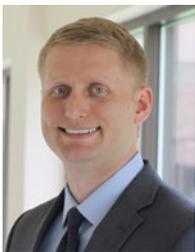




A Weekly Update  
For The Employees of  
North Central Health Care




NEWS YOU CAN USE



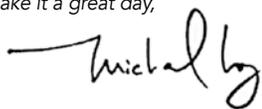
WEEKLY CONNECTION WITH MICHAEL LOY

Spring Forward

On Sunday morning at 2:00 a.m. Wisconsinites will be "Springing Ahead" as daylight savings has arrived. We will be moving our clocks ahead by an hour and our days will start to feel longer. I am ready for spring as the world comes alive again with the warmer weather. We have a lot going on here at NCHC and I feel we are coming alive with our plans for another great year in 2018. There are a lot of good things happening and news coming soon. Be sure to join me at Employee Updates starting next week.

As we spring forward we are closing the books on the great year that 2017 was. The 2017 financial audit is underway, and so far is very successful. Annually, we hire an outside firm to audit our financials so our stakeholders and Board can have confidence in our business operation processes and financial reporting. Upon the completion of the on-site field work during the week of February 5, the WIPFLI audit team indicated there are no audit adjustments and the financial processes in place are working well. Having minimal or no audit adjustments in an organization of this size and complexity is significant, and contributes to the credibility of the financial information being presented on a regular basis. Congratulations and thank you to **Kim Wieloch** and our **Business Operations staff** for their work during the audit process and for a successful audit. Thank you also to the other support programs, **Patient Financial Services, Human Resources, Purchasing, Information Management Services,** and **Health Information Services,** that contribute to the financial processes and also work with the auditors. The completed audit will be presented to our Board in March.

Make it a great day,




**Communication Board Challenge!** ..... 2  
The Winning Team!

**Retirement News!** ..... 3  
Congrats Sandy Bassett

**Welcome Our New Employees!** ..... 4

**Your Financial Future** ..... 6  
Financial Fitness Program

**2018 – 1ST QUARTER EMPLOYEE UPDATES**

All employees should make arrangements to attend one of the following sessions.

**MON, MAR 12 MERRILL CENTER**  
12:30 pm  
**ANTIGO CENTER**  
3:00 pm  
**WAUSAU CAMPUS**  
9:00 PM MVCC 1st Flr.  
Dining Room

**TUES, MAR 13 WAUSAU CAMPUS**  
2:30 pm Theater

**WED, MAR 14 WAUSAU CAMPUS**  
6:15 am Theater

**THURS, MAR 15 WAUSAU CAMPUS**  
12:30 pm Theater

**MON, MAR 19 WAUSAU CAMPUS**  
10:00 am MVCC 1st Flr.  
Dining Room  
3:30 pm Theater

**SIGN UP ON HEALTHSTREAM!**



**WITNESSING EXCELLENCE**

**Who: Tiffany Pluger**

**Why:** Interacting with a client in a potentially violent situation using calming words, redirection, encouragement and a caring attitude.

**Submitted By: James Morgan, RN**



**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, Mar. 12 – Sunday, Mar. 18**

**Brenda Glodowski**





# THE COMMUNICATION BOARD CHALLENGE!

THESE TEAMS TOOK ON THE CHALLENGE!



Last month teams received new graphics for Department Communication Boards. To get you involved and using your new your Department Communication Boards, we had a challenge: **Gather your team and take a fun picture in front of your new Communication Board.** *The Challenge Part:* Without using words or writing out your department name on a sign in the photo, find a creative way for people to identify your Department's Communication Board and Team in the photo!

All teams that submitted a photo were entered into a drawing to receive prizes of unspeakable value. Prizes will be delivered to the randomly drawn department during the week of March 12-16! Thank you to all teams that entered and shared their Communication Board photos! Great job!



Outpatient Services



Community Treatment:  
Langlade & Lincoln

## Winning Team!

Birth to Three

Winning Team was randomly drawn from all teams entered.



Food Services:  
All-Three Shifts!



Community Treatment:  
Wausau Campus





### RETIREMENT NEWS Congratulations Sandy Bassett

Congratulations to Sandy Bassett on the news of her retirement. Sandy is a Case Manager in Community Treatment and has worked with North Central Health Care for over 45 years. Thank you for your dedication to our organization and to the people we serve, Sandy!

**There will be a celebration for Sandy at the Merrill Center on Monday, March 12 after the 12:30 Employee Updates session.**



Marathon County Crime Stoppers Inc.

