

A Weekly Update For The Employees of North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH MICHAEL LOY

Night Angels

The Holiday Season is full of lunches, gifts and good cheer but as we close out the year it is also time for one of my favorite traditions. We have angels among us each day as we go about doing our important work in our community but three years ago I felt

it was important to create an opportunity to celebrate our staff who lead a more nocturnal life, *Our Night Angels*. Starting next week I will be handing out our 2019 Night Angel Awards. Any NCHC staff member who worked over 25% of their hours during the night shift from October 1, 2018 until September 30, 2019, will be recognized as a 2019 Night Angel. These special angels keep our care environment bright when the sun goes down and the lights go out.



They are special blessings to bring comfort as our patients and residents rest. We have individuals working the night shift in our Crisis Services, Hospital, CBRF, Lakeside Recovery, Residential and MVCC programs. These Night Angels are most often sleeping after a long night on-duty while we are recognizing and celebrating employees during the day. Without their dedication through the night, we couldn't operate our organization during the day. It is a privilege to recognize their important contributions. We appreciate all you do to take care of the most vulnerable in our community! *Turn to page 2 for the complete list!*

"To love for the sake of being loved is human, but to love for the sake of loving is angelic."

- Alphonse de Larmartine

Make it a great day,

Wich I b



In the event of Phone System Outage, reference the O:drive "On-Call Information Folder" for Schedule and Cell Phone #s.

ADMINISTRATOR ON-CALL

x4488 or 715.848.4488

Monday, Dec. 16– Sunday, Dec. 22

Brenda Glodwoski



1st Quarter Nomination Forms due by December 31!
www.norcen.org/Recognition

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Babies, Interns & Retirements
On the Move!
Chamber Immersion Project









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.

FRESH BLANKET OF SNOW

Beauty of the Season

Thank you to Julie Meshak in Patient Access who sent in this beautiful photo of a snow covered tree on the Wausau Campus. While we frown at having to shovel, its impossible not to stop and enjoy the beauty of a fresh blanket of snow. Thanks Julie!





It is with sincere appreciation and gratitude that North Central Health Care would like to recognize the service of those on the night-shift with the 2019 Night Angel Award.

Recipients of the 2019 Night Angel Award have worked a minimum of 25% of their hours on night-shift from October 2018 through September 2019. Recipients will receive a card with their selection of items from the NCHC Swag Shop.

Julie Truax	
Steven Schultz	
Patty Duffrin	BHS Inpatient Hospita
Deborah Musgrove	BHS Inpatient Hospita
Tammy Cote	
Adam Diaz	BHS Inpatient Hospita
Frances Lee	BHS Inpatient Hospita
Kathleen Stephenson	
Tammy Beranek	Comm. Treatm. Youth
Wendee Cox	Comm. Treatm. Youth
Makayla Schilling	Crisis
April Starr	Crisis
Michael Jaeger	Crisis
Myra Monyok	Crisis
Julie Behnke	Crisis
Mackenzie Brounacker .	Crisis
Sadie Graveen	Crisis
Taylor Peterson	
Donald Genrich	
Joseph Peterson	Lakeside Recovery
Rhonda Geurink	Lakeside Recovery
Duke Pendelton	MVCC - Legacies
Kelsey Fusak	MVCC - Legacies
Lorelie Feldkamp	MVCC - Legacies
Denise Paquette	MVCC - Legacies
Katie Kuklinski Van Heest	.MVCC - Legacies
Shelly Adams	MVCC - Legacies
Brenda Trumble	MVCC - Legacies
Victor Ijomah	MVCC - Legacies
Michelle Oxendorf	MVCC - Legacies

Pamela Parlier
Caitlin WeilerMVCC - Legacies
Pamela HarperMVCC - Legacies
Jennifer CampbellMVCC - Legacies
Susan Tillman-BlaineMVCC - Legacies
Allie BlanchardMVCC - Legacies
William GauMVCC - Northwinds
Lue Vue
Jessica SchreiberMVCC - Northwinds
Korby KruegerMVCC - Northwinds
Carrie WarrenMVCC - Northwinds
Mary BarbianMVCC - Northwinds
Laura KalkMVCC - Northwinds
Craig HinkensMVCC - Northwinds
Ashley DornstreichMVCC - Northwinds
Alan WiltziusMVCC - Northwinds
Samantha EggersMVCC - Northwinds
Lynnette ChellbergMVCC - Northwinds
Laurie ScheideggerMVCC - Northwinds
Betty UpwardMVCC - Northwinds
Kendra RomigMVCC - Northwinds
Amanda RochatMVCC - Northwinds
Steve SchuesslerMVCC - Northwinds
Erin AchatzMVCC - Post-Acute Care







North Central Health Care **ANNUAL EMPLOYEE** Holiday Celebration! 2019

On December 11, employees gathered and enjoyed a glorious lunch prepared by our NCHC Food Services Team. Chili, breadsticks, veggies and desserts were served and delivered to all programs on all shifts in all three services counties. Thank you to all those who made this treat possible in several programs, especially our Food Services Teams who prepared the meal. It was delicious!





















