

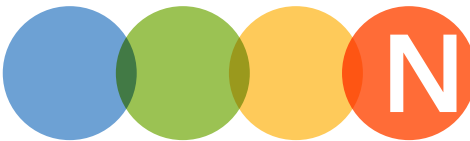
Issue 22 June 2 – 8, 2025



A Weekly Update
For The Employees of
North Central Health Care



PHOTO OF THE WEEK



NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

At North Central Health Care (NCHC), safety is at the heart of everything we do — for our clients, our team members, and our community. As we recognize National Safety Month

this June, it's an opportunity to reflect on how our core values of Continuous Improvement and Accountability guide our safety practices across every service we provide, and it gave us a chance to breakout our orange for a day other than deer hunting season.

From our nursing homes and youth and adult hospitals to crisis stabilization facilities and Lakeside Recovery, safety isn't just about protocols — it's about people. Each program presents unique challenges, but the goal is always the same: to create an environment where clients can heal and staff can work confidently and securely.

At NCHC, we believe there's always room to grow. Through our commitment to Continuous Improvement, we are actively identifying risks before they become incidents, learning from safety events and near-misses, encouraging

feedback from staff at all levels, and implementing better tools, training, and support

Improving safety isn't a one-time fix — it's a daily habit that strengthens everything we do.

Accountability means every one of us takes ownership of safety. It's not just about following procedures — it's about being aware, staying alert, and supporting one another. We can do this by following safety protocols and speaking up if something doesn't feel right, supporting coworkers who model safe practices, and participate actively in safety discussions and initiatives.

When we each take responsibility, we build trust and protect the people who count on us most — our clients and each other.

Every client interaction, every shift, every moment — safety is a constant. Thank you for your commitment to creating a culture where

safety is not just practiced but lived.

Together, let's continue to improve, stay accountable, and keep North Central Health Care safe for all. Thank you for making safety a priority.

Gary D. Olsen
Gary Olsen
Executive Director



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John Felhofer, Community Treatment

John is a ray of sunshine everywhere he goes! Thanks for bringing so much joy to our team!



Shared By: Maggie Pagel

RETIREMENT

News!

Retirement Celebration
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



Occurrence Reporting Hotline

x4488 or 715.848.4488

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





North Central Health Care invites you to a community event in recognition of World Elder Abuse Awareness Day!

Join us in installing a powerful display of nearly 600 purple windmills, with each one representing a Marathon County resident who experienced abuse, neglect, or exploitation over the past year.

Let's stand together to raise awareness and promote dignity, safety, and support for vulnerable adults in our community.

www.norcen.org/PreventElderAbuse

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.



LOOKING FOR AN NCHC MAP OR OTHER INFORMATION?

Check the ODrive or For Employees Page of Our Website

The Communications Department frequently gets questions regarding maps and information. If you are looking for anything like Maps, YOU Benefit Guides, Connections Guides, etc., please check the Odrive > NCHC Information folder OR the For Employees Page of our Website at www.norcen.org/ForEmployees.

In both places, you will find a lot of commonly requested information including the most updated maps, YOU Benefit Guides, Quality & Compliance Information, and Important Contact information.

As always, if you are looking for something specific and you don't see it in the resource locations above, send us an email at communications@norcen.org and we will answer back as soon as we can. Your feedback helps us improve the resources available for our teams! Thanks for all you do!





PHOTO OF THE WEEK

Jesse Portillo, third from left, shown with the management team from Acute Care Services.

WISHING A SAFE AND HONORABLE JOURNEY

This week, we proudly recognize and send our best wishes to Jesse Portillo, Manager of Youth Clinical Services, as he prepares for a year-long deployment overseas. Though the details of his assignment are limited—he simply shared that “it’s hot, and there’s sand”—his dedication and service to both our community and our country speak volumes.

Jesse has been an integral part of North Central Health Care since March of this year, providing unwavering commitment to the youth and families we serve. As he steps away from his role to fulfill his duty, we want to express our deepest gratitude for his service, both in his professional capacity and as a member of the armed forces.

We stand behind him with pride and respect, and we look forward to welcoming him back safely in a year’s time. Until then, our thoughts and support remain with him every step of the way.

Thank you, Jesse, and stay safe!



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 recipient patient experience and uncompromising Person-Centered Service. Recipient selected by Directors.

☐ **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.

