



A Weekly Update  
For The Employees of  
North Central Health Care

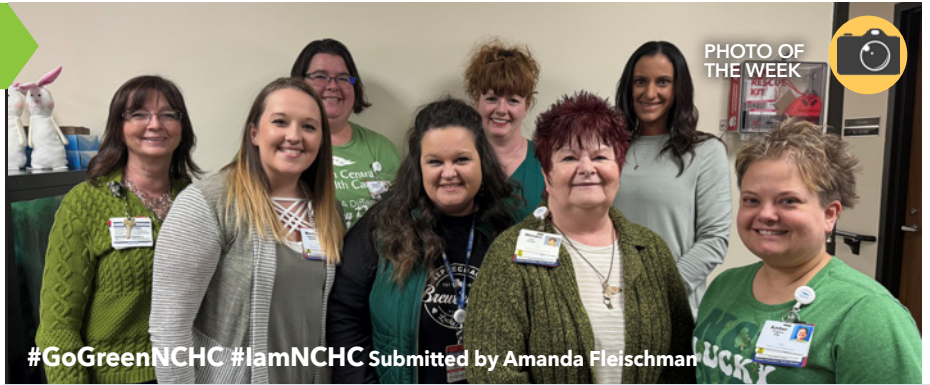


PHOTO OF  
THE WEEK



# NEWS YOU CAN USE



## WEEKLY CONNECTION WITH GARY OLSEN

I want to give everyone an update regarding the landscaping work that will be taking place around the Wausau Campus. Now that spring is here, and since we hardly had a winter, Facilities scheduled the (long awaited) landscaping work to begin. Landscaping is the final phase in our construction project and the plan is to start work on the field April 8th (weather permitting). Of course, we have had hardly any snow this winter and now that we are ready to start the landscaping work, it will snow. I think that's Murphy's Law.

I'm quite certain our neighbors will be very happy to see the fences and dirt piles gone, the field back to green grass, and seeing our Campus look as beautiful on the outside as it is on the inside. In addition, as soon as the field is completed, the walking path around the building will be replaced with a newly paved 8-foot path. With my office so close to the path, I see many employees, residents, clients, and neighbors walking on the path and enjoying the campus and scenery. I will say, there are lots of dog walkers in this area.

I can also wholeheartedly say, throughout this long project, we have consistently demonstrated our Core Values. We continue to maintain and build on our strong Partnership with Marathon County and demonstrate our commitment for Continuous Improvement. I am excited to see the grounds beautifully transformed over the next few months. Spring is here, the robins and cranes are back, and I hope everyone can get outside and enjoy the nice Spring weather.

*Gary D. Olsen*

**Gary Olsen**  
Executive Director

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*Spring 2024*  
**EMPLOYEE UPDATES**

**Get the Full Schedule on Page 2!**

Person-Centered  
**Shout out**

**Angie Troseth, Housekeeping**

Thank you for working with me and helping me during my first times alone on the floor. You did a lot of extra work. I really appreciate it!

**Shared By:  
Theo Simson**

**Occurrence Reporting Hotline**  
**x4488 or 715.848.4488**

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



Come together with your colleagues to stay informed and connected.

Spring 2024

# EMPLOYEE UPDATES



## Join Us for Spring Employee Updates

Sessions offered the Week of March 18, 2024



Presented by  
**GARY OLSEN,**  
EXECUTIVE DIRECTOR

**How to Register:** Log Into UKG and Click UKG Pro Learning. Search for "Updates" in the Training tab and select Employee Updates – Spring 2024

**You can also click the personalized registration link sent to your work email on 2/28/24.**

*Please note: UKG is experiencing some issues recently. If you experience any issues registering, please check back at later time.*

If you are unable to attend in-person, a video will be available after the final session.

Employees can make arrangements to attend one of the in-person sessions by registering in UKG Learning.

**MON, MAR 18** ~~SKILL CENTER~~  
**12 Noon** Conference Room

**TUES, MAR 19** **WAUSAU CAMPUS**  
**2:30 pm** MVCC  
Community Room  
**5:00 pm** MVCC  
Community Room

**WEDS, MAR 20** **WAUSAU CAMPUS**  
**6:15 am** MVCC  
Community Room  
**PINE CREST**  
**2:00 pm** Classroom

**THURS, MAR 21** **WAUSAU CAMPUS**  
**9:00 am** MVCC  
Community Room

**ANTIGO CENTER**  
**3 pm** Conference Room

## Register Today in UKG Learning!



# WELCOME THESE *New Employees* TO THE TEAM!

These employees were welcomed at Orientation March 11, 2024!

