



A Weekly Update  
For The Employees of  
North Central Health Care



# NEWS YOU CAN USE



## WEEKLY CONNECTION WITH JASON HAKE

I am thrilled to announce a significant milestone in our journey towards continued success – the approval of our 2024 budget. This achievement not only represents our commitment to financial stability but also showcases the incredible power of teamwork and collaboration within our organization, grounded in our core values of Dignity, Integrity, Accountability, Partnership, and Continuous Improvement.

Our budget is more than just numbers on a spreadsheet, it's our organization's most powerful planning tool. Our budget not only reflects our financial roadmap but also embodies our strategic priorities, guiding us towards sustainability and achievement of our mission of partnering

together with Langlade, Lincoln, and Marathon Counties to provide compassionate and high-quality care for individuals and families with mental health, recovery, and long-term care needs.

The approval of the 2024 budget is not just a financial win; it's a testament to our collective strength and commitment to our shared mission. It showcases our ability to come together, harness our diverse talents, and achieve remarkable results, all while upholding our core values.

As we move forward, let's carry this spirit of collaboration, grounded in our Core Values, with us in everything we do. Remember that our greatest achievements are not the result of individual efforts but the combined energy and dedication of our entire team.

Throughout the budget process, the accounting team gets the ability to learn about each of the programs and services we offer, along with their challenges and opportunities. It is a great reminder of all the hard work that goes in to making NCHC successful in serving our most vulnerable population.

That said, I would like to extend my heartfelt gratitude to all the dedicated staff who have contributed their time, effort, and unwavering commitment to our organization. Each one of you plays a pivotal role in our achievements, and without your dedication, we would not be able to achieve our mission. Thank you for your outstanding contributions and for being the driving force behind our organization's success.

**Jason Hake**  
Managing Director of Finance  
and Administration

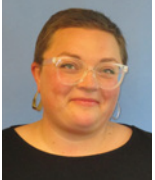
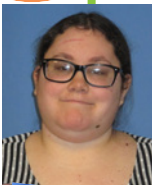
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## Shout out



### Breanna Pagel, Lanise Crisp, Anna Dalton, ACSF

The Adult Hospital was short staffed and was without any of their own "home techs" one day this past weekend. Breanna Pagel an occasional staff, and Lanise Crisp, an ACSF staff did an excellent job helping both staff and the patients during their time on the unit. They assisted in a medical emergency, a behavioral incident, and continuously rounded on the other patients to ensure they were safe and cared for. Anna Dalton, an ACSF staff also responded to the events and assisted a debriefing to a patient who highly benefited from this opportunity. There was great response for these events from individuals throughout the building especially for a weekend, and our staff are greatly appreciative!"



