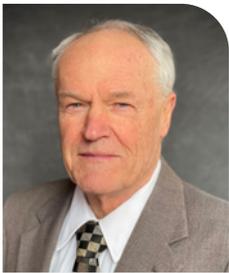




A Weekly Update  
For The Employees of  
North Central Health Care

**WEEKLY CONNECTION  
WITH MORT MCBAIN**

A couple of months ago when I wrote my first piece for “News You Can Use” I referred to “Budget Season” in the Fall. I’m happy to report that budget season is almost wrapped up, thanks to our new Finance Director and his team...and all of you who worked so hard on your budgets. I also want to thank our Executive Committee, and especially our Marathon County officials who were so generous to help out with extra funding for both this year and next year to help

us meet our obligations. I usually breathe a sigh of relief once budget season is over, and some of you no doubt do that also.

This Fall I have truly enjoyed getting out to meet all of you at our recently concluded Quarterly Employee Updates. You may recall that we closed each of those sessions with a quote from the great humanitarian and philosopher Albert Schweitzer, who said:

**“I don’t know what your destiny will be, but one thing I know: he only ones among you who will be really happy are those who have sought and found how to serve.”**

I am convinced that Albert Schweitzer had it right. I hope each of you feel fulfillment and satisfaction knowing that you are indeed serving those in our communities who need what only you can deliver as a member of the North Central Health Care Team. I can honestly say I am proud to work with each of you serving our clientele in any capacity, whether in Langlade, Lincoln or Marathon Counties. Thank you for your commitment serving our communities.

**Mort McBain**  
Interim Executive Director

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**Kelly Fabry,  
Aquatic Services**

For staying with a client until the ambulance showed up!

**From:  
Olivia Smola**



**Occurrence Reporting Hotline**

**x4488 or 715.848.4488**

Effective November 1, 2022



**See Page 2 For Full Details!**

Only significant or sentinel events requiring immediate notification should use this hotline. These would include, but are not limited to, occurrences such as a catastrophic or environmental event that could result in loss of life or limb, sustained property damage at any NCHC location, situations that require notification of legal counsel, a major media presence, or any other situation that requires immediate attention to protect the safety and well-being of individuals served, visitors, or staff. Please reach out to your department leadership for all other concerns.



North Central Health Care  
Person centered. Outcome focused.

# Occurrence Reporting Hotline

**x4488 or 715.848.4488**



Effective November 1, 2022

In an effort to streamline and conduct more efficient communications in the event of an emergency or immediate notification situation, changes have been made to the Occurrence Reporting Hotline and Admin On-Call policies. Effective November 1, 2022, the Admin On-Call and Occurrence Reporting policies will be replaced with a single Occurrence Reporting Policy. Please consult UKG Learning for the updated policy or talk with your manager. Managers will be reviewing the policy with all staff to ensure our teams utilize the Occurrence Reporting Hotline when needed.



## When should I call x4488 or 715.848.4488?

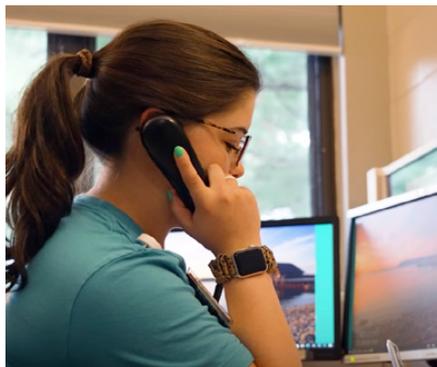
Only significant or sentinel events requiring immediate notification should use this hotline. These would include, but are not limited to, occurrences such as:

- a catastrophic or environmental event that could result in loss of life or limb
- sustained property damage at any NCHC location
- situations that require notification of legal counsel
- a major media presence
- any other situation that requires immediate attention to protect the safety and well-being of individuals served, visitors, or staff.



## Who answers when I call the Occurrence Reporting Hotline and what happens next?

When any employee calls the Occurrence Reporting Hotline, you will first receive a pre-recorded message. This message is a reminder for the use of the Hotline. The call will then be automatically routed to a Crisis Professional on the Wausau Campus, who is available 24/7. You should notify the Crisis Professional that you are calling the Occurrence Reporting Hotline and to connect you to a member of Management to assist you. The Crisis Team will have a calling tree of management staff that they will connect you with to aid you with your situation immediately.



