Issue 27 July 17 - 23, 2023



A Weekly Update For The Employees of North Central Health Care







WEEKLY CONNECTION WITH GARY OLSEN

Employee Updates Are All Completed

This last week we completed the 2nd Quarter Employee Update sessions. At these sessions we did a Person-Centered Service Reboot. I hope all of you were able to attend and got a chance to see the "gorilla" in the room. This reboot was very important to me because we are a person-centered organization. We continuously strive to serve others through effective communication, listening, understanding, and building meaningful relationships. Person-centered service is an essential aspect of our work that we must continually uphold.

At NCHC, our primary objective is to provide exceptional care and support to the individuals we serve. Ensuring the well-being and satisfaction of our patients is not just a noble goal, but a fundamental principle that defines our purpose as an organization. This is something we cannot deviate from, and it is crucial all of us understand that we cannot compromise on our person-centered focus. Each interaction, decision, and action we take must be guided by a deep understanding of the individuals we serve, their needs, concerns, and perspectives. Following our Core Values of Accountability, Integrity, Dignity, Partnership, and Continuous Improvement is a fundamental part in ensuring that our organization is person-centered. Following and understanding our Code of Conduct is also very important. Because I firmly believe that all these principles contribute to us successfully living out our Mission and Vision, any failure in doing so cannot be tolerated within the organization.

Let us remember that we are part of a team that has the potential to make a positive impact on countless lives. By embodying a person-centered mindset, we can ensure that every individual we serve receives the exceptional care they deserve. Thank you everyone for all you do for the individuals we serve!

Sang D. Olsen

Gary Olsen Executive Director



Occurrence Reporting Hotline x4488 or 715.848.4488

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

Week - July 17-212-4Volunteer & DonationOpportunities5Pine Crest Star6Finding Your Gorillas9Benefits Updates10Foodie Forecast12-13Meet Our JuneNew Employees14

Employee Celebration



Noel Boismenue, RN, Youth Hospital

I was working in the Youth Hospital and I observed Noel going outside with the patients, playing a card game with them, and hosting

a group session for them. Noel goes above and beyond to connect with the kids and does a really great job working with them.

From: Kayley McColley

A week all about our PAWsitively AMAZING staff!

NCHC Employee Celebration Week Festivities <u>ALL</u> week! July 17th - 21st

We know North Central Health Care has some of the best staff around. That's why we dedicate an entire week every year to honor your hard work and dedication. Get ready for an action-packed week filled with exciting events, giveaways, picnics, and more. **Mark your calendars and join in on the fun because you won't want to miss out!**

BARKTASTIC MONDAY July 17 Dress up Theme: Sun Dress-up (Wear yellow, or your favorite sundress! Jeans allowed.)

Dress up Theme: Sun Dress-up (Wear yellow, or your favorite **d**undress! Jeans allowed.) Doggie Donation Drive Kick-off: Donate food, money, beds, and more to support local shelters. Doggy Manager Match Game: Match managers with their pets, and enter to win prizes.

TAIL-CHASIN' TUESDAY July 18

Dress up Theme: Beach Day (Tank tops, shorts, sunglasses and sunhats! Jeans allowed.)
10:30am-2pm | Merrill Employee Paws-n-Picnic: Hamburgers, Veggie-Burgers, hotDOGs (get it), chips, veggies, dessert and more!
6pm-7pm | Howling Happy Hour, Merrill & Antigo: Enjoy a dog walk at the Merrill Dog Park or Antigo Dog Park with colleagues.

WOOFTACULAR WEDNESDAY July 19

Dress up Theme: Sports (Jerseys of all kinds! Jeans allowed.)

11:30am-1:30pm | Antigo Employee Paws-n-Picnic: Hamburgers, Veggie-Burgers, hotDOGs, chips, veggies, dessert and more! 5pm-6:30pm Open Swim & 7pm-8:30pm Doggone Movie Night: Exclusive NCHC staff and family swim at the NCHC Wausau Aquatic Facility. Dog-themed movie night to follow in the Community Room with FREE pupcorn, puppy chow sundaes and drinks!

