

A Weekly Update For The Employees of North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH MICHAEL LOY

Next Edition

North Central Health Care exists because Langlade, Lincoln and Marathon Counties have come together to fulfill their individual responsibilities for the well-being, care and treatment for individuals with mental illness, addiction and developmental disabilities. Their partnership created North Central Health Care in 1972 and we are now into our 48th year as an organization. Their agreement to work together is memorialized in the Agreement for Joint Sponsorship of

Community Programs, or often referred to as the Joint County Contract. The Agreement covers a history of the partnership, governance structure and responsibilities and other parameters guiding the direction and management of North Central Health Care. It's hard to believe, but it was just over three years ago when I traveled to all three of the counties to have the new agreement approved and signed. For those of you who were not around at the time, it was a very uncertain point in our history of whether or not the partnership could continue. We spent all of 2016 reaffirming the benefits of the partnership and ultimately won the support to continue under a new five-year agreement.

Since then, there have been major strides in improving the relationship and services to our community. The time to renew the contract is upon us and I'm happy to report we have a tentative agreement on the continued Joint Sponsorship for NCHC. The new agreement has been approved in committee and at the Board of Supervisors in Langlade and Lincoln County. In Marathon County, it was approved at committee and goes to the full County Board in February. This new five-year agreement will take us through our 50th anniversary and continue to help make our relationship a more perfect union.

I'm excited how far we've come, but also have the perspective that we are not there yet because there is still so much opportunity ahead yet.

Make it a great day,

Employee Recognition Awards

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, Feb. 3 -Sunday, Feb. 9

Jarret Nickel



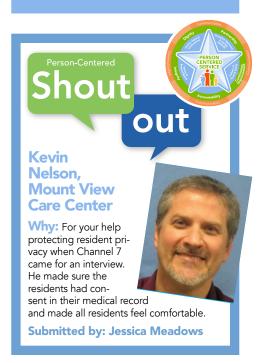
Nominate a **Coworker Today!**

North Central Health Care

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

www.norcen.org/Recognition

Family-Friendly Workplace Survey.. Take the Survey! Big Shout Outs! Person-Centered Service Department Spotlight... **Welcome Our** New Employees! Org. Development......







FAMILY-FRIENDLY WORKPLACE SURVEY

CALLING ALL NCHC EMPLOYEES!

We Need Your Input!

The Marathon County Early Years Coalition is asking all employees to participate in a "Family-Friendly Survey," which can be accessed online or through a mobile phone here wipps.org/employee or with a QR code (below).

The easy-to-use survey is confidential and anonymous and takes fifteen minutes to complete. Any person currently employed or self-employed, living or working in Marathon County, is encouraged to take the survey.

Survey results will be used to help local businesses and nonprofits make the community and workplaces more family-friendly. For more information, please contact WIPPS Research Partners at 715-261-6368 or info@wipps.org.

MARATHON COUNTY EARLY YEARS COALITION

FAMILY-FRIENDLY WORKPLACE EMPLOYEE SURVEY

TAKE THE SURVEY: wipps.org/employee

WHO IS SPONSORING THIS SURVEY?

The Marathon County Early Years Coalition is a partnership of over 50 organizations in Marathon County dedicated to ensuring child and family well-being through a coordinated county-wide effort which maximizes resources, focuses on evidence-based practices, and advocates for early childhood success.







Responses will be used to develop a better understanding of how people working in Marathon County feel about family-friendly workplace policies, programs, and benefits. Confidential and anonymous responses to this survey will be combined with responses from many individuals taking the survey to address questions about our community such as:

- What kinds of family-friendly workplace policies and programs are currently available to the Marathon County workforce?
- What kinds of family-friendly workplace benefits does the Marathon County workforce value the most? The least?
- How much do employees who work in Marathon County value family-friendly workplace policies and programs compared to other job factors?

HOW WILL THE INFORMATION BE USED?

