



A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE

WEEKLY CONNECTION WITH JASON HAKE



I Know Core Values When I See Them

I am nearing the completion of my second month with NCHC, so I believe I still qualify as being "new". I have learned so much about this organization and the people who make this a special place to work. However, there is much that I don't yet know, and I feel like I am asking questions all day long, often of people I've never met before. One commonality is everyone is willing to help, from the person who showed me how to use the ice machine (yes, I needed help)

to wayfinding, and to answering important questions about the services we provide.

This willingness to help, even before being asked – anticipating someone else's need – is a strong example of our Core Values. In reflecting on my appreciation of others, I thought about both the Core Values of **Partnership** (proactive approach and caring attitude) as well as **Dignity** through customer service. Our Core Values positively impact team members in addition to those we serve.

We each know how we feel when someone goes out of their way to help us, support us, or explain a service or program. It feels like we *matter*. I know that we all aspire to do that with those we serve. With the size of NCHC and scope of services, we often need to connect our patients and community members to the person who can help them, if it is not directly us. We find the answers for others as part of our customer service priority.

I admit, I looked up the specific Core Value language to be sure I was phrasing it right, but I don't have to research anything to know Core Value behavior when I see it. I appreciate all the people here who have helped me and those we serve find answers and feel welcomed to this organization! And I intend to pay it forward.

Vicki Tylka
Managing Director of Community Programs

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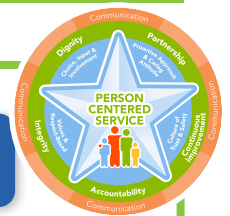
UKG Wallet **5**

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Person-Centered
Shout

out



Danyl Barnett
Pine Crest



During an acute situation, you observed a safety issue with resident's catheter. Your exceptional skills, critical thinking, problem solving – you were able to consult with nurse and resolve the issue. You are a great team member and show compassion for your residents. Great job!

From: Sara Holling, RN

Occurrence Reporting Hotline

x4488 or 715.848.4488



Only significant or sentinel events requiring immediate notification to this hotline.



PHOTOS OF THE WEEK



VALENTINE'S DAY AT MOUNT VIEW CARE CENTER



Mount View Care Center held their annual Romantic Valentine's Day dinner and show for resident couples. This year over 20 resident couples attended this event featuring a multi-course Italian meal, a live stringed duet, and over 50 fancy Valentine's balloons donated by participants of the Grand Avenue Family Dollar Balloon drive.





COMMUNITY TREATMENT SPOTLIGHT AWARD JANUARY 2023

Annie Wunsch, Service Facilitator Community Treatment Adult



Community Treatment is pleased to announce Annie Wunsch, Service Facilitator on the Marathon Adult Team, was nominated and selected as the January 2023 Spotlight Award. Congratulations Annie!!!!

"Annie is a caring, compassionate individual who consistently goes above and beyond for the consumers that she works with. She is always willing to pitch in and help cover other team members and flexible in meeting the needs of the consumers."

"Annie is incredibly reliable in keeping her team members informed with updates and always open to and encouraging feedback from others. She is willing to do what is needed to optimize the success of the consumers she works with."

"Annie is an incredible asset to the consumers that she works with as well as to her team and NCHC."

Thank you, Annie, for your efforts to your consumers and Community Treatment!

Congrats Annie!

88.5FM Wausau / Marathon County present



Feb. 12 - March 5

Donate Hygiene & Cleaning Items for LOCAL MARATHON COUNTY Crisis Programs!

The Hagar House, Peyton's Promise, The Open Door of Marathon County, The Salvation Army



Donate!

Most Needed Items:

- Cleaning Supplies
- Feminine Needs
- Bathroom Tissue
- Diapers/Baby Care
- Hair Care
- Deodorant
- Dental Care
- Body Lotion
- Laundry Soap
- Kitchen Trash Bags
- Paper Towels
- Face/Bath Soap

Donations Remain in the Communities Where They are Collected!



