Moments of Truth

Today at our monthly Board meeting one of our Directors took the opportunity to talk about his recent experience when his wife came to Mount View Care Center for rehab. These are the moments of truth. Moments that are unanticipated. Moments already cast in the past tense. Moments that have already impacted the people we are caring for including our family, friends, neighbors and people we want to do well by. We rise or fall by the decisions we have made and the choices we all get to make everyday. We are defined each day anew. The choice to continue to do the right thing, even when it feels as if no one will notice, makes all the difference.

Today, in this particular moment...we shined. We’ve always heard amazing stories like these, although this is an experience I feel that I am having even more often these days. He said Mount View Care Center was the only choice when their needs came up, and we did not disappoint. He spoke about the compassion they received from all of our staff. Everyone. Think about that level of consistency. He heralded the excellent quality of care received as truly impressive. Then he went on to say something more inspiring. He said, “I am so proud to soon be able to provide a new building that is as high quality as the people working in it and the quality of care being given.”

A vision of that possibility is upon us. In little over a week, we break ground on Phase 1 of our $73 million reinvention of our main campus. Think about the trifecta we are working towards. Great staff, great quality of care and an environment of care to deliver amazing outcomes in. I personally have been working on this for over two years now and can’t wait to see it become a reality. Get ready to build upon something already so special. Truly, thank you all for making this possible by being amazing where it most counts – with the person right in front of you each day.

Make it a great day,

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 #5.

Monday, July 22 – Sunday, August 4

Brenda Glodowski

“Today is only one day in all the days that will ever be. But what will happen in all the other days that will ever come can depend on what you do today.”

– Ernest Hemingway

“Need a Ride?” Submitted by Laural Harder

“Today is only one day in all the days that will ever be. But what will happen in all the other days that will ever come can depend on what you do today.”

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Meet Kris Gage

Professional Dev.
Opportunities……………… 5

What You Need to Know Today!

HR Insights………………… 6

New Position Posting!

Brenda Glodowski

Monday, July 22 –
Sunday, August 4

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Shandah Stewart &
Andrea Rebstock

Why: For planning and putting together and entire baby shower for a co-worker. It’s always nice to get together with co-workers and things like this wouldn’t be possible without them!

Submitted by:
Rachel Ramer

“Need a Ride?” Submitted by Laural Harder

“Today is only one day in all the days that will ever be. But what will happen in all the other days that will ever come can depend on what you do today.”

– Ernest Hemingway

“Today is only one day in all the days that will ever be. But what will happen in all the other days that will ever come can depend on what you do today.”

– Ernest Hemingway
INPATIENT SERVICES
REQUEST GARDENING SUPPLIES
Can You Help?

Inpatient Services is looking to gather some gardening supplies for some projects in the unit. If you are able to help and donate new or gently used items, please drop them off in the Mail room or interoffice mail them to Inpatient Services. They are looking for things like:

- Planting Soil
- Flower Seeds
- Tomato Seeds
- Herbal Seeds
- Cardboard Egg Cartons/Small Pots/plastic cups
- Spray Bottle/mini watering can

NEED A RIDE?

Cycling Without Age

Shown to the left, Laural Harder from Volunteer Services transports Jamie Bolzak and Erika Koch in the Cycling Without Age trishaw. It was a hot day and these two ladies got a fun and safe ride in the vehicle. Cycling Without Age Marathon County was created in 2019 to enhance the lives of older adults and adults with differing abilities in Marathon County with the opportunity to remain an active part of the local community by allowing them to experience the joy and excitement of being outdoors in the fresh air on a trishaw, a 3 person rickshaw bicycle, in a social setting. Interested in becoming a pilot volunteer? Training in required. Contact Volunteer Services at volunteer@norcen.org or 715.848.4450

WERE YOU UNABLE TO ATTEND 2ND QUARTER EMPLOYEE UPDATES?
The Video Recording is Now Available Online

We want all employees to be able to attend the Employee Updates Sessions to connect with leaders, ask questions, and meet with team members you may not regularly have the opportunity to. However, we do know that there are instances in which you are just not able to make it or wish to view the presentation over again.

You can now view the 2019 2nd Quarter Updates from March in full format by visiting the NCHC YouTube Channel. Check out some of the other great videos there, too!

https://youtu.be/zirSKVKmniA

The video is also available here:

O’drive: Employee Updates folder contains the complete slide shows and videos for all Employee Update sessions.

BLUE JEANS FRIDAYS

Donate & Wear Jeans!

Employees in ALL departments can wear jeans on Fridays when you donate $2/Friday or $25 annually. If you choose to pay annually, you will save $79 for the year!

