

Issue 20 May 19 – 26, 2025


A Weekly Update
For The Employees of
North Central Health Care



Carl Peterson celebrates his retirement with his Community Treatment Team. *More on Page 3.*

PHOTO OF THE WEEK



NEWS YOU CAN USE

WEEKLY CONNECTION WITH JASON HAKE



As Memorial Day approaches, we prepare for more than just the unofficial start of summer, we also pause to honor the men and women who gave their lives in service to our country. This time of remembrance reflects the very foundation of our work at North Central Health Care, honoring the dignity of every individual and recognizing the importance of compassionate, person-centered care.

At North Central Health Care, these values are woven into everything we do. Whether we're supporting clients through crisis, providing long-term care, or ensuring families have the resources they need, our commitment to person-centered service remains constant. Memorial Day gives us an opportunity to reflect on the importance of that commitment and the responsibility we have to care for others with compassion and purpose.

The arrival of summer often brings renewed energy. It's a season of connection, spending more time outdoors, engaging with our communities, and finding moments to recharge. As we enter this new season, let's carry that energy into our work, continuing to show up for each other and for those we serve.

Wishing you a safe and meaningful Memorial Day weekend and a bright start to the summer ahead.



Jason Hake
Deputy Executive Director

MARATHON COUNTY FACILITIES EMERGENCY ON-CALL PHONE

Request Through Temporary Phone and Email

Due to the Cellcom outage, the on-call cell phone for Marathon County Facilities & Capital Management has been affected. Please direct any facility issues that need to be addressed on an on-call basis to the Work Order email (WorkOrderFCM@MarathonCounty.gov) or the temporary number for our Facilities Emergency On-Call use: **534-901-0453**

Marathon County Facilities will be using this number until their usual on-call number is back online. Facilities staff will be monitoring the email inbox 24 hours a day until the Cellcom outage is resolved.

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Jennifer Campbell,
MVCC 2nd Floor
Unit Clerk



Thank you for helping with room changes and bed exchanges. I appreciate your willingness to help!

Shared By: Kevin Nelson

Occurrence Reporting Hotline

x4488 or 715.848.4488

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





May is Mental Health Awareness Month, and North Central Health Care invites you to take small, meaningful steps toward improving your well-being. It's about making manageable shifts in your daily life that add up to real, lasting impact.

Do interactions with certain people leave you feeling drained, anxious, or overwhelmed? That might be a sign it's time to set some boundaries.

Boundaries are limits we set for ourselves and others to protect our well-being. They're not about shutting people out—they're about creating space to feel safe, respected, and in control of our lives.

Why Boundaries Matter

Boundaries help us:

- Maintain emotional and physical energy
- Protect our mental health
- Communicate our needs clearly
- Build healthier relationships

Without boundaries, we may find ourselves constantly overextended, stressed out, or even resentful of the people around us. Setting limits can feel uncomfortable at first—especially if you're used to putting others' needs before your own—but it's one of the most powerful things you can do for your mental wellness.

What Do Healthy Boundaries Look Like?

Boundaries can be physical, emotional, mental, or even digital. They might sound like:

- "I can't commit to that right now."
- "I'm not comfortable talking about this."
- "I need time to recharge before making plans."
- "Please don't comment on my appearance."
- "Let's keep our conversations work-related."

You get to decide what feels okay and what doesn't—and you don't need to justify your choices to anyone.

Find tips, tools, and insight on our website to help you thrive and set healthy boundaries.

www.norcen.org/MentalHealthMonth





RETIREMENT *News!*



PHOTO OF THE WEEK



CONGRATULATIONS CARL PETERSON Thank You for 23 Years of Service!

Carl Peterson will be retiring from his role as a Case Manager on the Community Treatment ACT team on Friday May 23rd, 2025 after dedicating 23 years of service to NCHC and our community.

Carl has been an essential asset to the Community Treatment team and across the organization. We recognize Carl for the positive impact he had on our consumers lives. He was always willing to take on new challenges without complaint. Carl was always a team player and has been a valued colleague, mentor, and friend to many across NCHC. He will be remembered not just for his work, but for the kindness, humor, and wisdom he shared with us all.

Please join us in wishing Carl Peterson all the best as he embarks on this exciting new chapter! You will be missed!