## What if I am unsure if my situation warrants calling x4488?

Please review the new Occurrence Reporting Policy and become familiar and confident with your actions. Please reach out to your department leadership for all other concerns. Most departments have a Manager On-Call system in place that staff use already. They may also instruct you to call x4488 or call themselves. When in doubt, call x4488 and your call will be addressed. Our Management Team is here to help you.

 **Significant/Sentinel Events**  
**x4488**  
Call Occurrence Reporting Hotline  
Available 24/7 • 715.848.4488

**Occurrence Reporting**  
**All Occurrences including Adverse Events, Near Misses & Incidents Not Consistent with Routine Operation**  
  
Click the SafetyZone Icon on Your Desktop



## October 2022 Organizational Learning Modules



Each month staff are assigned 30-60 minutes of organizational training that needs to be completed by the due date.

Log into the learning management system (LMS), *UKG Pro Learning*, to complete the following training modules:

- CCITC Cyber Security Training – 2022 (20 minutes)
- Work on any outstanding assignments



## HRinsights

### Position Posting

**Title:** Quality Improvement Specialist

**Status:** Full Time **Location:** Wausau

This position will have primary responsibility for conducting department-wide, data-driven, quality process improvement activities and support in alignment with evidence based/best practices, regulatory requirements, and Joint Commission accreditation standards for the behavioral health programs at North Central Health Care, reporting directly to the Quality & Safety Manager.

Apply online at <https://bit.ly/3sssTsr>

### Position Posting

**Title:** Culinary Artist Assistant

**Status:** Full Time

**Location:** Wausau

Work involves resident centered dining service, food assembly, dish room assembly, pot-n-pan clean up, cafeteria service, as well as general housekeeping tasks. NCHC does not mandate employees and have flexible scheduling options available. Pay starts at \$14/hour and 2 or more years experience \$16 hour. 0.8 FTE (64 hours per pay period) Monday-Friday 7am-3:30pm, works every other weekend and holiday.

Apply online at <https://bit.ly/3SB5hwc>

## Connecting Those We Serve with Employment Opportunities

# Do you know a senior looking for work?

Put your years of experience back to work. Upgrade your skills. Employment and training positions available. 20-29 hours/week. Minimum Wage. Hiring seniors **55 yrs. or older** in the following counties:

- Brown
- Calumet
- Door
- Kewaunee
- Lincoln
- Manitowoc
- Marathon
- Menominee
- Outagamie
- Ozaukee
- Shawano
- Sheboygan
- Waupaca
- Winnebago



Variety of sites are actively seeking entry-level office workers, kitchen aids, janitorial, thrift store associates, commodity programs, production work, and more!

**IMPORTANT:** Wages earned will not be counted when determining eligibility for subsidized housing & food stamps.

Contact Curative Connections in Green Bay at **920-593-3557**

Funded by U.S. Dept. of Labor. Sponsored nationally by Center for Workforce Inclusion. Must meet Federal policy guidelines.

## We want MORE Awesome People like YOU on Our Team!

## Be sure to SHARE our career posts on social!



## Do you still need your Flu Shot or Covid-19 Vaccine?

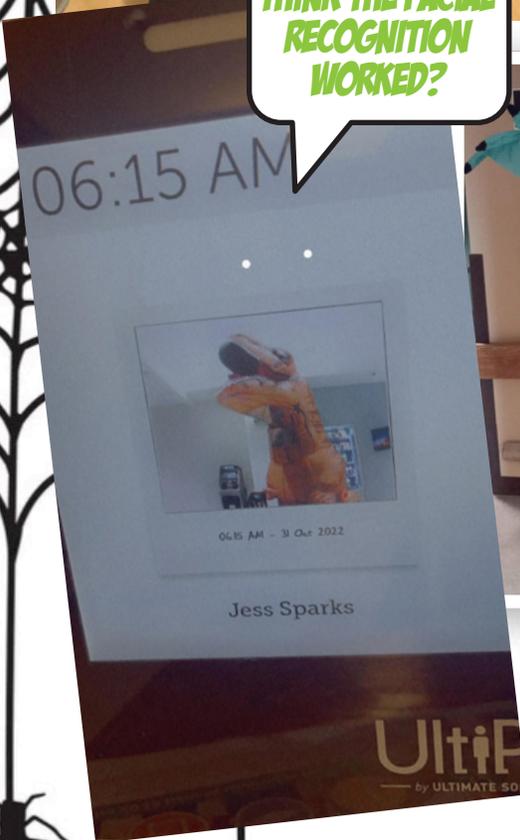
Turn to Page 6 for the Sign-Up Link!