FURBULOUS THURSDAY July 20

Dress up Theme: Hawaiian Day (Jeans allowed.) 10:30am-2pm | Wausau Employee Paws-n-Picnic: Hamburgers, Veggie-Burgers, hotDOGs, chips, veggies,

dessert and more!

6pm-7pm | Howling Happy Hour, Wausau: Mingle with Coworkers at the Wausau Dog Park.

FETCHIN' FRIDAY July 21

Dress up Theme: NCHC Pride (Wear your favorite NCHC apparel! Jeans allowed.) Dog Treats to End the Week: Be on the lookout for your managers to distribute a special sweet treat to end the week on a delicious note.

Winners Announced: Celebrate the winners of the Doggy Manager Match Game. Alvin the NCHC Therapy Dog's Retirement Party: Celebratory cake in the Wausau Community Room. SHARE & WIN! Share your favorite pet/family photos/videos on Facebook

throughout the week for a chance at daily prize wins.

#IAmNCHC

A FAMILY EVENT!

Config Lappy Lour

CALLING ALL DOG LOVERS! Join us for a howling happy hour for all employees and their pups at various dog parks throughout Wausau, Merrill and Antigo! Come meet fellow colleagues and their furry companions for an hour of tail wagging fun. As a special treat, we'll have goodies for both humans and dogs to enjoy during the event.

HAPPY HOUR LOCATIONS & DATES

MERRILL TUESDAY 7/18, 6-7PM The MARC | 1100 Marc Drive, Merrill

ANTIGO TUESDAY 7/18, 6-7PM Antigo Dog Park | 2000 Highway 64, Antigo

Sandy's Bark Park | 2201 Oriole Lane, Wausau

✓ DOG TREATS!
✓ HUMAN TREATS!
✓ GIVEAWAYS!

NO DOG? NO PROBLEM!

EVERYONE is welcome at EVERY event whether you bring a furry friend or not, or work in a different location!

NCHC Employee Celebration Week

A FAMILY EVENT!

DOGGONE

WEDNESDAY, JULY 19TH

DIVE INTO AN EVENING OF FUN FOR THE WHOLE FAMILY!

B DAYS OF

NCHC Employee Celebration Week

Join us for an open swim session followed by a specially selected dog-themed movie night exclusively for NCHC Staff and their families. This event is sure to be a be a family hit complete with puppy chow sundaes, freshly popped popcorn, and refreshing drinks to accompany all the fun!

FAMILY OPEN SWIM! DOG THEMED MOVIE! PUPPY CHOW SUNDAES! PUPCORN & DRINKS!

WATCH YOUR NCHC EMAIL AND DON'T FORGET TO CAST A VOTE FOR YOUR FAVORITE MOVIE CHOICE! OPEN SWIM 5-6:30PM

NCHC Aquatic Therapy Center 2400 Marshall Street, Suite C

MOVIE NIGHT 7-8:30PM

NCHC Community Room 2400 Marshall Street, Suite B





Look for donation bins at MVCC, Pine Crest, Merrill Center, Antigo Center and Wausau Campus Welcome Desk!

WANTS YOUR PAPER GROCERY BAGS **Can You Help?**

Pharmacy is in need of clean used paper grocery bags. If you have any bags you can donate, please place them in interoffice mail to the Pharmacy or drop them off at the Pharmacy or Guest Services Desk. Thank you!

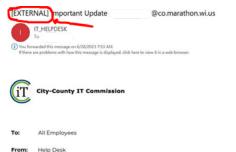




NEWS YOU CAN USE







Important: Email update - Action required

HOPE HOUSE REQUEST FOR DONATIONS **Can You Help?**

Mount View Care Center Fair Outing Volunteering Thursday, Aug. 3 and Friday, Aug. 4 • 10:00am – 2:30pm <u>or</u> 1:00 pm – 5:30pm Interested In Helping With This Fun Activity? Please contact the Volunteer Office at 715.848.4450 or volunteer@norcen.org. Thank you!

Hope House, NCHC's Sober Living Facilities in Antigo and Wausau, are in need of a few everyday items to help those we serve and to help keep our homes in tip-top shape. Staff have expressed interest in donating items. Here is how you can help!