CONGRATULATIONS TO OUR 6 LUCKY UNITED WAY PARTICIPATION FINALISTS!

These 6 lucky finalists were drawn from all employees who contributed to the United Way Campaign through Payroll Deduction.

Dr. Dia Arpon – Outpatient Psychiatry Won a \$50 Travel Gift Basket

Rhonda Wooldridge - Legacies by the Lake Won a \$50 Movie Basket

Gina Woodward - Patient Financial Services Won \$100 VISA Card!

Jennifer Comfort - Community Treatment Youth Won 8 Hours PLT

Scott Van Ermen - Pharmacy Won a \$50 Coffee Gift Basket

Chuck Kerstell - Crisis Services Won 8 Hours PLT

You Can Watch the Full Presentation Video Online at https://youtu.be/nzRWYPTpt_M

Results from this year's Campaign will be released in January as well as the finalists who have the chance to win the new car being given away at the January United Way Annual Meeting! Details to Come!

Thank you to everyone who donated to support the United Way this year and into the future through payroll deduction. Your generosity helps fund several community programs to help people of all ages who are in need.

Thank you to our NCHC United Way Committee who worked all year to create fun and engaging activities to raise awareness of the United Way and connect people with resources in our community!

2019 NCHC United Way Committee

Laural Harder, Sheryl Hemp, Jen Gruna, Kendra Eisner, Melissa LaPorte, Jessica Putrus, Natasha Kelly, Angela Parker-Jensen, Dana Best, Bo Johnson, Jessica Meadows, Kathy Buckli, Jill Mattek Nelson, Michelle Gleason, Jen Gorman, Michael Loy, Stephanie Jewell, Stacey Haring

Are you interested in joining the NCHC United Way Committee in 2020?

If so, talk with your manager and let them know you would like to participate. Meetings are held twice a month throughout most of the year. It's a great way to meet new people and have fun while giving back! Managers can email Laural Harder with their employee participants. Thank you for your consideration!





DEPARTMEN

Business Operations

Written by Laura Scudiere

I had the opportunity to meet with Kim Wieloch and the Business Operations team to learn more about the inner workings of their department. People often think that our Business Ops. department "handles money" but it's somewhat unclear about what they do and how they do it. Business Operations includes our cashiers, mail room, accounts payable, payroll and accountants who all contribute to the financial lifeblood of our organization. Did you know that in addition to handling the payment needs of our clients, our cashiers sell bus tokens, stamps, cafeteria cards, and you can get change there? Also, both of our cashiers are notaries, which any staff can use and it doesn't have to be about a business-related item. Our accountants manage our expenses, so anything that NCHC pays for, they review and process. They also review if we are hitting our revenue expectations. The Wausau mail room has moved around in the last couple of years, but it is still the hub of all the incoming and interdepartmental mail for the organization.

The one thing that Business Operations wishes everyone knew is that they are here to help. Financial topics aren't everybody's bag of tea, but our Business Operations staff can answer your questions or point you in the right direction. They want to encourage staff not be shy if you need assistance with any patient account topic. The Business Operations team wants you to know they are available to assist you.



Laura Scudiere was given a tour of the many areas of Business Operations, including the Mail Room, where Kim Wieloch showed the daily operations of incoming and outgoing mail.



Laura Scudiere gets a view from the other side of the window in her visit to the Cashier's Office.



Laura Scudiere talks with Accountant Chad Karsnia about their "love of



At the Cashier's Office

only nursing home residents with a resident trust account can cash checks there.