The information will serve as a catalyst to improve how we approach work-life balance in our community so that children and families have a strong foundation for a productive life. Insights will also help employers develop strategies to attract and retain more workers in our area. This study will NOT evaluate or rate the comprehensiveness of an individual business's or organization's employee benefit program.

WHO WILL SEE THE RESULTS?

Individual responses will be kept confidential and anonymous. Survey responses will be combined with data from hundreds of employees in Marathon County to create a final report outlining broad trends, which will be shared with interested stakeholders, including the public.

WHO DESIGNED THE SURVEY?

The survey was designed by researchers from the Wisconsin Institute for Public Policy and Service (WIPPS), a unit of the University of Wisconsin System. For more information, please contact WIPPS at 715-261-6368 or info@wipps.org.











PHOTOS 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.

BIG SHOUT OUTS!

Brook Kickhaver, Shandah Stewart and Jill Mattek-Nelson pose with their BIG Shout Outs after being recognized at 1st Quarter Employee Updates in Antigo. These three employees were recognized for their efforts in recognizing others, but also being recognized by others. See below for the list of employees recognized after our first full year of Shout Out Recognition program! Congrats! Remember, what gets recognized, gets repeated!

1ST YEAR OF SHOUT OUT RECOGNITIONS

Individuals Giving Most Shout Outs

Linda Handrick - 226 Jennifer Rothmeyer - 220 Shandah Stewart - 180

Individuals Receiving Most Shout Outs

Shandah Stewart - 65 Jill Mattek Nelson - 62 Brook Kickhaver - 62

Departments Receiving Most Shout Outs

Community Treatment - Adult - 995 Total Community Treatment - Youth - 735 Total Food Services - 727 Total

1ST YEAR OF SHOUT OUT RECOGNITIONS

Shout Outs GIVEN

(Average Per Person Per Month)

Adult Protective Services - 3.8 Marketing & Communications - 3.1 Human Services Op - 3.2

Shout Outs RECEIVED (Ave. Per Person Per Month)

In-House Transport - 3.6 Adult Protective Services - 2.8 Community Treatment Youth - 2.4



NOMINATE AN EMPLOYEE TODAY **FOR A RECOGNITION AWARD!**

COMMUNITY CORNER CLUBHOUSE Change to Hours of Operation Beginning February 1

Starting Feb 1, Clubhouse will be changing their hours of operations. Please inform clients and those who access Clubhouse of the change:

> 9:00 am - 5:00 pm • Monday - Friday Tuesdays - Open Late until 6:00 pm

What is Clubhouse?

Clubhouse helps adults with persistent mental illness and AODA issues realize their potential by providing them with a Clubhouse where they can meet friends, build self-confidence, learn valuable life skills and discover untapped talents. Community Corner Clubhouse is an internationally-certified, psychosocial rehabilitation community that provides accessible, low-cost services in a supportive environment. Clubhouse membership is voluntary and without time limits. Clubhouse is located at 811 N. 3rd

Avenue in Wausau. Visit our website at www.norcen.org/Clubhouse for a great walk-through video and more information!







Prevocational Services

Written by Tom Boutain

This last Fall, I had the privilege of visiting Prevocational Services at the Sherman Street workshop location in Wausau. While I waited to meet with Jennifer Rothmeyer I could hear a lot of interaction coming from within the facility. Upon entering the building, the first thing that I was greeted with were endless smiles by the workers. The joy that these consumers were putting into their jobs spoke volumes about how important this program is to our community. As Jennifer showed me around, I could see tables of consumers hammering plastic plugs into metal plates for a company that makes air conditioners. At another table, consumers were separating paper from old books; separating the paper based on the type of paper increases its recycling value.

Did you know they also have other consumers that go out into the community? They have teams that regularly go to St. Vincent dePaul to assist where needed, a group that helps at a local stable, and others preforming janitorial work at a local health club. Teams go out and do yard work for those that struggle with those tasks. Roughly eighty consumers work tirelessly to gain that independence and take pride in the work they are able to provide.

