WEEKLY CONNECTION WITH MICHAEL LOY

That’s A Wrap

As this is my last NYCU article for the year, I’d like to say again, I wish you and your families a very Happy Holidays and for a bright New Year in 2019. Another year together. We have again seen our organization move forward with a number of significant blessings to be thankful for:

- We had the privilege to provide great care to thousands.
- The community gave us over $3.2 million for our new Aquatic Therapy Pool.
- We have a campus renovation plan in the works after the Marathon County Board authorized a $73 million bonding to completely rejuvenate our main campus for the future.
- We expanded Lakeside Recovery from 6 to 14 beds and our Crisis CBRF from 6 to 12 beds.
- We opened our fully remodeled Merrill office in September.
- Our Medical Staff has grown and the Psychiatry Residency continues to expand.
- Employee Engagement had double digit improvement across the organization and workforce.
- We successfully went through our State surveys across the organization and achieved Joint Commission Reaccreditation.
- The Crisis Assessment and Response Team (C.A.R.T.) has been successfully implemented with early results suggesting that while the number of law enforcement mental health calls have increased over the last year, there has been a significant drop in the number of these calls resulting in emergency detentions.

- We’ve supported the expansion of day treatment and intensive outpatient along with supporting drug court efforts in Langlade and Marathon Counties.
- And we did it all within the available resources we were given while at the same time putting in motion the growth to continue to have choice going forward.
- The list could go on and on of what we accomplished this year together. Bottom line…Lives Enriched and Fulfilled. We’ve done it together and we continue to be who we are because of YOU! You’ve each played a key role in our success as an organization.

As we close the year I want to say thank you to our Board of Directors, the Retained County Authority Committee and our County Partners, our Executive and Management Teams, along with all of the
other individuals and organizations who have made 2018 a year to reflect back on and be proud of. Thank you for your support and efforts.

More to come, 2019 will be a big year – year three of our 5 to 50 Vision with a lot of amazing opportunities ahead to fulfill our Mission. I look forward to our continued Journey together. To every NCHC employee, thank you from the bottom of my heart for the opportunity you give me each day to walk together towards accomplishing something truly bigger than ourselves, forward.

Make it a great day,

[Signature]

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 Stockings Were Hung in ADS With Care...”
- Submitted by Melissa Chrudimsky

NEW RESOURCE!
The Wisconsin Addiction Recovery Helpline

The Wisconsin Addiction Recovery Helpline is a statewide resource for finding substance use treatment and recovery services. The helpline is free, confidential, and available 24/7. Trained resource specialists will help you understand your treatment and support options.

Visit the website at https://211wisconsin.communityos.org/addiction-helpline

“PETER FRAMPTON” VISITS CRISIS
The Crisis Center Squirrel

Chuck Kerstell talks through the window to our “Crisis Squirrel”, named Peter Frampton. Peter comes to the Crisis window daily to check on the staff and give his greetings.

Chuck, we think he likes you too.
NEWS YOU CAN USE

Monday, December 17

Sparkle and Glitter like a Star

Tuesday, December 18

Plaid Tidings To You

Wednesday, December 19

All is Calm, All is Bright!

Holiday PJs & The Polar Express

Thursday, December 20

Holiday Character Day

Friday, December 21

Add your event here.
I’m sure you’ve heard the phrase “It takes a village…” to make good things happen. It’s true – and in this case, “It takes an entire Organization” to make great things happen, especially when referring to NCHC New Hire Orientation and Manager Orientation.

