

A Weekly Update  
For The Employees of  
North Central Health Care



# NEWS YOU CAN USE

## WEEKLY CONNECTION WITH OUR TEAM

### REALIGNING THE WHY



**Jarret Nickel**  
Operations  
Executive

"The greatest thing in the world is not so much where we stand as in what direction we are moving." — Oliver Wendell Holmes. This is a quote that I often find myself going back to when going through a period of great change as it helps me realign the why.

North Central Health Care is in a period of great change with the largest renovation project in the company's history over halfway complete as well as Covid-19 impacting every aspect of the care we provide. What I'm proud of is the why behind this great change, we are updating and reinventing our facilities to provide excellent care to those we serve as well as ensure our employees have a workplace that is safe and an atmosphere that can be enjoyed each day.

Outside of just our facilities the direction that North Central Health Care is headed is an exciting one with increased and expanded service lines as well as a stronger connection to our communities. While this direction may come with its own set of challenges, we know the why behind it and it's a why we can all get behind to support those we serve better than ever before.

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**Scott Van Erman**  
Outpatient

**Why:** For sharing your acting skills. It was greatly appreciated!

**Submitted By:**  
Sarah Rothmeyer



**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, March 28 –  
Sunday, April 3**

**Tom Boutain**



March 30, 2022





## RETIREMENT NEWS!

### Congratulations Sue De Lisle, MHT



Sue De Lisle, Adult Community Treatment tech in Wausau has announced her retirement after 17 years of providing support to those in our community.

Thank you for your years of dedication and commitment to our community!

**Join us on Friday, April 1st at 9am in the Board Room to Celebrate Sue's Retirement!**

## CORE VALUES Demonstrated

Person-Centered

Shout

out

When opening the front desk this week, Jessica & Jean found a note:

*"Found out in parking lot Friday night 3.18.22"  
- Mike, FCM Custodian*

Attached to the note was a Discover card that belonged to one of our Health Department employees.

*"Thank you, Mike, for demonstrating the core values of honesty and integrity and returning this lost credit card.*

*It is such a wonderful feeling to have trusted and kind employees working in our buildings." - Jean*



## PHOTO OF THE WEEK: PINE CREST STAFF WEARS BLUE!







Wishing a happy National Doctor's Day to all  
of our NCHC physicians. **THANK YOU**

Dr. Arpon	Dr. Tran
Dr. Dotson	Dr. Varhely
Dr. Espinoza Ugaz	Dr. Vickrey
Dr. Gordon	Dr. Vogel
Dr. Gouthro	Dr. Yasin
Dr. Hangiandreou	Dr. Akulov
Dr. Helfenbein	Dr. Beck
Dr. Hoenecke	Dr. Berman
Dr. Hoppe	Dr. Fida
Dr. Krall	Dr. Harding
Dr. Manatt	Dr. Karve
Dr. Opaneye	Dr. Kats
Dr. Oyinloye	Dr. Sharma
Dr. Smith	Dr. Shupe
Dr. Tange	Dr. VanWieren
Dr. Ticho	Dr. Woldemichael

## CCITC NOTICES

### Are You Missing Emails?

The HelpDesk has received several questions regarding missing emails. If you are missing an email that you were expecting, remember to check your junk mailbox for the missing emails. Instructions on how to disable junk mail is located on the O'Drive in the Information Systems Libraries folder – General Information: O:\Information Systems Libraries\General Information\Disable the junk Email.docx. Check your NCHC email for additional information.

## SCRUBS CLOSET DONATIONS NEEDED

### Can You Help?

Do you have scrubs that no longer fit and you would like to donate? Donate them to the NCHC Scrubs Closet. You can bring them to the Volunteer office located in the lobby of the Mount View Care Center or interoffice mail them to Laural in Volunteer Services.



## 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:

**4/1/22 from 2:00 - 3:00 pm**

Mount View Care Center Community Room

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

**There's Still Time to Take Advantage of  
Our Balance Transfer Offer!**  
**Contact Us Today!**

SOAR TO  
**NEW Heights**

Reach your financial goals this year  
with our low balance transfer rate

**3.99%<sup>APR</sup>**  
**FOR 15**  
**MONTHS**

When you transfer an existing balance  
to our credit union credit card between  
February 14, 2022 and May 15, 2022.

Ask us about this special rate offer today!

Balance transfers completed 2/14/2022 through 5/15/2022 will receive 3.99% APR\* for 15 months from date of transfer. After the promotional time frame expires, remaining balances will migrate to the standard APR applicable on your account. Contact the credit union for complete details.  
\*APR=Annual Percentage Rate

Balance transfers completed 2/14/2022 through 5/15/2022 will receive 3.99% APR\* for 15 months from date of transfer. After the promotional time frame expires, remaining balances will migrate to the standard APR applicable on your account. \*APR = Annual Percentage Rate

Apply Online @ [www.mccu.org](http://www.mccu.org) or by using the Mobile App!



