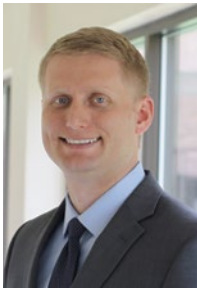


A Weekly Update
For The Employees of
North Central Health Care




NEWS YOU CAN USE



WEEKLY CONNECTION WITH MICHAEL LOY

Happy Patient Experience Week!

Yes, there is a week dedicated to celebrating healthcare staff who have an impact every day on patient experience. It is a time to focus on our accomplishments and last year we increased Patient Experience Top Box scores by 15%. In February, we hit the highest Top Box Score ever by breaking 80%. By acknowledging this week as Patient Experience week we reflect on all the possibilities we have to *Enrich and Fulfill Lives*. We enable this Vision to come to life when we appreciate NCHC employees for your hard work and encourage you to continue your efforts. It's Working! It seems like each day this week I have had someone go out of their way to tell me a story about how we are truly making a difference in

an individual's life. These stories are very inspiring to me as I continually strive to become the best version of myself and serve this organization and community.

One big way we will be working to improve Patient Experience in the coming years is by moving our Master Facility Plan for our main campus to reality. This week on Tuesday, a team of individuals, representing a group who worked very hard on the Master Facility Plan over the last year, presented the plan to the Marathon County Board for the first time. Over the next couple of weeks we will be working to educate the County Board and community about the plan and what it will mean for the people we serve and our team here at NCHC. If you are interested in viewing the presentation please go to this link <https://waam.viebit.com/?folder=Marathon%20County%20Board>. The presentation is a good hour but you can see the direction we are going. As the plan progresses I will keep you updated. Our next Employee Updates will cover the plan and next steps. Until then, stay tuned. Big things to come for *Lives to be Enriched and Fulfilled*.



NCHC MASTER FACILITY PRESENTATION VIDEO LINK: CLICK HERE

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, April 30 – Sunday, May 6

Brenda Glodowski



May is Mental Health Awareness Month

- Hard Hat Update..... 2**
Attention Wausau Campus
- Community Baby Shower Winners 3**
Thank You for Your Support!
- NCHC Mental Health Summit – May 17..... 8**
- \$50,000 Donation..... 9**
To Aquatic Therapy Pool



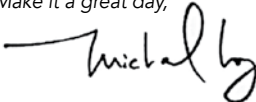
WITNESSING EXCELLENCE

Who: Melissa Xiong, Behavioral Health Services

Why: Thank you for making the Easter holiday special for our patients! Your consideration for them was appreciated!

Submitted By: Brandi McDonough



Make it a great day,


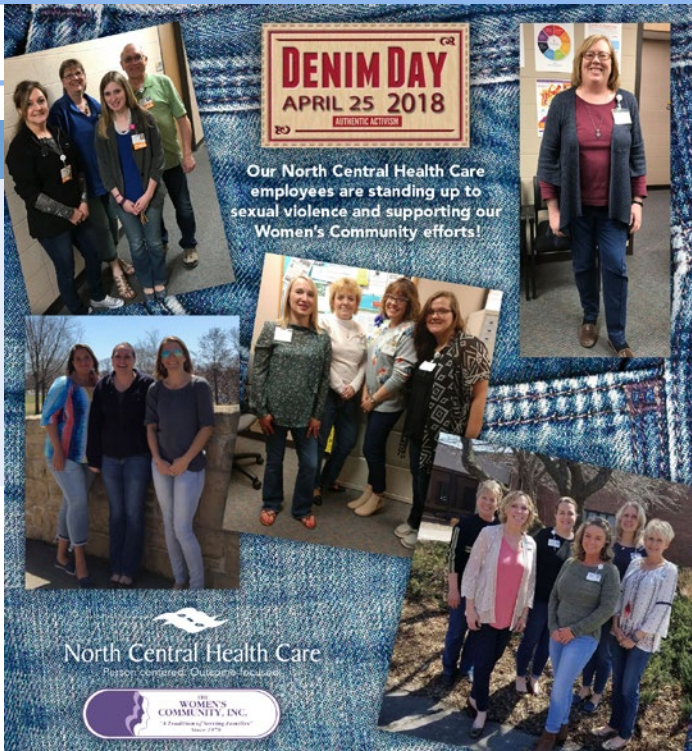


PHOTO OF THE WEEK



Submit A Great Photo From Your Week!

