



A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

With a new year comes New Year's resolutions. There are many people who do this, and I am sure some of you made New Year's resolutions for yourself or your family. We make resolutions to eat better, work out regularly, watch less tv, read more, etc. I even heard a request for more salad in the cafeteria because people have made resolutions to eat better. Some resolutions last a week and others last all year.

Well, I have a resolution for us at NCHC that I plan to focus on all year-long and one that is based on one of our Core Values: *Continuous Improvement*. But first, let's reflect on and celebrate that we had a very good year in 2023 with both nursing homes earning a five-star rating, the construction projects were finished, and we did well in meeting our 2023 budget goals, just to name a few of our successes. Now, let's build on these and focus in 2024 on the area of *Continuous Improvement*, specifically regarding communication. Not only do I want to improve communication within the organization, but I also want to improve communication with our county partners.

My hope is that our efforts for *Continuous Improvement* in 2024 will serve as a compass helping guide us in our commitment to serve our clients. A communication survey will be coming soon to everyone in an effort to help us begin to improve communication. I am excited for 2024 and our continued success. Thank you for all you do to help us continually improve upon the services we provide. May we all have a wonderful 2024.

Gary D. Olsen
Gary Olsen
Executive Director

Packer Pride!
Support Green Bay in the
NFC Wildcard Playoff!

**Wear Your Packers
Gear & Jeans**
Friday, January 12 and Sunday, January 14!

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WAUSAU CAMPUS LOST & FOUND Missing Something - Come Take a Look!

Lost & Found is located at the Guest Services Desk near the Bistro at Door #5. Recently some more valuable items have been turned in that people are probably looking for. Watches, phones, key fobs, wallets, clothing, and a lot more. If you know of someone who has misplaced something, whether it be an employee or visitor, please point them in the direction of the Lost & Found at Guest Services.

Occurrence Reporting Hotline

x4488 or 715.848.4488



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



Bonnie Cherwinka, Community Treatment - Merrill

Thank you for jumping right in and doing an amazing job!

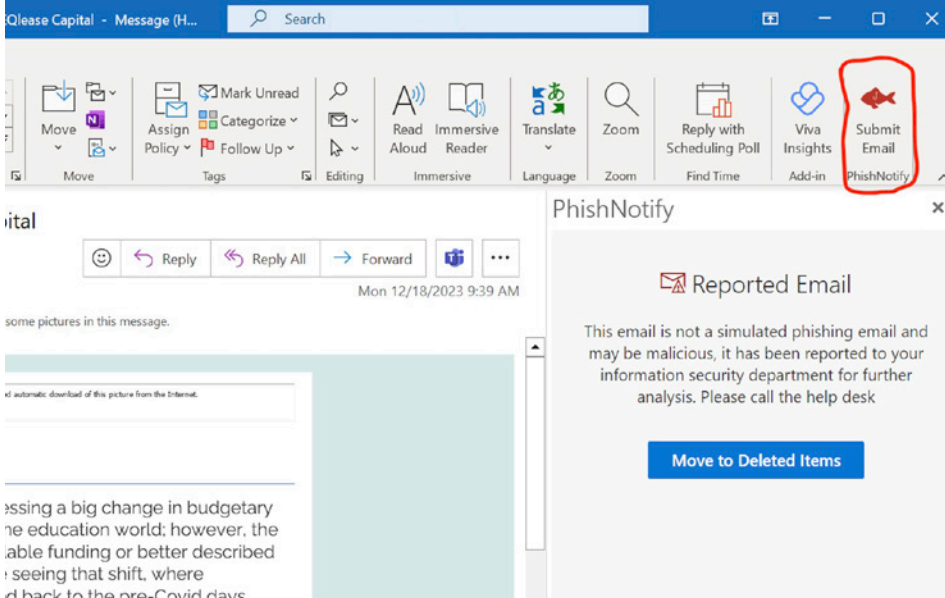
Shared By:
April Bayer





PhishNotify A New Way to Report Phishing Emails to CCITC in Outlook

PhishNotify is a new tool CCITC is deploying to create an easier way for employees to report potential phishing emails. It will appear as a button in the tool bar within Outlook as shown below:




If you receive an email that you believe may be a phishing email, we strongly encourage you to use this button to report the email to CCITC for further investigation.