Shared By: LPNs on the  
Adult Behavioral Health Hospital

### Occurrence Reporting Hotline

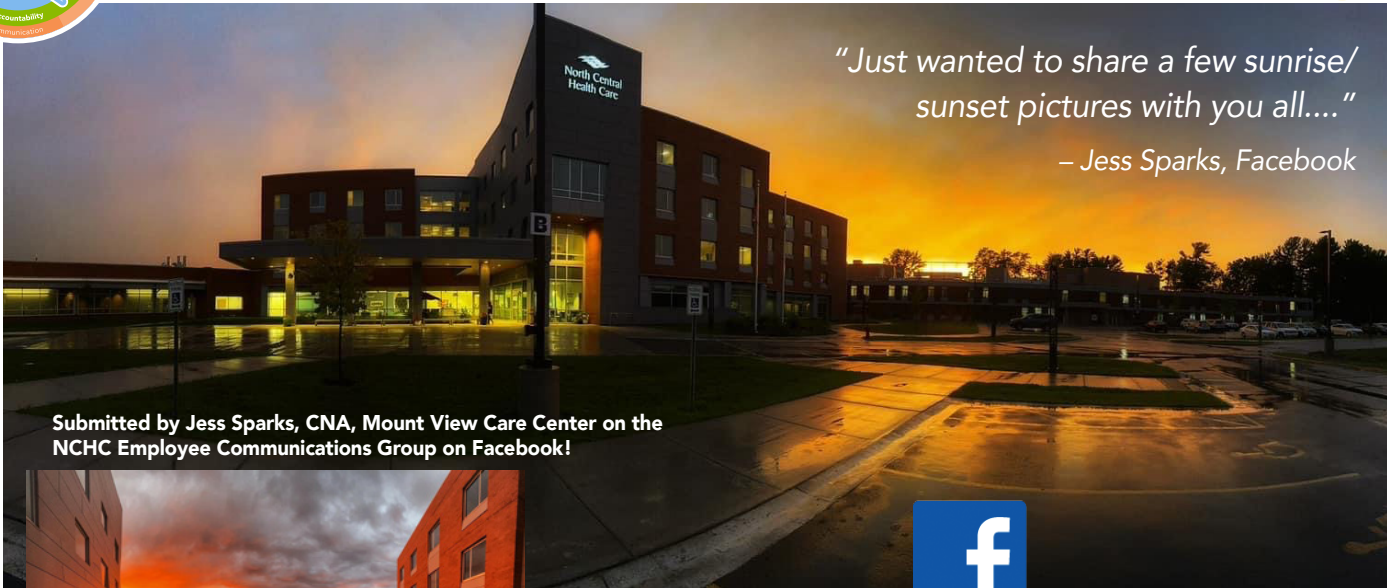
x4488 or 715.848.4488



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



PHOTO OF THE WEEK



*"Just wanted to share a few sunrise/sunset pictures with you all..."*  
 – Jess Sparks, Facebook

Submitted by Jess Sparks, CNA, Mount View Care Center on the NCHC Employee Communications Group on Facebook!



MORE PHOTOS AND VIDEOS ON OUR NCHC EMPLOYEE COMMUNICATIONS GROUP ON FACEBOOK!

**GET SOCIAL!**  
 #IamNCHC

**Marathon County Employees Credit Union**

# 9-MONTH CD SPECIAL



**4.50%<sup>APY\*</sup>**

WITH OUR 9-MONTH CD SPECIAL, YOU ARE LOCKED IN IF RATES DROP, BUT SHORT-TERM IF RATES RISE

**REST EASY. FIXED RATE, SHORT-TERM.**

\$500 minimum. At the maturity date, CD will automatically renew to a 12-month CD at the then current interest rate and APY for that term and current balance as shown on the then current rate sheet. Early withdrawal penalties may apply. Must be current member or meet membership eligibility requirements. \*Annual Percent Yield (APY) accurate as of 9/8/2023. Limited time offer. Subject to change without notice.



**Walk for Suicide & Mental Health Awareness**

prevent suicide  
 MARATHON COUNTY  
PARTNERS SAVING 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](http://preventsuicidemarathoncounty.org)  
 Register by September 1 to receive t-shirt



# CELEBRATING ENVIRONMENTAL SERVICES WEEK!

## Housekeeping and Environmental Services Week - September 10-16, 2023

Let's make time to celebrate and raise awareness for the impact our environmental services team has on quality, safety and satisfaction in patient care. Our Housekeeping Teams ensure safe, comfortable and clean facilities all year long. These dedicated employees provide outstanding services. Their knowledge and skill not only keep facilities running smoothly, but they help support positive patient outcomes. NCHC would like to express our gratitude to our entire Housekeeping Team. Over the years, our Housekeeping staff have consistently shown kindness, respect, and assistance to our staff, those we serve, visitors and families. It is difficult to sum up in words the outstanding job and impact the team has. **Thank you for all that YOU do!**



### North Central Health Care

#### TEMPORARY CRISIS CENTER ENTRANCE & PARKING DUE TO CONSTRUCTION

**Effective Monday, Sept. 11, 2023 the Crisis Center Entrance & Parking for ALL VISITORS will move to Door 18 (see map).**

ALL exterior Crisis Center Entrances, Crisis Parking and Crisis Sally Port Entrance will be CLOSED until the parking lot J is completed. (Approx. 6-8 weeks).

