



A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

The last phases of the construction project are finally coming to a completion. Outpatient and Community Treatment moved into their new office space a week ago. This completed the moves from the old part of the Wausau Campus to the new sections. Most everyone is now working in newly renovated spaces. The new employee parking lot should be blacktopped this week, which will improve the parking situation for employees. The second floor of Mount View Care Center, known as 2North, is the last area to be completed towards the end of November and then all building renovations will officially be done. Landscaping will not be completed until next year, but we are finally seeing the

end to a five-year project.

I want to thank everyone for your continued patience with this project and all the support you have given to your coworkers and clients as we navigated through the different construction phases. We all have demonstrated our Core Value of *Continuous Improvement* as we forged ahead through these changes. I was reminded of a quote that goes like this *"It's not the floor, but the people who walk on it."* Now we have a facility that matches the level of care that we provide. This is something we can all take pride in. This is something that shows our county's commitment to serving the community. Thank you for all you do!

Gary D. Olsen

Gary Olsen
Executive Director

HAPPY HALLOWEEN

- Open Enrollment..... **2**
- Employee Performance Evaluations..... **3**
- Hard Hat Updates **4**
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NURSING HOMES HOSTING TRICK-OR-TREATING

Tuesday, October 31 | 3 – 5 pm

Mount View and Pine Crest are each hosting a spook-tacular trick-or-treating event this Halloween. Our residents eagerly await this annual tradition, and the children's visits bring smiles and happiness to all. Join us for this spooky night of community spirit!

Halloween Candy Donations For Residents

The activity department is in need of small wrapped candies for Residents to pass out at Halloween. Donations can be dropped off in Wausau at Guest Services desk or with the Life Enrichment team. Donations at Pine Crest can be dropped off at the Activities Office or the Front Desk.

Person-Centered

Shout out

Austin Hettinga, Crisis Services

It was a really busy night in the Crisis Center, but Austin still made the time to work patiently and professionally with a client whose preferred language was Spanish. He made sure to utilize interpreting services to effectively communicate with and support the client.

Shared By: Kayley McColley

Occurrence Reporting Hotline

x4488 or 715.848.4488

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



NORTH CENTRAL HEALTH CARE

2024 OPEN ENROLLMENT

October 23rd through November 3rd, 2023 | Mark your calendars!



Enroll in the 2024 benefit coverages during Open Enrollment!

Annually, employees have the opportunity to review benefit options and make changes for the following year (January 1 – December 31, 2024). This time, called Open Enrollment, runs from October 23 – November 3, 2023 and is an important time to review options and make decisions for you and your family. 2023 Enrollment does not auto-renew. **Learn more online at norcen.org/OpenEnrollment**



IN-PERSON OPEN ENROLLMENT SESSIONS

The North Central Health Care Human Resources team is hosting a series of in-person open enrollment sessions to explain the details of existing and updated benefits available to qualifying NCHC Employees. Attend any Antigo, Merrill or Wausau session to learn about available benefits, understand Open Enrollment requirements, and get answers to any questions you may have.

WAUSAU SESSIONS - VARIOUS LOCATIONS

NEW Wednesday, October 25 Cardinal Room (Q&A Only)	10:00 - 11:30am
	2:30 - 4:00pm
Friday, October 27 Mount View Community Room	10:30 - 11:30am
	1:30 - 2:30pm
Monday, October 30 Mount View Community Room	8:30 - 9:30am
	11:00 - 12:00pm

MERRILL SESSIONS - PINE CREST CLASSROOM

NEW Tuesday, October 31	6:30 - 7:30am
	1:00 - 2:00pm
	2:30 - 3:30pm

ANTIGO SESSIONS - ANTIGO CONFERENCE ROOM

Thursday, October 26	3:00 - 4:00pm
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ANTIGO SESSIONS - ANTIGO CONFERENCE ROOM

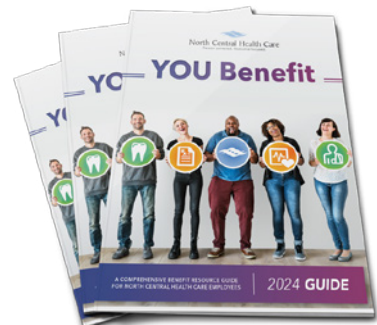
Thursday, October 26	3:00 - 4:00pm
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ATTEND IN PERSON!
↙

MORE RESOURCES AVAILABLE ONLINE!



BENEFIT BREAKDOWN VIDEO



2024 YOU BENEFIT GUIDE



Managers Will Be Scheduling Employee Meetings Now through Dec. 15



Employee Performance Evaluation System Overview



North Central Health Care is dedicated to providing employees with prompt and accurate feedback about their performance. The goal of the Performance Evaluation System is to provide guidance and feedback to employees so they can be as productive and successful on the job as possible.

