



A Weekly Update For The Employees of North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

Football and Family

Well, football practice has started already, which to me means summer is drawing to a close. Those of you who have kids in fall sports for school have noticed this also, because they either started practice or they are starting practice soon. I have also noticed that some trees are starting to change color as I drive into work. I just can't believe that summer is almost over already. It goes by way too fast, but we still have time to take off and enjoy these nice days.

This coming week I will have the opportunity to spend some time with my family. Those of you who know me, know that family is very important to me. I have mentioned in past *News You Can Use* articles that my one son is married to a wonderful woman from Mexico. They have been married for five years and she has not been able to travel to the U.S. because she did not have a travel visa before they got married and she was denied one even after they were married. They applied to allow her and my two-year-old granddaughter to come to the U.S. but the process has taken a long time. After five long years, my daughter-in-law was finally approved to come to the U.S. They get here this week, and we are all very excited to finally have them close by. Not only will my granddaughter be here, but my daughter-in-law and son are also expecting their second child in September, so we will get to see him right away when he is born.

As a spouse, father, and grandfather, I am accountable to my family. I have a partnership with them that is very important to me and I always want to grow and show *continuous improvement* in each of those roles. Demonstrating *dignity* and *integrity* are also very important for me with my family. Just as I have my personal family, I consider all of you at NCHC my *work family*. Because of this, I am *accountable* to all of you. We have a *partnership* that I think is very important as we work together to serve our patients, clients and residents.

As part of my commitment to *continuous improvement*, I will never be content with not trying to improve in my role here at NCHC. *Dignity* and *integrity* are always important for each of us as employees to demonstrate continually. Our Core Values are important to me personally and professionally. I am very grateful for each of you and the *Person-Centered Service* you show every day to those we serve.

Thank you for all you do!

Gary Olsen
Executive Director

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Shout out



Jessica Northway, Community Treatment Youth

Awesome collaboration for groups and time schedules to ensure smooth services and transitions,!

From: Lindsay Sondelski



Occurrence Reporting Hotline

x4488 or 715.848.4488

Only significant or sentinel events requiring immediate notification to this hotline.



Celebrating Employee Milestones

We would like to honor these employees who celebrated their milestone anniversary in the 2nd Quarter of 2023. Let us all take a moment to express our heartfelt gratitude and admiration for these employees and their remarkable achievements and loyalty. Their relentless pursuit of excellence has not only contributed to their personal growth but has also helped elevate North Central Health Care to new heights. Thank you for all you do for NCHC, for those we serve and for our communities.

Congratulations!



- Jill Mattek Nelson** Community Treatment - Youth
- Jackie Nikolai** Patient Access Services
- Pamela Hetfeld** Nursing Home Admin
- Tom Messman** Community Treatment - Youth
- Giana Zubke-Brubacher** Community Treatment - Youth
- Nathan Schultz** Food Services
- Nicole Scheffler** Post-Acute Care
- Loretta Skorie** Post-Acute Care

- Morgan Witteman** Post-Acute Care
- Giannetta Pedersen** Residential
- Mitchael Borneman** Community Treatment - Adult
- Lynn Witt** Community Treatment - Adult
- Joseph Peterson** Lakeside Recovery MMT
- Brittany Thomas** Human Resources
- Rogene Janik** Post-Acute Care



- Renee Erickson** Human Resources
- Grace Crass** Post-Acute Care
- Audrey Voigt** Food Services
- Janeane Klaver** Post-Acute Care
- Rachel Hockin** Laundry
- Savannah Severt** Post-Acute Care



- Cheryl Rye** Post-Acute Care
- Stacy Rozelle** Crisis
- Xong Hutchison** Learning & Development
- Kristin King** Outpatient
- David Peterson** Residential



- Amanda Schmidt** Community Treatment - Adult
- Lotti Drake** Post-Acute Care



- Linda Bever** IMS
- Marianne Wunsch** Community Treatment - Adult



- Connie Gulke** Adult Day Services



- Debra Rodemeier** Post-Acute Care



PHOTOS OF THE WEEK



ALVIN FAN CLUB!

This past week, a super fan from the community sent in delicious bags of treats to wish Alvin well on his retirement. Alvin is thrilled about his relaxation time and rest. Thank you to all those who came to wish him well at his retirement and have posted to his Facebook Page!



WAUSAU CAMPUS DEPARTMENT RELOCATION

Some Additional Details From Housekeeping

In the next few weeks, several departments on the Wausau Campus will be relocating to new areas once construction is complete. We wanted to include a few additional details:

Housekeeping will be going through areas before the move to do some additional wipe downs and cleaning, prior to staff moving in. Please be patient.