Hope House is seeking the following items:

- Kitchen dishes, utensils, pots, pans, baking sheets, Keurig, Tupperware, or anything kitchen-related
- Bedding
- Push lawn mower
- Weedwhacker

Your donations are greatly appreciated! To make a donation to Hope House, please contact Heather Gustafson,

Sober Living Program Manager at 715-370-9823 or HGustafson@norcen.org

CCITC CYBERSECURITY ALERT PLEASE READ!!!

Go to the t

Food, Fun, Friends...What More Can You Ask For?

Volunteers Wanted for the Wisconsin Valley

Fair in Wausau!

Mount View Care Center will be taking residents to the Fair in August and Volunteer Services is looking for volunteers to assist residents at the outings.

Volunteers will provide our residents with an opportunity to enjoy a wonderful community avent. It would be a one-on-one experience w olunteers will push residents in their wheelch around the fairgrounds taking in the sights, sounds, and smells. We would provide the transportation to and from the facility.

A \$5 meal stipend will be provided. You can bring additional funds for extras, if you wish. If you know of anyone that is looking for volunteer hours or a teen or adult group that likes to partic-ipate in community service projects, please share this need with them.

This is an event our residents look forward to and we cannot do it without the assistance of volunteers. All volunteers must be 13 years of age or older and be able to push a wheelchair. You do not have to be a current volunteer. You will just have to sign a confidentiality agreement Each volunteer will receive a ticket into the fair that can be used again later that day.

Hope

An email may have arrived in your inbox recently that appeared to have come from the CCITC Helpdesk. This email was a Phishing email and did not come from the CCITC helpdesk. Emails from the Helpdesk will NEVER be tagged as [EXTERNAL]. The email was very targeted.

If you received the email: DO NOT CLICK ON THE LINK CONTAINED IN THE EMAIL. Delete the email.

If you clicked the link and entered any information, please call the HelpDesk for remediation immediately: 715.261.6710 or x6710.

To the right is an example of the spam email. Note {EXTERNAL} in the subject line.

If you have any questions, please call the HelpDesk at 715.261.6710









Pine Crest Star of the Month

CONGRATULATIONS JEREMIAH JERZAK!



Jeremiah Jerzak is our July Pine Crest Star! Jeremiah has worked with NCHC at Pine Crest since November of 2020 as an LPN and in January of this year has transitioned to the PM Nursing Supervisor. Staff have always had positive feedback about Jeremiah as it relates to his professionalism and team work. He is always willing to jump in on any task and or offer assistance where needed. His colleagues describe him as being easily approachable and they feel comfortable in confiding in him. He has been a great asset to the leadership team and has tackled every obstacle with ease.

MEET AMANDA FLATTER Adult Protective Services Manager

Amanda Flatter has been promoted to Adult Protective Services Department Manager, effective July 9, 2023. APS is located at 2600 Stewart Ave, Ste.22, in Wausau.

Amanda most recently served in the APS Representative role for NCHC and has 20+ years of relevant experience. Amanda worked as a Crisis Professional at NCHC, Behavioral Therapy Technician at Skylight Autism Center, Data Processing Associate at Nationwide Insurance and a Manager/Training Coordinator at Texas Roadhouse.

Amanda is married to her spouse Erik since 2020 and is a proud cat mama to 4: Higgies, Nebula, Quinn & Hubble. She enjoys kayaking, swimming, mopeding, spending time outside, spending time with cat children. If you asked her, she would tell you her favorite ice cream is Superman! Amanda is originally from Wausau! Congratulations on your recent promotion Amanda!





You do not have to be a current volunteer. You will just have to sign a confidentiality agreement.
Entry into the fair is free, so no tickets are needed

Pine Crest Fair Outing Volunteering Thursday, Aug. 17 and Friday, Aug. 18 • Groups at 11am, 1 pm, 3 pm, & 4:30 pm

Interested In Helping With This Fun Activity? Please contact the Brianna in Life Enrichement at 715.539.2548 or bvandenheuvel@norcen.org. Thank you!



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

Be sure to SHARE our Career Posts on Social!