Click [here](#) for this week's Crime of the Week.  
<http://marathoncounty.crimestoppersweb.com/crimeoftheweek.aspx>

## MARCH IS NATIONAL SOCIAL WORK MONTH



# SOCIAL WORKERS

leaders. advocates. champions.

Every day, the North Central Health Care's social work professionals act as advocates, champions and leaders who make our communities a better place to live and our programs better places to receive services. NCHC employs social work professionals in a variety of areas throughout our organization, with several different job titles and duties.

National Professional Social Work Month is an opportunity for our organization to turn the spotlight on the profession and highlight the important contributions these important professionals make to society.

## THANK YOU TO ALL THE SOCIAL WORK PROFESSIONALS AT NCHC!



North Central Health Care  
Person centered. Outcome focused.

### MEET THE SOCIAL WORKERS AT MOUNT VIEW CARE CENTER

#### Celebrating National Social Work Month

The Mount View Care Team wanted to introduce and celebrate the social workers that work with our residents and families at the nursing home. It's the job of our nursing home social workers get to know our residents so very well, and here's a chance to know a little more about them – you know, the silly stuff!



#### LINDSEY KING Reflections and Northwinds Vent

What was your favorite toy growing up? *My bike*  
What's the most beautiful place you've ever been?

*Outdoors in WI-all seasons*  
What's your favorite ice cream flavor? *Maple nut*  
If you could only eat 3 foods for the rest of your life, what would they be? *Bar burgers, alfredo sauce, pineapple*  
What's your favorite smell in the whole world? *Bacon*



#### NANCY LARSON South Shore

What's the most beautiful place you've ever been? *Jamaica*  
What's your favorite ice cream flavor? *Chocolate*

If you could only eat 3 foods for the rest of your life, what would they be? *Salads, chicken, chocolate*  
What's your favorite smell in the whole world? *Italian food*  
Name a celebrity you think is lame: *Brad Pitt*  
Which of the Seven Dwarfs is most like you? *Sleepy*



#### MERRY WIMMER Legacies by the Lake

What was your favorite toy growing up? *Mrs. Beasley doll*  
What's the most beautiful place you've ever been? *Hawaii*  
What's your favorite ice cream flavor? *Mint Chip*  
If you could only eat 3 foods for the rest of your life, what would they be? *Sweet Potatoes, Chicken, BBQ sauce*  
What's your favorite smell in the whole world? *Bleach*



#### KEVIN NELSON Admissions Liaison

Which historical figure would you like to be? *Genghis Khan*  
Name a celebrity you think is lame: *The Kardashians*  
Cake or pie? *Cake*  
What do you like to do on a rainy day? *Watch the rain*  
Which of the Seven Dwarfs is most like you? *Dopey*



## WELCOME THESE NEW EMPLOYEES TO THE TEAM!



From left to right:

- Suzan Bayorgeon** – Crisis Professional, Crisis
- Jennifer Krzmarcik** – Recovery Tech, Crisis
- Mark Martello** – Mental Health Therapist, Outpatient MH & AODA
- Paige Korpita** – Dietary Aide, Food Services
- Jamie Clark** – Residential Care Assistant, Forest Street
- Kayla Rymer** – Case Manager, Community Treatment

- Breanna Pagel** – Case Manager, Community Treatment
- Angela Parker-Jensen** – Marketing & Communications Specialist, Marketing & Communications
- Rebeca Argiro** – Linkage Coordinator, Crisis
- Julie Rasmussen** – Residential Care Assistant, Jelinek Road Apts.
- Alexandra Schires** – CNA, Post-Acute Care
- Debra Ivacic** – Crisis Professional, Crisis

- Shawna Osterberg** – CNA, Reflections Long-Term Care
- Ben Fischer** – Quality Data Specialist, Information Management Systems
- Molly Sanders** – Hospitality Assistant, Legacies by the Lake
- Keegan Zydock** – Dietary Aide, Food Services



North Central Health Care  
Person centered. Outcome focused.

March 2018

## Employee of the Month



**VICKY FLANAGAN**

**Northwinds Vent Community**



Congratulations to Vicky Flanagan for her recognition as March Employee of the Month. Vicky started her career at North Central in November 2011. She is a Respiratory Therapist in our Post-Acute Care Program on the Northwinds Vent Community. Vicky is very hard working, caring, and compassionate. She goes above and beyond to enrich the lives of our residents on a daily basis. She is always focused on the residents and providing excellent customer service and care and is very deserving of this honor. Vicky has said she doesn't do any of this for the recognition, but she does it because she cares very deeply for the residents and her co-workers wants to make their day and see them happy. Congratulations Vicky!