PHOTOS OF THE WEEK



THINK THE FACIAL RECOGNITION WORKED?





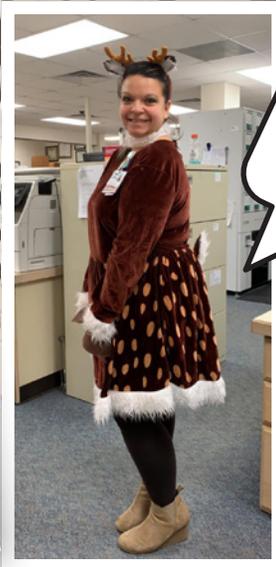
SHHHHHH!



Happy Halloween!



DEER IN THE PHARMACY!



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

GET SOCIAL! #IamNCHC



## WELCOME THESE NEW EMPLOYEES TO THE TEAM!

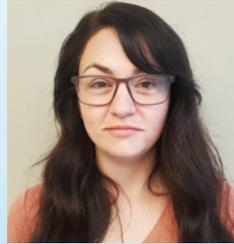
These employees were welcomed at Orientation on October 24, 2022

### Patient Financial Services



**Sharon Lee** – Patient Account Representative

### Youth Hospital



**Chelsea Jenness** – RN

### Crisis Services



**Austin Hettinga** – Crisis Professional



**Wendy Kuhn** – Crisis Professional

### Pharmacy



**Nora Fellenz** – Pharmacy Tech

### Demand Transportation



**Mark Sugerman** – Logistics Worker



*We are so excited to have you on our team!*

### NCHC FOOD SERVICES HAS NEW EMAIL!

[nfoodservice@norcen.org](mailto:nfoodservice@norcen.org)

Our Food Services Team at NCHC has a new email address to streamline requests and orders. Moving forward, if you need to place an order, make a request, or have a questions that can be answered by the Food Service Team, please email [nfoodservice@norcen.org](mailto:nfoodservice@norcen.org) and the entire Food Services Management Team will receive your email and be able to respond appropriately.

Beginning November 1, all food service requests should be emailed to this address, instead of using paper forms. If you have questions.....email Food Service!

### COVID-19 & INFLUENZA VACCINE CLINICS FOR STAFF

#### COVID-19 BOOSTERS AVAILABLE:

[The Moderna Bivalent Vaccine is available only for those who have completed their initial series or have received additional boosters beyond their primary vaccination series. If you are looking to get your Covid-19 Booster and it has been at least 2 months since your last dose, you can sign-up using the link above. Those seeking their booster will need to bring proof of their previous COVID vaccinations (CDC vaccination card or WIR printout), prior to getting their booster.

#### INFLUENZA VACCINATIONS AVAILABLE:

Quadrivalent influenza vaccine is available to be received as well.

**Staff can receive both vaccines - the only stipulation is that they must be administered in separate arms.**

#### VACCINATION CLINIC LOCATIONS

Mount View Care Center Tower Community Room and Pine Crest Nursing Home Chapel



<https://bit.ly/CovidVacc2022NCHC>



### TAG - Your IT!

<https://teamdynamix.co.marathon.wi.us/TDClient/298/Portal/Home/?ToUrl=>

Not only is today Halloween, it is also go-live day for the Technology Assistance Gateway (TAG) portal! From TAG you can enter IT issues and requests, see the status and comment on your tickets, and look for answers to common questions/problems.

Please note that you should follow the normal process for getting IT assistance for your department. If you have IT Liaisons or other staff that help with your IT issues, please continue to work with them and if further assistance is needed then a ticket can be submitted on TAG.

To access TAG click on the link below. Log in using your work email address and network password and complete multi-factor authentication using either MS Authenticator or your SafeID token.

