



A Weekly Update For The Employees of North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

This week we began the Employee Update meetings. A listing of meeting times and locations is included in this edition of the *News You Can Use*. These meetings will give me a chance to update all of you regarding some of the changes that have taken place over the last couple of weeks. This is also a great time for you to ask me any questions you might have. I enjoy being able to meet with as many of the employees as possible during these Employee Updates, so if you have not signed up to attend one of the sessions, I encourage you to sign up.

One of our Core Values is *Accountability*. These meetings are a way for me to be accountable to all the employees. I get the opportunity to keep you updated on the vision for NCHC and share with you some of our accomplishments since we last met. I look forward to seeing all of you at the meetings!

Gary D. Olsen

Gary Olsen
Executive Director

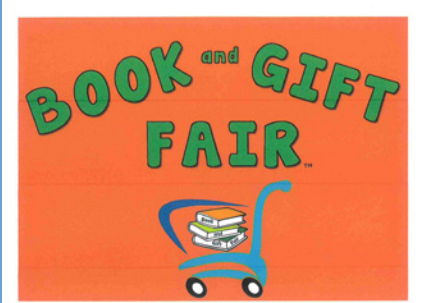
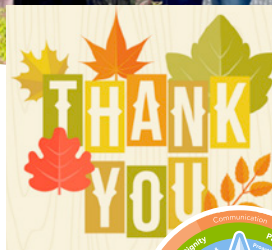
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Shout out

Jill Nelson, Jenny McKenzie, Devin Klobucnik, Christopher Geurink, Marne Schroeder, Jason Hake

November is always a month many of us think of all the things we are thankful for. On behalf of the entire APS Team, each APS Team Member, would like to sincerely thank everyone who assisted our APS department with large office equipment for our growing team. Jill Nelson, Jenny McKenzie, Devin Klobucnik, Christopher Geurink, Marne Schroeder, Jason Hake, were all integral in the process to make sure new equipment got to our location. We are thankful to work with each of you!

Shared By: Valerie Paquette, APS



Books, Gifts, and Novelties
Friday, November 17, 2023
9:00 a.m. - 3:00 p.m.

Mount View Care Center Lobby

Occurrence Reporting Hotline

x4488 or 715.848.4488



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



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.



North Central Health Care

WORKPLACE GIVING CAMPAIGN

NOW THROUGH NOVEMBER 30, 2023



This holiday season, consider making a donation to your local United Way right from your NCHC paycheck! It's easy to set up and your donation directly impacts the lives of those right in our community. Designate which United Way you would like your gift to benefit, so whether you live in Marathon, Lincoln or Langlade County, your donation helps those closest to you. As an organization, North Central Health Care continues to support the United Way because their programs impact many of the people we serve in ways that our programs are unable.

ONE Donation, TWO Ways to Win!

Make a qualifying donation during United Way of Marathon County's Campaign and you will automatically be entered into the United Way Sweepstakes and North Central Health Care Drawing for chances to win!

UNITED WAY Sweepstakes

Make a donation of at least \$1 per week (\$52+ per year) to be entered into the United Way Sweepstakes

New donations and previous gifts increased by \$13 earn DOUBLE!

GIFT ENTRIES	\$52	\$78	\$104
	2	4	6

Continue with the same gift as the previous year for standard entries.

GIFT ENTRIES	\$52	\$78	\$104
	1	2	3

GRAND PRIZE: \$7,000 CASH

2ND PLACE \$3,000 cash	3RD PLACE \$1,000 cash	4TH PLACE \$500 Gift Certificate to the Grand Theatre	5TH PLACE \$500 Gift Certificate to Brickner's of Wausau	6TH PLACE \$500 Gift Card to Kwik Trip
7TH PLACE \$500 Gift Card to Grebes	8TH PLACE \$100 TO: Dales Weston Lanes Time & Cellar Clean Slate Coffee Scanni's Alehouse Patron Restaurant	9TH PLACE \$100 TO: Sams Pizza Milk Merchant Evolutions The LOCAL Briqs Softserve		

