WEEKLY CONNECTION WITH MICHAEL LOY
To Your Health and Wellness

Next week Monday, our new Employee Health & Wellness Center opens to provide NCHC Health Plan Members and your Dependents another option for accessible, affordable, and high quality care. Our On-Site Clinic is in partnership with Marathon County so county employees will also be able to use the Clinic. This enables both organizations to have access to a full-time clinic, and is made possible with our partnership with Aspirus and our Aspirus Arise Health Plan. We celebrated the Clinic opening yesterday with an Open House and Ribbon Cutting ceremony. People have been getting excited about the Clinic and I’ve received a number of questions. The two most common questions have been:

If I am not on the NCHC Plan, why can’t I use the Clinic?

The Clinic is not a stand-alone Clinic, it is actually structured as part of our health plan. This means it is currently not possible to allow non-health plan members to use the Clinic.

Why do NCHC employees have to pay a $20 co-pay to use the Clinic?

North Central Health Care has a high-deductible health plan. Federal rules require high-deductible health plans to charge a reasonable fee for non-preventative services. If this requirement was not in place, we would not be charging for use of the Clinic for office visits. That being said, we charge a $20 per office visit as a reasonable fee for the services available. It is still by far your lowest cost option available to you. Preventative visits are not subject to the co-pay. The $20 co-pay and any additional medical care or lab testing beyond the scope of listed services will be billed to insurance and subject to our deductible levels. As a reminder, your Health Savings Account (HSA) can be used to cover the co-pay and deductibles.

All employees on the health plan recently received a mailer listing all of the health and wellness services available in the Clinic. Clinic brochures are also available on Employee Communication Boards. Available services include Annual Physicals, Health Monitoring (blood pressure, cholesterol, blood sugar), Common Health Issues (colds, sore throats, earaches, influenza, sinus infections), Wellness Care (health screening, goal setting and routine wellness advice), and Lab Services and Procedures. If you have any questions on available services or for appointments please call 715.843.1256. I would encourage you to always start with trying to meet your care needs with our On-Site Clinic services whenever possible. The Clinic will only be as successful as we make it, so that means we need to use it for as many services as possible. You will find a great team

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, March 26 – Sunday, April 1
Sheila Zblewski

Monday, April 2 – Sunday, April 8
Kim Gochanour

– continued on page 2
of individuals who are in the Clinic full-time led by Sherry Gatewood, our Physician Assistant. You will be able to easily find comfort and connection with Sherry as your initial resource for Health & Wellness Services. Sherry stated her philosophy and approach to care as follows:

"I want to empower our patients to take control of their health through education and motivation for long-term lifestyle changes that fit their circumstances."

Sherry is very personable and connects nicely with our own Person-Centered Care culture.

One last note and reminder, the Employee Health & Wellness Center does not replace our own Employee Health Program as the Clinic is staffed by Aspirus employees and does not share information. Remember to always contact NCHC Employee Health to report illnesses or absences due to illness – even if you are seen at the On-site Clinic. You can still reach Employee Health by calling 715.848.4396.

The On-Site Clinic Opens next Monday, March, 26th! We hope you will appreciate and utilize this great resource we are now offering as part of our employee benefits.

Make it a great day,

[Signature]

CHECK OUT MORE VIDEO & PICTURES ONLINE!

PHOTO OF THE WEEK

Submit A Great Photo From Your Week!

Submit your photo and description to: Email: jmceweds@norcen.org or Text: 715.370.1547. Please indicate Photo of the Week and include your name, who/what/where of the photo and why you are submitting. Please remember! To protect the privacy of our patients, clients and residents, photos are not to be taken of any of those we serve without written permission.

Marathon County and NCHC employees gathered for the Open House at the new Employee Health & Wellness Center. A ribbon cutting ceremony was held with the Wausau Region Chamber of Commerce.

Brad Karger, Marathon County Administrator says a few words to the group gathered for the Open House.

Michael Loy addresses the visitors at the Open House.

NCHC staff visit with Sherry Gatewood, PA at the new clinic.
2018 CNA COMPETENCIES

Teamwork, Learning and Fun – Submitted by Cagney Martin

On March 17th, Mount View Care Center held its first session of the 2018 CNA competencies. This year’s theme is Emojis, so think big yellow smiley faces and chocolate soft serve!

