  
A Weekly Update  
For The Employees of  
North Central Health Care



PHOTO OF  
THE WEEK



# NEWS YOU CAN USE

## WEEKLY CONNECTION WITH OUR TEAM



**Tom Boutain**  
Information Services  
Executive

### HAPPY HOLIDAYS!!

As we finish up this year's holiday spirit week here at NCHC, I would like to thank everyone who took the time to participate in the activities and to those who took the time to organize the events. I was going from meeting to meeting and totally forgot about people being dressed up when Gabrielle walked into my office dressed like Cousin Eddie. She was even carrying the camper sewage pipe! I must admit I love that show and it made me smile.

I hope everyone has either enjoyed or is planning to enjoy in the next few days of our alternative to the annual Holiday Chili Dinner. I have really enjoyed the chili dinner. It was nice to see the staff in person and thank them for all that they do to make NCHC a success. Without you, there is no NCHC. I do hope that we are able

to bring it back next year, but I think it needs to be renamed to the Holiday Chili/Goulash Dinner. I mean really, who puts noodles in chili??

Ok on a serious note, I ask you all to look back at all the amazing accomplishments we, as the NCHC "team", have accomplished in 2021. We were able to accomplish huge tasks all while in the middle of a pandemic. We reduced resident COVID positivity rate to almost nothing in 2021. We opened the new 4 story MVCC tower and implemented Cerner as the new Behavioral Health EHR. This is not the complete list but just a few major projects that we accomplished together.

As 2021 comes to an end in just a few days, I would like to thank you for all that you have done to make NCHC a success and wish you and your families a safe and happy holiday season! A special thanks to those caregivers that will be in one of our facilities caring for those that we serve instead of being home with your families. You should be extremely proud of what you do!

Thank you!

### 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. 20 –  
Monday, Dec. 27

**Dr. Gouthro**



Monday, Dec. 27 –  
Thursday, Dec. 30

**Tom Boutain**



Thursday, Dec. 30 –  
Monday, Jan. 3

**Jill Meschke**



## HOLIDAY WEEK RECAP ..... 2

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Person-Centered

**Shout**

**out**



**Linda Bever**  
Patient Accounts

**Why:** Being AMAZING,  
helpful and going above  
and beyond with WHA!

**Submitted By:**  
**Chue Xiong**

# HOLIDAY WEEK

## PLT WINNERS

CONGRATS TO ALL PLT GIVEAWAY WINNERS!

PLT to be awarded on the first paycheck of 2022!

