely beneficial for our entire team since she has put so much thought and care into taking that on and taking it on extremely well. Though this has added an extremely large amount of work to her already busy schedule, she does it without complaint, and with enthusiasm to help others. She is always looking for creative solutions to problems or issues we might face and is a leader among her peers. She is truly a wonderful nurse and has great passion

for her job. You can see that she enjoys helping take care of those in her community, especially the children, and takes great pride in watching their accomplishments during their care."

"Alexa is a great asset to have on the team as a leader for her peers, a source of knowledge, and as a role model for others in our department to look up to."

Also nominated for this award was Al Barden, Chloe Nylund, Erika Koch, Heather Brownell, Jeff Nelson and Josie Herman.

Nominate a Coworker or Team today! www.norcen.org/Recognition



Family Matters

Parent Chat

Parents can schedule private, individual sessions with a staff person who can provide parenting information and support or connect you with the right community resource. Call: 715-660-8103

Warm Line

This is your non-emergency connection to speak with an expert on the day-to-day trials of child rearing and receive practical parenting information, tools, and advice. Call 715-660-8103

Family Events

Support for Parents for LGBTQ+ Youth
Thursday October 14 6-7:30pm—Virtual Event
Presented by Beth Meyer, MSW, APSW

Did I do something wrong as a parent? Will my child be bullied at school? What should I tell family members who might have a negative reaction? What does all of this even mean?

These are some of the many thoughts, concerns and questions that rush through a parent's mind when they suspect or learn their child is lesbian, gay, bisexual, transgendered, or even just questioning their sexual identity.

Please join us for information and support as we learn together what it means to be LGBTQ in today's world. And how we can support our children and take care of ourselves as we learn and grow together.

Parenting Apart

Monday, Oct 25th 6pm - 7:30pm

Presented by Stephanie Hamann, MA, LPC

It's normal for parents to be concerned about offering the right support and guidance to their child, regardless of their marital status. Moms and dads living apart are encouraged to attend this presentation to learn more about effective ways to communicate parenting goals, strategies to maintain a positive working relationship with your previous partner, and ways to continually place your child as top priority after separation.

**All events are FREE, but
registration is required!**

Text/Call 715-660-8103 or email ntank@chw.org

Ongoing Services

LEAP (Learning Essentials about Parenting)

Who can't use another tool in their parenting tool belt? Parenting is a joy but it can be challenging too. Let's work together solving problems and strengthening relationships in your home. This is a 9-week series. Topics include building self-esteem, child growth and development, communication skills, media, positive discipline techniques and more. **6 pm – 7:30 pm Mondays. Virtual classes. Call to register. 414-239-0869**

LENA Start Marathon County

Jump start your 0-33 month old for success in school and in life with this FREE 10 week program that emphasizes the importance of communication. Learn more about how early talk builds babies' brains while engaging with other parents. Includes FREE books, incentives, gift cards and all materials. Several options available **Fall groups begin Sept 13th. Must start on class one. Register at LenaStartMC.org or by texting 715-660-0397.**

Parent Aide Triple P In-Home Services

Triple P in-home services are available for Marathon County families. This program promotes positive parenting practices to address and prevent a range of social, emotional, and behavioral problems in children and adolescents. For parents of children ages 0-17. **Call 715-660-0397 for more information or to sign up.**

Play and Learn

Thursdays

9:30 and 10:30 start times

Now

Marathon Park - Big Kitchen Shelter
800 Garfield Ave Wausau

Starting in October, we will move indoors

Watch our Facebook page for updates

Family Resource Centers of Marathon County

Connect with others who have young children and enjoy early learning activities to enhance your child's development and promote school readiness.

Participants MUST register due to limited openings. Email: ntank@chw.org or call 715-660-8103



Employee Recognition

Nominations Due by September 30 for this Quarter!

(Go Straight to the Nomination Form)

Recognize your outstanding coworkers here at NCHC. There are distinct awards for direct care, non-direct care, teams and leader. There is only 1 simple nomination form for all awards.

