



A Weekly Update  
For The Employees of  
North Central Health Care



MVCC EARNS 5-STAR RATING

# NEWS YOU CAN USE



## WEEKLY CONNECTION WITH GARY OLSEN

This week I would like to give a huge SHOUT OUT to all our nursing home staff and the programs that support their operations. We received notification this week that Mount View Care Center is now a 5-Star nursing home!!! This notification follows the news from earlier in the year that Pine Crest was also awarded a 5-Star rating. North Central Health Care now proudly operates two nursing homes with the highest rating that can be awarded to a nursing home. This rating is only made possible by the employees who work day in and day out to make the nursing homes a wonderful place for residents to live. NCHC is a Person-Centered organization with strong Core Values. By earning a 5-Star rating in both nursing homes, we are truly exhibiting all the

attributes of Person-Centered Service rooted in the foundation of our Core Values of *Dignity, Integrity, Accountability, Partnership, and Continuous Improvement*. So, THANK YOU to all the staff who have worked so diligently in direct care serving our residents and all the staff who helped Mount View earn this prestigious award.

In addition to this awesome news for Mount View, I also want to recognize the rest of our team at NCHC. You make a difference and your contributions are noticed and appreciated as well. We have a lot of exciting things happening throughout our three counties and I know there are long days and longer nights that are worked. I want you to know I appreciate each of you. Thank you for everything you do!

**Gary Olsen**  
Executive Director

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*Congratulations*  
**Mount View!**



Person-Centered  
**Shout out**



**Tricia Klemp,  
CCS, CSP, ACT**

Supporting a consumer to employment on shirt notice on a Friday.

**Shared By:  
Kristin Verhulst**



**Occurrence Reporting Hotline**

**x4488 or 715.848.4488**



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



## NCHC ANNOUNCES DR. YASIN AS INTERIM MEDICAL DIRECTOR

NCHC is pleased to announce Dr. Waqas Yasin as our Interim Medical Director for Behavioral Health Services, effective September 16, 2023. Dr. Yasin will provide oversight to the Adult and Youth Behavioral Health Hospitals, Lakeside Recovery, and Intensive Outpatient programming through NCHC Outpatient Services. Dr. Yasin is a highly regarded psychiatrist, earning respect from our partner organizations and our staff alike. He is a natural-born teacher who is gifted in explaining mental health and psychiatric complexities to individuals and teams and is a fierce advocate for his patient's care. Dr. Yasin is unwavering in his dedication to upholding the utmost standards of patient care and delivering the highest levels of service excellence at North Central Health Care. We are extremely happy that he has accepted this leadership position and look forward to his collaboration with our Acute Care Services Director and Senior Leadership Team.

NCHC and our Senior Leadership Team would like to thank Dr. Billings for his dedication throughout his interim role during the past 6 months.



# employees on the move

Congratulations to these employees for their recent transfer or promotion!

# congrats!

**Michaela Guerndt** transferred from CNA at Mount View Care Center to Behavioral Health Professional II at the Adult Crisis Stabilization Facility reporting to Caitlin Jeske effective 9/3/2023.



**Katherine Sabel** transferred from Case Manager I (Bachelors) to Case Manager II (Masters) reporting to Giana Zubke-Brubacher effective 9/3/2023.

**Noel Boismenu** transferred from Registered Nurse at the Youth Behavioral Health Hospital to Registered Nurse in Community Treatment reporting to Jennifer Comfort effective 9/3/2023.



**Gregory Schubring** transferred from Manager of Crisis Services to Manager of Outpatient Operations reporting to DeAnna Dertz effective 9/3/2023.



**Kim Rauen-Heidmann** transferred from Registered Nurse to Infection Preventionist reporting to Sara Barnett at Pine Crest effective 9/3/2023.

