


A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH ROBIN STOWE

The Value of County Partnerships: Good Neighbors, Strong Communities

A good neighbor is someone who looks out for those around them, lends a helping hand, and works collaboratively to create a safe and thriving community. Just as strong relationships between neighbors enhance the quality of life for individuals, partnerships between neighboring county governments can lead to significant benefits for communities as a whole. For over 50 years, the neighboring communities of Marathon, Lincoln and Langlade have benefited under the partnership known as North Central Health Care.

One of the most valuable qualities of a good neighbor is their willingness to share resources and help in times of need. Similarly, when counties work together, they can share services and infrastructure, reducing costs and making government operations more efficient. Langlade County represents the smallest community within our partnership, and by pooling our collective resources, we are able to afford programs and services that we could not otherwise sustain on their own.

Good neighbors also recognize that collaboration leads to better solutions. County partnerships function the same way—leaders work together to tackle shared challenges. As a member of the NCHC Executive Committee, I have the opportunity to share ideas, address common concerns and support my neighbor's efforts.

Ultimately, just as a good neighbor strengthens a neighborhood, strong partnerships between county governments build more resilient, efficient, and forward-thinking communities. By working together, counties can enhance the quality of life for residents, reduce costs, and create lasting improvements that benefit everyone involved. NCHC stands as an example of the value of strong county partnerships.

Robin J. Stowe

Robin Stowe
Langlade County
Corporation Counsel

North Central Community
Services Program Executive
Committee Member

Spring 2025
**EMPLOYEE
UPDATES**
April 15 – 24



Register in UKG

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Brook Kickhaver, Community Treatment Youth

Teaching me the ropes and
allowing me to shadow and
learn from her and all her years
of experience.

Shared By: Kendall Kuenzli



**Occurrence
Reporting Hotline**
x4488 or 715.848.4488

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





Come together with your colleagues to stay informed and connected.

Spring 2025 EMPLOYEE UPDATES



Join Us for Spring Employee Updates

Sessions offered April 15 – April 24



Presented by
GARY OLSEN,
EXECUTIVE DIRECTOR

Scan with Your
Smartphone Camera App
to Register!



If you are
unable to
attend in-person,
a video will be
available after
the final session.

Employees can make arrangements to attend one of
the in-person sessions by registering in UKG Learning.

NEW! 30-Minute Sessions

TUES, APRIL 15 WAUSAU CAMPUS
10:00 am MVCC
Community Room

THURS, APRIL 17 WAUSAU CAMPUS
3:30 pm MVCC
Community Room

TUES, APRIL 22 WAUSAU CAMPUS
6:15 am MVCC
Community Room

THURS, APRIL 24 MERRILL CENTER
12:30 pm Conference Room
PINE CREST
1:30 pm Classroom (lower level)
ANTIGO CENTER
3:30 pm Conference Room

Register Today in UKG Learning!



2025 STATE-WIDE TORNADO & SEVERE WEATHER AWARENESS DRILLS

2 Drills Scheduled for Thursday, April 10, 2025

Tornado and Severe Weather Awareness Week will be recognized in Wisconsin the week of April 7-11, 2025. Each year, as part of this campaign, a state-wide tornado drill is conducted. This year, the state-wide tornado drill will be held at 1:45 p.m. and 6:45 p.m. on Thursday, April 10.

NCHC utilizes these opportunities to exercise our emergency procedures and shelter locations to ensure staff know what to do in the event of severe weather. The 2025 Tornado Drill will consist of a mock tornado watch and a mock tornado warning issued for all NCHC locations. This is a great opportunity for North Central Health Care to review our policies on this. Please log in and review your Severe Weather Policy and Procedure in UKG.

THURSDAY, APRIL 10 DRILL SCHEDULE:

1:45 p.m. – NCHC issues a mock tornado watch and warning
6:45 p.m. – NCHC issues mock tornado watch and warning



Let's Prepare

1. Please review the critique worksheet emailed to all staff last week. This will be used during the drill to provide discussion points in addition to the attached sign-in sheet of participants. All managers will be completing this critique and turning it in along with a sign-in sheet.
2. Review your severe weather department procedures in advance.