The goal of the program is to help them gain the experience needed to be able to hold a steady job in the community on their own. There is an entire wall of inspiring success stories that serve as a source of constant motivation. The Prevocational Services teams are truly making a difference in the lives of those we serve and I hope everyone can take a moment to thank someone from that team this week.



NCHC Prevocational Services

offers adults with developmental disabilities the opportunity to learn work skills while promoting self-worth through paid work, as well as advancement in wage, work habits, productivity, and skill level.



Tom Boutain gets a firsthand experience in Prevocational Services Wausau with a tour from Jennifer Rothmever.









KRISTIN WOLLER PROMOTED TO NURSING **HOME ADMINISTRATOR**

Mount View Care Center Nursing Home Administrator

It is with great pleasure that NCHC would like to announce the promotion of Kristin Woller to the Administrator of Mount View Care Center.





During her career, Kristin has held many important roles at Mount View Care Center. She started as a Life Enrichment Manager, Patient Experience, Unit Manager for Legacies by the Lake and her most recent role for the past 3 ½ years as the Assistant Administrator.

In Kristin's role, she is responsible for the day to day operations and regulatory compliance for Mount View Care Center and will be available for any of your concerns or questions. Please join us in congratulating Kristin on her new role.

WAUSAU CAMPUS COURIER SCHEDULE CHANGE NOTICE Beginning March 4

The Antigo/Merrill/Tomahawk Courier run from the Wausau Campus will be moving from Fridays to Wednesdays beginning March 4. Any comments or concerns regarding the change can be directed

to Jenny McKenzie @ jmckenzie@norcen.org or 715-841-5101.

FASHION BOUTIQUE WAUSAU CAMPUS Closed Temporarily

The Fashion Boutique on the Wausau Campus is temporarily closed until it moves from it's current location in the E-Wing Hallway to Room D153 located in the Hub area. Please watch for notices in News You Can Use and email for the reopening of the Fashion Boutique. We apologize for any inconvenience. The Fashion Boutique, operated by Volunteer Services, is available to staff 24/7 in order to provide needed clothing or personal items for residents, patients or clients as the need arises. All items have been donated by employees, volunteers and guests. We are continually grateful for their thoughtful gifts. Items most needed: sweat pants, lounge pants, cotton t-shirts, socks and underwear. Item not accepted: dresses, sport coats or men's suits. If you have questions, please contact Volunteer Services at 715.848.4450.

THIS WEEK WE WELCOME 21 **NEW EMPLOYEES TO NCHC**

New Hire Orientation -February 3-6, 2020

Adult Day Services (ADS)

Amber Kottke - Dev Disability Aide - Merrill Hartley Schildt - Dev Disability Aide - Merrill

Community Treatment Adult

Belinda Davidson - Case Manager - Merrill Kathryn Garcia – Employment Specialist – Wausau Marie Musson – Case Manager – Wausau Jaxon Seeger - Community Treatment Tech -Wausau

Corporate Administration

Kim Rantanen-Day – Executive Assistant – Wausau

Food Services

Jaden Heil - Dietary Aide - Wausau Jonra Michalski – Dietary Aide – Wausau

Hospital BHS

Matthew Karpinsky - Registered Nurse - Wausau

Laundry

Tyler Morger - Laundry Worker - Wausau

Northwinds - MVCC

Larissa Schmoll - CNA - Wausau Bonnie Scott - Respiratory Therapist - Wausau Kimberly Spigarelli – Hospitality Assistant - Wausau



Nursing Home Housekeeping

Dawn Clifton - Housekeeping Aide - Wausau

Outpatient Services

Claire Udell - Psychologist - Wausau

Pine Crest Nursing Home

Sara Bergman - CNA - Rehab - Merrill Ethan Krause – Unit Clerk/Scheduling/Mt - Merrill Riley Smith - CNA - Rehab - Merrill

Post-Acute Care - MVCC

Kelsie Meyer - LPN - Wausau

Residential - Riverview Towers

Amanda Olszewski - Residential Care Assistant -Wausau

WERE YOU UNABLE TO ATTEND 2020 1ST QUARTER EMPLOYEE UPDATES?

