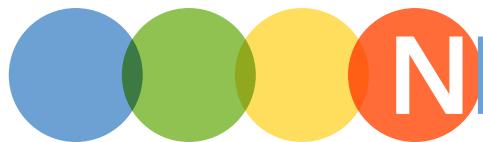




A Weekly Update  
For The Employees of  
North Central Health Care



# NEWS YOU CAN USE



## WEEKLY CONNECTION WITH MICHAEL LOY

### Department Spotlight Series

Our most recent Employee Engagement survey had a lot of positives that were major improvements from the prior survey. As always, we review the data and look for opportunities for improvement to continue to work at being a great place to work. One of the items this year indicated that only 51% of employees believed that the contributions of their department are recognized by other departments. With all of the wonderful programs here and our welcoming culture, I thought those results would be higher. Basically, the data suggests that people here are doing really great things (the data on purpose and impact score highly) but it appears about half of our employees would really like to be recognized by other departments for their contributions to the success of our organization. We'd like to help you with this.

I thought those results would be higher. Basically, the data suggests that people here are doing really great things (the data on purpose and impact score highly) but it appears about half of our employees would really like to be recognized by other departments for their contributions to the success of our organization. We'd like to help you with this.

As an Executive Team, we have committed to trying something this year to help improve upon this current state. We've decided to launch something called the *Department Spotlight Series*. This series has been under development for a couple months now and we are ready to start sharing the stories we've been hearing. Each week we are designating an Executive Team member to visit each program and learn more about their daily operations and how each department positively impacts the lives of those we serve. We are really searching to find the hidden attributes of your program that you would like others to know about. We're not looking to describe what you do necessarily, but rather how what you do is special to the success of the population we serve and to each other. There are many examples every day and we want to share them. We hope you enjoy each spotlight in this series. To kick things off, I want to highlight the team I work with the closest each day, our Executive Management Team.

*Turn to page 2 for the Department Spotlight Series*

I hope you learn something new or interesting about this group of employees here at NCHC. Please look forward to our special section on our Department Spotlight Series in upcoming issues of the News You Can Use!

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, Oct. 21 –  
Sunday, Oct. 27**

**Tom Boutain**



## DID YOU KNOW

**The Volunteer Services Program**  
at the Wausau Campus has over  
200 volunteers that assist in different ways  
at Mount View and NCHC. That is the  
equivalent of 5 full-time employees!

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Person-Centered **Shout out**

Judy Weinhandl,  
Switchboard Operator

**Why:** Thank you for taking the time to help a coworker with UltiPro Login!

**Submitted by:**  
Jessica Meadows



# DEPARTMENT SPOTLIGHT

## The Executive Management Team

The Executive Management Team is charged with executing the strategic and operational objectives of North Central Health Care. We accomplish this through the organization and execution of our strategy, pursuit of operational excellence, and building of culture and structure. At its most basic level, the Executive Management Team manages the inherent tensions of centralization vs. decentralization; short-term versus long-term results; and investing in growth versus achieving a positive operating margin. We are each individually accountable to our assigned duties but responsible for the success of the organization. The team's structure has changed a lot over the years. My current belief is that the composition of the Executive Team should be based on a number of factors but most specifically people's talents, our strategic priorities and to prepare potential future leaders of our organization.

In my time here, I've had the pleasure to serve on and for the Executive Management Team. Sometimes it seems like the Executive Team is this mysterious group who makes all of the decisions. I can tell you we are far more impacted by the decisions each of you make every day even though we do have some very important work that will determine our future. We seek to lead from a position of influence not authority. We aim to be the source of who we want to be and what we are trying to become and hope to inspire others to be part of where we believe we need to go as an organization. There is a compelling vision here at NCHC we believe in.

We interact daily (at all times of the day) through email, phone calls and a number of various meetings. Each week we have an Executive Team meeting where we review priorities, operational initiatives, dashboards, coordinate schedules and finally to make decisions that impact the organization as a whole. Our interactions are always passionate about ideas as we try to work through problems and opportunities. We are not afraid to respectfully challenge each other to get to the right answer. We care about doing what is right, not being right. Knowing that we don't always get things right or things don't always work out the way they should.

