Issue 48 • Dec. 20, 2019 - Jan. 2, 2020 FINAL ISSUE OF THE YEAR!



For The Employees of North Central Health Care



In Loving Memory

Wayne Walters

Peter DeSantis

# NEWS YOU CAN USE

#### In Memory of Wayne and Peter

We lost two great men in the North Central Health Care family this week. Wayne Walters, passed away unexpectedly at home on Thursday, December 19, 2019 at the age of 67. Wayne has been employed here at NCHC for 9 years on our Housekeeping team. Please click here for his obituary and funeral service arrangements. Wayne is survived by his wife of 39 years, Joelyn Walters, who

WEEKLY CONNECTION WITH MICHAEL LOY

is also an NCHC employee in Mount View Care Center. Like many individuals on our Housekeeping team, Wayne was somebody who supports our culture of being a warm welcoming place. Wayne's smile, sense of humor and hardworking nature made him special to me. Very few people call me Mike, but Wayne was one of them and it was always alright by me. Wayne had a positive impact on many and will be greatly missed. Please keep Wayne's family, especially Joelyn in your thoughts and prayers.

On Thursday December 19, 2019, Peter DeSantis was laid to rest. Peter passed away on Sunday, December 15, 2019 at the age of 84. Earlier this week I sent an all-staff email talking about the profound impact Peter had on NCHC as he was instrumental in helping to build NCHC as our first CEO; a role he lead with true vision for over 23 years. Peter's memorial service was inspirational. I'd like to share one of the readings he chose:

#### The True Joy in Life by George Bernard Shaw

This is the true joy in life, being used for a purpose recognized by yourself as a mighty one.

Being a force of nature instead of a feverish, selfish little clod of ailments and grievances, complaining that the world will not devote itself to making you happy.

I am of the opinion that my life belongs to the whole community and as long as I live, it is my privilege to do for it what I can.

I want to be thoroughly used up when I die, for the harder I work, the more I live. I rejoice in life for its own sake. Life is no brief candle to me. It is a sort of splendid torch which I have got hold of for the moment and I want to make it burn as brightly as possible before handing it on to future generations.

In reading both Wayne and Peter's obituaries, it was clear to see they were both devoted husbands. Wayne was married to Joelyn for 39 years; Peter was married to Pat for 59 years. Wayne had two sons and five grandkids; Peter had five children, nine grandchildren and six great-grandchildren. Family was clearly everything to both of them. I am deeply inspired by them to continue to lead a life of devotion to my own family. My heart goes out to their families as they deal with the loss of these two great men.

As we close out 2019, for me it has been a year defined by adversity. I've navigated some of it better at times than others but it all builds strength for the future. I'm ready for a new year and for that matter a new decade, as we turn into 2020. Life is precious and often too short. I'm thankful for each day and look forward to what the day ahead brings. The opportunity to make a difference in people's lives, especially the people and community we serve, and each of you is a great privilege we all share. As Peter left us, he said he was ready to fly. I'm ready to fly by working even harder to make the world burn as brightly as possible before handing it on to future generations whenever that time may come.

micha



Going Paperless - Avoid the Fee

Holiday Menus

#### 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, Dec. 23-Sunday, Dec. 29

Michael Loy



Monday, Dec. 30-Sunday, Jan. 5

Laura Scudiere



www.norcen.org • Lives Enriched & Fulfilled.





## Save Those Junk Lights!



## HOLIDAY LIGHT RECYCLING to benefit Habitat for Humanity!



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.

lt's a WIN WIN!



### **RETIREMENT CELEBRATION**

#### Congratulations to Karen Bender

Karen Bender celebrated her upcoming retirement after 41 years of service at North Central Health Care. She works in Health Information as an Administrative Assistant. Thank you Karen for your years of commitment to NCHC and our community! Enjoy your retirement!

NEWS YOU CAN USE

## Holiday Photos with Santa & Alvin Saturday, Dec. 21 10 am – 1 pm

Take your own photos or we can take them for you!

