

A Weekly Update  
For The Employees of  
North Central Health Care



"Give & Win!"

# NEWS YOU CAN USE



## WEEKLY CONNECTION WITH MICHAEL LOY

### Good Things Come to Those Who Do Good Things

News travel fast, Dodge Dart fast! The organization is buzzing with the news that **Darla Plaster**, from our Mount View Care Center team, won this year's United Way car raffle. She had a 1 in 24,615 chance to win and she drove away with it. In addition to Darla, **Jennifer Thompson** of Adult Protective Services was a finalist for the car. Congratulations to both Darla and Jennifer, and thank you for your continued support of the United Way!

Each year we talk about the importance of the United Way and the impact it has on our community. The importance of supporting the United Way as an organization stems from not only the fact that the United Way does great work, but also because they also directly support NCHC and the people we serve in ways we cannot achieve on our own. The United Way is truly a valued community partner for us and it is important for NCHC to support the United Way through our generous giving in our annual employee campaign. It is simply wonderful to be part of what they are doing in the community.

Our annual United Way campaign is fueled by our Campaign Committee. The 2017 United Way Campaign Committee included **Bo Johnson, Chad Karsnia, Jennifer Gorman, Jessica Meadows, Jessica Putrus, Kim Gochanour, Laural Harder, Melissa Stockwell, Patrick Bacher, Sheryl Hemp and Michelle Gleason**. Our Campaign Committee also walked away with an award this year as the Outstanding Campaign Committee of the Year! Great job everyone for your efforts and thank you to everyone who participated in this year's campaign activities.

We're not done yet either, NCHC also walked away with recognition as part of the Marathon County School Based Counseling Consortium in receiving the 2017 Partner in Caring Award. Additionally, based on our annual campaign contributions where we were also recognized by receiving the Circle of Excellence Award.

Thank you again to the Campaign Committee and those of you who participated in United Way events or donated this year. It's a proud day to be part of NCHC! Your support and efforts mean the world to people in our community and is truly making a difference. Oh yeah, we're having fun along the way too. A car is not a bad deal for doing a good thing either. Please consider joining the campaign and United Way events in 2018.

Make it a great day,

*Michael Loy*



## NCHC In the News..... 3

Warm Water Works Update

## myPolicies..... 4

January 31 Deadline Approaching

## Pizza Fund Raiser ..... 5

Support the Warm Water  
Therapeutic Pool Campaign

## Employee of the Month..... 6

Meet Tanya Zaloudek

## ADMINISTRATOR ON-CALL

x4488 or 715.848.4488

In the event of Phone System Outage,  
reference the O:drive "On-Call Information Folder"  
for Schedule and Cell Phone #'s.

Monday, Jan. 22 –  
Sunday, Jan. 28

Laura Scudiere



## WITNESSING EXCELLENCE

**Who:** Mark Woller,  
Residential Services

**Why:** For helping clients  
doing oral cares and shaving  
due to writer getting  
behind in the morning.  
Great Team Work Mark!

**Submitted By:**  
Donna Otto







North Central Health Care



# 2017 GIVE & WIN!



All 10 finalists line up to await their turn at drawing for the winning keys!

**Darla Plaster**, from our Mount View Care Center team, had a **1 in 24,615 chance** of winning the brand new Dodge Dart in the United Way drawing. All those who gave a qualifying amount were entered for a chance in the drawing to win! But guess who drove away with a new car today????

Darla was the first contestant to pull keys at random from a basket and her key fob unlocked her brand new car! SHE WON!



Darla Plaster with her winning keys!



Signing the title.



Kim Van Ermen accepting the 2017 Partners in Caring Award.



(Right) Members of the NCHC United Way Committee accepting the Outstanding Campaign Committee of the Year and Circle of Excellence Partner Award.

This year, North Central Health Care had two finalists to win the car. In addition to Darla, **Jennifer Thompson of Adult Protective Services** was also a finalist and went home with a basket full of prizes from the United Way of Marathon County. We are happy for you both, and grateful to all those that gave time, talent and contributions to the United Way of Marathon County in 2017!

Our entire North Central Health Care Team was also recognized and won 3 other awards:

- **Outstanding Campaign Committee of the Year**
- **2017 Partner in Caring Award for Leadership on the Marathon County School Based Counseling Consortium**
- **Circle of Excellence: Partner Award**

Thank you to all NCHC employees for their commitment to our community and for all your generosity in 2017!