Thanks to our Sponsors and Event Partners! More information at thefamily.net or 800-236-9364

Please consider donating to help those in need. Boxes are now placed at entrances to Mount View Care Center, Suite B and Outpatient Services in Wausau.



Help for the Homeless Hygiene Drive Feb. 12 - March 5

The Family Radio Network invites you to help stock the personal hygiene shelves of local crisis programs so that they can dedicate their limited financial resources to providing qualified personnel, safe housing, food, education, and counseling to those they serve. Our goal is to supply each program with a year's worth of product. You can help!
Note: Hygiene & cleaning items are not covered by FoodShare (Food Stamps)

Donate at Festival Foods and Walgreens

or make a financial donation to the drive online at TheFamily.net Help for the Homeless Hygiene Drive
Donations of supplies and finances will stay in your community to help your local crisis programs. Thanks to 900+ participating employers, churches, and schools for filling collection boxes of their own!

"A year ago I was in a violent domestic relationship and had no place to go with my 3 children. Most victims of violence flee for their lives, taking nothing with them. Finding safe haven, help, AND basic hygiene supplies can provide bone-deep relief to moms and kids in crisis." — The Hagar House, Wausau

When Shawna, a teen running from a violent home, came to us for help, we were able to give her a makeup bag full of personal care items that she could take with her wherever she stayed so she wouldn't have to worry about finding the supplies she needed at each place. We were also happy to provide a backpack full of school supplies for the start of the new school year. Shawna is doing much better, and staying in school. — CAP Services, Inc. Wausau * name changed for confidentiality

"I had been homeless, living in the woods, when I got into Mooring House. After I got there, they took me to a room with all this hygiene stuff. Told me I could take whatever I needed. Well, I didn't have ANY of it, so I was able to gather what I needed, take a hot shower and feel truly clean.....something I had not felt in a long time!! I actually felt like a human that someone cared about." — Client at Residential Treatment Center

Needs List (* indicates most needed)

Cleaning Supplies Laundry Soap* Dish Soap* Trash Bags** all sizes, shavers go thru LOTS of trash bags! Floor Cleaner* Cleansers Disinfectant Cleaner* Toilet Bowl Cleaner	Paper Products: Toilet Tissue* Facial Tissue Paper Towels* Feminine Care* Pads Tampons	Baby Care: Diapers & Pull-Ups (sizes 4-6)* Wipes* Baby Bottles Baby Shampoo Reeth Ointment	Hair Care for all Hair Types: Shampoo* Conditioner Hair Brushes Combs Clips & Elastics Styling Products Head Lice Treatment!	Personal Care Soft Soap* Bar Soap Unscented Deodorant* Razors* Hand/Foot/Body warmers* Shaving Cream Nail Clippers Clips Moisturizer/Lotions Lip Balm	First Aid Children's Pain Meds Pedialyte Band Aids Rubbing Alcohol Hydrogen Peroxide Anti-Disinfectant Meds Antacids Antibiotic Ointment Cold Meds Sun Screen	Dental Care: Toothbrushes for Adults & Kids* Toothpaste: for Adults & Kids* Dental Floss Denture Care NO mouthwash (contains alcohol)
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Marathon County Area Programs You'll be Helping:
Hagar House, The Open Door of Marathon County, Peyton's Promise, The Salvation Army

The Family Radio's Help for the Homeless Hygiene Drive helps 100+ crisis programs in 19 communities: Appleton/Fox Cities, Antigo, Calumet County, Chippewa Falls, Clintonville, Eau Claire, Fond du Lac, Green Bay, Manitowish, Marshfield, Menomonie, Oconto/Marinette, Oshkosh, Seymour, Sheboygan, Stevens Point, Waupaca, Wausau, Wisconsin Rapids. 77,000 people helped annually. \$4.8M worth donated to date. Thanks for helping! More information at TheFamily.net or call 800-236-9364