How Do I Get the Icon to Appear in Outlook?

For the PhishNotify button to appear in your Outlook app, CCITC will need to push the update to all NCHC computers upon restart. Once you restart Outlook, the PhishNotify icon will appear in your Outlook, and it's ready to use.

If you use the web-based version of Outlook through a web browser like Chrome or Microsoft Edge, you will need to turn the PhishNotify option on in your "gear" settings icon in the upper right corner, then "customize actions" and select "Phish Notify". There is also a MAC version available, should you use a Mac computer.

Thank you for your attention to cybersecurity and for helping CCITC create a safe electronic environment for all of us!



**CCITC NOTICE:
SCHEDULED
INTERNET OUTAGE**
January 10, 2024 | 10-11 pm

Our internet provider will be performing some router maintenance on January 10th from 10PM-11PM. The maintenance window is one hour long but the anticipated impact is less than 5 minutes. During that 5 minutes, there will not be access to the network.

Please prepare in advance by reviewing your department's outage procedures. Should you have any issues after the planned outage, please contact the HelpDesk at x6710 or 715.261.6710.



NCHC EMPLOYEES: WINTER PARKING NCHC Parking & Protocols for Winter

In your NCHC email and Communication Boards you will find NCHC winter parking protocols at the Wausau Campus and Pine Crest. Following parking protocols for winter helps our facilities teams remove snow efficiently, effectively, and safely. Please review the maps with your teams now before large amounts of snow arrive. Your Partnership and Person-Centered Service is greatly appreciated.

Be prepared in your department for outages, late arrivals, and cancellations due to weather. Review with your teams what you would do in the event of an outage or cancellation.

Help Keep Sidewalks Open for Snowblowers!

Please refrain from parking any part of your vehicle over sidewalk curbs (see image to left). NCHC Facilities teams will be unable to fit their snowblowers through to clear the snow.

Let's ALL work together to be prepared and be safe!



10 TIPS TO AVOID WINTER SLIPS, TRIPS & FALLS

1 Walk slowly and carefully in appropriate footwear.

2 Use special care when getting in and out of vehicles.

3 Watch for slippery floors when entering buildings.

4 Avoid walking with your hands in your pockets, or carrying items in your hands. Try a backpack.

5 Watch out for black ice.

6 Check potentially slick areas by tapping them with your foot.

7 Walk as flat-footed as possible in very icy areas.

8 Avoid uneven surfaces, like steps or curbs.

9 Report any untreated public areas.

10 Remember: "Ice and snow mean take it slow!"



Feeling sick?

Stop the spread of flu in the workplace. **Stay home when you are sick.**

Common Flu Signs & Symptoms Include:



Fever* or feeling feverish/chills
*It is important to note that not everyone with flu will have a fever.



Sore throat



Runny or stuffy nose



Cough



Muscle or body aches



Headaches



Fatigue (tiredness)

Flu is different from a common cold. Flu usually comes on suddenly, and in general symptoms are more intense compared to the common cold.

If you think you may have flu tell your supervisor and stay home from work.

All employees should stay home if they are sick. CDC recommends that you stay home for at least 24 hours after your fever (100 degrees Fahrenheit or 37.8 degrees Celsius) is gone. Your fever should be gone without the need to use a fever-reducing medicine. If you have flu without a fever, you should stay home at least 4-5 days after the start of your symptoms.

HOLIDAY LIGHT RECYCLING

to benefit Habitat for Humanity!



The Habitat for Humanity of Wausau is holding the Holiday Lights Recycle Program! They will take holiday lights that twinkle or fizzle, old, broken, tangled, or shining bright to support the program for the next year. Every strand of lights contributes to growing homeownership in our community. We've placed collection boxes at convenient locations across the community.