## CELEBRATING NATIONAL ACTIVITY PROFESSIONALS WEEK JANUARY 21–27, 2018

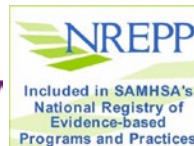
Every day, NCHC activity staff members enrich the lives of those we serve and promote the well-being of everyone in our organization with their spirit and enthusiasm. During the week of Jan. 21-27, 2018, we celebrate National Activity Professionals Week. This year's theme is

### **"People, Purpose, Passion."**

Our activity professionals in all departments plan, organize and engage those we serve with purpose and powerful passion. Thank you to those people who include Life Enrichment coordinators, Recreational CNAs, Massage Therapists and many others who bring smiles to our residents with laughter, music and many other fun activities.



### **NAMI Family-to-Family**



#### **What is NAMI's Family-to-Family Education Program?**

NAMI Family-to-Family is for families, caregivers and friends of individuals with mental illness. The course is designed to facilitate a better understanding of mental illness, increase coping skills, and empower participants to become advocates for their family members. The course consists of 12 two-and-a-half hour sessions. Trained family members teach the course who know what it is like to have a loved one living with mental illness. The Family-to-Family Program is offered at no cost to the participants.

NAMI Northwoods will offer its NAMI Family-to-Family Education Program beginning Wednesday February 7, 2018. The class will be held from 6:00 – 8:30 at Grace United Church, 535 S 3<sup>rd</sup> Ave. Wausau, WI. Must be committed to attend 10 out of 12 sessions. Registration due by January 31, 2018



**"This course overall was the single most, without a doubt, helpful and informative thing ever offered in all my years searching for answers... It has helped me to understand better and communicate more effectively with my brother."**



### **NAMI NORTHWOODS**

National Alliance on Mental Illness

Register online at [Naminorthwoods.org](http://Naminorthwoods.org)

for more information email  
[contact@naminorthwoods.org](mailto:contact@naminorthwoods.org) or call  
715-432-0180

#### **About NAMI Affiliate**

NAMI Northwoods and dedicated volunteers, members and leaders work tirelessly to raise awareness and provide essential education, advocacy and support group programs for people in our community living with mental illness and their loved ones.



#### **NCHC IN THE NEWS**

##### **January 17, 2018: Warm Water Works is Heating Up!**

Earlier this week on WAOW TV 9, Brianna Hollis got an inside glimpse into the Warm Water Therapeutic Pool Capital Campaign and will share an update with the community. Brianna spoke with Michael Loy, Brenda Budnik and several of the Warm Water Works pool users to get a good background for the history, value and importance of this community resource in Central Wisconsin. (We even talked Brianna into getting into the pool to try it out and give part of her interview in the water).

Catch the full story online on WAOW TV 9:

<http://bit.ly/2EYYfvJ>

Links to the video are also on Facebook and Twitter. Michael Loy also appeared on the WZAW Fox News Live at 4pm on Friday.

#### **Get Social!**





## POLICY UPDATES

### Our New Policy System Has Arrived for 2018

Beginning in January 4, 2018 NCHC has converted to a new policy system called myPolicies. The icon on your desktop will look exactly the same, however when you click on it, you will be taken to myPolicies online. The system has advantages for NCHC: more robust and easier search function as well as only one login is needed to use the system. You login information will be identical to your system login, so there will be less things passwords to remember. Watch for training modules on HealthStream.

### Some key points about myPolicies:

- Staff will continue to access policies and procedures by clicking on the same icon as they are accustomed to (see right).
- Once you click on the Policies and Procedures icon, all employees will be required to sign into the system by inputting their username upon first login. Their username will be their norcen.org email address (example: jsmith@norcen.org) and network password. \*\*This is the same password credentials used to log into their computer.
- When logging in for the first time, all employees will have multiple tasks to complete on their home screen.
- These tasks will be asking them to “acknowledge” each document.
  - The documents they will be asked to acknowledge are either “Policies” which relate to the whole organization or “Procedures” which are department specific.
  - Please be aware that “Medical Staff” policies will show up for acknowledgment for employees. This is due to regulatory reasons.