Annual Performance Evaluation Period: October – December



STEP 1: Employee Self-Appraisal October 1st – 15th

Log into UKG and complete your online self-appraisal.



STEP 2: Manager Assessment Oct. 15th – Dec. 15th

Managers will log into UKG and complete the online appraisal of your performance. You will be evaluated on the 6 competencies shown to the right.



STEP 3: In-Person Review Meeting October 15th – December 15th

Managers will meet with you to review your performance. SMART Goals for 2024 will be developed and reviewed.

What will employees be evaluated on?

6 Competencies

- Communication
- Core Values
- Job Knowledge
- Person-Centered Service
- Quality of Work
- Teamwork & Fostering a Positive Work Environment

Employee's pay for performance amount will be based on their individual Employee Performance Evaluation. All Performance-Based increases are effective annually in March.

IMPORTANT: If you have not completed your required UKG learning modules by Dec. 31, you will not be eligible for a performance-based pay increase.

Employees less than 0.3 FTE or occasional status will not be assigned a Performance Evaluation through UKG.



HARD HAT UPDATE

WAUSAU CAMPUS PARKING LOT J ASPHALT COMING SOON!

Week of October 30 (Weather permitting)

The projected schedule for paving the rear parking Lot J on the Wausau Campus is Monday, October 30, weather permitting. Please be aware of asphalt trucks on Lake View Drive to and from the rear of the Wausau Campus during the week of Oct. 30.

The new loading dock and employee entrance 50 (at the old loading dock) will be closed while asphalt is being installed. Please use Employee Badge Entrance 39 from the rear parking lots. Delivery drivers have received instructions on alternate delivery locations. Please contact Jill Nelson x4424 in Purchasing with any additional questions regarding deliveries.

NO TRAFFIC on the new asphalt for at least 3 days, at which time (weather permitting) lines will be painted for parking. Please KEEP OFF the blacktop in Lot J until notification is officially sent out. Fences will be placed around the lot to prevent traffic into Lot J. The Crisis Center will continue to use Door #18 until Lot J is officially open.

If you have any questions, please contact your manager.



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!

REDESIGN YOUR FINANCIAL Future

Get inspired to build your dreams 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 October 1, 2023 and November 30, 2023.

Ask us about this special rate offer today!

Balance transfers completed 10/1/2023 through 11/30/2023 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. Contact the credit union for complete details. *APR=Annual Percentage Rate

Balance transfers completed 10/1/2023 through 11/30/2023 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

Contact Us Today for Details!
715-261-7680

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

culoans@co.marathon.wi.us
400 East Thomas Street
Wausau, WI 54403

North Central Health Care and Aspirus Women's Health have teamed up to offer your annual mammogram right onsite!

- January 10, 2024
 - May 23, 2024
 - July 18, 2024
 - November 6, 2024
- Appointment is required



3D mammography is available and covered by North Central Health Care's Health plan benefits.

- Note: You will need 3D CPT codes: screening mammogram 77067 and 77063

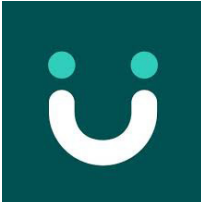
For an appointment, call Aspirus Central Scheduling at 866.672.5133. Tell them you want a **North Central Health Care Mobile Mammo unit** appointment. An order from your health care provider is not needed.

You will be asked to provide:

- The name of your physician or nurse practitioner to receive results
- Insurance information
- The location(s) of your prior mammograms



WOM-ES6p (1.7.19)



UKG UPDATE Nov. 2, 2023

On Thursday, 11/2/2023 at 2 am, UKG will be applying an update to the SSO certificate. Users may encounter the message "An error has occurred" when logging into UKG when logging on while at work on our network and after the certificate updates. If this occurs, clear cache and cookies from your browsers. This should remedy the issue.



NEWS, UPDATES, LINKS, STORIES,
PHOTOS, VIDEOS!
GET SOCIAL!
#IamNCHC



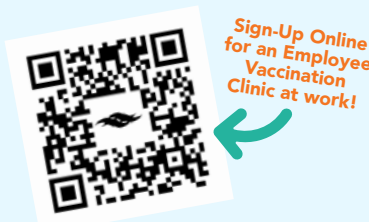
Competency Day Fun!
Some of the BHS team took part in learning and fun at a competency day earlier this October.
-Photo submitted by Kayley McColley.