**ALL VISITORS TO CRISIS CENTER** including public, law enforcement, EMS, and inpatient visitors **will enter at Door 18** located to the RIGHT of the Outpatient Services Entrance (Door 23) and BEHIND the Aquatic Therapy Building (see map). Signage will be placed to direct traffic.

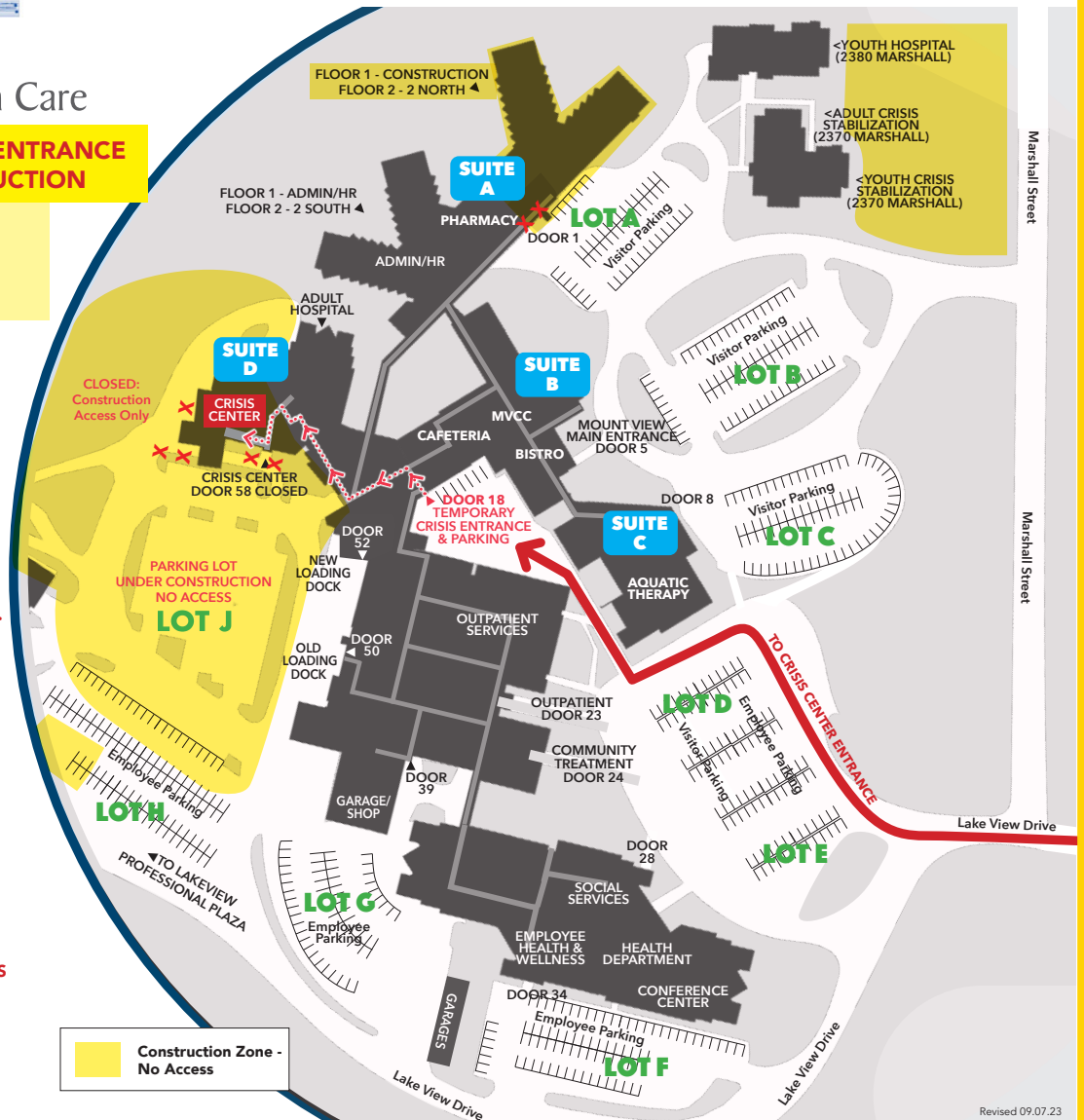
**CRISIS CENTER PARKING WILL BE AVAILABLE RIGHT NEXT TO DOOR 18.**

This area will be gravel-covered. There will be a button to press for assistance at Door 18 or visitors may call the Crisis Center at 715.845.4326.