### monday

PAULA STREICH  
Long-Term Care, Pine Crest

NICK HEITMAN  
Crisis Services

AMANDA BARTZ  
Community Treatment Youth

LINDA STEFL  
Compliance

STEPHANIE HILGART  
Outpatient Services

### tuesday

SHERIDY MOUTON  
Community Treatment Adult

CARA BAXTER  
Post Acute Care, MVCC

CARL PETERSON  
Community Treatment Adult

MATTHEW BEYER  
Housekeeping

STEVE SCHUESSLER  
Post Acute Care, MVCC

### wednesday

JESSICA ADERMAN  
Adult Protective Services

ED SPRAGUE  
Housekeeping

EMILY BANDOW  
Community Treatment Youth

AMIEE MURASKI  
Post Acute Care, MVCC

BRITTANY LOKA  
Adult Day Services

### thursday

LINDSAY KNUTSON  
Post Acute Care, MVCC

SARAH BROEREN  
Long Term Care, PC

YESSA ANDERSON  
Post Acute Care, MVCC

JENNIFER GORMAN  
Food Services

LINDSAY KRUEGER  
Outpatient Services

### friday

SHERRI LAWRENCE  
Adult BHS

ANDREW DALLMAN  
Residential

LORETTA SKORIE  
Special Care, PC

CHRISTINA KLOBUCNIK  
Demand Transportation

REBECCA KILLIAN  
Residential

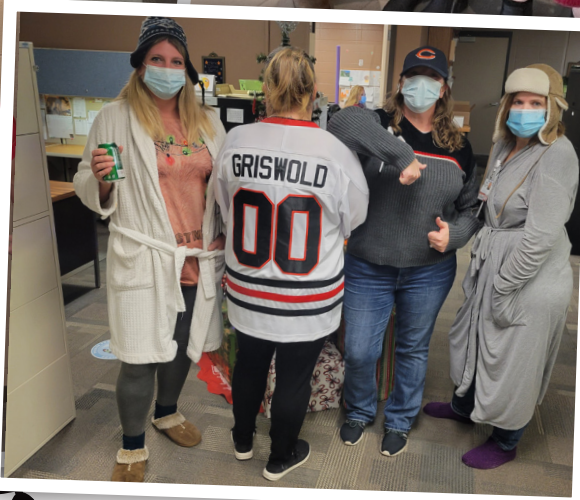
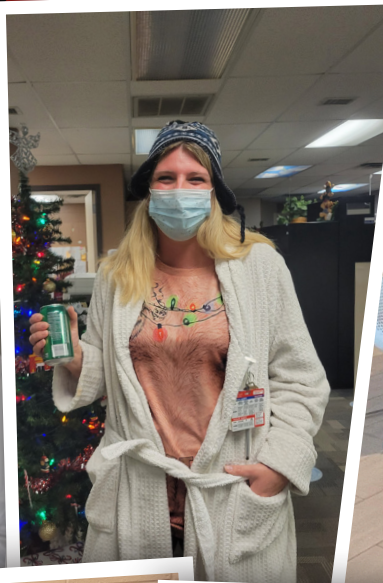


# HOLIDAY WEEK

## MONDAY

## RECAP

**NATIONAL LAMPOON'S  
CHRISTMAS VACATION  
DRESS UP DAY!**





# HOLIDAY WEEK

## RECAP

### tuesday

### UGLY SWEATER DAY

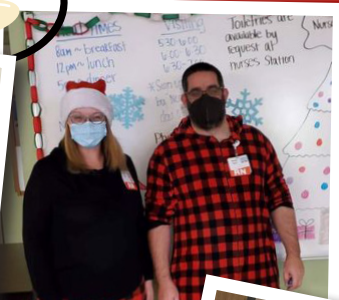




# HOLIDAY WEEK

WEDNESDAY  
HOLIDAY PJ DAY

RECAP



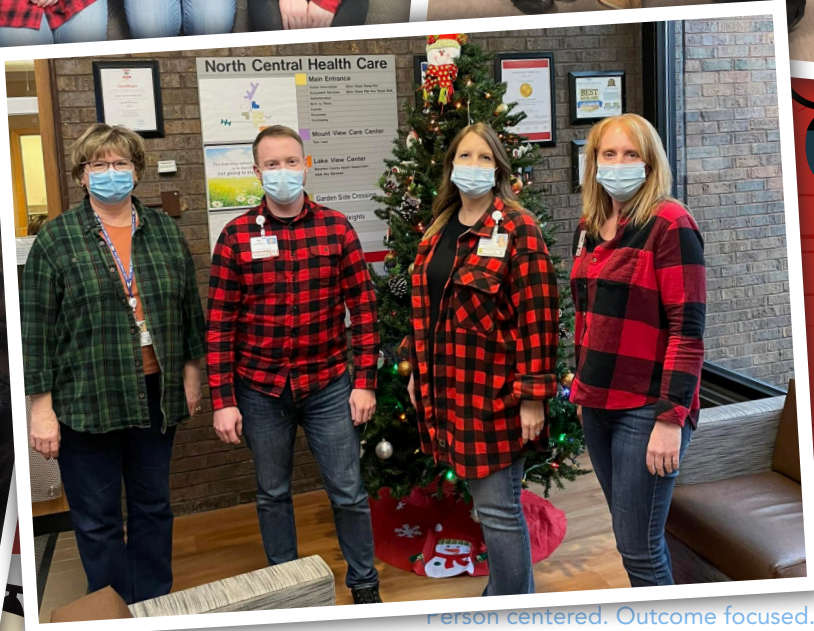
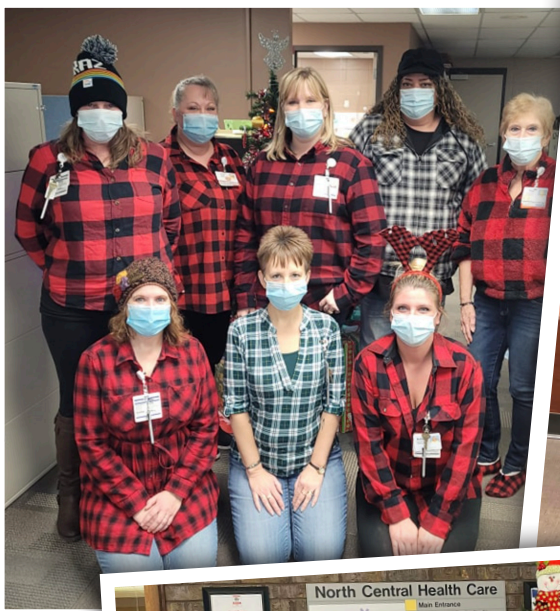


