

A Weekly Update For The Employees of North Central Health Care



# **NEWS YOU CAN USE**



# WEEKLY CONNECTION WITH MICHAEL LOY

# **Moving Day**

On Wednesday of this week, we moved 54 residents from their homes in our Legacies by the Lake programs into Southern Reflections. These moves were needed to make way for the pending demolition of our "E" wing which is the current home of Evergreen Place and Lakeside Recovery, our Medically-Monitored Treatment (MMT) program. We now will start work on bringing the southern half of Gardenside up to CBRF standards to temporarily move the MMT program during the construction. Our timeline is that we will have the MMT program moved to its

temporary location by the end of September, 2019. Then we will be demolishing the E wing in October to prepare for and begin construction on the new four-story nursing home tower.

I would like thank each and every one who was involved with the moves. There were so many people who volunteered. The moves wouldn't have been so smooth without exceptional planning by Lindsey King, Mount View Department Managers, and Marathon County Facilities and Capital Maintenance for the prep work and coordination that went into this massive project. With all of the staff, volunteers, assistance from numerous departments we were able to successfully have residents moved by 11:30 a.m. There was also a special group of employees and MVCC Management that got here extra early to prepare for the moving teams. The extra effort, care and attention that was given to make this a success was incredible. Thank you all! Most nursing homes in Wisconsin are 50 beds or less, we moved one inside of our building in less than a day.

Change is disruptive but where we are going is necessary for our future success as an organization. There are going to be bumps, setbacks and challenges along the way over the next 2-3 years. The world changes and we must change to keep up with it. Our building may change but what makes this place special are the people we care for and most importantly the heart and soul of the employees at NCHC. We won't lose that in this process and combined with a new facility, the sky is the limit. It is a privilege to work with all of you each day.



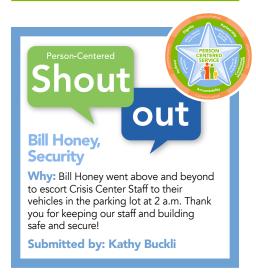
# **ADMINISTRATOR ON-CALL** Friday, Aug. 30 Sunday, Sept. 8 Michael Loy

**3RD QUARTER EMPLOYEE UPDATES BEGIN SEPTEMBER 4!** 

SIGN UP TODAY IN **HEALTHSTREAM!!** 

Go to Page 8 for complete schedule! Moving Day! ..... **Employee** Celebration Week ..... Photos and Winners! Meet Our **New Employees.... Employee of the Month!...** Meet Laural Harder On the Move!.... **Employee Promotions, Transition** and Accomplishments! **New Professional Dev.** 

Opportunities .....









# 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.



# "54 resident room changes in 2 hours!"

"The MVCC staff and NCHC staff

are amazing! I want to say thank you to all who made time today to assist the residents we care for and fellow staff in making these moves happen. Seeing the room full of staff and volunteers ready to work together this morning was unbelievable. To staff who covered the floor, provided activities and maintained the routine of the day you are very much appreciated. To Housekeeping and all the work hours they put in to prepare the Southern Reflections unit, THANK YOU! County Maintenance thank you for all your work in preparing the unit and assisting today on making SR a beautiful new home for residents. Today was amazing because of all of you, your efforts and team work.



My sincerest thank you and admiration for all the staff I work with here at NCHC."

 Lindsey King **Resident Transition** 





















Fad Service





















# **EMPLOYEE CELEBRATION WEEK MIRON CONSTRUCTION DRAWING WINNERS!**

Thank you to our partners at Miron Construction for donating a bunch of great Green Bay Packers swag. Entries were collected at all the events at all locations throughout the week.