Carl and the Community Treatment team celebrated his retirement with a "Breakfast Bash" earlier this week.

ATTENTION NCHC CELL PHONE USERS



NOTICE #1

App Installation Alert for Cerner Users

On Tuesday, May 20, NCHC cell phone users received a message (shown to right) regarding installing the "Duo Mobile" app from the app store. This notice was pushed out to all staff with NCHC cell phones, however the app install pertains only to those employees who use CERNER.

If you received the notice, and you are a CERNER user, please continue on with installing the Duo Mobile app on your work cell phone.

If you do not use CERNER, you can "cancel" the alert.

NOTICE #2

Cellcom Outage Affecting NCHC Cell Phones

Since Thursday, May 15, Cellcom phone users, including our NCHC work cell phones have been amidst an outage of service. Cellcom has made progress on restoring its voice network. As of this publication, over half of NCHC cellphones can make and receive calls. However, not all NCHC cellphones are seeing improvements yet.

Text and data services may still work in some areas, though issues continue to be reported. 911 emergency services remain available.

While there is no timeline for full restoration, efforts remain ongoing. Thank you for your continued patience. We'll share more updates as they become available.





Employee Recognition Awards

The following employees were nominated and selected for their outstanding demonstration of our NCHC Core Values and Person-Centered Service. Congrats to the following individuals and teams for their achievements.

OUTSTANDING PERSON-CENTERED SERVICE AWARD

Rachel Budnick

Adult Protective Services Representative

Congratulations to the Rachel Budnick, recipient of the Outstanding Person-Centered Service Award for this quarter. **Rachel was recognized for:**

- Living our NCHC Core Values and displaying them with clients, in the community, and within the APS Department with her team.
- Her knowledge, being easy to work with, and very attentive to clients and coworkers.
- Her commitment to Continuous Improvement by attending trainings to better serve clients and gain knowledge for herself.
- Her work with community partners and her thirst for learning more about them to help educate and develop partnerships.
- Her ability to motivate coworkers and take the time to educate and train her team.
- Her diligence and ability to take on a larger caseload.

Rachel was nominated by Taylor Purgett.



Deadline to Nominate June 30
for This Quarter's Nominations

Share your experience with a coworker or team that demonstrated the outstanding work and commitment to providing excellent Person-Centered Service at North Central Health and the community.

Recognition is Awarded Quarterly for:

- Outstanding Person-Centered Service
- Outstanding Service Excellence
- Team Partnership
- Outstanding Leadership

North Central Health Care
Person centered. Outcome focused.

Employee Recognition Program

Quarterly Award Nomination Form

Please complete this form by sharing your comments about the experience you had with the employee(s) that demonstrated the individual or team's outstanding work and commitment to providing excellent Person-Centered Service at North Central Health and the community.

REQUIRED: Check One Award Category Below

- ☐ **Outstanding Person-Centered Service Award**
Recognizes an employee who provides direct care, exceeds standards and works effectively to ensure the highest patient experience and uncompromising Person-Centered Service. Recipient selected by Directors, NCHC Directors, Managers and Supervisors are not eligible for this award.
- ☐ **Outstanding Service Excellence Award**
Recognizes an employee who does not provide direct care, has consistently achieved exemplary performance within their program and has excelled in supporting the programs and services of NCHC. Recipient selected by Directors, NCHC Directors, Managers and Supervisors are not eligible for this award.
- ☐ **Outstanding Team Partnership Award**
Recognizes any work team, committee or department who has made significant contributions to address the position and mission of the Department or organization. 15 employees or less per group. Recipient selected by Directors, NCHC Directors, Managers and Supervisors are not eligible for this award.
- ☐ **Outstanding Leadership Award**
Recognizes a director, manager or supervisor who inspires, influences and conducts themselves in a professional manner, acting as a role model for others to follow in the workplace and our community. Recipient selected by Senior Leaders.