# HOLIDAY WEEK

THURSDAY

RECAP

COZY FLANNEL &  
WINTER HAT DAY





# HOLIDAY WEEK

## RECAP

### FRIDAY HOLIDAY SPIRIT DAY





**Wear a Mask – Maintain Social Distance – Wash Your Hands – Stay Home If You Are Sick.  
Report Symptoms and Covid-19 Exposures to Employee Health and Manager**

Staff will continue to screen appropriately, report symptoms and not report to work if experiencing any signs of illness. Staff are required to use PLT or take unpaid leave due to symptoms or exposure. **Employee Health: 715.848.4396**

**COUNTY POSITIVITY RATE**

**MARATHON: 17.96%**

**LINCOLN: 17.31%**

**LANGLADE: 12.96%**

Please follow **Alert Level Response** based on the County Positivity Rate of your location.

**PPE GUIDELINES**

**Visitors:** Cloth face covering or surgical masks required by all. Visitors to Nursing Homes & Adult/Youth Inpatient Hospitals will be screened using the COVID Screener. All other visitors will only require temperature check.

**Employees:** Face coverings required while entering the building. Self-screening required using temperature kiosks procedures. Surgical masks at a minimum required while within all NCHC buildings. Staff may remove masks while working alone in private offices.

**Employees Working in Direct Patient/Resident Care:**

Each patient/resident care area will be designated as being in Standard, Enhanced or Covid-19 Confirmed/Suspected Precautions. Units on Enhanced or Covid-19 Confirmed/Suspected Precautions must have it clearly posted on the entrance to the unit.

- o **Standard Precautions** – Surgical Mask and Gloves required. Eye Protection (face shield, goggles or safety glasses) required during applicable isolation precautions.
- o **Enhanced Precautions** – Surgical Mask, Eye Protection (Face shield, goggles or safety glasses), Gloves and Gown during patient encounters required.
- o **Covid-19 Confirmed/Suspected Precautions** – N95 Mask, Eye Protection (Face shield, goggles or safety glasses), Gloves and Gown during patient encounters required.

**NCHC COVID-19 WEEKLY CASE REPORT**

**Confidential Employee Report**

**Employee Cases Reported through December 16, 2021**

Cases reported below are current active employee cases. All employee cases previously reported that are no longer shown below have been cleared to return to work from NCHC Employee Health and local health officials based on a review of the individual case details.

Program	Current Active Employee Cases	Date Reported
<b>New Cases</b>		
Oine Crest – South	1	12/16
MVCC – 2 <sup>nd</sup> Floor	1	12/14
Housekeeping – Wausau, MVCC	1	12/13
<b>Previously Reported</b> All Cases no longer included below have returned to work.		
Mount View Care Center – Floor 2	1	12/13
Residential – Heather Street	1	12/13
Residential – Riverview Towers	1	12/10
Outpatient – Wausau	1	12/9
Pine Crest Food Services	1	12/9
Pine Crest – Special Care & 200	1	12/8
MVCC – Gardenside, 2 North	1	12/7
<b>Total Active Employee Cases</b>	<b>10</b>	

**GENERAL OPERATIONAL GUIDELINES**

Program admissions, closures, and operations will be determined by Incident Command daily. Updates provided to staff at least weekly.

**Direct Care/Visitors**

- Essential visitors and contractors only.
- In-person treatment allowed in all programs. Masks and social distancing required. All areas require departmental cleaning procedures for pre/post in-person visits. Virtual treatment optional.
- In-Person Visitation allowed at Nursing Homes, Inpatient Hospitals, CBRF and Residential Homes (unless noted to right).
  - Program-established visiting hours.
  - Visitation limited to designated visiting areas or resident rooms only. No other travel throughout facilities. 2 visitors maximum per resident/patient at any time. Length of visit is determined by program.
  - Indoor, compassionate care and outdoor visits allowed. Outdoor visits are weather-permitting and determined by program.
  - Screening, masks and social distancing required.
  - Nursing Homes must allow in-person visitation on units under enhanced precautions. All visitors will be required to follow the the PPE guidance in place for those precautions.
- Volunteer programming allowed. Limited to 5 max at a time in building. Covid-19 vaccination required.