**The Employee of the Month Celebration for Vicky will be held on March 14 at 2:00 pm in Karen's Kitchen (Northwinds Sunporch at Mount View Care Center).**

Residents, families, and her co-workers have commented:

*"Vicky tries to make all the residents she cares for happy." She stayed after her shift was completed to play a round of cribbage with a terminally-ill resident.*

*"Vicky most recently got me a hockey jersey from UW Stevens Point that was presented to me by the coach and the entire UWSP Men's Hockey Team here at Mount View. Vicky did not have to do any of this, but she did it all on her own just for me."*

*"Vicky gives wonderful hugs and has a good sense of humor."*

*"Vicky is a great asset to our team. I love working with her and have a blast. I know she is someone I can rely on to help me out with whatever is needed. She is personable and a great team member. She is always concerned about the residents and her co-workers."*



# tidbits on benefits

## A PAYCHECK CHECKUP

### A Tool For Employees to Check Your Withholding Tax



The IRS is encouraging all taxpayers to use the newly developed Withholding Calculator to make sure that they're electing to have the right amount withheld from their paychecks for taxes. You can perform a quick "paycheck checkup." This is even more important this year because of recent changes to the tax law for 2018.

The Calculator helps you identify your tax withholding to make sure you have the right amount of tax withheld from your paycheck at work.

There are several reasons to check your withholding: Checking your withholding can help protect against having too little tax withheld and facing an unexpected tax bill or penalty at tax time next year. At the same time, with the average refund topping \$2,800, you may prefer to have less tax withheld up front and receive more in your paychecks. If you are an employee, the Withholding Calculator helps you determine whether you need to give your employer a new Form W-4, Employee's Withholding Allowance Certificate. You can use your results from the Calculator to help fill out the form and adjust your income tax withholding.

Check out the tool online at: <https://www.irs.gov/individuals/irs-withholding-calculator>

## REQUESTS FROM PHARMACY

### Brown Paper Grocery Bags Needed

The NCHC Pharmacy is in need of clean and in good condition brown paper bags for packaging of medications for delivery to various different groups. Sizes can vary but the tea is looking for the standard grocery bag size. If employees have some they would like to bring in or send to Pharmacy through interoffice mail, it would be greatly appreciated. Thank you in advance.



# HRinsights



Employee Assistance Services can aid you in finding solutions to your concerns, whether emotional, psychological, marital, alcohol and drug, family or work related. Your EAP can provide assessment, problem solving and support to assist you in managing your concerns. Using EAP to deal with a worrisome situation could prevent it from becoming a major problem.

To contact EAP schedule an appointment, please call: **1.800.540.3758 or [ead@ascension.org](mailto:ead@ascension.org)**

## BUILDING MORE AUTHENTIC RELATIONSHIPS

Authentic relationships are those that allow us to show our true selves. Authentic relationships at work have value because they reduce stress,



allow us to feel more connected, and give our jobs meaning. It can be riskier at work to let our guard down and allow our limitations and vulnerabilities to show, so building authentic relationships must be a conscious process. Step one is do your job well. Be a team player. Getting the work done is still priority one, and it's critical to building a foundation of trust. Second, be genuine. People are attracted to those who are genuine because they project safety, honesty, acceptance, and a willingness to be vulnerable; in turn, their real personality becomes more visible. Genuine people are approachable, so growing relationships with them is easier. Third, show genuine interest in others' needs and concerns. Then, notice how the reciprocity of coworkers grows more authenticity in your relationships with them.

North Central Health Care has **746 REASONS** why we're a great place to work!



Give someone a big shout out and thank them for their Person-Centered Service!

Send your SHOUT OUTS to [jmeadows@nrcen.org](mailto:jmeadows@nrcen.org).

**TO EVERYONE WHO HELPED WITH THE NEW EMPLOYEE ORIENTATION!**

**"Thank you to all the staff from throughout the entire organization who helped put together and deliver the new general orientation for our new employees! Many hours of work and planning went into the new orientation and it was delivered without a hitch! Thank you!"**

*- Submitted by Judy Rannow, Organizational Development*



Save the Date!



### JOIN US FOR THE 8TH ANNUAL SPOTLIGHT EVENT!

On Tuesday, April 17th, 2018 the AOD Partnership invites you join them in celebrating the successes of 2017, sharing of the direction for 2018, and highlighting individuals, groups and organizations that help us to achieve our missions to reduce substance abuse in our community! This year's event, held at the City Grill at Jefferson Street Inn, is themed Champions of Change, and will begin with a reception/silent auction at 5PM, with the program and awards starting at 5:30PM. We will conclude by 7PM.