Stop by or contact the Volunteer Services Office at 715.848.4450 to get set up! Each employee that participates will receive a card that indicates their Blue Jeans Fridays participation. All funds donated will benefit NCHC United Way Team community initiatives.

NEW!! You can now use PAYROLL DEDUCTION to pay for a Year of Jeans on Fridays!!

Visit www.norcen.org/UnitedWay and download the form in the Jeans Sale section!

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.
INTRODUCING THE MOCK SURVEY TEAM!
The Fake-O-JACHOS

Who are they?? >>>>>>>

What do they do??
In teams of two, we will be visiting your units (HSO) programs to conduct tracers on high risk and frequently surveyed items, provide education and get you ready for our Joint Commission Survey. You’ll know it’s us because we’ll have bright yellow/gold clipboards and name badges.

When are they coming??
The Fake-O-JACHOS are starting with the inpatient unit, community treatment and outpatient beginning this month. We’ll rotate through all accredited programs each month.

The (real) Joint Commission Surveyors can arrive anytime beginning the end of September through the end of March 2020.

Managers-Mock Survey Teams will be scheduling with you ahead of time.

What’s required of me??
Participate! This is to help you feel comfortable with the survey process as you are who the surveyors want to talk to. Feedback will be given in real time and results will be provided to the department manager/director. All participants will receive recognition and a small reward of unspeakable value.

Did you know??
JACHO (pronounced Jay-Co) is a term no longer used—it’s now The Joint Commission.

We are on our way! The bids are in, the contractor is selected and on Monday, August 5 at 2:00 pm you are invited to attend the Aquatic Therapy Pool Groundbreaking event! Grab a hard hat and shovel and dig in!

Join us under the tent at the site of the new pool, located between Mount View Care Center and NCHC parking lots! Refreshments will be served with an opportunity to grab a shovel, move some dirt and celebrate!

All are welcome to join us as we begin to build the future of Aquatic Therapy at North Central Health Care!

www.norcen.org/Renovations • email: Renovations@norcen.org

COMING TO A PROGRAM NEAR YOU!
**NEWS YOU CAN USE**

**July 2019**

**Employee of the Month**

★ ★ ★ ★ ★

**Kris Gage, Dietitian**

The NCHC Employee of the Month for July has been awarded to Kris Gage, Dietitian in Food Services. Kris demonstrates great partnership in her work with MVCC, Crisis CBRF and BHS programs and was nominated for always being up for the challenges that pop up. She is always giving residents and employees guidance and education on diet needs, even giving new staff tips on gluten-free diet options. No matter what challenges Kris faces, her patience and knowledge provide a winning outcome for all she serves!

Congratulations Kris!

The Employee of the Month Celebration for Kris will be held on Tuesday, July 30 at 9:30 am in Wausau Campus Cafeteria.

---

**HARD HAT UPDATE**

Keeping you up to speed on construction around NCHC locations, so that we can communicate together with staff, visitors and those we serve.

**WAUSAU CAMPUS:**

**Effective immediately:** All Wausau Campus staff who park in the front parking lots near the yellow flag will now need to park in the rear lots between the Gardenside Crossing and Lake View Professional Plaza. The 2 far back rows of parking in the Yellow Flag lot will be consumed by construction roads for truck and be fenced off.

Even though construction has not begun, fencing, construction equipment and staging will begin at the end of July through early October. Get in the habit now of parking in back!

The majority of the Mount View Care Center front parking lot should remain open during construction however will be fenced. Marathon County F&CM will be working with Wausau Transit System on the bus routes and stops, as changes will need to be made. Contractor and construction traffic will be using Lake View Drive ONLY. There will be no construction traffic on Ethel, Marshall or Sturgeon Eddy streets.

Near Alexander Airport Park, Marathon County will be installing crosswalk signs which are solar powered and provide a push button flashing lights for pedestrians this will increase safety for those going to the park and maybe interacting with construction traffic.

**WALKING PATHS ON WAUSAU CAMPUS**

Walking paths on the Wausau campus will remain open throughout the entire construction period.

---

**FILL A BACKPACK FILL A NEED**

**SCHOOL SUPPLY DRIVE**

Collecting July 29th through Friday, August 9!

Please drop off donations at Volunteer Services or place in a collection box on the Wausau Campus in the Cafeteria, MVCC entrance, Aquatic Services, NCHC entrance, Staff Lounge (near hub) or Community Treatment!

