

A Weekly Update For The Employees of North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH MICHAEL LOY

Loving and Loss

A number of individuals come to Mount View Care Center as their final home during their time here on Earth. It's not everyone, but there are a large number of individuals who come here where this is the case. I often think about how important it is that we keep the mindset of how we might be a skilled nursing facility but this is truly their home. A home is filled with choice and dignity.

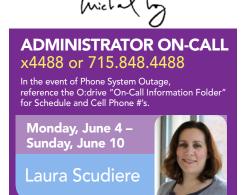
Death is never an easy experience, we have to deal with it in many parts of our organization outside of Mount View Care Center. Sometimes in places like residential services, we lose residents we've worked with for decades. Caregivers,

even though they are not family members, form strong bonds with residents and can be deeply affected when a resident passes. Grief understandably comes with losing someone you've cared for over many years. Providing excellent care, especially at the end of life to the frail and vulnerable requires dedicated, skilled and supported staff. In our line of work, dealing with death is inevitably part of the job, but we must not lose sight of the impact it has on each of us. It is important that we give each other the time and space for acknowledging staff who are grieving, talk openly and freely about our emotions and provide support over time to help deal with these losses. At various times of the year, it seems we lose a number of people all at once. The change these times bring to our home here can be hugely burdensome. It becomes less so when we can come together to appreciate the time we have with each resident.

Let us not be distraught by loss, but allow warmth to fill our spirit knowing the people we care for truly become more than a resident. There is no greater gift a caregiver can provide above giving compassion, dignity and love to someone in the twilight of their life.

Thank you to all our staff who have the courage to carrier these burdens of grief. Caring about people is essential to be a member of our team. When we care, we can be exposed to painful experiences. Have faith, you made a difference and the pain of loss is buoyed up by how important you were to these individuals in their days here. It is truly an amazing gift.

Make it a great day,



SAVE THE DATE!

Come Have a Monster of a Time at NCHC Adventure Camp at Mount View Care Center

August 13 - 17

Children, grandchildren, nieces, nephews etc. of any NCHC employee, who are ages 3-12 are welcome to attend Adventure Camp at Mount View Care Center. Registration and more information to come!



World Eating Disorders Action Day.....

June 2, 2018

Lakeside Recovery Expansion-Open House... June 7 Event Details!

Two Pence Experiences.....



Jean Nelson **Community Treatment**

Why: Jean sat in with a consumer when I was off. assisted in and coordinated his care, very concerned with his care.

Submitted By: Randy Krueger



out

DON'T COUNT THE DAYS, MAKE HE DAYS COUNT nerever life

PHOTO OF THE WEEK



"A patient in our inpatient hospital worked on this for a good part of the day today. I thought this was an amazing work of art to share especially since it is Mental Health Awareness month. She is extremely proud of her artwork and the look on her face when she was done was absolutely priceless!"

> - Laura Phillips RN, Behavioral Health Inpatient Hospital

Note: NCHC received consent to use this art in our newsletter.

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.

Training Opportunity Sponsored by the **Northern Regional Crisis Grant**

- Submitted by Laura Phillips RN, Behavioral Health Inpatient Hospital

BEHAVIORAL HEALTH ASSESSMENT & TREATMENT IN CHILDREN AND YOUTH by Dr. Richard Immler

9:00 am - 12 pm (Noon) • June 7, 2018 Live Streaming Video Link: http://tcs.ics.uwex.edu/ tcs/?id=d7effa62-e9e5-4091-8ad1-23a588065500

It is recommended to test link prior to watching live stream. You can also access the recorded version at the same link in the future. **Please RSVP to Liz Parizo LParizo@norcen.org at NCHC for accompanying material for the presentation.

Training Objectives

"Choose Happy"

Increase awareness of:

- National and Wisconsin Data on Behavioral Health Needs for Youth and those Served in Child Welfare
- Common Presenting Concerns
- Effect of Trauma and Loss
- Screening Tools Non-Med Evidence Based Treatment
- CW & Prescriber Challenges & Opportunities
- Monitoring TX: Goals and Side effects Key Points regarding Medication TX
- Helpful Resources /Links

Biography Richard Immler, MD DLAPA is a Board

Certified in General as well as Child and Adolescent Psychiatry. The majority of his career has been spent working with counties to provide care to individuals of all ages, especially serving those with more severe mental health challenges. He also has had the honor to work with members of Native American communities and international refugees. His mental health policy interests are using data to improve outcomes, support for evidence based practices and adequate funding. He has provided consultative services to the Wisconsin Department of Health Services, White Pine Consulting and to therapists and clinics in northern and central Wisconsin sin. He is a member of the Wisconsin Council on Mental Health and the State Children and Youth Committee. Currently, Dr. Immler provides psychiatric services at North Central Health Care.





http://www.worldeatingdisordersday.org

EATING DISORDERS ACT

TRUTH #1: Many people with eating disorders look healthy, yet may be extremely ill.