Submit your photo and description to: Email: jmeadows@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.

"Denim Day! Supporting Our Local Women's Community and Standing Up to Sexual Violence." – Submitted by Various Teams



NCHC RECOGNIZED AS CHANGE LEADER IN BEHAVIORAL HEALTH

Daniel Shine Presents to NIATx

Lakeside Recovery has been serving as a change leader in a Medication-Assisted Treatment Expansion Project with the State of Wisconsin in an effort to increase access medications for opiate and alcohol abuse. Dan Shine recently presented in the Wisconsin Dells to the NIATx team. NIATx designed a model of process improvement specifically for behavioral health care settings to improve access to and retention in treatment. The NIATx model consists of Four Aims, Five Principles, Promising Practices, and the Learning Collaborative. NCHC prescribers are now more regularly using both injectable Vivitrol and oral Naltrexone to counter the current opiate epidemic. For a full outline of the 2-year project visit:

<https://niatx.net/Content/ContentPage.aspx?NID=439>

NCHC also received grant funding awarded to our organization for participation. Great job team!

Welcome Baby Northway!

Jessica & Luke Northway proudly introduce Brylee Grace

Born April 11, 2018 • 7lbs 5 oz.

Jessica works in Community Treatment - Youth. Interesting fact, Brylee's Grandmother is Brenda Budnik, NCHC Aquatic Services Director. Welcome to the world Baby Northway!

Do you have a birth announcement you want to share with our NCHC Family? Send your announcement and picture (if desired) to your manager for sharing in the News You Can Use. Monthly, we will include all the newest members of our NCHC family. Be sure to include: Employee's Name, Department, any other family member names (spouse, partner, siblings) and the name and birth date of your little one. We love photos, too, but we respect your privacy, so share what you wish, if you wish!



Oh, BABY!



HARD HAT UPDATE



Keeping you up to speed on construction around NCHC locations, so that we can communicate together with staff, visitors and those we serve.

WAUSAU CAMPUS:

Notice for Tuesday, May 1, 2018 • 8 am – 10 am

Areas Affected: Main Health Care Center Building (all areas), Legacies by the Lake (all neighborhoods), Behavioral Health Services, Crisis Services, Lakeside Recovery (CBRF & MMT), Cafeteria/Kitchen/Food Services, Lake View Center Building and NCHC Laundry Services, Health Department.

On Tuesday, May 1, Wisconsin Public Service will be coming onto the Wausau Campus to repair a gas line. While the repair is taking place from 8-10 am, there will be no hot water, use of steam equipment or any equipment that runs on gas, such as laundry services steam washers, etc.

The main thing that you will notice is no hot water, however because of the impact on food services and equipment use, there will be changes to food being served. A Continental Breakfast will be served along with a picnic-style meal for lunch and supper. Items in the Cafeteria will be limited to wraps, sandwiches, smoothies and soups (in cooler). No hot foods will be available for that day from Food Services.

Aquatic Services will remain in operation during the 2-hour repair window.

Please be sure to plan ahead if the use of hot water affects those we serve or your areas and be aware of the change in food that is being served. If you have questions, please email jmeadows@norcen.org.





COMMUNITY BABY SHOWER



to Benefit Rebecca's Closet

Thank you to all those who participated in the United Way Community Baby Shower in the NCHC Wausau Campus Cafeteria yesterday. With 13 different cakes at the Cake Auction and over 25 other cakes donated to sell by the slice, it was a magical event to see!

In just 2 hours, we raised \$385 and had a big table full of baby items that were donated to support all the families that use Rebecca's Closet.



Laura Harder drops off the donated items to the United Way.



Marathon County Employees Credit Union Employees also donated a large amount of items to the Baby Shower. Thank you for your generosity MCECU!



Congratulations to our 3 Winners of the BEST OF SHOW Cake Awards



McKena Viegut
1st Place Best of Show
Winner of 8 Hours PLT
Jen Gorman won this cake in the Cake Auction.



Jenn Gruna
2nd Place Best of Show
Winner of 4 Hours PLT
Gina Lenz won this cake in the Cake Auction.



Jennifer Wesenick
3rd Place Best of Show
Winner of 4 Hours PLT
Paia Yang won this cake in the Cake Auction.



