

A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE

WEEKLY CONNECTION WITH JENNIFER PEASLEE



Did you know that March 6th is National Oreo Cookie Day? I didn't either, but I heard it on my way into work. If you're an OREO fan, this day is for you (or maybe every day is Oreo day, if you ask my teenager). There are many ways one can observe national Oreo cookie day:

- Dunk them in milk or eat them whole
- Crush them up and sprinkle on ice cream or use them in a dessert
- Share them with a loved one
- Try one of their many, many flavors (Java Chip or Toffee Crunch anyone??)

Speaking of cookies...I hope that everyone was able to enjoy a cookie "baked" by none other than our Executive Director, Gary Olsen as we celebrated Employee Appreciation day this last Friday. I love that we can take

time to appreciate one another for what we do each and every day, as well as who we are as people. I truly believe that it's the people that makes this organization special. I especially appreciate seeing people live out our Core Values – I see it when we have celebratory days such as last Friday, when we're busy accomplishing all of the tasks in front of us, and even when we're faced with challenges and difficulties. Living out our Core Values of Dignity, Integrity, Accountability, Partnership and Continuous Improvement is how we accomplish our Mission and of Vision of Lives Enriched and Fulfilled.

Just as the Oreo is the best selling cookie in the United States, as long as we continue to hold strong to our Core Values, Mission and Vision, NCHC will be the very best place to work and the best place to receive care.

Jennifer Peaslee
Jennifer Peaslee
Compliance Officer



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Person-Centered

Shout out

Nick Heitman & Dr. Harding

Crisis Services

We had an extremely challenging situation with a patient with significant psychiatric issues that were making it impossible to address life threatening medical issues. The collaboration from the Crisis team and your staff in getting this patient to a facility able to meet both their medical and psychiatric needs was outstanding. Nick and Dr. Harding from Crisis were great to work with. **This patient would not have survived without intervention.** We are particularly grateful to NCHC staff taking the lead on interfacing with UW Psychiatry.

From: **Dr. Steve Phillipson, Aspirus**



Occurrence Reporting Hotline

x4488 or 715.848.4488



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



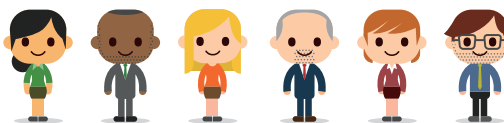
2023 1st Quarter EMPLOYEE UPDATES



Presented by
Gary Olsen,
Executive Director



**Scan with Your
Smartphone
Camera App to Register!**



TUES, MAR 21	PINE CREST 2 <u>pm</u> Chapel Area MERRILL CENTER 3:30 <u>pm</u> Conference Room
THURS, MAR 23	WAUSAU CAMPUS 9 <u>am</u> MVCC 1st Floor Community Room 3:30 <u>pm</u> MVCC 1st Floor Community Room
MON, MAR 27	ANTIGO CENTER 3 <u>pm</u> Conference Room
TUES, MAR 28	WAUSAU CAMPUS 12 <u>Noon</u> MVCC 1st Floor Community Room 9 <u>pm</u> MVCC 1st Floor Community Room
WED, MAR 29	WAUSAU CAMPUS 11 <u>am</u> MVCC 1st Floor Community Room
TUES, APRIL 4	WAUSAU CAMPUS 6:15 <u>am</u> MVCC 1st Floor Community Room
THURS, APRIL 6	WAUSAU CAMPUS 8 <u>am</u> MVCC 1st Floor Community Room 3:30 <u>pm</u> MVCC 1st Floor Community Room

Please Register in UKG Learning!

Employees can make arrangements to attend one of the in-person sessions by registering in UKG Learning. PLEASE BE SURE TO PUNCH IN WHEN YOU ARRIVE TO MEETING. The session will also be recorded if you are unable to attend and will be available after the final session.



PHOTO OF THE WEEK



FIRST GAB SESSION

Delayed from last week's snow and ice storm, Gary Olsen met up with BHS staff Sam Hable and Matt Karpinsky at The Bistro for the first-ever "Gabbin' with Gary"!

Gary will be meeting regularly with staff across all three counties to connect, discuss the day-to-day and gab about whatever they want over a meal! In a few weeks, Gary will connect with Pine Crest staff.



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

GET SOCIAL! #IamNCHC

MARATHON COUNTY ANNOUNCES NEW DIRECTOR OF SOCIAL SERVICES

Congratulations Christa Jensen!