I would like to thank everyone involved in the planning and presentation of these sessions. First of all, to the CNAs who answered survey questions last year about their education interests or humored me as I walked around and asked multiple questions of them. I would also like to thank the Mount View team including Connie, Kristin, Cheryl and Natasha and many more for all the time and energy they put into helping me develop the topics and make this education fun! Thank you to all the presenters, which was truly a collaboration from many different departments and disciplines from MDS coordinators, to Daniel Shine and the team from BHS, Scott VanErmen from pharmacy, Jennifer Gruna with Massage Therapy, Aspirus Hospice Services and two very special residents from the Northwinds Vent and their RT.

It really is an overwhelming feeling to see so many wonderful, dedicated people (presenters and CNAs) come together, discuss real life situations and leave learning something new that will benefit the people we serve. There are 11 other sessions being offered to all CNAs of NCHC, if you have questions please contact Cagney Martin!

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. Visit: http://bit.ly/2oXE1wX

WAUSAU CAMPUS CAFETERIA ANNOUNCEMENTS

Hot Cereal, Soup by the Quart and Bottled Water!

Beginning the week after Easter, on April 2, the NCHC Campus Cafeteria will be serving a hot cereal of the day in the café, starting at 9am. We will have sugar, brown sugar, craisins and raisins. A cup is $.50 and bowl $1.00.

Back by Popular Demand: The Cafeteria will also be selling soup in quarts for $4.00. First come, first served. When it’s gone it’s gone.

Lastly, bottled water will also be sold in the Cafeteria for $.50 each.

www.norcen.org • Lives Enriched & Fulfilled.
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 want to make their day and see them happy. Congratulations Vicky!

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 gives wonderful hugs and has a good sense of humor.”

“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 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.”

“FOCUS” ON MOUNT VIEW CARE CENTER
NCHC Employees Presenting at State of WI Annual Meeting

Annually the Division of Quality Assurance holds a FOCUS meeting that is specifically for skilled nursing and assisted living facilities.

Cagney Martin and Merry Wimmer from Mount View Care Center have been chosen to be presenters at one of the sessions for this event taking place in November 2018. Congratulations and thank you to both Cagney and Merry for representing NCHC and MVCC at the State of WI level.

“FOCUS” ON MOUNT VIEW CARE CENTER

ROCK YOUR SOCKS!
Antigo Center Staff Celebrate Down Syndrome Awareness Day

This photo shows a fun idea the staff at the Antigo Center Prevocational and Adult Day Services Team had with socks. To celebrate the consumers they “Rocked their Socks” on March 21 in honor of Down Syndrome Awareness Day and wore their most colorful, fun, and even mismatched socks for the day! “This was something fun for us as we all are so proud of those we work with and all that they are able to accomplish,” states Jessica Pyke Coordinator at ADS and Prevocational Services. YOU ROCK!
NCHC IN THE NEWS
Langlade County District Attorney Holds Community Meeting on Drug Abuse

Earlier this week, the Langlade County District Attorney held an open forum at Antigo High School to talk about the growing drug abuse concern. Michael Loy talked about future plans for treatment provided by NCHC. Follow this link to read or watch the News Watch 12 video for the community's comments: https://bit.ly/2IkguYS

ATTENTION SENIORS: FREE HEALTH FAIR EVENT IN WAUSAU

FALL PREVENTION & BALANCE CLINIC
THURSDAY, APRIL 12, 2018 • 1–6 PM
MOUNT VIEW CARE CENTER • 2400 MARSHALL STREET, WAUSAU

Anyone can be at risk of falling and injuring themselves. Several factors can contribute to your fall risk – from diet and medications to blood pressure and blood sugar, and much more! Find out how you measure up by attending this FREE Fall Prevention & Balance Clinic at Mount View Care Center!

• Balance Testing
• Blood Pressure Screening
• Blood Sugar Screening
• Vision Screening (Bring Your Glasses)
• Medication Reviews (Bring Your Labeled Medication in Bag)
• Diet and Nutrition Reviews
• Warm Water Physical Therapy Information
• Advance Directives Information
• Talk with Doctors, Nurse Practitioners, Therapists & More!