Michelle Gleason **Community Treatment** 

**Packer Football** 



**Ashley Downing** Information Services/ **Health Information** 

**Packer Winter Hat** 



**Sheryl Hemp Outpatient Services** 

**Green Bay Packer Wood Coaster Set** 



**Jessica Northway Community Treatment** 

**Miron Freezer Bag** 



Trisha Kubichek **Community Treatment** 

**Green Bay Packer Hat** 







# WELCOME THESE NEW EMPLOYEES TO THE TEAM!



From left to right:

Kristen Anderson – Registered Nurse

Hannah Geigler – Social Worker

Jarret Nickel - Operations Executive

Laurie Meyer - Residential Care Assistant - Forest Street Apartments

Jennifer Piorier - Cook

Makenna Schubring - CNA

Wanda McCarthy - Administrative Assistant

Melissa Diers-Sarasin - Safety & Environment Coordinator

Trisha Stefonek - Director of BHS/Crisis

Autumn Kreger - Dietary Aide

Alexander Williams - Dietary Aide

Nicole Sitko - Residential Care Assistant - Bissell Street Group Home

Allison Rosenau - Dietary Aide

Zachary Howard - Dietary Aide



# **NCHC IN THE NEWS**

# Our NCHC Professionals Talk About A Declining Life Expectancy for WI and National Suicide Prevention Access

Dr. Jon Snider, Psychologist at NCHC talked to Rashad Williams at WAOW-TV 9 about the recent study released showing that drug and alcohol use has lowered life expectancy rates in the State of WI. Dr. Snider talked about the effects of drug and alcohol use on the body. Check out the interview here: https://waow.com/news/top-stories/2019/08/19/life-expectancy-drops-in-wisconsin-due-to-alcohol-drugs/

Thank you to both Kim and Dr. Snider for their willingness to share their time and expertise with our community!

Kimberly Moore, NCHC Crisis Clinical Manager appeared on WAOW TV-9 for an interview regarding a new national 988 crisis and suicide prevention hotline number the Federal Government is looking at implementing. Just like dialing 911 in an emergency, people could dial 988 in the future for a mental health crisis emergency. Kim weighed in on the topic and how shortening this number would be beneficial to those in crisis. Check out the interview here: https://waow.com/news/top-stories/2019/08/16/area-survivor-weighs-in-on-potential-new-suicide-prevention-hotline/





# MEET **JARRET NICKEL NCHC Operations Executive**

You may have met Jarret this week as he rolled up his sleeves and helped MVCC staff with moving residents in just his 8th day on the job! We welcome Jarret as the Operations Executive at NCHC. As a member of the Executive team, Jarret will focus on operations at NCHC and execution of the organization's operational plan. We are excited to have him join our team! Welcome aboard Jarret!







# SafetyZone Occurrence Reporting

On September 9, 2019, NCHC will be moving forward with launching a new web-based system to collect, manage and track occurrence reports. The system is called Safety-Zone. SafetyZone will allow for easier and faster input of occurrences through a flexible system that is based online. There will be better follow-up and reporting mechanisms, increased quality, safety and accountability.

# Why do we need SafetyZone?

Reporting occurrences is critical for organizations to bring awareness to events that signal harm or potential harm to patients, staff or visitors. And this is part of our ongoing commitment to enhance services and safety through the use of technology.

# Will I need a login?

No. To submit a report, you will simply click the link found on your computer desktop and follow the instructions. It takes an average of three minutes to submit an occurrence report. Icon is shown to right.



# What type of things do I use this SafetyZone link to report?

An occurrence is any incident that is not consistent with routine operation and that may potentially or actually result in injury, harm or loss to any patient/client/resident, visitor, volunteer or employee of NCHC. All occurrences should be reported. Below is a list of common occurrence events that should be reported:

- Falls (anyone patients, visitors, volunteers, employees)
- Injuries to anyone
- Complaints (from anyone patient, caregiver, facility, etc.)
- Medication errors
- Compliance concerns
- HIPAA breaches or potential breaches of information
- Abuse/neglect/misappropriation/exploitation

Remember, if you are unsure, just report it! Refer to your Connections Guide in the yellow safety section for more information on occurrence reporting.