Marathon County Administrator Lance Leonhard announced Thursday that Christa Jensen has accepted the role of Director of Social Services for Marathon County effective March 1 following a competitive recruitment and selection process. Jensen succeeds Vicki Tylka who left the agency in December to become the new Managing Director of Community Programs at North Central Health Care.

"Marathon County is incredibly fortunate to have a strong, qualified, and humble leader such as Christa Jensen serve in the capacity of Director of Social Services," shared Administrator Leonhard. "I have great confidence in Christa's abilities to successfully lead the Social Services team and positively impact the children and families we serve while moving us closer to our goal of becoming the healthiest, safest, and most prosperous county in Wisconsin."

Jensen joined the Marathon County Department of Social Services in 2015 as a Child Protective Services supervisor. Most recently she served as the agency's Child Welfare Manager and accepted the additional duties of Interim Director following Tylka's departure. In her new role, Jensen will be responsible for providing leadership to the Social Services team as it relates to the delivery of the following mandated services: child protective services, youth justice, child support, and income maintenance. Additionally, she will oversee the department's administrative functions including strategic planning, work plans, annual budgets, policies, personnel development, and ensuring compliance with local, state, and federal rules, statutes and requirements that govern applicable programs.



"It is truly an honor to serve as the Director of Social Services in Marathon County. I remain committed to providing high quality services to our customers and ensuring we have the right people and programs in place to do so," shared Jensen. "We have exciting opportunities ahead and I look forward to working collaboratively with our Social Services team and various County stakeholders in pursuit of our goals."



FrontLine

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.

Focus on Excellence, Not Perfection

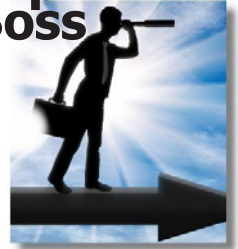
Excellence at work involves setting high standards and striving to achieve them. But not letting go of a work project because it is not "perfect" is a path to frustration and burnout. Most people know that perfection is not attainable, but it may not feel like it when it's your project. Just one more tweak seems critical. And then another. Start by not labeling yourself as a "perfectionist." Next, think about your relationship with mistakes and failure. Do you see these things as personal flaws rather than learning experiences? If so, being self-critical is likely a habit that accompanies your perfectionism. Talk to a professional counselor. You will learn how to reframe how you view mistakes, errors, and imperfections and see these moments as opportunities to practice letting go, patience, and self-love.



Stress Management, Right Now:

Refresh Your Relationship with the Boss

There's nothing like a positive meeting with the boss. You feel confident of what he or she thinks of your work, you feel the strength in your relationship, and the rest of your day flows. However, worrying about what the boss thinks is a major stressor for employees. Resolve this stress by having a refresher, status, or reacquaintance meeting. Here are the signals it's time set a meeting date: 1) You don't get regular feedback anymore. 2) You aren't sure of what you are supposed to do or what the boss wants. 3) Your boss does not follow up after giving you an assignment. 4) Your boss does not engage with you to discover how things are generally going. 5) Your gut tells you there is something wrong.



Check out these Opportunities from Our Community Partner, NAMI Northwoods!



Register now by emailing:
naminorthwoods@gmail.com

Join us for our Coloring Club!

Expressing Emotions

FRIDAY, MARCH 10TH - 1 PM - 2 PM

Come along and learn some relaxation techniques while we color!

Participants can bring their own coloring books, pages, pencils and markers, etc. if they would like.

Grace UCC will also be providing plenty of coloring pages and pencils/markers for those who don't have their own. The group will get together to color, socialize, and meet new people who also love to color.



BERNIE CORSTEN
NAMI Northwoods
Executive Director



Keep smiling and make today more beautiful than yesterday

Register now by emailing:
naminorthwoods@gmail.com




BERNIE CORSTEN
Certified Laughter
Instructor

Intro to Laughter Club

This presentation will include the health benefits of laughter, movement and playfulness, simple breathing exercises and short laughter experiences.

Thursday, March 16th, 2023
6:00pm - 7:30pm
Grace UCC Fellowship Hall
535 S. 3rd Ave, Wausau, WI 54401

Free and open to the public



HRinsights

Position Postings

Title: Cook **Status:** Full Time

Location: Wausau Campus

Prepares and cooks food in compliance with State, Federal, and County safety and sanitation regulations. NCHC is looking for new or experienced cooks. NCHC does not mandate employees and have flexible scheduling options available. Starting pay is \$17.00 per hour and experience of 2 or more years is starting at \$18.00 per hour. 0.8 Full-Time (64 hours per pay period) Monday-Friday 11 am - 7:30 pm, works every other weekend and holiday.

