



A Weekly Update For The Employees of North Central Health Care



# NEWS YOU CAN USE



## WEEKLY CONNECTION WITH GARY OLSEN

We are upon one of my favorite times of the year. I love the holidays! Getting to spend time with family is something I really enjoy. Having young grandkids is also a treat because I hated it when my kids grew up. When kids are young, the holidays are so much more fun, and now I get to relive those fun times with my grandkids. I love how excited they get during the Christmas season.

The week of December 11th is our Holiday Spirit Week. You recently received a calendar via email for Employee Holiday Spirit Week with some fun dress-up days listed. If you haven't checked your email, check out the nearest Department Communication Board. This year, I am really looking forward to one of the days – *I might go all out!*

I will let you guess which day that will be, as I am sure a picture will make it into the following week's News You Can Use.

My favorite part of the week is the Wednesday Chili Lunch. I love serving lunch, but NCHC's chili is my FAVORITE! Those who know me well, know that I LOVE the soup from the cafeteria. Our chili is one of my favorites. Our kitchen staff make the best food, but the soup and chili are simply the best.

I hope you all enjoy Holiday Spirit Week next week. I believe that weeks like these help us build on one of our Core Values of *Partnership*. It is the partnership we have with each other that helps make NCHC a person-centered organization and a great place to work. Thank you everyone for all you do and I can't wait to see how everyone dresses up during Holiday Spirit Week.

*Gary D. Olsen*

**Gary Olsen**  
Executive Director



## HOLIDAY BAZAAR AT MOUNT VIEW Tuesday, December 5

The Residents of Mount View Care Center will be holding a Holiday Bazaar & Bake Sale on Tuesday, December 5 from 9:00 am until gone, in the Mount View Care Center Lobby near the Gift Shop & Bistro. The event will also be featuring Designs by Celestine with wonderful hand-crafted jewelry. Stop on over and check it out! Proceeds will be used to benefit resident activity programming at Mount View.

- Holiday Food & Food... **2-3**
- End of Year Reminders .... **4**
- United Way Community Closet ..... **6**
- Meet Our New Employees ..... **8**
- Foodie Forecast .... **10-11**



## HOLIDAY CLOSURES

Our NCHC offices will be closed on December 25th & 26th and January 1st & 2nd.



## Tom Onan, Quality

Thank you for your help with NRC implementation.

Shared By:  
Sarah Rothmeyer



## Occurrence Reporting Hotline

x4488 or 715.848.4488



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



# 2023 Employee

# Holiday Spirit Week!

**December 11-15**

All NCHC Employees are invited to join in the Holiday Spirit and participate in this fun week of seasonal flair and festivities!



**MON  
11**

*Flannel & Frost*



Kick start Spirit Week in your favorite warm & cozy Flannel or frost the day in NCHC blue!

*Wear Jeans All Week!*

**TUES  
12**

*Holiday Hoedown*



Give a big hoot and holler! Equip yourself with a cowboy hat, boots, shiny belts buckle or whatever gets your toes tapping for a Holiday Hoedown!

**WED  
13**

*Winter Wonderland*



It's winter in Wisconsin....break out your favorite stocking cap, scarf, and mitten ensemble and keep warm!

**THUR  
14**

*Island of Misfit Toys*



Draw inspiration from Rudolph's visit to the Island of Misfits Toys and create a mis-matched ensemble that leaves every elf scratching their head!

**FRI  
15**

*Our Favorite Things*



Wear a few of your favorite things - whether that be an UGLY sweater, your holiday best, your NCHC Shirt or your favorite outfit...  
*These are a few of our favorite things!*

# Happy Holidays!



# 2023 Employee

# Holiday Celebration!

## Wednesday, December 13



All North Central Health Care employees are invited to enjoy a wonderful Chili Dinner complemented with cheese, relishes, breadsticks, dessert and a beverage. Even if you are not working this day, please stop in and share a delicious meal with your colleagues.

LUNCH SERVED* 10:30 am – 1:30 pm	SUPPER SERVED 4 – 6 pm	NIGHT SHIFT 1 – 2 am (Dec. 14)
<ul style="list-style-type: none"> <li>• <b>Wausau Campus Cafeteria</b></li> <li>• <b>Pine Crest Employee Lounge (Lower Level)</b> Serving All Merrill Center &amp; Pine Crest Staff</li> <li>• <b>Antigo Center</b> Served 11:30 - 1:00</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Wausau Campus Cafeteria</b></li> <li>• <b>Pine Crest Employee Lounge</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Box Lunches Delivered to 24/7 Programs</b></li> </ul>

\*Arrangements have already been made to deliver food to Pine Crest and Antigo Center.