NCHC Drawing

Make any donation to be entered into the NCHC Drawing



MOVIE BASKET

Gourmet Popcorn Kit & Maker, \$10 Amazon Movie Giftcard



WAFFLE BASKET

Gourmet Waffle Mixes, Syrup, Mini Waffle Maker & Tongs



8 HOURS OF PLT 2 WINNERS



WINTER BASKET

Hot Cocoa, Travel Mug, Caramels Candle, Fuzzy Socks & \$10 Bistro Bucks

LUNCH FOR TWO WITH A SENIOR LEADER

4 lucky winners can grab a guest and join Gary Olsen, Vicki Tylka, Jennifer Peaslee or Jason Hake for lunch. Their Treat!

DONATE VIA PERSONALIZED EMAIL LINK

An [EXTERNAL] personalized pledge message will be arriving in your NCHC work email from United Way of Marathon County. This link will be resent a few times in the upcoming weeks. Click the link within to be redirected to your personal donation page.

To check your current United Way donation amount, check your paystub under deductions, marked "United Way".



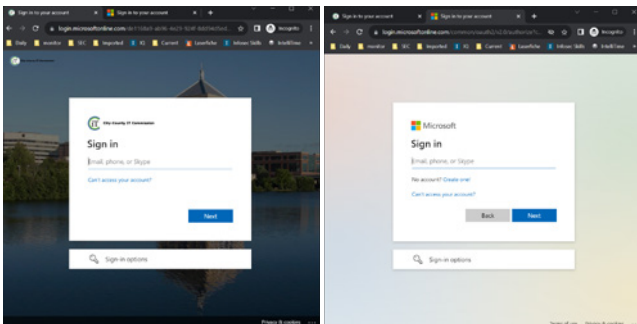
CYBERSECURITY ALERTS

Read Carefully and Stay Informed!

CCITC is seeing an increase in Phishing emails being delivered that try to trick you into clicking on a link to retrieve a file.

If you receive an email that requests you to click on a link, and you are presented with either of the following screens.

- **STOP – Do NOT enter any information.**
- Call the person who sent you the email using the phone number you normally use, not the one in the email, and ask them about the email.
- Contact the HelpDesk at x6710 or 715.261.6710 and let them know about the email and the conversation you had.



Thank you for your diligence as we work to prevent these emails from being delivered. If you have any questions, please contact the HelpDesk at x6710 or 715.261.6710.

COMPUTER SOFTWARE UPDATE ALERT

ConnectWise Install Nov. 13, 2023

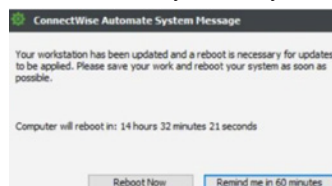
- Who:** All employees with a PC
What: PC software patching change, ConnectWise
When: Starting on Monday the 13th of November
Why: Enhance our cybersecurity posture by ensuring that security patches are applied within 7 days of release.

CCITC will be activating new software on your PC starting Monday, November 13. ConnectWise will pop up an alert on your desktop that requests that you save your work and reboot your system as soon as possible.

It will be possible to select the 'Remind me' option at least once. Depending upon the nature of the update, you may not be able to select 'Remind me' again.