BEING MORTAL
Hope is not a plan
— Atul Gawande

Film Screening & Discussion

Join us for a free community screening and discussion of the PBS FRONTLINE documentary Being Mortal. Based on the bestselling book by Dr. Atul Gawande, this film explores the hopes of patients and families facing terminal illness and their relationships with the palliative care providers who care for them.

Be part of a national conversation taking place in communities that asks: “Have you and your family had these important conversations and planned ahead?”

April 17, 2018 Northcentral Technical College Health Sciences Auditorium, Wausau, WI 6:00—8:00 p.m.
Facilitated Panel Discussion immediately following the film
Leslie Miller-Schmidt, MSW, Program Manager, Client Affairs, Aspirus Wausau Hospital
Terri Clark, MD, Director, Palliative Care, Marshfield Clinic, Marshfield Medical Center
Chantel Oehrs, MSW, Hospice Social Worker, Aspirus Comfort Care and Hospice Services
We invite you to arrive at 5:30 to review resources and meet others.

Conversations About Care Presents ~

FREE EVENT • OPEN TO PUBLIC • LIGHTS SNACKS & REFRESHMENTS
For more information call 715.848.4309, email info@norcen.org or visit us online at www.norcen.org/Events or www.norcen.org/EVENTS presented by North Central Health Care

ATTENTION SENIORS: FREE HEALTH FAIR EVENT IN WAUSAU

1st Annual Village of Rothschild Easter Egg Hunt

Saturday March 31, 2018
11:00am–1:00pm
George Street Park
802 George Street
Rothschild, WI 54474

Non-perishable food items needed for Payton’s Promise
Concessions available from 11:00am–1:00pm
Easter Bunny will be present to take selfie’s with so bring your camera!

Please no baskets, bags, or items to carry the eggs.

DARE
Rothschild
Trig’s

www.norcen.org • Lives Enriched & Fulfilled.
# NCHC Annual Flower Sale Fundraiser

**Hanging Baskets and Patio Planters!**

[Images of flowers and plants]

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**Seller’s Name:**

**PROCEEDS WILL BENEFIT:**

**NCHC Annual Flower Sale Fundraiser**

**SALE ENDS FRIDAY, APRIL 6th, 2018**

Pick-up Thursday, May 10th at Volunteer Services Office after 11 am

Pre-paid orders only. Please make checks payable to: **NCHC**

[Images of flowers and plants]
Wisconsin Deferred Compensation (WDC) Program
Offered by your employer, North Central Health Care

Meeting Announcement:
Learn More About the WDC

The Wisconsin Deferred Compensation (WDC) Program
is a powerful tool to help you reach your retirement goals.
Join a WDC Program representative at an upcoming meeting.

If You’re Just Starting To Save …
We can help you get started by determining how
much you may need to save in order to potentially achieve your retirement goals.

If You’ve Been Saving for a While …
You may want to take a fresh look at your portfolio to evaluate whether your balance
between risk and potential return still makes sense.

If Retirement Is Just Around the Corner …
We are here to assist you in making a smooth transition to retirement. Ask your representative
about the benefits of keeping your money in the Program after you retire. And we can help you
understand your distribution options, as well.

If You’ve Just Retired …
If you’ve just retired, your representative can help you understand your retirement goals.
Join a WDC Program to evaluate whether your balance is potentially achievable.

Online Scheduling …
To schedule an appointment or register for a group meeting, go to the WDC website at
www.wdc457.org and click Schedule a Meeting.

Things to bring to an individual appointment, if possible …
Your current Wisconsin Retirement System (WRS) and Social Security statements;
other retirement account statements; a current paycheck stub; and your WDC username,
password, and PIN (if known). Also, please be sure to provide your desired age at retirement,
number of years of state service accumulated as of desired retirement age, and number of
dependents claimed for tax purposes.

Please bring all of the above information for your spouse/domestic partner (if applicable).

WDC Program Meeting Schedule

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<th>Date</th>
<th>Time</th>
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<tr>
<td>Monday,</td>
<td>9:30am-12:00pm</td>
<td>Individual Appointments</td>
<td>NCHC Campus-Badger Room</td>
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<td>April 23rd</td>
<td>12:00pm-1:00pm</td>
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<td>NCHC Campus-Cafeteria</td>
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<td>1:45pm-2:45pm</td>
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<td>Merrill Office</td>
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<td>3:30pm-4:30pm</td>
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<td>Antigo Office</td>
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Walk ins Welcome!