### Join Santa & his little helper, Alvin the Therapy Dog, for pictures at Mount View Care Center

This event is a fundraiser for Alvin's care & a suggested donation of \$4 or more is greatly appreciated.

2400 Marshall Street, Wausau Mount View Care Center Purple Flag Entrance

North Central Health Care



NEWS, UPDATES, LINKS, STORIES, PHOTOS, VIDEOS!

GET SOCIAL! #lamNCHC

#### 1st Quarter Nomination Forms due by December 31!

Email Recognition@norcen.org





#### **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!

## Quarterly Recognition Awards

#### 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.

#### Outstanding Service Excellence Award

## Recognizes an employee who does <u>not</u> 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

NEWS YOU CAN USE

#### 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 <u>all</u> four Quarterly Awards.

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

Odrive in the Recognition Folder. Or ask a Manager or Supervisor for help! Email your form to

Recognition@norcen.org or deliver to Human Resources!



Communication

Nomination forms, selection criteria, award details and more are available online at www.norcen.org/Recognition



## **NEWS YOU CAN USE**

## out

Shout



#### Jessica Kluck, Andrea Street, Residential

Why: Continuous Improvement - Jessica is always coming up with new ideas for our house to make it more creative and fun for our clients!!

Submitted by: Danielle Mazzoni Halverson

#### HOLIDAY VOLUNTEER OFFICE HOURS

The Volunteer Office will have limited office hours from Dec. 23 - Jan. 3. If you need assistance please email volunteer@norcen.org or leave a message at x4450. We will get back to you as soon as we can!

Monday, Dec 23 - Open (8 am - 10 am) Tuesday, Dec 24 – Closed Wednesday, Dec 25 - Closed Thursday, Dec 26 - Closed Friday, Dec 27 - Open (8 am - 4 pm)

Monday, Dec 30 - Closed Tuesday, Dec 31 - Closed Wednesday, Jan 1 - Closed Thursday, Jan 2 - Open (8 am - 1 pm) Friday, Jan 3 – Open (8 am – 1 pm)



## Employees Credit Union

## Give Your Family the Gift of Membership



- Your family could be enjoying: Low rates on loans Fewer fees Fewer tees
  High dividends on savings
  Exceptional customer service
- Share the bennies and bring your loved ones into the credit union family today!

**Proudly serving NCHC Employees** & their Families since 1965.

### Already a member: Thank you Not a member: Contact us today! www.mcecu.org • 715 261-7680

cuteller@co.marathon.wi.us 400 East Thomas Street Wausau, WI 54403

Marathon County Employees Credit Union will not be visiting the Wausau Campus next Thursday, Dec 26th. Happy Holidays!

#### **SAFETY SNIP-ITS Food Safety for Buffets and Parties**

Gathering friends and family is fun, but beware of uninvited party guests. Foodborne germs can crash your buffet and make people sick with food poisoning. When cooking, preparing, or serving food for large groups, it's important to keep food safe.

#### Keep It Clean

Wash your hands with soap and running water for at least 20 seconds before preparing, eating, or handling food. Wash your hands after using the bathroom and touching pets.

Wash your cutting boards, dishes, utensils, and countertops with hot, soapy water after preparing each food item.

#### Separate Raw Meat from Other Foods

Separate raw meat, poultry, seafood, and eggs from foods that won't be cooked before eating, such as fruit, salad greens, deli salads, and bread.

Use separate cutting boards, plates, and knives for fresh fruits and vegetables and for raw meat, poultry, seafood, and eggs.

Keep raw meat, poultry, seafood and eggs

separate from other foods when shopping for groceries and when storing in the refrigerator.

#### Cook to a Safe Temperature

Use a food thermometer to make sure foods are cooked to a temperature hot enough to kill germs that could make you sick. Check this chart for recommended temperature.

Follow recommended microwave cooking and standing times.

#### Serve Foods Safely

If preparing food in advance, divide cooked food into shallow container and store in a refrigerator or freezer. This encourages rapid, even cooling.

Keep hot foods hot, at 140°F or warmer. Use slow cookers, chafing dishes, and warming trays to keep food hot on the buffet table.