If anyone needs large trash cans or confidential bins while they are packing up and disposing of items no longer needed, please call the Wausau Campus Housekeeping number 715.581.0832.

WAUSAU CAMPUS PARKING LOT REQUIREMENTS - PLEASE READ!

Please Do Not Change Parking Lots

Over the next several weeks, several departments on the Wausau Campus will be relocating. This means that staff may use different doors to access a closer route to their new location. This can affect parking. With our rear lot currently under construction, **we ask that all staff continue to park in the parking spaces they currently park in, even after your department relocates.** This may mean a slightly longer walk for some, but for others, it may not. What it will ensure is that those visiting our Campus for services will still have parking available. Please do not change where you park and continue to park in the same areas you have been. Once the rear parking lot is complete in the next month or so, we will have ample close parking for staff to park in the rear lot with additional designated parking for the various departments.



REFER A FRIEND
EARN UP TO \$1,000

Here's how it works...

Step 1: Have Your Recruit Tell Us About You

Complete the "Referred by" section in their employment application including your name. No other forms or email are necessary.

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:

\$1,000 After 90 days (Employees 0.5 FTE status or above)

\$500 After 90 days (Employees below 0.5 FTE status)

Refer A Friend For Your Opportunity To Earn Referral Cash!

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
Person centered. Outcome focused.

Check out all the latest Job Opportunities
www.norcen.org/Careers

Share on Social!
f in



ADDITIONAL IT SERVICES ARE NOW AVAILABLE ON TAG (TECHNOLOGY ASSISTANCE GATEWAY)

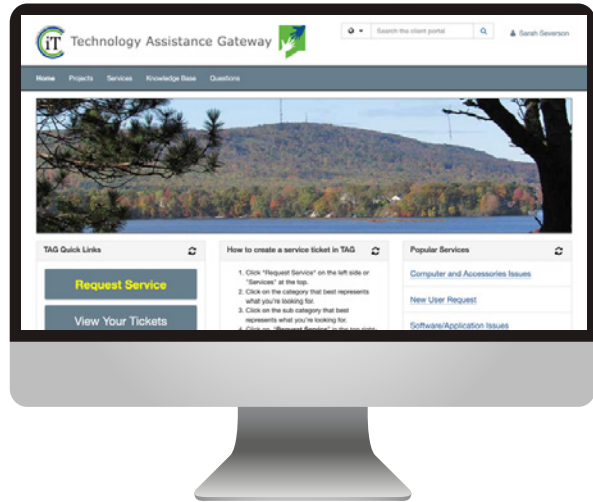
REMIND ME PLEASE...WHAT IS TAG?

TAG is a new web portal for CCITC that includes a Service Catalog which is a list of IT service offerings where you can request services or report technology issues. TAG also provides access to information about your reported requests/issues, documentation on using technology tools, and updates on CCITC outages.

HOW TO ACCESS TAG

TAG is a web-based solution so simply click on the link below to open it in your web browser of choice. It is suggested that you add TAG to your internet favorites for quick access. Links to TAG are also posted on the Intranet.

<https://teamdynamix.co.marathon.wi.us/TDClient>



TAG FEATURES

From the TAG Homepage you can enter IT service requests and access other helpful features using Quick Link buttons:

Request Service – Can search or browse the Service Catalog by category to create a service request for CCITC assistance.

View Your Tickets – Allows you to see all tickets that were created by or for you, both those you entered on TAG or tickets created by the Help Desk.

- o It automatically filters to only show open tickets but you can change the Status Class to include closed tickets too (Completed or Cancelled)
- o You can click on a ticket Title to see details of the ticket, including comments addressed to you. You can also add Comments that will be accessible to the person working on your request or issue.

Knowledge Base – To see instructions on how to use CCITC technology solutions or troubleshoot issues.

Outages and Maintenance – See if there are major known issues that are causing a service disruption (affecting multiple departments or entities). If there no major known issues the report shows “No Items”.

Please note: For some of these services only managers or supervisors should submit requests. You can see who should enter requests from the service information, e.g.

Who Should Request This Service

Managers or Supervisors



Questions? If you have questions, please contact the CCITC Helpdesk at x6710 or it_helpdesk@co.marathon.wi.us.



North Central Health Care
Person centered. Outcome focused.

Aspirus Clinics Sports Physicals

Aspirus Employee Health & Wellness Center Marathon County

1000 Lake View Drive, Suite 200
North Central Health Care Campus, Door 34
Wausau, WI 54403



Theresa Micke, PA-C
Physician Assistant

Clinic Hours

Monday, Wednesday and Friday
8:00 am - 4:30 pm
Tuesday
6:30 am - 3:00 pm
Thursday
9:30 am - 6:00 pm

This service is available at **no cost** to those employees and dependents enrolled in the North Central Health Care Insurance Plan.