The team is a group of individuals like any team is. We are a team who works hard and functions as one single unit with no one more important than the other. As a team we work hard but also know how to have fun. We can go quickly from a tense conversation around an idea or problem, to quickly laughing, as we all have learned to not take ourselves too seriously. Each individual on the team is unique professionally and personally. We take time for both. Laura is an excellent baker and enjoys knitting in her free time. She has true works of art. Kim, brings good humor, brings me candy and loves her horses. Sorry, I meant dogs. Tom is the first person I'd pick on my trivia team. He's a walking internet browser of information. He also knows how to make Sushi. Jarret has settled in nicely with the team and I have someone who might be as big of a Packer and Badgers fan as I am. Dr. Immler is amazing in helping us understand complex care. He also has a number of personally interesting outdoor adventures/experiences, most recently harvesting wild rice in Northern Wisconsin where he lives. Brenda loves to play games and is as competitive as I am. When we play Euchre it can get really heated as we are all in to win. Brenda and I still laugh about surviving a harrowing drive home from a conference in Chicago two years ago that I still can't believe we made it home. Nearly all of us have kids, pets, interests and lives that exist outside of work. We make it a point to talk about those things each week as they end up blending in with work because of the commitments of our jobs. I feel really honored to work with such a dedicated team. They work hard each and every day for you. Sometimes it may be difficult to understand some of the decisions we do make or why we do certain things, but I can tell you that the success of the organization as a whole and the people we serve is what we keep in front of us every day. I enjoy getting to know each of them better as we have worked together.

There is a lot more I could tell you about our team, how we work and who we are as individuals but I would encourage you to ask if you're interested. It's the easiest way to strike up a conversation with us when you see us in the halls.



The Executive Team is shown above during a weekly meeting. Dr. Immler, who is on the phone and Debbie Osowski, the Executive Assistant to the CEO, are both part of our team as well. Debbie joins during our weekly Executive Team meetings.



NEWS YOU CAN USE



## 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.

### SOUP IS ON!

**Congrats Jen Lemmer-Graber**

Community Treatment/Outpatient Services recently held a Soup Competition at their fall employee event. The soup competition winner was Jen Lemmer-Graber. (I do believe we may need more samples for the rest of the organization....)Congrats Jen!

## 2 Amazing Teams to Celebrate this Week!

**"NEVER TAKE A SINGLE BREATH FOR GRANTED"**  
MOUNT VIEW CARE CENTER \* CELEBRATING RESPIRATORY THERAPY WEEK \* OCTOBER 20-26 2019

## Respiratory Care Week October 20-26

is a week set to honor and recognize respiratory therapists.  
Respiratory Care Week is celebrated internationally but most notably in Canada and the United States.

Respiratory Care Week is usually the last full week of October.  
United States President Ronald Reagan proclaimed the first week dedicated to honoring respiratory therapists in 1982.

**Thank YOU to All Our Respiratory Therapists at NCHC!**

You Make Us All Breath a Little Easier!



## National Pharmacy Week! October 20-26

Pharmacy Week, celebrated the third full week in October, acknowledges the invaluable contributions that pharmacists and technicians make to patient care in hospitals, outpatient clinics, and other healthcare settings.

**You Are A Prescription for Success!**

Thank YOU for All the YOU do!





## HALLOWEEN CANDY DONATIONS WANTED!

### Can You Donate?

Halloween is quickly approaching, and the Activities Department is in need of small wrapped candies for our safe trick-or-treating taking place on Thursday, October 31 from 3:00 to 4:30pm.

Candy donations can be dropped off in the Mount View Care Center Information Station or 1st Floor Activity Office. Questions can be directed to Sandy at ext. 4305. We thank you for your donations!

## TRICK-OR-TREATING AT MOUNT VIEW CARE CENTER

Thursday,  
October 31, 2019

3 – 4:30 pm  
Open to Public!



## ULTIPRO AND CHECKING YOUR MOST RECENT PAYSTUB

North Central Health Care is in the process of transitioning to a new web-based Human Resources and Learning Management System called UltiPro.

As we begin the first phase of our UltiPro implementation, CCITC will push an UltiPro icon to ALL computer desktops at NCHC on Thursday, October 10th.

