



A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

Enhancing Communication with YOU

When I first started in the role of Executive Director, one of my goals was to help improve the communication at NCHC. This is a work in progress and, since it is impossible for me to talk with every employee, I am making a change. Moving forward I will be writing most of the News You Can Use articles. Each month you will also hear from another Senior Leader, and every quarter from a member of the Executive Committee. This change will allow me 45 opportunities, or articles, a year to communicate with all employees. And, by writing these articles, I will be able to communicate with each of you nearly every week. But I also need your help. I want to write about items you want to learn more about regarding the organization so, please send your questions and ideas to me, Debbie Osowski, or Jessica Meadows. I have already been asked to give an update regarding Pine Crest, so that will be coming next week.

Communication fills the outer ring of our Person Center Service model. It is through good communication that we help keep our core values of dignity, integrity, accountability, partnership, and continuous improvement strong. Please let me know what you would like to hear about, and let's use this opportunity to help open the lines of communication and keep employees in the organization informed. Thank you and have a great week!

Gary D. Olsen

Gary Olsen

- Parking Requirements 2
- Maps, Moves & Operational Updates 3
- Fall Prevention Fair 5
- TAG Updates 7
- Foodie Forecasts 8-9



Occurrence Reporting Hotline

x4488 or 715.848.4488

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



Brandi McDonough, Behavioral Health Hospital

For jumping in as a restraint chair trainer when other trainers were unavailable

From:
Curt Matsche



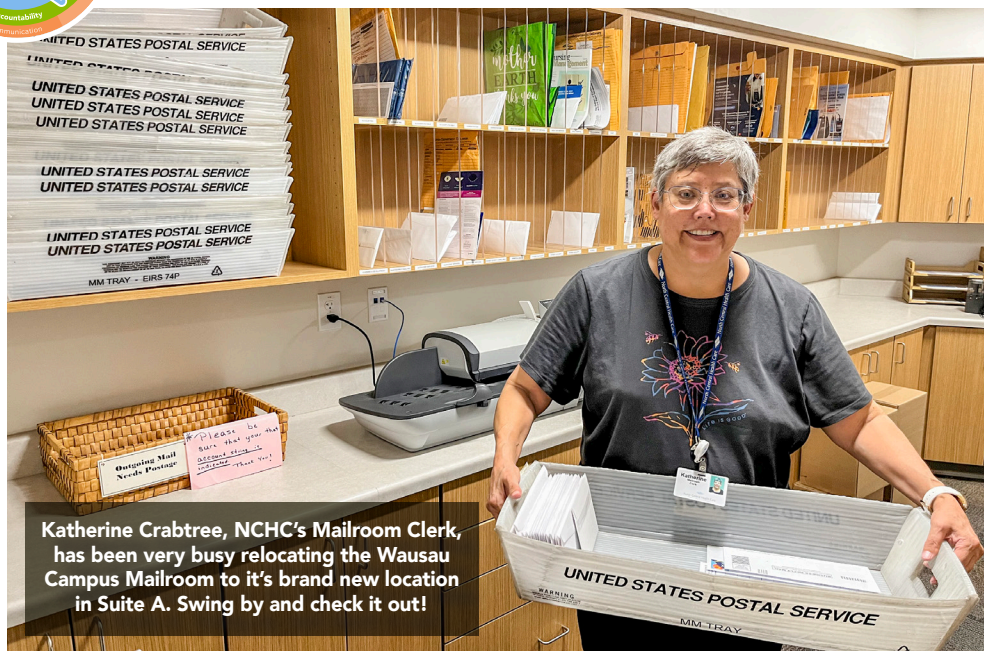


PHOTO OF THE WEEK



NEW WAUSAU MAIL ROOM LOCATION NOW OPEN!
Wausau Campus, Suite A - Room 1203

The Wausau Campus Mail Room has finished transitioning over to its new location! Pick up and drop off for all interoffice mail or USPS mail, will now take place at the NEW Mail Room location - Marshall Street Suite A, Room 1203. All employee's badges should work to enter the mail room, but please remember to keep doors closed when the Mail Room is not in use to ensure the safety and confidentiality of all mail pieces. Please be sure to use the new Mail Room 1203 for ALL mail processing moving forward.

