



A Weekly Update
For The Employees of
North Central Health Care



PHOTO OF THE WEEK



NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

Over the past several months, many of you have taken the time to stop and ask me how my wife is doing. While I haven't shared much publicly until now, your concern and kindness have not gone unnoticed — and it's because of your thoughtful questions and support that I want to take a moment to share more openly and to say thank you.

For the past eight months, my wife has been courageously battling cancer. It has been a difficult and emotional journey for our family, but we've never felt alone — thanks in large part to so many of you.

The uplifting stories you've shared about your own experiences, your quiet words of encouragement, and your prayers have meant the world to us.

I've always known that our team is special. I see every day how you care for those we serve with compassion and dignity, always guided by the principles of Person-Centered Service. Over these past months, you've extended that same compassion to me — and for that, I am deeply grateful.

From the bottom of my heart, thank you for standing with us during this time. Your support has been and is a true source of strength as my wife continues her battle with cancer.

It's hard to believe, but May is already winding down — and that means graduation season is upon us!

At NCHC, one of our core values is *Continuous Improvement*. That value shines especially bright this time of year as we recognize the incredible effort it takes to complete a degree, certification, or diploma. Whether it's been night classes after long shifts, online courses squeezed into weekends, or years of steady progress, we know that kind of dedication doesn't come easy.

Congratulations to all our employees who are graduating from college programs, technical courses, high school, or continuing education this spring! Your hard work is a reflection of the growth mindset we value so deeply at NCHC. We're proud to have team members who never stop learning and pushing themselves to new heights.

We also want to give a big shoutout to the *family members of our staff* — sons, daughters, partners, and other loved ones — who are graduating from high school, college, or trade schools. Your support and encouragement have helped them reach this important milestone, and we celebrate alongside you!

Here's to a season full of proud moments, happy tears, and continued success — both in and outside of NCHC.

Gary D. Olsen
Gary Olsen
Executive Director

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Gina Woodward, Community Treatment

Prompt responses to questions and emails from contracted providers.

Shared By: Dana Best



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.

Thinking about trying therapy, but not quite sure what to expect? You're not alone. Many people feel uncertain or even nervous about starting therapy—but the truth is, it's one of the most empowering steps you can take for your mental health.



Therapy Isn't Just for Diagnosed Mental Illness

One of the biggest myths about therapy is that you need a diagnosis to go. But therapy isn't just for people with anxiety, depression, or other clinical conditions—it's for anyone who wants to feel better, grow, or navigate life's ups and downs more effectively.

Whether you're dealing with major stress, relationship struggles, burnout, grief, or simply feeling stuck, therapy can help. It's not about "fixing" something wrong with you—it's about supporting your well-being.

Think of Therapy Like a Gym for Your Brain

We live in a culture that celebrates taking care of our physical health. People proudly post gym selfies or talk about their fitness routines—but when it comes to mental health, the same enthusiasm isn't always there.

That stigma is changing, and rightfully so. Mental and emotional health are just as important as physical health—and often deeply connected. Therapy is a healthy, proactive way to check in with yourself, build resilience, and prevent problems from piling up.

The Bottom Line

Therapy isn't about weakness—it's about strength, self-awareness, and growth. You don't need to wait until things are "bad enough" to seek support. Therapy can help you feel more grounded, more in control, and more connected to yourself and others. **No diagnosis required. No stigma attached. Just real support for real people.**

Find tips, tools, and insight on our website about starting therapy – how to find a therapist, facts about online therapy, and what you should look for in a therapist.

www.norcen.org/MentalHealthMonth





GRANDFRIENDS! Coming to MVCC This Friday

This year is the 16th year of the Mount View Care Center Intergenerational Program: *Grandfriends*. Mrs. Euting, the 3rd grade teacher from John



Marshall started this program with Melissa Stockwell 16 years ago. This year, she is retiring, so it's a special celebration for us.

On Friday, May 30, MVCC is holding the end of the year *Happy Trails*

celebration. There will be a picnic in the MVCC courtyard at around 11:45 am, Laughter Yoga in the courtyard at 12:30 pm, and then a petting zoo and creating stepping stones from 1:30-3:00 pm.

This is such a rewarding event to see the smiles on our residents' faces as they interact with the 3rd graders. And not to mention the smiles on the kids' faces as well.

Thank you to Melissa Stockwell and our Life Enrichment team for creating these intergenerational events. And a special thank you to Mrs. Euting bringing these special Grandfriends to visit our residents and develop cherished friendships and experiences that last a lifetime.

NCHC MERRILL OFFICE Hours of Operation Changes

Beginning June 1, NCHC Outpatient Office at the Merrill Center will have new hours of operation.

The new hours of operation at the Merrill Office will be 8 AM - 4:00 PM

Signs have been posted at the office for several weeks and clients have been notified of the new operating hours. Please help us by communicating this out to those who may need to know.

USPS ANNOUNCES POSTAL RATE INCREASES Forever Stamps Increase from 73 cents to 78 Cents

The United States Postal Service (USPS) has announced proposed price adjustments, set to take effect on Sunday, July 13, 2025. The proposed adjustments, if approved by the Postal Rate Commission (PRC), would raise mailing services product prices approximately 7.4 percent. The new rates include a 5-cent increase in the price of a First-Class Mail Forever stamp from 73 cents to 78 cents.