HRinsights

Position Posting

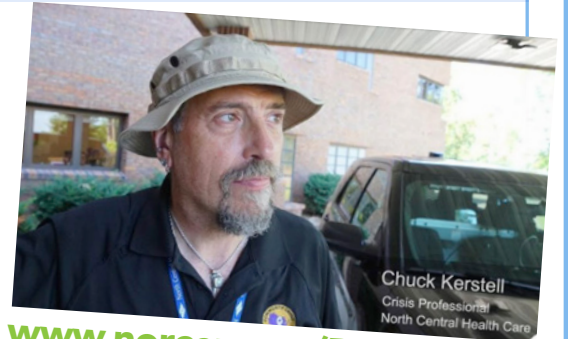
Title: Crisis Professional **Status:** Full Time **Location:** Wausau Crisis Services

Provide crisis intervention, crisis counseling for individuals and families, referral and short-term follow-up, and collaborative community consultation, and education. Perform crisis line risk assessments to evaluate and triage to the most appropriate treatment setting. Starting pay for Non-Bachelors level is \$20.00 and Bachelors level is \$23.00/hour and Masters level is \$26.00/hour (plus shift differential of \$1.50 for PM shift and \$2.50 for NOC shift) Full Time 0.9 FTE (72 hours per pay period) PM shift works every other weekend and holiday. Shift time - 6p - 6a.

Apply Online: <https://bit.ly/CrisisPro23>

What is it like working as a Crisis Professional?

Check out the Realistic Job Preview Video Online!



www.norcen.org/RJP



Let's talk retirement



employees on the move

Congratulations to employees for their recent transfer or promotion!

WISCONSIN DEFERRED COMPENSATION PROGRAM

Join the conversation!

Meeting with your WDC 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 meeting dates and times can be found at https://nc_wisconsin.timetap.com/#/

NEXT MEETING:

Individual Retirement Readiness Review with Shawn Bresnahan

**Thursday, February 23
NCHC Wausau Campus
Badger Room, 10 am – 3 pm**

What to bring to your one-on-one meeting once enrolled:

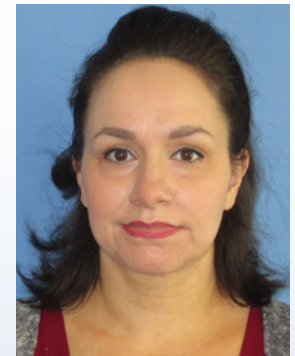
- Wisconsin Retirement System statement
- Social Security statement
- Other retirement account information
- Current paycheck stub (if applicable)

REGISTER ONLINE AT

https://nc_wisconsin.timetap.com/#/



Brandy Potter transferred from CNA at Mount View Care Center to Administrative Assistant in Accounting. Congrats!



Brittany Jashinsky transitioned from CNA to RN at Pine Crest. What an accomplishment! Congrats!



February Information Session Opportunities:

Hello NCHC Employees,

We are excited to share two awesome opportunities to learn more about the education benefits you have. See below for the FREE registration. *If you are not able to make the webinar time, please register anyway and we will send you the recording once the webinar is over.*