**Meetings or Groups - Please refer to Alert Level Response**

- NCHC in-person meetings allowed. Masks, 6-foot social distancing or physical barriers between individuals required.
- Treatment groups suspended at this time due to current community positivity rates. Only DBT & AODA Groups allowed.
- Non-NCHC groups or meetings are not permitted (i.e., AA, NA) in care areas (nursing homes, outpatient clinics). Wausau Campus Theater is allowed to be scheduled for outside group use. Contact Administration Office 715.848.4405.
- Group sizes for meetings limited based on each County's Positivity Rate. Masks & social distancing required. Meetings require Incident Command approval if in RED or higher # of people than desig. limit.

**HR / Remote Work**

- On-site interviews and Orientation are allowed with an option for virtual participation provided.
- Remote Work limited to those requiring exceptions. Please work with Manager and Human Resources if exceptions are required.

**PROGRAM-SPECIFIC OPERATIONAL UPDATES**

**Programs with Operational Changes**

Follow General Operational Guidelines (left) in addition to changes below.

- **Mount View:** Covid-Confirmed Precautions: 4th Floor (1 positive resident on 4th floor)  
Enhanced Precautions: Gardenside, 2 North, Floors 2 and 3. Visiting Hours M-F: 7am – 7pm, Weekends: 10 am – 6pm. Visitors allowed in all units, must follow ALL precautions in place.
- **Pine Crest:** Enhanced Precautions: South, Special Care & North (due to Positive Staff cases.)  
In-Person Visiting Hours: M-F: 9am – 6 pm, Weekends: 9am – 3pm. No admissions to Rehab Unit.
- **Residential Services:** Open and operational.
  - o **Enhanced Precautions: Heather and Riverview Towers** due to positive employee cases reported.
  - o **Contact Precautions: Jelinek** due to presence of bed bugs.
  - o **Riverview Towers and Riverview Terrace:** Visitation allowed. Visitors and residents must wear a mask when outside of their apartment, in any indoor shared space.
- **Lakeside Recovery/MMT:** Closed. No Admissions.

**Open & Operational**

Follow General Operational Guidelines (left).

- Adult Day Services – Wausau
- Adult Day Services – Antigo
- Adult Day/Prevocational Services – Merrill
- Adult Protective Services
- Aquatic Therapy Center
- BHS Adult Hospital (off of Covid-Confirmed Precautions as of 12/13)
- BHS Youth Hospital
- Community Treatment
- Clubhouse
- Crisis Center
- Crisis Stabilization Facility (Adult & Youth)
- Hope House - Wausau / Antigo
- McClellan House
- Outpatient Clinics
- Pharmacy
- Prevocational Services – Wausau
- Transportation

Program Hours and Operations Online: [www.norcen.org/Covid-19](http://www.norcen.org/Covid-19)





## PHOTO OF THE WEEK

# Happy Howlidays from Alvin!



### SHARE YOUR PHOTO OF THE WEEK

Email: [Communications@norcen.org](mailto:Communications@norcen.org) or Text: 715.370.1547



### EMPLOYEE NOTICE:

**UKG Learning Modules  
Due December 31, 2021**

As you know, completing assigned training is critical to ensuring you are up-to-date on the latest information, following the appropriate policies and procedures, meeting regulatory compliance and fulfilling NCHC expectations for education and competence. Please make sure to complete all outstanding items in the learning management system (LMS) by December 31, 2021. Work with your manager to schedule time to complete outstanding items. Failure to complete assigned education and competencies has the potential to impact your 2022 raise.

Please note that some checklists require your manager or someone else to sign off on the listed tasks. If you have incomplete checklists, please contact your manager so they know about them. Learning and Development will work with managers to resolve any issues with staff assignments and checklists.



wausau to merrill to antigo

**NCHC TRANSPORTATION  
WILL HAVE A COURIER  
RUN TO ANTIGO ON  
WEDNESDAY, DEC. 22 &  
WEDNESDAY, DEC. 29.**

**MERRILL LOCATIONS WILL  
BE DONE THURSDAY,  
DEC. 23 AND THURSDAY,  
DEC. 30 FOR MEDS &  
LAUNDRY.**



tidbits  
on benefits

## 'TIS THE SEASON...

For family, festivity, and food—lots of food.