HIDS WISCONSIN



Core Values & Committed to Person-Centered Service! A Monthly Gab Session with Executive Director, Gary Olsen

JULY GAB SESSION: MOUNT VIEW

Melissa Stockwell, Life Enrichment and Lori Arendt, Volunteer Coordinator

Each month, Gary Olsen will select a manager to participate in Gabbin' with Gary! That manager will be asked to invite one employee from their program to join in. The trio will connect over lunch. The topic? It's up to you!

Upcoming ommun



All funds raised at this event will be used for the needs of the people of Marathon County and the surrounding area!



Information/Registration: preventsuicidemarathoncounty.org Register by September 1 to receive t-shirt







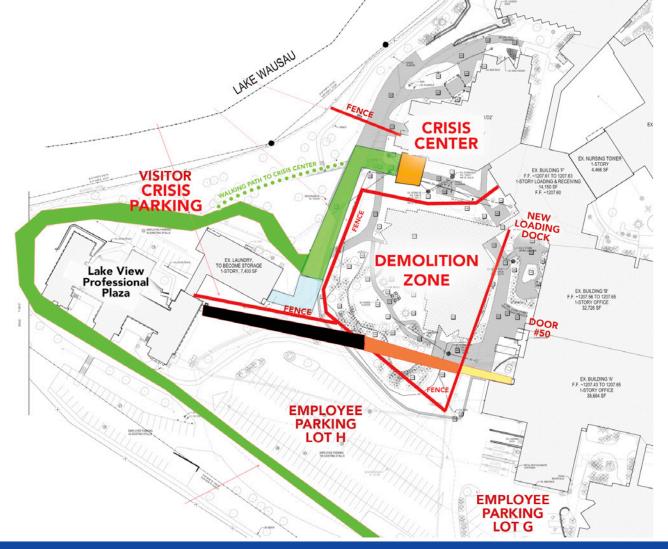




WAUSAU CAMPUS RENOVATIONS UPDATE Month of July 2023

Crisis Center Entry Changes for July 2023

- In July, construction fences will change, affecting visitor and employee entrance to the Crisis Center. All access for visitors and employees will be to follow green path in map below around the backside of the Lakeview Professional Plaza. Crisis Visitor Parking ONLY will be behind the Laundry Facility in the Lake View Professional Plaza with a walking path to the Crisis Center Entrance.
- Employees who work in BHS or CRISIS are REQUIRED to park in Lot G or H. You can enter/exit building at the old loading dock at Door #50 designated on the map. Give yourself extra time to see where you need to go. You may also park in Lot H and walk around the outside of the Lake View Professional Plaza as well (marked in green on map).
- For safety reasons, employees will not be allowed to enter through the new loading dock area. Signs are marking all entrances and exits to assist you with where to go. Please see map below.
- We anticipate these changes to last 4-6 weeks. If you have questions, please speak with your manager. VISITORS/EMS/Law Enforcement FOLLOW THE GREEN PATH BELOW TO ENTER/EXIT CRISIS CENTER

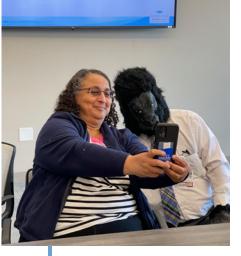


PHOTOS OF THE WEEK





h their thought bubble.



Suzanne Sedrak from Mount View Care Center take the opportunity to take a selfie with our "gorilla in the room".





PERSON-CENTERED SERVICE REBOOT FUN!

At the 2nd Quarter Employee Updates, attending staff went through a Person-Centered Service Reboot. This Reboot course will be required by all staff. If you did not attend this session in-person, you will be assigned a UKG Learning module to complete this quarter.

Thank you to our "gorilla" for making an appearance and teaching us all about spotting things we can do to improve our communication for spoken, written and body language!



Talk with a Retirement Plan Advisor about the WDC Program!



