Issue 44 • Nov. 15 - 21, 2019



A Weekly Update For The Employees of North Central Health Care



# **NEWS YOU CAN USE**

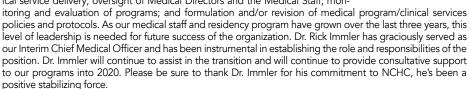


#### WEEKLY CONNECTION WITH MICHAEL LOY

#### **Executive Transitions**

Please join me in welcoming Dr. Rob Gouthro as our new Chief Medical Officer (CMO). Dr. Gouthro's role encompasses both the newly created CMO duties for NCHC and his assignment as the Program Director for the Medical College of Wisconsin's Central Wisconsin Psychiatry Residency program. Dr. Gouthro will be replacing Dr. Krall at MCW who was the Founding Program Director.

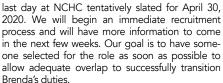
Dr. Gouthro comes to NCHC with a wealth of experience in Psychiatry and as the Program Director for the Medical College of Wisconsin's Northeastern Psychiatry Residency program in Green Bay. The CMO will be NCHC's highest clinical leader and will be an active member on our Executive Management Team. The CMO's main job responsibilities include providing leadership, vision, and direction in clinical service delivery; oversight of Medical Directors and the Medical Staff; mon-



In other Executive Team news, it is with mixed emotions that I am announcing the retirement of Brenda Glodowski, our Chief Financial Officer. Brenda has provided over 32 years of service to North Central Health Care and has served our organization and community well. Brenda's story has always been an inspiring one. She started in a payroll position and worked her way up the organization through dedication, hard work, furthering her education and making the most of the opportunities she had. She did all this while being a great mom at the same time. Truly remarkable what she has done over her career and I especially will miss her as I've greatly enjoyed the personal privilege of working with her. She's been a lot of fun to be around and to be on a team with.

Brenda was gracious enough to give the organization plenty of time to navigate

the transition with her



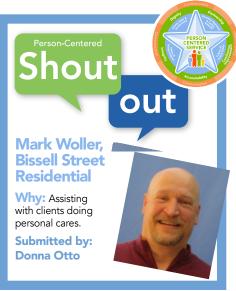
a Glodowsk

Please join me in congratulating Brenda for a job well done and be sure to thank her over coming months for her commitment to NCHC. To commit a career to this organization and community is truly inspirational and something I greatly appreciate.

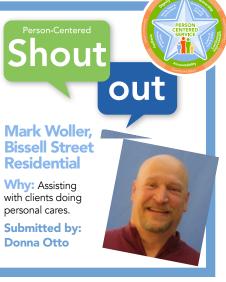
Make it a great day,



Holiday Appreciation.... Selected Your NCHC Gift Yet? **Veterans Day** Appreciation... Honoring Our Vets **Department Spotlight..** Legacies by the Lake **Volunteer Services** 6 Holiday Gift List ..... Hard Hat Update!..... New Live Stream Web Cam! PLT Cash Out.....



**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, Nov. 18 -Sunday, Nov. 24 Laura Scudiere







# **NCHC** Employees,

as cold weather approaches, we begin to reflect upon the growth and success of this past year.

In appreciation of your hard work and dedication. now is the time to place your order for the 2019 Holiday Gift!



### How Do You Order? Find Your Employee Holiday Gift Order Link In Your NCHC Email Inbox!

Please make your selection before November 18, 2019 at 5:00 pm so that your gift can be delivered to you in your department before the holidays! Each employee will receive a choice from four different items.

Note: Employees who miss the ordering deadline above will receive the Chamber Gift Certificate selection. Orders will not be accepted after Nov. 18, 2019 at 5:00 pm. Greater Wausau Chamber Certificate Participating Businesses: https://www.wausauchamber.com/list/ql/accepts-chamber-gift-certifcates-26

Wishing you a season of joy and looking forward to continued success in 2020.

If you have any questions specific to your holiday order, contact Jessica Meadows jmeadows@norcen.org 715.848.4309.