In order for employees to see the new UltiPro icon, YOU MUST RESTART YOUR COMPUTER for the icon (right)



For instructions on how to Log In to UltiPro and view your Friday, October 11th and future pay statements/stubs, click the following link: [https://www.norcen.org/documents/forms/NCHC\\_UltiProLogin-ViewPayStub.pdf](https://www.norcen.org/documents/forms/NCHC_UltiProLogin-ViewPayStub.pdf) or visit [www.norcen.org/ForEmployees](http://www.norcen.org/ForEmployees)

### Please note:

- Pay statements/stubs prior to Friday, October 11th can be accessed in Sage-ESS
- Continue to clock in/out on Kronos time clocks
- Until UltiPro time/time clocks are activated in a future phase, your current UltiPro PLT balance will not include future scheduled and approved PLT - Continue to access Kronos for most current PLT balance
- A leading zero was added to employee numbers to meet UltiPro's 6 digit requirement
- Information on employee Contacts and Dependents in UltiPro will be discussed during the Open Enrollment sessions

All the links and information above can be found anytime on our NCHC website For Employees Page at <http://www.norcen.org/ForEmployees>

Watch for communication on the implementation of additional UltiPro features/functionality, including Single Sign On and access via mobile application, as we move forward.

If you have any questions, please contact Human Resources at x4419 or 715.848.4419 or email [HResources@norcen.org](mailto:HResources@norcen.org)

  
The Neighbors' Place  
*"People helping people"*

THE 12TH ANNUAL  
**EMPTY BOWLS**  
AN EVENT TO FIGHT HUNGER IN NORTH CENTRAL WISCONSIN  
**SATURDAY, NOVEMBER 23, 2019**  
**11 AM – 2 PM, WAUSAU WEST**

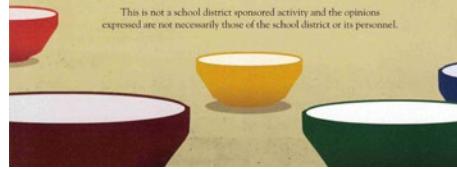
Silent Auction – Soup To Go  
Raffles – Live Music

**TICKETS:**

ALL AGES: \$12 (meal and bowl)
AGES 6-12: \$5 (meal only)
5 & UNDER: FREE (meal only)

Advance Ticket Sales Available at  
The Neighbors' Place  
745 Scott Street • Wausau, WI 54403  
[www.neighborsplace.org](http://www.neighborsplace.org) • 715-845-1966

*Presented by:*  
 **Ascension**  
This is not a school district sponsored activity and the opinions expressed are not necessarily those of the school district or its personnel.





NEWS YOU CAN USE

# Wausau Pilot & Review

MORE NEWS. LESS FLUFF. ALL LOCAL.



## Humans of Wausau: Michelle Gleason

Published on October 15, 2019 — Editor's note: This is one in a series of profiles in the Humans of Wausau series, which is funded in part through a grant from the B. A. & Esther Greenheck Foundation. [Keep Reading](#)

NCHC is proud to share an article featured in Wausau Pilot & Review about Michelle Gleason, Clinical Coordinator in Community Treatment, called *Humans of Wausau*.

Read the full article online only at <http://bit.ly/GleasonNCHC>

This story is one in a series of profiles in the *Humans of Wausau* series, which is funded in part through a grant from the B. A. & Esther Greenheck Foundation. Follow the <https://www.facebook.com/HumansOfWausau/>

Thank you for all you do Michelle! Congrats!



**nami** Family & Friends  
National Alliance on Mental Illness

Where: Marathon County Public Library

300 1<sup>st</sup> St Wausau

When: Saturday, November 9th, 1:00 - 4:30 pm.

NAMI Family & Friends is a free seminar that informs people who have loved ones with a mental health condition how to best support them. It's also an opportunity to meet other people in similar situations and gain community support.

Register online by Nov 1<sup>st</sup> @ NAMINorthwoods.org  
715-432-0180 or email [naminorthwoods@gmail.com](mailto:naminorthwoods@gmail.com)

This program is not sponsored by the MCPL. There is a 2-hour parking limit at the library, but there is parking available across the street.

**nami** Northwoods  
National Alliance on Mental Illness

## Wisconsin Deferred Compensation (WDC) Program Offered By Your Employer, North Central Health Care Facility



Helping You Turn  
Over a New  
Retirement Leaf

### Meet with your WDC Advisor, Shawn Bresnahan

The Wisconsin Deferred Compensation (WDC) Program is a powerful tool to help you reach your retirement goals. Join a WDC Retirement Plan Advisor at an upcoming meeting.