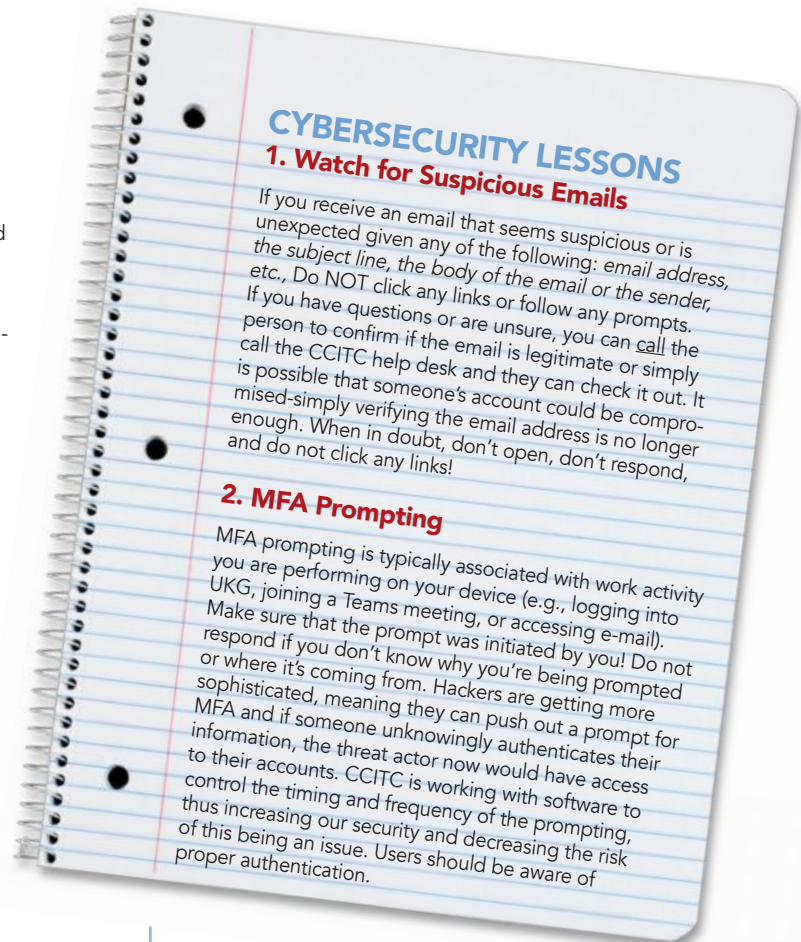
There may be occasions where there is a timer indicated on the pop-up instead of a 'Remind me' option. This will occur when the update is critical to the cybersecurity of our environment. Here is an example of the pop-up:

IMPORTANT – Please pay close attention to these pop-ups when they appear. If you ignore the pop-up and walk away from your PC or let it go to sleep, your PC may reboot on its own.



We understand that these pop-ups may appear at an inconvenient time. CCITC is doing its best to balance your productivity with the need to keep our PCs updated.

If you have any questions, please contact Dale Schirmacher, Infrastructure Manager at CCITC directly at 715.261.6772.



CYBERSECURITY LESSONS

1. Watch for Suspicious Emails

If you receive an email that seems suspicious or is unexpected given any of the following: email address, the subject line, the body of the email or the sender, etc., Do NOT click any links or follow any prompts. If you have questions or are unsure, you can call the person to confirm if the email is legitimate or simply call the CCITC help desk and they can check it out. It is possible that someone's account could be compromised simply verifying the email address is no longer enough. When in doubt, don't open, don't respond, and do not click any links!

2. MFA Prompting

MFA prompting is typically associated with work activity you are performing on your device (e.g., logging into UKG, joining a Teams meeting, or accessing e-mail). Make sure that the prompt was initiated by you! Do not respond if you don't know why you're being prompted or where it's coming from. Hackers are getting more sophisticated, meaning they can push out a prompt for MFA and if someone unknowingly authenticates their information, the threat actor now would have access to their accounts. CCITC is working with software to control the timing and frequency of the prompting, thus increasing our security and decreasing the risk of this being an issue. Users should be aware of proper authentication.



CCITC MAINTENANCE NOTIFICATION – PRINT SERVER MIGRATIONS

Full Outage 11/15/23

On Wednesday, November 15, all printing servers will be down from 3:30 pm through 6:30 pm. This means that all printer functions including scan, fax, print, etc. will be affected by the outage. All MFD's and most networked printers will be part of this migration.

A notification will be sent when these print servers are available again and printers and printing services are operational.