## NATIONAL KIDNEY MONTH

Submitted by Sherry Hughes, PA

### The month of March is National Kidney Month.

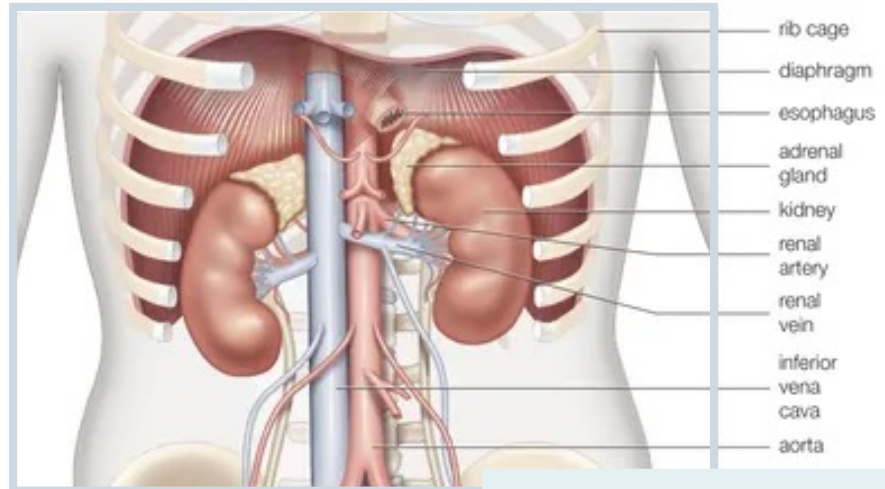
Its purpose is to bring awareness to kidney health and encourage people to learn about kidney disease. In the U.S., 37 million people have kidney disease, and one in three adults are at risk for developing the condition.

In Wisconsin, 12,000 people are living with kidney failure. That's one of the reasons why the nephrology nurse at DaVita Kidney Care in Marshfield, Jamie Redmond is sharing ways people can prevent the disease, or slow the progression. Redmond said people can do that by going to the doctor for check-ups, managing chronic conditions better and knowing family history.

Kidneys are responsible for removing waste and fluid from the body. When people have the disease, that means their kidneys are slowly and gradually losing function. Diabetes and high blood pressure are two of the leading causes of the disease, but Redmond, said signs and symptoms for kidney disease are often vague.

"It's really critical for people that do have diabetes, high blood pressure, a family history of kidney disease or heart disease, that they really take the time to be with their primary care providers and take good care of those conditions to try to prevent kidney disease from happening," Redmond explained.

She said diet is one of the most important parts of prevention and slowing the progression.



"Your diet is critical for anything related to your kidneys and for diabetes and blood pressure. But for kidney disease, specifically, your diet is so important that we actually have registered dietitians at every dialysis center in DaVita, across the nation."

Redmond said DaVita's goal is to help maintain as much kidney function as possible before patients go into kidney failure.

MARSHFIELD, Wis. (WSAW)

### Employee Health & Wellness Center

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

**Schedule an Appointment:**  
715.843.1256 or MyAspirus.org

#### Updated Hours:

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

Tuesday: 6:30 am - 3:00 pm

Thursday: 9:30 am - 6:00 pm



## A MESSAGE FROM SHERRY HUGHES

Dear patients of Marathon County and North Central Health care,

It is with mixed emotions that I'm writing to inform you that I will be transferring to another Aspirus clinic at the end of April of this year. My last day seeing patients at the Employee Health and Wellness Center will be April 22, 2022. I am honored to have served you and your families over the last few years.

Aspirus Business Health is earnestly looking for a new provider to replace me and will ensure interim care through the Employee Health and Wellness

Center with other Business Health providers. In the meantime, I will be seeing patients until my last day and continue to refill prescriptions requested until the new provider has taken over.

The Aspirus Welcome Center is a great resource if you so choose to establish care with another provider outside the Employee Health and Wellness Center. Please call them at 715-847-2613 and they would be happy to schedule you and your family.

The Aspirus Business Health team is available to answer questions you may have and assist with this transition.

I have enjoyed getting to know you all. Thank you for trusting me with your health care needs.

Sherry Hughes, PA-C





## Ethics and Boundaries: 2022-2023 Trainings

### NEED ETHICS OR BOUNDARIES TRAININGS?

Contact your manager to register for one of the following UWGB Courses!



#### Ethics and Boundaries: Understanding Equity, Diversity and Inclusion to Leverage Cultural Humility:

This training focuses on appropriate ethics and boundaries in client-case manager and peer-to-peer relationships in everyday practice. Participants will engage in self-reflective activities related to race, ethnicity, gender, sexual orientation, different abilities, and intersectionality. Oppression, discrimination, power and control, and historical privilege will be featured as it relates to work with vulnerable populations.