The Video Recording is Now Available Online

We want all employees to be able to attend the Employee Updates Sessions to connect with leaders, ask questions, and meet with team members you may not regularly have the opportunity to. However, we do know that there are instances in which you are just not able to make it or wish to view the presentation over again.

You can now view the 2020 1st Quarter Updates from January in full format by visiting the NCHC Website For Employees page!

www.norcen.org/ForEmployees





MAIL FOR PINE CREST Mail Room Mailbox Available

There is now a mailbox in the Wausau Campus Mailroom for correspondence to be taken to Pine Crest in Merrill. Transportation will be going to Pine Crest on Mondays, Tuesdays, Thursdays, and Fridays for now.

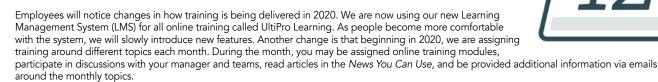






NCHC ORGANIZATIONAL DEVELOPMENT

2020 Training Topics Calendar



January 2020: Human Resources and Performance Evaluations

February 2020: Corporate Compliance, Code of Conduct, Patient Rights, Caregiver Misconduct and Zero Suicide

March 2020: HIPAA, Privacy, Confidentiality and Release of Information

April 2020: Emergency Preparedness, Continual Readiness

and Advanced Directives

May 2020: Mental/Behavioral Health and Suicide Prevention

June 2020: Workplace and Personal Safety

July 2020: Coaching, Mentoring, Process Improvement and Change Management

August 2020: Communication, Cultural Competence, Trauma Informed Care and Person Centered Service

September 2020: Cyber Security, Suicide Prevention, Substance Abuse/Recovery and Dementia

October 2020: Standard Precautions, Vaccinations, Infection Prevention and Antibiotic Stewardship

November 2020: Caregiver/Employee Wellness, Ethics and Boundaries

December 2020: Employee Engagement, Professional Development Plans & Performance **Evaluations**



If you have ideas or information that you would like to share around any of the listed topics, have questions about training and professional development or need help with anything in the UltiPro Learning please contact Curt in Organizational Development at 715.848.4529 or CMatsche@norcen.org



NCHC VOLUNTEER IN THE NEWS!

Meet RuthAnn

So you may have seen giant billboard in the Wausau area wishing RuthAnn a Happy 90th Birthday. If you haven't, it certainly did make Channel 7 WSAW TV take notice. Upon reaching out to RuthAnn, they found out that she was one of our awesome volunteers here at the NCHC Wausau Campus. She has volunteered here for 2 years and at the young age of 90, she has no intention of stopping. She has actually also been a volunteer at Bethesda for 30 years!



WSAW TV 7 caught up with her in our Mount View Care Center Beauty Salon and interviewed RuthAnn and also one of our residents. The stories that ensued were heartfelt and so much fun. You can catch the entire interview on FOX 55 and Channel 7 WSAW online.



















WELLNESS CORNER

Advice on Herbal Medications and Supplements

Submitted by Lindi Jusufi, 4th Year Pharmacy Student, NCHC Pharmacy University of Wisconsin – Madison School of Pharmacy

One of the roles of the Food and Drug Administration is to ensure medications on the market are safe for use. For prescription medications, there is a meticulous process for drug approval as well as ongoing surveillance of batches of drugs made before a patient would take them. Dietary supplements and herbal medications are categorized differently from prescription medications and are not subject to the same rigorous testing methods. Instead, the FDA investigates companies and issues citations after complaints are made. This can leave people vulnerable to contaminants such as heavy metals since there isn't as much safety testing done before an herbal/supplement is marketed. There can also be a wide margin on the amount of ingredients in each batch of an herb/supplement. Even if a product has shown benefit, there is no guarantee you're receiving the right dose since what's in the bottle can be too much or too little.