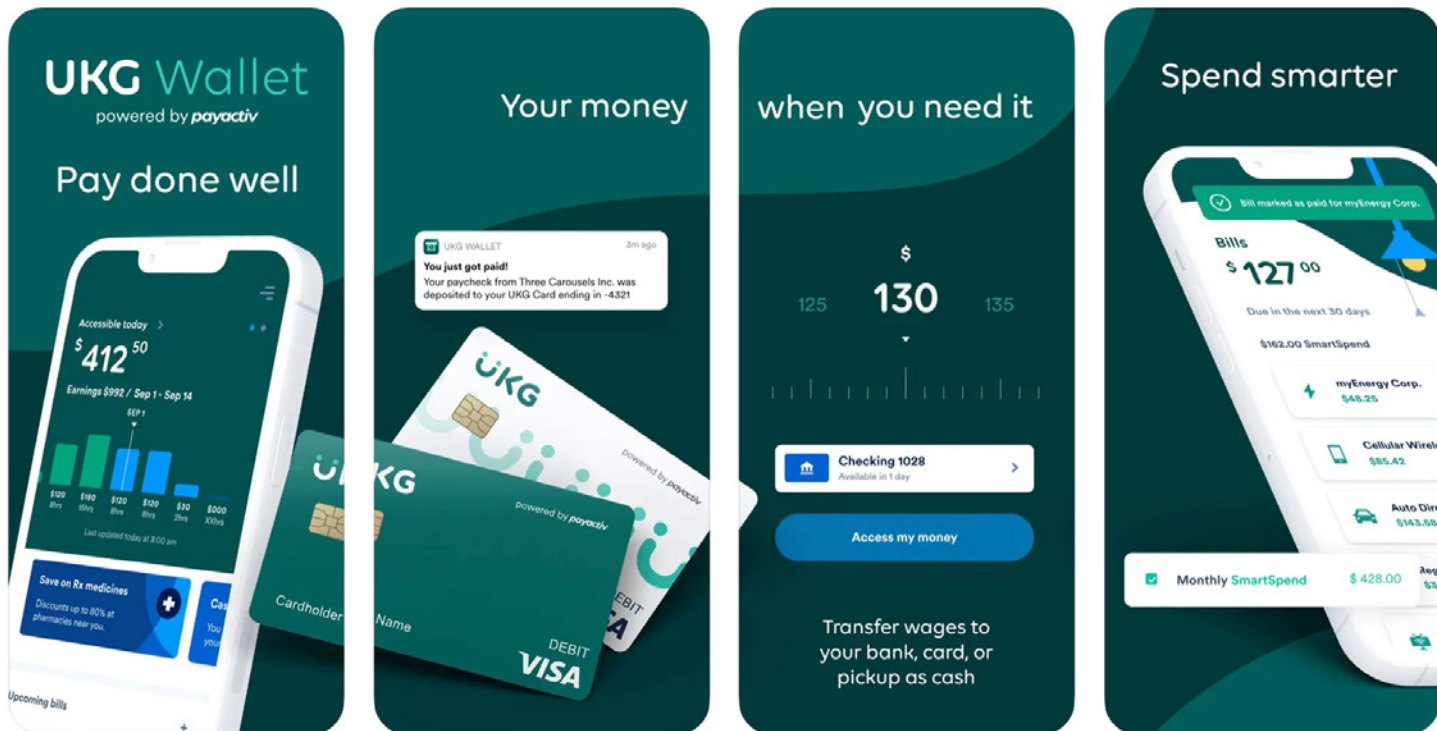
Health Sciences Information Session Thursday, February 23rd 2023:

Register Here for 2:00 PM EST | [Click Here to Register](#)

Learn more at rasmussen.edu/corporate or *Text DEGEE10 to 96194



NOW AVAILABLE for ALL NCHC EMPLOYEES!



Your payday, reimagined



UKG has partnered with your employer to reinvent the way you get paid. Work your shift, and we'll make a portion of that money available, giving you more control over when and how you want to use it.

The funds you access simply get deducted from your next paycheck. It's not a loan, so there's no interest—just your money, in your hands.



You worked the hours—let's get you paid.
Learn more at ukg.com.

Check Your NCHC Email or visit www.norcen.org/UKGWallet for More Details & Instructions!

Pro Tip

Access your wages for free with direct deposit to a UKG Visa® Card*

* The UKG Visa Prepaid Card is issued by Central Bank of Kansas City, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Certain fees, terms, and conditions are associated with the approval, maintenance, and use of the Card. You should consult your Cardholder Agreement and the Fee Schedule at payactiv.com/card411. If you have questions regarding the Card or such fees, terms, and conditions, you can contact us toll free at 1 (877) 747-5362, 24 hours a day, 7 days a week.



We help families build strength, stability and self-reliance through shelter.



Homeownership could be within your reach!