Keep cold foods cold, at 40°F or lower. Use small serving trays and replace often with fresh platters from the refrigerator, or place serving dishes in bowls of ice so they stay chilled.

For picnics and other outdoor meals, keep cold food in a cooler filled with ice or frozen gel packs until just before serving. Catering or getting food

delivered? Make sure food that is catered or delivered stays at a safe temperature.



#### The Two-Hour Rule

Throw away any perishable foods that have been out at room temperature for 2 hours or more.

Toss them after 1 hour if they've been sitting out at temperatures of 90°F or hotter, such as food served at a picnic or outdoor family reunion.

#### Store and Reheat Leftovers the Right Way

Divide leftovers into smaller portions or pieces, place in shallow containers, and refrigerate or freeze.

Leftover foods should be refrigerated at 40°F or below as soon as possible and within two hours of preparation. It's OK to put hot foods directly into the refrigerator.

Leftovers should be reheated to at least 165°F before serving. This includes leftovers warmed up in the microwave.

Learn how long food can be stored safely in the refrigerator and freezer.

https://www.cdc.gov/foodsafety/serving-food-safely.html



Long Term Care



# **Mount View Care Center**

#### Written by Brenda Glodowski

DEPARTMEN

Long Term Care is one of the nursing home programs within Mount View Care Center. The program is located on the second floor of Mount View and is the home to 36 residents. The location has a beautiful view, overlooking the lake. With this program being the long term care program, the needs of the residents will vary. Some of the needs being cared for include dementia, mental illness, chronic medical conditions and terminal illness. For many residents, the long term care neighborhood is their final home. Long Term Care is an extension of the community for the residents, so it is a place that can continue to be a home for them. The rooms for the residents are homelike; residents may bring items from home to put in their rooms to help keep their room feeling like home. Some of these items may include furnishings, pictures, and other personal items. So each room is individualized to the resident.

Life enrichment activities and outings are provided to keep residents connected to the community. This includes events such as shopping, movies, ball games, concerts, and going to the fair. Residents have meal choices to fit their preferences and also have consistent caregivers. With each resident being unique, their plan of care is tailored to them and the staff assignments are adjusted based on the needs of the residents.

The staff in Long Term Care takes great pride in taking care of the residents, who are family to them. Their jobs are very rewarding and they indicate it is an honor and privilege to care for the residents. One staff indicated "it is a blessing to do this job". One of the residents, Bob, indicated he loves the people here. His room is his home and staff helped him to create his home environment. He came from another facility and said he is lucky and fortunate to be here. The staff takes great care of him, the activities are fun, the therapy is wonderful and the food is great.

Other favorite unique events to Mount View Care Center that residents enjoy are prom, adventure camp, trick or treaters, and the haunted house that is set up within the nursing home.



Brenda Glodowski and Cheryl Rye visit with a MVCC resident.







#### WELLNESS CORNER Submitted by Sherry Gatewood, PA

#### Do you know what your Cholesterol numbers are?

Do you know if you have a family history of high cholesterol or Hyperlipidemia? Are there several members of your family who have had a heart attack or stroke at a young age? Although there are several potential causes/reasons for these conditions in the young, Familial Hypercholesterolemia can be found with a screening fasting cholesterol test . "Familial hypercholesterolemia (FH) is a genetic disease caused by mutation of one of the genes critical for low density lipoprotein cholesterol (LDL-C) catabolism (or breakdown)". Low Density Lipids are also known as bad cholesterol. This is the heavy cholesterol that sticks to artery walls. Familial Hyper-



Sherry Gatewood, PA

cholesterolemia can be identified by a fasting blood test indicating a very high LDL number. It can be identified in children at age 2 years old. It affects about 1 in 200-250 people. This condition does not respond to diet and lifestyle management. Fifty percent of males and twenty-five percent of females with this condition can have a heart attack or stroke by the time they are 50 years old. It is underdiagnosed and undertreated. The "American Heart Association criteria for the clinical diagnosis of FH is a low density lipoprotein cholesterol (LDL-C)more than 190 and either a first degree relative with LDL-C more than 190 or with known premature coronary heart disease less than 55 years men or less than 60 years women."