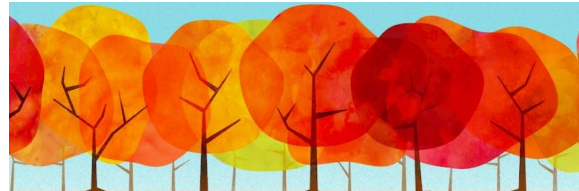


Katherine Crabtree, NCHC's Mailroom Clerk, has been very busy relocating the Wausau Campus Mailroom to its brand new location in Suite A. Swing by and check it out!

WAUSAU CAMPUS PARKING LOT REQUIREMENTS - PLEASE READ!

Please Do Not Change Parking Lots

Over the next several weeks, several departments on the Wausau Campus will be relocating. This means that staff may use different doors to access a closer route to their new location. This can affect parking. With our rear lot currently under construction, **we ask that all staff continue to park in the parking spaces they currently park in, even after your department relocates.** This may mean a slightly longer walk for some, but for others, it may not. What it will ensure is that those visiting our Campus for services will still have parking available. Please do not change where you park and continue to park in the same areas you have been. Once the rear parking lot is complete in the next month or so, we will have ample close parking for staff to park in the rear lot with additional designated parking for the various departments.



NCHC STAFF FALL VACCINATION SURVEY

Help Us Order the Appropriate Amount of Vaccine By Taking This 1-Minute Survey

Please take a minute of your day to complete this anonymous, short, one-question survey regarding our upcoming fall vaccinations beginning in October. The survey should take less than one minute to complete. **This survey is anonymous. No personal information is being collected- just responses for those wanting vaccinations, and those that do not want vaccinations.** COVID vaccines are no longer provided free to our organization and are very expensive per dose. This survey will help NCHC accurately order the correct number of vaccine doses so there is no waste of money or vaccine doses.

Survey is available at:

<https://forms.gle/oVmbvUa56gNkMynL8>

Please complete the survey by August 31 or sooner. Your participation is appreciated and helps our Infection Prevention Team with planning this fall.



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

Be sure to SHARE our Career Posts on Social!



WAUSAU OFFICES COMPLETE PHASE ONE MOVES TO SUITE A

Maps, moves & operation changes are outlined below, please review

With most of the offices finishing up their moves to Phase 1 of the Marshall Street Suite A, a map has been created to help employees with locating these new areas. This map is for internal use only. Please see below.



The Wausau Campus Mailroom

The Wausau Campus Mailroom has finished transitioning over to its new location. For staff looking to pick up/drop off interoffice mail or USPS mail, its new location is now Marshall Street Suite A, Room 1203. All employee's badges should work to enter the mail room. Please remember to keep doors closed to the mailroom to ensure the safety and confidentiality of all mail pieces. All employees should use the new Mail Room 1203 for ALL mail processing.

Visitors to New Administration and Human Resources Offices

Visitors to the new Administration and Human Resources offices located at 2400 Marshall Street Suite A, should use the MVCC main entrance (Door #5) and check in at the Guest Services Desk located in the lobby. They will receive directions on how to get to the new offices and upon arrival just down the hallway, there is a welcome desk with a phone. Visitors should use this phone, which will automatically prompt them with a call menu to notify Administration or HR of their arrival. Signs are posted with instructions and navigation. If you have questions, please contact Guest Services at x4220.

NCHC Wausau Campus Lab has moved!

The NCHC Wausau Campus Lab is now located at 2400 Marshall Street, Suite A, just past the elevators that go to 2South. Tim Holzem can be reached at x4523 if you need assistance. This will be noted on the map sent out later today.

NCHC Pharmacy Notice for Employee Medication Refills next week

The Wausau Campus Pharmacy will be moving this week and be located adjacent to the Lab. The Pharmacy will be closed on Wednesday, 8/23/23 for employee prescription fills. Please order refill medications in advance. With the move, the team will be limiting workload on Tuesday, 8/21 and Thursday, 8/22 as well. Typically, Pine Crest employee prescriptions are delivered on Mondays, Wednesdays, and Fridays. There will not be a delivery of employee prescriptions on Wednesday, 8/23. If you have an emergent situation, the Pharmacy staff will work to get the prescription to Pine Crest on Thursday, 8/24. If you have any questions, please contact the Pharmacy.