Looking back at 2018:

- 14 New Hire Orientation sessions were held
- 2 Manager Orientation sessions were held
- 190 individuals attended New Hire Orientation
- 12 individuals attended 1, 2 or 3 days of Manager Orientation
- 42 yummy homemade pizzas/420 slices were consumed during the New Hire/Exec Team lunches
- Approximately 570,000 steps were taken during the facility tours
- Approximately 123 “That’s cool - I didn’t know that” moments occurred
- 168 prizes of unspeakable value were awarded to those completing The Amazing Place (approx.)
- Knowledge gained, skills developed and connections made/strengthened – Priceless

It takes the involvement of many to have orientations like ours go off without a hitch. Thank you to these amazing individuals who take time from their busy schedules each month to prepare and present to our new hires and/or managers:

Jenny Anklam  Kelly Henke-Kaiser  Jessica Meadows  Brad Beranek  Bo Johnson  Lisa Murkowski
Chris Bleck  Chuck Kerstell  Jennifer Peaslee  Mike Brundidge  Melissa LaPorte  Daniel Shine
Tammy Buchberger  Christine Laurent  Lynn Wengelski  Katlyn Coles  Michael Loy  Kim Wieloch
Renee Erickson  Pat LuCore  Bob Wilcox  Amanda Gardner  Cagney Martin  Merry Wimmer
Brenda Glodowski  Sue Matis

Heaps of gratitude go out to those individuals that work their magic behind the scenes to reserve the rooms, produce printed materials, prepare and provide systems and computer access, gather proper keys, have hot coffee (a necessity), water and snacks prepared and waiting for the day to start, provide department and job specific trainings to staff after organizational orientation is done and so much more. Many thanks to:

Rick Abreu  Debbie Osowski  Dave Bertram  Cynthia Heiser-DeBroux  Jessica Putrus
Terry Kaiser  Chue Xiong  Travis Kurth  Sheila Zblewski  Ben Nelson  Food Services

This doesn’t account for everyone that provides department and job specific training’s, assist with job shadows, oversee checklist skills, serve as mentors and so much more. It’s because of you that new hires and managers are successful and North Central Health Care is thriving!

It takes an entire Organization. Thank you for being such a valuable part of ours.

We look forward to great things in 2019!

Judy Rannow and Mary Jo Monday
Organizational Development
Congratulations to Hannah Spranger for being recognized as NCHC's December Employee of the Month. Hannah works in the Crisis Center and has been called “The Rock Star of BHS.” Her nomination this month shares a little bit of what being a Rock Star entails.

Hannah frequently assists Crisis staff in meeting the basic needs of our clients and takes on cleaning and organizational tasks as she sees the need - because it is the right thing to do and is helpful to all. She is currently covering the role of Utilization Review and recently covered the Court Liaison role as well. She also assisted in training the new court liaison and continues to cover any vacation days or unexpected absences. In addition to her Rock Star role, Hannah is also called the “Chameleon of BHS”, and takes on a variety of roles based on her needs and does so with a positive attitude.

When working with youth in crisis stabilization, she does everything in her power to ensure that our young clients are safe and comfortable while still providing a therapeutic structure. She provides excellent person-centered service by tailoring each experience to the individual. She takes youh outside and to the gym and goes the extra mile to make sure that they are cared for.

Congratulations Hannah!

Hannah and her husband Rob (above).
Human Trafficking

Informational Session
For NCHC & Marathon County Health Department Staff

January 16, 2019 • 1:00 - 2:30 PM
North Central Health Care Theater
1100 Lake View Drive, Wausau

Presenters:
Officer Sarah D’Acquisto
Wausau Police Department
Brenda Bayer
Human Trafficking Advocate
The Women’s Community

Victims of modern slavery are exploited in every region of the world, compelled into service for labor or commercial sex in the real world of industry and on the pages of the Internet.

In the fight against human trafficking, partnerships are critical between law enforcement, service providers, and other key actors within communities. Receive current information about what’s happening locally, prevention efforts and how you can help.

FREE EVENT | NO REGISTRATION

For more info about this session, please call 715.261.1902 or email Eileen.eckardt@co.marathon.wi.us

Refer and earn a $500 Referral BONUS!!
Wellness Corner

By Sherry Gatewood, PA

Exercising More

“Exercising more” is almost always on the top of the list for New Year’s Resolutions. If that is yours, have a plan that is sustainable and fun for the whole year. Here are some tips on making your resolution through to the end of 2019 while benefiting your heart and health.