Thank you to all those who donated cakes for the Cake by the Slice table and the Cake Auction AND to all those who donated their time to make this Community Baby Shower possible.

**ALL PROCEEDS
BENEFIT REBECCA'S
CLOSET.
THANK YOU FOR
YOUR GENEROSITY!**

Baby Shower Game Winners

Baby Bottle Game

Melissa LaPorte
Julie Meyer
Merry Malone
Kathy DeSantis
Jayne Rekowski
Darla Oppen

Melissa Stockwell
Katlyn Coles
Carol Rich
Brittany Blunt
Theresa Polacek
Michelle Carr

Baby Animals Game

Jessica Putrus - \$5 Heartfelt Gift Shop Certificate

Baby Shower Game Winners

Price Is Right Game

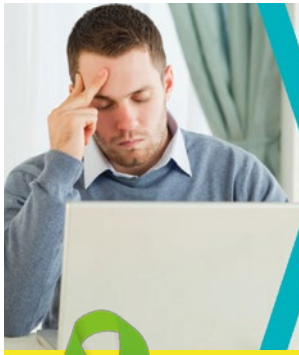
Katlyn Coles - \$10 Swag Shop Gift Certificate

Baby Food Game

Katlyn Coles - NCHC Mug

Baby Face Match Game

Dana Best - \$5 Heartfelt Gift Shop Certificate

STRESS

Managing stress can be a small change with a **BIG** positive impact on your **physical and mental** health.

Learn what you can do to cope with and reduce stress.



May is Mental Health Awareness Month

So much of what we do physically impacts us mentally. That is why this month we will share a series of informational posts to help you or a loved one achieve overall wellness and set you on a path to Mental Health recovery. Our topics will include eating healthy foods, managing stress, exercising, and getting enough sleep.

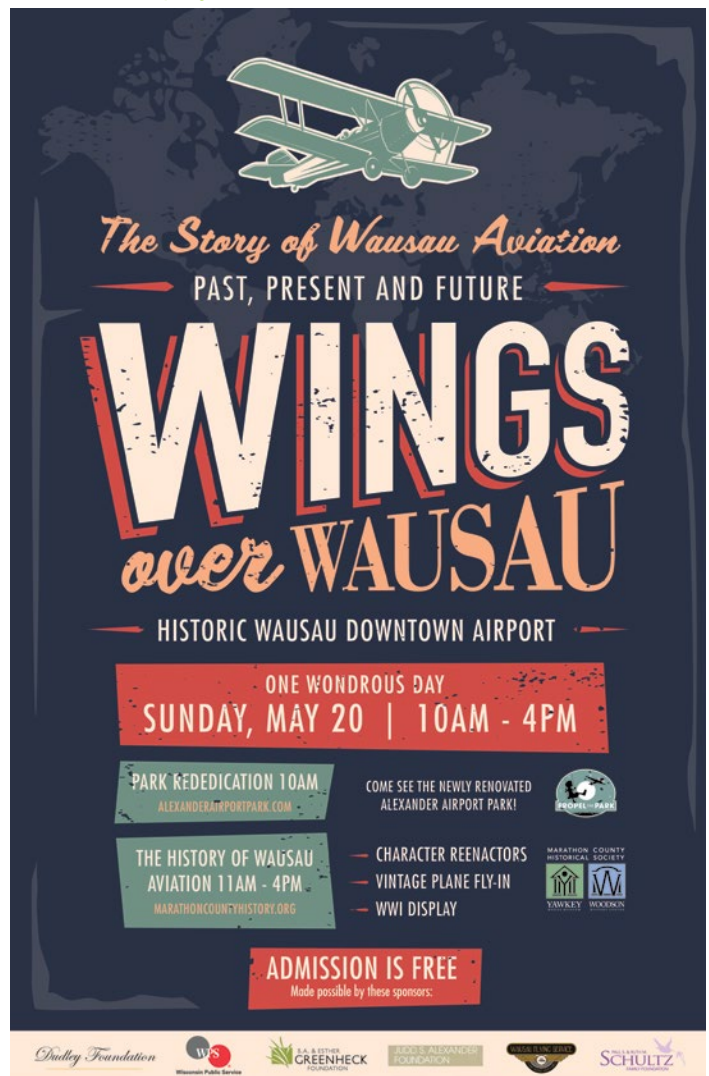
Follow NCHC on social media to learn more and share your progress as you take the #4mind4body challenge!



