A Weekly Update For The Employees of North Central Health Care

NEWS YOU CAN USE

WEEKLY CONNECTION WITH MICHAEL LOY

A Powerful Disease

The view that substance abuse is a moral choice is pervasive and uninformed. Most problematic substance abuse is related to stress, trauma, genetic predisposition, mild or serious mental illness, use at an early age, or some combination of these. Even in their relentless destruction and self-destruction, the addicted aren’t bad people. They’re gravely ill, afflicted with a chronic, progressive and powerful disease. Drug abuse is often a symptom, not the cause, of whatever lies beneath that must be addressed.

Drug use, addiction, and mental illness are as complicated as people are. I often think of our work as in the realm of what feels impossible or working miracles. We persist, because sufferers of addiction can be restored to health and mental health is defined as more than the absence of a disorder. With recovery and treatment comes the opportunity of transformation and Lives Enriched and Fulfilled.

This week we held our ribbon cutting for the newly expanded Lakeside Recovery Program (more information and photos on page 3). Lakeside Recovery began only recently in the summer of 2015 with 6 beds. We did not know what to expect at the time, only that the services were badly needed. We’ve learned a lot. I want to thank Laura Scudiere and Pat Lucore for their leadership as well as the management team in Behavioral Health Services. I would also like to thank Troy Torgerson and the entire Facility and Capital Management team for getting this space ready. Daniel Shine and the staff from Lakeside Recovery are doing amazing work. In 3 years we have lead over 300 people through our recovery programming. As we watch the number of available beds triple in the coming weeks, our capacity over the next 3 years could push towards 1,000 people. This is doing something BIG in the world. Just helping one individual find recovery is incredibly rewarding, think of the impact of offering 1,000 the opportunity to achieve sobriety.

Lastly, I want to mention that Lakeside Recovery is a big piece, but a piece of a larger approach we are taking in doing more for substance abuse in our community. We have expanded Day Treatment and Intensive Outpatient and will continue to reach out into the community to engage individuals needing treatment. I was recently told our programs are only serving about 10% of the population who needs access to treatment. We do tremendous work with this subsection of the population, often the most ill. There is a growing urgency building inside of me on how do we reach the other 90% to bring them into our programs and services? Often these are individuals who might not yet realize the need for treatment or see the progression of disease starting. Reducing the stigma, improving access and reaching out to people in new and broadening ways may feel impossible but it is an exciting challenge.

Make it a great day,

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, June 11 – Sunday, June 17

Brenda Glodowski

Meet Our New Employees! ...

Elder Abuse Awareness Day Events

Community Treatment Spotlight Award

Congrats Brook Kickhaver!

Why:

Northwinds Vent

Why:

Coming in to help with our resident shopping outing. Giving extra attention to our residents.

Submitted By:

Sandra Lang

Person-Centered
Shout out
NEWS YOU CAN USE

JUNE 15 WEAR PURPLE FOR ELDER ABUSE AWARENESS

WELCOME THESE NEW EMPLOYEES TO THE TEAM!

From left to right:
Cindy Riedel - Administrative Assistant, Birth to 3
Shandah Stewart – Registration Specialist, Outpatient Services
Giannetta Pedersen – Residential Care Assistant, Riverview Towers
Courtney Lese – Protective Services Rep, Adult Protective Services
Taylor Dykstra – CNA, MVCC Northwinds Ventt
Sheila Johnson – Social Worker, Crisis CBRF
Pang Lor – Dietary Aide, Food Services
Joseph Petersen – Behavioral Health Tech, Crisis Services

Carolyn McDonnell – Dietary Aide, Food Services
Mike Brundidge – Safety & Environment Coordinator, Quality
Jordan Hella – Case Manager, Community Treatment Youth
Mitchael Borneman – Case Manager, Community Treatment Adult
Kristine Bebel – Crisis Tech, Crisis Services
Lynn Kelly – Case Manager, Community Treatment Adult
Erin Verley – Case Manager, Community Treatment Adult

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.

The Memory Garden, located outside Evergreen Place and Lakeside Recovery is a great place on the Wausau Campus to relax, reflect and experience nature. Even our winged friends share the space and in this fun picture captured by Michelle Gleason, this little bird enjoys his dip in the fountain.