For more details, nomination forms, selection criteria and prizes, please visit our NCHC website at

www.norcen.org/Recognition

Quarterly Recognition Awards

Outstanding Person-Centered Service Award

Recognizes an employee who provides direct care, exceeds standards and works effectively to ensure the optimal patient experience and uncompromising Person-Centered Service.

*NCHC Directors, Managers and Supervisors are not eligible for this award.

Outstanding Service Excellence Award

Recognizes an employee who does not provide direct care, has consistently achieved exemplary performance within their program and has excelled in supporting the programs and services of NCHC.

*NCHC Directors, Managers and Supervisors are not eligible for this award.

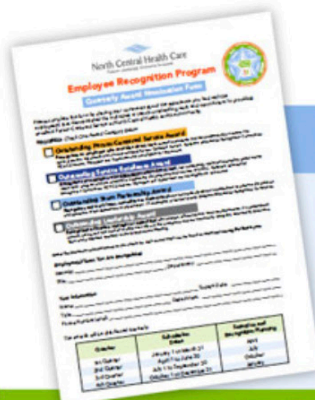
Outstanding Team Partnership Award

Recognizes any work team, committee or department who has made significant contributions to advance the position and reputation of the department or organization. 15 employees or less per group.

Outstanding Leadership Award

Recognizes a director, manager or supervisor who inspires, influences and conducts themselves in a professional manner, acting as a role model for others to follow in the workplace and our community.

*Recipient selected by Executive Team and presented quarterly at the Management Meeting.



How to Nominate An Employee

There is only 1 Nomination Form for all four Quarterly Awards.

Nomination forms can be found on our NCHC website 24/7, near your department Communication Board or on the Odrive in the Recognition Folder. Or ask a Manager or Supervisor for help!

Email your form to Recognition@norcen.org or deliver to Human Resources!



Nomination forms, selection criteria, award details and more are available online at

www.norcen.org/Recognition



SPOTLIGHT AWARD



Carl Peterson - ACT team service facilitator

"Carl has been back at NCHC for 4 years now and continues to be someone that exemplifies all of NCHC's core values on a daily basis. He works with, builds rapport, and helps stabilize many of our consumers on the ACT team that display some of the most challenging behaviors along with the most significant barriers. Carl is recognized as someone that his teammates rely on when they are feeling overwhelmed while also meeting all of the demands and role expectations in the midst of chaos."

"During transition of staff in May on the ACT team, despite having over case-load, Carl was more than willing to take on two very difficult transfers and has moved mountains to find housing for one of them."

"Despite the day to day challenges of this job, Carl always manages to; be solution focused, keep a calm demeanor, make others laugh with his quiet sense of humor, and always keeps a positive attitude. He is often recognized by his peers as being an asset to our team."

"Carl was faced with the greatest challenge of his role in June when he called and was present for two back to back well checks in one day, both with the most undesired outcome. Carl's efforts with these consumers were highly complimented by both families even in the moments as the news was shared with them. This speaks volumes to the impact Carl has on his consumers, the ACT team, NCHC, and this community."



Check Out MCECU for All Your Lending Needs!

We have loans to fit all your needs, whether you are buying a home, in need of a new vehicle, refinancing, looking to take a dream vacation, consolidating debt, purchasing recreational vehicles, or for whatever else your heart desires.

Proudly serving NCHC Employees and their Families

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

Apply online at www.mcecu.org
261-7685 for Loan Officer
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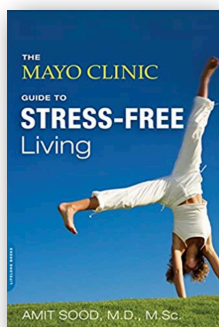
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BOOKS

On Stress Reduction and Mental Health

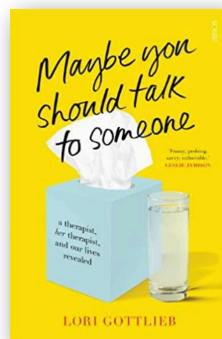
Compiled by the Employee Health & Wellness Committee



The Mayo Clinic Guide to Stress-Free Living

by Amit Sood, Mayo Clinic

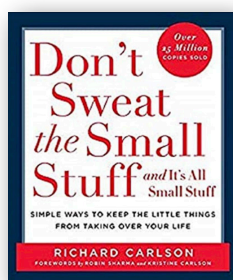
In this book, Amit Sood, MD, a Mayo Clinic specialist in stress and resiliency, reveals how to mind's instinctive restlessness and shortsightedness generate stress and anxiety and presents strategies for living a more peaceful life.