Schedule your appointment by calling
715.843.1256

Aspirus Business Health



Position Posting

Title: Performance Improvement Specialist

Status: Full Time

Location: Pine Crest, Merrill

The Performance Improvement Specialist (under the supervision of the Administrator) performs ongoing quality assurance per regulatory requirements with all organizational, professional, governmental and certifying agencies standards in the delivery and coordination of providing high quality resident care.

Apply Online: <http://bit.ly/3Kkwp1g>

Not sure if its the right fit?
Check out the Realistic Job Preview at
www.norcen.org/RJP

August 2023 Organizational Learning Modules



Each month staff are assigned 30-60 minutes of organizational training that needs to be completed by the due date.

Log into the learning management system (LMS), *UKG Pro Learning*, to complete the following training modules:

- **Understanding Diversity, Equity and Inclusion** (15 minutes)
- **Complete any outstanding assignments**

North Central Health Care
Person centered. Outcome focused.



Walk for Suicide & Mental Health Awareness

prevent suicide
MARATHON COUNTY
PARTNERS SAVING LIVES IN WISCONSIN

**Saturday, September 16, 2023
Marathon Park, Wausau**

**Sign-In: 9:00 am
Walk Begins: 10:00 am**

All funds raised at this event will be used for the needs of the people of Marathon County and the surrounding area!



**Information/Registration:
preventsuicidemarathoncounty.org
Register by September 1 to receive t-shirt**

**Pine Crest
Star of the Month**

**CONGRATULATIONS
NICOLE SCHETZEL!**

Nicole Schaetzel is our Pine Crest Star! Nicole has been an amazing addition to our Pine Crest family working as a CNA. She is always positive, smiling and greeting everyone warmly. She has the power to turn any frown upside down and her optimism is contagious. She is flexible and works on multiple units throughout the building. She truly listens to the residents and is a great partner to work with. She's fast, helpful, and a joy to be around. We are so thankful for Nicole and appreciate her hard work!



**employees on
the move**

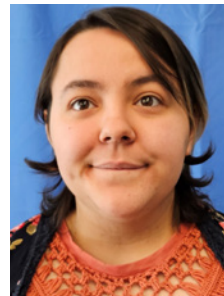
Congratulations to these employees for their recent transfer or promotion!

congrats!

Maggie Lezotte transferred from Hospitality Assistant to CNA at Pine Crest under the supervision of Bette Lloyd effective 7/23/2023.



Jonnie Pierschalla-Zastrow transferred from CNA to LPN at Pine Crest under the supervision of Jeremiah Jerzak effective 7/23/2023.



Cassandra Monreal transferred from Hospitality Assistant under the supervision of Kelly Roe to CNA under the supervision of Cheryl Rye at Mount View Care Center effective 7/23/2023.



We want MORE Awesome People like YOU on Our NCHC Team!

Be sure to SHARE our Career Posts on Social!





UPLIFTWI
HERE WHEN YOU NEED AN EAR

NEW RESOURCE AVAILABLE FROM DEPARTMENT OF HEALTH SERVICES

The Peer Run Warmline with UpliftWI is now up and running!

This line is for Wisconsin residents and is staffed by certified peer specialists – people with lived experiences of mental health, substance use and other related life experiences. People can call this line if you need someone to talk to for support when things are difficult, or when they just need a peer to connect with. You do not need to be in crisis to call this line. This line is fully anonymous and confidential and is not directly connected to crisis linkage services. The operators will not call emergency services unless you specifically request them to do so, and that process will be led by the caller.

Line Hours: The warmline is available to call 12pm-12am CST daily during the initial soft launch and will be available 24/7 by the end of 2023.

We have added the Uplift link to our Resources page of our website available 24/7 at www.norcen.org/Resources

For more information, please visit: <https://www.mhawisconsin.org/upliftwi>

BOOK and GIFT FAIR™



JOIN US

**Wednesday, August 9, 2023
9:00 a.m. – 3:00 p.m.**

Mount View Main Lobby & Bistro Area

Proceeds to Benefit Mount View Resident Life Enrichment Programming!



GABBIN' with GARY

A Monthly Gab Session with Executive Director, Gary Olsen

AUGUST GAB SESSION:

COMMUNITY TREATMENT –WAUSAU

Each month, Gary Olsen will select a manager to participate in Gabbin' with Gary! That manager will be asked to invite one employee from their program to join in.