“Enjoying the Fountain” submitted by Michelle Gleason, Community Treatment

LAKESIDE RECOVERY OPEN HOUSE • JUNE 7

This beautiful sunporch area will be the new home for group therapy for Lakeside Recovery clients.

A waiting room to welcome guests and visitors.

Bedrooms overlooking green spaces.

The Lakeside Recovery Reception Desk.

The Wausau Region Chamber of Commerce held a Ribbon-Cutting Ceremony for Lakeside Recovery.

Guests at the Open House took tours and met the staff of Lakeside Recovery.

Smart Board technology for group learning.

The Recovery Portal area gives clients access to technology. It will be equipped with laptops, iPads and technology to assist them with their journey.

A new dining room area.

The Lakeside Recovery Open House • JUNE 7

CHECK OUT MORE VIDEO & PHOTOS ONLINE!

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NCHC IN THE NEWS
Adult Protective Services Provide Education and Resources

Brenda Christian, Adult Protective Services Director went live on the air on WSAW TV 7 this week to talk about Elder Abuse Awareness Day and provide education and resource information to our community. Thanks Brenda for our community outreach efforts!

SHOW YOUR SUPPORT! WEAR PURPLE on Friday, June 15 World Elder Abuse Awareness Day

Elder Abuse TAKES MANY FORMS
NEGLIGENCE ISOLATION PHYSICAL FINANCIAL SEXUAL EMOTIONAL PSYCHOLOGICAL

Everyone can protect seniors. No act is too small.
It starts with one person and one action.
If you suspect Elder Abuse – REPORT YOUR CONCERNS.
In cases of immediate danger, call 911.

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

www.norcen.org/StopElderAbuse
Learn More About Signs of Elder Abuse

CHECK OUT MORE VIDEO ONLINE!

JOIN IN THE ELDER ABUSE AWARENESS EVENTS THE WEEK OF JUNE 11!

JUNE 11, 2018
11:30 am – Kick-Off at the Marathon County Courthouse, Wausau
10:00 am – Purple Pin Wheel’s planted at Lincoln and Langlade County Courthouses
10:00 am – Presentation at Jenny Towers, Merrill, “Schemes and Scams”
12:30 pm – Parade to the Wausau Fire station to Plant Purple Pin Wheels
6:00 pm – Presentation at the Marathon County Library, Wausau Branch, “Schemes and Scams”

JUNE 12, 2018
9:00 am – Proclamation by Antigo Mayor Bill Brandt, Antigo Domestic Shelter
7:00 pm – Proclamation signing by Wausau Mayor Robert Mielke, Wausau City Council Meeting

JUNE 13, 2018
6:00 pm – See the WEAAD Booth at the “Concert on the Square” in Wausau

JUNE 14, 2018
10:00 am – Presentation at the Marathon County Library, Wausau Branch, “Schemes and Scams”
10:00 am – Informational Booth at Langlade County Meal Site, Saints Mary & Hyacinth Church, Antigo
7:00 pm – Proclamation by Marathon County Board, Marathon County Courthouse – Assembly Room, Wausau

JUNE 15, 2018
WEAR PURPLE DAY!
10:00 am-2:00pm – Antigo Public Library, Informational Booth

JUNE 18, 2018
6:00 pm – Presentation at the Antigo Public Library, “Schemes and Scams”

Catch the full interview online at http://www.wsaaw.com/video?vid=484907101 or on the NCHC Facebook Page!
WELLNESS CORNER
By Sherry Gatewood, PA & Asia Bay, Health Coach

Environmental Wellness for Spring

The Mosquitos are out and they are aggressive! Be prepared during time spent outdoors by using insect repellent, screens on porches, gazebos and tents and wearing long sleeve shirts and pants. Other than the initial sting, mosquito bites can be irritating by itching. The scratching can potentially lead to a bacterial infection of the skin. Clean mosquito bites with soap and water. You may need to cover the bites with a bandage to keep from continuing to scratch. There are several commercial creams and sprays that can be used to relieve the itching from calamine lotion, Benadryl brand or generic anti-itch spray to hydrocortisone steroid anti-itch cream. There is a small risk of systemic illness resulting in fever, headaches, neck stiffness and swelling of the brain leading to loss of muscular function. This is very rare but a good reason to protect yourself and your family. The Wisconsin Department of Health recently reported a dead bird was infected by the West Nile virus. Most people do not have any symptoms, but about 1 in 150 may develop the above mentioned symptoms. Seek care in the emergency room if these symptoms occur after mosquito bites.