# Right now we still report events in TIER. Will this change?

Yes. The use of TIER to report occurrences will end on Sept. 9, 2019. All occurrences will be entered into the new system by clicking on the SafetyZone link. This includes patient, visitor and employee occurrences.

# Will I get training on how to use the new SafetyZone system?

Yes. You will be assigned a short module in HealthStream that will walk you through the basics. Most users describe SafetyZone as very "user-friendly" and we expect that you will agree. But if you encounter any issues, please let us know.

When will the new SafetyZone process begin? September 9, 2019







**Employee of the Month** 



LAURAL **HARDER** Volunteer **Services** 

> "Laural has become a very integral part of NCHC and it is always in the back of her mind what is in the best interest of those that we serve."

The NCHC Employee of the Month for August has been awarded to Laural Harder of Volunteer Services! Laural embraces our Core Value of Partnership at NCHC which is evident by her work with programs across the organization and in the community. Recently, she has taken an active role in Cycling Without Age of Marathon County and through her work has created a pilot handbook, become a board member and has been active in fundraising for the program. She is currently working on an idea to reach out to local volunteer coordinators in the area to implement a local group to share volunteers. Laural has also had a sharpened focus on patient experience and has shared her vision for renovations at the Wausau Campus including the experience that visitors, family and residents will have as they enter the new Mount View Care Center lobby in the future.



# **Congratulations Laural!**







# SPOTLIGHT AWARD - TRICIA KLEMP!

# **Community Treatment/Outpatient Services Recognition**

Congratulations to Tricia Klemp for being the Community Treatment/Outpatient Services July Spotlight Award recipient! Tricia has been a Service Facilitator with the Marathon Adult team since July of 2016. Check out these great comments below from her nomination:

"Tricia has had several complex cases that have involved out of county placements that required significant coordination and collaboration across NCHC departments and with outside community partners. These cases required regular case conferences and status updates to the executive team. Tricia demonstrated professionalism throughout the process. These cases have been particularly stressful due to the high risk situations and competing demands and interests of the various parties. Tricia appropriately asked for and accepted support. Throughout the process, Tricia ensured that the consumer was at the center of decision making and never stopped looking for options even at points when there didn't seem to be any realistic options."

The Employee Partnership Committee would also like to recognize other team members that were nominated for the Spotlight Award for July and thank them for all they do!

Marne Schroeder Team Lead Marathon Adult Team - Creating and presenting a solid crisis/safety planning training.

Shandah Stewart & Andrea Rebstock – Helping support a team member in their new role at NCHC.

**Trisha Kubichek** Lincoln/Langlade Clinical Coordinator – Helping support the team with staff transitions.



# **MARK YOUR CALENDARS!**

# NCHC EMPLOYEE UPDATES **BEGIN SEPT 4**

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

# **2019 – 3RD QUARTER EMPLOYEE UPDATES**

WED, SEPT 4

**WAUSAU CAMPUS** 

3:30 pm Theater

**THURS, SEPT 5** 

**WAUSAU CAMPUS** 

10:00 am MVCC 1st Flr. Dining Room

**MERRILL CENTER** 

12:00 pm

MON, SEPT 9

**WAUSAU CAMPUS** 

12:00 pm Noon Theater

9:00 pm MVCC 1st Flr. **Dining Room** 

WED, SEPT 11 **WAUSAU CAMPUS** 

6:15 am Theater

2:30 pm Theater

**THURS, SEPT 12 ANTIGO CAMPUS** 

3:00 pm Conference RM

# Please Register in HealthStream!



# **ELEVATOR CHANGES AT MOUNT VIEW CARE CENTER** For the Safety and Security

# of Our Residents

All three elevators in Mount View Care Center have been newly equipped with a double button to get to the 1st Floor. You will need to press the \*1 button at the same time as the blank button on the elevator. Please assist our visitors, emergency staff, and residents with the elevator when needed. If you are unsure if the resident should be entering the elevator, especially down by Southern Reflections, please ask.