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

Wednesday, July 26th 2023, 10am-3pm

North Central Health Care Wausau Campus, Badger Room 1100 Lake View Drive Wausau, WI 54403

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)

EMPLOYEE LIFE INSURANCE PREMIUM ADJUSTMENT

Each year, as of July 1st, our life insurance carrier, Securian, updates the life insurance premiums for employees. If you are enrolled in the life insurance plan, the amount of coverage is based on your annual earnings and the premiums are based on your age. The pay check dated, July 14, 2023, will include a premium increase, only if you have moved into a new age bracket and/or your annual earnings have increased. If your earnings have not increased and you have not moved into a new age bracket, you will not experience a premium change. If you have any questions regarding your life insurance premiums or the amount of coverage please contact, Lynn Wengelski, in Human Resources at 715-848-4438.

RASMUSSEN

Take Your Skills to the Next Level

Register for a Virtual Information Session

Learn how your organization supports your personal development during a Rasmussen University virtual information session.

Have you ever considered advancing your education? Rasmussen University provides over 60 quality, challenging degree programs that are made to fit your lifestyle and help you achieve the degree you need for the future you want. This virtual information session will give you the chance to learn more about your tuition grant opportunities to help you earn your degree.

Rasmussen University Virtual Info Sessions:

Wednesday July 26, 2023 12:00 PM | EST | 20 Minutes Register: https://events.teams.microsoft.com/event/9c956a5e-601c-4d7f-a8e3-1dc9e5ad937a@b6fb5409-ebb7-4c20-82df-d0ae1cdda7fc



Check your NCHC email for links to additional webinars emailed out in early July!



To learn more about how to save on tuition, text DEGREE20 to 96194** or visit rasmussen.edu/corporate

*Text messaging terms and conditions apply. Visit corporate.rasmussen.edu/sms for full details.



North Central Health Care

EMPLOYEE HEALTH & WELLNESS CENTER SURVEY from Our Partners at Aspirus

The North Central Health Care Onsite Clinic located at the Employee Health & Wellness Center on the Wausau Campus is an onsite primary care clinic available to use by employees and dependents that are on the North Central Health Care's Health Plan. It's ability to collaborate with your Primary Care Provider and the Electronic Medical Records integration will help you with convenience and improved access to care. This is a cost-effective approach to support your well-being and is completely HIPAA privacy compliant.

Our partners at Aspirus would like your feedback to better serve you. Please complete the short 8-question survey at the link below. Even if you have not utilized the clinic recently, please take a moment to complete the survey.

Go to this link to complete a short survey: https://bit.ly/EHWCSurvey





Here's how it works...

Step 1: Have Your Recruit Tell Us About You

Complete the "Referred by" section in their employment application including your name. No other forms or email are necessary.

Step 2: Meet Required Criteria

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

Step 3: Get Paid!

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

\$1,000 After 90 days (Employees 0.5 FTE status or above) \$500 After 90 days (Employees below 0.5 FTE status)

Refer A Friend For Your Opportunity To Earn Referral Cash!

We value your referrals and know that together we can strengthen our North Central Health Care team. That's why earning some extra cash for your employee referrals has even been simpler. So text that friend, and get the ball rolling.

Share on Social!

in

North Central Health Care

Check out all the latest Job Opportunities www.norcen.org/Careers

Hinsights

Pine Crest **Blood Drive**

Give Blood. Give Life. C

Friday, July 21st, 2023 11:00am to 3:30pm



Location: Classroom

Appointments are appreciated. sign up at the front desk. Walk-ins are also welcome.

Thank you for helping us SAVE LIVES this summer!



Register online at https://bit.ly/BloodDrivePC23 to schedule your appointment. Appointments are appreciated, but walk-ins are also welcome! You may also sign up by the front desk if that is easier for you.

Position Posting

Title: Registered Nurse – Hospital

Status: Full Time

Location: Wausau

Professional nursing work involving the delivery and supervision of patient care under the direction of the Nurse Manager. The employee performs the full scope of professional nursing functions within the parameters of professional licensure and standards of practice.

Apply Online: https://bit.ly/42ghzPA

Title: Crisis Professional - PM Shift

Status: Full Time - 12 Hour Shifts

Location: Wausau

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. Full Time 0.9 FTE (72 hours per pay period) PM works every other weekend and holiday.