TRUTH #2: Families are not to blame, and can be the patients' and providers' best allies in treatment.

TRUTH #3: An eating disorder diagnosis is a health crisis that disrupts personal and family functioning.

TRUTH #4: Eating disorders are not choices, but serious biologically influenced illnesses.

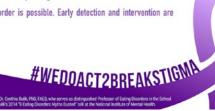
TRUTH #5: Eating disorders affect people of all genders, ages, races, ethnicities, body shapes and weights, sexual orientations, and socioeconomic statuses.

TRUTH #6: Eating disorders carry an increased risk for both suicide and medical complications.

TRUTH #7: Genes and environment play important roles in the development of eating disorders.

TRUTH #8: Genes alone do not predict who will develop eating disorders.

TRUTH #9: Full recovery from an eating disorder is possible. Early detection and intervention are important.



JUNE 2



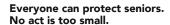


Show Your Support! WEAR PURPLE on Friday, June 15 **World Elder Abuse Awareness Day**



Elder Abuse TAKES MANY FORMS

NEGLECT ISOLATION PHYSICAL FINANCIAL SEXUAL EMOTIONAL **PSYCHOLOGICAL**



It starts with one person and one action. If you suspect Elder Abuse -RÉPORT YOUR CONCERNS. In cases of immediate danger, call 911.

In Marathon, Lincoln and Langlade counties, call Adult Protective Services at 1.855.487.3338.





2nd Prize

www.norcen.org/StopElderAbuse

Learn More About Signs of Elder Abuse If V





June 8, 9, 10, 2018

Celebrating 14 Years Of Dedicated Support to Veterans 2004-2018

\$50.00 per Raffle Ticket

(One prize per ticket) To purchase a ticket contact: Call Jeff at 715-203-3211

Need not be present to win

If you would like to donate items, please contact us at the numbers below.

For Daily Raffles: Jeff @715-203-3211 Tom @ 715-302-1428

2018 Jeep

For Baskets: Peggy @ 715-581-6149 Vicki @ 715-581-8452

Viday - June 8th Food 12 to 8 p.m.

Live Music Whitehouse Players 6:00 to 11:00 p.m.

All events will be held at: 1703 S. 3rd Avenue Wausau, WI 54401 **Boat Docking Available**

Drawing - Sunday, June 10 at 6 p.m. 1st: 2018 Jeep Cherokee Latitude 2nd: 2018 Harley Softail Street Bob 3rd: Honda 4-wheeler w/6x10 trailer 4th: John Deere 42" riding lawn mower 5 & 6: \$500; 7-10: \$300; 11-15: \$200; 16-25: \$100 Noon to 11:00 p.m. Food 12 to 8 p.m.

2018 Honor Ride

Registration 9 to 10:45 a.m. at Cruisin 1724 1724 Merrill Ave. Wausau, WI 54401

Raffles, 50/50 Drawings, Baskets, Booze Wagon, and

Kids Games 1 to 4 p.m. Live Music

HYDE 6:00 to 11:00 p.m.

Veterans Honor Ceremony Followed by: eworks at Dusk! Provided by:



Public Welcome Free Admission

Website: manofhonor.org

Sunday - June 10 11:00 to 8:00 p.m

Chicken Dinner \$5.00 11:00 a.m. till gone

> 50/50 Drawings Baskets Mystery Prize Booze Wagon and more!

Live Music Polish Connection Noon to 5:00 p.m.

Raffle Ticket Drawing at 6:00 p.m. at the Eagles Club under the big white tent.









Proceeds going to help members of the Military, Active Duty, Veteran, Reserve or Guard Units and their families of Marathon County. Winner responsible for taxes, license, and registration.

Welcome to Lakeside Recovery

Join Us for An **OPEN HOUSE**



Lakeside Recovery is expanding and welcomes you to join us to celebrate our newly expanded Medically Monitored Substance Abuse Treatment Program.

Thursday, June 7 11:00 am to 1:00 pm (NCHC Employees) 4:00 pm to 7:00 pm (Open to Public)

1100 Lake View Drive • Wausau, WI

Parking at Yellow Flag Lot - Watch for the Signs - New Entrance at Front of Building

- 4:30 pm Ribbon-cutting Ceremony with Wausau Region Chamber of Commerce
- Meet the Lakeside Recovery Team Tours and refreshments!

