



A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

This week I want to take time and thank each of you for all the hard work you do each and every day. I am constantly inspired with the dedication of our employees. All of you are an integral part of what makes North Central Health Care so special. You embody Person-Centered Service by caring so much for the individuals we serve, and I appreciate how each of you demonstrates our Core Values of *Dignity, Integrity, Accountability, Partnership, and Continuous Improvement*. I have seen many positive changes over the last year, and they are happening because of your dedication.

We are close to wrapping up another year, and I just can't believe how fast the year went by. In January I plan on writing about the accomplishments we have seen throughout 2023 that have happened because of your hard work. I hope everyone enjoys our Spirit Week festivities this week.

Thank you for all you do!

Gary D. Olsen
Gary Olsen
Executive Director

HOLIDAY CLOSURES

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



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Holiday Celebration!

Wednesday, December 13

Get all the details on page 3

Occurrence Reporting Hotline

x4488 or 715.848.4488



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



Angela Schultz, Pine Crest

She was amazing in working with and keeping her resident motivated. "She is a gem" say the residents. Great job! We appreciate you!

Shared By:
Sara Barnett





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!

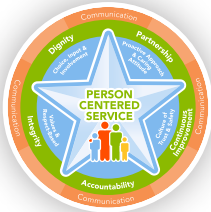
Happy Holidays!



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"> • Wausau Campus Cafeteria • Pine Crest Employee Lounge (Lower Level) Serving All Merrill Center & Pine Crest Staff • Antigo Center Served 11:30 - 1:00 	<ul style="list-style-type: none"> • Wausau Campus Cafeteria • Pine Crest Employee Lounge 	<ul style="list-style-type: none"> • Box Lunches Delivered to 24/7 Programs

*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 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!



Makayla Schilling
Behavioral Health Professional



Caitlin Jeske
Manager of Crisis Stabilization/
Recovery Services



REALISTIC JOB PREVIEW VIDEOS

Featuring the Behavioral Health Professional and Psychiatric Registered Nurse Positions

This December, the Marketing team kicked off filming of our next installments of Realistic Job Preview videos. A full day was spent in Lakeside Recovery filming interviews with staff. The videos are created to educate and provide a general overview of certain jobs here at NCHC. Staff who were featured in the filming are asked questions about what they do, what they like, and what challenges each position may hold. This gives job applicants a realistic job preview, so that they know if their talents and career goals align with the positions we have available at NCHC. It is a detailed process and weeks of planning go into ensuring we capture the essence of the job. Thank you to all the staff who participated including Makayla Schilling, Caitlin Jeske, Terri Ryan, Travis Brown and Dr. Yasin. There were many others who participated as well, including staff and students. In January, we will be filming a video at Mount View Care Center to feature the Registered Nurse position.



Terri Ryan
Manager of Inpatient
Nursing Services



Travis Brown
Psychiatric Registered Nurse



Dr. Yasin
Medical Director



www.norcen.org/RJP

Watch for the new videos online after the holidays!

www.norcen.org • Lives Enriched & Fulfilled.



HOLIDAY DECOR REMINDERS

The Grinch List

With all of the Holiday spirit this time of year, there is always the desire to go above and beyond in order to be crowned the one with the best holiday decorations. It's always fun seeing how creative people can be and the different decoration themes. Please keep in mind that we are required to follow fire protection regulations and there are some things we are just not allowed to do in our workspaces.

ALL Areas:

- No hanging items from ceiling tiles, sprinkler heads, or vents
- Extension cords should not be plugged into another one (daisy chained)
- No coverings on fire extinguisher cabinets
- Fire pull stations are not to be blocked
- Wall space and doors are not to be more than 20% covered
- No coverings on fire doors
- No bulbs with heating elements (wax or candle warmers)
- No frayed or exposed wire
- Cords are not to pose a trip hazard

Care Areas: Follow

ALL items on left PLUS:

- Patient doors are not to be wrapped
- Decorations should not block views through windows or vision panels
- No garland or tinsel is to be used in care areas

If you are questioning if a specific decoration can be used, please contact Sarah Rothmeyer.



