



A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

At NCHC, we believe that caring for our community starts with caring for ourselves—and that includes recognizing and managing stress. Throughout April we have highlighted the fact it is **Stress Awareness Month**, a time to reflect on how stress affects our health, relationships, and the work we do every day.

Stress shows up in different ways for different people—irritability, fatigue, trouble sleeping, or even physical symptoms like headaches or muscle tension. While some stress is a normal part

of life, unmanaged stress can take a toll on our wellbeing over time.

I would like to invite all employees to take a moment to assess your stress levels and consider small changes that can make a big difference. Whether it's setting better boundaries, taking a real lunch break, or reaching out to a coworker or counselor—small steps add up.

This ties directly into one of our Core Values: **Continuous Improvement**. Just as we seek better ways to serve our clients and community, we also strive to grow as individuals and teams. Reducing stress and building resilience isn't a one-time fix—it's a continuous process that helps us be our best, both on and off the job.

As we end April, Stress Awareness Month, let's commit to improvement—not just in what we do, but in how we care for ourselves and one another.

Gary D. Olsen

Gary Olsen
Executive Director

Spring 2025
**EMPLOYEE
UPDATES**

FINAL WEEK!

*No time to register? Did your schedule change?
Just arrive to the scheduled update and sign in!
All employees welcome!*



Register in UKG

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Housekeeping Staff - Wausau Campus

A gentleman who has a family member in our nursing home stopped by my window in outpatient and wanted to compliment how clean our whole facility is, including the bathrooms. He stated that every time he is here visiting the place looks great. He said, "people always want to let you know when you do something wrong, but he wanted to let us know he appreciates how clean it is here", and that I should let the housekeeping staff know that this doesn't go unnoticed.

Shared By: Jamie Clark

Occurrence Reporting Hotline

x4488 or 715.848.4488

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



Quick Ways to Reduce Stress in the Moment

April is Stress Awareness Month—when stress hits, it can feel impossible to escape. But there's good news—you don't need a long vacation or a whole day off to reset. In fact, small, simple actions can make a huge difference in how you feel.

We've all been there: the overwhelming pressure of a busy day, the mounting deadlines, or the constant juggling of responsibilities. When stress hits, it can feel impossible to escape. But there's good news—you don't need a long vacation or a whole day off to reset. In fact, small, simple actions can make a huge difference in how you feel. If you need relief right now, try these quick and effective techniques to reduce stress in the moment:

Breathe Deeply

One of the quickest and most effective ways to calm your nervous system is by focusing on your breath. Try this: Inhale for 4 seconds, hold for 4, then exhale for 6 seconds. This simple breathing pattern activates your body's relaxation response, helping to reduce anxiety and restore calm. You can do this anywhere—whether you're at home, work, or on the go.

Take a Walk

When stress builds up, a change of scenery can do wonders. Even just 5 minutes outside can help reset your mind and ease tension. Walking increases circulation, boosts endorphins (your body's natural mood lifters), and gives you a break from whatever's causing your stress. Plus, the fresh air works wonders!

Stretch or Move Your Body

When we're stressed, our muscles often tighten, especially in the shoulders, neck, and back. Stretching or even simple movements

can help release that tension. Try some gentle neck rolls or shoulder shrugs. A few minutes of movement can reset your energy and give you a new perspective.

Disconnect for 10 Minutes

In our hyper-connected world, it's easy to feel overwhelmed by the constant flow of information, emails, and notifications. Give yourself permission to disconnect for just 10 minutes. Put your phone down, step away from the computer, and take a break from screens. This will help you regain focus and reduce mental fatigue.

Listen to Music

Music has the power to transform your mood. Whether it's calming classical tunes, your favorite playlist, or nature sounds, listening to music can have an immediate effect on your stress levels. Try listening to something soothing or uplifting to help shift your mindset. You'd be surprised how quickly it can bring a sense of peace.

Which One Works Best for You?

Everyone responds to stress relief differently, so it's important to experiment and see which methods help you feel calmer in the moment. Whether you take a deep breath, get moving, or disconnect from your devices, finding your personal go-to stress buster is key to managing life's challenges.

This Stress Awareness Month, let focus on managing our stressors to support gut health.
Learn more about [Reducing Stress Fast](#) and additional information on managing stress online at [on our website](#).

www.norcen.org/StressLess

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
COMPLETE
8:00 am MVCC
Community Room

THURS, APRIL 17 WAUSAU CAMPUS
COMPLETE
8:00 am 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!