#MentalHealthMonth #IAmNCHC #4mind4body

North Central Health Care
Person centered. Outcome focused.

Join our neighbors in the Wausau Campus Area for an event to celebrate the new Alexander Airport Park!
Employees, residents and clients invited!



The Story of Wausau Aviation
PAST, PRESENT AND FUTURE

WINGS over WAUSAU

HISTORIC WAUSAU DOWNTOWN AIRPORT

ONE WONDROUS DAY
SUNDAY, MAY 20 | 10AM - 4PM

PARK REDEDICATION 10AM
ALEXANDERAIRPORTPARK.COM

COME SEE THE NEWLY RENOVATED ALEXANDER AIRPORT PARK!

THE HISTORY OF WAUSAU AVIATION 11AM - 4PM
MARATHONCOUNTYHISTORY.ORG

- CHARACTER REENACTORS
- VINTAGE PLANE FLY-IN
- WWI DISPLAY

ADMISSION IS FREE
Made possible by these sponsors:

Dudley Foundation WYS Wisconsin Public Service E.A. & ESTHER GREENHECK FOUNDATION JAMES ALEXANDER FOUNDATION WISCONSIN STATE UNIVERSITY SCHULTZ



COMMUNITY CORNER CLUBHOUSE

Opening the Door to Hope, Recovery & Opportunity for People with Mental Illness

JOIN US AT COMMUNITY CORNER CLUBHOUSE FOR May Open Houses!

Tuesday, May 15 • 3:00 – 6:00 pm
Wednesday, May 23 • 9:30 – 11:30 am
Wednesday, May 30 • 1:30 – 3:30 pm

Come to Clubhouse at 811 N. Third Avenue in Wausau to meet the Clubhouse Team & Members and enjoy some treats, snacks, coffee and take a tour of Clubhouse!



Marathon County Crime Stoppers Inc.

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

<http://marathoncounty.crimestopperweb.com/crimeoftheweek.aspx>



FUTURE PHYSICIANS VISIT NCHC

Medical College of WI Students Tour Wausau Campus

On Wednesday, April 25, students from the Medical College of Wisconsin visited the Wausau Campus and spent almost 2-1/2 hours discussing our services, the needs of the community and then touring the Wausau Campus. All the students that attended had an interest in pursuing a career in psychiatry and were very much interested in the continuum of care offered at NCHC. It was a great afternoon filled with many questions. Thank you to all those who welcomed the students as they came through the Campus and to Communications and Marketing and Volunteer Services for their time presenting to the students.



HAPPY ANNIVERSARY

MAY EMPLOYEE ANNIVERSARIES

Thank you for your service!

- Linda Bever 5/26/98
- Sheri Howard..... 5/8/17
- Thea Kordus..... 5/8/17
- Rebecca Kopp..... 5/8/17
- Jean Nelson 5/8/17
- Carl Peterson..... 5/8/17
- Mary Mcdougal 5/9/16
- Steven Jeske 5/12/14
- Kristin King 5/5/08
- Patrick Bacher..... 5/31/11
- Linda Handrick 5/5/08
- Jamie Wagner 5/17/04
- Stephanie Kohls 5/8/17
- Zang Kue 5/11/16
- Naly Kue..... 5/26/15
- Tahareh Mohammadian 5/11/16
- Mackenzie Brounacker 5/8/17
- Patricia Peterson 5/9/16
- Cynthia Schmidt..... 5/21/12
- Tylar Becker 5/9/16
- Angela Okon 5/9/16
- Andrea Rebstock..... 5/6/02
- Lenise Vircks 5/20/02
- Jacquelyn Bant..... 5/30/89
- Sarah Baumann 5/19/08
- Emily Gilles..... 5/12/14
- Linda Ratsaphonh 5/20/13
- Dezirae Baeten..... 5/11/09
- Jennifer Carew 5/21/12
- Brian Conklin..... 5/1/06
- Mai Yia Lor 5/11/09
- Michelle Oxendorf 5/18/09
- Denise Paquette..... 5/9/16
- Ashley Riehle..... 5/20/13
- Kao Hmong Vang..... 5/18/15
- Rhonda Wooldridge..... 5/6/13
- Brenda Budnik..... 5/24/91
- Jennifer Peaslee 5/21/12
- Matthew Deets..... 5/8/17
- Brenda Dolloff 5/18/15
- Karyn Allord..... 5/5/08
- Amber Kozlowski..... 5/21/12
- Margaret Liebers..... 5/23/05
- Rachael Miller..... 5/9/16
- Laurie Rogge..... 5/19/08
- Amanda Schmidt..... 5/19/03