Laptop & iPad Users:

Please remember that your computers and devices like the cold even less than we do. **Please do not leave devices outside in vehicles overnight** when possible. If your device was left in the cold for any extended period of time (4 hours or more). Please allow the device to come up to room temperature before docking, or powering the device on, or damage may occur. This may take several hours.




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.

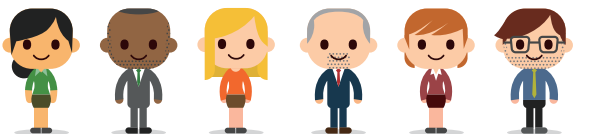
If you have any questions, please reach out to Todd Shnowske at x4494.



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!





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First Amendment Audits What You Need to Know

WHAT IS A FIRST AMENDMENT AUDIT?

A First Amendment Audit occurs when individuals or groups film on government property to test their rights to film or enter a public space. Following the audit, videos are often uploaded to social media sites such as YouTube.

The right to record is protected by the First Amendment. Reasonable restrictions on this right may be imposed if the restrictions are necessary to maintain safety, control, or confidentiality.

WHAT SHOULD YOU EXPECT?

Auditors are generally polite and expect to be confronted. They may circle the property while filming or attempt to enter facilities or spaces that have unlocked doors. They will usually be openly filming and be aware of their rights related to filming public spaces and officials, when they must provide identification, and under what circumstances they may be denied access.



WHEN YOU ENCOUNTER AN AUDITOR, **DO:**

- ✓ Stay calm.
- ✓ Be polite and patient.
- ✓ Display behavior consistent with our Mission, Vision, and Values.
- ✓ Comply with policies and security requirements.
- ✓ Let them film as long as they are not:
 - committing any crimes;
 - disrupting the use of property; or
 - violating any signage posted that regulates the use of recording equipment.
- ✓ Contact your manager.
- ✓ Complete a SafetyZone report.

WHEN YOU ENCOUNTER AN AUDITOR, **DON'T:**

- ✗ Overreact.
- ✗ Attempt to take their recording device.
- ✗ Arrest or detain them based only on the fact they are recording.
- ✗ Follow or intimidate them.
- ✗ Grant access to non-public spaces.
- ✗ Discuss confidential information in a public place.

Questions?

Please contact your Supervisor, Manager, or Director. Questions may also be directed to Corporation Counsel Dejan Adzic at Dejan.Adzic@co.marathon.wi.us.



Employee Recognition Awards

PHOTO OF THE WEEK



The following employee was nominated and selected this past quarter for their outstanding demonstration of our NCHC Core Values and Person-Centered Service. Congratulations on your achievement.



Wendy Peterson (left) and Vicki Tylka (right) present Sam Hable with the Outstanding Leadership Award at the recent Management Team meeting in December.

OUTSTANDING LEADERSHIP AWARD Sam Hable, Manager of Inpatient Services

Congratulations to Samantha Hable for her outstanding work and recognition for this quarter's Outstanding Leadership Award. Sam was nominated by a group of employees who provided a wonderful nomination form filled with testimonials regarding Sam's leadership. Katie Morgan, Matthew Karpinsky, Brandi McDonough, Alex Schires, Taylor Tomaszewski, and Sydney Tulpan submitted the nomination form and provided this great insight into Sam's leadership:

"One of the most outstanding aspects of Sam's leadership is her ability to inspire and influence those around her. She has a unique talent for fostering a positive work environment where employees feel valued and supported. The staff on the Behavioral Health Hospitals genuinely believe that Sam cares for their well-being, all while maintaining professional boundaries. This balance of empathy and professionalism is a testament to Sam's exceptional leadership style."

"Sam's communication skills are nothing short of excellent. She maintains an open and transparent line of communication with her team, readily making herself available when staff need her guidance or support. Her open-door policy and remarkable follow-through ensure that her staff feels heard and valued, contributing to a more cohesive and motivated team."