## Happy Holidays to Our Entire Team!




## NCHC HOLIDAY GIVING PROGRAM

### The Wish List Still Needs Donations!

North Central Health Care's Holiday Giving Program is in full swing, and we currently have over 100 individuals participating in this year's program. We're seeking generous community members or groups who might be interested in purchasing gifts for individuals in our care, ensuring that all our residents, clients, and patients can experience a joyful holiday this season. For additional information, or to get your wish list, please contact us at [volunteer@norcen.org](mailto:volunteer@norcen.org) or call 715.848.4450.

Kindly bring all gifts to the Volunteer Services Department by Monday, December 11, located at 2400 Marshall Street, Suite B in Wausau.



**REMINDER #1: PLEASE FINISH YOUR UKG LEARNING MODULES!**  
Please take time to log into UKG Learning and finish your learning modules today!

**REMINDER #2: CHECK & UPDATE YOUR HOME MAILING ADDRESS IN UKG**  
Year-end forms will be mailed the address listed for you in UKG. Please make sure your address is up to date to avoid delays in receiving your mailings.



## can you help?

Throughout the year, our generous staff and community donate items in need to those in our programs that need it most. As we approach the end of the year, we are running low on many items like hygiene and household product for low income/homeless consumers as well as supplies in our departments. If you can help, your donations can be dropped off in Volunteer Services on the Wausau Campus located at the front of Mount View Care Center or in any of the program areas indicated here. Thank you in advance for your generosity.

### Community Treatment Requests

- Shampoo
- Conditioner
- Body wash
- Razors
- Laundry detergent
- Dish soap
- General Cleaning Products
- Shaving Cream
- Lotion
- Tampons
- Sanitary pads
- Body spray
- Deodorant
- Painting canvas
- Watercolor paints
- Watercolor paper

### Youth Hospital Requests

- Markers
- Watercolors
- Non-toxic paint
- Diamond art
- Aromatherapy diffusers
- Essential oils for aromatherapy,
- Cornstarch for making sensory slime
- Adolescent appropriate Paperback books that are lighthearted and positive. (No hard cover please)
- Hats, Gloves, Mittens, Scarves

### Adult Hospital Requests

- Crewneck sweatshirts (no hoods) variety of sizes.
- Wooden items for painting
- Shoes of a variety of sizes
- Sweatpants variety of sizing
- Markers, Crayons
- Non-toxic paint
- Gatorade powder/Kool-Aid powder
- Lighthearted/positive adult books, soft cover, no hard cover allowed)
- Hats, Gloves, Mittens, Scarves



Thank you!



### WAUSAU CAMPUS LOCKER ROOM USAGE Everything You Need to Get Your Locker is online at [www.norcen.org/Lockers](http://www.norcen.org/Lockers)

With the change of weather, Employees have been inquiring about getting a locker to store their belongings in, like jackets, boots, etc. For all the information you need on lockers, please visit the NCHC For Employees page above. Everything you need is there to get you started with a locker, including the attached Locker Room Use Agreement Form.

If you have any further questions, please email Sarah at [srothmeyer@norcen.org](mailto:srothmeyer@norcen.org) or Dom at [dquartaro@norcen.org](mailto:dquartaro@norcen.org) in the Safety & Security Office.

### MULTI-FUNCTION PRINTER REMOVAL/REPLACEMENT AT NCHC December 2023

The Marco implementation team will be working with CCITC to begin removing existing multi-function devices (printers called MFDs) and replacing them with current models beginning the week of December 11th. Since this is a collaborative effort on the part of City, County, and NCHC, the Marco implementation team will be working across all three entities and their respective locations through the end of December to complete the removal/replacement of over 100 MFDs.



We anticipate the majority of the NCHC MFDs will be transitioned Wednesday, December 13th through Friday, December 15th. Most MFD swaps will take approximately 15 minutes. If the Marco implementation team arrives in your area to remove/replace the MFD and doing so at that time will negatively impact a project/workflow, please negotiate an alternate time with the team at that time.

MFDs are being upgraded to the most current model and often include additional features/functionality to better meet program/organization needs. The good news is that the MFDs remain Sharp brand devices and from an end-user perspective, the devices should operate very similar to the MFDs we have today.

If you have any questions, please reach out to Todd Shnowske at x4494.

