



A Weekly Update
For The Employees of
North Central Health Care



PHOTO OF THE WEEK



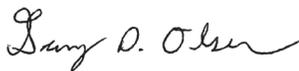


WEEKLY CONNECTION WITH GARY OLSEN

Now that Halloween is over and we are officially in November, I always feel like we have started the two months of family, caring, and giving. I love Thanksgiving and Christmas because of this fact. My wife's favorite holiday is Christmas. Believe it or not, but our tree was up on November 1st. Now the house is quickly transforming into a Christmas wonderland, like something you would see on the Hall-mark Channel. (Which is the channel that is on all the time from now until Christmas at my house.) There are many reasons that my wife and I love this time of year, but it is mainly because of how people's

hearts seem to change, and everyone seems to be in a more giving and caring mood. There is something special about Thanksgiving and Christmas that seems to bring families together

and the good out in most people. For all of you working at NCHC, you give your talents and knowledge every day to help the clients and patients you serve. I have been super impressed with all our employees here and how caring you are. I know some will think, "he is writing about Christmas already," but I do believe that each of you emulate the spirit that my wife and I love so much this time of year. You are all very caring and I feel like we have a very special "family" unit of employees who work at NCHC. So thank you all so much for all you do in serving others and caring for those who need you most everyday and not just during November and December!

Gary Olsen
Managing Director of Finance & Administration

- Occurrence Reporting Hotline Updates **2**
- Weekend Warrior **3**
- Workplace Giving **5**
- UKG Policies **6**
- IT Tips & Tricks **7-8**
- Foodie Forecasts. **9-10**
- Covid-19 Updates **11**




Cassie Krueger, Outpatient

Cassie is always willing to provide support and excellent communication between departments!

From:
Troy Stelzer



Occurrence Reporting Hotline
x4488 or 715.848.4488



See Page 2 For Full Details!

Effective November 1, 2022

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



BRAND NEW POSITION AVAILABLE:

WEEKEND WARRIOR

In an effort to increase staff coverage on our most needed shifts North Central Health Care is launching a **BRAND NEW** Weekend Warrior Program. Shifts are scheduled solely on weekends and holiday rotations and cannot exceed 30 hours per pay period on average, annually.

These positions are not eligible for shift differential pay, pick up pay, or benefits.

\$25

CNA PAY PER HOUR

\$30

LPN PAY PER HOUR

\$42

RN PAY PER HOUR



Know a friend looking to pick up a few extra hours as a CNA, LPN, or RN?

Refer them for North Central Health Care's Weekend Warrior position and you could score a \$500 referral bonus after 90 days!

FOR ADDITIONAL INFO OR TO APPLY VISIT NORCEN.ORG/CAREERS



Looking to make extra cash for the holidays?
Contact Connie Gliniecki for additional shift availabilities!



PHOTO OF THE WEEK



Morning sunrise in front of the Wausau Campus.

Submitted by **Brittany Thomas**
Patient Access team • Wausau

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.

UPCOMING VACCINATION CLINIC DATES & LOCATIONS

Friday 11/11/22 - Mount View Care Center Large Conference Room - 1st Floor 10AM - 12PM

Friday 11/18/22 - Pine Crest Chapel from 11AM - 12PM



COPY PAPER KEEP JAMMING?

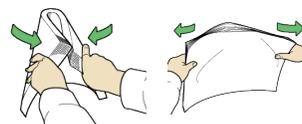
USE THIS SIMPLE STEP TO PREVENT JAMS & KEEP YOUR DAY GOING

Recently, we have had many calls regarding jammed paper in copy machines. This causes delays and makes staff take extra steps and time to find a copier that is functioning. There are simple steps you can take to avoid the jam. Before loading paper in, you can fan and bend the sheets. This will take care of most jams before they start.

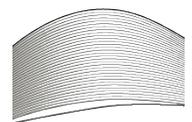
HERE'S HOW:



1. Loosen the stack by riffling or fanning the sheets.



2. Holding its shorter ends, flex the stack back and forth to create space between the sheets. Repeat this several times.



3. Make sure there is space between the sheets.



WORKPLACE GIVING CAMPAIGN

Each year, North Central Health Care participates in a workplace giving campaign to benefit our local United Ways. This holiday season, consider making a donation to your local United Way right from your NCHC paycheck! It's easy to set up and your donation directly impacts the lives of those right in your community. Designate which United Way you would like your gift to benefit, so whether you live in Marathon, Lincoln or Langlade County, your donation helps those closest to you. As an organization, North Central Health Care continues to support the United Way because their programs impact many of the people we serve in ways that our programs are unable.

DONATE FOR MULTIPLE CHANCES TO WIN!

Make a qualifying donation during United Way of Marathon County's Campaign and you will automatically be entered into the United Way and North Central Health Care Sweepstakes for chances to win.

