

A Weekly Update For The Employees of North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

This last weekend we celebrated Veterans Day. I wanted to take a moment to reflect on the significance of this important day and express our gratitude to the brave men and women who have served and continue to serve in the armed forces. Veterans Day is a time for us to pause and acknowledge the sacrifices made by our military veterans, thanking them for their service, dedication, and unwavering commitment to protecting our freedoms. It is a day to honor the selflessness and courage displayed by these individuals, many of whom are a part of our own NCHC family. As we honor Veterans Day, let us renew our commitment to fostering a workplace that recognizes and supports

the unique contributions of our military veterans. I am confident that by embracing their experiences and skills, we will continue to strengthen the fabric of our organization.

Thank you to all our veterans for their service and sacrifice. May we all take a moment to reflect on the freedoms we enjoy today, made possible by the dedication of these remarkable individuals.

Lang D. Olser

Executive Director

Gary Olsen



WAUSAU CAMPUS LOST & FOUND IS GETTING FULL!

Lost & Found is located at the Guest Services Desk near the Bistro at Door #5. Recently some more valuable items have been turned in that people are probably looking for. Watches, phones, key fobs, clothing, and a lot more.

If you know of someone who has misplaced something, whether it be an employee or visitor, please point them in the direction of the Lost & Found at Guest Services.

BOOK & GIFT FAIR November 17 at MVCC Lobby

Books, gifts and novelties will be sold in the Book & Gift Fair held at the Mount View Care Center Lobby on Friday, November 17 from 9 am to 3 pm. Come check it our and get some great gifts for the upcoming holidays!



Occurrence Reporting Hotline x4488 or 715.848.4488



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

Welcome Our New Employees2 CyberSecurity Alerts 4 **United Way Workplace** Campaign: Give & Win! ... 3 Donation Requests......5 Hard Hat Updates...... 6-7 Foodie Forecast 8-9 Employee Recognition .. 10







WELCOME THESE NEW EMPLOYEES TO THE TEAM!

These employees were welcomed at Orientation November 6, 2023!

Adult & Youth Crisis Stabilization



Brianna Colip Adult Behavioral Health Professional I



Mariana Schmidt Youth Behavioral Health Professional I

Aquatic Therapy



Lakeside

Renee Schleicher Behavioral Health Professional III

Youth Hospital



Lorna Schreiner Behavioral Health Professional I

Human Resources



Shelva Colvin Director of Human Resources



Heather Hoyt Physical Therapy Aide



Housekeeping

Tiffany Keckhaver Housekeeping Aide

Crisis

Services



Holly Lawrence Housekeeping Aide



Teri Daigle Solution Analyst I





David Taggart Safety & Security Officer



Lisa Dahl Crisis Professional



Mollie Bortz In-Training Therapist

We are so excited to have you on our team!







CYBERSECURITY ALERTS

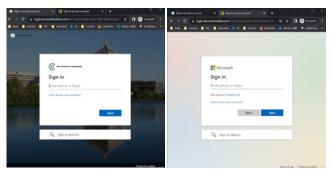
Read Carefully and Stay Informed!

CCITC is seeing an increase in Phishing emails being delivered that try to trick you into clicking on a link to retrieve a file.

If you receive an email that requests you to click on a link, and you are presented with either of the following screens.

• STOP - Do NOT enter any information.

- Call the person who sent you the email using the phone number you normally use, not the one in the email, and ask them about the email.
- Contact the HelpDesk at x6710 or 715.261.6710 and let them know about the email and the conversation you had.



Thank you for your diligence as we work to prevent these emails from being delivered. If you have any questions, please contact the HelpDesk at x6710 or 715.261.6710.

CYBERSECURITY LESSONS 1. Watch for Suspicious Emails

If you receive an email that seems suspicious or is unexpected given any of the following: email address, the subject line, the body of the email or the sender, etc., Do NOT click any links or follow any prompts. If you have questions or are unsure, you can call the person to confirm if the email is legitimate or simply call the CCITC help desk and they can check it out. It is possible that someone's account could be compromised-simply verifying the email address is no longer enough. When in doubt, don't open, don't respond, and do not click any links!