Temptations are everywhere, and parties and travel disrupt daily routines. What's more, it all goes on for weeks. How do you stick to your diabetes meal plan or healthy eating plan when everyone around you seems to be splurging? Here are 5 tips that can help:

**1. Holiday-Proof Your Plan**

You may not be able to control what food you're served, and you're bound to see other people eating a lot of tempting treats. Meet the challenges armed with a plan:

- Eat close to your usual times to keep your blood sugar steady. If your meal is served later than normal, eat a small snack at your usual mealtime and eat a little less when dinner is served.
- Invited to a party? Offer to bring a healthy dish along.
- If you have a sweet treat, cut back on other carbs (like potatoes and bread) during the meal.
- Don't skip meals to save up for a feast. It will be harder to keep your blood sugar in control, and you'll be really hungry and more likely to overeat.
- If you slip up, get right back to healthy eating with your next meal.

**2. Outsmart the Buffet**

When you face a spread of delicious holiday food, make healthy choices easier:

- Have a small plate of the foods you like best and then move away from the buffet table.
- Start with vegetables to take the edge off your appetite.
- Eat slowly. It takes at least 20 minutes for your brain to realize you're full.
- Avoid or limit alcohol. If you do have an alcoholic drink, have it with food. Alcohol can lower blood sugar and interact with diabetes medicines.

Also plan to stay on top of your blood sugar. Check it more often during the holidays, and if you take medicine, ask your doctor if the amount needs to be adjusted.

**3. Fit in Favorites**

No food is on the naughty list. Choose the dishes you really love and can't get any other time of year, like Aunt Edna's pumpkin pie. Slow down and savor a small serving, and make sure to count it in your meal plan.

**Employee Health & Wellness Center**

1100 Lake View Drive, Wausau, WI  
North Central Health Care Campus  
Door 25

**Schedule an Appointment:**  
715.843.1256 or MyAspirus.org

**Updated Hours:**

Monday - Wednesday - Friday: 8:00 am - 4:30 pm

Tuesday: 6:30 am - 3:00 pm

Thursday: 9:30 am - 6:00 pm

**Thursday, December 23**  
CLOSED

**Friday, December 24**  
CLOSED

**Thursday, December 30**  
CLOSED

**Friday, December 31**  
CLOSED

**4. Keep Moving**

You've got a lot on your plate this time of year, and physical activity can get crowded out. But being active is your secret holiday weapon; it can help make up for eating more than usual and reduce stress during this most stressful time of year. Get moving with friends and family, such as taking a walk after a holiday meal.

**5. Get Your Zzz's**

Going out more and staying out later often means cutting back on sleep. Sleep loss can make it harder to control your blood sugar, and when you're sleep deprived you'll tend to eat more and prefer high-fat, high-sugar food. Aim for 7 to 8 hours per night to guard against mindless eating.

Most of all, remember what the season is about—celebrating and connecting with the people you care about. When you focus more on the fun, it's easier to focus less on the food.

**WELLNESS CORNER**

Submitted by  
Sherry Hughes, PA







## NCHC EMPLOYEE HEALTH & WELLNESS CENTER

The Aspirus Clinic at the Employee Health and Wellness Center on the Wausau Campus provides convenient, high-quality, cost effective health care for North Central Health Care Employees and their dependents ages 18 months and up covered by the NCHC health plan.

**Schedule an Appointment:** Call 715.843.1256

### Video Visits Available!

Call 715.843.1256 or visit MyAspirus to schedule a video or in person visit. Must be registered with MyAspirus to utilize Video Visits.

### What Are the Fees to Use the Clinic?

If enrolled in the HSA Plan, the office visit fee is \$20.

If enrolled in the Traditional Plan, the office visit fee is \$0.

Additional medical care or lab testing beyond the scope of listed services will also be billed to your insurance.

### What Can I Use the Clinic for?

- Annual Physicals: Women's health, men's health.
- Sports Physicals for Students
- Chronic Condition Support: Hypertension, diabetes, asthma, anxiety, depression, thyroid disorders and prescriptions.