The American Academy of Pediatrics 2008 guidelines suggested screening children between 2 – 10 years old with the following parameters:

- Parent with High Total Cholesterol over 240
- Family history of cardiovascular disease in males under 55 and females under 65 years old.
- Child is overweight or obese
- Child has high blood pressure

Child smokes
 Child has diabetes
 Child has diabetes
 Foam Fatty Intermediate Lesion Atheroma Fibrous Complicated Lesion/Rupture
 Foam First Decade
 From Third Decade
 From Fourth Decade

#### 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.

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

West Virgina University performed a study called the WV CARDIAC study and found that 37% of kids with significantly high cholesterol were missed when they did not fit the specific criteria. It is now recommended to perform cholesterol screening of all children regardless of risk factors. The purpose of cholesterol screening in childhood is to identify and treat children with severe dyslipidemia (elevated cholesterol and LDL levers) that predisposes

## 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



them to premature cardiovascular disease. For those with elevated LDL results, the treatment is often a healthy lifestyle. As adults, it is important to know one's cholesterol numbers and to know one's family medical history, if possible. Hyperlipidemia screening via fasting blood tests is usually performed at annual physical exam appointments. It may be recommended at routine well child

The screening recommendations by age are:

- 0-2 years old: no screening
- 2-8 years old: Fasting lipid panel for at-risk children
- 9-11 years old: Nonfasting lipid screen for all children
- 12-17 years old: Fasting lipid panel for at-risk children
- 18-21 years old: Nonfasting lipid screen for all patients
- All adults 21 and over : Fasting lipid every 5 years, annually depending on risk factors.

If you are not aware of your numbers, you can be screened at the Employee Health and Wellness Center. If you have lab orders by your primary care provider, you may schedule your lab appointment at the Employee Health and Wellness Center. If you have children, please consult your pediatrician. If you have any questions or want to schedule an appointment contact the Employee Health and Wellness Center at 715-843-1256.



"I'll have an ounce of prevention."



### ASSOCIATED BANK HSA PLUS ACCOUNT HOLDER NOTICE

#### **Associated Bank is Making Improvements**

If you are an Associated Bank HSA Plus Account Holder, please read this important communication, and take action appropriately. This posting is being placed here, in case you miss the communications that are being sent to you directly by Associated. Associated Bank is making improvements to enhance your HSA account security and support their commitment to sustainability.

#### **Account Statement Preferences**

If you receive paper statements for your HSA Plus account, there will be a \$4 monthly statement fee starting February 1, 2020. This fee is waived for customers who are signed up for electronic statements and are not receiving paper statements.

#### Take Action to Avoid The Paper Account Statement Fee

For those who receive paper statements, to avoid this fee after February 1, 2020, changing to e-statements is free, and easy! To the right you'll find step-by-step instructions on how to change your statement preferences in the HSA Plus Consumer Portal. For assistance with changing your preferences, or with logging into the Consumer Portal, you may also contact Customer Care at 800-270-7719, Monday-Friday 7 a.m. to 7 p.m., for assistance.

#### In addition to cost savings, with electronic statements, you enjoy:

- Peace of mind that paper statements (and account information) won't end up in the wrong hands.
- More timely information.
- No statements to shred or take up space in files. ٠

#### **Frequently Asked Questions**

#### Question: How will Associated be communicating this change to HSA Plus account holders?

**Answer:** HSA Plus account holders will be notified of this change and encouraged to update their statement delivery preference if they do not already receive paperless statements. The November statement will include an updated HSA Plus Fee Schedule, and the following notice will appear on their November, December and January statements:

If you receive paper statements for your Associated Bank HSA Plus, there will be a \$4 monthly statement fee starting February 1, 2020. This fee is waived for customers who are signed up for electronic statements. To receive your statement electronically, log into the HSA Plus Consumer Portal at Client.HSAPlus.AssociatedBank.com/Login and go to 'Message Center > Update Notification Preferences' to select online statements. You may also contact Customer Care at 800-270-7719, Monday-Friday 7 a.m. to 7 p.m., for assistance.