Maybe You Should Talk to Someone

by Lori Gottlieb

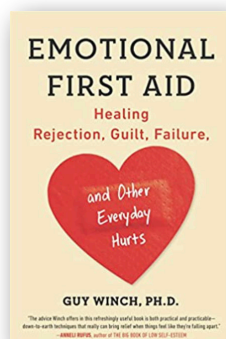
Psychotherapist Lori Gottlieb was used to being the therapist in the room until she experienced a crisis that led her to change roles and sit on the therapy couch. The book follows the therapy sessions of her clients at her Los Angeles-based practice, including the lessons she learns from them and the progress they've made along the way. When Gottlieb experiences an unexpected breakup, she finds herself seeking therapy from Wendell and getting a taste of what it's like to be a client.



Don't Sweat the Small Stuff ... and It's All Small Stuff:

Simple Ways to Keep the Little Things From Taking Over Your Life by Richard Carlson

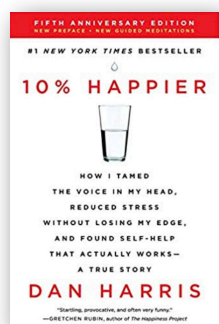
In this book, you will learn how to keep from letting the little things in life drive you crazy. In thoughtful and insightful ways, author Richard Carlson reveals ways to calm down in the midst of your incredibly hurried, stress-filled life. You can learn to put things in perspective by making the small daily changes he suggests.



Emotional First Aid

by Guy Winch, Ph.D.

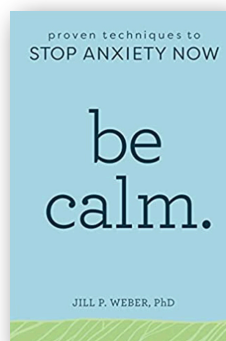
Loss, heartache, failure, and rejection aren't as visible as a broken limb or open cut, but that doesn't make them any less painful. Winch provides strategies and tools to build your own emotional first aid kit. In this book, he tackles rejection, loneliness, loss and trauma, guilt rumination, failure, and low self-esteem.



10% Happier ... How I Tamed the Voice in My Head, Reduced Stress Without Losing My Edge, and Found Self-Help That Actually Works—A True Story

by Dan Harris

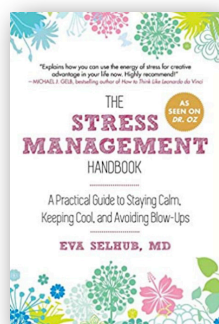
Nightline anchor Dan Harris embarks on an unexpected, hilarious, and deeply skeptical odyssey through the strange worlds of spirituality and self-help, and discovers a way to get happier that is truly achievable.



Be Calm: Proven Techniques to Stop Anxiety Now

by Jill Weber, Ph.D.

Jill Weber, Ph.D., is a clinical psychologist who helps people of all backgrounds manage their anxiety. Be Calm takes all that knowledge and divides it into three sections: feelings, behaviors, and thoughts. Each section takes the main anxiety symptom an individual finds themselves facing and provides an explanation for that symptom, techniques to control it, and a path to finding inner calm. It's easy to read, understand, and apply to your life, no matter what situation you find yourself in.



The Stress Management Handbook: A Practical Guide to Staying Calm, Keeping Cool, and Avoiding Blow-Ups

by Eva Selhub M.D.

The Stress Management Handbook teaches readers how to speak and live from a place of love, rather than a place of frustration or resentment. Dr. Eva's laser coach methods help readers understand anger and stress like they never have before, and offer crafted anger management tools to nurture themselves back to a place of happiness.