### All employees will need to acknowledge each policy listed in their tasks by January 31, 2018.

Below is a step-by-step screen shot to be utilized by employees when logging in for the first time.

**NOTE:** If you are not seeing the same screen as the one listed on the screen shots below, please reboot your computer one or two times to allow the change to take place.

**NOTE:** All staff will continue to receive a notification via e-mail from no-reply@mypolicies.com titled “myPolicies: Action Required - Document Acknowledgment” until they have acknowledged all documents.

If you have any questions regarding the system integration or need assistance, please contact Katlyn Coles, at kcoles@norcen.org or 715.848.4422.

Figure A

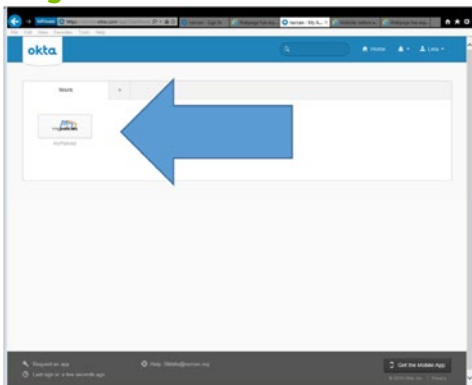
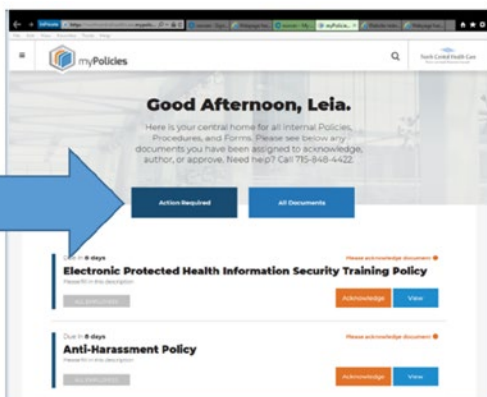


Figure B



## LOGGING INTO myPOLICIES

**Step 1:** Select “Policies and Procedures” tree icon on desktop

**Step 2:** Login to system, username is your norcen.org email address (example: jdoe@norcen.org) and network password \*\*This is the same password credentials used to log into your computer.

**Step 3:** Select “myPolicies” icon on webpage (See Figure A)

**Step 4:** View home screen and select “Action Required” to acknowledge all documents (See Figure B)

**Step 5:** Select each policy, review the policy then select “Acknowledge” to complete the task (See Figure C)

**Step 6:** After acknowledging the document you will automatically return to the home page to complete all additional tasks requiring acknowledgment.

\*If you have questions or need help accessing myPolicies please contact Katlyn Coles in Administration at kcoles@norcen.org or 715.848.4422