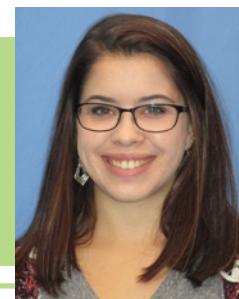
**Jennifer Maerz** transferred from Social Worker at the Youth Behavioral Health Hospital to In-Training Therapist in Outpatient Services reporting to DeAnna Dertz effective 9/3/2023.



**Weslie Wiese** transferred from Registration Specialist to OWI Intake Coordinator in Patient Access reporting to Pam Hoff effective 9/3/2023.



**Ashley Kamenick** transferred from Crisis Professional – Bachelors to Crisis Professional – Masters reporting to Kim Moore effective 8/20/2023.





# SATURDAY SEPTEMBER 23RD WALK TO END ALZHEIMER'S

**WALK DETAILS:**  
MARATHON PARK  
SHELTER #5  
WAUSAU, WI

8:30 AM EVENT OPENS  
9:40 AM OPENING CEREMONY  
10:00 AM WALK BEGINS



### Register to walk with the NCHC Team!

Scan the QR Code or use this link: [2023 Walk to End Alzheimer's - Wausau, WI: North Central Health Care | Walk to End Alzheimer's](#)

If you'd like to assist taking a resident around the grounds on Walk day, contact Rachel Riehle, Life Enrichment Coordinator, at rriehle@norcen.org!

**Marathon County Employees Credit Union**

## 9-MONTH CD SPECIAL

**4.50% APY\***

WITH OUR 9-MONTH CD SPECIAL, YOU ARE LOCKED IN IF RATES DROP, BUT SHORT-TERM IF RATES RISE

### REST EASY. FIXED RATE, SHORT-TERM.

\$500 minimum. At the maturity date, CD will automatically renew to a 12-month CD at the then current interest rate and APY for that term and current balance as shown on the then current rate sheet. Early withdrawal penalties may apply. Must be current member or meet membership eligibility requirements. \*Annual Percent Yield (APY) accurate as of 9/8/2023. Limited time offer. Subject to change without notice.



**MVCC: ALL AREAS**

**Masks REQUIRED at ALL TIMES: OUTBREAK.**

## OUTBREAK ALERT: WAUSAU CAMPUS

**Mount View Care Center Building – 9/18/23**

Due to outbreak of illness in the facility, 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. This includes the MVCC lobby, Bistro and all hallways in nursing home, floors 1-4. Staff 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. Signs have been placed to notify all visitors and staff when masks are required and additional boxes of masks have been placed at entry points throughout the facility.

**All other locations: Face masks are RECOMMENDED, but not required by staff, patients and visitors.**

### NCHC EMPLOYEE REPORTING

- Employees are REQUIRED to report any signs of illness to their manager immediately.
- Staff are required to use PLT or take unpaid leave due to symptoms or exposure.
- Employees should STAY HOME if they are experiencing any signs of illness. Employee Health will provide return to work guidance.
- Managers are REQUIRED to report employees with symptoms, exposure or positive for Covid-19 in SafetyZone ASAP.
- Employee Health: 715.848.4396

### POSITIVE COVID-19 PATIENTS/RESIDENTS

- Patient/resident care areas will be designated with signage if a resident or patient is under 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.

### COVID-19 CONFIRMED/SUSPECTED PRECAUTIONS

- Employees will REQUIRE N95 Mask, Eye Protection (Face shield, goggles or safety glasses), Gloves and Gown during patient encounters.
- Visitors are allowed with Covid-19 positive patients. Face coverings and eye protection will be required during visits.

### MEETING RESTRICTIONS

There are no in-person meetings restrictions for employee-only or client meetings at this time.