4.0 Continuing Education Hours

Training dates listed below will be offered virtually via Zoom on Fridays from 8:30am to 12:30pm.

- June 3, 2022
- August 12, 2022
- October 7, 2022
- December 2, 2022

#### Ethics and Boundaries: Things That Make You Go Hmm...:

This training offers participants an opportunity to explore the difference between boundaries and barriers in peer-to-peer and client relationships. It explores personal boundaries, trust, shame, vulnerability, and use of self-assessment tools to understand stress. Participants learn new strategies in paradigm thinking, communication and conflict management in the workplace, conversations of quality; through examining challenges they face when colleagues are unethical or cross professional boundaries.

4.0 Continuing Education Hours

Training dates listed below will be offered virtually via Zoom on Fridays from 8:30am to 12:30pm

- May 6, 2022
- July 8, 2022
- September 9, 2022
- November 4, 2022
- January 6, 2023

BEHAVIORAL  
*Health*  
TRAINING PARTNERSHIP

## Join the Wisconsin Department of Agriculture, Trade and Consumer Protection, and the City of Wausau for the **Wausau Area Consumer Protection Summit "Know your Rights"**

### Covered Topics Include:

- Mobile Home & Apartment Rental Rights
- Consumer Lending, Quick Cash & Payday Loans
- Identity Theft - Protect & Prevent

*topics 30 min each, 10 min break between each, come for one or more topics*

**Wednesday, April 20, 2022**

**9:30-11:30 am OR 5:15-7:15 pm**

**North Central Health Care Center Theater**

**1100 Lake View Dr., Wausau, WI**

Use the entrance marked Marathon Health Department (door #19)

or **watch live on YouTube at [tinyurl.com/waamedia](https://tinyurl.com/waamedia)**

Questions? Contact: Michelle Reinen, [Michelle.Reinen@wisconsin.gov](mailto:Michelle.Reinen@wisconsin.gov)

or Jean Frankel, [jean.frankel@ci.wausau.wi.us](mailto:jean.frankel@ci.wausau.wi.us)





Trisha Stefonek,  
Director of  
Acute Care  
Behavioral  
Health presents  
the Team  
Partnership  
Award to  
Allison  
Fitzgerald  
of YCSF.



## OUTSTANDING TEAM PARTNERSHIP AWARD

### Youth Crisis Stabilization Team

Congratulations to the Youth Crisis Stabilization Team, recipient of NCHC's Outstanding Team Partnership Award for 1st Quarter.

"The Youth Crisis Stabilization Team has been asked to cover many different units and roles than what they were hired for. They have been asked to go outside their comfort zone many times to work on various BHS Acute Care units over the past year. This has helped each of them grow as floor staff, bringing them more skills to support their youth clients. They have been able to get closer as a team through discomfort, learning to support and rely on one another."

"The YCSF Team have helped to keep all the BHS Acute Care units running to make sure clients are receiving appropriate care and that the departments can continue to support the NCHC community."

**Adult Day Services Team, Wausau and Safety & Security Team were also nominated for this Award.**



## OUTSTANDING LEADERSHIP AWARD

### Josie Herman Residential Services

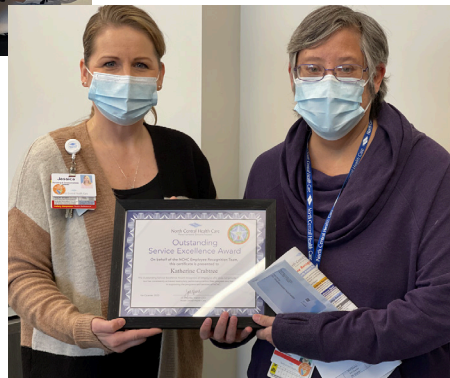
Congratulations to Josie Herman of Residential, recipient of NCHC's Outstanding Leadership Award for 1st Quarter.

"Josie always has a positive attitude toward clients and staff. She takes time to listen. Josie is always going above and beyond with picking up extra shifts at our site or Jelinek. Clients adore her!"

"Josie does not make you feel bad if you are sick or unable to work which alleviates extra stress. She is supportive and caring."

"Josie has worked here for almost 20 years. She is dedicated to client care and satisfaction."

**Josie was nominated by Kate Schultz, RCA.  
Gina Laszewski was also nominated for this Award.**



## OUTSTANDING SERVICE EXCELLENCE AWARD

### Katherine Crabtree Mail/Copy Room

Congratulations to Katherine Crabtree recipient of the Outstanding Service Excellence Award for 1st Quarter. Katherine works in the Mail/Copy Room on the Wausau Campus and was nominated for her commitment to our NCHC Core Values.