Bring your junk lights to any of these locations before January 15!



Wausau
Associated Bank (Downtown and Stewart Ave.), Pick 'n Save, Wausau City Hall, Intercity State Bank, Marathon Bank, Prevail Bank, People's State Bank (6th and Stewart Ave.), Abby Bank

Rib Mountain
People's State Bank

Schofield
Intercity State Bank

Rothschild
Pick 'n Save, Marathon Bank

Weston
Wausau Habitat ReStore, Associated Bank, Pick 'n Save, Intercity Bank, People's State Bank, Abby Bank

Marathon
People's State Bank

Mosinee
Piggly Wiggly, Mosinee City Hall, Marathon Bank



ANNUAL N95 FIT TESTING IS BACK!

Fit testing is a test protocol conducted to verify that a respirator is both comfortable and provides the expected protection. Shown here are the fit testers trying out our new equipment and getting themselves prepared.

Employees in clinical areas should watch for dates and times in UKG to schedule your Fit Testing!



Merrill High School
21h · 🌐

Raise Your Voice members came together to make tie blankets for residents at North Central Health Care's Youth Stabilization and Youth Crisis Hospital located in Wausau. Today, we were able to present the blankets to a NCHC representative!

GET SOCIAL!
#IamNCHC



UKG has partnered with NCHC 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.

Visit www.norcen.org/UKGWallet for More Details & Instructions!



Frequently Asked Questions

How does it work?

UKG Wallet gives you access to a percentage of the money you worked for but haven't been paid yet.¹ The money that you access is then deducted from your next paycheck, giving you the flexibility to pay for things on your own schedule.

What are the benefits of a UKG Visa® Card?

Earned wages transfer in real-time to the card, so you can take it on the go and use it everywhere Visa debit cards are accepted. No fees* to apply or activate, and there are no maintenance fees or minimum card balance requirement.

When you have direct deposit to the card², you can access wages in real time at no cost and increase your max access limit up to \$1000 per pay period.

*This is a UKG Visa Prepaid Card issued by Central Bank of Kansas City, Member FDIC, pursuant to a license from Visa® U.S.A. Inc.

How long does it take to get Earned Wage Access funds?

Transfers to the UKG Visa Card and other debit cards are made in real-time. Transfers to bank accounts are completed within 1-3 business days. Transactions made after 12:50 PM EST M-F are processed the next business day. (Please see fee table for details)

I worked yesterday, why isn't the accessible amount showing?

It's possible that we haven't received your hours from your employer yet. We usually receive that info at the end of each day, but if you continue to see an incorrect accessible amount, please contact us through one of the help resources below.

What happens on payday?

Money you access plus any fees incurred will show as deductions on your next paycheck.

Note that if you work in NY, NJ, MA, or PR, any fees incurred will be charged to the card specified on the transaction summary at the time of the transaction.

Is there a cost for using UKG Wallet?

Accessing your wages is free when you have direct deposit to your UKG Wallet Visa Card.² Other disbursement options are available for a small fee (see table below).

All other features in the app are free to use.**

Disbursement Type †	Speed	Total Fees
UKG Visa Card with a Direct Deposit of \$200 or more per pay period	Real-time	\$0
UKG Visa Card without Direct Deposit	Real-time	\$2.49
Other debit or payroll cards or Walmart cash pickup	Real-time	\$3.49
Bank transfers	1-3 business days	\$0

† Disbursement options may vary depending on location.

What do I need to sign up?

All you need is your name, phone number, employer, and employee ID. That's it! You can find your employee ID on your pay stub or ask your manager.

What's the catch?

There is no catch! UKG Wallet and the UKG Visa Card are not a loan or a credit card. That means there's no credit check and you'll never pay interest on the earned wages that you accessed. Ever.

