WEEKLY CONNECTION WITH MICHAEL LOY

Spring Forward!

I was holding out in January in an effort to go an entire winter without having to use my snow blower. February ruined my New Year’s resolution but there is always next year. At least we can all say we were here for the record breaking winter we are experiencing. As the week is ending, the temperatures are starting to warm even while we face yet another snow storm on Saturday night. Do not despair, I see 50 degrees in the forecast next week. Winter is nearly over as we move our clocks forward on Sunday at 2 am and look forward to the first official day of Spring on Wednesday, May 20th. Spring is about renewal, growth and a fresh start. Before too long we will be mowing our grasses, swimming in outdoor pools and catching outdoor events. Our days are getting longer and brighter.

As the ground thaws we will start to see flowers, leaves and construction. We will be kicking off our campus renovations in early summer starting with the new aquatic therapy pool. Plans are being finalized and we will have details to share at our upcoming Employee Updates in two weeks. Don’t miss out! Before that, we will be replacing windows in Mount View Care Center soon starting in a couple weeks. Get ready for action!

We live in an incredible community where there is so much to offer. It is exciting to be part of our community’s future with our renovations and all of the other good work we are engaged in. It is so important to have nice care environments for people to go into. As an organization we are breathing new life in, yet building on all that is good about NCHC. I look forward to the Spring Forward.

Make it a great day,

[Signature]

ADMINISTRATOR ON-CALL
x4488 or 715.848.4488

In the event of Phone System Outage, reference the O:drive “On-Call Information Folder” for Schedule and Cell Phone #'s.

Monday, March 11 – Sunday, March 24

Kim Gochanour

NEWS, UPDATES, LINKS, STORIES, PHOTOS, VIDEOS!
GET SOCIAL! #IamNCHC

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Person-Centered Shout Out .................. 10
To Kristi Newton

“Connecting with Local Businesses”
Submitted By: Jill Mattex Nelson

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NEWS YOU CAN USE

PHOTO OF THE WEEK

COMMUNITY OUTREACH
Antigo Area Business

Tom Marquardt, Jill Mattek-Nelson and Brook Kickhaver represented NCHC at the Amron Health Fair in Antigo. Booths were set up within the factory which provides efficient accessibility to learning about community resources for Amron employees while providing booth participants a unique, interactive opportunity to connect people to resources. Thank you to our Antigo team for their outstanding efforts to connect with our community and share our service line information.

Submit A Great Photo From Your Week!

Submit your photo and description to: Email: jmeadows@norcen.org or Text: 715.370.1547. Please indicate Photo of the Week and include your name, who/what/where of the photo and why you are submitting.

Please remember! To protect the privacy of our patients, clients and residents, photos are not to be taken of any of those we serve without written permission.

MARK YOUR CALENDARS!
EMPLOYEE UPDATES BEGIN MONDAY, MARCH 18

2019 – 1ST QUARTER EMPLOYEE UPDATES

All employees should make arrangements to attend one of the following sessions.

MON, MAR 18 WAUSAU CAMPUS
3:30 pm Theater
9:00 pm MVCC 1st Flr. Dining Room

TUES, MAR 19 WAUSAU CAMPUS
3:30 pm Theater

WEDS, MAR 20 WAUSAU CAMPUS
6:15 am Theater MERRILL CENTER
12:00 pm

MON, MAR 25 WAUSAU CAMPUS
12:00 Noon Theater ANTIGO CENTER
3:00 pm

BE SURE TO REGISTER IN HEALTHSTREAM

www.norcen.org • Lives Enriched & Fulfilled.
REALISTIC JOB PREVIEWS
What’s It Like To Work at NCHC?

Over the course of the next few months, NCHC will be embarking on a series of videos with our partners at US Workstories. You can watch some of the videos we have created in the past at our YouTube Channel. As we enter 2019 and look forward to our future, we are faced with the challenges that many other local businesses face – how do we recruit new employees and make sure they are a good fit for our organization?