**PLEASE CONTACT YOUR MANAGER FOR SPECIFIC OPERATIONAL QUESTIONS FOR YOUR AREAS.**



# HARD HAT UPDATE

## North Central Health Care

### TEMPORARY CRISIS CENTER ENTRANCE & PARKING DUE TO CONSTRUCTION

**Effective Monday, Sept. 11, 2023 the Crisis Center Entrance & Parking for ALL VISITORS will move to Door 18 (see map).**

ALL exterior Crisis Center Entrances, Crisis Parking and Crisis Sally Port Entrance will be CLOSED until the parking lot J is completed. (Approx. 6-8 weeks).

**ALL VISITORS TO CRISIS CENTER** including public, law enforcement, EMS, and inpatient visitors **will enter at Door 18** located to the RIGHT of the Outpatient Services Entrance (Door 23) and BEHIND the Aquatic Therapy Building (see map). Signage will be placed to direct traffic.

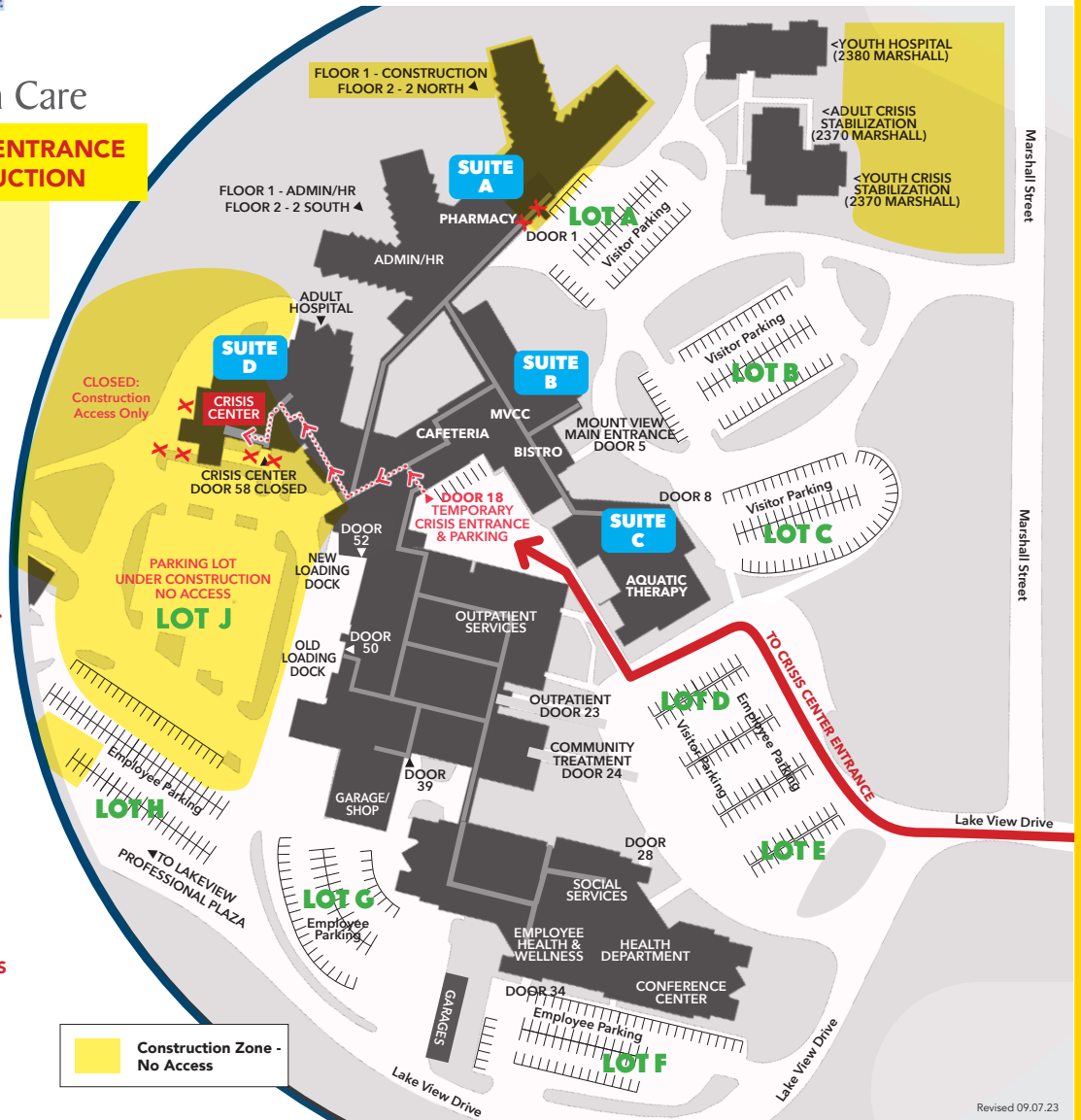
**CRISIS CENTER PARKING WILL BE AVAILABLE RIGHT NEXT TO DOOR 18.**

This area will be gravel-covered. There will be a button to press for assistance at Door 18 or visitors may call the Crisis Center at 715.845.4326.

**ALL VISITORS WILL REQUIRE AN EMPLOYEE ESCORT AT ALL TIMES TO/FROM DOOR 18 AND THE CRISIS CENTER INSIDE BUILDING.**

Door 18 is located in the link hallway near the Employee Cafeteria. This is an employee-only hallway. Visitors will need to wait for a designated NCHC employee to escort them to the Crisis Center. Those leaving the facility will also require an escort back to Door 18.

**EMPLOYEE PARKING AND BADGE ACCESS**  
NCHC Employees may continue to park in Lot H and enter at Door 50, at the old loading dock badge access door. For your safety, do not enter through new loading dock Door 52 or walk through Shipping/Receiving.



Revised 09.07.23

**Talk with a Retirement Plan Advisor about the WDC Program!**



Helping You Turn Over a New Retirement Leaf

Let's talk retirement

## WISCONSIN DEFERRED COMPENSATION PROGRAM

Join the conversation!

Meeting with your WDC Retirement Plan Advisor is an easy way to help make sure your savings and spending strategy fits you and your future. Schedule a one-on-one appointment. Additional virtual meeting dates and times can be found at [https://nc\\_wisconsin.timetap.com/#/](https://nc_wisconsin.timetap.com/#/)