### Laundry



**Jesse Frania** –  
Laundry Worker

### Youth Behavioral Health Hospital



**Amber Huber** –  
Social Worker

### Adult Behavioral Health Hospital



**Susanlynch Ambe** –  
Registered Nurse

### Crisis Services



**Natasha Ngo-Rucks** –  
MH/Subs Abuse Therapist

### Accounting



**Baylee Robitaille** –  
Accounting Assistant

### YCSF



**Stephanie Wanta** –  
Behavioral Health  
Professional

### Lakeside Recovery



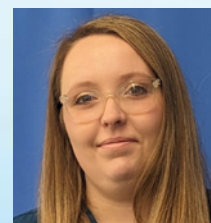
**Jennifer Wescott** –  
Peer Specialist

### Health Information



**Sarah Rolnecki** –  
Office Clerk

### Pine Crest



**Michelle Muenchow** –  
Hospitality Assistant

### Mount View Care Center



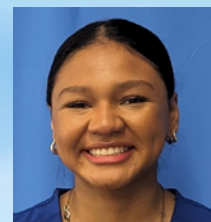
**LaShaunte Hightower** – CNA



**Cooper Lindman** –  
CNA



**Allie Oligney** –  
CNA



**Jamela Smith** –  
Hospitality Assistant

*We are so excited to have you on our team!*





SKIN SCREENINGS ARE **OPEN TO ALL EMPLOYEES & DEPENDENTS** REGARDLESS OF HEALTH INSURANCE ENROLLMENT.

# Free Skin Cancer Screening

Melanoma is the most fatal form of skin cancer in the United States. Anyone can get skin cancer, but it is more common in people who are light skinned, have a history of sunburns, a family history or over age 50. But if found early, skin cancer can be treated with removal only before it has spread to other areas of the body.



Tuesday, May 7 | 8:00 - 11:00 am  
Wednesday, May 15 | 12:30 - 4:00 pm  
Thursday, May 16 | 2:00 - 6:00 pm  
Tuesday, May 21 | 7:30 - 10:30 am  
Tuesday, June 11 | 8:00 - 11:00 am  
Thursday, June 13 | 2:00 - 6:00 pm

### Appointments required

If not able to make these specific days, skin cancer screenings can still be scheduled at the Employee Health & Wellness Center for a date and time that is convenient.

### Employee Health & Wellness Center

1000 Lake View Drive, Door 34  
Wausau, WI 54403

715.843.1256



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

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



## WAUSAU CAMPUS LOST & FOUND

Missing Something - Come Take a Look!

Lost & Found is located at the Guest Services Desk near the Bistro at Door #5. Recently some more valuable items have been turned in that people are probably looking for. Watches, phones, key fobs,

wallets, clothing, and a lot more. If you know of someone who has misplaced something, whether it be an employee or visitor, please point them in the direction of the Lost & Found at Guest Services.



## LUNCH, LEARN, AND DO

BEHAVIORAL HEALTH

THURSDAY  
**MARCH 21**  
12:00pm - 1:00pm  
Great Dane Pub

We will kick off the year learning about behavioral health, a broad term that can refer to clinical mental health diagnoses, addiction issues, domestic violence, and sexual assault. Participants will better understand how United Way of Marathon County is addressing financial stability by working on behavioral health issues.

At this event you will hear from Dakota Kaiser, PhD. Dakota is the Integrated Services Director at Bridge Community Health Clinic, which provides health services to the underserved, uninsured, self-paid and insured population of Marathon County, including many behavioral health services. Dakota will address the types of behavioral health issues that are facing patients in Marathon County, and how Bridge Clinic's role is critical to helping people achieve financial stability.

Following the presentation, you will participate in a brief project building calm kits for local schools. Calm kits include tools and information that help children with self-regulation strategies. Teachers and parents love these kits, and we plan to assemble around 200 of them to share with school counselors in Marathon County!