Part of our strategy in employee recruitment and retention has always focused on hiring the right people for the job. We do this by providing applicants with a clear description of what their job entails to best match their interests and skills with our careers here at NCHC. With that strategy in mind, we are creating a series of videos that will also focus on what it is like to work at NCHC – a realistic day to day view of our work. We are calling these videos Realistic Job Previews. We will be using these videos to help tell the story about the good, the challenging and the amazing things that all come along with the job. Applicants will see up front, if the job is going to be a good fit for them. Videos will be used in a variety of ways throughout the recruitment process. Employees in all departments will be engaged in creating Realistic Job Previews, some as videos and some as printed handouts. More information to come!

We began filming our first Realistic Job Preview Video on Wednesday, Feb. 27 at the Employees of the Month Celebration and then focused our attention on our great team at NCHC Residential Services. It’s never an easy thing to have a camera in your face, but Josie Herman, a Residential Care Assistant at Jelinek, did it with grace and style. We would like to thank the team in Residential Services, and especially Josie, for letting us share this awesome work story. The camera crew even got to meet Josie’s Bernese Mountain dogs at her home!

We look forward to sharing these videos with you all and with our community and tell the story that is uniquely North Central Health Care’s.

Josie’s teammates loved watching from behind the scenes. But we caught them on camera too! Gotcha!

Michael Loy was interviewed to discuss the importance of high quality care and how choosing the right employee is so important in the lives of those we care for.

The residents at Jelinek had a great time, too. We had a dance party, shared stories, and even ate fresh baked cookies together. They were so generous and welcomed us with open arms (literally) into their homes! Huge hearts!
WELCOME THESE NEW EMPLOYEES TO THE TEAM!

Front Row, From left to right:
Stacy Heal – Central Scheduler – Nursing Home Administration
Dawn Jarvis – Case Manager – Community Treatment Youth
Kim Quednow – CNA – Legacies by the Lake, Gardenside Crossing
Carolyn Kedzierski – Central Scheduler – Nursing Home Administration
Sabra Vang – Dietary Aide – Food Services

Back Row, From left to right:
David Canny – Hospitality Assistant – Legacies by the Lake, Lakeview Heights
Tim Holzem – Infection Preventionist – Infection Control
Ashley Downing – Director of HIM & IMS – Health Information
Cole Nelson – Community Treatment Tech – Community Treatment Youth
Tom Boutain – Information Services Executive – Information Management Systems (IMS)
Morgan List – Hospitality Assistant – Legacies by the Lake, Evergreen Place

CCITC NOTICE: SPAM FILTERING
IronPort Spam Filtering

A few weeks ago CCITC upgraded our email SPAM filtering solution. The new solution includes the ability for users (You) to individually manage certain quarantined emails. The new system is still blocking messages that are clearly SPAM. In fact, over 90% of all incoming mail is SPAM. Some messages are less obvious and held in a 30 day (interim) location. You now receive weekly notifications (example below) of the most recent blocked items.

As noted in the message that you will receive, no action needs to be taken and messages are automatically removed after 30 days. If you note something in the list that you were expecting, you can release the message by using the provided ‘Release’ links. Questions? Call the HelpDesk at x6710 or 715-261-6710.

SAMPLE EMAIL:

<table>
<thead>
<tr>
<th>Quarantined Email</th>
<th>From</th>
<th>Subject</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release</td>
<td>virtualizationwebinar &lt;news@virt...</td>
<td>VMware’s 2019 Cloud Survey - Earn a $5 Amazon Gift Card ...</td>
<td>01 Mar 2019</td>
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<tr>
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<td>Get Employed Its Record Time</td>
<td>01 Mar 2019</td>
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<tr>
<td>Release</td>
<td>virtualizationwebinar &lt;news@virt...</td>
<td>Webinar1 How to Transition from Cisco &amp; Aruba WLAN Controll...</td>
<td>27 Feb 2019</td>
</tr>
</tbody>
</table>
MULTI-FUNCTION PRINTER SUPPLIES
What Do I Do With the Empty Toner and Waste Cartridges?

This has been a frequent question lately. If you have a multi-function printer in your area and it has a full Waste Toner Cartridge, DO NOT THROW IT AWAY! The used Waste Toner Cartridge can be placed in a plastic bag and Marco Copiers can be contacted to come and empty cartridge. The empty cartridge is your replacement. These cartridges are not recyclable, disposable and are meant to use over and over. For regular empty Toner Cartridges, you can continue to recycle those by placing them in the box from the new cartridge and follow the recycling instructions. Questions? Call Marco at the number on your printer’s sticker right on the front!