Lakeside Recovery is a 21-Day Medically Monitored Treatment (MMT) Program that supports individuals through substance abuse and addiction recovery in a safe, sober environment.





www.norcen.org/Events

Like Us on Facebook & Twitter for More Events!

THANK YOU FROM OUR **WAUSAU NEIGHBORS Alexander Airport Park Kicks Off Opening with Celebration**



"Please share our thanks to staff at NCHC & Mount View Care Center for taking the time to bring clients/residents to the Alexander Park Celebration on Sunday. It was a great day and it is important to our neighborhood group that staff and residents join in any activities in our neighborhood. It was fun to visit with those who did attend the event." - Sue Nowak, Southeast Side Neighborhood Resident

The new park has become a very popular place for kids and adults. With more pedestrians visiting we want to make sure we remind NCHC staff to slow down and drive with caution through the neighborhood on Lake View Drive. Wausau Police Department will be installing the speed trailer that monitors speed and caution signs are being installed as well.

If you have not had a chance to visit the park, please do and share this great neighborhood resource with your family and friends. Here's a fun video of the airplane installation: https://www.youtube.com/watch?reload=9&v=ph0cwvCfpIM





FOOD SERVICES "TOP BANANA" OF THE WEEK!

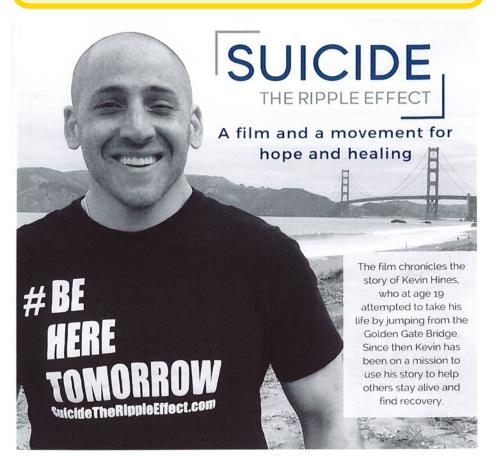
Congratulations Vanessa Steege

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 Vanessa Steege.

Vanessa started at NCHC on January 9th, 2017. She is a full-time dietary aide but also is cross-trained as a cook. Many of you know Vanessa by her "plethora of tattoos". Vanessa has been married to Bob for 25 years. She has twins boys: Tyler, who works at NCHC and Tegan, a former NCHC employee. She has two dogs and a "weird-o" cat.

A quote she lives by is "What happened in the past that was painful has a great deal to do with who you are today." Vanessa's favorite theme song is "I love rock and roll" by Joan Jett . She says, "what defines success is happiness, family and friends". Three traits that define her is "she is organized (almost compulsive), reliable and fun".

This Top Banana is bittersweet as we are saddened to announce that this week is Vanessa's last full week at NCHC, however but she is staying on as occasional status. Vanessa went to school to be a Electrologist and she has found her dream job. Congrats Vanessa!



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

MARK YOUR CALENDARS! EMPLOYEE UPDATES BEGIN MONDAY, JUNE 1⁴

2018 – 2ND QUARTER EMPLOYEE UPDATES

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

MON, JUNE 11 WAUSAU CAMPUS

2:30 pm Theater

TUES, JUNE 12 WAUSAU CAMPUS

6:15 am Theater

ANTIGO CENTER

3:00 pm

MON, JUNE 18 WAUSAU CAMPUS

10:00 am Theater

TUES, JUNE 19

WAUSAU CAMPUS 3:30 pm Theater

WED, JUNE 20

WAUSAU CAMPUS

12:30 pm Theater

9:00 pm MVCC 1st Flr. Dining Room

SIGN UP ON HEALTHSTREAM!



PROFESSIONAL DEVELOPMENT SESSIONS **AVAILABLE FOR ALL STAFF**

Register in HealthStream!

Continuous Improvement is one NCHC's Core Values. Learning and growing should be a part of every employee's goals. Organizational Development at NCHC is offering sessions that are available to all staff. Just go to the Catalog tab in HealthStream and type in the session topic to search for open sessions. Topics include:

2018 Manager Specific Professional Development Opportunities

- Effective Communication for Managers
- Delegation for Managers
- Performance Feedback and Coaching for Managers
- Employee Engagement for Managers
- Behavioral Interviewing and Hiring

2018 Manager and Staff Professional Development Opportunities

- So You Think You Want to be a Manager?
- Having Difficult & Crucial Conversations
- Conflict Resolution
- Stages of Team Development
- Group Facilitation
- Effective Meetings
- Personal Leadership Brand
- · Critical Thinking Skills
- Ethics & Boundaries

As additional professional development opportunities become available, managers and staff will be notified via email and the News You Can Use.