<https://teamdynamix.co.marathon.wi.us/TDClient/298/Portal/Home/?ToUrl=>

Once the TAG homepage opens you should add it as a favorite in your internet browser for quick access. Each internet browser is a bit different but here are instructions for the most common browsers we use:

Chrome	Click on the star icon to add to your bookmarks bar or a bookmark folder.	
Microsoft Edge	Click on the star icon to add to your favorites bar or add to a favorites folder.	

For help with using TAG please refer to the Knowledge Base articles.

Or you can still call the Helpdesk for assistance on 715-261-6710 or extension 6710.

*Call Today!* 715-261-7680

## MCECU Holiday Loan Special

<b>8.45% APR*</b> \$20,000 AND ABOVE	<b>8.95% APR*</b> \$10,001 - \$20,000
<b>9.25% APR*</b> \$5,001 - \$10,000	<b>9.45% APR*</b> \$5,000 AND BELOW

**HAVE A STRESS-FREE HOLIDAY SEASON BY GETTING YOUR HOLIDAY LOAN TODAY!**

GET YOUR SHOPPING DONE EARLY, CATER YOUR CHRISTMAS PARTY, REMODEL YOUR HOME, CONSOLIDATE DEBT, OR TAKE A VACATION!

**Marathon County Employees Credit Union**

\*PROMOTION VALID FROM 1/1/2022 UNTIL 12/31/2022. \*ANNUAL PERCENTAGE RATES (APR) ACCURATE AS OF 1/1/2022. APR'S ARE AVAILABLE FOR BORROWERS WITH CREDIT SCORES OF 650 AND ABOVE AND ONLY FOR NEW MONEY BORROWERS FROM MARATHON COUNTY EMPLOYEES CREDIT UNION. SCORES UNDER 650 ADD 2.00% TO THE RATE. LOAN TERM UNDER \$1000 HAVE A MAXIMUM TERM OF 24 MONTHS. LOANS OF \$1000 TO \$5000 HAVE A MAXIMUM TERM OF 36 MONTHS. LOANS OVER \$5000 HAVE A MAXIMUM TERM OF 60 MONTHS. ALL LOANS ARE SUBJECT TO MCECU'S NORMAL CREDIT REQUIREMENTS.

## TALK WITH AN ADVISOR ABOUT THE WDC PROGRAM!



### JOIN THE CONVERSATION!

Meeting with your Wisconsin Deferred Compensation Retirement Plan Advisor is an easy way to help make sure your savings and spending strategy fits you and your future. Schedule a one-on-one appointment. Additional virtual meetings can be found online.

### BRING TO YOUR ONE-ON-ONE MEETING:

- ✓ WRS statement
- ✓ Social Security statement
- ✓ Other retirement account info
- ✓ Current paycheck stub (if applicable)
- ✓ WDC login information (if known)

### REGISTER AT:

[https://nc\\_wisconsin.timetap.com/#/](https://nc_wisconsin.timetap.com/#/)

### INDIVIDUAL RETIREMENT SESSIONS

with Shawn Bresnahan

- \*Thursday, Nov. 3rd Wausau | Badger Room | 9am-11am
- \*Thursday, Nov. 3rd Pine Crest | Admin Conf. Rm | 1-2:30pm
- \*Thursday, Dec. 1st Wausau | Badger Room | 10am-2pm
- \*registration available 90 days before session date



# IF YOU NEED CCITC HELP...TAG IT!

*New Technology Assistance Gateway (TAG) portal goes live October 31!*

Starting Monday, October 31, you can use the new CCITC TAG (Technology Assistance Gateway) portal to:

- Request help from CCITC
- See the status of your IT requests
- Get instructions on common questions/issues

A URL to access the portal will be emailed to you on Monday, October 31.

## TAG IS YOUR ONE STOP I.T. SHOP

Just like Amazon, you can 'shop' for I.T. help whenever you need it. CCITC will be monitoring TAG requests during normal Helpdesk support hours of M-F, 7 am – 4:30 pm and respond to your requests as quickly as possible.

**NOTE:** If you need immediate assistance or can't access a computer please call the IT Helpdesk at 715-261-6710 or extension 6710.