Please prepare in advance for any printing, scanning or faxing needs during this outage window.

Please contact CCITC at x6710 or 715.261.6710 with any questions concerning this maintenance.



can you help?

Throughout the year, our generous staff and community donate items in need to those in our programs that need it most. As we approach the end of the year, we are running low on many items like hygiene and household product for low income/homeless consumers as well as supplies in our departments. If you can help, your donations can be dropped off in Volunteer Services on the Wausau Campus located at the front of Mount View Care Center or in any of the program areas indicated below. Thank you in advance for your generosity.

Thank you!

Community Treatment Requests

- Shampoo
- Conditioner
- Body wash
- Razors
- Laundry detergent
- Dish soap
- General Cleaning Products
- Shaving Cream
- Lotion
- Tampons
- Sanitary pads
- Body spray
- Deodorant
- Painting canvas
- Watercolor paints
- Watercolor paper

Youth Hospital Requests

- Markers
- Watercolors
- Non-toxic paint
- Diamond art
- Aromatherapy diffusers
- Essential oils for aromatherapy,
- Cornstarch for making sensory slime
- Adolescent appropriate Paperback books that are lighthearted and positive. (No hard cover please)
- Hats, Gloves, Mittens, Scarves

Adult Hospital Requests

- Crewneck sweatshirts (no hoods) variety of sizes.
- Wooden items for painting
- Shoes of a variety of sizes
- Sweatpants variety of sizing
- Markers
- Crayons
- Non-toxic paint
- Gatorade powder/Kool-Aid powder
- Lighthearted/positive adult books, soft cover, no hard cover allowed)
- Hats, Gloves, Mittens, Scarves

North Central Health Care 2023 EMPLOYEE VACCINATION PROGRAM

ALL Employees
Must Complete
by Dec. 4



Sign-Up Online
for an Employee
Vaccination
Clinic at work!

- 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.

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 vaccinator 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!

*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.

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

MCECU HOLIDAY LOAN SPECIAL

9.95%
\$10,001 AND ABOVE

10.95%
\$10,000 AND BELOW

CALL TODAY!
715-261-7680

NOT JUST FOR
HOLIDAY
SPENDING!
CONSOLIDATE
DEBT, REMODEL
YOUR HOME,
OR TAKE
A VACATION

**Marathon County
Employees Credit Union**

*PROMOTION VALID FROM 11/01/2023 UNTIL 01/05/2024
APRS ARE AVAILABLE FOR BORROWERS WITH CREDIT SCORES OF 680 AND ABOVE
AND ONLY FOR NEW MONEY BORROWED FROM MCECU. SCORES UNDER 680, ADD
2.00% TO THE RATES. LOANS UNDER \$1,000 HAVE A MAXIMUM TERM OF 24
MONTHS. LOANS \$1,001 TO \$10,000 HAVE A MAXIMUM TERM OF 36 MONTHS.
LOANS OVER \$10,000 HAVE A MAXIMUM TERM OF 48 MONTHS. LOANS \$20,000
AND ABOVE MAY BE EXTENDED TO 60 MONTHS BY ADDING 1% TO THE RATE.
ALL LOANS ARE SUBJECT TO MCECU'S NORMAL CREDIT REQUIREMENTS



HARD HAT UPDATE

BUS STOPS & DOOR UPDATES ON THE WAUSAU CAMPUS

Bus Stops

There are now 2 bus stops located on the Wausau Campus. Both are marked on the map below with the bus stop sign circled in green. Stop 1 is located between the Suite A and Suite B entrances at 2400 Marshall Street. There is not currently a shelter provided by Metro Ride at this bus stop. Stop 2 is located near the Social Services Entrance at Door 28 and there is a bus stop shelter located there.

The bus will enter the Marshall Street Entrance, making its first stop near MVCC and Outpatient Services, and then swing through Lot C using the Bus Path that connects Lot C and Lot D. This is one-way Bus-Only traffic only. Please do not use this bus path for any reason.