Meet Our New Manager

DANIEL BAILEY Manager of Accounting

Please join NCHC in congratulating Daniel Bailey in his new role as Manager of Accounting. Daniel has been with NCHC since 2021 and joined the Accounting Department as Accounting Assistant and then later as an Accountant. Prior to working at NCHC, Daniel was a Tax Accountant at Richard A. Mamer CPA S.C. Daniel is originally from Madison, WI and went to college in Indiana before moving back to Wausau. Daniel and his wife Katie enjoy exercising, playing pickleball and spending time with friends and family. Congratulations Daniel!



CHAMBER BUSINESS EXPO NCHC Booth Connects with Community

Last week, the Greater Wausau Region Chamber of Commerce hosted the Business Expo at the Central WI Convention and Expo Center in Rothschild. As one of the largest Expos of its kind in the United States, the NCHC Booth was visited by thousands of people from the community who were interested in services and learning more about NCHC. Thank to our Communications & Marketing staff Jessica Meadows and Alex Eichten for staffing the booth all day as well as Brittany Thomas from Human Resources who came to connect with job seekers.

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

**Wausau Campus, Robin Room
#1206 in Administration by HR
Wednesday, May 7th • 10am-3pm
2400 Marshall Street
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)



IMPORTANT PASSWORD REMINDERS From the HelpDesk

The CCITC Help Desk has been receiving numerous calls from users whose password reset attempts have been unsuccessful. We'd like to take this opportunity to remind you of the updated password requirements that went into effect on March 13. In some instances, the new password—while long enough—is still being rejected due to specific restrictions.

Here's What You Need to Know:

Updated Password Requirements (Effective March 13, 2025):

- Passwords must be a minimum of 15 characters
- There are no complexity rules (you don't need to include special characters, numbers, or capital letters)
- Passwords will no longer need to be changed every 90 days. Passwords will only be required to be changed if they are suspected of being compromised.

Important Tips to Ensure Your Password is Accepted:

- Even if your password is 15+ characters, it may still be rejected if:
- It includes your name or other personal information
- It has been used by you before
- It includes common or easily guessed phrases, like:
 - "I love the Packers"
 - "Go Milwaukee Brewers"
 - "123456789" or "ABCDEFGH12345"
 - It contains consecutive or predictable patterns (e.g., "abcde12345" or "passwordpassword")

Instead, choose something unique and memorable to you—a phrase that only you would know and that isn't associated with public interests, local teams, or easily searchable personal details.

Need Assistance?

If your password continues to be rejected or you need guidance, please reach out to the Help Desk at 715-261-6710, x6710, or email IT_Helpdesk@co.marathon.wi.us.

Other Helpful Resources:

Self-Service Password Reset – Resetting Your Password

<https://teamdynamix.co.marathon.wi.us/TDClient/298/Portal/KB/ArticleDet?ID=24423>

Self-Service Password Reset – Unlock Your Account

<https://teamdynamix.co.marathon.wi.us/TDClient/298/Portal/KB/ArticleDet?ID=24424>



HEALTH INFORMATION PROFESSIONALS —WEEK—

April 18– 24, 2025

Health Information Professionals Week takes place every year from April 18 to 24. A health information professional is a person whose job is to manage all the health information and data relating to a patient in order to ensure that everything is accurate, updated, secure, and accessible. They are like a liaison between medical physicians, the patient, and any third party who might require that information. Health information professionals are the most trusted people because they handle so much sensitive information about an individual, so the responsibility on their shoulders is definitely huge.

**Thank you to our entire team of
Health Information Professionals at NCHC!**

Stop by the HIM Department all week, talk with our team, and share your appreciation. They have a fun week planned for staff.

SCHEDULED EXCHANGE UPDATE

Thursday, 4/24/25 5 pm – 9:00 pm



On Thursday, April 24 from 5:00 pm to approximately 9:00 pm, the Exchange Email Server will be undergoing an update. For the duration of this update, from 5 pm to 9:00 pm, scan to email, fax to email, any other internal services that send emails, like Laserfiche, will be unavailable. **This will NOT affect your regular Outlook email access.** Please contact CCITC at x6710, or 715.261.6710 with any questions concerning this maintenance.

MOUNT VIEW CARE CENTER

Scrub Sale!

Monday, May 5

02:00pm - 04:00pm

Payroll Deduction - Cash - Credit Card



Sign-up to get email & text reminders with a coupon to use on our next visit!



Scan the code with your phone:



Can't scan the code above? Go to scrubsonwheels.com/remind-me and use the code below to sign up:

UCZWR4Q



Phone: 866-727-8273

Fax: 574-970-0382

www.scrubsonwheels.com

employees on the move

Congratulations to these employees for their recent transfer or promotion!