Another summer culprit to cause skin symptoms is Poison Ivy, Poison Sumac, and Poison Oak. The oils from these plants can cause an itchy, blistering rash on the areas that it contacts. Wear gloves and long sleeves while doing yard work near wooded areas and especially when hiking in the woods! Wash the skin immediately with soap and water to avoid the blistering reaction that can occur. The oils can also be transferred to you from the fur of your pet. Wash your dog if it has been running around in the woods. If you find poison ivy in your yard, kill it or remove it while wearing gloves. Do not burn it in the brush pile as the oils can spread through the air. The skin lesions can be treated with a commercial product designed to block the spreading of the oils on the skin. Calamine lotion and anti-itch products can also be used to treat the itching symptoms. Good hand washing after applying is needed to prevent spreading of the oils. If the rash is on the face or genitals, it appears to be progressing into a bacterial infection, prescription medications may be needed.

Here is more information about poison ivy, sumac and poison oak:
https://www.mayoclinic.org/diseases-conditions/poison-ivy/symptoms-causes/syc-20376485

EMPLOYEE HEALTH & WELLNESS CENTER
1100 Lakeview Drive, Wausau, WI
North Central Health Care Campus
Door 25

Schedule an Appointment:
715.843.1256 or MyAspirus.org

Clinic Hours
Monday - Wednesday - Friday: 8:00 am - 4:30 pm
Tuesday: 6:30 am – 3:00 pm
Thursday: 10:00 am – 6:30 pm
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 for Managers

- **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.

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**FOOD SERVICES**

**“TOP BANANA” OF THE WEEK!**

**Congratulations Jonathan Jeske**

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 Jonathan Jeske. Jonathan started at NCHC in September 2017 as a dietary aide. He enjoys reading, playing Warhammer 40k and painting. Jonathan’s father, Steve and sister, Caitlin also work here at NCHC. Growing up Jonathan wanted to be a Blacksmith. He defines success as “ANYTHING THAT IS NOT A FAILURE.”

We asked Jonathan, what would you tell your teenage self: “Invest in Google and start saving more money.”

What is on your bucket list? Jonathan replied; “Visiting Ireland!” Congrats Jonathan!

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**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:** Crisis Professional
  - **Status:** Full Time
  - **Location:** Wausau
  - **Job Posting Direct Link:** https://bit.ly/2xRtM4a

- **Title:** Residential Care Assistant (MH & DD)
  - **Status:** Full and Part Time Positions
  - **Location:** Wausau Area
  - **Visit:** https://bit.ly/2JvNioa
We had two nursing clinical rotations recently spend 3 pm – 11pm in Northwinds Vent Community. The group in clinical rotation wanted to put in a Shout Out the following staff:

- Alan Wiltzius, RN
- Sam Sommers, RN
- Sam Eggers, RN
- Korby Krueger RT
- Laura Kalk, RN
- Todd Rademan, RN
- Mary Barbian, RT
- Crystal Parkinson, CNA
- Steve Schuessler, RT
- Lynette Chellberg, RN
- Craig Hinkens, RN
- Carrie Warren, RT

Some of their comments:

- “They made sure to come get us when they were doing something we might want to see!”
- “They were very willing and patient to teach us!”
- “We learned a lot!”
- “The staff are very knowledgeable and also care about us gaining knowledge!”
- “Night shift staff on the Northwinds Vent are awesome and so fun!”

– Submitted by Natasha Sayles, RN Manager

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

Send your SHOUT OUTS to jmeadows@norcen.org.
COMMUNITY TREATMENT’S
JUNE 2018 SPOTLIGHT AWARD

Congratulations to Brook Kickhaver!