DONATE THROUGH YOUR PERSONALIZED LINK!!

A personalized pledge message will be arriving in your NCHC work email from "[EXTERNAL] NCHC Communications". This link will be resent a few times in the upcoming weeks. Click the link within to be redirected to your personal donation page.

To check your current United Way donation amount, check your paystub under deductions, marked "United Way".

United Way Impacts

In 2021, the United Way made the following impacts in Marathon County alone:

\$468,500 were invested in programs addressing health priorities
8,644 childrens clothing items were distributed

\$672,000 were invested in programs addressing educational priorities
10,896 nights of shelter were provided
2.1 Million Pounds of food were distributed

2,163 Individuals were able to move into safe permanent housing
\$447,000 were invested into community programs to increase local families financial stability

914 individuals received substance abuse treatment & **4,472 individuals** received mental health services from a United Way Funded Program
Over 8,000 Books were distributed to children

UNITED WAY Sweepstakes

Make a donation of at least \$1 per week (\$52+ per year) to be entered into the United Way Sweepstakes

New donations and previous gifts increased by \$13 earn DOUBLE!			Continue with the same gift as the previous year for standard entries.				
GIFT ENTRIES	\$52	\$78	\$104	GIFT ENTRIES	\$52	\$78	\$104
	2	4	6		1	2	3

GRAND PRIZE: \$7,000 CASH

2ND PLACE \$2,500 cash	3RD PLACE \$1,000 cash	4TH PLACE \$500 Gift Certificate to the Grand Theatre	5TH PLACE \$500 Gift Certificate to Brickner's of Wausau	6TH PLACE \$500 Gift Card to Kwik Trip
7TH PLACE \$500 Gift Card to Grebes	8TH PLACE \$500 Greater Wausau Chamber Certificate	9TH PLACE \$250 Gift Cards to: Crossroads County Market & Festival Foods	10TH PLACE \$100 Gift Cards to: The Hill Restaurant, The Hill Tavern, The Hill Deli	

NCHC Sweepstakes

Make any donation to be entered into the NCHC Sweepstakes



HOLIDAY BAKING BASKET
Flour, Sugar, Cookie Cutters, Baking for the Holidays Book, Cookie Sheet

COFFEE BREAK
\$20 Bistro Certificate
Shortbread Cookies
Yeti Mug



(2) 8 HOUR PLT WINNERS



SLEDDING
Hat, Mittens & Scarf
2 Sylvan Hill Sled Passes

Select Form Submission Page

- After hitting the **Submit Event** button from the home page, the new **Select Form for Submission** page will display all the forms your organization utilizes in a grid format.
- Your submitters will now be able to use either a hyperlink on the left side or the "Select Form" button on the right side.



SafetyZone Update BEGINNING NOVEMBER 2, 2022

Reporting occurrences is critical for organizations to bring awareness to events that signal harm or potential harm to patients, staff or visitors. At NCHC we use SafetyZone to submit, track and record occurrences. Employees can click the link on their computer desktop and submit an occurrence without having to log in or remember a password. Submitting an occurrence event through SafetyZone takes just a few easy clicks. All staff are responsible for submitting a SafetyZone Occurrence report when necessary. SafetyZone has undergone a few enhancements, which some of you may notice when you submit an event beginning Wednesday, November 2.

When submitting an event, employees will click the red SUBMIT EVENT link as usual. After hitting the SUBMIT EVENT button from the home page, the new Select Form for Submission page will display all the forms NCHC utilizes in a grid format (shown left).

Employees will now be able to use either a hyperlink on the left side or the "Select Form" button on the right side.

If you have any questions about SafetyZone, please talk with your manager.



ACCESSING AND SEARCHING FOR POLICIES

NCHC uses the learning management system (LMS) UKG Pro-learning to store and access organizational policies. Staff can access the policies from any computer, as the software is web based. In the event of a power outage or the policies are unavailable, contact the Administrator On-Call for policies and procedures.

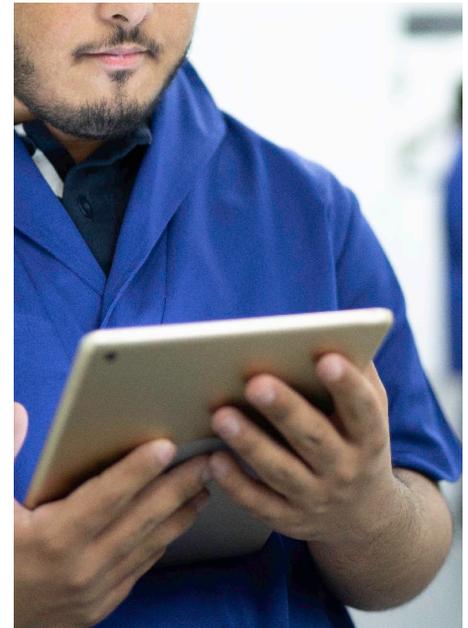
LOGGING IN TO ULTI PRO LEARNING



1. Click the UltiPro icon on your desktop.
2. Enter User ID (NCHC email address)
3. Enter Password (same as current password)

SEARCHING FOR A POLICY

1. After logging in, click the **CONTENT** tab on the top navigation bar.
2. Once on the Content screen, locate the **CATEGORIES** section on the right.
3. Under Categories, expand **POLICIES** or **PROCEDURES** tab to view categories.
4. Locate and view desired content and documents here.