Apply Online: <http://bit.ly/3Yg2bAC>

Lakeside Recovery - Multiple Positions

Title: Mental Health Therapist, Behavioral Health Professional

Status: Full Time Positions - Day and Night Shifts (for BHP)

Location: Wausau Campus

Lakeside Recovery will be opening soon and there are multiple positions available. Mental Health Therapist and full-time Behavioral Health Professional (day and night shifts). Lakeside Recovery will be on the 2nd floor in the new Behavioral Health wing and offer medically monitored treatment (MMT) to those in recovery. Visit the link below to view all positions and apply online!

Apply Online: <https://bit.ly/3EMjXVs>



GREATER WAUSAU YOUTH HIRING & CAREER FEST NCHC Recruitment Efforts!

The 2023 Greater Wausau Youth Hiring & Career Fest was hosted at Wausau West High School last week for various high schools throughout Marathon County. This was the third year for this successful event, presented by United Way of Marathon County, Boys and Girls Club of Wausau, Wausau School District, and DC Everest Area School District. The day was an opportunity for businesses, colleges, and organizations to network with students and offer youth apprenticeships, summer employment, and part-time jobs for teens. The HR team shared opportunities and education with kids from all over Central Wisconsin. Great job Team!

EMPLOYEE HEALTH & WELLNESS CENTER REOPENING ON WAUSAU CAMPUS!

The Employee Health & Wellness Center will re-open in its previous location on the NCHC Wausau Campus on Thursday, March 9. The clinic will not be available for appointments on Wednesday, March 8 due to the move. Until then, the Employee Health & Wellness Center will continue to operate out of the Aspirus Health Weston Clinic. To reach the clinic or make an appointment, call 715.843.1256.

employees on the move

Congratulations to these employees for their recent transfer or promotion!



Samantha Nelson transitioned from Weekend Warrior LPN to RN at Mount View Care Center. Congrats!



Victoria Ament was promoted from CNA to LPN at Pine Crest. What an accomplishment! Congrats!

Beginning March 9, 2023
we will be moving back into

North Central Health Care

Employee Health & Wellness Center

1000 Lake View Drive, Suite 200
Wausau, WI 54403

The clinic will be closed on March 8, 2023 to prepare for the move.

for appointments
call **715.843.1256**
or visit myaspirus.org



CLINIC HOURS

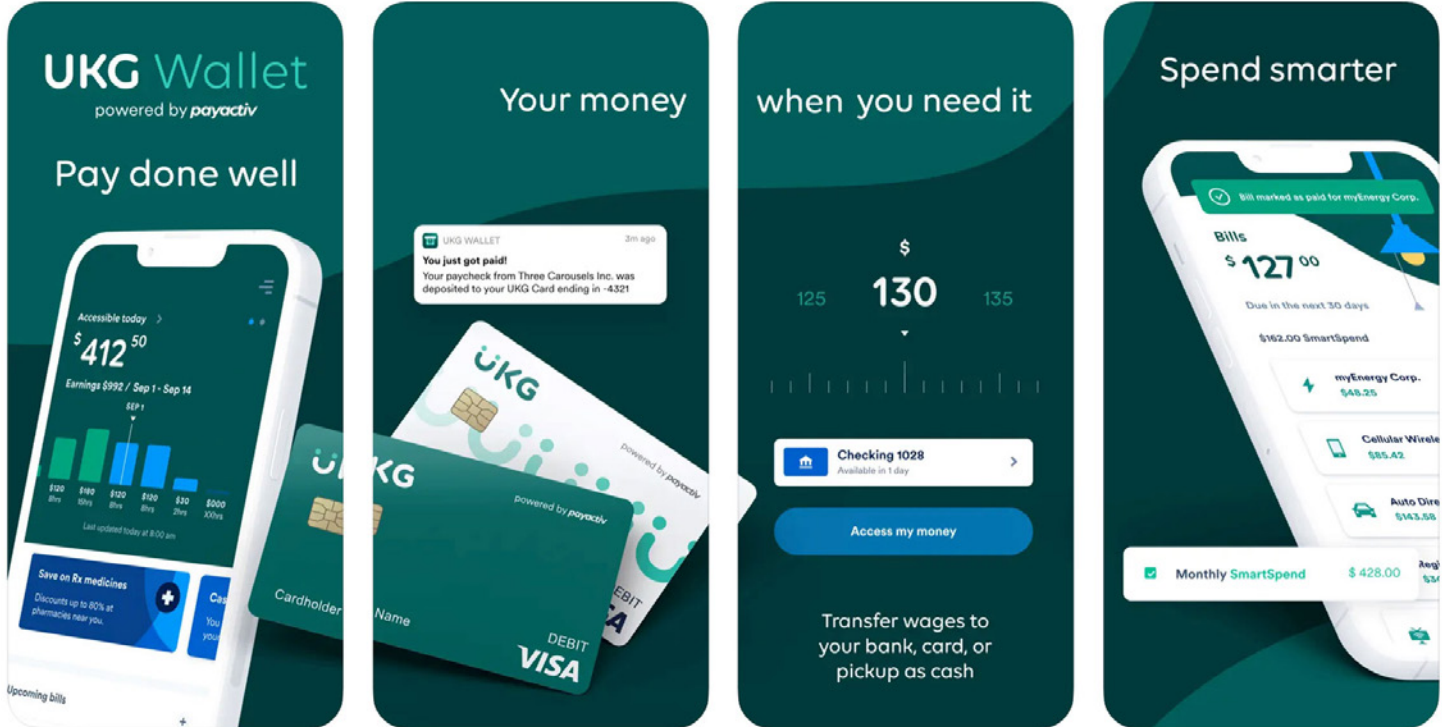
Monday: 8:00 am - 4:30 pm	Thursday: 9:30 am - 6:00 pm
Tuesday: 6:30 am - 3:00 pm	Friday: 8:00 am - 4:30 pm
Wednesday: 8:00 am - 4:30 pm	