Note: Recipients are selected based on the criteria for each award which can be found on www.norcen.org/Recognition

Employee(s)/Team You Are Recognizing
Name(s): _____
Title: _____ Department: _____

Your Information
Name: _____
Title: _____ Today's Date: _____
Phone Number/email: _____ Department: _____

The awards will be distributed quarterly:

Quarter	Submission Dates	Selection and Recognition Planning
1st Quarter	January 1 to March 31	April
2nd Quarter	April 1 to June 30	July
3rd Quarter	July 1 to September 30	October
4th Quarter	October 1 to December 31	January

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



GABBIN' with GARY

A Monthly Gab Session with Executive Director, Gary Olsen

APRIL GAB SESSION: EMPLOYMENT SERVICES



Chrissy Seidler (left) and Cecelia Upton (Right) are joined by Gary Olsen for the April Gab Session.

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

COMMUNITY TREATMENT SPOTLIGHT AWARD APRIL 2025



Lindsey Johnson Service Facilitator, Youth Community Treatment for Marathon County

NCHC Community Treatment is pleased to announce Lindsey Johnson was awarded the April Spotlight Award!

"Lindsey, exemplifies the Core Values of NCHC and exceeds expectations in her work with youth and families. Lindsey is extraordinarily dependable, organized, thorough, and conscientious in her work. She has excellent judgment and makes thoughtful decisions to ensure that she meets the needs of those she serves. She is especially skilled at looking at all sides of an issue and planning the most effective and appropriate course of action."

"With great persistence and flexibility, Lindsey has supported consumers with very complex needs in making significant progress. The youth and parents she works with trust her and value her involvement, and she works diligently with them towards positive outcomes."

"She helps our team continuously improve by sharing ideas with colleagues and helping with creative problem-solving – she is always a helpful participant who makes useful contributions in clinical discussions. We are so happy that Lindsey is part of our Community Treatment team!"



Congrats Lindsey!

ANTS ARE NO PICNIC!

What to Do If You Spot Ants

We have reports of several areas in our buildings where ants have been spotted. Employees are asked to be sure to clean up crumbs and spills on or around workstations, refrain from leaving food out on a desk or in small break areas in departments, and to clean up thoroughly after potlucks by emptying desk garbages frequently.

If you spot ants, please contact:

- Wausau Housekeeping at 715-581-0832 or email Jackie Aschebrock and Mat Beyer
- Pine Crest Housekeeping at 715-539-2551 or email Tonya Hart.

Please provide your department, room number, and locations in room where ants were seen. Thank you for your help in advance!





MAY 19 – 23, 2025

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Homestyle Meatloaf Baked Potato Broccoli	Baked Garlic Parmesan Chicken Rice Pilaf Beets	Breaded Pork Chop Brown Gravy Obrien Potatoes Mixed Veggies	Homemade Chili Cheddar Biscuit	Lasagna Breadstick Broccoli
SOUP	Chicken & Rice Soup	Cheesy Cauliflower Soup	Taco Soup	Beef Noodle Soup	Cream of Broccoli Soup
SANDWICH	Chef's Choice	French Dip on Hoagie	Breaded Fish on a Bun	Hamburger with All the Fixins'	"Tachos" Loaded Tater Tots
DESSERT	Brownie	Sugar Cookie	Strawberry Yogurt Pie	Oreo Pie	Cherry Delight

MAY 26 – 30, 2025

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Roast Beef Mashed Potatoes Green Bean Casserole	Chicken Pasta Alfredo Beets Breadstick	Smoked Pork Loin Baked Sweet Potato Buttered Peas	Ranch Meatloaf Garlic Pasta Zucchini & Tomatoes	Battered Fish Country Style Fried Potatoes Creamy Coleslaw
SOUP	Vegetable Chowder	Potato Soup	Minestrone Soup	Vegetable Beef Soup	Split Pea Soup
SANDWICH	Chef's Choice	Egg Rolls & Sweet & Sour	Chicken Bacon Flatbread Pizza	Baked Turkey Berry Soup	Taco Bar
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

Bistro Club

TURKEY | HAM | BACON | SWISS | MAYO | TOMATO



DESSERT OF THE WEEK **APPLE PIE PANINI**

CINNAMON SLICED APPLES
WHIPPED HONEY CREAM CHEESE

BACK FOR THE SEASON!

Ice Cream

ICE CREAM CONE1.50

ICE CREAM SUNDAE2.25



SHARE SOME LOVE WITH BISTRO BUCKS!