Here is how Exercise helps your heart: Your heart is a muscle, and it gets stronger and healthier if you lead an active life. It’s never too late to start exercising, and you don’t have to be an athlete. Even taking a brisk walk for 30 minutes a day can make a big difference. You will also experience benefits even if you divide your time into two or three segments of 10 to 15 minutes per day. Once you get going, you’ll find it pays off. Regular exercise can help you: bum calories, lower your blood pressure, reduce LDL “bad” cholesterol, and boost your HDL “good” cholesterol. People who don’t exercise are almost twice as likely to get heart disease as people who are active. It can also help to manage disease.

How to improve your exercise habits: First, think about what you’d like to do and how fit you are. What sounds like fun? Would you rather work out on your own, with a trainer, or in a class? Do you want to exercise at home or at a gym? Do a variety of activities you enjoy. And remember, there’s no rule that says you have to go to a gym or buy equipment.

Find an exercise buddy. If you exercise with a spouse, friend, or coworker, you will be more likely to stick to it.

If you can, exercise first thing in the morning to prevent interruptions or excuses. Or, exercise on your way home from work, without going home first. Once you get home, it can be hard to go back to the gym. If the weather cooperates, make exercise a part of your everyday tasks by walking or biking to and from work. I have some snow pants and winter boots to tolerate the cold weather without excuses.

You can change a few small things to get in more steps/movement. Have walking meetings at work, take the stairs when you can, and park further away from the building. All of these things will make a difference for your heart.

Log or track your activity. Doing this can make it a game and allow you to see your progress. Consider a Fit Bit or download a free app to your smartphone.

Reward yourself! Experts say that making behavior changes is hard, and rewards motivate. So decide on a goal and a reward, and work toward it. You might buy yourself a video you’ve wanted after you stick to your fitness plan for one month, or buy new walking shoes when you achieve, 5,000 steps a day. Do what works for you. If you are getting bored with your exercise routine, try something new. Sign up for a new class, find a free workout on the internet, or dust off your snow shoes, ice skates, or sled and get outside for some fun this winter! Remember the pool at NCHC is free to employees with a medical diagnosis that will benefit from exercise in the water.

*You should consult your physician or other health care professional before starting a new fitness program to determine if it is right for your needs – especially if exercise is new for you. If you experience faintness, dizziness, pain or shortness of breath at any time while exercising, you should stop.

WELLNESS CORNER

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## 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

### DECEMBER 24 - 28

**MON 12/24** ... No Café Today.
**TUES 12/25** ... No Café Today. Happy Holidays!

**WED 12/26** ... Cream of Potato Soup
- Meatball Sub
- Roast Pork
- Mashed Potatoes, Red Cabbage
- Baked Custard

**THUR 12/27** ... Chicken Rice Soup
- Gyro on a Pita
- Turkey Hollandaise
- Wild Rice, Broccoli
- Monster Cookie

**FRI 12/28** ....... French Onion Soup
- Tuna Melt
- Vegetable Lasagna
- Green Beans
- Carrot Cake w/ Cream Cheese Frosting

### DECEMBER 31 – JANUARY 4

**MON 12/31** ... No Café Today.
**TUES 1/1** ....... No Café Today. Happy New Year!

**WED 1/2** ....... Chicken Noodle Soup
- BBQ on a Bun
- Boiled Dinner
- Fresh Dinner Roll, Carrots, Peaches

**THUR 1/3** ....... Stuffed Green Pepper Soup
- Homemade Pizza
- Swedish Meatloaf
- Mashed Potatoes, Peas & Carrots
- Mounds Bar

**FRI 1/4** ......... Cream of Cauliflower Soup
- Reuben
- Sweet N Sour Glazed Chicken
- Scalloped Potatoes, Mixed Vegetables
- Strawberry Sauce & Buttermilk Biscuit

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**Got Junk Lights?**

**Holiday Light Recycling to benefit Habitat for Humanity!**

Bring in your old, junky, burnt out strings of lights. Habitat for Humanity of Wausau will recycle the materials and use the proceeds to benefit our local Habitat for Humanity efforts here in Central Wisconsin.

It's a WIN WIN!

**Reycycling!**

Collecting Through January 18, 2019!