**Next meeting:** Individual Retirement Readiness Review with Shawn Bresnahan

**Wednesday, September 27, 2023, 10am-3pm**

**North Central Health Care Wausau Campus  
2400 Marshall Street, Suite A  
Human Resources, Conference Room 1206**

**What to bring to your one-on-one meeting once enrolled:**

- Wisconsin Retirement System statement
- Social Security statement
- Other retirement account information
- Current paycheck stub (if applicable)



# FrontLine

Employee Assistance Program | [ascensionwieap.org](http://ascensionwieap.org) | [eap@ascension.org](mailto:eap@ascension.org) | 800.540.3758

Frontline | September 2023

## Marijuana Edibles: What Parents Should Know

**T**he Centers for Disease Control and Prevention reports a significant increase in the number of children who have consumed marijuana edibles leading to the need for emergency medical assistance. A rise of 214% in emergency room visits by children under the age of 11 has occurred in the past two years. Eating products of any kind that include THC is more dangerous than smoking cannabis due to both the unpredictable and inconsistent amounts of THC added to these products and the tendency to consume more of the cannabis product, especially if the intoxicating effects of THC are not immediately felt. With 23 states now legalizing cannabis for recreational use, this health risk is not likely to diminish. Marijuana edibles can create psychotic effects and may not be much different in appearance from a gummy vitamin. Parents should follow these six guidelines regarding teen and child substance abuse prevention: 1) provide accurate education about risks and legal consequences of substance abuse; 2) discuss peer pressure and how to respond to it effectively; 3) educate young people early about stress management and coping strategies; 4) practice, model, and encourage open communication about issues and concerns young people experience; 5) discuss expectations and boundaries for your family regarding substance abuse and what the consequences will be for crossing these boundaries; and 6) know where to get help, counseling, information about counseling, or early intervention when you suspect your child is using illicit substances. Begin this search via your employee assistance program.