**ALL VISITORS WILL REQUIRE AN EMPLOYEE ESCORT AT ALL TIMES TO/FROM DOOR 18 AND THE CRISIS CENTER INSIDE BUILDING.**

Door 18 is located in the link hallway near the Employee Cafeteria. This is an employee-only hallway. Visitors will need to wait for a designated NCHC employee to escort them to the Crisis Center. Those leaving the facility will also require an escort back to Door 18.

**EMPLOYEE PARKING AND BADGE ACCESS**  
NCHC Employees may continue to park in Lot H and enter at Door 50, at the old loading dock badge access door. For your safety, do not enter through new loading dock Door 52 or walk through Shipping/Receiving.



Construction Zone - No Access

Revised 09.07.23



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

Wednesday, September 27, 2023, 10am-3pm

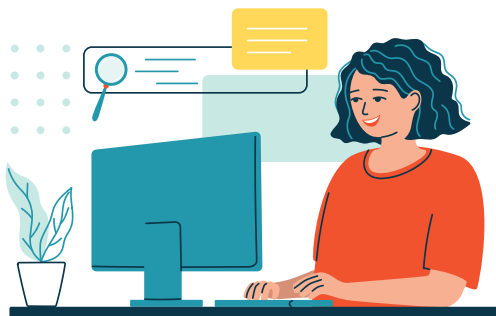
North Central Health Care Wausau Campus
2400 Marshall Street, Suite A
Human Resources, Conference Room 1206

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)



NCHC STAFF COMPUTERS

Need a computer? We've got you covered.

A variety of staff computers are available on the NCHC Wausau Campus for work related tasks including checking or sending emails, completing UKG modules and more. To access these computers, visit the Human Resources Department in Suite A at 2400 Marshall Street. There are also computers located in the Employee Cafeteria in Wausau and in the lower level of Pine Crest in the Classroom.



MVCC: ALL AREAS

Masks REQUIRED at ALL TIMES: OUTBREAK.

OUTBREAK ALERT: WAUSAU CAMPUS

Mount View Care Center Building – 9/11/23

Due to outbreak of illness in the facility, 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. This includes the MVCC lobby, Bistro and all hallways in nursing home, floors 1-4. Staff 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. Signs have been placed to notify all visitors and staff when masks are required and additional boxes of masks have been placed at entry points throughout the facility.

All other locations: Face masks are RECOMMENDED, but not required by staff, patients and visitors.

NCHC EMPLOYEE REPORTING

- Employees are REQUIRED to report any signs of illness to their manager immediately.
• Staff are required to use PLT or take unpaid leave due to symptoms or exposure.
• Employees should STAY HOME if they are experiencing any signs of illness. Employee Health will provide return to work guidance.
• Managers are REQUIRED to report employees with symptoms, exposure or positive for Covid-19 in SafetyZone ASAP.
• Employee Health: 715.848.4396

POSITIVE COVID-19 PATIENTS/RESIDENTS

- Patient/resident care areas will be designated with signage if a resident or patient is under Covid-19 Confirmed/Suspected Precautions.
• Units/Patients on Covid-19 Confirmed/Suspected Precautions must have it clearly posted on the entrance to the unit or patient room.

COVID-19 CONFIRMED/SUSPECTED PRECAUTIONS

- Employees will REQUIRE N95 Mask, Eye Protection (Face shield, goggles or safety glasses), Gloves and Gown during patient encounters.
• Visitors are allowed with Covid-19 positive patients. Face coverings and eye protection will be required during visits.