### PHISHING ALERT Don't Get Hooked!

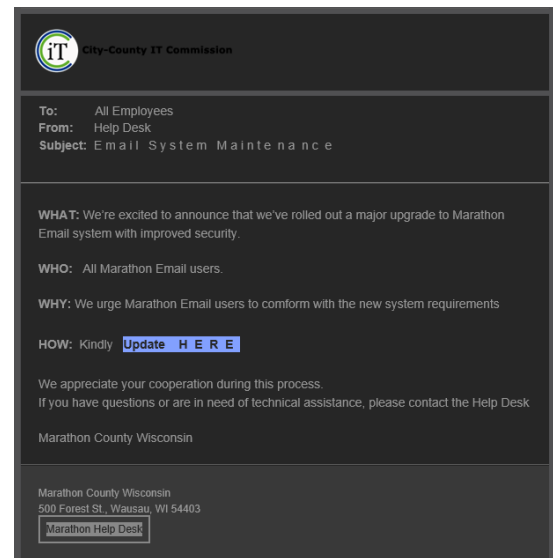


The IT Help Desk is aware of an email recently sent from an address that looks similar to the Help Desk address. The email asks users to click on a blue-highlighted link (see screenshot below) to update their "Marathon Email System." This is NOT an email from the Help Desk or CCITC. Rather, it appears to be someone attempting to spoof the Help Desk email address and steal user information. The email is marked as "[EXTERNAL] [BULK]" in the header which indicates it is an email that originated outside of our network.

If you received the email, please DO NOT click on the link in the email. If you did click the link, please contact your supervisor immediately. Supervisors with staff that clicked the link should send an email to the @IT\_HELPDESK with the names of the staff members and whether they entered any email address or password information.

An additional phishing email was received this week with a person claiming to be emailing from the Crisis Hotline and asking for phone numbers and information. They referenced executive meetings and requested a response. The email originated from an @gmail.com address, which is pretty "phishy".

**Keep an eye out! Contact HelpDesk with anything "phishy".**





PHOTOS OF THE WEEK



**UNITED WAY MOBILE COMMUNITY CLOSET**

**Thank you for Your Generous Donations!**

Last week, the Mobile Community Closet, a program of the United Way of Marathon County, stopped by the Wausau Campus to pick up all the generous donations brought in. NCHC staff and visitors dropped winter clothes, boots, shoes, and so many great items to fill the Community Closet. Thank you! If you missed the donation boxes, you can still donate and drop items off at the Community Closet. Visit [www.unitedwaymc.org/community-closet](http://www.unitedwaymc.org/community-closet) for more details and up to date drop off and shopping schedules. Volunteer information is available too!

*Thank You*  
**for Donating!**

# A GUIDE TO DONATIONS

Help us get your clothing to shoppers **FASTER!**

- 1

Check our list of what we really need and what we are not accepting!


- 2

Look through your clothes for stains or holes. We don't want to give these items to guests.
- 3

If you can, wash and sort items into like categories (i.e. kid's clothes, women's clothes, men's clothes).

Taking these quick steps before you bring your clothes to us will help our volunteers get your clothing to families in need quickly and easily. Thank you so much for bringing your clothing to us - we could not do what we do without you!

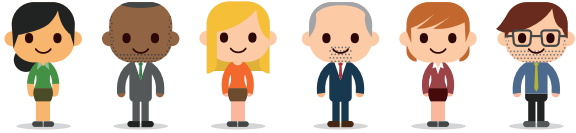


**COMMUNITY CLOSET**  
United Way of Marathon County

[www.unitedwaymc.org/community-closet](http://www.unitedwaymc.org/community-closet)



# Share Your Holiday Flair on the Employee Communications Facebook Page!



## SHARE YOUR HOLIDAY SPIRIT!

Several departments are showing their holiday spirit and decorating in unique ways. Learning & Development even got "Marty" into the holiday spirit. Stop in and you will see the training mannequin in holiday attire. Human Resources has an official Charlie Brown tree and Merrill Center is decorating doors! Share your holiday decor with the rest of NCHC and post your department photos to the Employee Communication Group on Facebook!





# WELCOME THESE *New Employees* TO THE TEAM!

These employees were welcomed at Orientation November 27, 2023!

## Mount View Care Center



**Julie Ames** – CNA



**Savannah Dobbs** –  
Hospitality Assistant



**Dianna Tommasi** –  
Supervisor of  
Nursing Services RN

## Adult Behavioral Health Hospital



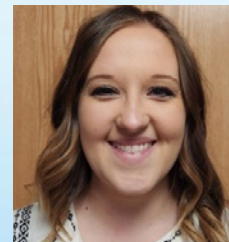
**Heidi Peterson** –  
Registered Nurse

## Community Treatment - Adult



**Ann Weinzatl** –  
Case Manager

## Patient Access



**Amanda Fleischman** –  
Registration Specialist

## Pine Crest



**Cali Gehrung** –  
Weekend Warrior RN



**Ben Guss** – Weekend  
Warrior CNA

*We are so excited to have  
you on our team!*







# GABBIN' with GARY

A Monthly Gab Session with Executive Director, Gary Olsen

## DECEMBER GAB SESSION:

### COMMUNITY TREATMENT MERRILL

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!*

Inspired by Core Values & Committed to Person-Centered Service!