2. MFA Prompting

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MFA prompting is typically associated with work activity you are performing on your device (e.g., logging into UKG, joining a Teams meeting, or accessing e-mail). Make sure that the prompt was initiated by you! Do not respond if you don't know why you're being prompted or where it's coming from. Hackers are getting more sophisticated, meaning they can push out a prompt for MFA and if someone unknowingly authenticates their information, the threat actor now would have access to their accounts. CCITC is working with software to control the timing and frequency of the prompting, thus increasing our security and decreasing the risk of this being an issue. Users should be aware of

COMPUTER SOFTWARE UPDATE ALERT

ConnectWise Install Nov. 13, 2023

Who: All employees with a PC

What: PC software patching change, ConnectWise When: Starting on Monday the 13th of November

Why: Enhance our cybersecurity posture by ensuring that security patches

are applied within 7 days of release.

CCITC will be activating new software on your PC starting Monday, November 13. ConnectWise will pop up an alert on your desktop that requests that you save your work and reboot your system as soon as possible.

It will be possible to select the 'Remind me" option at least once. Depending upon the nature of the update, you may not be able to select 'Remind me" again.

There may be occasions where there is a timer indicated on the pop-up instead of a 'Remind me" option. This will occur when the update is critical to the cybersecurity of our environment. Here is an example of the pop-up:

IMPORTANT – Please pay close attention to these pop-ups when they appear. If you ignore the pop-up and walk away from your PC or let it go to sleep, your PC may reboot on its own.

imputer will reboot in: 14 hours 32 minutes 21 seconds Reboot Now Remind me in 60 minutes

We understand that these pop-ups may appear at an inconvenient time. CCITC is doing its best to balance your productivity with the need to keep our PCs updated.

If you have any questions, please contact Dale Schirmacher, Infrastructure Manager at CCITC directly at 715.261.6772.



CCITC MAINTENANCE NOTIFICATION -PRINT SERVER MIGRATIONS Full Outage 11/15/23

On Wednesday, November 15, all printing servers will be down from 3:30 pm through 6:30 pm. This means that all printer functions including scan, fax, print, etc. will be affected by the outage. All MFD's and most networked printers will be part of this migration.

A notification will be sent when these print servers are available again and printers and printing services are operational.

Please prepare in advance for any printing, scanning or faxing needs during this outage window.

Please contact CCITC at x6710 or 715.261.6710 with any questions concerning this maintenance.





North Central Health Care

WORKPLACE GIVING CAMPAIGN

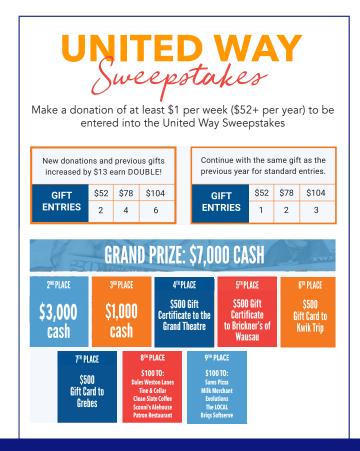
NOW THROUGH NOVEMBER 30, 2023



This holiday season, consider making a donation to your local United Way right from your NCHC paycheck! It's easy to set up and your donation directly impacts the lives of those right in our community. Designate which United Way you would like your gift to benefit, so whether you live in Marathon, Lincoln or Langlade County, your donation helps those closest to you. As an organization, North Central Health Care continues to support the United Way because their programs impact many of the people we serve in ways that our programs are unable.

ONE Donation, TWO Ways to Win!

Make a qualifying donation during United Way of Marathon County's Campaign and you will automatically be entered into the United Way Sweepstakes and North Central Health Care Drawing for chances to win!