An Aspirus Business Health Solution

BH-4908



NOW AVAILABLE for ALL NCHC EMPLOYEES!



Your payday, reimaged



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.



Talk with a Retirement Plan Advisor about the WDC Program!



Let's talk retirement



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

North Central Health Care Wausau Campus

Thursday, March 30th Wausau Badger Room 10am-3pm

Pine Crest, Merrill

Thursday, April 27th Merrill Classroom 9-11am

Antigo Center

Thursday, April 27th Group Room, 1-2:30pm

Register Online at https://nc_wisconsin.timetap.com/#/

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)



NERD ALERT

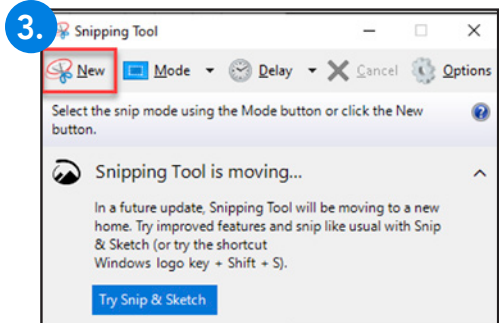
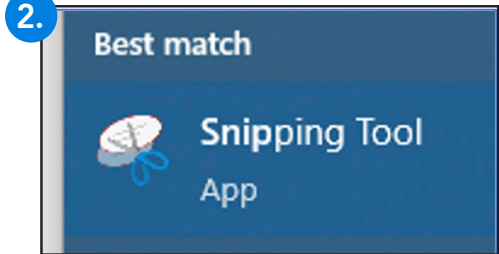
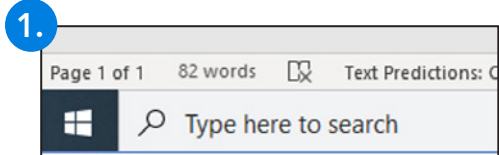
WEEKLY TECH TIPS FROM IMS

Application Tip: SNIPPING TOOL

Purpose: Take a snapshot to copy words or images from all or part of your PC screen.

How To:

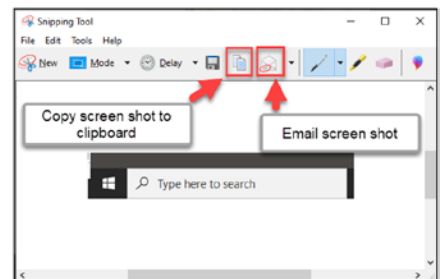
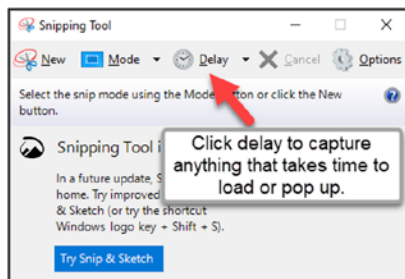
1. Click **Windows** icon or press the **Windows** key.
2. Type "snipping tool," then select **Snipping Tool** from the results.
3. Click **New**.
4. Screen will turn gray and cursor will become a plus sign.
5. Select area to capture.
6. Click **New** to capture more screens.