A MESSAGE FROM UKG

We would like to express our gratitude to you for being a valued customer of UKG Wallet. It is a privilege to partner with you and serve your employees. Over the past decade, our dedication to enhancing our product and services has remained a top priority, ensuring we adapt to the evolving needs of your employees.

In 2022, we introduced multiple free options for your employees to access their wages. This initiative was aimed at alleviating the financial burden on workers. However, due to persistent inflation and increases in processing costs, we've had to modestly revise our pricing structure for expedited wage access.

UKG Wallet remains the leading EWA provider offering the most free options available and among the lowest fees. Please be assured we are committed to maintaining affordability and accessibility. Your employees will continue to have five free options to access their earned wages. For users opting for instant access, the new pricing will be effective Jan 22, 2024.

We appreciate your understanding and continued partnership as we navigate these changes together. Your support enables us to maintain our commitment to your employees' financial well-being.

Best regards,

Your UKG Wallet Team

* 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.

** Central Bank of Kansas City is the issuer of the Payactiv Visa Prepaid Card only and does not administer nor is liable for the UKG Wallet App.

¹ Earned Wage Access requires employer participation. Employees can only access a portion of the wages they have earned to date.

² To qualify, you must have one 1 successful direct deposit of \$200 or more to the UKG Visa Card per pay period. If this qualification isn't met, then a load fee of \$2.49 will be charged.



NCHC ANNOUNCES KIMBERLY MOORE AS ASSISTANT DIRECTOR OF ACUTE CARE SERVICES

Leadership Announcement | January 2024

NCHC is pleased to announce Kimberly Moore as the Assistant Director of Acute Care Services (ACS). Kimberly most recently served as the Manager of Crisis Clinical Services. She has been at North Central Health Care for over 6 years and in that time has forged an amazing reputation for clinical decision making, effective leadership and a commitment to our community partners.

Kimberly's extensive knowledge and skills as a clinician paired with her experience as a Military and Family Life Counselor, Program Manager for the Department of the Army as well as Counselor working with the Department of the Navy, have prepared her well to take on this new role.

In Kimberly's role, she will have oversight of the clinical areas within the ACS programs (crisis center, crisis stabilization facilities, inpatient hospitals and MMT). Kimberly began her new position on December 24, 2023. Congratulations Kimberly!



Congratulations!



RETIREMENT NEWS! Pine Crest Celebrates Retirees



Hollie Thomas

Environmental Services - 9 years

Hollie started out as CNA with Pine Crest. Hollie did an amazing job in EVS and had an extra green thumb! She kept the residents' plants alive in their rooms and helped revive and the beautiful 500 patio. She kept everything clean and organized and had really nice visits with the residents. She knew them well and went above and beyond to make them feel special. We will miss Hollie!

Shirley D'Amico

EVS Coordinator - 33 years

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. We are so grateful to Shirley for her hard work over the years and continually going above and beyond.

Lisa Thorson

Social Services - 1 year

Lisa worked hard and did an awesome job advocating for the residents. She was very kind, patient, and a joy to work with.

Nancy Lazarz - Hospitality Assistant - 6 years

Nancy worked hard and enjoyed visiting with the residents. Nancy has maintained her CNA through the years and has showed her dedication through her attendance, routine, organization and willingness to take on any extra task given to her. She has a total of 6 years with NCHC/PCNH.

John Hanson - Lincoln County Maintenance

While a Maintenance Lead for Lincoln County in the Pine Crest Building, John saw Pine Crest through some huge changes including the addition of two wings. He led an awesome team, made people smile daily, and worked some pretty impressive "magic" keeping this place in tip top shape and the residents and staff comfortable. We appreciate his hard work and wish him well in his retirement!

We wish you all the very best!




Let's talk retirement

WISCONSIN DEFERRED COMPENSATION PROGRAM

Talk with a Retirement Plan Advisor about the WDC Program!