\*\* The double doors to Southern Reflections will be closed and we ask that only necessary staff and visitors enter the unit through the doors and elevator. The elevator by Southern Reflections should be utilized for Southern Reflections traffic only. If you need to enter the unit please ensure the doors are closed and secure behind you. \*\*





# UltiPro\*

# **HEALTHSTREAM CHANGES News from Organizational Development**

Organizational Development (OD) is pleased to announce that effective October 2019, we will implement a new Learning Management System (LMS), replacing HealthStream with UltiPro Learning for all staff.

The capabilities and enhancements of UltiPro Learning exceed those we have with HealthStream, and integrates with the new Human Resources, payroll and accounting system being implemented at the same time.

Over the next month, we will be working to download and print transcripts from HealthStream of completed modules and assignments of all staff to retain on file. As of September 20, 2019, HealthStream modules, checklists and rosters must be completed. At that time, the HealthStream icon and link to the site will be removed from all NCHC staff computers. The UltiPro Learning icon will be added when the program goes live.

Face-to-face and online training of the new Learning Management System will be provided.

Stay tuned for ongoing updates and deadlines regarding this change throughout the next month. This information will be conveyed through the weekly NYCU, via email and communication with supervisors and managers.

# FIBROMYALGIA SUPPORT GROUP 2nd Tuesday of Every Month

Fibromyalgia is a disorder characterized by widespread musculoskeletal pain accompanied by fatigue, sleep, memory and mood issues. Researchers believe that fibromyalgia amplifies painful sensations by affecting the way your brain processes pain signals. Fibromyalgia Support Group meetings are the 2nd Tuesday of every month at the Marathon County Public Library, Wausau Branch, 2nd floor meeting room from 6 pm - 8 pm. They cover different topics at each meeting and have a variety of health and medical speakers. For more information, please contact Donna Krause, BS Ed., MBA, Fibromyalgia Support Group Chair, 715-302-3851 or dkjustintime@gmail.com



"Rocky Raccoon seen in the tree outside of Crisis!" - Submitted by Nancy Stencil

# **NAMI** Peer-to-Peer

## What is the NAMI Peer-to-Peer Education Program?

NAMI Peer-to-Peer is an 8-session recovery-focused course for adults with mental health conditions.

- Free and confidential
- Held weekly for two hours
- Led by peers with mental health conditions
  A great resource for information on mental health and recovery
- Offers respect, understanding, encouragement and hope Builds on the strength and resilience of participants

NAMI Northwoods, the local organization of the National Alliance on Mental Illness, will offer NAMI Peer-to-Peer beginning Thursday Sept 12th. It will be held on Thursdays at 6:00 pm at Grace United Church, 535 S 3<sup>rd</sup> Ave Wausau



# **Participant Perspectives**

"NAMI Peer-to-Peer is uplifting, life-saving and an eye-opening experience that changed how I see

"The biggest thing I gained from this class was to become my own advocate and best friend.

"Seeing my peers' strength and dedication to their

gister online @ naminorthwoods.org for NAMI Peer-to-Peerl



# **Northwoods**

NAMI Northwoods 535 S 3rd Ave Wausau, WI 715-432-0180 naminorthwoods@gmail.com

About NAMI

NAMI, the National Alliance on Mental illness, is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. NAMI Northwoods is an affiliate of NAMI

Wis, NAMI Northwoods and dedicated volunteer members and leaders work tirelessly to raise awareness and provide essential education, advocacy and support group programs for people in our community living with mental illness and

# LANGLADE COUNTY HEALTH SERVICE CENTER

**COUNTY HEALTH SERVICE CENTER? COME VISIT OUR** OFFICES AND SENIOR CENTER. FIND OUT WHAT SERVICES **ARE AVAILABLE AND HOW WE CAN HELP YOU!** 

**Friday, Sept. 13, 2019 • 1:30 pm – 3:30 pm** 

**Langlade County Health Service Center** 1225 Langlade Rd. Antigo. WI

**Entertainment • Senior Center "Stone Soup" Band** 

**Blood Pressure/Hearing screenings - Health Dept. HOPE MOBILE UNIT ON SITE DOOR PRIZES** 









Proceeds from every shirt helps to support an end to Alzheimer's. Order today and join us September 28 in the Walk to End Alzheimer's.