\$5 FEE INCLUDES LUNCH  
LIMITED SPACE AVAILABLE  
[REGISTER HERE:](#)



CONTACT:  
✉ CHANNEY@UNITEDWAYMC.ORG  
☎ 715-298-5719



## Other Upcoming Community Volunteering & Community Event Opportunities

### Seasonal Closet Transition Volunteering

March 25-29

Help us prepare the Community Closet for spring, by replacing older clothing racks, packing up winter clothing, and hanging up fresh spring items for Community Closet guests. Grab a friend and sign up to participate: [Register Here](#)

### Mobile Closet Volunteers Needed

April 11

Our first Mobile Closet outing to Abbotsford was so successful, we are going back again on April 11th! We need helpers for 2 different shifts - to unload the truck and set up the shopping area, and then again to pack everything up on the truck when we are finished. No experience necessary, just a desire to have a really meaningful volunteer experience! Get a team together and [Sign Up Here](#)

### Power of the Purse

June 6

Women United's signature event, Power of the Purse, is back on June 6th for what we hope is another record-setting year! This event features fabulous packages for both silent and live auction, including designer purses, spa experiences, vacation packages in more! Early bird registration closes on April 30, so grab your tickets now: [Sign Up Here](#)



# WHAT'S FOR LUNCH?

## WAUSAU CAMPUS EMPLOYEE CAFETERIA OPEN TO ALL NCHC & WAUSAU CAMPUS EMPLOYEES

**BREAKFAST HOURS**  
8:30 AM – 10:30 AM

**LUNCH HOURS**  
MONDAY – FRIDAY  
10:30 AM – 1:30 PM  
HOT FOOD BAR &  
SALADS \$.45/OUNCE  
(Weekdays Only)

**GRAB-N-GO HOURS**  
MONDAY – FRIDAY  
8:30 AM – 5:30 PM  
**WEEKENDS:**  
GRAB-N-GO ONLY

**New!**

### The Hot Sandwich Menu is Back!

FEATURING DAILY SPECIALS LIKE GRILLED BEEF & CHEDDAR, CHEESEBURGERS, BBQ SANDWICHES, TUNA MELTS, PIZZA & MORE!!  
Make your own cold or hot sandwich with fixins' OR self-serve at the salad bar.

## MARCH 18 – 22, 2024

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Ranch Pork Medallions Baked Yams Mixed Vegetables	Chicken Lasagna Salad Breadstick	Baked Fish Cheesy Baked Potatoes Seasoned Cabbage Rye Bread	Roast Turkey Rice Pilaf Parslied Carrots Dinner Roll	Salmon Patty Boiled Potatoes Creamed Peas
SOUP	Turkey Dumpling Soup	Beef Noodle Soup	Taco Soup	Cream of Broccoli Soup	Chili
SANDWICH	Hamburger with Fried Onions	Monte Cristo Sandwich	Homemade Pizzas	Nacho Bar	Shredded Pork on a Bun
DESSERT	Banana Split Dessert	Frosted Banana Bar	Caramel Apple Crisp	Frosted Chocolate Cake	Caramel Brownie

## MARCH 25 – 29, 2024

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Cheesy Meatloaf Baked Potato Wax Beans	Vegetable Beef Stew Biscuit Creamy Coleslaw	Turkey & Dumplings Mixed Vegetables Dinner Roll	Roast Beef & Gravy Parslied Carrots	Vegetable Lasagna Breadstick Broccoli Cuts
SOUP	Cream of Potato Soup	TBD	Texas Tomato Soup	Beef Noodle Soup	Split Pea Soup
SANDWICH	Grilled Ham and Cheddar or Swiss	Breaded Chicken Tenders	Bacon Cheeseburger	BBQ on a Bun	Tuna Melt
DESSERT	Cherry Delight	Bread Pudding w/ Caramel Sauce	Cranberry Dessert	Cinnamon Baked Apple	Pumpkin Fluff



## Position Postings

**Title:** Community Treatment Employment Specialist

**Status:** Full Time

**Location:** Wausau

The Employment Specialist carries out the services of the IPS Supported Employment program by assisting mental health clients obtain and maintain employment that is consistent with their vocational goals.

Learn More or Apply Online:  
[www.norcen.org/Careers](http://www.norcen.org/Careers)

<https://bit.ly/CTEmpSpecialist>



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! | WEEKDAYS 7:30AM - 3PM | WEEKENDS: 9:30AM - 5PM**

THE BISTRO WILL BE CLOSED ON WEEKENDS FROM 1-1:30PM TO ACCOMODATE STAFF BREAKS

\*HOT FOOD IS AVAILABLE AT THE BISTRO DAILY UNTIL 2:30PM \*



## SPECIAL OF THE WEEK

### *Fajita Panini*

CHICKEN | PEPPERS | ONIONS | CAJUN RANCH | MONTERREY JACK

## LATTE OF THE WEEK



### *Snickerdoodle*

Caramel, Vanilla & Cinnamon with espresso & Steamed Milk Topped with Caramel & Whip

**\$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





The following employees were nominated in the last Quarter of 2023 for their outstanding demonstration of our NCHC Core Values and Person-Centered Service. Congrats to the following individuals and teams for their achievements.