RETIREMENT NEWS **Congratulations Julie Myer!**

Julie Myer has worked at NCHC for 38 years in our Dietary Services program. That is an amazing dedication to this organization! We will be celebrating her retirement on Friday, June 8th at 3pm in the Wausau Campus Cafeteria. Congrats Julie and thank you for your many years of service!

KRONOS SCHEDULED MAINTENANCE

June 6 • 10:30 pm to 3:00 AM

Kronos will have some scheduled maintenance taking place on June 6, from 10:30 pm to 3:00 am, that may pose potential for intermittent system down time.



During the maintenance window, expect the following:

Access to Website: Users will not be able to log in during the maintenance window.

Offline Punches: Scheduled maintenance should include an Offline Punches screen that users can access to punch during these windows, despite the application not being available. It is an auto redirect from the normal login screen and when the server is brought back online, the punches will be imported into your database

Clocks: Punches will be stored offline and when the server is brought back online, the punches will be imported into your database.

New Workforce Ready Mobile App

Updated versions of the app will be available for download beginning June 14.



Frontline EAP

Ascension

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

SAFETY TRAVEL TIPS FOR PETS

Whether it's summer or any other time of year, the national Center for Pet Safety, which con- ducts safety testing research for pet restraint devices, wants to remind you that distracted driving can be caused by not only your cell phone



but also the family pet. It's important to be safe together on the road, so the center recommends a pet safety harness in the backseat of your vehicle. Pet travel harnesses come in two forms: those that prevent distraction and those that provide actual crash protection. Find advice and tips about these devices at http:// www.centerforpetsafety.org.

Do You Know of Qualified & **Reliable Candidates?**

Refer and earn a \$500 Referral BONUS!!

Details are on page 49 of the YOU BENEFIT Booklet! Or on the Intranet at http://intranet/Portals/0/Resources/NCHC/Departments/NCE/Documents/YouBenefit_2018-Final_101317.pdf

Position Postings

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

Title: MDS Assistant

Status: Full Time **Location:** Wausau

Job Posting Direct Link: https://bit.ly/2KdlYv0

Title: Registered Nurse

Status: Full and Part Time Positions

Location: Mount View Care Center

Visit: https://bit.ly/2xyTWsb



EMPLOYEES PARTICIPATE IN TWO PENCE AUCTION ACTIVITIES WITH RESIDENTS

Sharing Their Stories

In May, NCHC employees participated in a Two Pence Auction at Mount View Care Center, where residents big on staff time. All the bidding was with play money, of course, but several employees have fulfilled their auction duties and have spent some quality time with residents. Here is what a few employees had to say:



"I was able to meet/greet my resident after his lunch. We decided to take a walk and enjoy the warmth and sunshine and set off a few alarms on our way out I learned that he has a LOVE for semi-trucks and Dukes of Hazard. He also enjoys watching different sports on TV too. We set-off a few more alarms on our way back in and I quickly found out that he is a very popular guy...Everyone knows his name...reminded me of Norm on Cheers. I was able to meet his friend Kim that is just a few rooms down from his. To end our time together, I wheeled him over to the Unit Clerk's desk, where I was told he likes to hang out. I asked him if it would be ok if I would come visit again and he said yes and we high-fived each other to end our time together."

- Amanda Gardner, HR Assistant

"I can't say enough about my experience. I had supper with Priscilla. We had Famous Recipe chicken for supper. We ate outside on the picnic table outside. The weather was great. We then took a walk and had never seen some of the grounds. We spent 1 $\frac{1}{2}$ hours. I told her I would come down again to spend time."

- Brenda Budnik, Aquatic Services

"Joy and I met and sorted her junk drawer and went through her clothes and got them organized. We had a nice time and lots of laughs.'

- Laural Harder, Volunteer Services

"Sharon and I had a lovely time together I was planning to spend some time cleaning her closet but she wanted to go outside for fresh air. She enjoyed some ice cream as well. To my surprise, she was talkative. We had a good time, which is the start to many more visits. I think it will be good to do other things with her."

- Suzanne Sedrak, Mount View Care Center

Watch for more stories in the News You Can Use and thank you to all those who are spending time with residents as part of the Older Americans Month. Engage at every age!



WAUSAU CAMPUS:

Wausau Campus Near Entrance 5 (New Lakeside Recovery **Entrance) Paving Project Beginning June 1**

A paving crew will be present on the Wausau Campus beginning June 1 to repair pavement areas between the Outpatient Services/Main Entrance (Door 13) and the new Lakeside Recovery Entrance (Door 5) beginning Friday, June 1. (This is the area that was previously the turn around driveway area for the ADRC Kitchen). There will be construction equipment, crew and some paving going on which may prevent employees from using that entrance and sidewalk areas.