# Saturday, September 28, 2019

8:00 AM Registration

9:00 AM Walk

# LOCATION

Marathon Park - Big Kitchen 800 Garfield Ave Wausau, WI 54401

# **TO JOIN OUR TEAM**

Go online to: www.alz.org Select "Find Your Walk" Then select "Find a Team" enter: NORTH CENTRAL HEALTH CARE

# **ROUTE LENGTH**

Route Length: 3 miles/1 mile



\*Exact Colors May Vary

# North Central Health Care

Person centered. Outcome focused.

# ORDER ONLINE AT www.norcen.org/WalkToEndAlz

PREPAYMENT DUE BY AUGUST 31 TO NATASHA SAYLES. (Checks Payable To NCHC) Contact Natasha with any questions at 715-848-4437 or text 906-281-1008.







# **WELLNESS CORNER**

By Sherry Gatewood, PA

# **Screening Examinations**

Screening examinations are important. Through the years, the medical community has identified particular health conditions and trends. Some conditions may not present until later in life. Some health conditions may not show signs and symptoms until the condition is already causing Sherry Gatewood damage to organs or result-



ing in medical emergencies. Many of the health organizations such as the American Cancer Society, the Centers for Disease Control and Prevention, the United States Preventive Services Task Force have developed guidelines and recommendations for screening from decades of medical studies. These studies show that early identification and treatment have proven prolonged life. This also includes lessening time lost from work and disability.

Screenings are recommended when there is a test or procedure to find something and there is an effective treatment that will prolong life.

Heart disease is the leading cause of death in the United States and for many it is preventable. The US Preventive Services Task Force (USPSTF) suggests screening for ages 20-39 every 3-5 years, annual over 40.



Hypertension (High Blood Pressure) Diabetes, Hyperlipidemia (High Cholesterol), Obesity (BMI over 30) Smoking, and Physical inactivity are conditions that lead to heart disease. Screening for these conditions includes checking Blood pressure, performing a lab test to check blood sugar, a fasting blood test to check cholesterol, obtaining height and weight, discussing smoking/tobacco history and activity. When a pre-condition or condition is identified, it can be addressed and treated to prevent heart disease as well as other potential problems with one's health overall.

Next time, I will talk the importance of cancer screening tests. Be sure to get your annual screening exams to find underlying conditions that can be prevented and or/easily treated. We are available in the Employee Health and Wellness Center Monday through Friday. Call 715-843-1256 to schedule an appointment.

# **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



# **III**Rinsights

# **Position Posting**

Title: MDS Assistant

Status: Full Time

Location: Mount View Care Center

# http://bit.ly/MDSatNCHC

This position is responsible for communicating and verifying resident and patient insurance information in a timely manner. Organizing, coordinating, processing and maximizing benefits obtained from multiple payer sources. If needed, duties will also include initiating prior authorizations and appeals to ensure proper payment of services. Accurately performs clerical functions related to nursing care according to policies and procedures established by Mount View Care Center. Assists in keeping the nursing station functioning efficiently and in an orderly and businesslike manner.

# **Education and Experience Requirements**

- Graduation from a Health Care Unit Clerk, Health Information Technology or related program
- One year of insurance experience (i.e. prior authorizations, billing, verification of benefits)







# ON THE MOVE AT NCHC!



Mike Frankel

Congratulations to Mike Frankel for his promotion to the position of Clubhouse Manager. Mike has been with NCHC for over 31 years and continues to bring passion and enthusiasm to Clubhouse. Congrats, Mike!



Kathleen Buckli

Congratulations to Kathleen Buckli for her promotion to Lakeside Recovery Manager. Kathy is very passionate about the MMT program and will do a great job! Congrats Kathy!