If You're Just Starting to Save ... and need to enroll in the WDC, go to [www.wdc457.org](http://www.wdc457.org) and click REGISTER or click here. Use the Plan Number 98971-01 and the Plan Enrollment Code UoNeJ3pb expiration date 10/1/2019.

If You've Been Saving for a While ... you may want to review your income projections, savings rate and investment strategy. For a portfolio review, meet with your local Retirement Plan Advisor or call (877) 457-9327.

If Retirement Is Just Around the Corner ... we are here to assist you in making a smooth transition to retirement. Remember, when you stay informed and engaged, you can make your WDC account a more powerful retirement planning tool. Watch for pre-retirement group meetings near you!

Have an appointment and want a retirement strategy designed just for you? The more information you share with us, the more personalized your experience can be. Please bring the following to your appointment:

- ✓ Current Wisconsin Retirement System (WRS) statement
- ✓ Social Security statement
- ✓ Other retirement account statements
- ✓ Current paycheck stub
- ✓ WDC username, password and PIN (if known)

Please bring all of the above information for your spouse/partner (if applicable).

To sign up for an individual or group meeting, please click [here](#). If none of the listed meeting times work for your schedule, please look for additional meetings on other dates and/or other locations by clicking [here](#).

#### Changing your payroll contribution or updating your beneficiary is easy!

Log in at [www.wdc457.org](http://www.wdc457.org) or call the WDC Service Center at (877) 457-9327. Do you have questions about Wisconsin Retirement System (pension)? Please call WRS directly at (877) 533-5020.

WDC Program Meeting Schedule			
Date	Time	Topic	Location
Wednesday, November 6, 2019	11:00 am – 1:30 pm	Account Review Sessions	North Central Health Care Facility 1100 Lake View Drive Badger Room Wausau, WI 54403
Go to <a href="http://www.wdc457.org">www.wdc457.org</a> to schedule your appointment.			

Securities offered or distributed through GWFS Equities, Inc., Member FINRA/SIPC and a subsidiary of Great-West Life & Annuity Insurance Company. GWFS Equities, Inc. registered representatives may also be investment adviser representatives of GWFS affiliate, Advised Assets Group, LLC. Representatives do not offer or provide investment, fiduciary, financial, legal or tax advice or act as a fiduciary capacity for any client. This offering is made by prospectus and products and services provided by Great-West Life & Annuity Insurance Company, Corporate Headquarters: Greenwood Village, CO; Great-West Life & Annuity Insurance Company of New York, Home Office: New York, NY, and their subsidiaries and affiliates, including registered investment advisers Advised Assets Group, LLC and Great-West Capital Management, LLC. R0903093-0719



Supported by:



TO REGISTER (Registration highly encouraged – seating is limited):  
Visit <https://www.secure.unitedwaymc.org/BabyBusiness3>  
or call United Way of Marathon County at 715-848-2927.

#### SCHEDULE:

5:30-6:00 p.m. Reception/Light food  
6:00-6:10 p.m. Welcome, Opening Address  
6:10-7:25 p.m. Documentary Screening  
7:25-8:15 p.m. Featured Experts  
8:15-8:30 p.m. Conclusion & Call to Action

#### FEATURED EXPERTS:

- Dr. Dipesh Navsaria, MPH, MSLS, MD
- Rachel Giannini, Early Childhood Advocate Featured in *No Small Matter* and Video Blog Host



NEWS YOU CAN USE

## NOVEMBER IS ALZHEIMER'S AWARENESS MONTH!

Purchase a T-shirt to Show Your Support!

Please deliver your cash or check payment to Natasha Sayles at Mount View Care Center on or before Friday, October 25th. Shirts will not be ordered unless payment is received by October 25th. Delivery of shirts will be in November. Contact Natasha at work by email NSayles@norcen.org or phone 715-848-4437 / cell 906-281-1008 to make arrangements.

North Central Health Care  
Person centered. Outcome focused.

# November is **ALZHEIMER'S AWARENESS MONTH!**

**Shirts on sale now!  
ORDER & PREPAY BY  
FRIDAY, OCT 25**



Last chance  
to order!

**ORDER ONLINE: <http://bit.ly/ALZ3456>**

Payment must accompany order form. (Checks payable to NCHC) Deliver order with payment to Natasha Sayles.  
Questions contact Natasha at 715-848-4437 or text 906-281-1008.