April 2018

Employee of the Month



TONI KELLNER

Community Living Director

Congratulations to Toni Kellner, for being honored as the April 2018 Employee of the Month at NCHC. Toni is the Community Living Director at NCHC and oversees Residential Services, Adult Day Services and Prevocational Services at NCHC. Toni is a wonderful example of Partnership in her role as she works as a team player with our departments as well as several community partner agencies and organizations. Toni demonstrates Integrity by always following through and upholding her promises to employees, clients, families and guardians. She is transparent about her program operations and our Mission and Vision at NCHC.



"Toni's work is inspiring."

– Jenni Kessen

"Toni is supportive and has helped me grow in my position. She continues to guide me through new situations but still allows me to make mistakes and learn from them. Toni has never let me just coast along but has challenged me to open my mind to allow for learning and new growth in both my leadership and program." – Jessica Pyke

"She has a BIG HEART and she cares."

"Toni demonstrates excellent work ethic and character. She takes ownership to rise above unfavorable circumstances to achieve a desired outcomes."

CONGRATULATIONS TONI!

If you missed the celebration, check out the video on the NCHC Facebook Page!





tidbits on benefits

WEB RESOURCES AVAILABLE TO HELP EMPLOYEES TO REVIEW THEIR STATEMENT OF BENEFITS

NCHC Employee Statements Mailed Out This Week

ETF's online resources are available to assist members in reviewing their Wisconsin Retirement System annual Statement of Benefits, which are being distributed this month. <http://etf.wi.gov/members/statement/index.htm>

The statement is a summary of a member's WRS pension account, including year-end balances, beneficiary designations and other important account information as of January 1, 2018. Statements are being distributed via either a member's most recent WRS employer or mailed.

Be sure to carefully review your statement. Do you have any questions? This is also a good time to assess your financial plan. How can you supplement your future retirement income?

In the Statement of Benefits section of the website, you'll find easy-to-use resources:

- Interactive sample statements provide explanations of content and links to other information
- Frequently asked questions on how to update your name or address, change your beneficiary(ies), calculate a benefit, make additional contributions and more
- Quick links to forms, online calculators and related webinars

Need Assistance?

- Active employees (currently working for a WRS employer): If you believe your statement is incorrect, contact your employer's payroll office.
- Inactive employees (no longer working for a WRS employer) and alternate payees: If you believe your statement is incorrect or have questions, contact us.
- Register for the webinar, Understanding Your Annual WRS Statement of Benefits

Account Contact Information

Please keep your contact information (name and mailing address) current to ensure you continue to receive important communications from ETF.

2018 VISION INSURANCE REMINDERS

Vision Service Plan

As of January 1, 2018, North Central Health Care changed our vision insurance carrier to Vision Service Plan (VSP). VSP does not issue ID cards, so when you go for services, at a network provider, notify them that you are a NCHC employee and enrolled in VSP. The provider will then verify your enrollment electronically with VSP.

In order to get a comprehensive list of vision network providers you will want to create an account on the VSP website. By creating an account the provider search is linked to our specific plan and there are more in-network providers on the listing than simply going to the VSP website and clicking on the Find a Doctor link.

To create an account on the VSP website follow the instructions below:

1. Go to www.VSP.com
2. In the upper right hand corner of the page click on Create An Account link
3. Enter the Last 4 digits of your social security number, First and Last Name, email address, create a username and password, select language preference and enter date of birth.
4. Click Create My Account
5. An activation email will then be sent to the email address you provided. Follow the instructions in that email to complete the account creation process.
6. Then log in to the VSP account to search for a provider.

If you have questions please contact Lynn Wengelski, in Human Resources.



Ascension

Frontline EAP

Employee Assistance Program

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

GARDENING TO MANAGE STRESS

Whether it is one square foot or half of a back-yard, gardening is a known stress reliever. Some vegetables are easy to grow and nearly impossible to flub, like green bush beans. With a few seeds, a tiny garden space can give you a healthy distraction, the surprise of sprouts, a bit of entertainment, some amazement and wonder, a healthy food, a positive experience in a hectic day, a goal to achieve, something to nurture, and something to share—all for a buck! It's finally spring. Go for it! (Resource: ydr.com [Search "gardening stress"].)