Mark Your Calendar for the Annual NCHC Holiday Celebration Chili Dinner

Wednesday, December 11

Details to come!





#### PHOTO OF THE WEEK





Michael Loy addresses the audience.

MVCC was joined by the Wausau East High School Wind Ensemble.

#### RESPECT AND HONOR FOR THOSE WHO HAVE SERVED **Veterans Day 2019**

On Veterans Day, we thank all veterans for their service, sacrifice and contributions to protect peace and freedom around the world. At Mount View Care Center and Pine Crest Nursing Home, celebrations to honor residents and employees were held. At Mount View, we were joined by the Wausau East High School Wind Ensemble and our NCHC Leadership to honor our vets and thank them for their service. "Dear Veteran" letters of thanks for our vets at Mount View Care Center were delivered, written by children around our community. At Pine Crest, the VFW/Auxillary put on a program on the 6th of November. Irene, from therapy, performed a patriotic sing along with Dan and the staff and residents made patriotic door décor'.

Thank you to all the nursing home life enrichment staff who planned these wonderful events and activities for our residents and employees. We are so thankful for your compassion and respect for those we serve.



Staff and residents at Pine Crest made patriotic door décor.

#### To Our NCHC Employees Who Have Served...

# THANK YOU For Your Service

#### **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.





# DEPARTMEN

Legacies by the Lake Dementia Care

#### Written by Laura Scudiere

I had the wonderful opportunity to tour the Legacies by the Lake program at Mount View Care Center. My tour guide was Natasha Sayles, Program Manager, and she graciously showed me around the units, or neighborhoods. Each neighborhood seemed to have its own personality and charm. She mentioned that residents are matched with the neighborhoods that suit their needs and their personality. Some units were very peaceful and warm, while others were lively and had a lot of energizing action. I was struck by the kindness that the staff approached each interaction. It truly embodies our Patient Centered Service model when staff see the opportunity in each contact, each touch of the hand, or when they kneel down to be at the eye-level of a resident to discuss the day's events. It was a privilege to visit these residents' homes for the afternoon. I found myself wanting to help cook in the kitchen, pull blankets out of the blanket warmer, or assist with the spa treatments. These options are really welcoming and display the attention to detail that the staff bring to their work.

It's that care and attention that the staff members bring to ensure that each person feel connected, engaged, and loved. I was very impressed with the life enrichment that happens daily for our residents including trips off-campus and really creative activities in the neighborhoods. The Life Enrichment and Nursing staff do a lot to help the residents feel connected with our community. Not a month goes by without a community member telling me about a positive experience they've had with Mount View Care Center and our Legacies by the Lake team. The work done here makes me proud of NCHC and the lives we work to fulfill every day!





Laura Scudiere walks through several areas of Legacies by the Lake, guided by Natasha Sayles, including the kitchen, spa and sun porch.



#### Legacies by the Lake

offers free Family Forum sessions several times a year, providing information on dementia care to families and loved ones.







### COMMUNITY TREATMENT PRESENTS AT CHILDREN COME FIRST

#### **Great Work Lindsay and Jessica!**

NCHC Community Treatment staff presented at the Children Come First Conference in Wisconsin Dells at the Wilderness Resort. Lindsay Sondelski, Mental Health Tech, Jessica Northway, Service Facilitator, presented Skill Development Groups and How They Benefit Youth. They discussed how creating and implementing youth skill development groups at NCHC has enhanced our CCS/CST programs and benefited the youth we serve. They also talked about developing group curriculum and went through experiences they have had with facilitating a wide variety of groups (i.e. social skills, DBT/Mindfulness, arts and crafts, etc.).

They also touched base on how they plan and bill for these groups, as well as how we measure consumer progress and outcomes. The objective was to learn how to create a group curriculum and understand how groups can be an intervention to help consumers meet goals and objectives.



The Children Come First Conference is for those caring for, working with, or concerned with the well being of children and young adults with social, emotional, and behavioral challenges. Each year, this conference brings together professionals, educators, and families, with national experts in the field of children's mental health.