Outpatient staff with windows in that area can let clients know that there may be some construction crew outside the windows.

Maintenance expects this to be a fairly quick project, possibly finishing up by the end of the day on Friday or Monday June 4 (weather permitting). Please avoid these areas during this time and use main entrances for entering the building.

Wausau Campus Parking Lot Line Repainting

The Maintenance Team will continue to paint lines in the NCHC Wausau Campus parking lots, in between rain droplets. The forecast calls for more rain this week, which may take the team a little longer to complete their project than anticipated. When possible, they will continue painting some of the quicker areas like handicap spots, etc. The project may extend out past the 2-week projected timeframe. Their goal is to be completed at the end of next week on June 1, but we will see how well Mother nature cooperates.

If you have any questions about where to park, please see your manager or supervisor, or contact jmeadows@norcen.org or 715.370.1547.

Wausau Campus Overhead Paging System Update

The overhead paging system on the Wausau Campus has been experiencing some technical issues. The Maintenance Team has been working with the vendor to fix the system, but have run into some issues that they are continuing to address. At this time, overhead announcements can be heard in some areas of the Campus and not others, but the problem is inconsistent. Maintenance has parts on order and will let us know when they will install and continue testing in the near future.

How does this affect employees?

At this time, the only reliable paging system is the phone system that we have been using. Employees will page through phones anticipating employees in the hallways may not have heard the initial overhead automated page. Employees with desk phones should anticipate that those in hallways may not have heard the overhead or the desk phone communication, and should communicate the information to others nearby. Our Crisis Services team will continue with their procedures as usual for paging out information.

Thank you for your attention and patience while Maintenance works to repair the system on the Wausau Campus.

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 Entrée Option Monday - Friday. All hot sandwiches, hot foods and cold bar items are \$.35/ounce.



Soup: \$1.25 Cup | \$2.00 Bowl

JUNE 4 – 8, 2018

MON 6/4 Cheesy Cauliflower Soup

Hot Ham on a Bun

Spaghetti Sauce

Rotini Wax Beans Sugar Cookie

TUES 6/5

Tortellini Soup

French Dip on a Hoagie w/ Au Jus

Breaded Pork Chop

Rice & Broccoli Augratin Winter Blend

Apple Crisp

WED 6/6 Corn Chowder

Breaded Fish on a Kaiser

Salisbury Steak

Brown Gravy Barley & Mushrooms **Brussel Sprouts** Strawberry Whip

THURS 6/7 French Onion Soup

Hamburger with Fixins

Farm Fresh Chicken

Hawaiian Cole Slaw Seasoned Squash Pecan Pie Bar

FRI 6/8..... Campbell's Tomato Soup

Shredded Teriyaki Chicken Sandwich

Polska Kielbasa

Mashed Potatoes Sauerkraut Monster Cookie



larathon County **Employees Credit Union**



Transfer your existing credit card balances to a Marathon County Employees CU credit card. Transfer any balance between 6/1/18 and 8/31/18 and receive 4.99% APR for 24 months. After the promotional timeframe expires, remaining balances will migrate to standard APR applicable on your account. Contact the credit union for complete details.

APR = Annual Percentage Rate

All loans are subject to MCECU'S normal credit requirements.

Apply Online @ www.mcecu.org

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

Peter.Wolf@co.marathon.wi.us 715-261-7685 • 400 East Thomas Street • Wausau, WI 54403

> **Proudly Serving NCHC Employees and** Their Family Members Since 1965.

2017

Annual Deport

We invite you to reflect on 2017 by viewing our 2017 Annual Report available on our website at:

www.norcen.org/AnnualReport

or on the Odrive in the News You Can Use folder: Annual Reports.



JUNE DAIRY BREAKFAST

Sunday June 3, 2018 8 am-12:30 pm Jim and Carol Bunkelman Farm 6470 Mason Road Athens, WI 54411

Adults-\$8.00 Children (6-12)-\$3.00 Children (5 and under)-Free

Activities Children's Activity Area

The Incredible Milking Cow Cheese Tasting Children's Pedal Tractor Pull

Tractor Simulator Antique & Pulling Tractor Display WDEZ Polka Jamboree 5K Run/Walk

NEW THIS YEAR- Gift Shop

For more information or to volunteer please visit marathonno

Breakfast Menu

Scrambled Eggs with Ham and Cheese Pancakes with Real Maple Syrup Sausage Patties Cheese Curds Milk and Coffee Ice cream