Buses will stop at the Wausau Campus every 30 minutes at :45 and :15. The first bus arrives at 6:45 am and the last bus departs NCHC at 6:15 pm.

Taxi and Visitor Drop off

Please remind any clients or visitors arriving for appointments on the Wausau Campus, that access through Door 23 (Former Outpatient entrance) is closed. Visitors being dropped off here will not have access through the building to get to Suites A, B, or C. We have reports of taxis dropping off clients at Door 23

this week and leaving them at Social Services. Signs are posted out at the road and multiple at the front door that NCHC has moved. Please help us communicate the door closure to clients and visitors. All clients did receive a map mailed to their homes with the change earlier this month, but your personal communication will go a long way in reminding them which entrance to use.

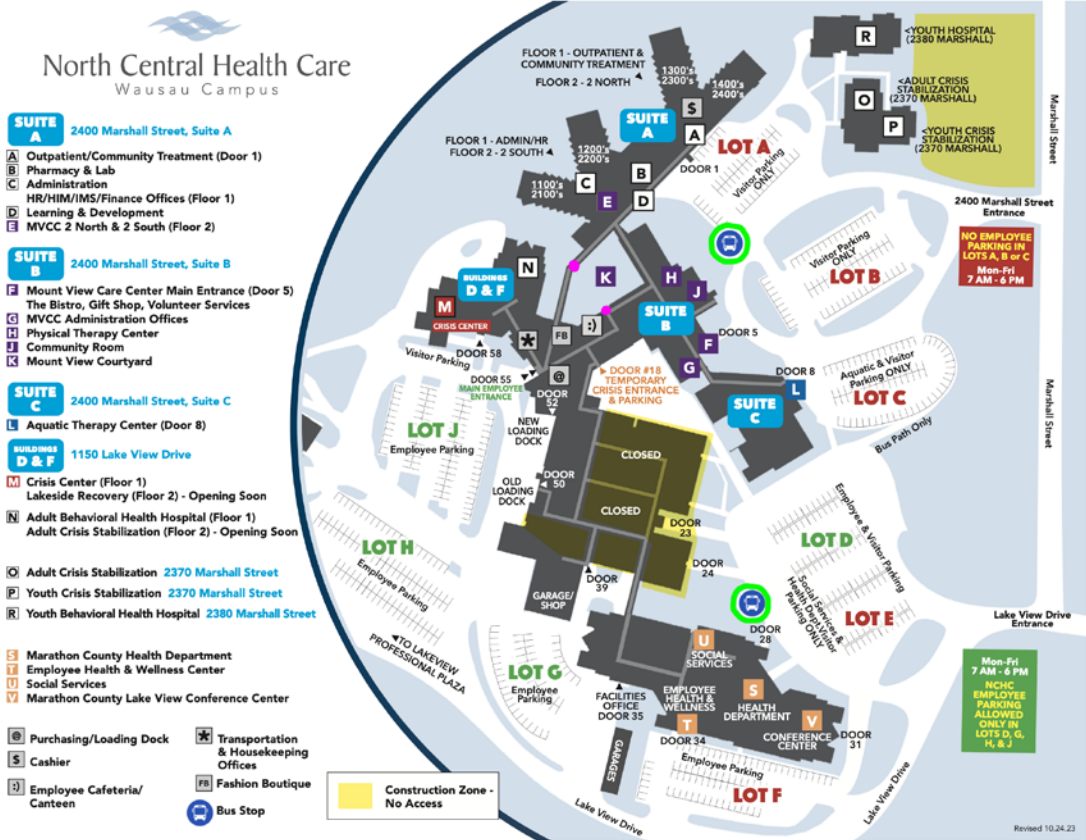
Wausau Campus New Badge Access Doors

There are 2 new additional employee badge doors located on the Wausau Campus. They are located near the MVCC Courtyard. Both doors are marked with a "pink dot" near K (MVCC Courtyard) in the map above.

