LENA Start

This week we hosted a range of community partners to welcome Secretary Eloise Anderson of the Wisconsin Department of Children and Families. Another distinguished guest was Michele Erikson the Executive Director of Wisconsin Literacy, Inc. Everyone was gathered to hear about the community partnership that brought LENA to Marathon County and our guests observed the LENA class we’ve been hosting at North Central Health Care.

LENA Start Marathon County is a free program for parents with children 0-32 months old. The program is thirteen weeks with all program materials included, free onsite childcare, a snack or meal each week, as well as T-shirts and prizes. The objective of the program is to create awareness and ultimately increase how many words and conversational turns you use in talking with each child. Studies have shown how increasing the number of words and conversational turns is tied to early childhood development and life success. A baby’s brain is almost fully grown by age 3. During the program data is collected from a vest the child wears once a week during the 13-week program. It’s literally a talk pedometer. I believe that with this program we are creating our community 10-20 years from now.

It was exciting to host this group to talk about how unique this program is and how it impacts individuals lives. We are one of only a few communities in the entire United States that has it. Dr. Corrie Norrbom, the programs Champion for LENA is also on our NCHC Board of Directors. She has been instrumental in bringing this program to our community and continues to advocate for its success. NCHC hosted this event because we are the 1st employer-based model for the program. As an employer site sponsor, NCHC pays for part of the time our employees are in the class, we provide the food to the participants, as well as the space for both the classroom and childcare during the class. There is also some in-kind logistical support provided. We have a number of employees participating along with community members and we have outreach to parents and children we care for as well. This program is really just getting started here in Marathon County. There will be multiple groups launching again in the spring. If you or anyone you know in our community can benefit, contact Nicole Tank at 715-845-6747 or ntank@chw.org.

One a final note, I wanted to mention that I first got involved with Early Childhood Development here in Marathon County almost five years ago when our first daughter Olivia was born. I remember distinctly the impact the research on early childhood development had on me as I attend the Baby Business Program and was connected with the United Way’s Early Years Coalition’s campaign to Talk. Sing. Read. Play. Every Child, Every Day. It has made a tremendous impact on me and my relationship with my daughters. The picture above is me reading to Olivia not too long after getting involved. Olivia and I still read together (she’s actu-
ally mostly reading to me now) but now our audience has grown with my two other daughters. From experience, I can see the difference it has made in their lives. Our third daughter, Josephine, is participating in the program this fall. Whether you have children, grandchildren, nieces or nephews, I'd like to encourage you to join me in the journey of making our community a better place by reading to children.

Make it a great day,

Michael

In addition to welcoming Secretary Anderson, NCHC welcomed several community partners who have been part of the LENA Start Marathon County Initiative: Children’s Hospital Community Services, Medical College of WI, Marathon County Public Library, Marathon County Special Education, Marathon County Government, Northcentral Technical College, Heart Start, BA & Esther Greenheck Foundation, and the WI Institute for Public Policy and Service.

Are you a parent interested in learning more or participating in LENA Start Marathon County?

Contact Nicole Tank at 715.845.6747 or ntank@chw.org

CONGRATULATIONS TO TROY STELZER ON THE BIRTH OF HIS BABY BOY!

Patrick Truman was Born on Nov. 1 at 4:05 am weighing 8lbs and 9oz. He is 21.5 inches long. Baby Patrick is a healthy baby and has tired parents. Troy is a Community Treatment Case manager in the Wausau Office. Congrats!
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.

On Thursday, NCHC received a visit from the Wausau Police Department Therapy Dogs, Badger and Theo, along with Officers Stetzer and Shremp. Employee, visitors and residents could interact with the dogs and reap the benefits of what therapy dogs provide. Catch the interview on WSAW TV 7 of the event!