North Central Health Care has
741 REASONS
why we’re a great place to work!

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 eap@ascension.org

WHY SO DEFENSIVE?

Workplace communication sometimes includes receiving negative feedback or being confronted with a problem related to our work. Automatic reactions of defensiveness then follow. Remaining unfurled—staying composed and receptive even while feeling reactive—is a learned skill. Feeling defensive is natural when we feel a threat, but it has drawbacks in the workplace.

Typically, it is a no-win response that keeps us from hearing others, interferes with solving problems, and sour relationships with those we depend on. Ultimately, defensiveness gives away your control and ability to shape the outcome you want from a difficult interaction. To reduce defensiveness at work, challenge your self to pause before you react. For example, count to 10 in order to spend some time regaining control, which will help you avoid lashing out. For speedier results, use a mini-diary to track how well you stayed composed, what went well, and what you will do better next time.

Click here for this week’s Crime of the Week.

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

WHAT’S 4 LUNCH?

WAUSAU CAMPUS CAFETERIA

MARCH 26 – 30, 2018

MON 3/26 ..... Cream of Broccoli Soup
Chicken and Mashed Potatoes
Spaghetti Sauce
Rotini
Wax Beans
Garlic Bread
Peach Fruit Salad

TUES 3/27...... Beef Noodle Soup
Grilled Ham & Swiss
Country Crisp Chicken
Yams
Creamy Cole Slaw
Chocolate Chip Cookie

WED 3/28 ...... Hobo Soup
Homemade Pizza
BBQ Pork Chop
Creamy Hashbrowns
Green Beans
Dutch Apple Crumble

THURS 3/29 ... Chicken Vegetable Soup
Nachos Supreme
Beef Tips & Gravy
Egg Noodles
Wisconsin Blend
Pumpkin Bar w/Cream Cheese Frosting

FRI 3/30 ........ Chili Soup
Hamburger on a Bun with Fried Onions
Ring Bologna
Fried Potatoes
Baked Beans
Chocolate Swirl Cake

FOOD SERVICES “TOP BANANA” OF THE WEEK AND NEXT WEEK!

Congratulations Steffenie Quaintance and Tracy Sachse!

Each Week, Food Services will feature an outstanding employee from the department and award them the “Top Banana” trophy. This week’s Top Banana goes to Steffenie Quaintance. Steffenie started at NCHC on 9/11/17. She is a Dietary Aid, and spends most of her shifts on Lakeview Heights and on Northern Reflections. She and “her better half – Matt” have 3 amazing children Abbi (17), Rebecka (15) and Cale (10) (who just made it to state for wrestling “congrats”). “They are my life”. One thing on her bucket list is to zip line through the rainforest. Growing up, Stef wanted to be an orthodontist. She would tell her “younger self” to never give up and try harder in school. Steffenie has been a great addition to our NCHC Team!

Next week’s Top Banana is Tracy Sachse. Tracy has worked at NCHC since July 10, 2017. She is a full-time Dietary Aide, working mostly on Northern Reflections. She has one son and she recently go engaged to her fiancé Jeff. One of Tracy’s favorite past times is watching movies, especially her favorite, Dirty Dancing. Tracy says if she wasn’t working at NCHC, she would be retired!

APRIL 2 – 6, 2018

MON 4/2 ....... Chicken Dumpling Soup
Hot Dogs with Chili Cheese
Lasagna
Green Beans
Garlic Bread
Oatmeal Raisin Cookie

THURS 4/5..... Tomato Soup
Grilled Cheese Sandwich
Breaded Pork Steak
Harvest Mashed Potatoes
Diced Beets
Chocolate Cake with Fudge Icing

TUES 4/3....... Navy Bean Soup
Nachos Supreme
Breaded Cod Fish
Twice Baked Mashed Potatoes
Stewed Tomatoes
Orange Sherbet Jello

FRI 4/6.......... Mushroom Barley Soup
Reuben
Lemony Chicken
Rice Pilaf
Carrots
Molasses Cookie

WED 4/4 .......Chicken Rice Soup
Chicken Enchiladas
Roast Beef
Mashed Potatoes
Mixed Vegetables
Banana Cream Pie