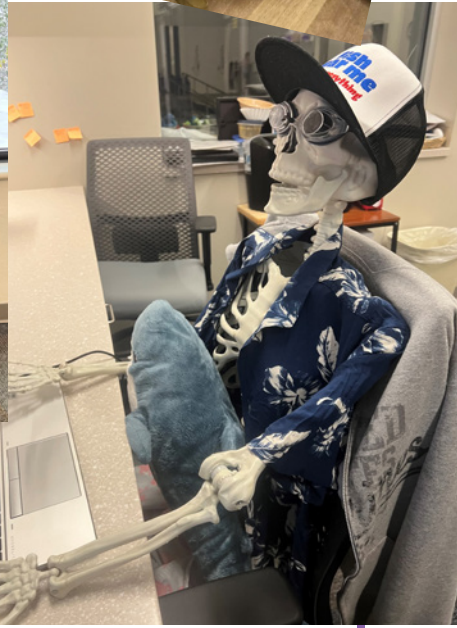
The first door is in the link hallway that connects Suite A to D&F Buildings. These large brown double doors will require a badge when passing through from Suite A to the link hallway.

The second door is the exterior entry door in the Courtyard Door that enters the Employee Cafeteria.

Please pay attention to Employee Only Access signs and help those visiting with this change of door access. If you have any questions, please talk with your manager.



PHOTOS OF THE WEEK





COMMUNITY TREATMENT SPOTLIGHT AWARD SEPTEMBER 2023



Sam Zoellner Community Treatment

NCHC Community Treatment is pleased to announce Sam Zoellner was awarded the September Spotlight Award!

"Sam is an exceptional Service Facilitator on our Lincoln Youth team and an exemplary employee. She consistently goes above and beyond to ensure consumer needs are met, takes on new projects and initiatives, does high-quality work, and demonstrates leadership by training and supporting new employees."

"Sam is able to engage even the most challenging-to-engage youth and parents and works hard every day to identify and meet their needs. She has excellent clinical judgment and demonstrates deep compassion for those she serves. Sam holds herself and her work to a very high standard and in her over 5 years in Community Treatment, Sam has not had a late note or a late plan and consistently meets productivity expectations."

"A significant strength is continuous improvement as she is endlessly looking for creative ways to solve problems and things to enhance the quality of our services. Sam is well-respected among our community partners and has established strong working relationships with key partners including the Merrill School District and the Department of Social Services. In addition to excelling in her job duties, Sam seeks out extra projects and takes the initiative to find new ways to meet consumer and community need."

"Most recently, Sam has worked with the Lincoln County Youth Justice Committee to develop an initiative to address truancy throughout Lincoln County and to ensure that North Central Health Care is an important partner in executing this plan. Additionally, she has been trained in an Evidence-Based practice, Aggression Replacement Training (ART), and has facilitated several groups for middle and high-school students. Group participants have been those youth who experience the most challenges at home, school, and community, are often youth-justice involved, and have the most intensive needs. Participants have expressed the ways in which ART has benefited them and requested that group continue beyond the allotted sessions."



Congrats Sam!

November 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:

- **Workplace Safety 2023** (20 minutes)
- **Complete any outstanding assignments**





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.

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

NOV. 13 - 17, 2023

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN	Chicken Breast Mashed Potatoes Green Beans	Lasagna Salad Garlic Toast	Apple Butter Pork Loin Stuffing Roasted Butternut Squash	Roast Turkey & Mashed Potatoes Corn	Baked Cod Herbed Rice Creamy Coleslaw Rye Bread
SOUP	Cheese Cauliflower Soup	Beef Barley Soup	Garden Veggie Soup	TBD	TBD
DESSERT	Brownie Bottom Cheesecake	Chocolate Chip Cookie	Snickerdoodle Krispy Bar	Strawberry Banana Cup	Cranberry Crunch



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

Hot Turkey Berry Wrap

TURKEY | SWISS | CRAISINS | SPINACH | HOUSE MUSTARD

LATTE OF THE WEEK

Cinnabon Latte

CARAMEL, & 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

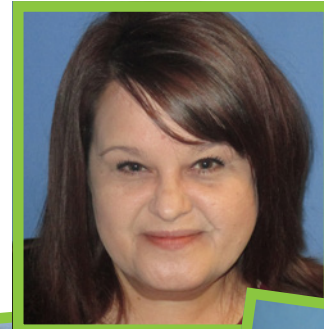




North Central Health Care
Person centered. Outcome focused.