NOTICE: FINAL CHANGE TO SECURE PRINT QUEUES FOR ALL NCHC USERS AND COMPUTERS
Final Removal of “SecurePrint” Queue

CCITC is making the final change related to secure printing within NCHC network. New “SecurePrint” queues have been pushed to all entities.

If your default printer is still SecurePrint (SecurePrint on ccdpcut02) you will need to change your default to the queue SecurePrint03 on CCDPPrnt03.

On Monday, March 11th, “SecurePrint” will be deleted from the server and no longer function.

If you have any questions or problems with the new default setting, please contact the HelpDesk at 715.261.6710 or x6710.

Anniversary Open House
Come and tour your Employee Health & Wellness Center!

April 3, 2019 3:00pm - 5:30pm
1000 Lake View Drive, Suite 200
Wausau, WI 54403

Register for prizes, meet the staff and learn about the convenient care available to you.

MARCH IS NATIONAL SOCIAL WORK MONTH

Social Workers
leaders. advocates. champions.

Every day, the North Central Health Care’s social work professionals act as advocates, champions and leaders who make our communities a better place to live and our programs better places to receive services. NCHC employs social work professionals in a variety of areas throughout our organization, with several different job titles and duties.

National Professional Social Work Month is an opportunity for our organization to turn the spotlight on the profession and highlight the important contributions these important professionals make to society.

THANK YOU TO ALL THE SOCIAL WORK PROFESSIONALS AT NCHC!

North Central Health Care
Person centered. Outcome focused.
Position Posting

Title: Crisis Professional
Status: Full Time
Location: Crisis Services
Apply Online: http://bit.ly/2T7Jgvl

Provide crisis intervention, crisis counseling for individuals and families, referral and short-term follow-up, and collaborative community consultation, and education. Perform crisis line risk assessments to evaluate and triage to the most appropriate treatment setting.

Two 0.8 FTE (64 hours per pay period)
PM Shift and working every other weekend

One 0.8 FTE (64 hours per pay period)
Night Shift and working every other weekend

Education & Experience Requirement
Minimum Education
Bachelor's Degree in Human Services, Psychology, or nursing related field earned from an accredited four year college or university;

Match Day 2019
Join us for MCW-Central Wisconsin’s first Match Day

Tune into Facebook Live to watch the Medical College of Wisconsin-Central Wisconsin FIRST Match Day Ceremony!

On March 15, 2019, MCW-Central Wisconsin will celebrate with our inaugural class, as they match into their residencies. At the celebration, each graduating medical student will learn the location and specialty for their residency program.

The Match Day ceremony will be streaming live on MCW-Central Wisconsin’s Facebook page:

Date: Friday, March 15, 2019
Time: Informal Coverage: 10:50 a.m.; Ceremony: 11:10 - 11:45 a.m.
Location: facebook.com/mcw.cw.edu

Please feel free to share this information!

For questions, please contact Theresa Gutsch at 715-870-0918 or tgutsch@mcw.edu.

Oh, BABY!

Welcome to the NCHC Family Nora Bernice VenRooy! Sarah VenRooy (Pfund) had her baby and shared some adorable pictures with us!! Congratulations Sarah!! Born on February 22nd 2019 at 1:08pm, weighing 7lbs and measuring 19 inches, Nora is loving her new home and everyone is adjusting well!! Madi loves being a big sister and is a great help!!

Do you have a birth announcement you want to share with our NCHC Family? Send your announcement and picture (if desired) to your manager for sharing in the News You Can Use. Monthly, we will include all the newest members of our NCHC family. Be sure to include: Employee’s Name, Department, any other family member names (spouse, partner, siblings) and the name and birth date of your little one. We love photos, too, but we respect your privacy, so share what you wish, if you wish!
MARCH MADNESS AT MVCC
Skills & Drills

March Madness has arrived! As we watch all the great basketball teams compete for glory and honor in sport, Mount View Care Center put on a little March Madness event of their own. The Activities Team put together some great activities and games for residents in the dining room, along with a surprise guest, Jessica Meadows from Communication & Marketing at NCHC. Jessica put on a dribbling and ball handling demonstration that involved residents, volunteers and staff. She also brought in Harlem Globetrotter basketballs for the residents to hold and look at that were signed by the Globetrotters players. Fun was had by all.