Learn more at an informational meeting:

Thursday, February 16, 2023 or Tuesday, February 21, 2023
10:00 am 6:00 pm

Location:

1810 Schofield Ave, Weston, WI 54476

To register or for more information:

www.habitatwausau.org

(715) 848-5042

office@habitatwausau.org

Open application period:

February 1, 2023 - March 24, 2023

Approved low-income applicants can purchase a Habitat home, with a zero-interest home mortgage and payments over 30 years. Eligible income limits are between \$30,700 - \$68,420 based on family size.



GiGi's Educator Symposium

Teaching Strategies for Individuals with Down Syndrome

Saturday, March 4, 2023

8-12:45PT / 9-1:45MT / 10-2:45CT / 11-3:45ET



To Register for GiGi's Playhouse events, scan & go:



Educate. Inspire. Believe.

Teaching Strategies for Individuals with Down Syndrome Presented by Experienced Educators and Therapists across the GiGi's Network

GiGi's Playhouse is the ONLY international network of Down Syndrome Achievement Centers created to provide FREE, life-changing therapeutic and educational programs for all ages of development and for the unique needs of individuals with Down syndrome.

Join a team of experienced educators and therapists from across the GiGi's Playhouse Network to learn how to teach individuals with Down syndrome the way they learn best. Since 2003, we have been working nonstop to empower individuals with Down syndrome to reach their full potential and move toward independence.

What you can expect:

- Welcome from our Chief Belief Officer, Nancy Gianni and "The" Gigi herself!
- Down Syndrome 101
- How I Learn
- Strategies for Teaching Math and Literacy
- Supporting Speech and Motor skills for students with Down syndrome in the Classroom
- Promoting Positive Behavior

CPE credits generously offered by our education partners:



gigisplayhouse.org/educator-symposium/



FrontLine

Frontline | February 2023

Employee Assistance Program | ascensionweap.org | eap@ascension.org | 800.540.3758

Looking for EAP Services?

Visit the For Employees page of our website for more information or go directly to the links above.

Information in FrontLine is for general informational purposes only and is not intended to replace the counsel or advice of a qualified health or legal professional. For further help, questions, or referral to community resources for specific problems or personal concerns, contact a qualified professional.

Teaching Children to Be Better Problem Solvers

If you are a parent of a young child, here's a "formula" for teaching problem solving: 1)

- Encourage the child to explain the situation needing a fix, solution, or answer.
- Ask questions that prompt critical thinking and solutions.
- Help the child break the problem up into smaller parts. Tackle one piece at a time.
- Let the child brainstorm for answers.
- Guide the child to the solution.
- Praise the effort.
- Talk about mistakes as learning tools and being okay.
- Have a post-event discussion and reflect on the steps to solving a problem. For more opportunities to learn the problem-solving process, create problems. Example: "I don't know what to make for dinner, but this is what we have in the refrigerator."



Achieve Goals with the EAP's Help

Achieving goals naturally includes circumventing roadblocks and hurdles, but many are personal, like maintaining motivation, overcoming self-doubt, remaining unshaken by failures, staying on track, planning, time management, avoiding procrastination, and overpowering distractions. Your EAP is the perfect starting point for issues like these that hold you back. Give up the struggle and make contact. Worthwhile achievements rarely come easily, but with assessment, counseling, short-term problem-solving, or referral to the right resource you can claim the success you're dreaming about.





SAFETY REMINDER Please Lock Your Vehicle at Work

Recently, NCHC has reported items have been stolen from unlocked vehicles in the NCHC parking lots. Please remember to take your keys, remove your valuables and LOCK your vehicle.