“Release the Hounds - for Therapy of Course” - Submitted by Jessica Meadows
https://bit.ly/2CVNgWa

PARKING LOT NOTICE ON WAUSAU CAMPUS
Please Read Below and Respect Our Spaces
Recently, there has been an increase of complaints to our business offices about the Wausau Campus front parking lot. Vehicles are frequently parked in “undesignated” parking spots (at the end of rows, loading areas, etc.) and that it is creating congestion and safety concerns. One complaint reported that a person almost hit one of the parked vehicles because it was not parked properly in an actual space. If you are parked in a spot and there are not lines on each side of your vehicle, you are not in a designated parking space. With winter approaching and snow removal season fast approaching, we look for each employee’s cooperation in making our lots safer and also giving our snow removal crew the best opportunity to keep our lots clear. Thank you in advance for your attention.

Alzheimer’s Association Appreciation Event
Join Us in the NCHC Cafeteria
Tuesday, Nov. 6th 2:00 PM
The Alzheimer’s Association will be presenting North Central Health Care with two distinct awards:
HIGHEST TEAM FUNDRAISER & HIGHEST INDIVIDUAL FUNDRAISER
(presented to NCHC Employee Jennifer Dixon)

We appreciate your support!
As a thank you to our employees, residents, families and partners, please join us for food and recognition on Tuesday!
These achievements were made possible because of the BIG HEART our employees have and your dedication to our community.

HAVE YOU COMPLETED THE ZEROSUICIDE WORKFORCE SURVEY ASSIGNED IN HEALTHSTREAM YET?
All employees have been assigned a HealthStream module that includes the link to the ZERO Suicide Workforce Survey. So far XX% of employees have completed the survey! Thank you for your participation. As a reminder, you have until November 26, 2018 to log into HealthStream and complete your survey. Your feedback is very important.

To thank you for your time and commitment to the Zero Suicide Initiative, there will be a drawing for prizes from all those who complete the survey. The sooner you complete the survey, the more entries you receive into the drawing to win one of ten $20 Gift Cards.

Complete your survey before:
Sunday, Nov. 4 – receive 4 entries to win
Sunday, Nov. 11 – receive 2 entries to win
Sunday, Nov. 26 – receive 1 entry to win

Thank you in advance for your time and commitment to this very important initiative. If you have any questions, contact Jennifer Peaslee at 715.848.4507.
Is It a Cold or Flu?

As we approach the Flu season, I am hopeful that everyone who can has received the flu vaccine this fall. Vaccine is available at the Employee Health and Wellness Center for those family members who have not received it. It is best to get the vaccine before the season starts but it can be given anytime during the flu season October through April. I want to share some information from the Centers for Disease Control and Prevention (CDC) on the difference between the flu and a cold.

What is the difference between a cold and flu?
Flu and the common cold are both respiratory illnesses but they are caused by different viruses. Because these two types of illnesses have similar symptoms, it can be difficult to tell the difference between them based on symptoms alone. In general, flu is worse than the common cold, and symptoms are more common and intense. Colds are usually milder than flu. People with colds are more likely to have a runny or stuffy nose. Colds generally do not result in serious health problems, such as pneumonia, bacterial infections, or hospitalizations. Flu can have very serious associated complications.

How can you tell the difference between a cold and the flu?

Because colds and flu share many symptoms, it can be difficult (or even impossible) to tell the difference between them based on symptoms alone. Special tests that usually must be done within the first few days of illness can tell if a person has the flu.

What are the symptoms of the flu versus the symptoms of a cold?

The symptoms of flu can include fever or feeling feverish/chills, cough, sore throat, runny or stuffy nose, muscle or body aches, headaches and fatigue (tiredness). Cold symptoms are usually milder than the symptoms of flu. People with colds are more likely to have a runny or stuffy nose. Colds generally do not result in serious health problems.

Is it a cold or flu?