The Communications and Marketing Team will be holding an **OPEN HOUSE** to walk employees through the resource materials, supplies, and storage available in the Mail Room and new Print Shop. **PLEASE WATCH FOR AN OFFICIAL INVITATION SOON!**



HARD HAT UPDATE

NCHC WAUSAU CAMPUS REAR PARKING LOT H / LOADING DOCK ENTRANCE BEGINNING AUGUST 21 Tunnel Work to Last Approximately 1 Week (Weather Dependent)

Beginning August 21 (approx.) additional work will be done on the tunnel that connects the main Campus to the Lake View Professional Plaza. This work will be closest to the main Campus building and require the current blacktop driveway to the new Loading Dock to be rerouted through the Demolition Zone (noted on map near Lot H). It will be necessary to block off additional parking spots for delivery vehicles to adjust their approach in Lot H to the new loading dock at Door 52. Please use caution when parking in Lot H and do not park in spaces blocked off for delivery vehicle maneuvering. Facilities vehicles that were parked in this area, will be relocated to a different area in Lot H.

North Central Health Care Wausau Campus

- A** NCHC Main Campus Entrance (Door 23)
- B** Administration Offices
- C** Outpatient Services / Day Treatment
- D** Community Treatment (Main Office)
- E** Aquatic Therapy Center (Suite C)
- F** Marathon County Health Department
- G** Employee Health & Wellness Center
- H** Social Services
- I** Mount View Care Center Main Entrance (Suite B - All Visitors Entrance)
- J** The Bistro & Gift Shop
- K** MVCC Administration Offices
- L** Physical Therapy Center
- M** Community Room
- N** Mount View Courtyard
- O** Volunteer Services
- P** Suite A: Door 1 - Elevator Open to 2 South
1st Floor (Under Construction) CLOSED
2 South (2nd Floor - Enter At Door 1: Suite A or Door 5 - Use elevator)
2 North (2nd Floor - Construction - CLOSED)
- S** Adult Behavioral Health Hospital (Floor 1)
- T** Crisis Center (Door 58)
- U** Adult Crisis Stabilization (2370 Marshall)
- V** Youth Crisis Stabilization (2370 Marshall)
- W** Youth Behavioral Health Hospital (2380 Marshall)
- Rx** Pharmacy
- @** Purchasing
- S** Cashier
- FB** Fashion Boutique
- ☒** Employee Cafeteria
- ☒** Transportation & Housekeeping Offices
- ☒** Human Resources



WAUSAU CAMPUS DOORS AND BADGING SYSTEM NOTICE

Several areas across the Wausau Campus have been experiencing ongoing, intermittent issues with badge readers for doors. In many cases, our Quality & Safety Manager will be able to address the issue immediately, without creating a formal Facility Dude request, which may take a few hours or days to address.

If you are experiencing an issue with a badge reader at a door, please take the following steps:

- Take note of the following details:
 - the name of the employee who was attempting to badge in
 - date and time of day
 - specific door number you are trying to enter/exit with badge reader
- Contact Sarah Rothmeyer in Quality & Safety at strothmeyer@norcen.org or 715.848.4579. Sarah is able to access the system to trouble-

shoot and fix any issues which may have come up.

- If Sarah cannot address the issue, a Facility Dude Request will be placed by Sarah that includes the needed details for a quicker response from the Facilities team.

We are hoping this process will reduce the response time it takes to address badge reader issues and also streamline Facility Dude requests to include the necessary details.



Improve Your Balance

Prevent Falls Resource Fair

September 20, 2023

from 1:00 - 4:00 p.m.

at Northcentral Technical College,

1000 W. Campus Dr., Wausau

Center for Health Sciences Building, First Floor

Use Parking Lot B



Event is FREE! No advance registration required.

Learn about:

- How to reduce your risk of falls
- Strength & balance exercises
- Tips to make your home safer
- Assistive devices
- Medications & fall risk
- Resources to help you stay independent
- AND MUCH MORE!