MEETING RESTRICTIONS

There are no in-person meetings restrictions for employee-only or client meetings at this time.

PLEASE CONTACT YOUR MANAGER FOR SPECIFIC OPERATIONAL QUESTIONS FOR YOUR AREAS.



# FrontLine

Frontline | April 2023

Employee Assistance Program | [ascensionwieap.org](http://ascensionwieap.org) | [eap@ascension.org](mailto:eap@ascension.org) | 800.540.3758

## Coping with the Sunday "Scaries"

**T**he Sunday "scaries" refers to that sinking feeling or anxiety some people experience on Sunday night when they realize the weekend is over and Monday morning will soon arrive, and along with it what awaits at work. Gain control over this state of mind by jotting down your tasks and goals for the week. You will feel more control and quickly dispel the sense of dread. Anxiety is often reduced by self-care techniques, so experiment with an enjoyable form of relaxation. For more impact, incorporate this into a regular evening routine. Try a bit of "thought blocking" replaced with an activity that keeps your mind occupied. Plan your Monday on Friday by taking a bit of time to go over your schedule for the next week. You're more likely to stay in the present come Sunday night.



## Have You Added Plants to Your Workspace

**I**ndoor plants have been shown to favorably impact individuals' physiological and cognitive functions. One study even showed their presence can lower blood pressure. Indoor office lighting is suitable for many kinds of plants, including the following: snake plant, ZZ plant, peace lily, pothos, Chinese evergreen, and dracaena. So, get some healthy greens on your desk by searching images of these plants to see which ones will work for you.



Source: Effects of Plants at [www.ncbi.nlm.nih.gov/pmc/articles/PMC9224521/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC9224521/)

## Stress Tips from the Field: Newly Divorced

**E**nd of summer is a time when many divorces occur. If you're newly divorced, serious stress can naturally follow your decision, regardless of how tough it was to make. Emotional stress is common among divorced couples, includes grief and sadness, and negatively affects self-esteem. Other stresses, such as coparenting challenges, financial concerns, and navigating changes in your social life, can also be challenging. Your goal is to create a new life with new routines. Don't go it alone or remain in isolation. Bring tough challenges to your organization's employee assistance program to get the support you need.



## Impress the Boss with Your Reliability

**R**eliability is a soft skill valued by employers because reliable employees demonstrate consistent results with accuracy and achievement. They also help reduce supervisor stress about outcomes, predictability, and timely communication. To ramp up your reliability, you need to deliver consistent, high-quality work and let your boss's positive response motivate you to consistently perform in this way. Take the initiative by identifying issues or problems upstream and resolving them before management is forced to resolve them. Be adaptable to sudden change ("roll with the punches"), and develop a sense for what, how much, and when your boss needs to communicate.





# Earn your Medical Assisting Diploma for Under \$10K<sup>1</sup>

With the Medical Assisting Inspire Grant<sup>2</sup>



## Get started this October or November 2023 or January 2024!

Make a difference in patients' lives with a Medical Assisting Diploma from Rasmussen University. Eligible students enrolled for October or November 2023 or January 2024 could save up to \$4K on tuition with a Medical Assisting Inspire Grant.<sup>2</sup> This means you could complete the program for under \$10K!<sup>1</sup>

### Why Rasmussen's Medical Assisting Program?

- Complete the program in as few as 12 months<sup>4</sup>
- No waitlist at many campuses for qualified applicants
- Online and on-campus classes to support working professionals
- Expert faculty that bring valuable field insight
- Dedicated academic and tech support
- ABHES accredited<sup>3</sup>

Don't wait—let us help you get started towards the future you've been imagining.