Thank you for sharing your expertise with other professionals from around the State! Great work!

#### **ANTIGO KNIGHTS OF COLUMBUS GIVES GENEROUS DONATION**

#### Community Group Donates in a "Sweet" Way!

You may know Knights of Columbus, especially in the Antigo area, where they organize the annual Tootsie Roll sale. This past week, the community group decided to donate all their proceeds from the annual Tootsie Roll sale to North Central Health Care. Shandah Stewart from the Antigo Center is shown accepting a check for \$1,517.29 from Knights of Columbus member Mike O'brien. Thank you so much for your generosity. Every time we see a Tootsie Roll, we will think of all the ways in which this donation helped people in our community! That is a lot of Tootsie Rolls!



#### **HELP SUPPORT OPPORTUNITIES FOR KIDS** IN COMMUNITY TREATMENT

#### My Local Deals Coupon Books Available!

Our NCHC Comprehensive Community Services (CCS) Team has started their annual coupon book fund raiser! Please help out kids with special needs by purchasing one of the 2020 My Local Deals coupon books. This year there are over 130 participating businesses (many with multiple coupons) in the Wausau, Stevens Point, Marshfield, Merrill, Mosinee, Wisconsin Rapids, Tomahawk and Rhinelander areas.



A few examples of the coupons include \$10 in Kwik Trip gas coupons, buy one get one for WOW laser tag (\$17 value), buy one get one water park passes at the Grand Lodge, free cheese curds at Milwaukee Burger, golfing, spa services, pizza, oil changes, and tons of restaurant coupons!

Cash or check only and please make any checks out to Gina Lenz. Thank you so much for helping us to improve the lives of the children we serve. These funds are used to send children to camps that they wouldn't otherwise have the opportunity to attend, incentives to help them meet their goals, and basic needs items.

Please contact Gina Lenz at glenz@norcen.org to get your Coupon Book today!

Your support is greatly appreciated!











Would you recognize human trafficking? Are your family, friends, students, or someone you know at risk?

Come for a powerful presentation by Celine Goessl & Kathy Lange, in full-time ministry of Anti-Human Trafficking

Ask questions. Learn what we can do to help STOP this crime.

**Thursday** Nov. 21st • 6:30 pm



First United Methodist Church | 903 3rd St., Wausau | 715-842-2201 | fumcwausau.org

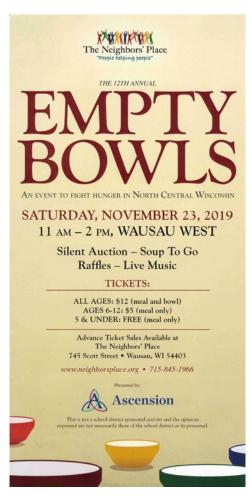


### **HOLIDAY GIFT LIST FOR RESIDENTS AND CLIENTS**

#### 96 Clients and Residents Fill Our List This Year!

Volunteer Services has completed their Holiday Gift List and currently have 96 clients and residents of all ages that are awaiting a gift this holiday season. If you would be interested in providing a gift for a client or resident this holiday season, please reach out to the Volunteer Office at x4450 or volunteer@norcen.org. You will be provided with a first name and item(s) that a resident or client has specifically requested. Thank you for helping us to fulfill and enrich lives this holiday season.

Thank You in Advance for Your Generosity!











## **2019 WORKPLACE GIVING CAMPAIGN**

Help Us Reach Our Silver Level Goal!



NCHC employees, please consider a pledge through payroll deduction to United Way. With your gift, you will make a difference for thousands of people in our community, including many people that we provide care and support for at North Central Health Care.

*Your Gift	Entries	Double your Chances!!!	Help Us Pledge 25K
\$52	1	Make a new gift or increase your gift by \$13= entries x 2	by Dec 6
\$78	2		Parity BROWN
\$104+	3		

A gift of \$52 or more annually qualifies you for the Fiat Sweepstakes.