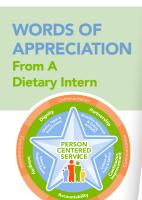


Congratulations to **Kayla Erdman** and her family as they welcomed their son Ryland Robert into the world. Kayla is a Case Manager in Community Treatment Adult. Ryland was born on December 6 at 12:06 pm. 8lbs, 7oz and 21.5 inches

Do you have a birth announcement you want to share with our NCHC Family? Send your announcement and picture (if desired) to your manager for sharing in the News You Can Use. Monthly, we will include all the newest members of our NCHC family. Be sure to include: Employee's Name, Department, any other family member names (spouse, partner, siblings) and the name and birth date of your little one. We love photos, too, but we respect your privacy, so share what you wish, if you wish!

RETIREMENT CELEBRATION Congratulations to Cheryl Zeinert

Cheryl Zeinert has retired after 33 years of service. Cheryl worked in Community Living Residential programs and is the Group Home Manager. Thank you for all your service. NCHC wishes you all the best in your retirement!



Dana + Kris,

note to say THANK you a note to say THANK you for taking me on as your first ever intern, and that I am officially an RD working in a nursing home facility! You really inspired me with what you do and working with you was a highlight in my internship. You are wonderful people and amazing RDs, and I hope you holiday season!

Thank you so much for your Kindness & guidance,

VOLUNTEER SERVICES HOLIDAY REQUEST All Holiday Gift Requests a Have Been Filled But You Can Still Help!

Thanks to the generosity of our employees and our community, all residents and clients gifts have been filled for the holidays! Thank you! You can still help out though. Volunteer Services still needs some basic items to be donated as well:

- Neck pillows
- Chocolates
- Men's fun socks
- Women's hair accessories
- Men's and women's lounge pants (Large & XL).

Please contact the Volunteer Office at Mount View Care Center by calling 715.848.4450, email volunteer@ norcen.org or stop on by!

Thank you in advance!











Got Junk Lights?



to benefit Habitat for Humanity!



Look for collection boxes coming soon to the Wausau Campus!

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

It's a WIN WIN!





SAFETY SNIP-ITS

A STATE OF WI **NEWS RELEASE ON E. COLI OUTBREAK**

From NCHC Infection **Preventionist, Tim Holzem**

Safety and Infection Prevention extend beyond the walls of our NCHC workplace. We want our staff and their families as well as those we serve in the community to be aware of breaking news that will keep us all safe.

Please read the media release below sent from Wisconsin Department of Health Services regarding E. coli in Bagged Romaine Salad.

You can read the entire release here https://www.dhs.wisconsin.gov/news/releases/121019a.htm

Wisconsin Health Officials Find E. coli O157 in Bagged Romaine Salad from Salinas Valley, CA

Consumers should avoid eating any products with romaine lettuce from that region

As part of the ongoing investigation into the multistate outbreak of Escherichia coli O157:H7 (E. coliO157) infections, Wisconsin health and food safety officials have found E. coli O157:H7 bacteria in an unopened bag of pre-washed chopped romaine collected from an ill person's home. Additional laboratory testing is pending to determine if the E. coli O157 found in the pre-washed chopped romaine matches the strain causing the multi-state outbreak linked to romaine lettuce.

The E. coli O157 bacteria was found in a bag of chopped Fresh Express® brand Leafy Green Romaine lettuce with a use by date of 11/14/2019 and lot code of Z301 A05B. The source of the romaine identified on the packaging was Salinas Valley, California.





December 16-20 2019

Join us in celebrating the season with our annual Holiday Spirit Week. All friends and families are invited to dress up and join in events throughout the week.

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			4	*			







WELLNESS CORNER

Submitted by Sherry Gatewood, PA

Make Winter Brighter with Some Vitamin D!

Why all the talk about Vitamin D? Can it really make me happier? Vitamin D is actually the only vitamin which is also a hormone. That can affect many different



areas of our health both mental and physical.

Vitamin D helps our body build stronger bones by helping our body be able to absorbed calcium. In addition to stronger bones, vitamin D can help improve immune system, reduce inflammation, help with seasonal affective disorder (SAD), potentially decrease the risk of cardiovascular disease, diabetes, and risk of some cancers. Not getting enough vitamin D can affect each person differently, thus the symptoms of Vitamin D deficiency can look different from one person to the next. Below are some examples of symptoms people can experience. Remember, these symptoms could potentially be symptoms for other concerns, so it is always good to check with your health care provider to rule out other medical conditions.