Supplements and herbal medications being sold cannot claim to diagnose, treat, cure, or prevent any disease. They cannot make any health claims such as "reduces cholesterol" or "helps alleviate the pain associated with migraine headaches". Instead, the FDA allows for general health statements such as "supports the circulatory system" or "helps maintain intestinal flora". This can pose a problem for consumers since labels by manufacturers can be easily misinterpreted, leading to the belief that an herb/supplement provides a specific benefit that it does not.

One would think medications derived from natural ingredients would be entirely safe, but this is not the case. There are many drug interactions with herbs/supplements that should be avoided. Listed below are some of the most common ones. If you are unsure of whether to start an herbal/supplement, be sure to ask your healthcare provider.

Herbal/Supplement	What Used For	Interactions
Fish oil/Omega-3 fatty acids Saw palmetto Gingko biloba	Cholesterol Urinary symptoms Cognitive impairment	Increases the risk of bleeding with blood thinning medications such as aspirin, clopidogrel, Eliquis, and warfarin
St. John's wort Ginseng	Mood Blood sugar control	Decreases effectiveness of birth control, immunosuppressants, seizure medications, blood thinners, benzodiazepines, and other medications
Grapefruit juice Goldenseal	Diet Common cold	Increases the amount of other many medication classes in the body, which increases the potential for side effects
Ephedra	Weight loss	Increases blood pressure and risk of heart attack in patients with heart conditions



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

"One would think medications derived from natural ingredients would be entirely safe, but this is not the case. There are many drug interactions with herbs/supplements that should be avoided."





NATIONAL ALLIANCE ON MENTAL ILLNESS OPPORTUNITIES TO SHARE



What is the NAMI Family Support Group Program?

NAMI Family Support Group is a peer-led support group for family members, caregivers and loved ones of individuals living with mental illness. The hallmark of a NAMI support group is leveraging the collective knowledge and experience of the other participants. It can offer you practical advice on addressing issues related to mental illness and your loved one and gives you the appropriate space to have your personal needs met so that you can provide the best possible care for your family member. The NAMI Family Support Group is a 60-minute session, free of charge. Attendance is optional and

NAMI Northwoods offers its NAMI Family Support Group on the 4th Monday of the month



"Before coming to the support group, we had never spoken about mental illness to neighbors, friends and often not even to our relatives."



Northwoods

Naminorthwoods.org naminorthwoods@gmail.com 715-432-0180

NAMI Northwoods and dedicated volunteer members and leaders work tirelessly to raise awareness and provide essential education, advocacy and support group programs for people in our community living with mental illness and their loved ones. Not affiliated

AMI Peer-to-Peer

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

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

NAMI Northwoods, the local organization of the National Alliance on Mental Illness, will offer NAMI Peer-to-Peer beginning Thursday, March 12th. It will be held from 6:00 p.m. - 8:00 p.m. at Grace United Church, 535 S 3rd Ave Wausau



Participant Perspectives

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

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

"Seeing my peers' strength and dedication to their recovery was personally meaningful."

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



Northwoods

Register online Naminorthwoods.org 715-432-0180

naminorthwoods@gmail.com

About NAMI

NAMI, the National Alliance on Mental Illness, is the nation
largest grassroots mental health organization dedicated to
building better lives for the millions of Americans affected
by mental illness. NAMI Northwoods is an affiliate of the
Wiss. NAMI Northwoods and dedicated volunteer members
and leaders work tritlessly to rase awareness and provide
essential education, advocacy and support group programs
for people in our community living with mental illness and
their loved ones.





What is NAMI's Family-to-Family Education Program?