Proudly serving Health Care Center Employees & their Families since 1965

**Already a member: Thank you
Not a member: Contact us today!**

**Apply online at www.mcecu.org
715 261-7680
cuteller@co.marathon.wi.us
400 East Thomas Street
Wausau, WI 54403**



NERD ALERT

WEEKLY TECH TIPS FROM IMS

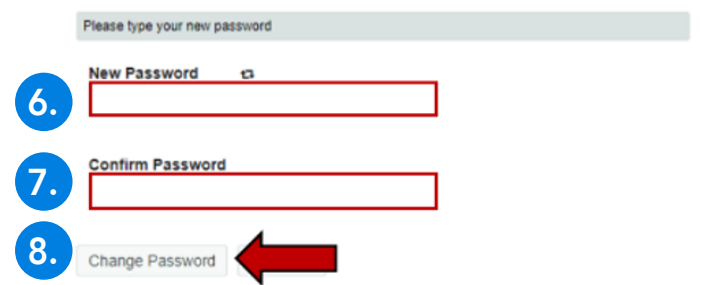
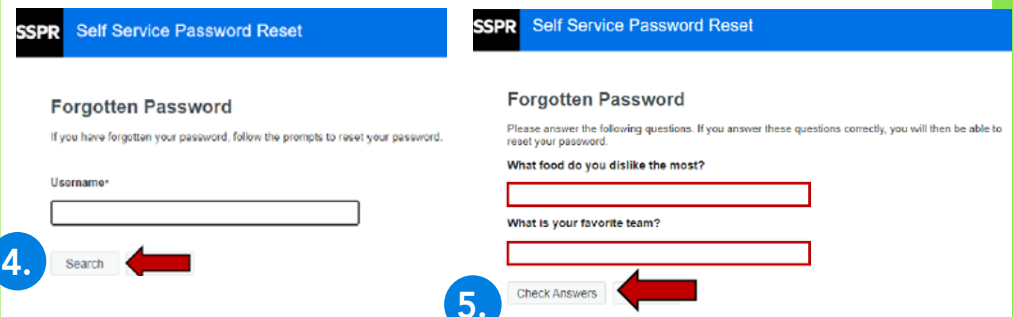
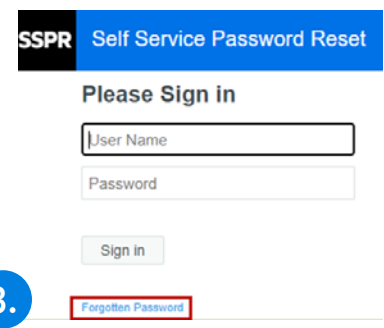
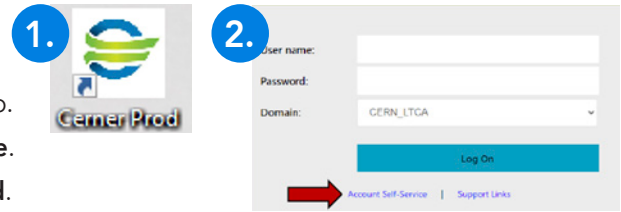
Oracle Cerner Tip: PASSWORD RESET

Security questions allow users to independently reset password

Having ability to independently complete a Cerner password reset comes in handy when pressed for time. Make sure to set up security questions before a reset is necessary with Cerner Password Setup and Reset Job Aid from Information Systems Libraries.

How To:

1. Double click **Cerner Prod** from desktop.
2. Click **Account Self-Service**.
3. Click **Forgotten Password**.
4. Type Cerner Username and click **Search**.
5. Type security answers in blank fields and click **Check Answers**.
6. Type new password in **New Password** field.
7. Type new password again in **Confirm Password** field.
8. Click **Change Password**.



STAY TUNED FOR FUTURE TIPS!