The Ultimate Spot - to learn and grow

Academy Library

NOTE: You can also use the search box at the top of the screen to type in the name of the policy you are looking for or a keyword.

Using the search tool after you have selected a category or subcategory, will display search results contained only for that category or subcategory. (When a category or subcategory is selected, it will remain highlighted.)

General

- Starting Page
- 🕒 Recently Viewed
- ★ Most Popular
- Shared Content
- Bylaws, Manuals and Plans
- Employee Updates
- Forms & PP Resources ▶
- Job Descriptions ▶
- New Hire Orientation Resources ▶
- Onboarding Liaison Resources
- Policies ▶
- Procedures ▶

Policies

- Administration
- Adult Protective Services
- Aquatic Services
- Behavioral Health Service Operations
- Business Operations
- CBRF & Residential Services
- CCIT
- Comm... CL...



FUTURE PHYSICIANS DAY



IN THE COMMUNITY FUTURE PHYSICIANS DAY

On October 28, Dr. Gouthro and Dr. Woldemichael of North Central Health Care participated in the 6th annual Future Physicians Day Event at the Medical College of Wisconsin. This program offered local area Juniors and Seniors the opportunity to explore key topics and experiential practices studied in medical school and residency programs. They also had the opportunity to engage with medical school faculty and current medical students to learn how to best prepare to be an optimal candidate for acceptance into medical school.

Call Today! 715-261-7680

MCECU Holiday Loan Special

8.45% APR* \$20,000 AND ABOVE	8.95% APR* \$10,001 - \$20,000
9.25% APR* \$5,001 - \$10,000	9.45% APR* \$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 11/01/2022 UNTIL 01/06/2023. **ANNUAL PERCENTAGE RATES (APR) ACCURATE AS OF 10/01/22. APRS ARE AVAILABLE FOR BORROWERS WITH CREDIT SCORES OF 680 AND ABOVE AND ONLY FOR NEW MONEY BORROWED FROM MARATHON COUNTY EMPLOYEES' CREDIT UNION. SCORES UNDER 680: ADD 2.00% TO THE RATES. LOANS UNDER \$1,000 HAVE A MAXIMUM TERM OF 24 MONTHS. LOANS OF \$1,001 TO \$10,000 HAVE A MAXIMUM TERM OF 36 MONTHS. LOANS OVER \$10,000 HAVE A MAXIMUM TERM OF 60 MONTHS. ALL LOANS ARE SUBJECT TO MCECU'S NORMAL CREDIT REQUIREMENTS.

NERD ALERT

WEEKLY TECH TIPS FROM IMS

KEY COMMAND: WINDOWS + D
Function: Minimize/Maximize All Applications Quickly

How To:  + 

- Hold down on the Windows key located on the lower left corner of your keyboard.
- Press the D key on your keyboard at the same time.
All windows will become minimized.
- To display windows again, repeat steps 1-3.

Why is this command relevant at NCHC?

This command is great to hide confidential information you are viewing within seconds if you have unplanned guests or people around you. Once it is safe to open the applications, hold the windows key + D for applications to show.

Why Create a Habit of Using Keyboard Shortcuts?

Efficiency: do things faster on the computer.
Convenience: complete a command without having to move your hands from the keyboard.
Health: Prevent health issues such as carpal tunnel syndrome, tendonitis, and Repetitive Syndrome Injury from repetitive actions.



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.

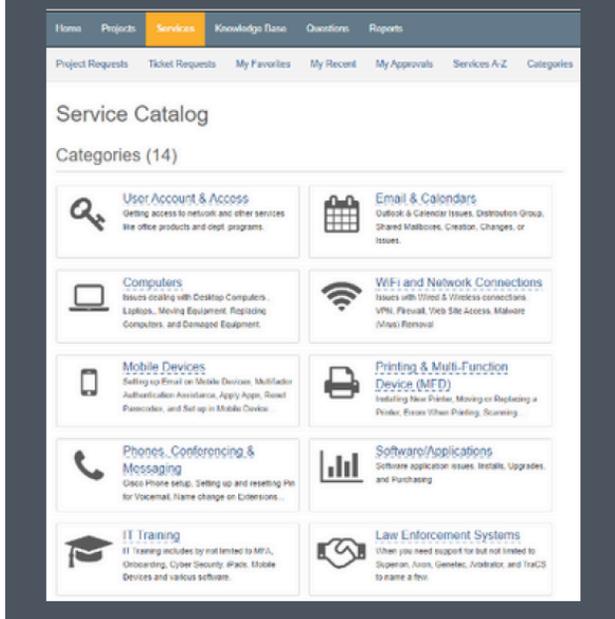


TO TAG OR NOT TO TAG?