NAMI Family-to-Family is for families, caregivers and friends of individuals with mental illness. The course is designed to facilitate a better understanding of mental illness, increase coping skills, and empower participants to become advocates for their family members. The course consists of 8 two-and-a-half hour sessions. Trained family members teach the course who know what it is like to have a loved one living with mental illness. The Family-to-Family Program is offered at no cost to the participants.

NAMI Northwoods will offer its NAMI Family-to-Family Education Program beginning Tuesday Feb 25, 2020. The class will be held from 6:00 – 8:30 p.m. at Grace United Church, 535 S 3rd Ave. Wausau, WI Must make a commitment to attend most of the sessions.



"This course overall was the single most, without a doubt, helpful and informative thing ever offered in all my years searching for answers... It has helped me to understand better and communicate more effectively with my brother."



NORTHWOODS

Register online at Naminorthwoods.org naminorthwoods@gmail.com

About NAMI Affiliate

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





In Need of An Affordable Housing Solution?

- Are you currently living in substandard or inadequate housing?
- · Are you willing to partner with Habitat for Humanity in the
- construction of a new home and promotion of the organization?
- Are you seeking housing that will not exceed 30% of your income?

HABITAT FOR HUMANITY OF WAUSAU may be able to help!

Approved applicants can purchase a home, with a not for profit home mortgage and payments over 25-30 years, including taxes and insurance. Eligible income limits are between \$25,450 - \$57,600 based on family size. Each application reviewed on a case by case basis

Register to attend an orientation meeting to find out more:

Tuesday, February 25, 2020 @ 5:30 pm

Habitat for Humanity of Wausau Office 1810 Schofield Ave. Weston, WI 54476

Saturday, February 29, 2020 @ 10:00 am

Marathon County Public Library – Wausau Community Room 300 N 1st St. Wausau, WI 54403 This is not a Marathon County Public Library sponsored event

Call to register: (715) 848-5042

Open application period: January 24, 2020 - March 20, 2020





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 \$.40/ounce.



FEBRUARY 3 - 7, 2020

MON 2/3 Cream of Potato Soup

Chicken Strips

Sliced Ham

Steamed Broccoli Baked Potato Fruited Gelatin

TUES 2/4..... Navy Bean Soup

Nachos Supreme

Roasted Chicken Breast

Cream Style Corn Rice Pilaf Cheesecake

WEDS 2/5 Chicken and Rice Soup

Pizza

Meatloaf

Stewed Tomatoes Parslied Noodles Carrot Cake

THUR 2/6...... Tomato Soup

Grilled Cheese Sandwich

BBQ Pork on a Bun

Fried Potatoes Creamy Coleslaw Mandarin Oranges

FRI 2/7.....Cream of Broccoli Soup

Reuben

Baked Cod

Baked Butternut Squash Potato Salad Banana Pudding



Marathon County **Employees Credit Union**

Conquer Your Mountain with Our VISA Balance Transfer Special



Balance transfers completed 2/1/2020 through 4/30/2020 will receive 1.99% APR* for 9 months from date of transfer. After the promotional time frame expires, remaining balances will migrate to the standard APR applicable on your account. *APR = Annual Percentage Rate

Contact Us Today for Details!

Apply Online @ www.mcecu.org or by using the Mobile App! Peter.Wolf@co.marathon.wi.us

715 261-7685

400 East Thomas Street • Wausau, WI 54403

SAFETY SNIP-ITS

Please Slow Down!

Wausau Campus employees and visitors alike have had something to say recently: **SLOW** DOWN! Within the last few weeks,

there have been complaints about the rate of speed vehicles are traveling within the roads, parking lots and driveways on the Wausau Campus. For everyone's safety, please slow down and please **STOP** for the stop signs. The safety of everyone that comes to any of our locations is a high priority. We appreciate your full cooperation and if you see someone who looks to be traveling to fast in a vehicle, please remind them also. Thank you!