# **Holly Westberg**

Congratulations to Holly Westberg for her recent transition from Communitv Treatment Adult - Lead to Manager! Awesome job!



**Tonya Bush** 

Congratulations to Tonya Bush for her recent transition from Post Acute Care as an MDS Assistant to Patient Access Services as an OWI Intake Coordinator!



**Cole Nelson** 

Congratulations to Cole Nelson for his recent transition from Community Treatment Youth - Treatment Tech to Case Manager! Way to go!



**Desirae Baeten** 

Congratulations to Desirae Baeten for her recent transition from Legacies by the Lake CNA to LPN on Legacies! So proud of you!



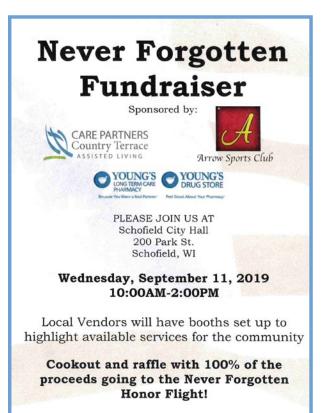
**Sarah Borth** 

Congratulations to Sarah Borth for her recent transition from Dietary Aide in Food Services to CNA in Post Acute Care!



Kyla Luther Receives Bachelor of Science Degree!

Congratulations to Kyla Luther for her recent achievement of obtaining her Bachelor of Science in Human Services through UIU! Kyla is the Lead Substance Abuse Counselor on Lakeside Recovery! Way to go Kyla!



# **ZERO**Suicide

IN HEALTH AND BEHAVIORAL HEALTH CARE

# WHAT IS ZEROSuicide?

Zero Suicide is a commitment to suicide prevention in health and behavioral health care systems that comes with a specific set of strategies and tools. Fundamentally, those who support the Zero Suicide Initiative believe that anything short of zero suicides in health care is unacceptable. In our regional service area, we have some work to be done to achieve the goal of Zero Suicides. Our goal will be to pursue safer, more effective suicide care approaches in our local health care systems. We will look for gaps that exist in the delivery of care to those at risk for suicide and to provide leadership for more comprehensive and evidence-based care.

NCHC has created a team that is currently developing training based on Workforce Survey results and to support implementation of standardized tools. Watch for more information to come to all employees regarding this important initiativel







# **2019 Professional Development Opportunities** for NCHC Employees

Upcoming Conferences, Trainings & Seminars to help develop each employee's professional skills. These opportunities for continuous improvement include on-site internal and external trainings as well as off-site opportunities. Please submit completed NCHC Professional Development Request Form to Organizational Development or sign-up in HealthStream.



# Open Session Professional Development Opportunities

Register through HealthStream

**Topic:** Group Facilitation Target Audience: All Staff Time: 2 hours Presenters: Judy Rannow

Description: If you run meetings or work with groups, knowing how to facilitate is critical. In this session you will learn effective facilitation techniques for all size groups and gain an understanding of what techniques work best for challenging group members

Date: Thursday, September 5, 2019 Time: 2:00pm - 4:00pm

**New Topic: Change Management** 

Target Audience: All Staff

Presenters: Judy Rannow & Cagney Martin Description: Change is challenging for individuals and can be hard to manage. In this session we will cover basic change

management practices and how to manage the people side of change. Date: Wednesday, September 11, 2019 Time: 1:00pm - 3:00pm Room: Wausau Board Room

Topic: Personal Leadership Brand

Target Audience: All Staff Presenters: Judy Rannow

Room: Board Room

Description: Brands distinguish products from one another. They also create a way to easily market products. Just like products, we all have our own brand. If you are interested in exploring and building your leadership brand, this session will be

Time: 2 hours

Date: Tuesday, September 24, 2019 Time: 8:30am - 10:30am Room: Iris Room

# Additional Outside Professional Development Opportunities

Submit completed NCHC Professional Development Request Form to OD

# Just Added: 15th Annual Mental Health and Substance Use Recovery Training Conference

Target Audience: Behavioral health professionals, Clinicians in the criminal and juvenile justice system, adolescent treatment professionals and educators, people in recovery and family members

Date: Tuesday & Wednesday, October 29-30, 2019

Location: Kalahari Resort & Convention Center, Wisconsin Dells

Time: 8:00am - 5:00pm Cost: \$205 Full Conference (Early Bird due 10/4/19) \$315 Full Conference on or after 10/5/2019

Description: Be a part of this long-standing, partner-driven conference designed to meet the professional development needs of providers in the State of Wisconsin and learn the latest trends and topics from qualified state and national experts. Click here for more information.