## NOVEMBER GAB SESSION: YOUTH HOSPITAL

Gary met with Misti Swanson & Samantha Bruner for a Gab Session!

# December 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:

- **Annual Healthcare Compliance Refresher 5.0 (US) 2023**  
(30 minutes)
- **Complete any outstanding assignments**



North Central Health Care  
Person centered. Outcome focused.



# WHAT'S FOR LUNCH?

WAUSAU CAMPUS EMPLOYEE CAFETERIA  
OPEN TO ALL NCHC & WAUSAU CAMPUS



### BREAKFAST HOURS

8:30 AM – 10:30 AM

### LUNCH HOURS

MONDAY – FRIDAY  
10:30 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.

## DECEMBER 4 – 8, 2023

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
<b>MAIN</b>	Cheesy Meatloaf Baked Potato Wax Beans	Vegetable Beef Stew Biscuit	Turkey & Dumplings Mixed Vegetables Dinner Roll	Roast Beef Mashed Potatoes with Gravy Parslied Carrots	Vegetable Lasagna Breadstick Broccoli Cuts
<b>SOUP</b>	Turkey Dumpling Soup	Texas Tomato Soup	TBD	Beef Noodle Soup	Ham & Bean Soup
<b>DESSERT</b>	Cherry Delight	Bread Pudding with Caramel Sauce	Cranberry Dessert	Cinnamon Baked Apples	Pumpkin Fluff

## DECEMBER 11 – 15, 2023

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
<b>MAIN</b>	Twice Baked Chicken Breasts Mashed Potatoes	Lasagna Garlic Toast	<b>CLOSED FOR NCHC EMPLOYEE HOLIDAY CELEBRATION</b>	Roast Turkey Mashed Potatoes Corn	Baked Cod Herbed Rice Creamy Cole-slaw
<b>SOUP</b>	Cheese Cauliflower Soup	Beef Barley Soup		TBD	TBD
<b>DESSERT</b>	Brownie Bottom Cheesecake	Chocolate Chip Cookie		Strawberry Banana Cup	Cranberry Crunch



[www.norcen.org/Careers](http://www.norcen.org/Careers)

## Position Postings

**Title:** Outpatient Nurse

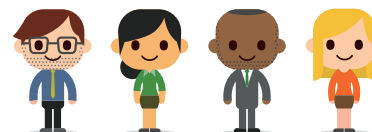
**Status:** Full Time/Day Shift

**Location:** Wausau Outpatient

The registered nurse in NCHC's Outpatient Services in Wausau provides clinical support for psychiatric prescribers in an Outpatient setting. You will perform the full scope of professional nursing functions as a registered nurse with a pay of \$29.00 - \$36.00 per hour. No weekends or holidays.

**Apply Online:**

[www.norcen.org/Careers](http://www.norcen.org/Careers)



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

**Be sure to SHARE our  
Career Posts on Social!**



# THE BISTRO

**HOLIDAY HOURS**  
THE BISTRO WILL BE  
**CLOSED**  
DECEMBER 24, 25, 31  
AND JANUARY 1

**NOW OPEN 7 DAYS A WEEK! | WEEKDAYS 7:30AM - 3PM | WEEKENDS: 9:30AM - 5PM**

THE BISTRO WILL BE CLOSED ON WEEKENDS FROM 1-1:30PM TO ACCOMODATE STAFF BREAKS

\*HOT FOOD IS AVAILABLE AT THE BISTRO DAILY UNTIL 2:30PM \*



## SPECIAL OF THE WEEK

### *Bistro Club Panini*

TURKEY | HAM | BACON | SWISS | TOMATO | MAYO

## LATTE OF THE WEEK

### *Peppermint Mocha*

Queue your Christmas spirit with a sugar cookie latte! Espresso and steamed milk infused with notes of almond, and vanilla



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

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

- build your own -  
**BREAKFAST SANDWICH**

#### PICK YOUR STYLE

EGG + CHEESE ..... 3.00

EGG, MEAT + CHEESE ..... 4.00

#### PICK YOUR BREAD

CROISSANT

BAGEL

ENGLISH MUFFIN

#### PICK YOUR MEAT

HAM

SAUSAGE

BACON