Continual Readiness



EDITION 3

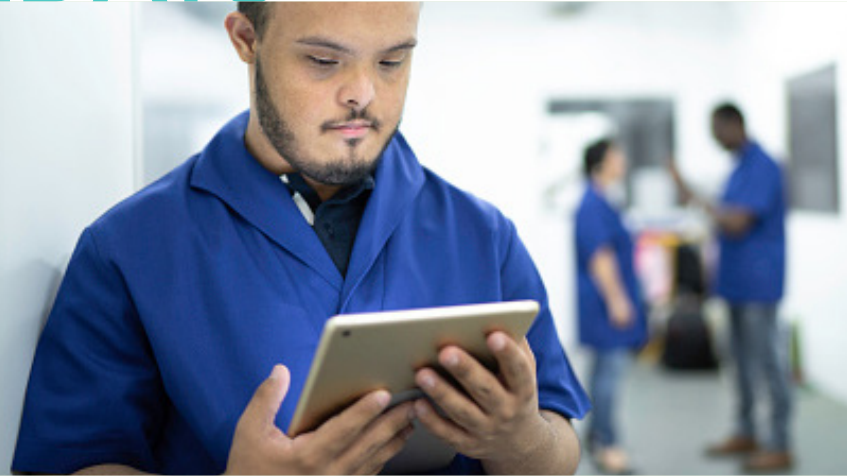
FLASH FRIDAYS



North Central Health Care
Person centered. Outcome focused.

February 17, 2023

Flash Fridays will be distributed weekly on Fridays to prepare you for upcoming surveys like The Joint Commission or State of WI surveys. The Continual Readiness information provided will pertain to all areas within NCHC, from Behavioral Health to Skilled Nursing Care, however some information may be more specific to one survey. Some may only pertain to clinical staff, but always read it thoroughly. If you have questions, ask your Team Leader to explain how the topic relates to your program or department.



THE JOINT COMMISSION IS COMING SOON! OUR SURVEY WINDOW IS FEBRUARY 5, 2023 – AUGUST 5, 2024

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 your manager, department on-call, or the Occurrence Reporting Hotline at x4488 for policies and procedures.

LOGGING IN TO UKG LEARNING



1. Click the UKG (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 **LIBRARY** 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.

North Central Health Care
Person centered. Outcome focused.

The Ultimate Spot - to learn and grow

Academy Library

Type to search (min 3 characters)

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.)

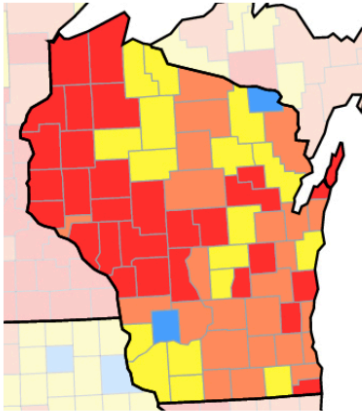
- General
 - All categories
 - Favorites
 - Recently Viewed
 - Most Popular
 - Bylaws, Manuals and Plans
 - Continual Readiness
 - Employee Updates
 - Forms & PP Resources
 - Job Descriptions
- Policies
 - Accounting
 - Acute Care Services (Adult & Youth)
 - Administration
 - Adult Protective Services
 - Aquatic Services
 - Behavioral Health Service
 - CCIT
 - Community Living (Adult Day Services, Prevocational Services, DD Services, Residential CBRF, Supported Apartment & Sober Living)

Questions? Contact your manager or team leader and ask them about your role in the survey process.



Please review the information below ASAP to ensure your program is operating under the following Covid-19 Masking and Operational requirements. Please note mask precautions at MVCC due to multiple Covid-19 outbreaks in the facility. Please follow any outbreak signage posted in nursing homes.

CURRENT TRANSMISSION LEVELS BY COUNTY | FEBRUARY 15, 2023



MARATHON



Substantial

LINCOLN




Substantial

LANGLADE



Moderate



MVCC: ALL FLOORS 1-4
Masks **REQUIRED** due to **OUTBREAKS**.

PINE CREST:
Surgical face masks or face coverings are **NOT REQUIRED** unless under **Outbreak Precautions** (see notes below)

Langlade County has moved to moderate, however must remain in this level for one more week before masking requirements change.

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.

OR



Substantial

Moderate

Low

- Surgical face masks or face coverings are **NOT REQUIRED** at any NCHC locations at these Levels.

* Employees will follow all Covid-19 Confirmed/Suspected Precautions posted in all units or patient/resident rooms.

* All units and program areas under **outbreak precautions** will continue to require masks until out of outbreak. Follow all outbreak signage posted within unit or facility.