**PROCEEDS BENEFIT NCHC's Life Enrichment Programming at Mount View Care Center**



ORDER FORM	S	M	L	XL	2XL	3XL	Total #Shirts	Total \$
Adult Shirts								
Color	Blue	BLK						
Price	\$15	\$15	\$15	\$15	\$15	\$15		\$

Your Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Department: \_\_\_\_\_

Payment must accompany order form. (Checks payable to NCHC) Deliver order with payment to Natasha Sayles.  
Questions contact Natasha at 715-848-4437 or text 906-281-1008.



## BENEFIT OPEN ENROLLMENT PERIOD COMING UP OCT 21 – NOV 1

### Make Your Selections and Changes for 2020 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 2020 Open Enrollment runs from October 21 until November 1.** 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.

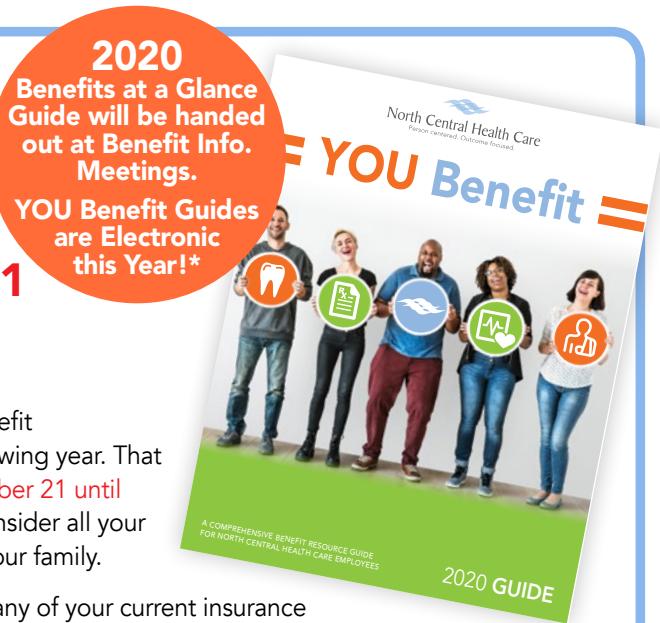
Open Enrollment is the time to add, change, or cancel any of your current insurance plans for the upcoming plan year (January 1, 2020 – December 31, 2020).

A **2020 Benefits at a Glance Guide** will be available at the Benefit Enrollment Meetings and emailed out to all-staff. The **YOU Benefit 2020: 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.\*

### Benefit Information Meetings Held October 18th – 30th

To further assist employees in understanding benefits that are available, a series of Open Enrollment Benefit Information Meetings are scheduled. We strongly encourage employees to attend one session and take advantage of the opportunity to ask questions and speak with representatives.

**MARK YOUR  
CALENDAR  
TO ATTEND A  
BENEFIT INFO  
MEETING!**



10/21	Merrill Center Merrill Center Mount View, 2nd Flr. Dining Rm	9:00 am - 10:00 am 10:00 am - 11:00 am 2:00 pm - 3:00 pm
10/22	Wausau Campus Theater	9:00 am - 10:00 am
10/23	Wausau Campus Theater	11:30 am - 12:30 pm
10/24	Wausau Campus Theater	8:30 am - 9:30 am
10/28	Antigo Center Antigo Center	12:00 pm - 1:00 pm 1:00 pm - 2:00 pm
10/29	Wausau Campus Theater	10:00 am - 11:00 am
10/30	Wausau Campus Theater	3:00 pm - 4:00 pm

\* 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.



## tidbits on benefits

### WELLNESS CORNER

Submitted by Sherry Gatewood, PA

#### Pink Eye

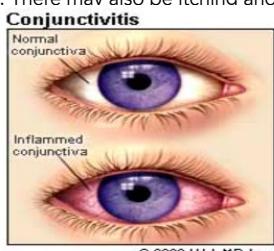
As the school season begins, students may pick up some germs from fellow classmates. Pink eye or conjunctivitis is a very contagious bacterial or viral infection of the eye. It is easily spread by through direct contact of the eye secretions through sharing items.