(I think the activities team even broke a sweat!) Great job, team!

HEY MACARENA!
Dancing for Our Residents in Legacies by the Lake

When the staff at Mount View Care Center wager that they will put on a dance show for the residents if they finish their meals and eat well, they need to come through on their end of the bargain. La Macarena was performed for everyone’s enjoyment! Great job team!

OUTREACH & EDUCATION
Thank You Dr. Snider and Dan Shine!

North Central Health Care Clinical Psychologist Dr. Jonathon Snider and Daniel Shine, Manager of Lakeside Recovery, each gave a presentation at this week at Northern Region Foster Care Workshop. The event for foster parents, social workers and social services providers took place at Northcentral Technical College and focused on current drug trends and understanding addiction and the recovery/treatment process. We thank them and the other speakers for their contributions, as well as those who attended today’s event; reminding us that it takes a community to help break the cycle of addiction.
Welcome to come and check out your new clinic at the North Central Health Care Campus! All Marathon County and North Central Health Care employees and their families are invited.

Wellness Center

Employee Health & Wellness Center at Door 25, or by calling the MyAspirus.org.

- Wellness Care:
- Health Monitoring:
- Chronic Condition Support:

Examples of chronic health condition support may include refilling medications as needed and ensuring appropriate lab tests are performed. For instance, if you need a refill of diabetes medication and your labs are up to date, the Provider at the Employee Health and Wellness Center will write the prescription. If you need a refill and your labs are not up to date, you will get a short refill as well as lab orders to satisfy the next refill. If your labs are abnormal, adjustments will be made to your medications and your PCP will be updated on any changes.

The Employee Health and Wellness Center will also work to coordinate care with any other specialist that is involved with your care. This will also be done in conjunction with your PCP.

As a reminder the Employee Health and Wellness Center’s hours are:

- Monday - Wednesday - Friday: 8:00 am - 4:30 pm
- Thursday: 10:00 am – 6:30 pm
- Tuesday: 6:30 am – 3:00 pm

Schedule an Appointment:
715.843.1256 or MyAspirus.org

EMPLOYEE HEALTH & WELLNESS CENTER
1100 Lakeview Drive, Wausau, WI
North Central Health Care Campus
Door 25

PETS AT WORK!

Know the Rules

While we all know the positive benefits of pets, especially therapy animals like Alvin, it has come to our attention that employees are bringing in their pets and keeping them here during their shift. We have had recent complaints from residents at Mount View Care Center and staff regarding this. The NCHC policy regarding animals in the workplace states that employees may not bring their pets during working hours. You may bring your pet in to visit the residents during nonworking hours. If you bring your pet for a visit on off hours please remember the following:

1. Pets should be on a leash at all times.
2. Pets are not allowed in areas where food is served.
3. Practice hand hygiene after any animal contact.
4. Make sure vaccinations are up to date.

Please refer to the policy, Animal Visitation in My Policies for questions. Thank you for your attention to this important notice.

VOLUNTEER SERVICES NEWS

The Volunteer Lounge at MVCC Has Moved!

The Volunteer Lounge has moved to support additional beds needed on 2nd floor at Mount View Care Center. Volunteers will now hang coats and leave personal items in the Information Station at Mount View Care Center. If they need to hang out or visit they can do this in the MVCC lobby, the MVCC staff lounge or either activity room. This change will be effective until our Campus renovation is complete.

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Preventing Falls in Marathon County

Falls are the main cause of injury death in Marathon County, surpassing firearms and motor vehicle crashes.

JOIN THE CONVERSATION
Falls are a major public health problem. Do you know someone who has fallen? Do you know how to help prevent falls? Join the conversation and share your insights on how we can work together to prevent falls in Marathon County.

Presented by Partnership for Healthy Aging and part of the Building Momentum series, designed to inspire and engage community members around healthy aging in Marathon County. For more information, please contact Amanda.Ostrowski@co.marathon.wi.us.