Position Postings

Interested employees that want to apply for this position should visit www.norcen.org/Careers and click Career Opportunities.

Title: Nurse Manager – Behavioral Health Services

Status: Full Time

Location: Wausau

Job Posting Direct Link: <https://bit.ly/2JbSFIA>

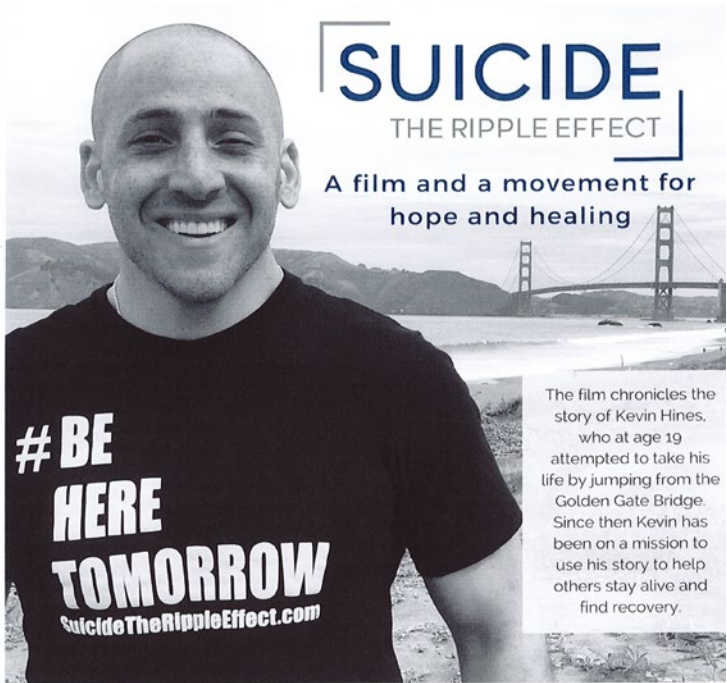
Title: Crisis CBRF Manager

Status: Full Time

Location: Wausau

Visit: www.norcen.org/Careers

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



SUICIDE

THE RIPPLE EFFECT

A film and a movement for hope and healing

The film chronicles the story of Kevin Hines, who at age 19 attempted to take his life by jumping from the Golden Gate Bridge. Since then Kevin has been on a mission to use his story to help others stay alive and find recovery.

BE
HERE
TOMORROW
SuicideTheRippleEffect.com


Wednesday, June 20, 2018, 7:30 PM
Cedar Creek Cinema, 10101 Market St., Rothschild, WI

Local resource information and more will be available

The event will only take place if we get at least 100 people to reserve tickets!
You can reserve tickets and track our status at

<https://gathr.us/screening/23091>

For more info contact: Debi Traeder - traeders@charter.net / (715) 551-0958
www.preventsuicidemarathoncounty.org



THE BRANCH™

DEMO DAY


Join us to learn about our collaborative initiative to develop and retain talent in central Wisconsin.

You are invited:
6 p.m., Tuesday, May 8, 2018
Timberwolf Conference Center, NorthCentral Technical College,
1000 W. Campus Dr., Wausau WI 54401

Please [RSVP here](#) by May 4, 2018.

The event will include a presentation by students in the program's spring session on their corporate innovation project for Ansay & Associates and North Central Health Care.

A collaborative workforce development initiative of:



VISIT THEBRANCHWI.COM FOR MORE INFORMATION

You are invited
to the annual Highland Community Church

FREE SALE

A rummage sale where everything is FREE!



Clothing
Baby Items
Toys & Games
Kitchen Misc.
Household Items
Sporting Goods
Books & Movies

And so much more!!