Signs of a bacterial infection include a red eye with gray to green mucus inside the lid or corners of the eye. There may be matting shut of the lashes after sleeping. There may also be itching and blurry vision that clears with blinking the eye. Sometimes, bacterial eye infections will heal without antibiotics but getting rapid treatment will help to prevent the spread to other people. Contact lens wearers are at higher risk for bacterial eye infections. If there is concern for an infection, they should stop wearing their contact lenses and be seen by a medical provider.

A viral infection is similar with redness of the eye, itching and/or a gritty sensation with blinking. There may be a watery discharge with crusts in the lashes. Often times, viral conjunctivitis is associated with a viral upper respiratory infection.



Sherry Gatewood, PA



© 2003 WebMD Inc.

Allergies can also cause a red eye with itching and tearing. It usually affects both eyes and there may be a history or seasonal allergies as well. Antihistamine eye drops like Zaditor or decongestant drops like Visine can help with the symptoms of both viral and allergic conjunctivitis. Cool compresses can relieve itching.

Another common cause of red eyes is dry eyes. When we look at computer screens or read for several hours, our eyes can become dry. Redness, a gritty sensation and tearing may develop from dry eyes. This can easily be treated by taking a break from the screen and frequently applying re-wetting eye drops.

To prevent infectious pink eye or conjunctivitis, wash your hands frequently and avoid touching your eyes. Don't share washcloths, bath towels, pillowcases, or handkerchiefs with others. Don't use other people's eye drops or cosmetics such eyeliner pencils and mascara.

If your child gets pinkeye, keep him/her out of school for a few days until the eye discharge stops and the redness is completely gone. Once one student comes down with pinkeye, it can easily spread to an entire class.

If there are vision changes, pain in the eye, swelling of the eye lids, and/or headaches, you should seek medical attention for further evaluation.

#### 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



#### Sherry Out of Office • Oct 23-25

Sherry Gatewood will be not be available at the Employee Health & Wellness Center at the Wausau Campus next week, Wednesday – Friday, October 23 - 25. During that time the Medical Assistant and Administrative Specialist will be at the clinic and we will be able to provide nurse only type visits (blood pressure, labs, drug screens, weight check, etc.) as well as provide nurse visits and schedule appointments for when Sherry is back.



**redeye**  
brewing company



**Slices for Sharing to Benefit  
Community Corner Clubhouse  
in Month of October**

Each month Red Eye Brewing Company in Wausau selects a local non-profit to benefit from Slices For Sharing. Customers can order a Slices for Sharing Specialty Pizza and for the entire month, \$2 from each pizza purchase is donated directly to that organization!

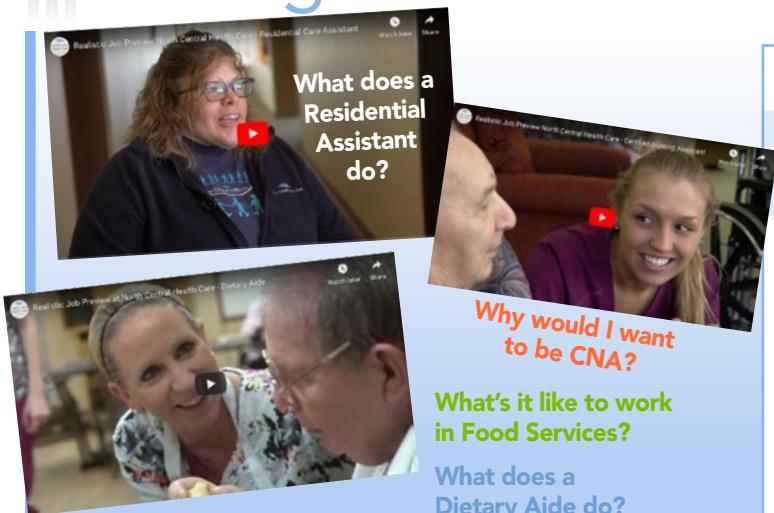
**Ask for the October  
"Slices for Sharing Pizza"**

**Red Eye Supreme Pizza  
\$2 from each Pizza  
will be donated to**





# iHRinsights



**Find out with a realistic job preview of some amazing opportunities at NCHC!**  
**[www.norcen.org/RJP](http://www.norcen.org/RJP)**

## New Position Posting



**Title:** Mental Health & Substance Abuse Therapist

**Status:** Full Time **Location:** Antigo Center

[http://bit.ly/MHSATherapist\\_Antigo](http://bit.ly/MHSATherapist_Antigo)

The Mental Health & Substance Abuse Therapist provides mental health and substance abuse assessment and psychotherapy for individuals, families or group and consultation and education for the community in a manner that most effectively meets the philosophy and goals of North Central Health Care, based on evidenced based practices.