Preventing Falls in Marathon County

March 21, 2019, 10:00 am to 11:30 am
Aging & Disability Resource Center of Central WI
2600 Stewart Avenue, Wausau

Register Now!

MCW-Central Wisconsin to Bring Free, Public Learning Series to Local Community

I am excited to share a health and science education program that may be of interest to our Central Wisconsin community.

Twice each year, the Advancing a Healthier Wisconsin Endowment (AHW) at the Medical College of Wisconsin (MCW) hosts a free, public learning series called Conversations with Scientists. This multi-part speaker series explores groundbreaking changes taking place in biomedical research, medical education, and health care — and brings conversations about health and science out of the classroom or clinic, and into our community.

MCW—Central Wisconsin is excited to bring you an opportunity to join the next installment of this popular series, Tuesdays, April 2 – 23* from 6:30 – 8:30 pm. Titled, Biomedical Engineering: Designing Tools for a Healthy Future, audience members will learn from experts about this cutting-edge field and how it impacts our health every day — from developing tools that protect us daily to specialized uses like surgical innovations.

I welcome you to join us at the MCW—Central Wisconsin campus (333 Pine Ridge Blvd., Wausau), where we will be livestreaming this engaging event from the MCW—Milwaukee campus. Audience members will be connected to presenters in real-time, participating in the program just as if they were in Milwaukee. If you can’t make it to MCW-Central Wisconsin, you can also join via live webcast from any computer with internet access.

*Please note that the April 9 program will not be hosted at MCW-Central Wisconsin, so guests should plan to join via live webcast that evening. The program at MCW-Central Wisconsin will resume on April 16.

http://bit.ly/2H8ZKfY

This event is free and open to the public. Please consider sharing with others in your networks, and bring a friend!
“I just wanted to reach out and let you know about Kristi Newton, a nurse on the Inpatient Unit. I don’t feel that a Shout Out really conveys just how wonderful it is to work with her, so I wanted to share with you how awesome she is. She is the first to assist within Crisis for detox assessments, she is always willing to go the extra mile for patients, and she is quick to respond to any need with a smile on her face. She truly is an asset for this department and her dedication to her team and clients is so appreciated.”

– Submitted by Hannah Spranger, BHS

Give someone a big shout out and thank them for their Person-Centered Service!

Send your SHOUT OUTS to jmeadows@norcen.org.

HOLIDAY JUNK LIGHT COLLECTION FOR HABITAT FOR HUMANITY

WOW! 452 Pounds Donated in 2019!

Thank you to all the NCHC employees that turned in junk holiday lights to benefit Habitat for Humanity! 452 Pounds of junk lights we turned in to Habitat this week. The lights get stripped, melted and the copper wire and glass get recycled for cash used to purchase Habitat for Humanity materials for building homes right here in Central Wisconsin. This year NCHC added to the 3,000 pound total that was collected. Just the donations from NCHC were enough to fund all the 2x4 and 2x6’s used to construct one Habitat for Humanity home! That is AMAZING!!! Just by turning in junk! We also kept all that waste out of landfills.

WHAT’S UP ALVIN?

Adventure of a Therapy Dog

This week Alvin continued his orientation to NCHC with a visit to Crisis Services. He really hit it off with this team. They speak the same language and really know how to make people feel better! Be sure to follow Alvin and his adventures on Facebook!
How Depressed Are They?  
Assessment of Depression and Suicidal Ideation

FRIDAY, APRIL 5, 2019

This advanced program highlights the latest information in the diagnosis and treatment of mental disorders and the newest research areas in clinical psychiatry.

OBJECTIVES – Participants will learn how to:
1. Utilize a systemic approach to suicide assessment
2. Understand and describe the roadblocks to uncovering a client’s true suicidal intent and his or her method of choice for suicide
3. Describe and utilize seven validity techniques for uncovering both suicidal ideation and the types of sensitive and taboo topics that trigger such ideation
4. Flexibly and sensitively utilize those validity techniques for eliciting suicidal ideation using the CASE Approach, with an emphasis on spotting clients with immediate and imminent risk of suicide

MORNING SESSION:

Featuring Dr. Shawn Shea
Author of The Practical Art of Suicide Assessment

The Delicate Art of Uncovering Suicidal Ideation and Intent: The Chronological Assessment of Suicide Events (CASE Approach)

Dr. Shea is an internationally acclaimed workshop leader and innovator in the fields of suicide prevention, clinical interviewing, and creating resiliency having given over 850 presentations worldwide.