☐ **Outstanding Team Partnership Award**
Recognizes any work team, committee or department who has made significant contributions to advance the position and reputation of the department or organization. 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, setting 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



Ascension

FrontLine

Frontline | June 2025

Employee Assistance Program | ascensionwieap.org | eap@ascension.org | 800.540.3758

Outstanding Performance Tips: Show You're a 'Self-Directed' Employee

You probably have a reputation as a "self-directed" employee if your work habits include anticipating needs, taking initiative, and solving problems independently. Managers love self-directed employees because they require less oversight and lighten the load. Here are three tips that will build your professional credibility: 1) instead of asking your supervisor, "What do you want me to do?," show that you have ideas and options for them to consider; 2) instead of waiting to be told about a problem or what's needed, be aware, proactive, and attempt to solve problems when first spotted (Your goal is to be seen as a problem-solver, not a passive employee.); and 3) after being given an assignment, don't wait for your manager to ask, "Well, how's it going?," share the results, outcome, or work product when completed. With these practices, you'll be seen as a self-directed employee.



Kick Off Summer with a Family Meeting

It's summer, and for families that means new routines, activities, and schedules.

It's the perfect time for a family meeting. This powerful tool that can also become a tradition helps keep everyone connected and organized, while it models and strengthens family bonds. Other bonuses include teaching life skills like assertiveness, compromise, cooperation, and problem-solving. How to do it: Gather everyone in a comfortable space, review previous meeting issues, share successes, and set the meeting's goals. Encourage open, respectful discussion. Brainstorm solutions, agree on action steps, and talk about plans, ideas, trips, chores, transportation issues, and responsibilities. Conclude the meeting on a positive note.



Prostate Cancer Prevention: Weight Management Tops Diet

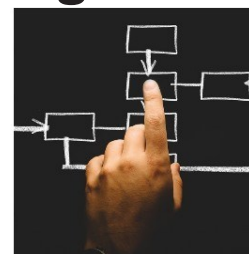
Dr. Nigel Brockton, vice president of research at the American Institute for Cancer Research, says, "The most modifiable risk factor for prostate cancer is obesity rather than diet or individual components of diet directly." It's true that research has found a higher risk of prostate cancer from foods that contain saturated fat and protective factors from many foods that contain lycopene, like tomatoes. But Brockton is saying food is not the most important. It's weight management and exercise. Is it easier for you to focus on getting more lycopene from tomatoes than getting 150–300 minutes of exercise weekly? Eat a healthy diet, but remember, salad won't replace the sweat when it comes to prevention of prostate cancer.



Source: Fortune magazine, May 22, 2025

Extreme Time Management that Works

Time is a perishable resource, so consider these two simple time management conventions to maximize your productivity: time blocking and time boxing. Time blocking schedules specific blocks of time for different work needing to be completed. The benefit, which is underappreciated, is relief from constantly thinking about the work that needs to be done and when it will happen. Time boxing assigns a specific amount of time to a given task; however, focus on the work begins and ends on time—precisely on time! The value of this convention is extreme focus, made possible by the sense of urgency imposed by the strict start-stop boundaries.

Learn more: hubstaff.com/blog/time-blocking-vs-time-boxing/



June 2025

Celebrating Employee Milestones



We would like to honor these employees celebrating a milestone anniversary.

Please take a moment to express your heartfelt gratitude and admiration for these employees and their remarkable achievements and loyalty. Their relentless pursuit of excellence has not only contributed to their personal growth but has also helped elevate North Central Health Care to new heights.

Thank you for all you do for NCHC, for those we serve and for our communities.

5 Years

Kim Suchomski Housekeeping
Kristen Wurth Human Resources
Dawn Coates Food Services
Christina Rivay Adult Behavior Health Hospital
Brittany Jashinsky Pine Crest

10 Years

Melissa Laporte Accounting - Payroll

25 Years

Jodi Boruch Patient Financial
Services

Congratulations!





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

JUNE 9 – 13, 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 Veggies	Salisbury Steak Mashed Potatoes Steamed Rutabagas	Baked Cod Baked Potato Mixed Vegetables
SOUP	Turkey Dumpling Soup	Taco Soup	Cheddar Baked Potato Soup	French Onion Soup	Garden Vegetable Soup
SANDWICH	Chef's Choice	Chicken Strips	Pizza	Nachos Supreme	Grilled Ham & Cheese
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

French Dip Panini

AU JUS MARINATED BEEF | SWISS | GRILLED ONIONS

DESSERT OF THE WEEK

Root Beer/Orange Floats



BACK FOR THE SEASON!

Ice Cream

ICE CREAM CONE1.50
ICE CREAM SUNDAE2.25



SHARE SOME LOVE WITH BISTRO BUCKS!