"Katherine is very committed to NCHC and shows her Core Values on a daily basis. She shows her commitment to Continuous Improvement by asking questions and looking to improve processes when the opportunity presents itself. That may be with processes like mail sorting and sending, print preparation and other tasks and jobs she works on."

"She shows Partnership each day as she works with multiple departments and staff from across the organization to complete various print jobs, deliver mail and work on many tasks assigned that need a quick turnaround. And when I say quick.....Katherine is quick!"

"She is always willing to help in areas outside the mailroom and does it all with a smile. Katherine is focused and always willing to lend a hand any time she is asked."



## OUTSTANDING PERSON CENTERED SERVICE AWARD Chuck Frankiewicz, Adult Day Services

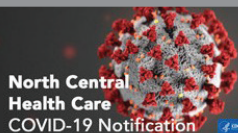
Congratulations to Chuck Frankiewicz of Adult Day Services, recipient of the Outstanding Person-Centered Service Award.

"Chuck had been assisting a residential site due to short/sick staff, he jumped in and was at one residential site and ran back and forth numerous times to assist another residential site. Chuck did this numerous times throughout the day. His ability to be calm during stressful situations is something that not all staff have and can demonstrate."

"To observe Chuck during these times is amazing! He is a person who demonstrates N.C.H.C. CORE VALUES TO A T. Chuck continues to jump in when needed without being asked he truly is a person that demonstrates and goes above his job duties."

**Chuck was nominated by Cindy Purdy, ADS. BriAnna Salas, Jessica Schreiber and Micki Alsteen were also nominated for this Award.**

**Nominate a Coworker or Team today! [www.norcen.org/Recognition](http://www.norcen.org/Recognition)**



## 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.

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**

Managers report in SafetyZone ASAP.

### COUNTY POSITIVITY RATE

MARATHON: 1.56%

LINCOLN: 3.27%

LANGLADE: 2.3%

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
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New Cases  
NONE

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

**Total Active Employee Cases 0**

Active Resident/Inpatient Cases – Use Covid-Positive Precautions  
NONE

**Total Active Residents/Patients 0**



#### Employee Cases Reported through March 22, 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.

### 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 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 designated 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:** 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)





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?

MARCH 21 – 25, 2022

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<u>main course</u> Spaghetti Broccoli Garlic bread	Beef Sammy Green Bean Casserole Mashed potatoes	Baked Ziti Summer Squash Garlic Bread	Roast Turkey Baked Tomatoes Au gratin Potatoes	Poorman's Lobster Carrots Baked Yams
<u>dessert</u> Applesauce Gelatin	White Frosted Cake	Fruit Mix	Choco Swirl Cake	Cherry Delite
<u>soup of the day</u> Cheesy Cauliflower	Chicken Noodle Soup	Beef Noodle	Hobo Soup	Minestrone Soup





# THE BISTRO

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

## SPECIALS

### UPCOMING WEEKLY SPECIALS

**APRIL 4 | GRILLED CHEESE & BACON | \$5.00**

3 CHEESE | GARLIC BUTTER | EXTRA BACON

**APRIL 4 | 3 CHEESE QUESADILLA | \$4.50**

3 CHEESE | ROASTED ONIONS | ADD CHICKEN FOR \$1

**APRIL 11 | TUNA MELT PANINI | \$5.00**

TUNA SALAD | CHEDDAR | TOMATOES

**APRIL 18 | TURKEY PESTO PANINI | \$5.50**

SLICED TURKEY | PROVOLONE | PESTO | RED ONION | SPINACH

**APRIL 25 | CAPRESE PANINI | \$5.00**

FRESH MOZZ | HOUSE VINAIGRETTE | TOMATO  
BASIL | SPINACH | **Also available as a salad!**

### FEATURED MARCH DESSERT



### DOUBLE CHOCOLATE PEANUT BUTTER BANANA TOAST \$3.50

BANANA | CHOCOLATE CHIPS | PEANUT BUTTER  
CHOCOLATE SAUCE | CINNAMON SWIRL BREAD  
POWDERED SUGAR | **\*SERVED OPEN FACED\***

## WE NEED YOUR HELP!

THE BISTRO'S IMPROVEMENT SURVEY IS LIVE.

**Scan the QR code below and share your opinions on things like :**

- Panini flavors you'd like on the menu
- Side option preferences
- Modifications to hours
- Grab-n-go additions
- Weekend hours
- Misc. improvements



SCAN ME!

### 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	1.50	
FLAVOR SHOTS	.50	.50
*VANILLA*   *SALTED CARAMEL*   RASPBERRY   IRISH CREAM MOCHA   PEPPERMINT   WHITE CHOCOLATE   *SF AVAILABLE		
ESPRESSO SHOT	1.00	1.00

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