"Sam's dedication to continuous improvement is evident in her leadership style. She embraces change, leverages purpose-driven data, encourages creativity, and seeks feedback to drive the advancement of excellence within her unit and the organization. Her commitment to continuous improvement aligns perfectly with our core values in this area."



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Nominate a Coworker or Team today! www.norcen.org/Recognition



Pine Crest **Star of the Month**

CONGRATULATIONS SHIRLEY D'AMICO!

Shirley D'Amico is our December Pine Crest Star! Shirley has worked at Pine Crest for 33 years. Shirley worked many years as a CNA before transitioning to housekeeping. She was a wonderful CNA and residents say she was always so good to them. She is the definition of good work ethic, dedication, and professionalism. She is "an awesome boss and isn't afraid to pitch in," as she works the floor daily. She does her job well, keeps herself very busy and organized, and still takes on additional tasks with a smile. She is incredibly polite, sweet, and kind. She listens and has a wonderful rapport with the residents and staff members from all departments. We are so grateful to Shirley for her hard work over the years and continually going above beyond. We wish her the very best and also hope her upcoming retirement is filled with good health, time with family, and good crafting time!



COVID UPDATES FOR EMPLOYEES

NCHC cares about your health, that of your coworkers, and those we serve. We are continually monitoring and reviewing changes in Covid policies and procedures to ensure we are meeting the necessary requirements. Under current guidance and recommendations, NCHC has opted to move toward a system management approach with our updated Covid policies. This method takes into account the varying work areas we have within our organization. As a reminder, if you are experiencing signs of illness, please STAY HOME.

For nursing home employees and programs that work directly with nursing home residents, such as Food Services, Housekeeping, and Transportation, your Covid-related procedures are not changing.

For non-nursing home areas within NCHC, policies and procedures are being updated. Below is a summary of those changes.

For non-nursing home employees, the following changes have been made and are effective immediately:

- If you are experiencing signs of illness, you are required to call your manager per your department procedures and report your signs and symptoms to Employee Health. Additionally, a SafetyZone report should be completed by the manager. Employee health will follow up with you regarding your symptoms and criteria for returning to work.
- Covid-testing is no longer required. However, if you choose to test for Covid and you have a positive test result, you must stay home for 5 days. Additionally, you need to send proof of the positive test result to Employee Health.
- Upon return to work, masking is not required, however you may wear a mask, if you choose to do so.
- If you work in a program where you can work from home, you may be able to do so with permission from your manager.
- If you have been exposed to Covid, reporting the exposure, testing, and masking is no longer required.
- If you are absent for 3 or more consecutive days for an illness other than a confirmed positive COVID test, per our existing Employee Attendance Policy, you will need a physician's slip to return to work.

The biggest impact we can have on preventing the spread of illness is Accountability. If you are sick, stay home. Use the infection prevention techniques we have practiced and know such as: wash your hands often, wipe frequently touched surfaces, and avoid touching your face. We are all accountable to one another and those we serve and if you keep this important Core Value in mind when it comes to infection prevention, we all play an important role.



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!*



Jennie Comfort, Gary Olsen and Annie Wunsch.

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

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**



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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 11 – 15, 2023

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

DECEMBER 18 – 22, 2023

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN	Baked Chicken Drumstick Loaded Mashed Potatoes Carrots	Boiled Dinner Green Beans Dinner Roll	Open Faced Hot Pork Sandwich Mashed Potatoes Beets	Scalloped Potatoes and Ham Brussel Sprouts	Baked Spaghetti Breadstick Peas & Carrots
SOUP	TBD	Cream of Tomato Soup	Cream of Broccoli Soup	TBD	Homemade Vegetable Beef
DESSERT	Carrot Cake with Cream Cheese Frosting	Pie	Sweet Potato Crisp	Brownie	Rice Krispie Treat



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



**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 *



PANINI OF THE WEEK

Chicken Bacon Ranch

CHICKEN | BACON | PROVOLONE | SPINACH | RANCH

LATTE OF THE WEEK



Snickerdoodle

The perfect blend of caramel, vanilla, and cinnamon enhance espresso and steamed milk, crowned with caramel drizzle and fresh whip!

\$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