Learn more: [www.justthinktwice.gov/article/drug-alert-marijuana-edibles](http://www.justthinktwice.gov/article/drug-alert-marijuana-edibles)

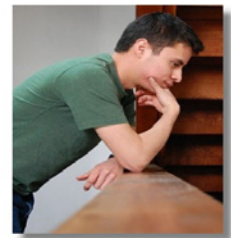
## Is There Hidden Meaning in Your Job?

**D**o you feel bored with your job, unable to leave, and helpless to change your state of mind? There are personal interventions you can try that have worked for others. Start by taking time to think about your interests, goals, and values (what's most important to you in your life). Next, search for how these things are hidden within the scope of your job's essential functions. Don't be too quick to say, "There's nothing!" For example, do you value "meaningful relationships"? If so, can you make your job more meaningful by mentoring others, being more helpful, collaborating, engaging more empathetically, and lessening your isolation? These behaviors have ripple effects at work and can lead to more positive interactions, cooperation, teaming, and sharing of ideas.

Resource for you: "From Burnout to Purpose: Simple Strategies or a Soul-Fulfilling Approach to Work," 2022, by Gina Calvano.

## You Probably Don't Need Counseling for That

**T**he diminishing stigma of seeking professional mental health counseling is a positive development. However, it's worth noting that many concerns presented to counselors can be resolved through alternative means. A few misconceptions often prompt seeking a professional counselor when one might not be needed. These include: 1) believing there are no alternative resources, such as self-help strategies, support networks, or community resources, including an EAP; 2) linking emotional distress with the notion that seeking professional help is essential for thorough and ultimate resolution; 3) believing a professional counselor will provide an unheard-of, inspiring, or motivational answer to a personal problem that instantly resolves it; and 4) using a professional counselor as a procrastination step to intellectualize (examine, analyze, rehash) the nature of a problem to feel as though one is making progress, while one is only resisting or procrastinating in the taking of action steps needed to create change.



## Prepare for Disasters and Catastrophes

**N**o matter where you live, a natural disaster or catastrophe can happen. Are your family and home prepared to face an event that could completely upend your life? Denial ("it won't happen here (or to me)") and procrastination in taking preparatory steps are your worst enemies. Find information and steps to take, along with guidance and checklists, at [www.ready.gov](http://www.ready.gov). After experiencing the effects of a disaster or catastrophe, be mindful of signs or symptoms indicating a need for mental health support—such as emotional distress that lingers, sleep disturbances, somatic or physical symptoms like headaches and gastrointestinal distress, or a desire to withdraw or remain isolated.



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. Add "http://" to source links to follow. Link titles are always case sensitive.



# Earn your Medical Assisting Diploma for Under \$10K<sup>1</sup>

With the Medical Assisting Inspire Grant<sup>2</sup>



## Get started this October or November 2023 or January 2024!

Make a difference in patients' lives with a Medical Assisting Diploma from Rasmussen University. Eligible students enrolled for October or November 2023 or January 2024 could save up to \$4K on tuition with a Medical Assisting Inspire Grant.<sup>2</sup> This means you could complete the program for under \$10K!<sup>1</sup>

### Why Rasmussen's Medical Assisting Program?

- Complete the program in as few as 12 months<sup>4</sup>
- No waitlist at many campuses for qualified applicants
- Online and on-campus classes to support working professionals
- Expert faculty that bring valuable field insight
- Dedicated academic and tech support
- ABHES accredited<sup>3</sup>

Don't wait—let us help you get started towards the future you've been imagining.