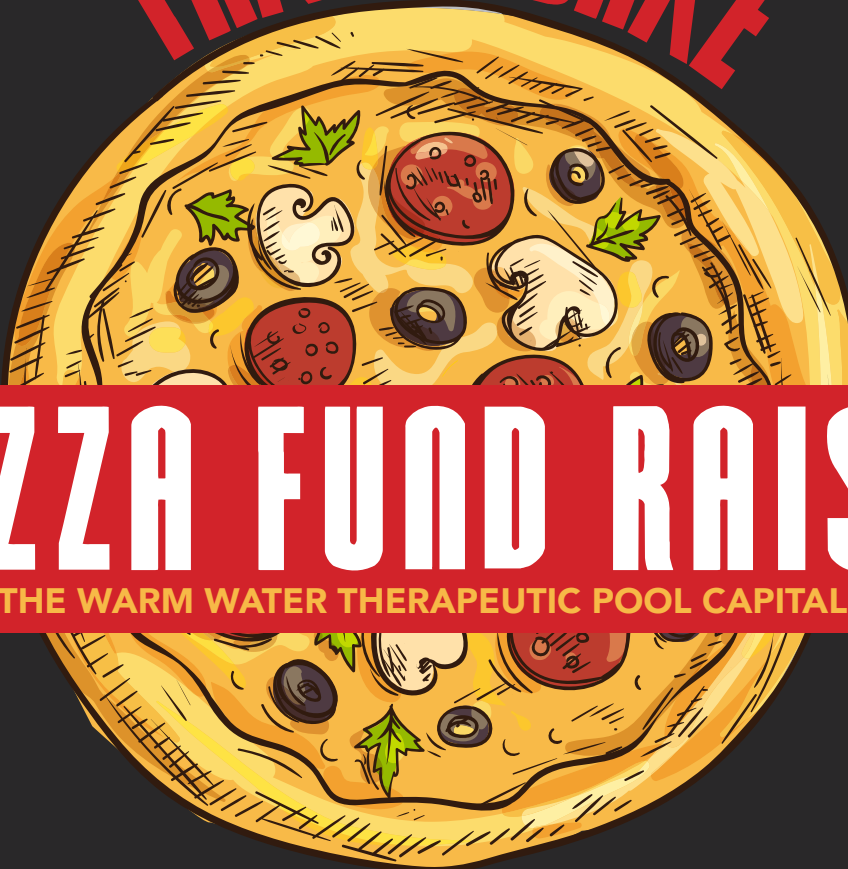
Figure C





North Central Health Care

TAKE-IT-BAKE



# PIZZA FUND RAISER

SUPPORT THE WARM WATER THERAPEUTIC POOL CAPITAL CAMPAIGN!

**Love that Homemade Pizza in the NCHC Cafeteria?**

Now you can buy your favorite 16" NCHC Homemade Pizza to Bake at Home!

**Order January 22 – 26, 2018**

**Order in Cafeteria, Pool or Online at**  
**[www.norcen.org/Pizza4thePool](http://www.norcen.org/Pizza4thePool)**

**Cheese \$15 • Meat \$17 • Deluxe \$19**

No special requests for toppings.

**Choose Your Pick-Up Location**  
**on Thursday, Feb. 1 Only**

Pool: 1:30 – 3:30 pm or NCHC Cafeteria: 3:30 – 5:30 pm

Pizzas will be frozen for Pick-up. Pay at Pick-Up.\*

**NEW PAYMENT OPTIONS!**



\*Pool Pick-up requires payment of Cash or Check to NCHC.

Cafeteria Pick-up may pay by Cash/Check or QuickCharge/Credit Card.

If you wish to pay by QuickCharge or Credit Card, you must Pick-Up in Cafeteria ONLY.





North Central Health Care  
Person centered. Outcome focused.

## January 2018 Employee of the Month



**TANYA ZALOUDEK**

**Therapist, Outpatient Services**



provided clinical supervision at the Merrill and Antigo Centers. During staff shortages at the Antigo Center, Tanya's duties changed to help meet the needs of our communities and she was effective in helping clients gain access to services. She welcomed this change and continues to put the needs of clients first. Tanya is a great asset to our Outpatient Services Team and to the communities we serve.

**Congratulations Tanya!**

**A Celebration for Tanya will be held on Friday, January 26, at the Antigo Center at 12:30pm**



### HAVE YOU MOVED RECENTLY?

#### If So, Get Your W2's in Human Resources

If you have recently moved, your W2's will be available in Human Resources on the Wausau Campus. Please stop in the office Monday through Friday, 8:00 am to 4:30 pm to update your information to ensure that your W2s are delivered to the appropriate place.



### TELADOC REGISTRATION AVAILABLE

#### Be Sure to Sign Up BEFORE You Use Teladoc Services!

All NCHC employees who elected to take the NCHC Health Plan have the option to set up a Teladoc account. If you have previously had a Teladoc account, you will be required to set up a new account with Teladoc. Here's how:

- Go to Teladoc.com and choose "Set up Account"
- There is a prompt in the registration process: "Who is your employer or insurance provider?" Select: Aspirus Arise Health Plan
- Enter your Member ID and your Group Number (found on your Aspirus Arise ID card) in the fields titled "WPS Member ID and WPS Group Number"

Proceed with setting up the account. See the NCHC Intranet Benefits information page for links and the Teladoc Getting Started document to assist you. We will also include Teladoc instructions on the next page of this edition of the News You Can Use.

North Central Health Care has  
**726 REASONS**  
why we're a great place to work!

### EXERCISE REWARDS

#### Error Now Fixed in Sign-Up Process

There was a slight delay with loading the eligibility for North Central Health Care employees with Exercise Rewards (the fitness reimbursement program for 2018). If you tried previously to set up your account but were unable to please try again as we have received confirmation that the eligibility is now in Exercise Rewards' system.