AFTERNOON SESSION

Six Speakers Cover the Following Topics:

- Zero Suicide Initiative at North Central Health Care
- Interpersonal Approach to Causality of Suicide
- EMDR Approach to Depression and Suicidal Ideation
- Coping with Suicide: How a System of Practice Could Help
- More Than Just Moody? Addressing Depression and Suicidality in Youth
- Secondary Mood Disorders

Admission $75
(Fee waived for MCW & Aspirus Medical Students/Residents)
Includes Continental Breakfast, Lunch, Snacks and 6.5 CME Credits
We are unable to offer Vegan/Kosher/Gluten Free Options

Presented through a partnership between the Medical College of Wisconsin and North Central Health Care

Friday, April 5, 2019
8:15 am – 4:30 pm
7:30 am Check-In & Continental Breakfast
North Central Health Care, Wausau Campus Theater - 1100 Lake View Drive

REGISTER ONLINE BY MARCH 27 at www.norcen.org/CME
Questions? Contact Linda at 715.870.0906

ACCME Accreditation Statement:
The Medical College of Wisconsin is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education to physicians.
AMA Credit Designation Statement: The Medical College of Wisconsin designates this live activity a maximum of 6.5 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Hours of Participation: The Medical College of Wisconsin designates this activity for up to 6.5 hours of participation for continuing education for Allied Health professionals.
Psychology CE Credit Statement: The Medical College of Wisconsin is approved by the American Psychological Association to sponsor continuing education for psychologists. The Medical College of Wisconsin maintains responsibility for this program and its content.
In accordance with the ACCME policy on relevant financial disclosure, all planners were asked to reveal any relevant financial relationships. Drs. Chan, Krall, Cipriano, and Pat LuCore (RN) have nothing to disclose.
This activity contains content or processes that may be potentially stressful.
WHAT’S 4 LUNCH?
WAUSAU CAMPUS CAFETERIA

Cafeteria Hours: Open 7am – 5:30 pm
A Cashier is on duty from 9:00am – 10:00am, 10:30am – 1:30pm.
When a cashier is off duty, an honor system is used for food purchases.

Serving Soup, Salad and Lunch Entrée Option
Monday – Friday.
All hot sandwiches, hot foods and cold bar items are $.35/ounce.
Soup: $1.25 Cup | $2.00 Bowl

MARCH 11 – 15, 2019

MON 3/11.....Cheese Soup
Monterey Ranch Chicken
Chili Entrée
Chex Mix
String Cheese
Oatmeal Raisin Cookie

TUES 3/12.....Tomato Barley Soup
Eggrolls
Baked Ham
Rice & Broccoli AuGratin
Broccoli
Chocolate Drizzle Cheesecake

WED 3/13.....Chicken Dumpling Soup
Hot Beef on a Bun
Breaded Chicken Breast
Brown Rice
Squash
Peanut Butter Bar

THUR 3/14.....California Medley Soup
Flat Chicken Taco
Roast Pork
Mashed Potatoes
Red Cabbage
Mango Upside Down Cake

FRI 3/15........Wild Rice Soup
Grilled Cheese Sandwich
Vegetable Lasagna
Zucchini & Tomatoes
Garlic Bread
Creamy Fruit Salad

Refer and earn a $500
Referral BONUS!!

Need to Open an Account?
Have Questions About Your Existing Account?
Call Today to Reserve a Time
or Just Stop By! 715-261-7680

Don’t Forget to Stop and See Us!
When: Thursdays from 9-11 am
Where: Office #1416
(Just down the hall from the Gym)
We Are Available for Both New and Existing Members.

Proudly Serving NCHC Employees and Their Family Members Since 1965.

Already a member: Thank you!
Not a member: Contact us today!
www.mcecu.org • 715 261-7680
400 East Thomas Street • Wausau, WI  54403