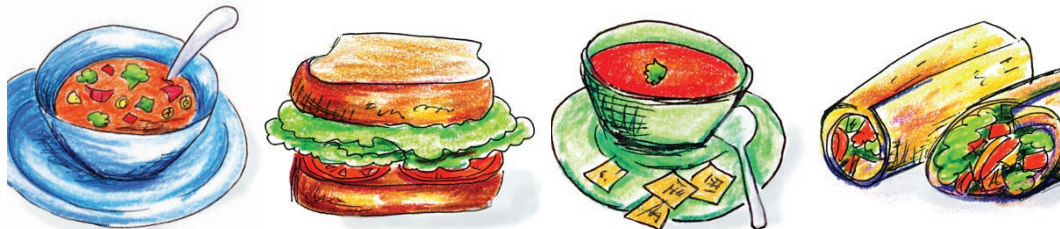
Get your **FREE** at-home test kits!

The State of Wisconsin is offering free, rapid, at-home COVID-19 test kits to residents of eligible communities. Visit their online website to get test kits shipped to your home at no charge. <https://sayescovidhometest.org/>



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

FEBRUARY 20 – 24, 2023

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAIN	Ranch Pork Medallions Baked Yams Mixed Veggies	Chicken Lasagna Tossed Salad Breadstick	Smoked Sausage Dumplings Seasoned Cabbage	Cranberry Glazed Chicken Garden Long Grain & Wild Rice Parslied Carrots	Salmon Patty Boiled Potatoes Creamed Peas
SOUP	TBD	TBD	Taco Soup	TBD	Chili
DESSERT	Peaches & Cream Dessert	Frosted Banana Bar	Caramel Apple Crisp	Ice Cream Cup	Peanut Butter & Jelly Brownie

FEBRUARY 27 – MARCH 3, 2023

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAIN	Cheesy Meatloaf Baked Potato Wax Beans	Vegetable Beef Stew Biscuit Creamy Coleslaw	Turkey & Dumplings Buttered Peas Dinner Roll	Shredded Beef Pot Roast Mashed Potatoes Gravy Parslied Carrots	Vegetable Lasagna Broccoli Cuts
SOUP	Turkey Dumpling Soup	TBD	TBD	Beef Noodle Soup	Ham & Bean Soup
DESSERT	Cherry Delight	Bread Pudding with Caramel Sauce	Lemon Burst Poke Cake	Cinnamon Baked Apples	Pumpkin Fluff



THE BISTRO

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

PANINI OF THE WEEK



SOUTHWEST PANINI | \$6.50

MONTEREY JACK | SOUTHWESTERN CHICKEN
KICKIN RANCH | OPTIONAL VEGGIES

LATTE OF THE WEEK



Butter Toffee

**\$1 OFF LARGE
LATTES EVERY
MONDAY!**

LUNCH

- PANINI COMBO (1/2 PANINI, CHIPS, WATER)5.00
- TURKEY BACON GUAC PANINI6.00
- TURKEY BACON GUAC WRAP5.75
- 3 CHEESE PANINI (ADD CHICKEN FOR \$1)3.50
- GRILLED HAM & CHEESE PANINI 4.50
- GARLIC BACON PANINI 5.00
- CHICKEN BACON RANCH WRAP5.25
- CHEESE QUESADILLA (ADD CHICKEN FOR \$1)4.50
- CALZONE 4.50/5.00
- CHEF SALAD/CHICKEN SALAD5.50

SIDES + SNACKS

- CHIPS1.00
- NUTS1.50
- HUMMUS 2.50
- M&M CHOCO CHIP COOKIE1.25
- MARSHMALLOW CRISPY BAR2.00
- PEANUT BUTTER CRISPY BAR2.00
- CHEESECAKE 2.00/ 3.50

BEVERAGES

SELECTIONS VARY - JUICES, YOGURT DRINKS, VEGGIE DRINKS,
ENERGY DRINKS, COFFEE & TEA, VARIOUS WATERS 1.00-3.50

**Please note: All sales subject to Sales Tax.*