Congratulations to the Community Treatment Spotlight Award recipient for June, Brook Kickhaver! Brook is a Youth Service Facilitator in Langlade County. Brook was presented with her award at a team meeting earlier this week. Highlights from her nomination include:

“Brook has been exemplary in her partnerships with coworkers across the organization, offering help to me as a new person in the position in any way needed. She has gone above and beyond with coaching, shadowing, tips and tricks of the trade and shares those selflessly. I have seen her create and maintain positive community partnerships through outreach to new communities (Elcho and White Lake), and within the community of Antigo by outreach to the schools and APD.”

“Her words match her actions personally and professionally and she acts in the best interests of the kids and families with which she works. She is careful with her family’s cultures and integrates into that as best she can while remaining professional. She is just as comfortable holding a client’s baby and participating in parent education as she is taking a teen agar out for coffee or bringing down a meth lab home where children are involved.”

“Even though she has been here 8 years, she continually checks herself towards improvement and how she can improve experiences for the clients she serves. She is open to new ideas and suggestions, even in areas where she appears to be the expert in the room.”

“Brook is a person who is “in the trenches”. She does not shy away from uncomfortable situations and has found the right balance between professionalism and rapport with her clients, and she works until positive outcomes are achieved, or reworks a goal.”

Congratulations, Brook and thank you for all of your hard work, it is noticed and appreciated!

www.norcen.org • Lives Enriched & Fulfilled.

SUICIDE
THE RIPPLE EFFECT

A film and a movement for hope and healing

The film chronicles the story of Kevin Hettrick, who 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.

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

Local resource information and more will be available.

www.norcen.org/SwagShop

Need Some NCHC Swag?
Get it at the SwagShop! Shop online for NCHC branded clothing and accessories including scrubs, shirts, hats, jackets, vests, cardigans, polos and much more.

Looking for Samples?
Visit the Human Resources office on the Wausau Campus to see samples of clothing. General sizing and measurements are available on the website.
NCHC EMPLOYEES IN THE NEWS!

Catch the WAOW TV 9 interview with Kyla Luther, Substance Abuse Counselor at Lakeside Recovery, as she talks about her personal journey with resilience. Watch the video here https://bit.ly/2Hwt1x2

Kyla also was a guest on the WXCO 1230 AM Radio Morning Show with Oliver Burrows speaking about the Lakeside Recovery Open House. Thank you Kyla for your outreach efforts and for sharing your story with our community!

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!
## 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 11 – 15, 2018

<table>
<thead>
<tr>
<th>Day</th>
<th>Lunch Menu</th>
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| MON 6/11| Chicken Noodle Soup  
Baked Potato Bar  
Pork Loin  
Mashed Potatoes  
Carrots  
Double Chocolate Cookie |
| TUES 6/12| Hobo Soup  
Egg Rolls  
Chicken Mushroom Bake  
Wild Rice  
California Blend Veggies  
Cherry Delight |
| WED 6/13| Minestrone Soup  
Chicken Bacon Flatbread Pizza  
Lemon Herb Baked Fish  
Roasted Potatoes  
Green Bean Deluxe  
Luscious Lemon Bar |
| THURS 6/14| Turkey Dumpling Soup  
Baked Turkey Berry Wrap  
Roast Pork  
Boiled Potatoes  
Red Cabbage  
Donut |
| FRI 6/15| Split Pea Soup  
Taco Bar  
Meatloaf  
Cauliflower  
Carrot Cake with Cream Cheese Frosting |

### Mortgage Rates Are On The Rise, So Lock Your Rate with US Today During Our In-House Refinance Special!

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

Beat the Rush...Apply Online @ www.mcecu.org

Already a Member? Thank You!  
Not a Member? Contact Us Today!

*Some Terms Apply. Must meet MCECU’s underwriting guidelines and underwriting requirements. Subject to credit approval on in-house products. Offer can be discontinued at any time and is subject to change. Approval may be required if TVA or SFR definitely responsible for the loan.

### Get Social!

Catch up on news, info., photos, videos, employment opportunities and more by following North Central Health Care on Facebook, Twitter and LinkedIn!

### Crime Stoppers

Click here for this week’s Crime of the Week.  
http://marathoncounty.crimestoppersweb.com/crimeoftheweek.aspx