Any Donation in the Workplace Giving Campaign Qualifies You to WIN 6 Additional Prizes!

> 8-Hours of PLT (2 winners) \$50 Gift Basket (3 winners) \$100 VISA Gift Card (1 winner)

A drawing will be held at the Holiday Celebration Chili Lunch on the Wausau Campus on Wednesday, December 11 at Noon.

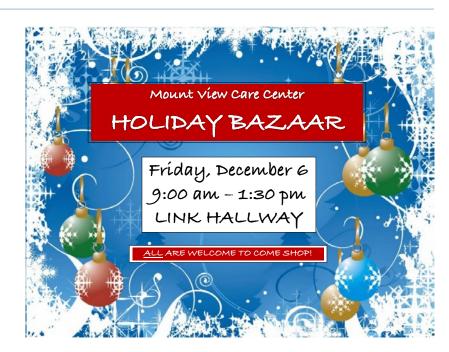
# Thank you for your Generosity!

Check your NCHC email for your personal link to participate! Hurry! Campaign Ends December 6 at 5:00 PM!

\*If you have a current payroll deduction pledge and not changing your donation amount, it will automatically continue in January. Make sure to check your pay stub to verify that you are currently contributing through payroll deduction. All donations can be designated to the local United Way of your Choice.

Everyone is welcome to attend the MVCC Bazaar!

Residents, visitors, employees, community partners! Come One! Come All!





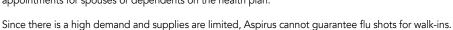




#### **NEW! NCHC IS SPONSORING** A "FLU SHOT NIGHT" For Spouses and Dependents on the NCHC Aspirus Arise Health Plan

The Flu Shot Night will be on Thursday, November 21 from 2:30 pm to 6:30 pm at the North Central Health Care Employee Health and Wellness Center located on the Wausau Campus.

Since flu shot supplies are limited, please call the Employee Health and Wellness Center at 715-843-1256 to schedule appointments for spouses or dependents on the health plan.



There is no charge for the flu shots at this event.

Please call 715-843-1256 to reserve your flu shots!



#### **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



#### WHY VACCINATIONS?

Vaccinations are developed to prevent long-term illness and the complications associated with a particular disease. Some are not able to receive vaccines due to allergies to the components of the vaccines or have health conditions that prevent administration. Those who can and do get vaccinated help prevent illness spread through "herd immunity". Contagion precautions such as washing hands and covering coughs are still helpful but not perfect. Receipt of a vaccine does not quarantee complete protection but the illness will be less serious in vaccinated persons. Feel free to ask questions regarding any prevention or treatment strategies offered at appointments.

#### WELLNESS CORNER

Submitted by Sherry Gatewood, PA

#### Is It's 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

#### 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.

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.



Sherry Gatewood, PA

If you have any questions, call the clinic at 715-843-1256.

Is it a cold o	(A coo	
Signs and Symptoms	Influenza	Cold
Symptom onset	Abrupt (	Gradual
Fever (0601)	Usual	Rare
Aches	Usual	Slight
Chills	Fairly common	Uncommon
Fatigue, weakness	Usual	Sometimes
Sneezing	Sometimes	Common
Stuffy nose	Sometimes	Common
Sore throat	Sometimes	Common
Chest discomfort, cough	Common	Mild to moderate
Headache	Common	Rare









### **NEW! WATCH CONSTRUCTION** IN LIVE FEED VIDEO AND PHOTOS ONLINE!

You can now watch Live Stream Video of the construction of the Warm Water Therapy Pool at North Central Health Care's Wausau Campus. You have the option to see "Live View" video feed or view "Time Lapse" photos taken from the construction site. Viewers will be watching from the top of the NCHC Outpatient building with a eastern view of the construction. Tune in on any device, desktop of mobile!

#### Check it out!

www.norcen.org/LiveStream



# UltiPro

#### TRANSITION FROM KRONOS TO ULTIPRO TIME ENTRY

North Central Health Care continues the process of transitioning to UltiPro, our web-based and fully integrated Human Resources/Learning Management system.