DONATE VIA PERSONALIZED EMAIL LINK

An [EXTERNAL] personalized pledge message will be arriving in your NCHC work email from United Way of Marathon County. This link will be resent a few times in the upcoming weeks. Click the link within to be redirected to your personal donation page.

To check your current United Way donation amount, check your paystub under deductions, marked "United Way".







can you help?

Throughout the year, our generous staff and community donate items in need to those in our programs that need it most. As we approach the end of the year, we are running low on many items like hygiene and household product for low income/homeless consumers as well as supplies in our departments. If you can help, your donations can be dropped off in Volunteer Services on the Wausau Campus located at the front of Mount View Care Center or in any of the program areas indicated below. Thank you in advance for your generosity.

Community Treatment Requests

- Shampoo
- Conditioner
- Body wash
- Razors
- Laundry detergent
- Dish soap
- General Cleaning Products
- Shaving Cream
- Lotion
- Tampons
- Sanitary pads
- Body spray
- Deodorant
- Painting canvas
- Watercolor paints
- Watercolor paper

Youth Hospital Requests

- Markers
- Watercolors
- Non-toxic paint
- Diamond art
- Aromatherapy diffusers
- Essential oils for aromatherapy,
- Cornstarch for making sensory slime
- Adolescent appropriate Paperback books that are lighthearted and positive. (No hard cover please)
- Hats, Gloves, Mittens, Scarves

Adult Hospital Requests

- · Crewneck sweatshirts (no hoods) variety of sizes.
- Wooden items for painting
- Shoes of a variety of sizes
- Sweatpants variety of sizing
- Markers
- Crayons
- Non-toxic paint
- Gatorade powder/Kool-Aid powder
- Lighthearted/positive adult books, soft cover, no hard cover allowed)
- · Hats, Gloves, Mittens, Scarves

North Central Health Care **2023 EMPLOYEE** VACCINATIOI PROGRAM

ALL Employees Must Complete by Dec. 4

- Make an appointment and get your Flu and/or Covid vaccinations*.
- Complete the required forms.
- Return your forms to NCHC Émployee Health.

"Your manager will deliver all required forms and instructions directly to you at work. Employees who work with vulnerable elderly populations will have requirements for Influenza and Covid vaccinations. All other employees will have requirements for Influenza vaccination only. Employees who do not complete these steps by Dec. 4 will be removed from the schedule.











Visit www.norcen.org/ForEmployees

for more details, FAQ's, vaccination locations and options, copies of forms, or to make an appointment at a NCHC Vaccination Clinic!

Questions? Contact your Manager or Employee Health at 715.848.4396









BUS STOPS & DOOR UPDATES ON THE WAUSAU CAMPUS

Bus Stops

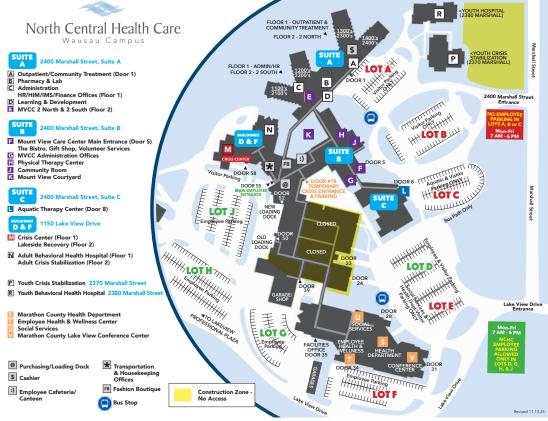
There are now 2 bus stops located on the Wausau Campus. Both are marked on the map below with the bus stop sign circled in green. Stop 1 is located between the Suite A and Suite B entrances at 2400 Marshall Street. There is not currently a shelter provided by Metro Ride at this bus stop. Stop 2 is located near the Social Services Entrance at Door 28 and there is a bus stop shelter located there.

The bus will enter the Marshall Street Entrance, making its first stop near MVCC and Outpatient Services, and then swing through Lot C using the Bus Path that connects Lot C and Lot D. This is oneway Bus-Only traffic only. Please do not use this bus path for any reason.