Check out the below website for more information https://www.webmd.com/diet/guide/vitamin-d-deficiency https://www.healthyway.com/content/symptoms-of-vitamin-d-deficiency-that-most-people-ignore/

Sherry Gatewood, PA

Potential Vitamin D deficiency symptoms: (not limited to)

- Depression Hair loss
- Bone and or joint pain
- Muscle pain or weakness
- Decrease immune system
- Frequent respiratory problems
- Fatigue and tiredness
- Psoriasis
- Chronic pain
- High blood pressure
- Crankiness
- Reduced endurance

There are a number of places that you find vitamin D. One of them is sunlight. But, there is a catch to the theory "you can get all of your vitamin D for the day from 20 minutes of being in the sunlight." Depending on how your body absorbs sun and your skin color can limit how much. However, the bigger issue with the sun is where you live. The further north you live the less sun you get. Come fall through early spring one cannot bank on the daily sunlight as a good source of vitamin D when you live in states like Wisconsin and Michigan. You can

find Vitamin D in a number of fortified foods like milk, yogurt, fatty fish (like salmon), and egg yolks.

If you feel like you may benefit from a daily Vitamin D supplement, the recommended dietary allowances (RDA's) for 1-70 year olds is 600 IU's daily and for 70+ year olds 800 IU's daily. Anything higher it is best to check with your health care provider or a registered dietitian, as you can take too much Vitamin D which can harm you. If you do take supplements look for "D3" on the bottle.

This winter if you are feeling a little "blah," "down," or just not yourself consider finding ways to get more Vitamin D to brighten your day. One key thing to remember with vitamin D is that it is a fat soluble vitamin. So, in order for your body to absorb it you need to eat foods that have at least some fat as Vitamin D (and as all fat soluble vitamins), will leach into the fat in our food so that our body can absorb it.

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

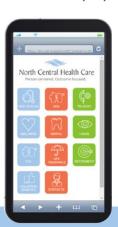
Clinic Hours

Monday - Wednesday - Friday: 8:00 am - 4:30 pm Tuesday: 6:30 am - 3:00 pm Thursday: 10:00 am - 6:30 pm



Benefits information when and where you need it!

With our new mobile benefits site, you have access to information you need when you need it—at the doctor's or dentist's office, at home with your spouse, or anytime you want to find information easily!



Through the mobile site you can access:

- A Benefits Overview
- · Contact information for all
- Medical information
- Dental information · Life insurance overview
- · Disability information
- · Earned time/paid holidays information
- 401(k) plan details
- · Employee Contributions

Flu Shots Are Still Available in the Employee Health & Wellness Center

EMPLOYEE HEALTH & WELLNESS CENTER HOLIDAY SCHEDULE NOTICE

Sherry Gatewood, PA will not be available from 12/23/19 – 12/27/19 and be returning to the clinic on Monday December 30, 2019.

The clinic support team will be in the clinic that week with the exception of 12/24/19 and 12/25/19 as the clinic will be closed those days. The clinic support team will be able to assist with patient scheduling, nurse type visits, and scheduled labs.

During the week of December 30, 2019 the only day the clinic will be closed will be January 1, 2020.

W2 REMINDER: IS YOUR ADDRESS CORRECT?

All employees should make sure that their home mailing address is correct with Human Resources so that you receive your W2 mailing coming soon. You can check your home mailing address by viewing your personal information in UltiPro.







QUARTERLY EMPLOYEE UPDATES NOTICE

Schedule Change

Each quarter NCHC holds Quarterly Employee Update meetings to discuss NCHC's progress, our critical priorities and pertinent information that you need to be successful and stay informed. You may have noticed that a posting for upcoming December Employee Updates has not be published. In the past, Employee Updates were held at the end of each quarter. We are changing this structure and scheduling Employee updates at the beginning of each quarter, placing session dates in January, April, July and October. As we look ahead to our 5 to 50 Vision, we will continue to discuss, plan and implement strategic actions that lead to positive outcomes for those we serve, our employees and our organization. We look forward to seeing you at Employee Updates in January 2020! Watch for the schedule and sign up in UltiPro.

ON THE MOVE! **Transfers & Promotions**



< Congrats Xong Hutchison!</p> Congratulations to Xong Hutchison for her recent transition from Legacies by the Lake CNA to Lakeside Recovery Behavioral Health



< Congrats Yessa Anderson! Congratulations to Yessa Anderson for her recent transition from Legacies by the Lake Hospitality Assistant to Southern Reflections Hospitality Assistant.



< Congrats Caitlin Jeske! Congratulations to Caitlin Jeske for her recent transition from Legacies by the Lake CNA to Lakeside Recovery Behavioral Health Tech.