- Health Monitoring: Blood pressure, cholesterol, blood sugar, weight management, routine lab test and gynecological concerns.
- Common Health Issues: Colds, sore throat, earaches, influenza, sinus infection, stomach disorders, nausea, skin problems, rashes, bug bites, minor wounds, suturing, strains, sprains, urinary tract infections.
- Wellness Center: Health screening, prevention education, general fitness assessment, goal setting and routine wellness advice.
- Lab Services and Procedures: Rapid strep test, urine dip stick, flu screens, pregnancy test, and procedures such as mole and skin tag removal are all provided at the on-site clinic.
- Well Child: Ages 16 years old and up. Acute Care visits for ages 18 months and up.
- You may also designate Sherri Hughes, PA as your primary care provider.

If you have benefit questions, please reach out to NCHC Human Resources [HResources@nrcen.org](mailto:HResources@nrcen.org). If you have questions for the clinic about services, please contact the Employee Health & Wellness Center at 715.843.1256.

## IS YOUR HOME ADDRESS CORRECT ON YOUR PAYSTUB?

### Its W2 Time....

We ask that all staff check to make sure that your home mailing address is up to date in the UKG system. W2's are automatically produced and sent to the address in the system and finalized information will be complete by January 4. Please update before then!



Hey employees, looking for a dinner out with family? Take them to Pizza Ranch in Weston and help support Community Corner Clubhouse. 20% of your bill goes to benefit Clubhouse!

**TO BENEFIT:**  
**COMMUNITY CORNER CLUBHOUSE**

**MONDAY, DECEMBER 20**  
**FROM 4-8 PM**

**2715 SCHOFIELD AVE., WESTON, WI**

**WHEN YOU PRESENT THIS INVITATION**  
**PIZZA RANCH WESTON WILL DONATE 20%**  
**OF YOUR GUEST CHECK TO THE**  
**DESIGNATED ORGANIZATION**

## NCHC DECEMBER HOLIDAY CLOSURES

For the December, offices/clinics will be closed on December 23 and 24 and also on December 30 and 31, in observance of the Christmas and New Year's holidays. These are the last two Thursday/Fridays of month. Programs that operate 24/7 will remain with regular hours.



## WAUSAU CAMPUS FOOD TRUCK RETURNING IN 2022

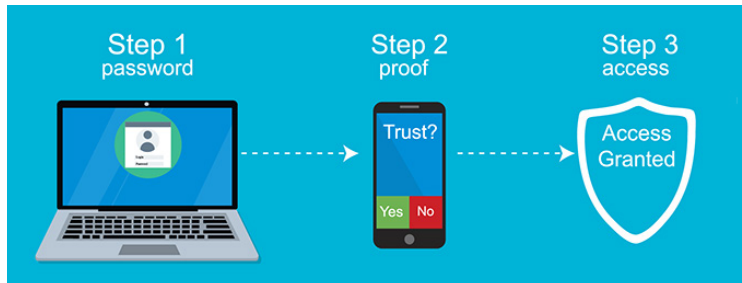
The Wausau Campus Food Truck will be returning in January and will not be serving the remainder of December. Sorry for any inconvenience. Stay tuned for upcoming dates in the new year!





## MULTI-FACTOR AUTHENTICATION

### What Is It and What Do I Need to Know?



### What is Multi-Factor Authentication?

MFA is an important security update to strengthen our cyber security defenses!

You may have experienced MFA when logging into an account with your financial institution, email provider, etc., if you were required to enter a code that was provided to you via text message, email, or phone.

The preferred method is using a mobile device (either work issued or your own smartphone) to receive a MFA code to use when connecting.

### What is changing?

CCITC will be implementing new security initiatives that will impact:

- the way you access email
- network access using the Virtual Private Network (VPN)

The most significant change is the requirement for Multi-Factor Authentication (MFA), a method to help better secure email accounts and VPN access using an additional security method.

Once MFA has been implemented, connecting to our network remotely or accessing email will require BOTH a password and an authentication code.

All email access will require MFA including:

- from Outlook/Office 365 whether from your office or within other facilities or remotely
- on a cell phone, tablet or kiosk

This added protection measure will protect your email and VPN access in the event your network password is compromised as a scammer would be unable to approve the sign in via your mobile device.

### What do you need to do now?

Please look out for additional information that will be provided to you with details, instructions, and deadlines detailing how and when we will require MFA.

In the meantime, you can continue to access email and the VPN as you have previously done.

### Why are we doing this?

For many of us, technology plays a critical role in our everyday work. As technology platforms and devices continue to evolve, so do the opportunities for threats.

- CCITC is implementing additional security measures required to maintain our Cyber Security insurance.
- While navigating the ever-changing world of Cyber Security can be challenging, we are here to help you stay safe.