[Learn more here!](#)



<sup>1</sup> Estimated program cost breakdown for full-time students:

- \$279 per credit x 51 credits = \$14,229 + \$3,335 total fees = \$17,564 estimated full-time program cost
- \$4,000 Medical Assisting Inspire Grant + \$4,130 from Self-Directed Assessments (4 credits x \$279 x 3 courses + 2 credits x \$279 + \$700 in course technology + \$120 in books - \$596 in SDA fees) = \$8,130 total savings
- \$17,564 estimated full-time program cost - \$8,130 total savings = \$9,434 estimated full-time tuition cost

<sup>2</sup> Students who enroll in the Rasmussen University Medical Assisting Diploma program and begin their program in May, July or August 2023 may be eligible for the following toward their degree at Rasmussen University:

- A grant worth up to \$4,000 to be equally divided quarterly throughout an eligible student's first four (4) quarters in the Medical Assisting Diploma program.
  - Students will be billed at the standard tuition rate plus applicable fees before the grant is applied. Student is responsible for all applicable book fees.
  - The maximum amount of the Grant is \$1,000 per quarter, up to \$4,000 total.
  - Eligibility will be verified by the Admissions/Financial Aid Office before the grant is awarded.

Please see the [tuition page](#) for full terms and details.

<sup>3</sup> The Medical Assisting Diploma program at the Aurora/Naperville (with an ABHES approved separate education center in Mokena/Tinley Park), Rockford, and Romeoville/Joliet campuses in Illinois; the Fort Myers, Ocala, Central Pasco, and Tampa/Brandon campuses in Florida; the Green Bay campus in Wisconsin; and the Bloomington, Eagan, Hennepin/Anoka, Mankato, and St. Cloud campuses in Minnesota are accredited by the Accrediting Bureau of Health Education Schools (ABHES).

Accrediting Bureau of Health Education Schools (ABHES), 6116 Executive Blvd., Suite 730, North Bethesda, MD 20852, 301-291-7550. [Additional accreditation details.](#)

<sup>4</sup> Completion time is dependent on transfer credits accepted and the number of courses completed each term.



### 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](http://www.norcen.org/Careers)

Share on Social!



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

**Be sure to SHARE our Career Posts on Social!**

## HRinsights

### Position Postings

**Title:** Solutions Analyst

**Status:** Full Time

**Location:** Wausau

Analyzes and consult on workflows, provide feedback to colleagues, vendors and partners. Leverage reporting tools to deliver data, in a meaningful way, to meet organizational and regulatory needs. Create training resources and support end users/leaders in the field. Complete moderately complex tasks with limited impact of errors. Pay - \$56,250.00 - \$62,500.00



**Apply Online:** <https://bit.ly/45tXxDs>

**Title:** Supervisor of Nursing Services

**Status:** Full Time - PM Shift

**Location:** Wausau

The Nursing Supervisor has the authority, responsibility, and accountability for clinical and operational outcomes on all assigned Nursing Home units. Collaborates with designated unit staff to assure consistent, safe, and efficient delivery of quality care and serves as a resource for conflict resolution and decision making within established guidelines and regulatory standards.



**Apply Online:** <https://bit.ly/3RjB5c1>

**Title:** Laundry Worker

**Status:** Full Time

**Location:** Wausau

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



**Apply Online:** <https://bit.ly/463rQ4t>

Looking for the Right Fit?  
Check out the Realistic Job Preview Video at  
[www.norcen.org/RJP](http://www.norcen.org/RJP)



# WHAT'S FOR LUNCH?

WAUSAU CAMPUS EMPLOYEE CAFETERIA  
OPEN TO ALL NCHC & WAUSAU CAMPUS



<b>BREAKFAST HOURS</b> 8:30 AM – 11 AM	<b>LUNCH HOURS</b> MONDAY – FRIDAY 11:30 AM – 1:30 PM HOT FOOD BAR \$.45/OUNCE (Weekdays Only)	<b>GRAB-N-GO HOURS</b> MONDAY – FRIDAY 8:30 AM – 5:30 PM  <b>WEEKENDS:</b> 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.