More information at: www.adrc-cw.org/falls
Questions? Call 1-888-486-9545

Sponsored by:



Walk for Suicide & Mental Health Awareness

prevent suicide
MARATHON COUNTY
PARTNERS SAYING LIVES IN WISCONSIN

Saturday, September 16, 2023
Marathon Park, Wausau

Sign-In: 9:00 am

Walk Begins: 10:00 am

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

August 2023 Organizational Learning Modules



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

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

- **Understanding Diversity, Equity and Inclusion** (15 minutes)
- **Complete any outstanding assignments**





HRinsights Position Postings

Title: Guest Services Representative

Status: Part Time (0.4 FTE)

Location: Wausau

The Guest Services Representative provides communication support to patients, families, and visitors over the phone or at the facility. They also serve as an extension of the care delivery team and focus on ensuring that patients, families and visitors are as comfortable as possible while visiting. Pay - \$12-\$14.00/Hour



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

Title: Community Treatment Technician

Status: Full Time

Location: Wausau

The Community Treatment Technician provides support and psychosocial rehabilitation services to consumers, youth or adults, enrolled in a Community Treatment. Services are provided in the home or community and may include side by side support with independent living skills, budgeting, social skills, groups facilitation and medication management. Population served includes individuals with a mental health and/or substance abuse diagnosis. Pay - \$16.25-\$18.00/Hour



Apply Online: <https://bit.ly/CommTech23>

Title: Performance Improvement Specialist

Status: Full Time

Location: Pine Crest, Merrill

The Performance Improvement Specialist (under the supervision of the Administrator) performs ongoing quality assurance per regulatory requirements with all organizational, professional, governmental and certifying agencies standards in the delivery and coordination of providing high quality resident care.

Apply Online: <http://bit.ly/3Kkwp1g>

Looking for the Right Fit?
Check out the Realistic Job Preview Video at
www.norcen.org/RJP



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 never been simpler. So text that friend, and get the ball rolling.
*For additional details and qualification requirements please refer to the Referral Bonus Policy.



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

Share on Social

DID YOU MISS THE 2ND QUARTER EMPLOYEE UPDATES?

Don't Worry - We've Got You Covered with a Recorded Version!

If you missed the second quarter Update Sessions, you can still catch up on what's new at North Central Health Care and what exciting goals we have on the horizon. Simply check out the 2nd Quarter recorded session and stay informed!



<https://www.youtube.com/watch?v=LecAc9YHwi0>





ADDITIONAL IT SERVICES ARE NOW AVAILABLE ON TAG (TECHNOLOGY ASSISTANCE GATEWAY)

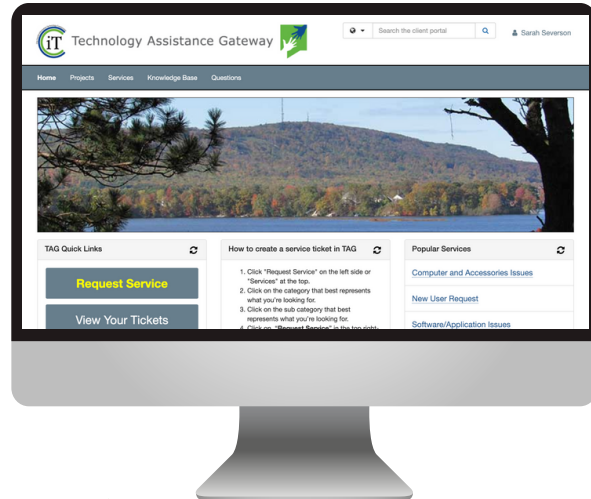
REMIND ME PLEASE...WHAT IS TAG?

TAG is a new web portal for CCITC that includes a Service Catalog which is a list of IT service offerings where you can request services or report technology issues. TAG also provides access to information about your reported requests/issues, documentation on using technology tools, and updates on CCITC outages.

HOW TO ACCESS TAG

TAG is a web-based solution so simply click on the link below to open it in your web browser of choice. It is suggested that you add TAG to your internet favorites for quick access. Links to TAG are also posted on the Intranet.


<https://teamdynamix.co.marathon.wi.us/TDClient>



SCHEDULED TAG UPDATES (Coming 9/1)

1. Submit requests specific to NCHC staff.

Services not specific to NCHC will need to be accessed within the service catalog.