### When is this happening?

MFA will be implemented by the end of January 2022. As we solidify project timelines in the coming weeks, more specific dates will be shared.

We each have a shared responsibility in protecting our network, devices, and data. We appreciate your patience as we navigate these important security updates.

### Have questions?

Please reach out to the IT Help Desk at x6710 or 715.261.6710 with any questions.



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



### Here's how it works...

#### Step 1: Have Your Recruit Tell Us About You

Complete the "Referred by" section in their employment application including your name.

#### Step 2: Meet Required Criteria

You and your recruit must be in good standing throughout this period and have no written warnings for attendance or other performance.

#### Step 3: Get Paid!

When your recruit joins the NCHC Team, and you both have met the referral requirements YOU will earn the following:

**\$250** after 90 days (0.49 FTE referral or less)

**\$500** after 90 days (0.50 referral or greater)

We value your referrals and know that together we can strengthen our North Central Health Care team. That's why earning some extra cash for your employee referrals has never been simpler. So text that friend, and get the ball rolling.

\*\*For additional details and qualification requirements please refer to the Referral Bonus Policy.\*\*





MORE LINKS, STORIES,  
PHOTOS, VIDEOS!

## NCHC EMPLOYEES COMMUNICATIONS GROUP

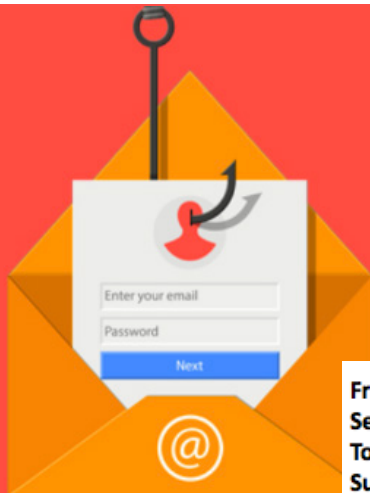
[facebook.com/groups/NCHCTeam/](https://facebook.com/groups/NCHCTeam/)

Happy Retirement!

**Kathy DeSantis** from Volunteer Services is retiring on December 28 this year. She has given 37 years of dedicated service to our organization and deserves a wonderful send off. A small gathering is planned to celebrate her retirement on Tuesday, Dec. 28 from 10 am – 11:30 am in the lobby area of the new Mount View Care Center. Thank you Kathy for your many years of service to all those we serve at NCHC.



## CYBER SECURITY ALERT: PHISHING EMAIL CIRCULATING AT NCHC



Be on the alert for a scam email that has been reported in work emails. The email is a phishing email and is asking for personal information such as a cell phone number. You can see the sender name and email do not match. Please right click the email and block the sender. Delete the email. Do not reply.

**From:** Jill Meschke [<mailto:rushjude9@gmail.com>]

**Sent:** Friday, December 10, 2021 5:20 AM

**To:** [REDACTED]

**Subject:** [EXTERNAL] Yearly bonus

Hey [REDACTED]

I have been working on incentives recently and I aim at surprising some of our diligent staff for a job well done. Give me your personal cell number, talk on phone will be better.

It's a Pleasure to talk to you soon.

Sincerely,  
Jill Meschke

Sent from my iPhone



## OUTSTANDING TEAM PARTNERSHIP AWARD

### Adult Day Services Wausau Team

Congratulations to the Adult Day Services Wausau Team, recipient of NCHC's Outstanding Team Partnership Award for 4th Quarter. Nominated by Jennifer Rothmeyer, several employees on the team were individually called out for their contributions to the greater work that the team does. Kelly Alfsen, Jamie Bolzak, Scott Jakel, Nicole Knoblock, Cindy Purdy, Erica Koch and Mariah Raymond create a great working environment and help the ADS program run smoother and with a calm atmosphere.



Kelly Alfsen



Jamie Bolzak



Scott Jakel



Nicole Knoblock



Cindy Purdy



Erica Koch



Mariah Raymond

"This team is great to work with and be a part of. The continually show the drive for wanting consumers to be successful. ADS is able to put aside many small things in benefit of the larger goal. Most of the ADS member have worked with the program for many years and have a drive to keep the program viable into the future."

"By each of them taking on and doing what they do for the program....our consumers are happier and more vocal when they are at programming which shows their guardians and care providers they are happy."