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

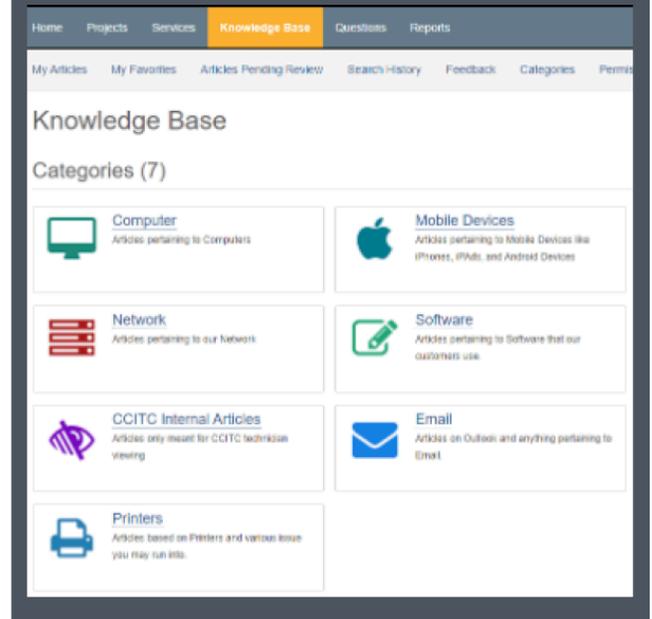
- **You can't log into a computer** (e.g. your account is locked or you need your password reset)
- It is an **urgent issue**, especially if it **impacts multiple people** or a whole department
- You think your computer has a **virus or been hacked**
- You are aware of a **data security breach**

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.

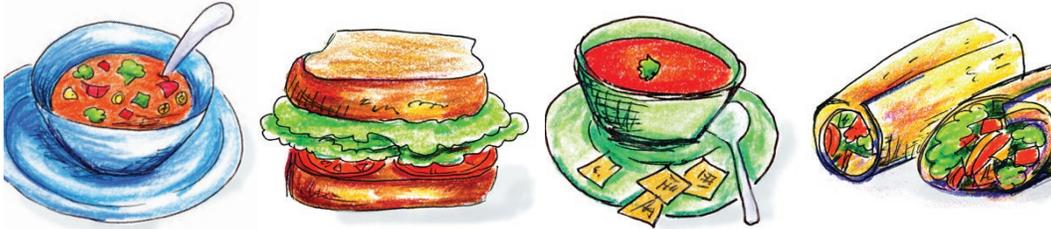


Questions? If you have questions, please contact the CCITC Helpdesk at x6710 or it_helpdesk@co.marathon.wi.us.



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

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

NOVEMBER 14 – 18 2022

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAIN	Smoked Paprika Chicken Mashed Potatoes Green Beans	Lasagna Garlic Toast	Apple Butter Pork Stuffing Butternut Squash	Turkey & Rice Casserole Dinner Roll Corn	Baked Cod Herbed Rice Coleslaw
SOUP	TBD	Creamy Carrot	Garden Veggie	TBD	TBD
DESSERT	Caramel Apple Cheesecake	Peaches	Snickerdoodle Crispy Bar	Banana Strawberry Bar	Cranberry Crunch



THE BISTRO

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

PANINI OF THE WEEK



HAM & PROVOLONE MELT

SHAVED HAM | PROVOLONE CHEESE | HOUSE MUSTARD SAUCE

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

LATTE OF THE WEEK



ALMOND MOCHA
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

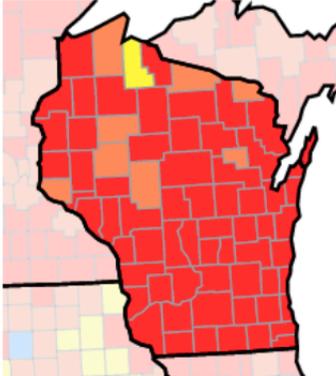
ADDITIONAL TOPPINGS 1.00





CURRENT TRANSMISSION LEVELS BY COUNTY | NOVEMBER 3, 2022

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



MARATHON



LINCOLN



LANGLADE



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



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