Why is this command relevant at NCHC?

- Add screen captures to TAG tickets for fast results.
- Screenshots can help optimize communication in emails and documentation.

BONUS TIPS



STAY TUNED FOR FUTURE TIPS!



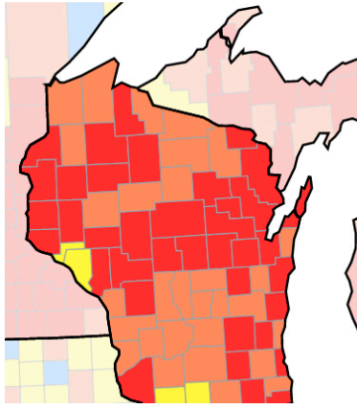
We want MORE Awesome People like YOU on Our NCHC Team!

Be sure to SHARE our Career Posts on Social!



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 AND Pine Crest due to multiple Covid-19 outbreaks in the facilities. Please follow any outbreak signage posted in nursing homes.


CURRENT TRANSMISSION LEVELS BY COUNTY | MARCH 1, 2023



MARATHON




High


MVCC: ALL AREAS
 Masks **REQUIRED**
 due to **OUTBREAKS**.

LINCOLN



Substantial


PINE CREST: ALL AREAS
 Masks **REQUIRED**
 due to **OUTBREAKS**.

LANGLADE



High

Langlade County continues to be in High level.
 Please follow masking requirements below when social distancing cannot be maintained in therapy and exam rooms or during patient transport.

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

MARCH 6 – 10, 2023

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAIN	Smoked Paprika Chicken Mashed Potatoes & Gravy Country Style Green Beans	Lasagna Shredded Lettuce Salad Garlic Toast	Apple Butter Pork Loin Stuffing Roasted Butternut Squash	Turkey & Rice Casserole Dinner Roll Corn	Baked Cod Herbed Rice Creamy Coleslaw
SOUP	Cauliflower Soup	Beef Barley Soup	Garden Vegetable Soup	TBD	TBD
DESSERT	Brownie Bottom Cheesecake	Peaches	Snickerdoodle Krispie Bar	Banana Strawberry Cup	Cranberry Crunch

MARCH 13 – 17, 2023

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAIN	Baked Chicken Drumsticks Loaded Mashed Potatoes Carrots	Old Fashioned Chicken & Noodles Mixed Vegetables	Hot Pork on a Bun Parmesan Noodles Broccoli	Scalloped Potatoes & Ham Brussel Sprouts Dinner Roll	Baked Spaghetti Peas & Carrots Garlic Breadstick
SOUP	Cream of Broccoli Soup	TBD	Cream of Tomato Soup	Goulash	Ham & Bean Soup
DESSERT	Pineapple Tidbits	Marbled Cherry Pie	Sweet Potato Crisp	Fluffy Fruit Dessert	Chocolate Chip Cookie



THE BISTRO

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

PANINI OF THE WEEK



CUBAN PANINI | \$6.50

ROAST PORK | HAM | SWISS | PICKLES
HOUSE MUSTARD MAYO SAUCE

LATTE OF THE WEEK



Vanilla Chai

**\$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.*



Continual Readiness



EDITION 5

FLASH FRIDAYS



North Central Health Care
Person centered. Outcome focused.



March 3, 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! SURVEY WINDOW: FEB. 5, 2023 – AUG. 5, 2024

Occurrence Reporting Hotline

x4488 or 715.848.4488



When should I call x4488 or 715.848.4488?

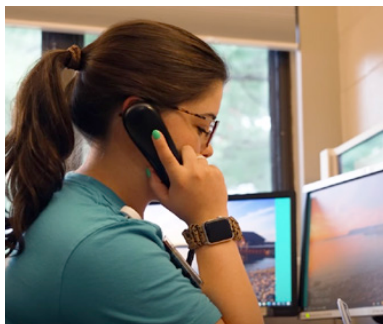
Only significant or sentinel events requiring immediate notification should use this hotline. These would include, but are not limited to, occurrences such as:

- 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 aide 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

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