[Learn more here!](#)



<sup>1</sup> Estimated program cost breakdown for full-time students:

- \$279 per credit x 51 credits = \$14,229 + \$3,335 total fees = \$17,564 estimated full-time program cost
- \$4,000 Medical Assisting Inspire Grant + \$4,130 from Self-Directed Assessments (4 credits x \$279 x 3 courses + 2 credits x \$279 + \$700 in course technology + \$120 in books - \$596 in SDA fees) = \$8,130 total savings
- \$17,564 estimated full-time program cost - \$8,130 total savings = \$9,434 estimated full-time tuition cost

<sup>2</sup> Students who enroll in the Rasmussen University Medical Assisting Diploma program and begin their program in May, July or August 2023 may be eligible for the following toward their degree at Rasmussen University:

- A grant worth up to \$4,000 to be equally divided quarterly throughout an eligible student's first four (4) quarters in the Medical Assisting Diploma program.
  - Students will be billed at the standard tuition rate plus applicable fees before the grant is applied. Student is responsible for all applicable book fees.
  - The maximum amount of the Grant is \$1,000 per quarter, up to \$4,000 total.
  - Eligibility will be verified by the Admissions/Financial Aid Office before the grant is awarded.

Please see the [tuition page](#) for full terms and details.

<sup>3</sup> The Medical Assisting Diploma program at the Aurora/Naperville (with an ABHES approved separate education center in Mokena/Tinley Park), Rockford, and Romeoville/Joliet campuses in Illinois; the Fort Myers, Ocala, Central Pasco, and Tampa/Brandon campuses in Florida; the Green Bay campus in Wisconsin; and the Bloomington, Eagan, Hennepin/Anoka, Mankato, and St. Cloud campuses in Minnesota are accredited by the Accrediting Bureau of Health Education Schools (ABHES).

Accrediting Bureau of Health Education Schools (ABHES), 6116 Executive Blvd., Suite 730, North Bethesda, MD 20852, 301-291-7550. [Additional accreditation details.](#)

<sup>4</sup> Completion time is dependent on transfer credits accepted and the number of courses completed each term.



## Pine Crest Star of the Month

**CONGRATULATIONS  
LISA ANDERSON!**

Lisa Anderson is our September Pine Crest star! Lisa transferred to Pine Crest as a Dietary Aide and has been a wonderful addition to our team! We greatly appreciate her hard work and positivity. She's a joy to work with and she does her job very well. She serves residents with real care and integrity! They absolutely adore her and we hear nothing but compliments. She always has a smile on her face and goes out of her way to be helpful to others. Thank you so much for all your hard work, Lisa!




**REFER A  
FRIEND  
EARN ~~UP TO \$500~~  
\$1,000**

**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.

North Central Health Care  
Person centered. Outcome focused.

Check out all the latest Job Opportunities  
[www.norcen.org/Careers](http://www.norcen.org/Careers)

Share on Social!  
 

# HRinsights

## Position Postings

**Title:** Solutions Analyst

**Status:** Full Time

**Location:** Wausau

Analyzes and consult on workflows, provide feedback to colleagues, vendors and partners. Leverage reporting tools to deliver data, in a meaningful way, to meet organizational and regulatory needs. Create training resources and support end users/leaders in the field. Complete moderately complex tasks with limited impact of errors. Pay - \$56,250.00 - \$62,500.00



**Apply Online:** <https://bit.ly/45tXxDs>

**Title:** Supervisor of Nursing Services

**Status:** Full Time - PM Shift

**Location:** Wausau

The Nursing Supervisor has the authority, responsibility, and accountability for clinical and operational outcomes on all assigned Nursing Home units. Collaborates with designated unit staff to assure consistent, safe, and efficient delivery of quality care and serves as a resource for conflict resolution and decision making within established guidelines and regulatory standards.



**Apply Online:** <https://bit.ly/3RjB5c1>

**Title:** Laundry Worker

**Status:** Full Time

**Location:** Wausau

Under the direction of the laundry team coordinator, performs manual tasks to insure the efficient processing and delivery of all facility linens. 1.0 FTE Full time position regularly scheduled for 80 hours every two weeks. Hours 6:30am-3pm and every other weekend.