North Central Health Care 2023 EMPLOYEE VACCINATION PROGRAM

ALL Employees
Must Complete
by Dec. 4

- 1** Make an appointment and get your Flu and/or Covid vaccinations*.
- 2** Complete the required forms.
- 3** Return your forms to NCHC Employee Health.

*Your manager will deliver all required forms and instructions directly to you at work. Employees who work with vulnerable elderly populations will have requirements for Influenza and Covid vaccinations. All other employees will have requirements for Influenza vaccination only. Employees who do not complete these steps by Dec. 4 will be removed from the schedule.



Skip the Clinic! If you work in a Direct Care Program, talk with your manager about how to get your vaccination(s) from a trained nurse vaccinators right in your department!

Make An Appointment to Get Your Vaccination Outside NCHC! You can get vaccinations (at your expense) at the Employee Health & Wellness Center (must be covered by an NCHC Health plan), a Primary Care Clinic of your choice, or at a Community Pharmacy. Remember to get proof of vaccination from the provider!

Available Vaccination Clinic Dates!

- Friday, Nov. 3 • Wausau
- Wednesday, Nov. 8 • Pine Crest
- Wednesday, Nov. 15 • Wausau

EMPLOYEE VACCINATION CLINICS HAVE BEGUN!

Thank you to all those who have signed up to get vaccinated or who have turned in forms to meet the Employee Vaccination Program requirements. As a reminder, only employees who work in nursing homes, food services, housekeeping, and transportation are offered the Covid vaccine at our Employee Vaccination Clinics. We have received many inquiries at the clinics regarding this.

An Update on Covid Vaccine Availability

Influenza vaccines have been readily available, however, unfortunately, there has been a delay in shipment of Covid vaccines across the country. While we do have some Covid vaccines on hand, our Employee Vaccination Clinics may not have enough to provide to all the employees who have signed up over the next 2 weeks. We may need to reschedule some Covid shot appointments due to the shortage. We anticipate the delivery of the remainder Covid vaccines throughout the month of October, however, we are only receiving partial batches each week or two.

We encourage all those who have signed up for the flu/Covid shots to keep your appointment. We will get you your Covid vaccine or let you know if you need to reschedule your Covid vaccine appointment. We apologize for any inconvenience this may cause and assure you that our Pharmacy team is working hard to make sure we have what we need to get our employees and residents vaccinated.

If you have any questions, please call Employee Health at 715.848.4396.



Visit www.norcen.org/ForEmployees

for more details, FAQ's, vaccination locations and options, copies of forms, or to make an appointment at a NCHC Vaccination Clinic!

Questions? Contact your Manager or Employee Health at 715.848.4396



PHOTO OF THE WEEK



GABBIN' with GARY

A Monthly Gab Session with Executive Director, Gary Olsen

**OCTOBER GAB SESSION:
ANTIGO
ADULT DAY SERVICES**



Gary gabbed with Jessica Pyke and Caree Hoerman.



Let's talk retirement

WISCONSIN DEFERRED COMPENSATION PROGRAM

Talk with a Retirement Plan Advisor about the WDC Program!

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/#/.

Next meeting:
Individual Retirement Readiness Review with Shawn Bresnahan

Tuesday, November 7th 2023 • 10am-3pm
North Central Health Care Wausau Campus
Cardinal Room 1506
(In Hallway near Suite A Outpatient Services)
2400 Marshall Street, Suite A
Wausau, WI 54403

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)



CYBER SECURITY ALERT PLEASE DO NOT CLICK OR OPEN EMAIL SENT FROM CHOUA KHANG

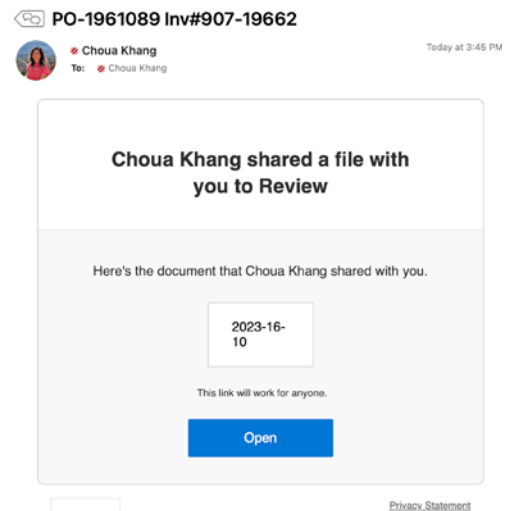
Many NCHC and CCITC users may have received an email from a sender named Choua Khang, which looks like below screenshot. DO NOT CLICK, REPLY, OR ENTER any information in response to this email. This email is SPAM and urgent action is required by CCITC if you engaged with the email.