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
Tuesday, January 16, 2024

10am-3pm, North Central Health Care Wausau Campus
Mount View Care Center Small Conference/
Hummingbird Room
2400 Marshall Street, Suite A Wausau, WI 54403

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)

Register Here: https://nc_wisconsin.timetap.com/#/

2024 NCHC EMPLOYER HSA CONTRIBUTION

For those employees enrolled in either the HSA Mid Health Plan or the HSA High Health Plan, the first of 3 deposits will be made into your health savings account on January 12, 2024. The amount of each of the deposits is listed below.

- Single.....\$250.00
- Employee+Child(ren)/Spouse.....\$416.67
- Family.....\$583.33

If you have any questions, please contact Lynn Wengelski at 715-848-4438 or LWengelski@norcen.org.



Thank You for Your Generosity!

As the holiday season comes to a close, NCHC Volunteer Services would like to send out a huge thank you to all the staff and departments at NCHC who adopted a client/resident this year for our holiday giving program. Christmas is the season of giving and your generosity has shown the real meaning of the holiday spirit. During the busy holiday season, time is expensive and we are humbled and blessed by your generosity. Your commitment, passion, and enthusiasm have made a significant difference in the lives of our residents, clients, and their families this holiday season.

We value your support, and because of all of your donations we were able to provide over 350 gifts for our clients and residents. We appreciate each and every donation, and it would not have been so successful without the dedication and time of people like you. Thank you for your donations, we will remember your kindness the holiday season and the whole year round.



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

Be sure to SHARE our Career Posts on Social!





DOSE OF REALITY ROUNDTABLE Discussing the Opioid Crisis

In late December, North Central Health Care and Marathon County welcomed Governor Tony Evers, Wisconsin Attorney General Josh Kaul, Department of Health Services Secretary-designee Kirsten Johnson, and Paul Krupski, WI DHS Policy Director and Acting Director of Opioid Initiatives for a roundtable discussion about opioids and the Dose of Reality program in the State of Wisconsin. Leaders from NCHC, Wood County, Marathon County, and the recovery community were involved in the discussion. We are so appreciative of the time and valuable discussion during the event so we can collectively work together to impact the opioid epidemic in Wisconsin.



(Above) Gary Olsen, NCHC Executive Director, welcomes attendees to the Dose of Reality Roundtable discussion.



(Above) State of WI Attorney General Josh Kaul and WI Governor Tony Evers lead discussions at the Roundtable.

Thank you to all those who assisted with planning, preparations, security, and media interviews for the event.

(Right) Wendy Peterson, NCHC Acute Care Services Director, explains the role NCHC has taken in utilizing Opioid Settlement Fund grant dollars and the importance of our partnerships with our community.





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.

JANUARY 8 - 12, 2024

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN	Twice Baked Chicken Mashed Potatoes & Gravy	Lasagna Garlic Toast Salad	Apple Butter Pork Loin Garlic Toast Squash	Roast Turkey Mashed Potatoes & Gravy Corn	Baked Cod Herbed Rice Creamy Coleslaw
SOUP	Cheese Cauliflower Soup	Beef Barley Soup	Garden Vegetable Soup	TBD	TBD
DESSERT	Brownie Bottom Cheesecake	Chocolate Chip Cookie	Snickerdoodle Krispy Bar	Banana Strawberry Cup	Cranberry Crunch

JANUARY 15 - 19, 2024

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



Position Postings

Title: **Registered Nurse**

Status: Full Time

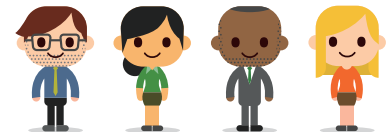
Location: Wausau & Merrill in multiple programs

Several Registered Nursing positions are available with pay up to \$40.50 per hour. Find out more online or refer a friend!

<https://bit.ly/3HdXscy>



Learn More or 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

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

Chicken Bacon Ranch

CHICKEN | PROVOLONE | SPINACH | BACON | RANCH DRESSING

LATTE OF THE WEEK

Milky Way

Rich chocolate and salted caramel topped with fresh whip, chocolate and caramel drizzle.



\$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