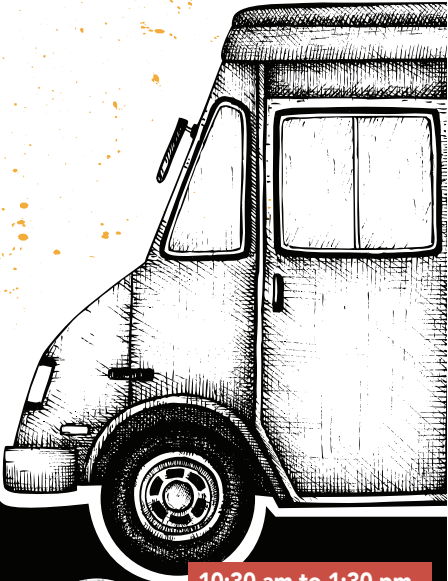
## SEPTEMBER 18 – 22, 2023

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
<b>MAIN</b>	Baked Chicken Drumstick Mashed Potatoes Parslied Carrots	Chicken Pasta Alfredo Beets Breadstick	Smoked Pork Loin BBQ Sauce Baked Sweet Potato Buttered Peas	Ranch Meatloaf Baked Potato Wax Beans	Battered Rock Fish Country Style Fried Potatoes Creamy Coleslaw
<b>SOUP</b>	TBD	TBD	Cheesy Potato Soup	Vegetable Beef Soup	Vegetable Chowder
<b>DESSERT</b>	Mandarin Oranges	Peanut Butter Cup Blondie	Fruit Crisp	Diced Watermelon	Cherry Crunch

## SEPT 25 – 29, 2023

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
<b>MAIN</b>	Beef Stroganoff and Noodles Broccoli	Boneless Country Style Ribs Mac & Cheese Glazed Carrots	Roasted Chicken Breast Potato Cheese Bake Beets	Spaghetti with Meatsauce Green Beans Garlic Toast	Herb Crusted Fish Baked Potato Cascade Blend Veggies
<b>SOUP</b>	TBD	Cream of Potato Soup	Cream of Broccoli Soup	TBD	TBD
<b>DESSERT</b>	Marble Cake w/ Frosting	Pie	Peaches	Fresh Melon	Strawberry Fluff Cheesecake

# WAUSAU CAMPUS SUMMER FOOD TRUCKS



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

**Mitch's Texas Tacos**  
Final Dates of the Season:  
Sept. 21 & 28

**HANUMAN EXPRESS**  
Final Date of the Season:  
Oct. 20

Please note: Food trucks are independently operated and may cancel with little notice. We apologize for any inconvenience.





# THE BISTRO

**NOW OPEN  
7 DAYS A WEEK!**  
7:30AM - 3:00PM  
HOT FOOD AVAILABLE UNTIL 2:30PM

## PANINI OF THE WEEK



### CHICKEN FAJITA PANINI

CHICKEN | PEPPERS | ONIONS  
CAJUN RANCH | MONTEREY JACK CHEESE

## LATTE OF THE WEEK



### Autumn Spice

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

## Ice Cream

ICE CREAM CONE .....1.00  
ROOT BEER FLOAT .....2.00



## LUNCH

- PANINI COMBO (1/2 PANINI, CHIPS, WATER) .....5.00
- TURKEY BACON GUAC PANINI .....6.00
- TURKEY BACON GUAC WRAP .....5.75
- 3 CHEESE PANINI (ADD CHICKEN FOR \$1) .....3.50
- GRILLED HAM & CHEESE PANINI ..... 4.50
- GARLIC BACON PANINI ..... 5.00
- CHICKEN BACON RANCH WRAP .....5.25
- CHEESE QUESADILLA (ADD CHICKEN FOR \$1) .....4.50
- CALZONE ..... 4.50/5.00
- CHEF SALAD/CHICKEN SALAD .....5.50

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