Please notify your manager IMMEDIATELY AND contact the HelpDesk at helpdesk@co.marathon.wi.us or call x6710 (715.261.6710) if you did any of the following:

- clicked the link in the email
- replied to the email
- responded with any information in the link of the email

CCITC needs the full list of people who may have engaged with the email and is taking immediate action to protect our network security.

If you received the email, but did not open, reply or click links, please delete the email immediately. The email looks like the image shown to the right.:





2023 4th Quarter EMPLOYEE UPDATES



Presented by
Gary Olsen,
Executive Director



Scan with Your
Smartphone
Camera App to Register!



MON, NOV 6

PINE CREST

2 pm Chapel

MERRILL CENTER

3:30 pm Conference Room

TUES, NOV 7

WAUSAU CAMPUS

6:15 am Cardinal Room

THURS, NOV 9

WAUSAU CAMPUS

10:30 am MVCC

Community Room

MON, NOV 13

WAUSAU CAMPUS

Noon MVCC

Community Room

ANTIGO CENTER

3 pm Conference Room

TUES, NOV 14

WAUSAU CAMPUS

5 pm MVCC

Community Room



Please Register in UKG Learning!

Employees can make arrangements to attend one of the in-person sessions by registering in UKG Learning. PLEASE BE SURE TO PUNCH IN WHEN YOU ARRIVE TO MEETING. The session will also be recorded if you are unable to attend and will be available after the final session.



WHAT'S FOR LUNCH?

WAUSAU CAMPUS EMPLOYEE CAFETERIA
OPEN TO ALL NCHC & WAUSAU CAMPUS



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

OCT. 30 – NOV. 3, 2023

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN	Ranch Pork Medallions Baked Yam Mixed Vegetables	Chicken Lasagna Tossed Salad Breadstick	Baked Fish Cheesy Baked Potatoes Seasoned Cabbage	Roast Turkey Turkey Gravy Rice Pilaf Parslied Carrots Dinner Roll	Salmon Patty Boiled Potatoes Creamed Peas
SOUP	Turkey Dumpling Soup	TBD	Taco Soup	TBD	Chili
DESSERT	Peaches & Cream Dessert	Frosted Banana Bar	Caramel Apple Crisp	Frosted Chocolate Cake	Caramel Brownie

NOVEMBER 6 -10, 2023

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN	Cheesy Meatloaf Baked Potato Wax Beans	Vegetable Beef Stew Creamy Coleslaw	Turkey & Dumplings Mixed Vegetables Dinner Roll	Roast Beef Mashed Potatoes Parslied Carrots	Vegetable Lasagna Breadstick Broccoli Cuts
SOUP	Turkey Dumpling Soup	Texas Tomato Soup	TBD	Beef Noodle Soup	Ham & Bean Soup
DESSERT	Cherry Delight	Bread Pudding with Caramel Sauce	Cranberry Dessert	Cinnamon Baked Apples	Pumpkin Fluff



www.norcen.org/Careers

Position Postings

Title: Court Liaison

Status: Full Time

Location: Wausau

The Court Liaison acts as communication link between North Central Health Care and the local court systems to ensure a continual positive working relationship. The Court Liaison coordinates the involuntary commitment process for those receiving services for mental health and/or substance use and provides statistical collection and reporting to the agency.



Apply Online: <https://bit.ly/3Mo58fh>

Title: Life Enrichment Aide

Status: Part time, Weekends Only

Location: Pine Crest, Merrill

The Life Enrichment Aide at Pine Crest facilitates programs designed to meet the interests and the physical, mental, and psychosocial needs of each resident in our nursing home environment.



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



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

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



THE BISTRO

NOW OPEN 7 DAYS A WEEK! | 7:30AM - 3PM

THE BISTRO WILL BE CLOSED ON WEEKENDS FROM 9-9:30AM & 1-1:30PM TO ACCOMODATE STAFF BREAKS
*HOT FOOD IS AVAILABLE AT THE BISTRO DAILY UNTIL 2:30PM *



SPECIAL OF THE WEEK

Pizza Panini

MOZZ | MARINARA | PEPPERONI/SAUSAGE | GRILLED ONIONS

LATTE OF THE WEEK



Snickerdoodle

CARAMEL, VANILLA & CINNAMON WITH ESPRESSO AND STEAMED MILK.

\$1 OFF LARGE LATTES EVERY MONDAY!

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

- build your own -
BREAKFAST SANDWICH

PICK YOUR STYLE

- EGG + CHEESE 3.00
- EGG, MEAT + CHEESE 4.00

PICK YOUR BREAD

- CROISSANT
- BAGEL
- ENGLISH MUFFIN

PICK YOUR MEAT

- HAM
- SAUSAGE
- BACON