RETIREMENT News!

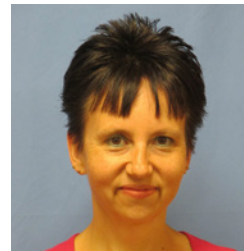
NCHC would like to announce two retirements coming up June 6, 2025. Please join us in celebrating the retirement of two long-time employees from our administration team.

**Retirement Celebration - All Welcome!
June 6 • The Bistro • 11am**



**LINDA
BEVER**

Solutions Analyst,
Information
Management Services
**27 Years
of Service**



**PEGGY
WEDOW**

Patient Account
Representative,
Patient Financial
Services
**24 Years
of Service**



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 - ONGOING

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.



A Monthly Gab Session with
Executive Director, Gary Olsen

MAY GAB SESSION: ADULT PROTECTIVE SERVICES



PHOTO OF THE WEEK

Valerie Paquette (left) and Jenny Vedder (Right) are joined
by Gary Olsen for the May Gab Session.

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



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 optimal patient experience and uncompromised Person-Centered Service. Recipient selected by Directors.
- ☐ **Outstanding Service Excellence Award**
Recognizes an employee who does not provide direct care, has immediately achieved exemplary performance within their program and has excelled in supporting the programs and services of NCHC. Recipient selected by 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 advance the mission and reputation of the department or organization. 15 employees or less per group. Recipient selected by Directors.
- ☐ **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: _____ Today's Date: _____
Title: _____ Department: _____
Phone Number/email: _____

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



PERSONALIZED SUPPORT IS JUST A CALL AWAY

FIND THE RIGHT MENTAL HEALTH MEDICATION FASTER

Managing mental health medications can feel like a journey full of trial and error. Whether it's dealing with side effects, adjusting dosages, or simply trying to find the right medication, it can be overwhelming. But now, you have Tria Health, a free resource through your North Central Health Care health benefits.

This isn't just another appointment with a clinician. Our pharmacists are here to listen and support you—offering **personalized, non-judgmental guidance** tailored to your needs.

GET STARTED TODAY!



CALL: 913.322.8456



VISIT: WWW.TRIAHEALTH.COM/SCHEDULE

TALK TO A MEDICATION EXPERT

With Tria Health, you now have access to one-on-one consultations with pharmacists over the phone who specialize in mental health medications.

These experts can help you:



CUT THROUGH THE CONFUSION

Get clear advice on your medication options.



MINIMIZE SIDE EFFECTS

We'll help you find the right balance faster.



AVOID DELAYS

Skip the unnecessary steps and get on the path to better health sooner.



WELCOME THESE *New Employees* TO THE TEAM!

These employees joined NCHC in May 2025!

Mount View Care Center



Hillary Laffin –
Registered Nurse

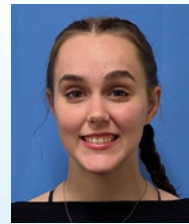


Paige Reeves –
CNA



Emily Sczygelski
– CNA

Pine Crest



**Grace
Collinsworth**
– Dietary Aide



Bryn Imhoff
– Hospitality
Assistant

Transportation



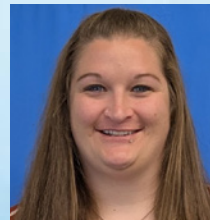
**Mark "Tony"
Bennett** – Logistics
Worker

Safety & Security



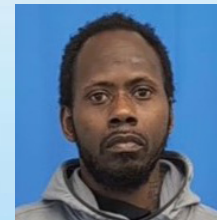
Michael Mattioli –
Safety & Security Officer

Youth Behavioral Health Hospital



Monica Mynsberge –
Social Worker

Laundry



Craig Turner
– Laundry Worker

Adult Behavioral Health Hospital



**Morgan
Gruna-Gemza**
– Behavioral Health
Professional



Monica Herrera
– Behavioral Health
Professional

Adult Protective Services



Stephanie Byer
– Protective Services
Representative

*We are so excited to have
you on our team!*





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

JUNE 2 – 6, 2025

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Beef Stroganoff Noodles Broccoli	BBQ Ribs Mac & Cheese Glazed Carrots	Beef Liver with Onions Mashed Potatoes with Gravy	Spaghetti with Meatsauce Green Beans Garlic Toast	Country Fried Steak Mashed Potatoes/Gravy Steamed Cabbage
SOUP	Cream of Broccoli	Cream of Potato Soup	Chicken Vegetable Soup	Taco Soup	Stuffed Green Pepper Soup
SANDWICH	Chef's Choice	Chicken Supreme on a Bun	BBQ on a Bun	Monte Cristo Sandwich	Tuna Melt
DESSERT	Banana Cream Cheesecake	Ritzy Strawberry Dessert	Shirley Temple Poke Cake	Fresh Melon	Strawberry Bavarian Cream

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

Jalapeno Popper Panini

CREAM CHEESE JALAPENO SPREAD | BACON | CHEDDAR



THIS WEEK'S **LATTE**

Pistachio

COZY FLAVORS OF SWEET PISTACHIO
PAIRED WITH ESPRESSO + STEAMED MILK

BACK FOR THE SEASON!

Ice Cream

ICE CREAM CONE1.50
ICE CREAM SUNDAE2.25



SHARE SOME LOVE WITH BISTRO BUCKS!