There are (3) ways to track your fitness center visits once you have registered an account with Exercise Rewards at [www.ExerciseRewards.com](http://www.ExerciseRewards.com):

1. Automated-More than 5700 contracted fitness centers or exercise centers across the country can automatically send each member's fitness utilization to ExerciseRewards on behalf of the member. Members don't have to do anything else, except the initial fitness center sign-up process.
2. ExerciseRewards CheckIn! Mobile app-Allows members to submit their fitness visits right from their phone or tablet. When members check in at the fitness center, GPS tracks how long members in the fitness center and submits the time spent to Exercise Rewards when members check out
3. Manual-members can choose to manually log their visits on paper and submit to ExerciseRewards. Fitness Centers will need to sign off each time a member visits the center to verify their use. You can also submit a fitness club printout showing the dates of your visits with your completed visit submission form. Submission Forms are found on the intranet in the Benefits Information in Human Resources section of the site. You can download or print forms from there.

If you visited a participating fitness center since 1/1/18 and were unable to register with ExerciseRewards rest assured that those visits will still count towards your 10 visit requirement for the month of January. You can report those visits using the Manual method as outlined above in #3. The manual submission form is attached. You can submit those to Exercise Rewards directly or you can send those visits to via email to [diane.stroik@aspirus-arise.com](mailto:diane.stroik@aspirus-arise.com) Please note that you will need to register for an Exercise Rewards account in order for those visits to be applied to your account for January.

**Go to the NCHC Intranet for more information and forms!**  
**Click on Human Resources > Benefits Information**



## WHAT'S 4 LUNCH?

### WAUSAU CAMPUS CAFETERIA

**Cafeteria Hours: Open 7am – 5:30 pm**

A Cashier is on duty from 9:00am – 10:00am , 10:30am – 1:30pm.

When a cashier is off duty, an honor system is used for food purchases.

**Serving Soup, Salad and Lunch Entree Option**

**Monday – Friday.**

All hot sandwiches, hot foods and cold bar items are \$.35/ounce.

Soup: \$1.25 Cup | \$2.00 Bowl



### JANUARY 22–26, 2018

#### MON 1/22 .....Campbell's Tomato Soup

Taco Bar

#### **Hamburger**

Potato Salad

Baked Beans

Snickers Doodles

#### TUES 1/23.....Navy Bean Soup

Hot Turkey on a Croissant  
with Hollandaise Sauce

#### **Lemon Herb Baked Fish**

O'brien Potatoes, Peas

Banana Cream Pie

#### WED 1/24 .....Chicken Noodle Soup

BBQ on a Bun

#### **Boiled Dinner**

Fresh Dinner Roll

Carrots

Peaches

#### THURS 1/25 ...Stuffed Green Pepper Soup

Homemade Pizza

#### **Swedish Meatloaf**

Mashed Potatoes

Peas & Carrots

Mounds Bar

#### FRI 1/26 .....Cream of Cauliflower Soup

Reuben

#### **Sweet & Sour Glazed Chicken**

Scalloped Potatoes

Mixed Vegetables

Strawberry Sauce

Buttermilk Biscuit



**Marathon County  
Employees Credit Union**



**Did You Love Your Family TOO Much This Holiday Season?**  
Crawl out from underneath all the wrapping paper, and come see us about getting out of debt in the New Year.

**Contact Pete for a Consolidation Loan Today!**

**715-261-7685**

**culoans@co.marathon.wi.us**

**Apply online at [www.mcecu.org](http://www.mcecu.org)**

**Already a member: Thank you**

**Not a member: Contact us today!**

**[www.mcecu.org](http://www.mcecu.org) • 715 261-7680**

**400 East Thomas Street • Wausau, WI 54403**

## BROWN BAG LUNCH SERIES

### January 2018

**Wausau Campus  
Computer Lab**

***Class size is limited,  
so please sign up to attend.***



### **TIER - Tier Treatment Plans and Core Problem**

**January 25 12 noon to 1 p.m.**

Members of the IMS team will be reviewing how to complete Core Problems and Treatment Plans in Tier.

**Sign Up in HealthStream**

**<https://login.healthstream.com/>**



Click [here](#) for this week's Crime of the Week.

**<http://marathoncounty.crimestoppersweb.com/crimeoftheweek.aspx>**