## OUTSTANDING LEADERSHIP AWARD

### Lenise Vircks Prevocational Services

Congratulations to Lenise Vircks of Prevocational Services, recipient of NCHC's Outstanding Leadership Award for 4th Quarter. Nominated by Jamie Sparling, Lenise was recognized for outstanding Person-Centered Service and exceptional Core Values. She inspires her team to work harder and make things run smooth.

"Lenise is Person-Centered to the core! She deals with consumers and staff with compassion while working in high stress production facility. She always puts people before productions yet gets results for the local businesses that we partner with in order to provide work for consumers."

"Quite frankly, seeing how hard Lenise works and still is a caring influence in our consumers' life implores me to work harder to make things run smooth for our department."

"Our consumers see Lenise as someone with authority who seems to understand and care for them. She has done this through many years of service."



## OUTSTANDING PERSON CENTERED SERVICE AWARD

### Kristen Anderson, RN Community Treatment & Outpatient

Congratulations to Kristen Anderson recipient of the Outstanding Person-Centered Service Award. Kristen is a Registered Nurse in Community Treatment & Outpatient. She was nominated by Lyndsey Leach for her outstanding leadership, ability to be a role model and patient advocate. Her reliability and accountability were shining stars on the nomination form.

"She advocates for improvement, change, and better care for her consumers and they are truly lucky to have such a wonderful nurse on their side. In terms of her colleagues, she has demonstrated an aptitude for leadership by taking a massive hand in orienting all of our new nurses. She is able to effectively educate and teach, while also preparing these nurses for the independence and autonomy that comes with community treatment nursing. She has been an integral part of the team, and the one our nurses usually look to when they need advice, help, or questions answered. Despite being a constant resource, she does not seem weary of it, and instead glad to help her peers out."

"Kristen's actions and behaviors have a massive impact on not only her peers, but also the community as a whole, as she impacts a great deal of people who struggle with mental illness and substance use in the Wausau area. She is constantly trying to find better ways to serve her consumers, and I think a lot of consumers avoid crisis situations, inpatient stays, or increased struggles because they have Kristen on their side, advocating for them and there to help."

"Because of her experience, and education, she is great at spotting issues with consumers before they become crises, and getting them the appropriate help, attention, and services within the organization. Her peers in community treatment have had nothing but wonderful encouraging things to say about her and shout out often to the fact that they are extremely happy to have such a caring, compassionate, and strong presence on their team."

"She really is a fantastic human being and a nurse. We are so happy to have her on this team..."

**Nominate a Coworker or Team today! [www.norcen.org/Recognition](http://www.norcen.org/Recognition)**





In the **NEW Mount View Building**

*Now Open!*

**WAUSAU CAMPUS CAFÉ**

# Grab-N-Go



**Monday – Friday**  
9 am – 5:30 pm



**Breakfast 9:00 am**

Assorted Pastries, Muffins, Bagels

**Lunch 11 am – 1:30 pm**

Hot Food Bar \$.45/ounce

**9 am – 5:30 pm**

Grab 'n Go Sandwiches, Soups & Salads,  
Juice, Water, Snacks

*The Bistro will  
be opening later.  
Watch for  
announcements and  
details coming soon!*

## What's For Lunch?

DECEMBER 20 - 22, 2021

DECEMBER 27 - 29, 2021

MONDAY	TUESDAY	WEDNESDAY	MONDAY	TUESDAY	WEDNESDAY
<u>main course</u> Beef Stroganoff Wax Beans Noodles	Roast Pork Corn O'brien Mashed Potato W/gravy	Meat Lasagna Green Peas Garlic Breadsticks	<u>main course</u> Chinese Pork Chop Steamed Rice Chow Mein Noodles	Meatloaf Green Beans Cheesy Mashed Potatoes	Hot Turkey Sammy Green Peas Mashed Potatoes
<u>dessert</u> Apple Crisp	Carrot Cake	Pineapple Upside Down Cake	<u>dessert</u> Fortune Cookie	Iced Chocolate Cake	Fruited Gelatin
<u>soup of the day</u> Pasta Fagoloi Soup		Vegetable Beef Soup	<u>soup of the day</u> Cream Of Mushroom Soup	Cream Of Tomato Soup	Broccoli Cheese Soup

### REMINDER:

Beginning Monday 12/20 the old cafeteria will be closed indefinitely. Doors will be closed and there will be no access to the water/ice machine or microwave. Please transition into using the new cafeteria location.