Apply Online: https://bit.ly/3FYJZoY

Not sure if its the right fit? Check out the Realistic Job Preview at www.norcen.org/RJP



WHAT'S FOR LUNCH? WAUSAU CAMPUS EMPLOYEE CAFETERIA

OPEN TO ALL NCHC & WAUSAU CAMPUS





BREAKFAST HOURS 8:30 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 8:30 AM – 5:30 PM

WEEKENDS: GRAB-N-GO ONLY

THE SANDWICH & SALAD BAR IS BACK! Make your own cold sandwich with lunch meat & fixins' <u>OR</u> self-serve at the salad bar. Salads are charged by weight.

JUNE 17 – 21, 2023

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN	Bratwurst on a Bun Potato Salad Baked Beans	Honey Mustard Chicken w/ Sauce Rice Pilaf Pickled Beets	Pork Loin w/ Gravy O'brien Potatoes Mixed Veggies	NCHC EMPLOYEE CELEBRATION WEEK PICNIC	Chicken Lasagna Buttered Peas
SOUP	Chicken Rice Soup	TBD	Chili	Cafeteria Service Not Available to Public	Cream of Broccoli Soup
DESSERT	Diced Watermelon	Frosted Chocolate Cake	Strawberry Yogurt Pie	Non-NCHC Employees, Please Visit Bistro	Cherry Delight

JULY 24 - 28, 2023

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN	Bratwurst on a Bun Potato Salad Baked Beans	Chicken Pasta Alfredo Beets Baked Sweet Potato Peas	Smoked Pork Loin BBQ Sauce Buttered Peas	Ranch Meatloaf Baked Potato Wax Beans	Battered Rock Fish Country Style Fried Potatoes Creamy Coleslaw
SOUP	TBD	TBD	TBD	Vegetable Beef Soup	Vegetable Chowder
JESSERI	Cookies & Cream Brownie	Peanut Butter Chip Blondie	Fruit Crisp	Diced Watermelon	Cherry Crunch

WAUSAU SUMMER CAMPUS SUMMER FOOD TRUCKS

NEWS YOU CAN USE



Authentic Thai at Pine Crest





THE BISTRU

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

PANNOF THE WEEK



JALAPENO POPPER

JALAPENO | CHEDDAR

BACON | CREAM CHEESE

.ATTF, OF THE WEEK

Almond BARK

\$1 OFF LARGE LATTES EVERY MONDAY!

Ice Cream

ICE CREAM CONE1.00 ROOT BEER FLOAT2.00



PANINI COMBO (1/2 PANINI, CHIPS, WATER)	5.00
TURKEY BACON GUAC PANINI	6.00
TURKEY BACON GUAC WRAP	5.75
3 CHEESE PANINI (ADD CHICKEN FOR \$1)	3.50
GRILLED HAM & CHEESE PANINI	4.50
GARLIC BACON PANINI	5.00
CHICKEN BACON RANCH WRAP	5.25
CHEESE QUESADILLA (ADD CHICKEN FOR \$1)	4.50
CALZONE	4.50/5.00
CHEF SALAD/CHICKEN SALAD	5.50

*Please note: All sales subject to Sales Tax.



WELCOME THESE New Employees TO THE TEAM!

These employees were welcomed at Orientation June 26 – 29, 2023!

Lakeside Recovery



Brianna Duberstein -**Behavioral Health** Professional Comm.

Services

Lori Arendt -

Volunteer Coordi-

nator

Crisis Services

Volunteer

Outpatient Services



Emily Bohenstengel - Registered Nurse

Adult Hospital



Jennifer Dalka -**Registered Nurse** **Comm. Treatment** Adult

NEWS YOU CAN USE



Karen Fish - Case Manager

Residential Services



Anna Bauman Mollie Chang - Personal Care - Personal Care Worker



Personal Care Worker



Jade Ostrowski



Worker





Treatment Youth

Courtney Welhouse Case Manager

> Safety & Security



Austin Kolodziej – Safety & Security Officer

Accounting



Laurie Whetzel - Administrative Assistant



Annaka Savles -Hospitality Assistant



Janna Hoppe -

Crisis Professional



Brianna Kemnitz -

Crisis Professional



AuDena LaBarge - Laundry Worker

Mount View Care Center



Ava Schwamman - CNA