What You Can Expect the Day of the Drill

On NCHC phones, there will be a mock Tornado Watch and Warning broadcast and all NCHC phones will have the InformaCast message displayed. All staff are to "verbally walk through" in their departments what they would do during a live event and follow the information provided on the InformaCast displayed.

In Langlade and Lincoln County locations, an overheard announcement will be made by NCHC staff in the locations. Sirens will not be heard. All staff are to "verbally walk through" in their departments what they would do during a live event.

IMPORTANT REMINDERS

***This is a "verbal walk-through" drill only.** We do not want you to evacuate patients/residents/clients, however, all staff should be able to articulate clearly where and how they would evacuate in a real situation.

***Make sure you are using the online policy system in UKG Pro Learning, badge buddies, and Connections guide as your reference.** Practice how you get into the UKG Pro Learning system and find these policies. Determine if the overall policy covers your staff's needs for information or if you need to develop a department-specific procedure to address any details.

ALL NCHC MANAGERS will be required to complete Tornado Drill Sign-In Sheet and Critique and turn into Junior Chojnacki by Friday, April 18, 2025. If you have questions, please email JChojnacki@norcen.org.

2025 WISCONSIN STATEWIDE TORNADO DRILL

THURSDAY, APRIL 10TH, 2025

At 1:45pm and 6:45pm:
Social Media Post
NOAA Weather Radio:
Routine Weekly Test
Public Information Statement

Optional Participation:
Local Outdoor Warning Siren Activation
TV/Radio Station Interruption

Please reserve these times to practice your own Tornado and Severe Weather safety plans. If you are unable to use these times, please find some time during the day to discuss with family, friends and co-workers.

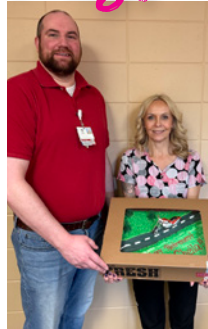


RETIREMENT *News!*



CONGRATULATIONS TO SHEILA GRAAP 33 Years of Dedicated Service!

A retirement celebration was held on April 4 to honor Sheila Graap and her remarkable 33 years of service. Sheila spent 26 years as a House-keeping Aide and previously served for 7 years as a CNA at Pine Crest. Please join us in congratulating Sheila on her retirement and thanking her for her many years of care, commitment, and service!

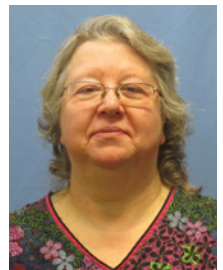


CONGRATULATIONS TO MICKEY SCZYGELSKI 27 Years of Service

A retirement celebration was held on April 3 to honor Mickey Sczygelski and her amazing 27 years of service with NCHC. Mickey started her career working with our programs serving developmentally disabled adults before retiring as a member of our Health Information Management team. Please join us in congratulating Mickey on her retirement and thanking her for her many years of care, commitment, and service!

UPCOMING RETIREMENTS Donna Ward - 25 Years of Service

A retirement celebration will be held at Pine Crest Stand Up Conference Room on Wednesday, April 9 at 1 pm. Join us in congratulating Donna for her service.



GABBIN' with GARY
APRIL GAB SESSION:
COMMUNITY TREATMENT



Gary Olsen, Jenn Staeven, and Holly Westberg

A Monthly Gab Session with Executive Director, Gary Olsen



SAFETY ZONE SCHEDULED DOWNTIME

April 11, 2025 • 4pm – 10 pm

The SafetyZone web-based application will be unavailable from 4pm – 10pm CST on Friday, April 11, 2025. NCHC Employees will not have access to submit events, review events, run analysis, etc. If end users try to access SafetyZone during this time-period, they will be presented with a screen which states the system is unavailable. The application will be fully functional after the upgrade and testing has been completed. Please submit any occurrence reports necessary after the system becomes accessible after 10 pm or as soon as possible the next business day.



NCHC
Safetyzone

GRADE SCHOOL STUDENTS

VISIT PINE CREST

Ice Cream Making Fun!