Friday, May 11th
8:00 a.m. to noon
Highland Community Church
1005 N. 28th Avenue
Wausau, WI 54401
(up the big hill from Aspirus Wausau Hospital)

17TH ANNUAL STAND FOR CHILDREN DAY

Saturday, May 19, 2018
10 am to 2 pm
Peaceful Valley Park (Castle Park)
420 Field Street
Antigo, WI

Bike Rodeo, Car Seat Safety Checks, Fire Safety House, Child Safety with City of Antigo Police. Spinal Screening, Blue Butterfly Massage, Ice Cream, Langlade County Diaper Bank and Langlade County Humane Society

Read to Succeed
Sponsored By Antigo Unified School District

Tom Pease Concert at 11:30 am

*More Info: Contact Karen Kieper
Antigo Head Start 715.623.5438*



May
2018

North Central Health Care

MENTAL HEALTH Summit



May is Mental Health Awareness Month

The focus of this summit is to learn more about resources and support available for those coping with mental health challenges.

According to the Substance Abuse and Mental Health Services Administration, 20 to 25% of the homeless population in the United States suffers from some form of severe mental illness and people with mental illnesses are much more likely to become homeless than the general population. With that in mind, it is important to understand what resources are available to assist those individuals coping with a mental illness and what we can do as members of the Housing & Homelessness Coalition along with the employees in our businesses and organizations.

Training Itinerary Includes:

- **DE-ESCALATION TRAINING** ~ 8 am - 9 am
- **OVERVIEW OF COMMUNITY RESOURCE PARTNERS** ~ 9 am - 11 am
 - National Alliance on Mental Illness - NAMI
 - Community Corner Clubhouse
 - Aging and Disability Resource Center - ADRC
 - Medically Monitored Treatment & Recovery
- **MENTAL HEALTH PANEL DISCUSSION** ~ 11 am - Noon
 - Diane Sennholz, North Central Community Action Program
 - Chad Billeb, Marathon County Sheriff's Department
 - Michelle Gleason, NCHC Community Treatment CART Officer
 - Diana Santos, Peer Specialist & Recovery Coach
 - Bernie Corsten, NAMI
 - Liz Parizo, Crisis Services
 - Dan Mills, Catholic Charities
- **RESOURCE FAIR** ~ 8 am - 1 pm

This program is sponsored by



North Central
Health Care
Person centered. Outcome focused.



Open to Members of the Housing & Homeless Coalition
and Employees within their Organization.

Admission is FREE but space is limited. Register today!

TO RESERVE A BOOTH FOR THE RESOURCE FAIR EMAIL INFO@NORCEN.ORG

Thursday, May 17, 2018

8:00 am – 1:00 pm

NORTH CENTRAL HEALTH CARE, WAUSAU CAMPUS THEATER - 1100 LAKE VIEW DR.

REGISTER ONLINE BY SCANNING THE QR CODE OR ENTER:
<https://www.secure.unitedwaymc.org/MentalHealthSummit>



ALL NCHC EMPLOYEES ARE INVITED! COME FOR PART OR ALL OF THE EVENT!



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



APRIL 30 – MAY 4, 2018

MON 4/30Chicken Dumpling Soup
Hot Dogs with Chili & Cheese

Lasagna
Green Beans
Garlic Bread
Oatmeal Raisin Cookie

TUES 5/1 **See Page 2 • Hard Hat Update**
Due to Repairs by WPS
Only Cold Food & Salad Bar Available This Day
Orange Sherbet Jello

WED 5/2Chicken Rice Soup
Chicken Enchiladas
Roast Beef
Mashed Potatoes
Mixed Vegetables
Banana Cream Pie

THURS 5/3Tomato Soup
Grilled Cheese Sandwich
Breaded Pork Steak
Harvest Mashed Potatoes
Diced Beets
Chocolate Cake with Fudge Icing

FRI 5/4Mushroom Barley Soup
Reuben
Lemony Chicken
Chicken Gravy
Rice Pilaf
Carrots
Molasses Cookie



MARSHFIELD CLINIC HEALTH SYSTEM PRESENTS \$50,000 CHECK TO NCHC Supporting the Warm Water Therapeutic Pool Project

Last week, Jeffrey Tucker, Vice President, Business Development at Marshfield Clinic Health System presented Brenda Budnik and Michael Loy with a check for \$50,000 in support of the Warm Water Therapeutic Pool Campaign. Thank you for your generosity and support!



Marathon County
Employees Credit Union

You're all grown up now—
It's time for a grown-up boat.

We have the boat loan to help make it happen.

Proudly serving NCHC Employees & Their Families
Already a member: Thank you! Not a member: Contact us today!

www.mcecu.org • 715 261-7680 • cuteller@co.marathon.wi.us
400 East Thomas Street • Wausau, WI 54403