The trio will connect over lunch.

The topic? *It's up to you!*

Inspired by Core Values & Committed to Person-Centered Service!



Marathon County Employees Credit Union

**VISA Balance Transfer Special
Going on Now!**

Take Advantage of Our Low Rate and Transfer Your High Interest Cards Today!

Blaze a trail to financial freedom with our low balance transfer rate

3.99% APR FOR 13 MONTHS

When you transfer an existing balance to our credit union credit card between June 1, 2023 and August 31, 2023.

Ask us about this special rate offer today!

Balance transfers completed 6/1/2023 through 8/31/2023 through 6/30/2023 will receive 3.99% APR for 13 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.

Balance transfers completed 6/1/2023 through 8/31/2023 will receive 3.99% APR* for 13 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

Contact Us Today for Details!

Apply Online @ www.mcecu.org or by using the Mobile App!

culoans@co.marathon.wi.us

715-261-7685
400 East Thomas Street
Wausau, WI 54403



WHAT'S FOR LUNCH?

WAUSAU CAMPUS EMPLOYEE CAFETERIA
OPEN TO ALL NCHC & WAUSAU CAMPUS



BREAKFAST HOURS 8:30 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 8:30 AM – 5:30 PM WEEKENDS: GRAB-N-GO ONLY
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THE SANDWICH & SALAD BAR IS BACK!
Make your own cold sandwich with lunch meat & fixins' OR self-serve at the salad bar. Salads are charged by weight.

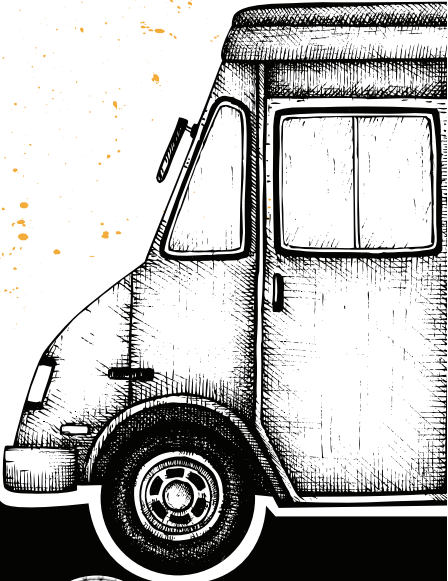
AUGUST 7 – 11, 2023

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN	Mac & Cheese Broccoli	BBQ Beef Potatoes Green Beans	Ham Steak Sweet Potatoes Cauliflower	Salisbury Steak Mashed Potatoes Rutabagas	Baked Cod Baked Potato Mixed Veggie
SOUP	Turkey Dumpling	TBD	Cheesy Potato	TBD	Garden Veggie
DESSERT	Brownie	Cookies	Lemon Cake	Cookies	Strawberry Cake

AUGUST 14 – 18, 2023


	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN	Bratwurst on a Bun Potato Salad Creamy Cucumber Salad	Honey Mustard Chicken Rice Pilaf Beets	Pork Loin with Gravy O'brien Potatoes Mixed Veggies	Mac & Cheese with Ham Green Beans	Chicken Lasagna Broccoli
SOUP	Chicken Rice Soup	TBD	Homemade Chili	Taco Soup	Cream of Broccoli Soup
DESSERT	Diced Watermelon	Frosted Choco- late Cake	Strawberry Yogurt Pie	Fruit Cobbler	Fruit Cobbler

WAUSAU CAMPUS SUMMER FOOD TRUCKS





NOTICE: This week Mitch's Texas Tacos will be here on Friday (8/11), instead of Thursday (8/10).

Mitch's Texas Tacos
Weekly on Thursdays*
Through August 31 at Mount View



10:30 am to 1:30 pm
Mount View Care Center
Entrance

HANUMAN EXPRESS
Monthly on Fridays*
Aug 18 at Mount View



10:30 am to 2:30 pm
Employee Entrance

BB Kitchen
Friday, August 11
Authentic Thai at Pine Crest

* Dates are subject to change. Watch for notices via email and NYCU.
Please note: Food trucks are independently operated and may cancel with little notice. We apologize for any inconvenience.



THE BISTRO

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

PANINI OF THE WEEK



BISTRO CLUB

TURKEY | BACON | HAM
SWISS CHEESE | TOMATO | MAYO

LATTE OF THE WEEK



Ice Cream Latte

\$1 OFF LARGE LATTES EVERY MONDAY!

Ice Cream

- ICE CREAM CONE1.00
- ROOT BEER FLOAT2.00



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

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