### OUTSTANDING PERSON-CENTERED SERVICE AWARD

**Maggie Mishall,**  
Behavioral Health Professional, YCSF



Congratulations to the Maggie Mishall, recipient of this quarter's Person-Centered Service Award. Maggie was nominated for this award on behalf of a patient's mother.

**Maggie was Recognized for:**

- Outstanding collaboration with Crisis to provide appropriate level of care for patients
- Parent testimonial stated that their child "talks about Maggie every day" and her child "still uses her coping skills daily."
- Reassurance and great communication with families and parents with youth in YCSF to make them feel comfortable

Nominated by Wendy Peterson on behalf of the family member of patient.

### OUTSTANDING TEAM PARTNERSHIP AWARD

**Adult Crisis Stabilization & Lakeside Recovery Teams**

Congratulations to the Adult Crisis Stabilization and Lakeside Recovery Team, recipient of this quarter's Team Partnership Award.

**The Team was Recognized for:**

- Seamless collaboration while relocating the ACSF program to the new space while maintaining high levels of care
- For their patience and adaptability with renovation and relocation timelines
- Dedication to continuous improvement by identifying and suggesting ways to improve client care in the new units

The team was nominated by Wendy Peterson.

### OUTSTANDING SERVICE EXCELLENCE AWARD

**Candy Messer,**  
Patient Accounts Representative, Antigo



Congratulations to the Candy Messer, recipient of this quarter's Service Excellence Award.

**Candy was Recognized for:**

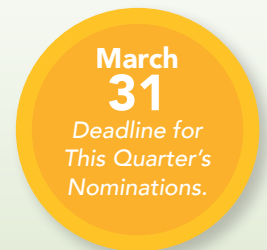
- Her friendly and patient demeanor with clients and the time she takes to help clients understand processes and what is needed
- Her dependability and ability to work independently with "quiet perseverance"
- Her collaboration and helping coworkers by lightening their workloads and picking up tasks to help things stay on schedule

Nominated by Jessica Pyke

Share your experience with a coworker or team that demonstrated the outstanding work and commitment to providing excellent Person-Centered Service at North Central Health and the community.

### Recognition is Awarded Quarterly for:

- Outstanding Person-Centered Service
- Outstanding Service Excellence
- Team Partnership
- Outstanding Leadership



North Central Health Care  
Person centered. Outcome focused.

**Employee Recognition Program**  
Quarterly Award Nomination Form

Please complete this form by sharing your comments about the experience you had with the employee(s) that demonstrated the individual or team's outstanding work and commitment to providing excellent Person-Centered Service at North Central Health and the community.

**REQUIRED:** Check One Award Category Below

**Outstanding Person-Centered Service Award**  
Recognizes an employee who provides direct care, exceeds standards and works effectively to ensure the optimal patient experience and outstanding Person-Centered Service. Recipients selected by Recognition Committee, NCHC Directors, Managers and Supervisors are not eligible for this award.

**Outstanding Service Excellence Award**  
Recognizes an employee who does not provide direct care, has consistently achieved exceptional performance within their program and has worked in supporting the vision and mission of NCHC. Recipients selected by Recognition Committee, NCHC Directors, Managers and Supervisors are not eligible for this award.

**Outstanding Team Partnership Award**  
Recognizes any work team, committee or department who has made significant contributions to advance the position and mission of the department or organization. 15 employees or less per group. Recipients selected by Recognition Committee.

**Outstanding Leadership Award**  
Recognizes a director, manager or supervisor who systems, influences and coaches themselves in a professional manner, setting an example for others on how to behave in the workplace and use constructive feedback selected by Executive Team and presented quarterly at the Management Meeting.

Note: Recipients are selected based on the criteria for each award which can be found on [www.norcen.org/ForEmployees](http://www.norcen.org/ForEmployees)

Employee(s)/Team You Are Recognizing  
Name(s): \_\_\_\_\_ Department: \_\_\_\_\_  
Title: \_\_\_\_\_

Your Information  
Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_  
Title: \_\_\_\_\_ Department: \_\_\_\_\_  
Phone Number/email: \_\_\_\_\_

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

Please complete page 2 of this form.

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