**SCHOOL SUPPLIES OF GREATEST NEED**

- Colorful Backpacks (New)
- Wide-lined Notebooks*
- 2-Pocket Folders*
- Wide-lined Filler Paper
- Plastic Pencil Boxes
- Pencil Pouches
- Colored Washable Markers
- Colored Pencils
- Crayons (24 count box)
- Glue and Glue Sticks
- Scissors (Blunt or pointed)
- #2 Pencils
- Yellow Highlighters
- Rulers (12 inch)
- Large Pink Erasers
- Pens (Red)*
- *Red, blue, yellow, or green

Donations will be collected until Friday, August 9. Fill A Backpack Fill A Need is a project of the Workplace Volunteer Council for Marathon County. All donations in Antigo/Merrill will be distributed to local schools in need.

---

**“Kris is very patient and supportive with working with diet modifications.”**

– Resident Family Member

**“Kris is a great part of the Legacies Team!”**

**“Kris has excellent rapport with her co-workers, families and more importantly, her residents. She goes above and beyond the call of duty.”**
**Manager Specific Professional Development Opportunities**

**Register through HealthStream**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Target Audience</th>
<th>Time</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral Interviewing and Hiring for Managers</td>
<td>Managers</td>
<td>2 hours</td>
<td></td>
</tr>
<tr>
<td>Description: For the first time in history, there may be as many as five generations in the workplace. Managing work expectations is hard enough without having to know and understand what every generation needs. In this session we will focus on intergenerational differences, the reason for those differences and how to lead intergenerational teams.</td>
<td>Judy Rannow</td>
<td>Thursday, August 8, 2019</td>
<td>Wausau Board Room</td>
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</table>

**New Topic:**

**Intergenerational Teams**

<table>
<thead>
<tr>
<th>Time</th>
<th>Room</th>
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<tbody>
<tr>
<td>1:30pm – 4:30pm</td>
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</table>

**New Topic:**

**Financial Reporting for Leaders**

<table>
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<tr>
<th>Time</th>
<th>Room</th>
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<tbody>
<tr>
<td>8:00am – 10:00am</td>
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**New Topic:**

**Professional Development Coaching Conversations**

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<th>Time</th>
<th>Room</th>
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<tr>
<td>8:00am – 10:30am</td>
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**New Topic:**

**Delegation for Managers**

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<tr>
<th>Time</th>
<th>Room</th>
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<tbody>
<tr>
<td>11:00am – 12:00pm</td>
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</table>

**Open Session Professional Development Opportunities**

**Register through HealthStream**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Target Audience</th>
<th>Time</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Having Difficult &amp; Crucial Conversations</td>
<td>All Staff</td>
<td>1 hour</td>
<td></td>
</tr>
<tr>
<td>Description: If you avoid or have trouble having difficult conversations with others, you should attend this course. In the session, you will learn to use an effective framework for having difficult conversations as well as practice your difficult conversation skills.</td>
<td>Judy Rannow &amp; TEG</td>
<td>Thursday, October 3, 2019</td>
<td>Room: Wausau Board Room</td>
</tr>
</tbody>
</table>

**New Topic:**

**Conflict Resolution**

<table>
<thead>
<tr>
<th>Time</th>
<th>Room</th>
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<tbody>
<tr>
<td>1:00pm – 3:00pm</td>
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</table>

**New Topic:**

**Managing Multiple Priorities**

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<tr>
<th>Time</th>
<th>Room</th>
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<tbody>
<tr>
<td>1:00pm – 3:00pm</td>
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</table>

**New Topic:**

**So You Think You Want to be a Manager?**

<table>
<thead>
<tr>
<th>Time</th>
<th>Room</th>
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<tbody>
<tr>
<td>11:00am – Noon</td>
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</table>

**NCHC Ongoing Special Topic Professional Development Opportunities**

*These sessions are presented during the NCHC New Hire Orientation. Staff that have not yet attended are welcome to attend the sessions. Contact Mary Jo Monday to register (states/opies may change based on presenter schedules).*

**New Hire Orientation – August 19 – 22**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Time</th>
<th>Room</th>
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</thead>
<tbody>
<tr>
<td>Topic: NCHC Who We Serve Trauma &amp; Trauma Informed Care</td>
<td>Tuesday (Day 2 NHO)</td>
<td>10:00am – 10:30am</td>
</tr>
<tr>
<td>Topic: NCHC Who We Serve Diversity</td>
<td>Tuesday (Day 2 NHO)</td>
<td>10:30am – 11:00am</td>
</tr>
<tr>
<td>Topic: NCHC Who We Serve Dementia Care</td>
<td>Tuesday (Day 2 NHO)</td>
<td>11:00am – Noon</td>
</tr>
<tr>
<td>Topic: NCHC Who We Serve Mental/Behavioural Health &amp; NCHC Continuum of Care</td>
<td>Tuesday (Day 2 NHO)</td>
<td>12:45pm – 2:00pm</td>
</tr>
<tr>
<td>Topic: Situational Awareness &amp; CART Team</td>
<td>Tuesday (Day 2 NHO)</td>
<td>10:00am – 12:15pm</td>
</tr>
</tbody>
</table>

**Additional Outside Professional Development Opportunities**

**Submit completed NCHC Professional Development Request Form to OD**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Time</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Topic: Mental Health First Aid</td>
<td>All Staff</td>
<td>8:00am – 1:00pm</td>
</tr>
</tbody>
</table>

**NEW SESSIONS ADDED!! August 2019 Professional Development Sessions and Upcoming Conferences**

**Update!** Sexual Harassment: This course will not be offered as an elective Professional Development training opportunity. Instead, will be assigned as new online training to all staff.