Hors d'oeuvres and refreshments will be served. Register today at <http://bit.ly/2oXE1wX>



FREE! SIGN UP TODAY

### TAKE CONTROL OF YOUR FINANCIAL FUTURE

The free Financial Fitness Program, offered by the Wisconsin Department of Employee Trust Funds, gives you access to:



Financial Fitness **CHECKUP™**  
An assessment of your financial knowledge



Financial Fitness **ACADEMY™**  
Tutorials & tools available 24/7



Financial Fitness **COACH™**  
Consult with a financial advisor for a 30-day period

Get started now via the confidential and secure portal: [wietf.financialfitness.academy](http://wietf.financialfitness.academy)



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[wietf.financialfitness.academy](http://wietf.financialfitness.academy)

### LOCAL EAGLES CLUB DONATION TO COMMUNITY CORNER CLUBHOUSE

Thank You!

NCHC wants to thank our local Wausau Eagles Club for donating several boxes full of food from the Blues for Food fundraiser that took place in February. Thank you for your generosity!

### REQUEST FROM LAKESIDE RECOVERY Magazines Needed

Lakeside Recovery is looking for donations of magazines for use in interactive journaling and collaging projects on the unit. The magazines are also used for projects with RISE UP, the interactive community program that uses art to engage our community into the recovery process. Please send your magazines to Lakeside Recovery via interoffice mail, Attn: Daniel Shine, or Communications and Marketing Attn: Jessica Meadows. Thank you in advance!





# 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



## MARCH 12 – 16, 2018

**MON 3/12 ..... Minestrone Soup**  
Brat on a Bun

**Hand Breaded Cod**  
Noodles Romanoff  
Carrots  
Caramel Apple Cookie

**TUES 3/13..... Tortellini**  
Chicken Legs

**Meatloaf**  
Harvest Mashed Potatoes  
Brussel Sprouts  
Fruit Turnover

**WED 3/14 ..... Cream of Potato Soup**  
Meatball Sub

**Roast Pork**  
Mashed Potatoes  
Red Cabbage  
Baked Custard

**THURS 3/15 ... Chicken Rice Soup**  
Gyro on a Pita  
**Turkey Slice with Hollandaise Sauce**  
Wild Rice  
Broccoli  
Monster Cookie

**FRI 3/16 ..... French Onion Soup**  
Tuna Melt  
**Vegetable Lasagna**  
Green Beans  
Garlic Bread  
Carrot Cake with Cream  
Cheese Frosting

FRANK B. KOLLER BIENNIAL MENTAL HEALTH SUMMIT

## Cracked, Not Broken The Kevin Hines Story Living Mentally Well

Friday, May 4, 2018

7:30am-Registration  
8:00am-3:30pm-Program

Campanile Center  
For The Arts  
131 W Milwaukee St.  
Minocqua, WI 54548



"The second my body left the ledge I realized, I don't want to die."  
— Kevin Hines

For more information or to register please visit:

<https://www.onlineregistrationcenter.com/register/222/page1.aspxm=2568c-12205>

Kevin Hines is a mental health advocate, award-winning global speaker, bestselling author and documentary filmmaker who reaches audiences with his story of an unlikely survival and his strong will to live. Two years after he was diagnosed with bipolar disorder (19 years of age), he attempted to take his life by jumping from the Golden Gate Bridge. The fall would break his body, but not his spirit. Come out to hear Kevin's story, a remarkable testament to the strength of the human spirit and a reminder for us to love the life we have.



Fee: \$90. This seminar is offered free of charge to Ascension Associates through the Howard Young Foundation Koller Behavioral Health Fund with manager approval or maybe subject to registration costs on your own time.

Ascension is approved by the American Psychological Association to sponsor continuing education for psychologists. Ascension maintains responsibility for this program and its content. This conference is funded by Howard Young Foundation Koller Behavioral Health Fund.



**Marathon County  
Employees Credit Union**

**It's Not Too Late!**

**You Still Have a Couple Weeks to Take Advantage  
Of Our Spring Cleaning Promo!**



**But Don't Wait...Call Us Today! 715-261-7680  
cucards@co.marathon.wi.us**

When you transfer an existing balance to your MCECU credit card between 1/1/18 and 3/31/18, you'll receive a promotional APR of 1.99% for 12 months.\*

Don't already have a MCECU Credit Card? Contact Us to Apply!

\*Balance transfers completed 1/1/18 through 3/31/18 will receive 1.99% promotional APR for 12 months from the date of first balance transfer. After the promotional time frame expires, remaining balances will migrate to standard APR applicable on your account. Contact the credit union for complete details. APR = Annual Percentage Rate.

**We are here to serve you and your family.**

[www.mcecu.org](http://www.mcecu.org)