Students from Ms. Hass's 4th Grade at Washington Elementary School in Merrill visited Pine Crest residents last week for a fun project. They made homemade ice cream together and had great fun! This photo was submitted from Kendra Eisner, taken of her son Parker, who attends Washington Elementary. Thanks for sending this in Kendra! Kendra is a Pharmacy Operations Specialist at the NCHC Pharmacy.



April 2025

Navigating HIPAA Privacy and Social Media in Healthcare "Your Role in Patient Trust"

The April module of the NCHC Compass Learning Series is Navigating HIPAA Privacy and Social Media in Healthcare. Every interaction – online or in person – impacts how our patients, clients, and residents experience care. This training will help you understand how to protect patient privacy while navigating the realities of today's digital world.

Why It Matters:

We all share responsibility for safeguarding sensitive information and reinforcing the trust our patients place in us. This course will equip you with practical guidance on maintaining HIPAA compliance, especially when it comes to social media use, to help protect our patients and our organization.

Stay compliant and stay informed by completing this course by April 30, 2025. If you have any questions, don't hesitate to reach out to nchclearning@norcen.org. Thank you for your continued dedication to excellence in care.

Watch for a link in your inbox for Navigating HIPAA Privacy and Social Media in Healthcare from UKG Pro Learning or you may access the course here at <https://learning.ultipro.com/academy/NCHCF/curriculum/card/197942/courses>





MARATHON COUNTY EMPLOYEES CREDIT UNION

PLEASE JOIN US

Annual Meeting INVITATION



WEDNESDAY, MAY 14 2025





CEDAR CREEK HOTEL
1100 IMPERIAL AVE, ROTHSCILD





RSVP 715-261-7680
Dinner to Follow Meeting
Cost \$15 per person

**ALL ATTENDEES WILL RECEIVE A GIFT JUST FOR JOINING US!
PLUS A CHANCE FOR WINNING ADDITIONAL DOOR PRIZE DRAWINGS**



North Central
Health Care

Employee Performance Evaluation System Steps 2 & 3



From March 17 through April 28, Managers will be completing employee assessments and also holding in-person reviews with staff. The information below will help employees understand the evaluation criteria for the 1-5 rating scale for the five competencies that staff will be evaluated on. Managers will also discuss your SMART Goal for 2025.

What is a SMART Goal?

S	Specific	<p>The goal should define specific results and provide concrete details on what is to be achieved.</p> <p>What: What will you accomplish with your goal Where: Where will you complete the goal When: When do you want to do it Why: Why are you doing it Which: Which requirements/constraints get in your way</p>
M	Measurable	<p>How will you measure the progress of your goal?</p> <p>Behavior: An observable change in your actions Quantity: A numerical increase or decrease Quality: How well the results meet the goal Cycle Time: Time from request to completion Efficiency: Resources applied to achieve results Will you have people holding you accountable?</p>
A	Attainable	<p>The goal should be within the employee's reach in terms of time and resources.</p> <p>Is your goal attainable and do you have the time and resources to achieve it?</p>
R	Relevant	<p>The goal should be related to North Central Health Care's Mission, Vision, Core Values and/or Person-Centered Service model.</p> <p>How and why is this goal important?</p>
T	Time-Oriented	<p>The goal should have a deadline or frequency attached.</p> <p>When will your goal be complete?</p>

The setting of specific goals and frequently assessing progress toward accomplishing them, are essential to improving performance. For that reason, the evaluation system combines looking back at past goals to see what progress has been made and looks forward to setting new goals for the future.

For more information, please access the NCHC Employee Performance System - Full Guide available on the Odrive in the Employee Performance Evaluations folder.



The Subtle Signs of Stress

April is Stress Awareness Month—a perfect time to pause and check in with yourself. Stress is often thought of as an obvious feeling—racing thoughts, a pounding heart, or a sense of panic. But in reality, stress doesn't always announce itself loudly. Instead, it can quietly embed itself into your daily routine, showing up in ways you might not immediately recognize.

Many people experience stress without realizing it, mistaking their symptoms for simply being tired, busy, or unmotivated. Here are some hidden ways stress might be affecting you:

Constant Fatigue, Even After Sleeping

If you wake up feeling just as exhausted as when you went to bed, it may not just be a bad night's sleep. Chronic stress keeps your body in a heightened state of alertness, preventing deep, restful sleep.