### Requirements

- Master's degree in specialty field in Human Services
- State of Wisconsin Licensed Clinical Social Worker, Professional Counselor, Marriage & Family Therapist or Licensed Psychologist
- State of Wisconsin Substance Abuse Counselor certification or Substance Abuse Specialty designation

### Preferred

- Three to five years' experience

Any combination of education and experience that provides equivalent knowledge, skills and abilities may be considered.



## 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.

### New Topic: Creating Professional Development Plans

**Time:** 2 hours

**Description:** If you want to take charge of your professional development, come to this session, learn what professional development plans are and start creating one of your own.

**Date:** Thursday, October 24, 2019

**Time:** 9:30am – 11:30am

**Target Audience:** All Staff

**Presenters:** Ashley Downing & Judy Rannow

**Room:** Iris Room

### NEW Topic: FISH! Philosophy

**Time:** 2 hours

**Description:** Compassionate health care starts with being full present for people who need you. Show you value them. Offer a smile to lift their spirits. Learn how FISH! Philosophy helps improve patient satisfaction, trust and teamwork, morale and retention, awareness and creativity.

**Date:** Wednesday, November 6, 2019

**Time:** 1:00pm – 3:00pm

**Target Audience:** All Staff

**Presenters:** Kathy DeSantis and Judy Rannow

**Room:** DeSantis Room

### New Topic: Person Centered Customer Service

**Time:** 2 hours

**Pre-req:** FISH! Philosophy

**Description:** This session will focus on providing excellent customer service using FISH Philosophy principles and NCHC Person-Centred Service.

**Date:** Wednesday, December 4, 2019

**Time:** 1:00pm – 3:00pm

**Target Audience:** All Staff

**Presenters:** Pam Weinfurter, Judy Rannow

**Room:** DeSantis Room



## 2019 INFLUENZA VACCINATIONS REQUIREMENTS BY ALL NCHC STAFF

### Did YOU Get Your Flu Shot Yet?

1. All NCHC employees are required to complete the Annual Employee Health Questionnaire and receive an Influenza Vaccination by November 1st, 2019
2. The forms will be sent to you via email are fillable. Please complete and print off both before receiving influenza vaccine. The Vaccine Information Sheet (VIS) is for your information only and does not need to be printed.
3. Employees that DO NOT complete, by November 1st 2019 are to be removed from the schedule until both items have been completed and this can also affect your Performance Evaluation Merit Increase.
4. Employees that are unable to receive the vaccination due to exemptions, please contact Renee Erickson during her flu shot office hours. (Please see below)
5. If your program is listed below, please see the designated person for your flu shot.

ADS/Pre-Voc./Group Homes ..... Jenni Kessen, RN

BHS/Crisis/MMT..... Kathy Buckli and John Ward

Community Treatment/Outpatient Services  
..... Linda Handrick, Nurse Manager

Nursing Home (MVCC) ..... Amiee Muraski, RN  
Cheryl Rye, Nurse Manager  
Deanna Johnson, PM Supervisor  
Natasha Sayles, Nurse Manager  
Connie Glinicki, Director of Nursing

6. Employees that have received the influenza vaccination from another provider MUST PROVIDE documentation. The Employee Health Questionnaire will still need to be completed and returned to either, Renee Erickson, Employee Health Nurse or your Program Manager

**59%**  
**OF EMPLOYEES HAVE ALREADY RECEIVED THEIR FLU SHOT!**



Renee Erickson,  
Employee Health Nurse

RENEE'S FLU SHOT OFFICE HOURS	
Monday, October 21 .....	11am to 12pm, 3pm to 4pm
Tuesday, October 22 .....	10am to 11am, 12pm to 1pm
Wednesday, October 23 .....	10am to 11am 2pm to 3pm
Thursday, October 24 .....	3pm to 4pm 10am to 11am
Friday, October 25 .....	2pm to 3pm

All staff are required to participate in the influenza program by either getting the flu shot or declining the flu shot.



**ALL EMPLOYEES HAVE UNTIL NOV. 1 TO PARTICIPATE IN THE FLU SHOT PROGRAM!**

### Get vaccinated

Influenza or "flu" can cause serious illness. Vaccination is the best way to protect yourself and your family.