**Apply Online:** <https://bit.ly/463rQ4t>

Looking for the Right Fit?  
Check out the Realistic Job Preview Video at  
[www.norcen.org/RJP](http://www.norcen.org/RJP)



# WHAT'S FOR LUNCH?

WAUSAU CAMPUS EMPLOYEE CAFETERIA  
OPEN TO ALL NCHC & WAUSAU CAMPUS



<p><b>BREAKFAST HOURS</b> 8:30 AM – 11 AM</p>	<p><b>LUNCH HOURS</b> MONDAY – FRIDAY 11:30 AM – 1:30 PM HOT FOOD BAR \$.45/OUNCE (Weekdays Only)</p>	<p><b>GRAB-N-GO HOURS</b> MONDAY – FRIDAY 8:30 AM – 5:30 PM</p> <p><b>WEEKENDS:</b> GRAB-N-GO ONLY</p>
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**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.

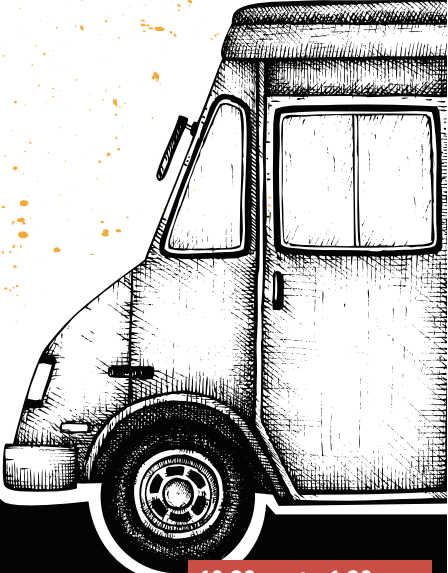
## SEPT 11 – 15, 2023

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
<b>MAIN</b>	Bratwurst on a Bun Potato Salad Creamy Cucumber Salad	Honey Mustard Chicken Rice Pilaf Beets	Pork Loin with Gravy Obrien Potatoes Mixed Veggies	Mac & Cheese with Ham Green Beans	Chicken Lasagna Broccoli
<b>SOUP</b>	Chicken Rice Soup	TBD	Chili	Taco Soup	Cream of Broccoli Soup
<b>DESSERT</b>	Diced Watermelon	Frosted Chocolate Cake	Strawberry Yogurt Pie	Fruit Cobbler	Cherry Delight

## SEPTEMBER 18 – 22, 2023

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
<b>MAIN</b>	Baked Chicken Drumstick Mashed Potatoes Parslied Carrots	Chicken Pasta Alfredo Beets Breadstick	Smoked Pork Loin BBQ Sauce Baked Sweet Potato Buttered Peas	Ranch Meatloaf Baked Potato Wax Beans	Battered Rock Fish Country Style Fried Potatoes Creamy Coleslaw
<b>SOUP</b>	TBD	TBD	Cheesy Potato Soup	Vegetable Beef Soup	Vegetable Chowder
<b>DESSERT</b>	Mandarin Oranges	Peanut Butter Cup Blondie	Fruit Crisp	Diced Watermelon	Cherry Crunch

# WAUSAU CAMPUS SUMMER FOOD TRUCKS



**10:30 am to 1:30 pm**  
Mount View Care Center Entrance

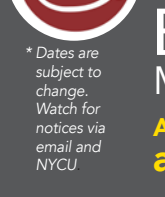
**Mitch's Texas Tacos**  
Final Dates of the Season:  
Sept. 14, 21, 28



**HANUMAN EXPRESS**  
Final Dates of the Season:  
Sept. 15 & Oct. 20

**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.





# THE BISTRO

**NOW OPEN  
7 DAYS A WEEK!**  
7:30AM - 3:00PM  
HOT FOOD AVAILABLE UNTIL 2:30PM

## PANINI OF THE WEEK



### SWEET & TANGY PANINI

CHICKEN | CHOICE OF CHEESE  
SWEET & TANGY COLESLAW

## LATTE OF THE WEEK



### Copper Caramel

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

## Ice Cream

ICE CREAM CONE .....1.00  
ROOT BEER FLOAT .....2.00



## LUNCH

- 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.*