UltiPro becomes NCHC's official time keeping at 12:00am on Sunday, November 17.

#### Staff who punch in/out, please take the following ACTIONS:

**STOP** punching on Kronos time clocks after 12:00am Sunday, November 17

If you punch in on Saturday, November 16 before midnight and work into Sunday, punch out on both time clocks, even if it is after 12:00am on Sunday, November 17 to record your entire shift in the same system.

CONTINUE punching on UltiPro time clocks. Moving forward, punch data from UltiPro time clocks will be used to calculate your pay.

For instructions on how to Log In to UltiPro, Punch In/Out on UltiPro Time Clocks, Access UltiPro Time Entry from desktop computer, Enter PLT, Review/ Approve PLT, and perform other UltiPro functions, visit http://www.norcen.org/ For Employees and select topic appropriate link.

#### Please note:

- After 12:00am Sunday, November 17, new PLT requests will be submitted in UltiPro and no longer submitted in Kronos or OnShift
- Communication on how PLT, already entered and approved in Kronos, will be handled is forthcoming
- Meal Breaks must be a minimum of 30 minutes or a warning message displays denying your punch in because 30 minutes has not passed since last punch out
- For eligible employees, Call Time requests will be electronically submitted in UltiPro after 12:00am Sunday, November 17 and replaces the paper process
- Your PLT balance in Time Management and your PLT balance on your Pay Statement will not likely match because:
- Time Management displays your PLT balance minus what PLT you have requested
- Pay Statement displays your PLT balance minus what PLT you have used
- Managers approve time in Kronos as usual this coming week.

**Open lab time** has been scheduled in the Computer Training Lab and at the MVCC to provide employees an opportunity to stop by to discuss PLT/Call Time entry and other UltiPro Time questions:

Monday, November 18 from 1:30pm to 4:30pm (MVCC 1st Floor Dining Room) Tuesday, November 19 from 8:30am to 1:00pm (MVCC 1st Floor Dining Room) Wednesday, November 20 from 12:30pm to 4:30pm (Computer Training Lab) Monday, November 25 from 8:00am to 1:00pm (Computer Training Lab) Tuesday, November 26 from 8:00am to 4:30pm (Computer Training Lab) Wednesday, November 27 from 8:00am to 4:30pm (Computer Training Lab)

Open lab dates and times may be adjusted as needed. Please contact Human Resources with questions regarding open labs.

The full library of UltiPro resources and instructions are available online at http:// www.norcen.org/ForEmployees AND on the O'drive in the Information Systems

If you have any questions, please contact Human Resources at x 4419 or 715.848.4419 or visit www.norcen.org/ForEmployees





# **iii R**insights

#### **New Position Posting**

Title: Sober Living Coordinator

Status: Full Time Location: Community Living

http://bit.ly/SoberLivingCoord

#### **Purpose of the Position**

Coordinate sober living residents at all locations through interviews, screening, and intake. This position requires an individual to be working a recovery program (may include but not limited to attending 12step meetings, attending church/recovery meetings that are based in religion, having a sponsor, working the 12 steps in daily life), and have been in recovery from alcohol and/or drugs for a minimum of one year. Secondary duties include assisting Program Coordinator with hiring, interviewing and assisting employees with policies, procedures, evaluations and problem resolution.

Find out with a realistic job preview of some amazing opportunities at NCHC! www.norcen.org/RJP



### Have You Seen the **Latest Realistic Job Preview Video?**

**Featured Realistic Job Preview: Employment Specialist in Community Treatment** 

Meet Stephanie Jewell! She shares her experience working with those with mental illness and addiction challenges as an Employment Specialist for North Central Health Care. Find out what makes this experience a great fit for her. Is this the career for you or someone you know?

Watch the full Realistic Job Preview at www.norcen.org/RJP or Facebook!

#### **ON THE MOVE!** Transfers & Promotions



#### < Congrats Kristina Mauk! Congratulations to Kristina Mauk for her recent transition from Inpatient Hospital Therapist In-Training to Mental Health/Substance Abuse Therapist!