<table>
<thead>
<tr>
<th>Signs and Symptoms</th>
<th>Influenza</th>
<th>Cold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Symptom onset</td>
<td>Abrupt</td>
<td>Gradual</td>
</tr>
<tr>
<td>Fever</td>
<td>Usual</td>
<td>Rare</td>
</tr>
<tr>
<td>Aches</td>
<td>Usual</td>
<td>Slight</td>
</tr>
<tr>
<td>Chills</td>
<td>Fairly common</td>
<td>Uncommon</td>
</tr>
<tr>
<td>Fatigue, weakness</td>
<td>Usual</td>
<td>Sometimes</td>
</tr>
<tr>
<td>Sneezing</td>
<td>Sometimes</td>
<td>Common</td>
</tr>
<tr>
<td>Stuffy nose</td>
<td>Sometimes</td>
<td>Common</td>
</tr>
<tr>
<td>Sore throat</td>
<td>Sometimes</td>
<td>Common</td>
</tr>
<tr>
<td>Chest discomfort, cough</td>
<td>Common</td>
<td>Mild to moderate</td>
</tr>
<tr>
<td>Headache</td>
<td>Common</td>
<td>Rare</td>
</tr>
</tbody>
</table>

Most people with good immune systems can fight the flu and will not require antiviral medications. There are medications available that have proven to lessen the number of days of illness and prevent potential complications as long as the treatment is started within 48 hours. Rapid Flu testing is available at the Employee Health and Wellness Center. If you have any questions, call the clinic at 715-843-1256.
Congratulations to Becky Kopp of Community Treatment for being recognized as the October Employee of the Month at NCHC. Becky consistently and collaboratively builds positive relationships both internally and externally. She communicates honestly, respectfully and purposefully with all partners to help enrich the lives of the consumers we serve. We think the comments left by Becky’s team and clients say it best:

“Becky is a joy for everyone to work with. She is flexible with a positive approach to change and offers creative ideas on a daily basis. Her attitude is infectious and many on her team benefit from her optimistic points of view.”

“As a Referral Coordinator, Becky has an extremely fast paced and demanding position that brings with it a lot of pressure from teammates, consumers, families, agency and community partners. Becky manages to remain calm, respectful, and present with a smile in all of her interactions.”

“I have the pleasure of sharing an office with Becky. Because of this, I witness day after day the tireless effort that Becky puts into each work day. I am in constant awe of her work ethic and drive. She is “non-stop” all day, every day. Becky has been in the role of Referral Coordinator for about six months. Those six months has been a time of extraordinary growth and change within Community Treatment. Becky has handled an increase in workload coupled with new procedures and processes with ease and a positive attitude. She is known throughout NCHC as someone who is true to their word and someone who can be counted on to get the job done. Her professional judgment is trusted and respected within NCHC and throughout the community. Becky truly demonstrates NCHC’s Vision of Lives Enriched and Fulfilled. I am blessed to have her as a co-worker and to call her a friend.”

Congratulations Becky!

BOOKS ARE FUN BOOK FAIR

Wednesday, Nov. 7 9:00 a.m. – 3:00 p.m.
at the Wausau Campus Cafeteria

Come to the book fair! We offer gifts and books at 40-70% off retail prices. We accept: Post Dated Checks (for up to three weeks past book fair date), Checks, and Credit Cards (MasterCard, Discover, Visa, American Express)

Fill this out for a chance to win a gift certificate for the next book fair:

Name: _____________________________
Personal Email: _____________________________
Or Address: _____________________________

Update me about future public book fairs in this area? Yes or No

(This will only be sent two/three times each year)
NCHC PRIVACY OFFICER ANNOUNCEMENT
Jennifer Peaslee, Interim Privacy Officer

Protecting the privacy and rights of our patients, clients, and residents is one of our top priorities within our commitment to Person-Centered Service at NCHC. Since early 2017, Carol Rich has served as NCHC’s Privacy Officer. We thank Carol for her commitment to privacy initiatives and for serving our organization in this manner. We wish Carol the best on her future endeavors as she embarks on a new path in her career within our community.

As we seek a member of our NCHC organization to fulfill this role, Jennifer Peaslee, Quality and Clinical Transformation Director, will be serving as NCHC’s Interim Privacy Officer.

Employees are required to contact a Privacy Officer for potential violations such as:
- Privacy
- Rights
- Ethical Boundaries
- or for questions related to HIPAA

For concerns or questions, employees may contact:
Jennifer Peaslee, NCHC Interim Privacy Officer, 715.848.4507

Thank you for your commitment to all those we serve! If you have questions, please contact Jennifer at the number above.