**It’s a SHOWER!**

Congrats Lauren! Outpatient and Community Treatment in Antigo Center held a baby shower for Lauren Bessa, Outpatient Therapist. Lauren is expecting a baby boy in September and the team was able to celebrate together!
Marathon County Youth Community Treatment is committed to serving youth with special needs throughout Marathon County by offering a variety of services that allow kids to overcome their challenges & live satisfying lives in the community. With financial support, kids have the opportunities to attend specialized camps, participate in activities and to receive the care they need. Proceeds from each dip sold will go directly to the kids and their families served by Community Treatment.

Starla's Seasonings & Mixes are seasonings mixes and packets that can be used for meat, fish, burgers, vegetables, bread, butter, cheesecake, or even as an easy dip during a holiday party or while tailgating. Starla's Seasonings contain no MSG and no Gluten (except the Cheddar Beer Bread Mix), and require no refrigeration prior to being made.

If you are interested, stop in to the Wausau Campus Community Treatment Main Office kitchen area to view the flavor descriptions or to fill out the order form and pay (cash or check - payable to Gina Lenz). Please note payment must be received prior to order placement. We will be taking orders through July 31. Contact Jennie Comfort at jcomforth@norcen.org with questions.

If you're just starting to save, join a WDC Retirement Plan Advisor at a workshop.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Topic</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 10th</td>
<td>11:00am</td>
<td>Upcoming Meeting</td>
<td>Wausau BHS</td>
</tr>
<tr>
<td>July 31st</td>
<td>1:00pm-2:00pm</td>
<td>Driver's license and appropriate auto insurance coverage as required by North Central Health Care</td>
<td></td>
</tr>
</tbody>
</table>

### New Position Posting

**Title:** Behavioral Health Technician - CNA  
**Status:** Full Time  
**Location:** Wausau BHS & Crisis  

The Behavioral Health Technician is responsible for assisting the RNs and LPNs in providing individualized psychiatric nursing care for mental health inpatients and Ambulatory Detoxification Unit patients, provide crisis stabilization and personal care to residents of Crisis CBRF who may have mental health, advanced age, TBI, Alzheimer’s, developmental disabilities or substance abuse issues. Full Time and Part Time positions available.

**Education and Experience Requirements**

- Certified Nursing Assistant certification  
- Current CPR certification

Valid Wisconsin driver’s license and appropriate auto insurance coverage as required by North Central Health Care

- One to three years experience
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

JULY 29 – AUGUST 2, 2019

MON 7/29 ......Clam Chowder
Grilled Ham & Swiss
Turkey Parmigiana
Diced Beets
Buttermilk Biscuits
Snicker Doodles

TUES 7/30......Chicken Dumpling Soup
Bratwurst on a Bun
Chicken Breast Strips
Rice Stuffing
Broccoli
Lemon Pie

WED 7/31 ......Hearty Beef Soup
Homemade Pizzas
Beef & Rice Stuffed Pepper
Tomato Sauce
Corn
Peanut Butter Bar

THUR 8/1 ......Tomato & Rice Soup
Turkey, Ham, Beef 7 Cheese Wraps
Country BBQ Ribs
Potato Salad
Creamy Cole Slaw
Ice Cream

FRI 8/2.........Turkey Rice Soup
Tuna Melt
Beef Stroganoff
Egg Noodles
Carrots
Mint Frosted Brownie

There’s Still Time to Take Advantage Of Our Balance Transfer Special!

Balance transfers completed 6/1/19 through 8/31/19 will receive 4.99% APR* for 18 months from the date of the first balance transfer. After the promotional time frame expires, remaining balances will migrate to the standard APR applicable on your account. *APR = Annual Percentage Rate

Contact Us Today for Details!
Apply Online @ www.mcecu.org or by using the New Mobile App!
Peter.Wolf@co.marathon.wi.us
715-261-7685
400 East Thomas Street • Wausau, WI 54403

MARK YOUR CALENDAR!

EMPLOYEE CELEBRATION WEEK!
AUGUST 19 – 23, 2019