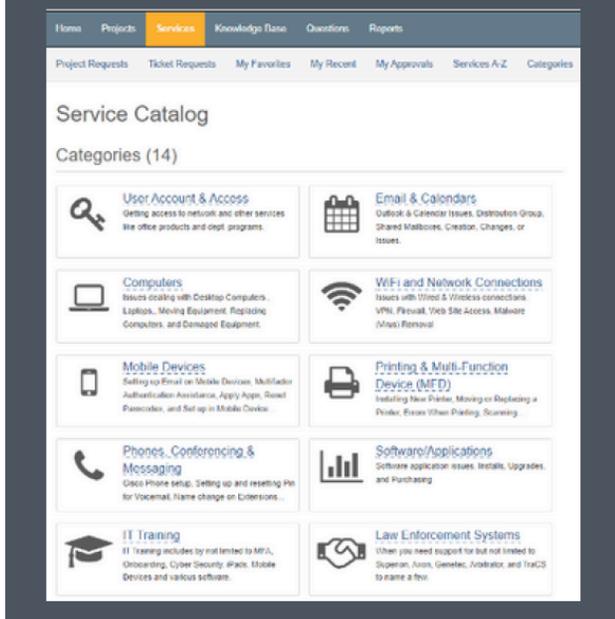


## TO TAG OR NOT TO TAG?

TAG is the preferred way for you to request IT assistance. However, there are some situations where you should call the IT Helpdesk instead:

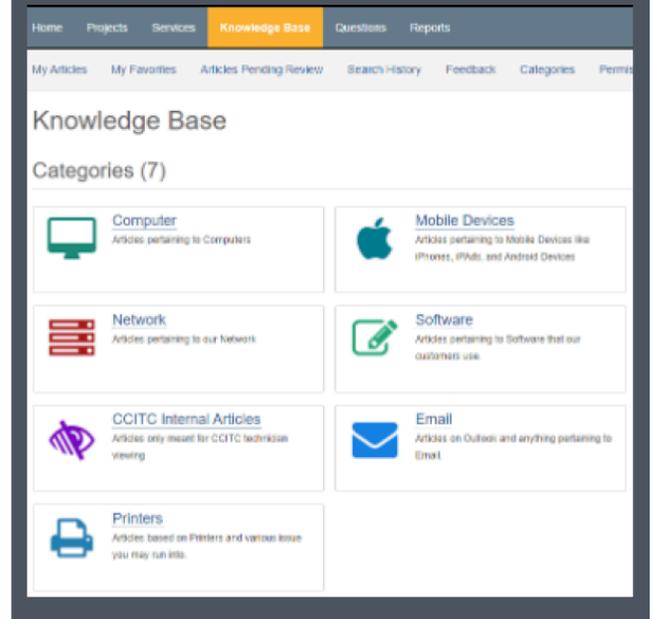
- You can't log into a computer (e.g. your account is locked or you need your password reset)
- It is an urgent issue, especially if it impacts multiple people or a whole department
- You think your computer has a virus or been hacked
- You are aware of a data security breach

### Put in a request for I.T. assistance from an always available Service Catalog.



### Find answers to your IT questions using the Knowledge Base.

We will continue to add more articles over time, so be sure to check back.



**Questions?** If you have questions, please contact the CCITC Helpdesk at x6710 or [it\\_helpdesk@co.marathon.wi.us](mailto:it_helpdesk@co.marathon.wi.us).



# WHAT'S FOR LUNCH?

## WAUSAU CAMPUS EMPLOYEE CAFETERIA



### BREAKFAST HOURS

9 AM – 11 AM

### LUNCH HOURS

MONDAY – FRIDAY

11:30 AM – 1:30 PM

HOT FOOD BAR \$.45/OUNCE

(Weekdays Only)

### GRAB-N-GO HOURS

MONDAY – FRIDAY

9 AM – 5:30 PM

### WEEKENDS:

GRAB-N-GO ONLY

## OCTOBER 31 – NOVEMBER 4, 2022

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAIN	Ranch Pork Medallions Baked Yams Mixed Vegetables	Chicken Lasagna Tossed Salad Breadstick	Smoked Sausage Dumplings Seasoned Cabbage	Cranberry Glazed Chicken	Salmon Patty Boiled Potatoes Creamed Peas
SOUP	TBD	TBD	TBD	TBD	Chili
DESSERT	Peaches & Cream Dessert	Frosted Banana Bar	Caramel Apple Crisp	Brownie	Vanilla Pudding