COMMUNITY CORNER CLUBHOUSE FEATURED IN WAUSAU POLICE DEPARTMENT NEWSLETTER “THE INFORMER” Community Partner Spotlight

Community Corner Clubhouse was featured in the October issue of The Informer, a newsletter from the Wausau Police Department. You can check out the entire edition here at https://bit.ly/2RtNvMn

LONELINESS AND SOCIAL ISOLATION IN OLDER ADULTS

Jean Ostrowski, RN is a Health and Wellness Coordinator with Inclusa, Inc. and is completing her B.S. in Nursing at UW – Stevens Point. As part of her Capstone project, she is working with United Way RSVP and medical students of Medical College of Wisconsin to promote the health of older adults in the greater Wausau area community. Jean has researched and developed a presentation which addresses the issue of Loneliness and Social Isolation among older adults along with some proactive measures that can be taken.

JOIN THE CONVERSATION

Learn about the issues of loneliness and social isolation, the health benefits of social engagement, and proactive steps that individuals and agencies serving older adults can do to help with this issue.

November 15, 2018 10:00 am to 11:30 am

Aging & Disability Resource Center of Central WI
2600 Stewart Avenue, Wausau

Presented by Partnership for Healthy Aging and part of the Building Momentum series, designed to inspire and engage community members around healthy aging in Marathon County. For more information, please contact Amanda.Ostrowski@co.marathon.wi.us.
NEW MICROSOFT OFFICE CLASSES OFFERED FOR EMPLOYEES
Visit the CCITC Page on the Intranet for Calendar!

On any network computer, visit the intranet page at http://intranet and click the CCITC link for a Calendar of Microsoft classes. Classes are scheduled for covering the basics of Outlook, Word, and Excel.

Employees can enroll by going to the CCIT calendar and click the date of your choice to begin. Please seek manager approval before signing up for any classes. Classes are being offered at both NCHC, and at 212 River Drive, Room 4.

SUPPORT OUR LOCAL SCHOOLS PERFORMING ARTS

Several employees at NCHC in Wausau have kids participating in the local performance of Mamma Mia at the D.C. Everest Senior High Theater in November. Support our families and grab a ticket for a good show! Best of luck to our students in your performance!

THANK YOU FROM MVCC RESIDENTS
Cat Donations

The residents on Northwinds Vent Community would like to thank everyone who has and continues to give donations of cat food and money to continue feeding the cats here at Mount View Care Center. They are very grateful for everyone’s generosity and kind hearts.

REPRESENTIN’ NCHC @ AAPL
Dr. Dileep Borra

Dr. Dileep Borra recently attended the American Academy of Psychiatry and the Law Annual Meeting and Forensic Review Course. The Annual Meeting informs attendees about current major issues in forensic psychiatry and afford them opportunities to refresh skills in the fundamentals of the discipline, engage in discussion with peers on the standards governing the profession, and update their present knowledge. Way to represent Dr. Borra!
Do You Know of A Qualified Candidate?
Refer and earn a $500 Referral BONUS!!
Text “Refer” to 715.598.3663

Position Postings

Title: Phlebotomist
https://bit.ly/2SGCyZ1
Status: Limited Part-time
Location: Mount View Care Center - Wausau

Under general supervision, performs the manual and technical tasks involved with the proper collection, labeling, processing and distribution of biological specimens for laboratory testing to include microbiological, hematological and chemical analysis, from clients, residents and patients of all ages. This person is responsible for utilizing relevant computer programs, performing data entry, canceling and crediting tests, and accurately distributing the results.

Hey, you!
NCHC employee...
Do YOU know someone who is as awesome as YOU?
Text “Refer” to 715.598.3663 and you are eligible for a referral bonus when they join our team! When we get your text, HR will take it from there. What are you waiting for?!

Do You Know of Experienced, Qualified and Reliable Candidates for the following positions: CNA, Dietary Aide or Residential Caregiver?
Here’s your chance to earn
You could earn the following REFERRAL BONUS...