Employee Recognition Awards

The following employees were nominated and selected this past quarter for their outstanding demonstration of our NCHC Core Values and Person-Centered Service. Congratulations to the following individuals and teams for their achievements.



Melissa Dziondzakowski

OUTSTANDING TEAM PARTNERSHIP AWARD

Antigo Adult Day Services Team

Congratulations to the Antigo Adult Day Services Team members of Melissa Dziondzakowski, Melissa Labecki, and Michele Genke. The 3 M's were selected as the recipient of this quarter's Team Partnership Award. They were recognized for going above and beyond to welcome people, their positive approach with clients and staff, and how they demonstrate respect and joy throughout the workday.

"I was immediately welcomed by all three ladies. They all went above and beyond in their kindness, and assistance with showing me how and what to do during the program day. Each lady has such a positive approach with the clients and with staff you automatically feel welcomed at their program site. I had observed how they each interact with the clients and the respect and joy that is demonstrated throughout the workday it is such a pleasure to be part of."



Melissa Labecki



Michele Genke



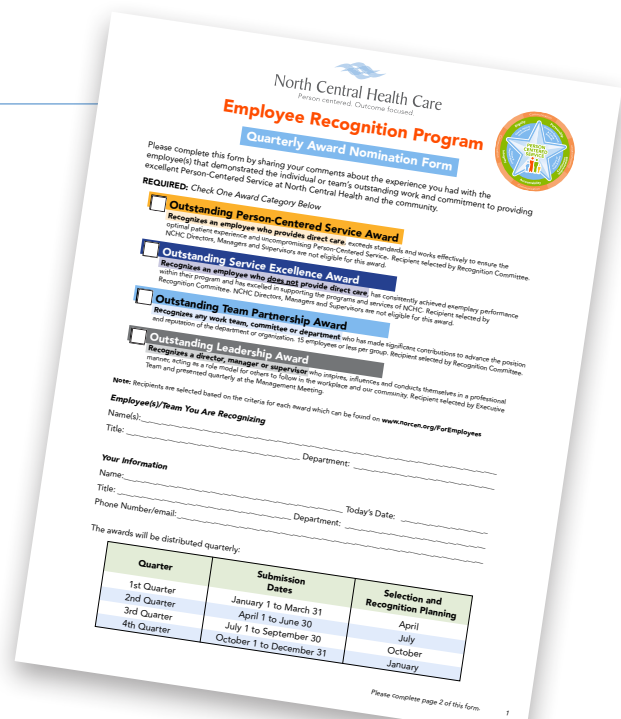
OUTSTANDING PERSON-CENTERED SERVICE AWARD

Brittney Mengel, Outpatient Services

Brittney Mengel is the recipient of the Outstanding Person-Centered Service Award. She was recognized for knowledge and keeping her self up to date on current programming to assist people in ways outside her job.

"Brittney knows how to connect people with services and stays up to date on the latest in field of AODA treatment, programming, groups, community resources, and state services. She stays up to date on the latest in field of AODA treatment, programming, groups, community resources, and state services."

Brittney was nominated by Carrie Paisar, Outpatient Services.



The awards will be distributed quarterly:

Quarter	Submission Dates	Selection and Recognition Planning
1st Quarter	January 1 to March 31	April
2nd Quarter	April 1 to June 30	July
3rd Quarter	July 1 to September 30	October
4th Quarter	October 1 to December 31	January

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