< Congrats Morgan Bever! Congratulations to Morgan Bever for her recent transition from Food Services Dietary Aide to Legacies by the Lake CNA.



< Congrats Roxanne Jaeger! Congratulations to Roxanne Jaeger for her recent transition from Patient Access Enrollment Benefit Specialist to Residential Care Assistant in Residential Services.



< Congrats Hannah Robenhorst! Congratulations to Hannah Robenhorst for her recent transition from Nursing home Housekeeping to CNA on Reflections Long Term Care.



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!







INTRODUCING THE NEW NCHC EMPLOYEE RECOGNITION PROGRAM!

Developed by our Person-Centered Service Employee Recognition Committee, this program is a new way that you can recognize your outstanding coworkers here at NCHC. There are distinct awards for direct care, non-direct care, teams and leaders!

Outstanding Person-Centered Service Award

Recognizes an employee who provides direct care,

exceeds standards and works effectively to ensure the optimal patient experience and uncompromising Person-Centered Service.

*NCHC Directors, Managers and Supervisors are not eligible for this award.

PERSON

CENTERED SERVICE

Outstanding Service Excellence Award

Recognizes an employee who does not provide direct care,

has consistently achieved exemplary performance within their program and has excelled in supporting the programs and services of NCHC.

*NCHC Directors, Managers and Supervisors are not eligible for this award.

Outstanding Team Partnership Award

Recognizes any work team, committee or department

who has made significant contributions to advance the position and reputation of the department or organization. 15 employees or less per group.

Outstanding Leadership Award

Recognizes a director, manager or supervisor

who inspires, influences and conducts themselves in a professional manner, acting as a role model for others to follow in the workplace and our community.

*Recipient selected by Executive Team and presented quarterly at the Management Meeting.

Annual Award

L.E.A.F Award - Lives Enriched and Fulfilled

The L.E.A.F. Award recognizes an employee who embodies the Vision of NCHC - Lives Enriched and Fulfilled.

This individual has sustained their actions throughout the course of the year and is a positive example of Person-Centered Service at NCHC. All employees who were recipients of an individual quarterly award within the designated year are eligible.

> *L.E.A.F. Award Recipient selected by NCHC Executive Leadership Team.

How to Nominate An Employee

There is only 1 Nomination Form for all four Quarterly Awards.

Nomination forms can be found on our NCHC website 24/7, near your department

Communication Board or on the

Manager or Supervisor for help! Email your form to

Odrive in the Recognition Folder. Or ask a Recognition@norcen.org or deliver to Human Resources!

Nomination forms, selection criteria, award details and more are available online at

www.norcen.org/Recognition





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

DECEMBER 16 - 20, 2019

MON 12/16 ... Chili

Hot Ham on a Bun

Swedish Meatballs

Seasoned Greens, Parslied Potatoes Dinner Roll

Watermelon

TUES 12/17.... Cheesy Cauliflower Soup

French Dip on Hoagie with AuJus

Baked Pork Chop

Mixed Vegetables Scalloped Potatoes Iced Chocolate Cake

WEDS 12/18.. Corn Chowder

Breaded Fish on Kaiser

Salisbury Steak

Baked Tomatoes

Rice Pilaf

Cinnamon Baked Apple

THUR 12/19...French Onion Soup

Hamburger with All the Fixins!

Baked Chicken Leg

Cream Style Corn Mashed Potatoes

Fruit Medley Cup

FRI 12/20...... Campbell's Tomato Soup

Grilled Cheese Sandwich

Herb Baked Fish

Vegetable Blend

Couscous

Fruit Ambrosia Salad



Michael Loy (left) and Bob Wilcox (right) addressed the group.

GREATER WAUSAU CHAMBER OF COMMERCE IMMERSION PROJECT

NCHC Participates in Learning Event for Leaders

NCHC hosted a group of business leaders from throughout the Central Wisconsin area as part of the Immersion Project. This intensive, year-long program was created to build awareness and understanding of the local business world, history, culture, leaders, influencers and areas of opportunities.

The Immersion Project began in September and be held each month through August 2020. In December, NCHC hosted a session at eh Wausau Campus Board Room to talk about Community Issues. Leaders were educated about the challenges of mental and behavioral health issues and dementia and also had a chance to hear from Recovery Coaches, employees and clients who shared their personal stories. Thank you to all those who participated including Merry Wimmer, Clubhouse Member Cheryl, Recovery Coach Tanya and to the NCHC organizers Robert Wilcox and Jessica Meadows.