Keynote Speakers: Jonathan I. Cloud, Human Services Consultant and Trainer – Discovering Who You Are Through Recovery; Oscar Jimenez, Solomon, MPH, Behavioral Health Researcher and Advocate, Center of Excellence for Cultural Competence, New York State Psychiatric Institute - Addressing the Social Determinants of Suicide: Financial Exclusion, Financial Shame and Social Isolation

# **UWGB BHTP Professional Development Opportunities**

Submit completed NCHC Professional Development Request Form to OD

# Just Added: Shame: It's Time to Start Talking About It

Target Audience: Therapists, counselors, behavioral health professionals and others in similar fields Date: Tuesday, October 1, 2019 **Time:** 9:00am – 4:00pm

Location: Oshkosh Convention Center Cost: \$35 Members (includes materials, lunch and morning and afternoon snacks) - 6 CEH's

Presenter: Kyira Wackett, MS, LPC

Description: Shame is a universal experience taboo to discuss in our culture that leads us to believe that we are not "good enough." Silence allows it to build inside of us, leading to the development what Brene Brown calls "Strategies of Disconnection" or interpersonal defense mechanisms to manage the intensity of the pain. These defenses act as self-preservation but keep us in the stickiness and cyclical feeding of the shame, leading to mental health challenges, interpersonal conflicts, complacency and lack of self-efficacy.

Learn about shame - what it is and how it develops, along with ways to recognize strategies of defense in your clients and selves. From there, you will build the capacity to face and find healing from our shame stories and develop a sense of resiliency to protect us, as practitioners, as well as our clients. Take a deeper dive into practical changes to make to interviews, intakes and the services provided to people in crisis to think about more comprehensive and inclusive responses that consider both their and your own shame narratives.

Classes/trainings coordinated by Organizational Development. Questions? Contact Mary Jo at x-5162.





# 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





# **SEPTEMBER 2 – 6, 2019**

MON 9/2 ...... No Café Today!

Celebrating Labor Day!

TUES 9/3..... Hobo Soup

Egg Rolls with Sweet & Sour Sauce

**Beef Tips with Peppers and Onions** 

Broccoli

Mashed Potatoes Frosted Orange Cake

WED 9/4 ...... Minestrone Soup

Chicken Bacon Flatbread Pizza

**Country Fried Steak** 

Savory Spinach Baked Potato Apple Crisp

THUR 9/5......Turkey Dumpling Soup

Baked Turkey Berry Wrap

Italian Sausage on Bun

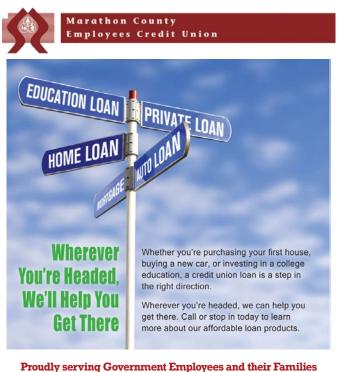
Vegetable Blend Scalloped Potatoes Coconut Cream Pie

FRI 9/6 ..... Split Pea Soup

Taco Bar

Parmesan Baked Fish

Scalloped Tomatoes O'brien Potatoes Lemon Bar



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# The Pharmacy on the Wausau **Campus needs** paper grocery bags! Can you help?

Please drop off your bags or interoffice mail them to Kendra in the Pharmacy!

Thank you in advance!