NCHC Applications and Services
North Central Health Care applications and services

NCHC Software Applications Issue

If you are having an issue with an IMS supported application used by NCHC like Cerner, Tier, MatrixCare, and QS1 to name a few.

NCHC Software Applications Request

If you need access to or assistance using IMS supported applications used by NCHC like Cerner, Tier, MatrixCare, and QS1 to name a few.

2. Less Shortcuts within the NCHC TAG Section

Shortcuts within the NCHC section in TAG will be removed to remain consistent with other organizations. For assistance with other IT requests, select from the remaining TAG categories. For example, New User Request is in User Account & Access and Copying/Scanning/Faxing issues is in Printing & Multi-Function Device (MFD).

3. Required Phone Number Field when submitting TAG requests

TAG request forms will require a phone number. The office/desk option is your assigned phone number. If you will not be by your office phone, you may select other and type in a different phone number.

NEW CHANGE:

Requestor's call back phone number

Office/Desk Other

What is the Phone Number?

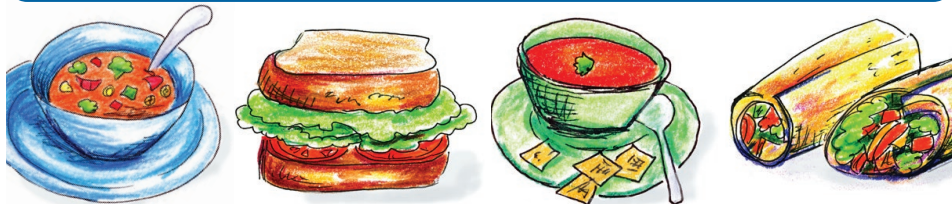


Questions? If you have questions, please contact the CCITC Helpdesk at x6710 or it_helpdesk@co.marathon.wi.us.



WHAT'S FOR LUNCH?

WAUSAU CAMPUS EMPLOYEE CAFETERIA
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' OR self-serve at the salad bar. Salads are charged by weight.

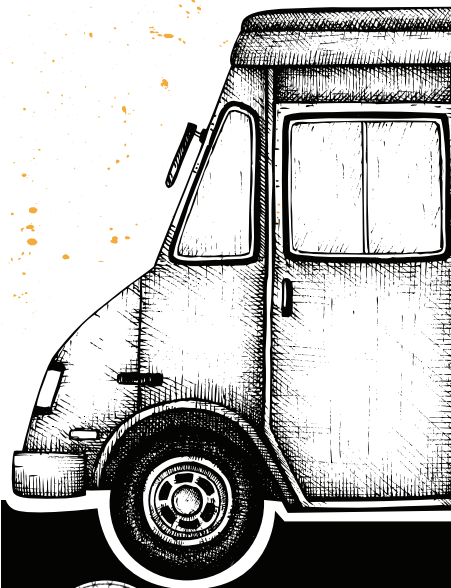
AUGUST 21 – 25, 2023

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN	Baked Chicken Mashed Potatoes Parslied Carrots	Chicken Alfredo Bread Sticks Beets	Pork Loin Sweet Potato Buttered Peas	Ranch Meatloaf Baked Potato Wax Beans	Battered Fish Fried Potatoes Coleslaw
SOUP	TBD	TBD	TBD	Beef & Veggie Soup	Veggie Chowder
DESSERT	Mandarin Oranges	Peanut Butter Chip Blondie	Fruit Crisp	Diced Watermelon	Cherry Crunch

AUGUST 28 – SEPT 1, 2023

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN	Beef Stroganoff Noodles Broccoli	BBQ Ribs Mac & Cheese Glazed Carrots	Roasted Chicken Cheesy Potatoes Beets	Spaghetti Garlic Toast Green Beans	Herbed Fish Baked Potato Veggie Blend
SOUP	TBD	Cream of Potato	Cream of Broccoli	TBD	TBD
DESSERT	Marble Cake	Pie	Cookies	Cookies	Strawberry Cheesecake Fluff

WAUSAU CAMPUS SUMMER FOOD TRUCKS



Mitch's Texas Tacos Weekly on Thursdays*

Through August 31 at Mount View



10:30 am to 1:30 pm

Mount View Care Center
Entrance

HanumanExpress

Monthly on Fridays*

Aug 18 at Mount View



10:30 am to 2:30 pm

Employee Entrance

BB Kitchen
Monday, Sept. 18

Authentic Thai
at Pine Crest

* Dates are subject to change. Watch for notices via email and NYCU

Please note: Food trucks are independently operated and may cancel with little notice. We apologize for any inconvenience.



