

About  
**200**  
volunteers  
annually donate over  
**9,750**  
hours

to ensure  
North Central  
Health Care  
maintains the  
highest level  
of care for  
those we serve.



Volunteers play a very important role at North Central Health Care, from interacting with residents and clients to assisting with fundraising projects or Foundation activities that directly benefit people who receive care at Mount View Care Center and in various programs of North Central Health Care.

If you're an individual who derives great satisfaction from a challenge, then a volunteer position at North Central Health Care is certainly the job for you. Please accept this invitation to join North Central Health Care's Volunteer Team.

### Volunteer Services

North Central Health Care  
1100 Lake View Drive • Wausau, WI 54403

**715.848.4450**  
**www.norcen.org**

### Equal Opportunity in Employment and Service Delivery Policy

No otherwise qualified applicant for service or program participant shall be excluded from participation, be denied benefits, or otherwise be subject to discrimination in any manner on the basis of race, color, national origin, age, sex, sexual identity, sexual orientation, religion, political beliefs or disability. No employee or other person shall intimidate, threaten, coerce, or discriminate against any otherwise qualified individual for the purpose of interfering with any right or privilege secured under one of the applicable civil rights laws, or because they have made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding or hearing under one of the applicable civil rights laws. This policy covers eligibility for access to service delivery, and to treatment in all of the programs, services and activities. All employees are expected to support the goals and programmatic activities relating to nondiscrimination in service delivery.

For more information, questions or referrals,  
please contact North Central Health Care:

**NCHC Wausau Campus 715.848.4450**  
1100 Lake View Drive  
Wausau, Wisconsin 54403

**NCHC Antigo Center 715.627.6694**  
1225 Langlade Road  
Antigo, Wisconsin 54409

**NCHC Merrill Center 715.536.9482**  
607 N. Sales Street, Suite 309  
Merrill, Wisconsin 54452

**NCHC Tomahawk Office 715.453.5381**  
213 W. Wisconsin Ave  
Tomahawk, WI 54487

#### **NCHC Crisis Center Available 24/7**

If you are experiencing an emergency, crisis or are in need of Ambulatory Detoxification Services, please call North Central Health Care Crisis Center:

**715.845.4326 or 1.800.799.0122**

Hearing Impaired/TDD Line 715.845.4928 (Wausau)



North Central Health Care  
Person centered. Outcome focused.

**www.norcen.org**

VOLUNTEER SERVICES



North Central Health Care  
Person centered. Outcome focused.

**Volunteer**  
SERVICES



**Volunteers Committed to  
Providing Quality Services for  
Clients, Patients & Residents**

*Serving Residents in the Counties of  
Marathon, Langlade and Lincoln*



# North Central Health Care

Person centered. Outcome focused.

## Volunteer Services

North Central Health Care serves the counties of Langlade, Lincoln & Marathon, providing services to people of all ages for mental health, addiction and those with developmental disabilities. The main campus is located in Wausau, with centers and offices in Antigo, Merrill, and Tomahawk. An equally important part of our services are provided at Mount View Care Center in Wausau, a skilled nursing facility for those requiring either short term or long term skilled nursing care.



The Department of Volunteer Services was established to coordinate the volunteer services provided in the facilities and in facility-based programs. As a functioning department of North Central Health Care, it is managed by the Volunteer Services Coordinator.

All prospective volunteers will be interviewed by the Volunteer Services Office. Shortly thereafter, all volunteers are comprehensively trained in the ethics of volunteering, and a general orientation of North Central Health Care. Volunteers then meet with their specific supervisor and receive targeted training.

## Our Mission

Our Volunteers are committed to providing quality services for our clients, patients, and residents. Our programs are aimed at creating a warm, friendly, home-like environment, with a genuine concern for the dignity and special needs of each individual. Volunteers enable clients, patients, and residents to participate in the programs and events within our facility, and to take part in community outings.

## Our Vision

The vision of North Central Health Care volunteers is to be recognized as a leader in providing innovative and rewarding volunteer opportunities to help advance the mission of North Central Health Care: *Serving the community through accessible, specialized care.*



## Why Volunteer?

Volunteers are part of the team. They offer clients, patients, residents, and staff members their compassion, skills, talent and time. In so doing, North Central's professionals are able to devote more time to direct patient care and recovery.

Volunteers are men, women, teenagers & students, all sharing a common desire – to help the individuals we serve in Langlade, Lincoln & Marathon counties lead better lives, and to let them know that another person feels they are worthwhile enough to spend some time with them.

Most often, people volunteer because volunteering:

- is a good use of extra time, especially valued because of the person's enhanced feeling of self-worth.
- is a good way to gain or relearn business, communication and interpersonal skills.
- is a way to remain active in retirement years.
- is an excellent way to research a career in health care.
- gives individuals an opportunity to meet new people, and develop new friendships.
- is a way to further enhance a person's talents, a way to develop new skills, all in an environment of caring.

*Anyone with a desire to help others can apply as a volunteer.*

*No special talent or education is required.*

## Volunteer Opportunities

North Central Health Care offers many different services to thousands of people each year. As a volunteer, you may choose from a long list of services, programs, projects and departments that need your assistance. Here are just a few of the important ways our volunteers have assisted our clients and residents:

- Assist on outings and during recreational evenings as part of the Community Treatment.
- One-to-one volunteer visitors assist a client to live independently for the first time in their life, or with an elderly resident who has no relatives able to visit them.
- Assist the activity staff at sporting events, dances, parties, bingo games and fun activities.
- Assist in the Beauty Shop, the Fashion Boutique, or the Heartfelt Gift Shop.
- Provide swimming assistance in the pool.
- Be a leader in a sing-a-long, playing musical instruments, or assisting with Activity Therapy.
- Assist during various church services or lead a Bible discussion group, or a reminiscing discussion group.
- Escort a client or resident to a doctor's appointment, a home visit, or a community event.

North Central Health Care recognizes the efforts of our volunteers with an annual Volunteer Event.