Account holders who have an email address on file will also receive an email in December.

#### Question: If I choose to continue to receive paper statements, how will the fee be assessed?

Answer: Each month, the \$4 fee will automatically be withdrawn from your HSA Plus Account. If you have a zero balance in your account, the fee will not be assessed.

#### Question: Can our HR team make the change to e-statements on my behalf?

Answer: Unfortunately, no. Your HSA is an individually owned account, and as such, changing your statement preferences is an action that can only be made by your or with the assistance or HSA Plus Customer Care.

#### Question: What if I don't have access to a computer/internet to make the change to electronic statements?

Answer: Contact HSA Plus Customer Care, and they can make the updates to your account preferences on your behalf.

#### MAKE THE SWITCH TO E-STATEMENTS Help secure your account infomation. Take advantage of going paperless today! STEP 1: Log in to the HSA Plus portal, navigate to the STEP 3: Select the option to Go Paperless, scroll to the essage Cente pottom of the page and hit submit Associated Bank # I would like to Go Paperlass: 🗆 🧲 siest way to learn about and HSA-eligible\* products. HEALTH -----SHOPPER Shop now STEP 2: Select the Update Notification preferences Contact Us 1 Minenva McGonagali + 1 (2) Logo For questions about going paperless, contact HSA Plus Consumer Care at: Associated Bank 800-270-7719 Email: HSAPlusConsumer@HealthAccountServices.com Web: associatedbank.com/HSAPlus



>> 16

#### Through the mobile site you can access:

A Benefits Overview

**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,

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

#### 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.





## **iiiR**insights

#### 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.



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!



What's it like to work in Food Services? What does a Dietary Aide do?



Why would I want to be CNA?

What does a Residential Assistant do?



Refer & Earn A \$500 Referral BONUS!!



## NEWS YOU CAN USE

## 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 23 - 27, 2019**

MON 12/23 ... Chicken Noodle Soup Baked Potato Bar

> **Vegetable Lasagna** Carrots Garlic Bread Ice Cream

TUES 12/24....Christmas Eve Day The Cafeteria will be closed.

WEDS 12/25 .. Christmas Day The Cafeteria will be closed.

THUR 12/26...Turkey Dumpling Soup Baked Turkey Berry Wrap

> **Baked Polish Sausage** Sauerkraut Mixed Vegetables Coconut Cream Pie

FRI 12/27 ...... Split Pea Soup Taco Bar

#### **Parmesan Baked Fish** Scalloped Tomatoes O'Brien Potatoes Lemon Bar

Many thanks to all our NCHC staff for their commitment and dedication to all those we serve. A special thanks to all those who will be working over the holiday season. Your time, effort and willingness to be away from your own families during the holidays is so appreciated.

Happiest of Holidays to You and Your Families!

- NCHC Marketing & Communications Department



North Central Health Care As a healthcare organization that devotes our energy, time and talent toward serving our community, we would like to express our gratitude to all of our clients, patients, residents, community partners, volunteers, donors, friends, neighbors and our team of dedicated employees.

Each day <u>YOU inspire US</u> to serve with dignity, integrity, accountability, partnership and challenge us to seek new and innovative ways to improve the care we provide.

We sincerely  $\frac{\mathrm{thank}}{\mathrm{trank}}$  you for all that you have given to North Central Health Care.

tappy Holidays.

#### DECEMBER 30 - JANUARY 3, 2020

MON 12/30 ... Beef Vegetable BBQ on a Bun

> **Roast Pork** Scalloped Potatoes Dinner Roll Tasty Tapioca Pudding

TUES 12/31....New Year's Eve The Cafeteria will be closed.

WEDS 1/1 ...... New Year's Day The Cafeteria will be closed.

THUR 1/2......Taco Soup Pork BBQ in a Bun

> **Pork Carnita** Pico DeGallo, Spanish Rice Four Tortilla Peanut Butter Bar

FRI 1/3.....Cheese Soup Tuna Melt

> **Pepper Steak with Gravy** Creamed Corn Parslied Egg Noodles Fruit Cobbler