Irritability or Mood Swings

Do small annoyances feel bigger than usual? Stress can reduce your emotional tolerance, making you more reactive, impatient, or easily upset.

Trouble Focusing or Making Decisions

If you're struggling to concentrate, frequently forgetting things, or feeling mentally scattered, stress could be overloading your brain.

Frequent Headaches or Muscle Tension

Stress often manifests physically, causing tight shoulders, neck pain, or tension headaches, even when you don't feel emotionally overwhelmed.

Emotional Eating or Appetite Changes

Stress can cause some people to overeat for comfort, while others lose their appetite altogether. If your eating habits have shifted dramatically, stress may be playing a role.

Take a Moment to Ask Yourself:

Am I feeling more overwhelmed than usual?

Have I been neglecting self-care?

When was the last time I truly relaxed?

This Stress Awareness Month, take a moment to check in with yourself, recognize the signs of stress, and prioritize your well-being. Your health matters too! Learn more about the [Subtle Signs of Stress](#) and additional information on managing stress online at our website.

www.norcen.org/StressLess



APRIL 7 – 11, 2025

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Ham Steak Scalloped Potatoes Brussel Sprouts	Vegetable Beef Stew Biscuit Creamy Coleslaw	Broccoli Cheese Stuffed Chicken Mashed Potatoes Carrots	Baked Chicken Drumstick Loaded Mashed Potatoes Green Beans	Spaghetti & Meat Sauce Breadstick Corn
SOUP	Cheesy Chicken Salsa Soup	Chicken Noodle Soup	Cheesy Broccoli Soup	Stuffed Green Pepper Soup	Vegetable Soup
SANDWICH	Chef's Choice	Philly Cheesesteak	Chicken Quesadilla	Potato Bar	Hot Dog Bar
DESSERT	Brownie	Bread Pudding with Caramel Sauce	Pudding	Carrot Cake with Cream Cheese Frosting	Chocolate Eclair Torte

APRIL 14 – 18, 2025

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Bratwurst on a Bun Potato Salad Creamy Cucumber Salad	BBQ Beef on a Bun Buttered Diced Potatoes Green Beans	Cowboy Stew Dinner Roll Country Trio Vegetables	Salisbury Steak Gravy Mashed Potatoes Steamed Rutabagas	Baked Cod Mixed Vegetables Baked Potato
SOUP	Chef's Choice	Chef's Choice	Chef's Choice	Chef's Choice	Chef's Choice
SANDWICH	Chef's Choice	Chef's Choice	Chef's Choice	Chef's Choice	Chef's Choice
DESSERT	Diced Watermelon	Brownie	Glazed Lemon Cake	Fruit Pizza	Strawberry Poke Cake

WHAT'S FOR LUNCH?

**WAUSAU CAMPUS
EMPLOYEE
CAFETERIA**
OPEN TO ALL NCHC
& WAUSAU CAMPUS
EMPLOYEES

MONDAY – FRIDAY

Grab-N-Go 8 am – 6:30 pm

Lunch 10 am – 2 pm
**Soup, Salad Bar
& Hot Food Bar**

Soup Served until 6:30 pm
or until sold out.

WEEKENDS

**The Employee Cafeteria
is Closed.**

WEEKDAY SALAD BAR &
HOT FOOD BAR \$.45/OUNCE

Daily Hot Sandwich Menu

**FEATURING DAILY SPECIALS
LIKE GRILLED BEEF & CHEDDAR,
CHEESEBURGERS, BBQ
SANDWICHES, TUNA MELTS,
PIZZA & MORE!!**

Make your own cold or hot sandwich
with fixins' OR self-serve
at the salad bar.





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 ACCOMMODATE STAFF BREAKS

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



SPECIAL OF THE WEEK

Crab Melt

CRAB | ROASTED PEPPER & ONIONS
PROVOLONE & CHEDDAR | ROASTED GARLIC MAYO

DESSERT OF THE WEEK

SMORES TOAST



BACK FOR THE SEASON!

Ice Cream

ICE CREAM CONE1.50
ICE CREAM SUNDAE2.25



SHARE SOME LOVE
WITH BISTRO BUCKS!