Sarah Rothenberger transferred from Executive Assistant in Corporate Administration reporting to Jason Hake to Quality Data Analyst in Compliance reporting to Ben Petersen effective 04/13/2025. Congratulations Sarah!



Viviane de Azevedo Dias Gomes transferred from Hospitality Assistant to CNA at Mount View Care Center reporting to Cheryl Rye effective 03/16/2025.

Taylor Cigel transferred from Dietary Aide to Nutritional Services Dietary Clerk in Food Services reporting to Kristy Lemmer effective 03/30/2025.



congrats!



Protecting Our Youth: Understanding Sextortion Knowledge is Protection

Education Shared by:

- Department of Justice Division of Criminal Investigation
- Local Law Enforcement
- Mental Health Professionals

Featured Presenter

John DeMay will share "A Father's Story, Suicide By Sextortion" — introduced by Brittney Bird.

John DeMay, father of Jordan DeMay, who was a typical and outgoing 17-year-old, highlights the growing dangers of online sextortion plots. John DeMay is a former law enforcement officer, husband, and community member. Hear how his son spent the last few hours of his life going down a dark road in fear, lost in his own thoughts and regret, feeling humiliated and alone and afraid to ask for help. DeMay will educate you and equip you with shareable knowledge.

FREE Community Event Everyone Welcome

- **Wednesday, April 30, 2025**
 - Resources Fair: 5:30 pm
 - Program: 6:00-8:00 pm
- **The Grand Theater**
 - 401 N 4th St, Wausau

Parental Discretion is Advised: Not recommended for children under the age of 10

Program registration appreciated but not required.



Organized by Mental Health Collaborative



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, ROTHSCHILD



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**



MULTI-FACTOR AUTHENTICATION IS COMING TO ONSHIFT April-May Implementation

OnShift will be introducing multi-factor authentication to help increase account protection over the next few weeks. All users will be required to set up multi-factor authentication to login to their OnShift account. Please refer to the OnShift MFA Guide via the link below for questions on how to set this up. **O:\Information Systems Libraries\OnShift\OnShift MFA Guide.pdf**. If you have issues, please submit a TAG ticket or contact the HelpDesk at x6710.



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.

Annual Performance Evaluation Period: March – April



STEP 1: OPTIONAL Employee Self-Assessment March 3rd – 14th

Log into UKG and complete your optional online self-assessment by reading and commenting on Performance Review Questions. When finished, your comments are sent to your Manager to perform Step 2.



STEP 2: Manager Assessment March 17th – April 28th

Managers will log into UKG and complete the online assessment of your performance. You will be evaluated on the 5 competencies shown to the right.



STEP 3: In-Person Review Meeting March 17th – April 28th

Managers will meet with you to review your performance and SMART Goal for 2025.

Employees hired after 9/1/2024 will NOT be assigned a Performance Evaluation. Additionally, employees less than 0.3 FTE or occasional status will NOT be assigned a Performance Evaluation through UKG, with the exception of all Nursing Home employees at Mount View Care Center and Pine Crest.

Questions? Talk with your manager about any questions you may have regarding the Performance Evaluation process. Step-by-step instructions will be sent to your work email to complete your Employee Self-Assessment. Human Resources is available to help you as well. Stop-in, call 715.848.4419, or email hresources@norcen.org.





APRIL 21 – 25, 2025

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Homestyle Meatloaf Baked Potato Candied Sweet Potatoes Buttered Peas	Baked Garlic Parmesan Chicken Gravy Rice Pilaf Beets	Breaded Pork Chop O'Brien Potatoes Mixed Vegetables	Homemade Chili Cheddar Biscuit	Lasagna Breadstick Broccoli
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	Brownie	Sugar Cookie	Strawberry Yogurt Pie	Oreo Pie	Cherry Delight

APRIL 14 – 18, 2025

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Roast Beef Mashed Potatoes Gravy Green Bean Casserole	Chicken Pasta Alfredo Beets Breadstick	Smoked Pork Loin Baked Sweet Potato Buttered Peas	Ranch Meatloaf Garlic Pasta Zucchini & Tomatoes	Battered Fish & Tartar Sauce Country-Style Fried Potatoes Creamy Coleslaw
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	Strawberry Applesauce	Chocolate Peanut Butter Bar	Chocolate Eclair Torte	Monster Cookie	Blueberry Delight

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

Chicken Pesto Panini

PESTO | ROASTED RED PEPPERS | PROVOLONE
GRILLED CHICKEN STRIPS

DESSERT OF THE WEEK

Whipped PB & J Panini



BACK FOR THE SEASON!

Ice Cream

ICE CREAM CONE1.50
ICE CREAM SUNDAE2.25



**SHARE SOME LOVE
WITH BISTRO BUCKS!**