THE BISTRO

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

PANINI OF THE WEEK



CHICKEN BACON RANCH

CHICKEN | SPINACH | PROVOLONE
BACON RANCH SAUCE

LATTE OF THE WEEK



Cinnabon Latte

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

Ice Cream

- ICE CREAM CONE1.00
- ROOT BEER FLOAT2.00



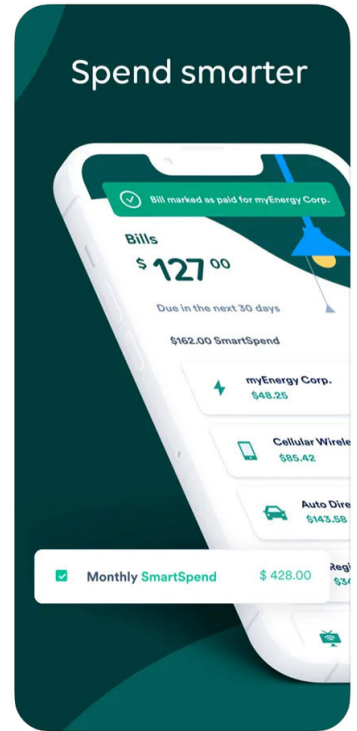
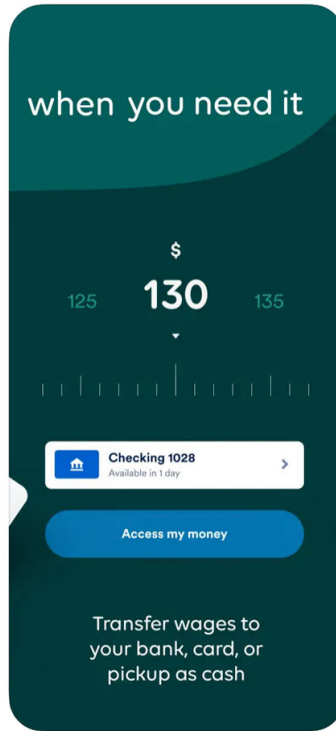
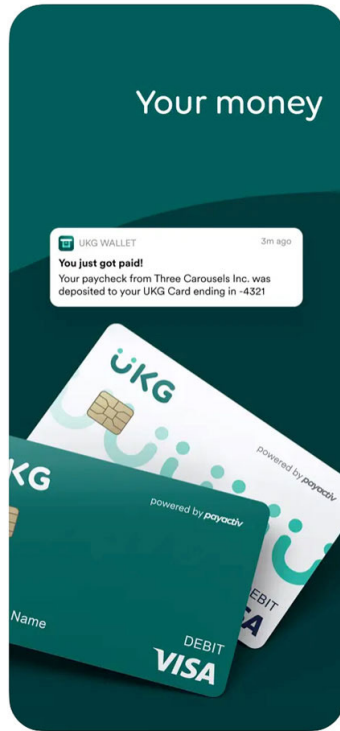
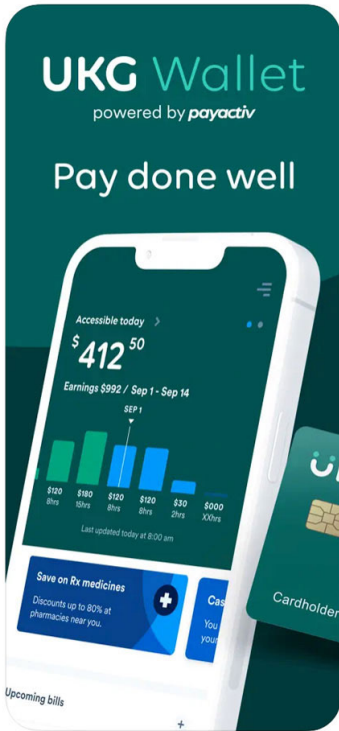
LUNCH

- 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

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



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.

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) 747-5862, 24 hours a day, 7 days a week.