CNA .......................................................... $1000
Dietary Aide (0.3 FTE) ................................... $200
Residential Caregiver** .............................. $500

How to Apply? TEXT “Refer” to 715.598.3663 or complete the referral form located in HR and the MVCC Administration Office. Submit to Human Resources at the time your recruit applies for employment at North Central Health Care.

*Referral requirements: Half of payment is disbursed after 6 months and the remainder after 1 year. You and your recruit must be in good standing throughout this period. What does that mean? No written warnings for attendance or other performance issues.

**$1500 Sign-On Bonus for Residential Caregiver New Hires.
See Human Resources for details.

Hurry! This Great Referral Bonus Period Expires December 31, 2018.
North Central Health Care offers equal opportunity in employment and in service delivery.

THAT’S THE HALLOWEEN SPIRIT!
Look Who Wore Their Costume Work on Halloween...or Did They?

Tanya Zaloudel, Shandah Stewart, and Andrea Rebstock (Outpatient Services); Paula Berg and Jessica Pyke (ADS/Pre-Vocational Services)
Chad Adams, Laundry

Brittany Blunt and Melissa Niedfeldt; Outpatient Services (above)

Storm Trooper, Kimberly Moore, Kim Walker-Daniels, Liz Parizo, Trina Sorce and Kathy Buckli of Behavioral Health Services.
BENEFIT OPEN ENROLLMENT PERIOD COMING UP OCT 23 – NOV 6

Make Your Selections and Changes for 2019 Benefits

Every year you have the opportunity to review your benefit choices and make changes to your benefits for the following year. That time is now. The 2019 Open Enrollment runs from October 23 until November 6. It’s important that you take the time to consider all your options so you can make the right choice for you and your family.

Open Enrollment is the time to add, change, or cancel any of your current insurance plans for the upcoming plan year (January 1, 2019 – December 31, 2019).

A 2019 Benefits at a Glance Sheet will be available in Human Resources. The YOU Benefit 2019: A Comprehensive Benefit Resource Guide for North Central Health Care Employees will be available electronically this year. Watch your NCHC email for how you can get a printed copy if needed.*

Wausau Campus Computer Lab Open Enrollment Assistance

The Humans Resources Team will be available in the Wausau Campus Computer Lab to help employees with Open Enrollment and also answer any questions you may have. Below is the schedule of Wausau Campus Computer Lab open hours to meet with an HR team member.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tues., November 6</td>
<td>9:00 am – 1:00 pm</td>
</tr>
<tr>
<td>Tues., November 6</td>
<td>3:00 pm – 5:00 pm</td>
</tr>
</tbody>
</table>

* In an effort to conserve our resources, the YOU Benefit Guides will be available electronically this year and employees will receive a smaller concise version. Employees will receive a link to the full YOU Benefit Guide electronically. If you prefer a printed copy, watch your NCHC email for notices of YOU Benefit Booklet availability.

As a reminder, you will be able to access the Sage Employee Self Service (ESS) link to update and enroll in your 2019 benefits from October 23 through November 6.

ESS: https://secure.norcen.org/ESS/default.aspx

If you have questions, please contact our Human Resources team at x4419.

WHERE CAN I REVIEW THE 2019 YOU BENEFIT GUIDE?

If you would like to review the 2019 You Benefit Guide for further details on the 2019 NCHC benefits, please go to one of the following locations:

- Online and accessible from work, home and all electronic devices: http://www.norcen.org/EmployeeBenefits
- From any network computer, visit http://intranet/NCHC.aspx and click Employee Benefits on the left side of NCHC page.
- PDF available on Odrive: News You Can Use Folder > YOU Benefit 2019 Guide

The 2019 Benefits Overview Presentation Video is now available online 24/7 at https://youtu.be/Sf6cW36T5qA and on the NCHC Intranet - Click on the Employee Benefits Link
Many of the individuals we serve in the Wausau area use public transportation to get to their appointments. We would like to challenge employees or community partners to participate in this initiative to support the WATS system. See below!