## NOVEMBER 7 – 11, 2022

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAIN	Cheesy Meatloaf Baked Potato Wax Beans	Vegetable Beef Stew Biscuit	Turkey & Dumplings Buttered Peas Dinner Roll	Roast Beef Mashed Potatoes Gravy Parslied Carrots	Teriyaki Chicken Breast Fried Rice Broccoli Florets
SOUP	Turkey Dumpling Soup	Cream of Tomato Soup	TBD	Beef Noodle Soup	Ham & Bean Soup
DESSERT	Cherry Delight	Bread Pudding with Caramel Sauce	Lemon Burst Poke Cake	Cinnamon Baked Apples	Pumpkin Fluff

### EMPLOYEE CAFETERIA UPDATE!

#### Register Staffed 11am–1pm Monday– Friday

Welcome our new staff to the Cafeteria. Beginning today, the Wausau Campus Cafeteria register will be staffed with a cashier to run QuickCharge and Debit/Credit transactions. We are excited to have additional assistance for employees checking out, 11am-1pm, Monday through Friday.



# THE BISTRO

MONDAY - FRIDAY | 7:30AM - 3PM  
HOT FOOD AVAILABLE UNTIL 2:30PM

## PANINI OF THE WEEK



### HAWAIIAN CHICKEN PANINI

SESAME GLAZED CHICKEN | GRILLED PINEAPPLE | RED ONION | SHREDDED CABBAGE

#### PANINI FORECAST

11/7 | HAM AND PROVOLONE MELT

HAM | PROVOLONE | MUSTARD SAUCE

11/14 | PULLED CHICKEN PANINI

SEASONED CHICKEN | SWEET & TANGY SLAW | CHEESE

11/21 | MEATLOAF PANINI

CHEDDAR | MEATLOAF | BBQ/KETCHUP SAUCE | ONION

#### SEASONAL LATTES



CHOCOLATE CARAMEL  
LATTE

**KICK START YOUR WEEK WITH  
\$1 OFF ANY LARGE LATTE EVERY MONDAY!**

### COME TRY OUR NEW EXTRA CREAMY RECIPE!

SMALL CONE/LARGE CONE                      1.70/2.50  
SMALL SUNDAE/LARGE SUNDAE                2.70/3.70

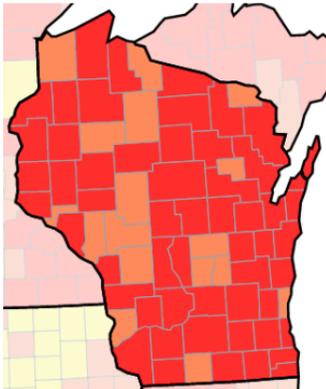
**ONE TOPPING INCLUDED: \* NEW - MINI BROWNIE BITES \***  
SPRINKLES, OREO CRUMBLES, CHOCOLATE SYRUP,  
WHIP, STRAWBERRY SYRUP, CARAMEL





## CURRENT TRANSMISSION LEVELS BY COUNTY | OCTOBER 27, 2022

Temperature screening is **NO LONGER** required for Employees or Visitors at any NCHC location.



### MARATHON



High

### LINCOLN



High

### LANGLADE



High

Based on your county's transmission levels noted above, please take the following actions for your county of service:



High

#### All Nursing Home and Hospital Locations (Adult & Youth):

Staff, visitors and patients are **REQUIRED** to wear masks at all times in all areas including hallways, waiting rooms and meetings that include residents or patients.

#### Non-Nursing Home and Non-Hospital Locations:

Face masks are **RECOMMENDED**, but not required by staff, patients and visitors, except for when social distancing cannot be maintained in private offices, therapy rooms, exam rooms and while transporting any patient, client or resident in a personal or NCHC vehicle.

**All Staff at ALL locations may remove masks while working alone in private offices, employee-only access areas and in areas prohibited to patients or residents, like staff-only meeting rooms, offices or lounges.**

### EMPLOYEE REPORTING

Employees are **REQUIRED** to report any signs of illness to their manager immediately.

- Employees should **STAY HOME** if they are experiencing any signs of illness. Managers and Employee Health will provide return to work guidance.
- Staff are required to use PLT or take unpaid leave due to symptoms or exposure.
- Managers are **REQUIRED** to report employees with symptoms, exposure or positive for Covid-19 in SafetyZone as soon as possible.
- Employee Health: 715.848.4396