### Cover your cough or sneeze

Cover your mouth and nose with your sleeve or a tissue when you cough or sneeze. Toss your used tissue in the waste basket and wash your hands.

### Wash your hands

Wash your hands often with soap and water or use an alcohol-based hand cleaner.

**Fight the Flu**

It starts with you

### Avoid touching your eyes, nose, and mouth

If you touch surfaces with the flu virus, you can get the flu by touching your eyes, nose, or mouth.

### Stay home if you are sick

Flu viruses go wherever you go when you are infected. Stay at home and check with your healthcare provider when needed.





NEWS YOU CAN USE

## HELP YOUR NEIGHBORS ON MAKE A DIFFERENCE DAY **Saturday, October 26**

Make a Difference day is Saturday, October 26. Locally, United Way Volunteer Connection coordinates hundreds of volunteers

to rake leaves for elderly or disabled Marathon County residents. This is a huge chore, and some of our neighbors don't have family to help get their yards ready for winter.

If you can help rake leaves, you can register for raking on the Volunteer Connection site. If you have a corporate or school group and would like to rake during the week prior to or the week after Make a Difference Day, that's also an option. There's also a need for individuals with a truck or trailer to haul bagged leaves to the yard waste site. Please consider volunteering today!

<https://www.unitedwaymc.org/get-involved/volunteer/make-a-difference-day/>



## YOU ARE INVITED

### Partnership for Tobacco Free Wisconsin Regional Coalition Meeting

WAUSAU  
Tuesday, October 29th | 11:00 a.m. – 2:00 p.m.  
Marathon County Health Department  
Maple & Oak Rooms  
1000 Lake View Drive  
Wausau, WI 54403

\*Free to attend, lunch will be included\*

#### RSVP HERE

Thank You to Our Sponsors  
Marshfield Clinic & Central WI Tobacco Free Coalition

#### WHAT TO EXPECT

- Rollout of the Tobacco Prevention and Control State Plan 2020-2025
- Participatory exercises to achieve Statewide Action Plan objectives and goals
- Current policy and advocacy updates
- Presentations of high impact activities, projects, and partnerships impacting tobacco prevention and control
- Networking opportunities

\*All tobacco prevention supporters are encouraged to attend\*

For questions contact [jenna.lfghm@co.marathon.wi.us](mailto:jenna.lfghm@co.marathon.wi.us) or [darcie.warren@lung.org](mailto:darcie.warren@lung.org)

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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: \$1.50 Cup | \$2.25 Bowl



OCTOBER 21-25, 2019

### MON 10/21 ... Chili

Hot Ham/ Bun

### Swedish Meatballs

Boiled Parslied Potatoes  
Diner Roll  
Watermelon

### TUES 10/22....Cheesy Cauliflower Soup

French Dip/Hoagie/Au Jus

### Baked Pork Chop

Soft Mixed Vegetables  
Scalloped Potatoes  
Iced Chocolate Cake

### WED 10/23 ....Fire Roasted Corn Chowder

Breaded Fish/ Kaiser

### Salisbury Steak

Baked Tomatoes  
Rice Pilaf  
Cinnamon Baked Apple

### THUR 10/24... French Onion Soup

Hamburger with ALL the Fixin's

### Baked Chicken Leg

Cream Style Corn  
Mashed Potatoes  
Pineapple Crisp

### FRI 10/25 ..... Campbell's Tomato Soup

Grilled Cheese Sandwich

### Herb Baked Fish

Vegetable Blend  
Couscous  
Fruit Ambrosia Salad



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Employees Credit Union

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# UltiPro®

Have you logged into UltiPro yet?

300 employees have already logged in and  
checked out the new system!

What are you waiting for?

UltiPro will be NCHC's one stop access for timekeeping, paystubs,  
benefits enrollment and learning, so don't wait to get logged in  
and comfortable in the system.

Click the link on your network computer or visit  
[www.norcen.org/ForEmployees](http://www.norcen.org/ForEmployees) to get the UltiPro link 24/7,  
from home or work!

Instructions and links are always available for you on the  
For Employees Page of our public website.

Questions with logging in?

Contact Human Resources at 715.848.4419 or [hresources@norcen.org](mailto:hresources@norcen.org).