< Congrats Chloe Nvlund! Congratulations to Chloe Nylund for her recent transition from Hospitality Aide to CNA on Southern Reflections Long Term Care! Congrats!



< Congrats Laura Liddy! Congratulations to Laura Liddy for her recent transition from Hospitality Aide on Southern Reflections to CNA on Lake View Heights! Congrats!

# North Central Health Care Paid Leave Time Cash-out Request Forn se complete this form and return to Payroll by Friday, December 14th ested PLT Payment (Hours): The minimum request for PLT cash-out is sixteen (16) hours up to a maximum (40) hours, in one hour increments. Eighty (80) hours of PLT must remain in the bank after the payout. iours will be paid at the employee's base hourly rate

#### PLT CASH-OUT NOTICE **Check Your NCHC Email or Stop By HR for Form**

All employees may elect to receive cash for earned PLT, to be paid out on the second pay period in January of each year. Payout authorization forms will be provided at the time of notification of PLT payout each year. Eligible employees may request a PLT payout by submitting the appropriate form (attached) to Payroll stating the number of hours to be paid according to the following parameters:

- The minimum request for PLT cash-out is sixteen (16) hours up to a maximum of forty (40) hours, in one hour increments.
- Eighty (80) hours of PLT must remain in the bank after the payout.
- Hours will be paid at the employee's base hourly rate.

Forms are due to Payroll by December 14, 2019. Once the request to receive a PLT payout is received by Human Resources, the election is irrevocable. It may not be increased, decreased, or changed by the employee in any way. You may pick up a form in Human Resources or use the form attached to this email.

Questions? Please contact Chris Bleck, Human Resources Director or Lynn Wengelski, Benefits/Compensation Analyst at 715.848.4419.





## 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



#### **NOVEMBER 18 – 22, 2019**

MON 11/18 ... Chili

Hot Ham on a Bun

Swedish Meatballs

**Parslied Potatoes** Dinner Roll Watermelon

**TUES 11/19.... Cheesy Cauliflower Soup** 

French Dip on Hoagie & Au Jus

**Baked Pork Chop** 

Mixed Vegetables Scalloped Potatoes Iced Chocolate Cake

WED 11/20 .... Corn Chowder

Breaded Fish on a Kaiser

Salisbury Steak

Rice Pilaf Dinner Roll Cinnamon Baked Apple

**THUR 11/21...French Onion Soup** 

Hamburger with All the Fixins!

**Baked Chicken Leg** 

Cream Style Corn **Mashed Potatoes** Fruit Medley Cup

FRI 11/22..... Campbell's Tomato Soup

Grilled Cheese Sandwich

Herb Baked Fish

Vegetable Blend Couscous

Fruit Ambrosia Salad



Marathon County **Employees Credit Union** 

There's Still Time to Take Advantage of **Our Fall Special** 



Accounts opened between 10/1/19 and 11/30/19 will receive 1.99% introductory APR\* until 5/31/2020. After promotional time frame expires, remaining balance will migrate to standard APR applicable on your account. \*APR = Annual Percentage Rate

**Don't Get Trapped With Your High Interest** Rates - Contact Us Today!

Peter.Wolf@co.marathon.wi.us

715 261-7685

400 East Thomas Street • Wausau, WI 54403

#### **UPCOMING NEWS YOU CAN USE Holidays Editions 2019**

Looking ahead to upcoming holidays and News You Can Use editions, below is information to help plan any submissions you may have:

- The November 22 edition will be a 2-week edition. There will not be a Nov. 29 edition during Thanksgiving week.
- The Dec. 20 edition will be a 2-week edition. There will not be a Dec. 27 edition during the week of Christmas.
- There will be a January 3 edition and back to regular weekly editions.

Just a friendly reminder to have all submissions to Jessica Meadows by end of the day on Wednesdays to be included. Thank you again for all the great thing you share each week to communicate out to employees and board members!