**TRANSIT CHALLENGE**

**NOVEMBER 13th - 15th**

The Greater Wausau Metro Area Transit Challenge will educate the Wausau metro area community about the value of a good and sustainable transit system by soliciting volunteers from a wide spectrum of its citizens to take three days to ride the bus on their way to work and during their daily activities. Those who accept the challenge will be provided with a monthly bus pass and a journal/transit passport to record their activities and expenses. They will be refunded taxi expenses for those destinations that cannot be accessed by bus.

For more information please contact
E: NAOMI4JUSTICE@YAHOO.COM
P: (715) 301 - 8385

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**Empty Bowls Raffles**

$10 per ticket

1. **18k White Gold Diamond Pendant Necklace on an 18k White Gold Chain**
   - Valued at $1,100
   - Donated by: Jim Kevishak Jewelers

2. **4 Packers / Cardinals Tickets and Tailgate Package**
   - December 2, 2018
   - Donated by: Slew and Tracy Ellen & Kevin and Louise Wolf

3. **Sony 4K 55" Flat Screen TV**
   - Donated by: Tony and Jenny Sweeney
   - Valued at $650

See me to purchase your raffle tickets!

Tickets also available at The Neighbors’ Place: 745 Scott Street, Wausau
Need not be present to win.

Raffle Tickets are available in the Marathon County Health Dept or contact Eileen at x1902.

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**Share your story**

**Learn from others**

Discuss successes, strategies, challenges, and resources. This is a peer support group for anyone concerned about their own mental health.

Attendance is optional and confidential.

Registration not required.

4th Wednesday of the Month
4:00-5:00PM
Wausau YWCA
613 N. 5th Street
Wausau, WI 54403

715-432-0180
www.naminorthwoods.org
contact@naminorthwoods.org

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**Northwoods**

TO ALL THOSE WHO DONATED CANDY FOR HALLOWEEN AT THE NURSING HOME!

“A big shout out and thank you to everyone that has given donations of candy for our annual trick or treating this year. The residents always look forward to this fun event, and every donation is greatly appreciated!”

– Submitted by Mount View Care Center Life Enrichment Team and Residents

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

Send your SHOUT OUTS to jmeadows@norcen.org.
## 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

### NOVEMBER 5 – 9, 2018

<table>
<thead>
<tr>
<th>Date</th>
<th>Menu Options</th>
</tr>
</thead>
</table>
| **MON 11/5** | Campbell’s Tomato Soup  
Taco Bar  
Hamburger  
Potato Salad  
Baked Beans  
Snicker Doodles |
| **TUES 11/6** | Navy Bean Soup  
Hot Turkey on a Croissant w/ Hollandaise Sauce  
Lemon Herb Baked Fish  
Potatoes O’brien  
Peas  
Banana Cream Pie |
| **WED 11/7** | Chicken Noodle Soup  
BBQ on a Bun  
Boiled Dinner  
Carrots  
Peaches |
| **THURS 11/8** | Stuffed Green Pepper Soup  
Homemade Pizza  
Swedish Meatloaf  
Mashed Potatoes  
Peas & Carrots  
Mounds Bar |
| **FRI 11/9** | Cream of Cauliflower Soup  
Reuben  
Vegetable Lasagna  
Green Beans  
Garlic Bread  
Carrot Cake w/Cream Cheese Frosting |

### Need Some Extra “Dough” this Holiday Season?

Make Sure to Check Out Our Holiday Loan Special!

- **Promotion valid from 11/01/2018 until 01/15/2019.**
- **Annual Percentage Rates (APRs) accurate as of 11/01/18.** APRs are available for borrowers with credit scores of 680 and above, and ONLY for new money borrowed from Marathon County Employees Credit Union. Scores under 680, please add 1% to the rates. Loans under $1000 have a maximum term of 24 months. Loans of $1,001 to $20,000 have a maximum term of 36 months. Loans over $20,000 have a maximum term of 48 months. All loans are subject to MCECU’S normal credit requirements.

**Contact us today!**

- Apply online at www.mcecu.org
- 715 261-7685 • culoans@co.marathon.wi.us
- 400 East Thomas Street Wausau, WI 54403

*Thank you to Laurie Heiser and her husband Jeff for the amazingly scary Haunted House at Mount View Care Center! Check out the coverage by WSAW TV7 of their efforts!*