Buses will stop at the Wausau Campus every 30 minutes at :45 and :15. The first bus arrives at 6:45 am and the last bus departs NCHC at 6:15 pm.

Taxi and Visitor Drop off

Please remind any clients or visitors arriving for appointments on the Wausau Campus, that access through Door 23 (Former Outpatient entrance) is closed. Visitors being dropped off here will not have access through the building to get to Suites A, B, or C. We have reports of taxis dropping off clients at Door 23



this week and leaving them at Social Services. Signs are posted out at the road and multiple at the front door that NCHC has moved. Please help us communicate the door closure to clients and visitors. All clients did receive a map mailed to their homes with the change earlier this month, but your personal communication will go a long way in reminding them which entrance to use.

Wausau Campus New Badge Access Doors

There are 2 new additional employee badge doors located on the Wausau Campus. They are located near the MVCC Courtyard. Both doors are marked with a "pink dot" near K (MVCC Courtyard) in the map above.

The first door is in the link hallway that connects Suite A to D&F Buildings. These large brown double doors will require a badge when passing through from Suite A to the link hallway.

The second door is the exterior entry door in the Courtyard Door that enters the Employee Cafeteria.

Please pay attention to Employee Only Access signs and help those visiting with this change of door access. If you have any questions, please talk with your manager.

More updates on next page!







PARKING LOT J OPEN

Crisis Center Accessible at Door #58, **Employee Entrance at Door #55 OPEN**

Wausau Campus Parking Lot J is now open for use. Please consult the map on previous page. This will mean the following:

- Crisis Center access through Door #58 is now open and law enforcement, EMS and visitors to Crisis may now use the Crisis Entrance in rear of building including the sally port entrance.
- All staff may now park in Lot J and enter Door #55, employee-only entrance. This door has a punch clock located just inside the door and allows staff to enter the building right by the Employee Locker Room and Cafeteria. We encourage all staff to park in Lot J and use this
- In Lot J, please reserve the parking spots closest to the Crisis Center Entrance for visitors to the Crisis Center, Adult Hospital, Lakeside, and ACSF. All visitors to these units are required come in through the Crisis Center main entrance at Door 58 only.
- Staff are prohibited from parking in Lots A, B, & C off of Marshall Street. Parking Lot D is still accessible to staff parking.

Thank you for your patience with our parking situation. We were happy that the weather cooperated so Lot J could be completed and open up several new parking spaces for us as well as Crisis Center access.



CONGRATULATIONS JANEANE KLAVIER!

PHOTO OF THE WEEK



Janeane Klavier is our November Pine Crest Star! Janeane has been with Pine Crest for 10 years. She is always positive, never complains, never contributes to gossip and takes on any task given to her. She has one of the best if not THE BEST attendance records in the facility! She is a fantastic asset to our team and will be greatly missed! We



are thankful for her years of service. And wish her a happy healthy upcoming retirement!

November 2023 **Organizational Learning Modules**



Each month staff are assigned 30-60 minutes of organizational training that needs to be completed by the due date.

Log into the learning management system (LMS), UKG Pro Learning, to complete the following training modules:

- **Workplace Safety 2023** (20 minutes)
- Complete any outstanding assignments







WHAT'S FOR LUNCH?

OPEN TO ALL NCHC & WAUSAU CAMPUS









BREAKFAST HOURS

8:30 AM - 10:30 AM

LUNCH HOURS

MONDAY - FRIDAY 10:30 AM - 1:30 PM HOT FOOD BAR \$.45/OUNCE (Weekdays Only)

GRAB-N-GO HOURS

MONDAY - FRIDAY 8:30 AM - 5:30 PM

WEEKENDS:

GRAB-N-GO ONLY

THE SANDWICH & SALAD BAR IS BACK!

Make your own cold sandwich with lunch meat & fixins' OR self-serve at the salad bar. Salads are charged by weight.

NOV. 13 - 17, 2023

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN	Chicken Breast Mashed Potatoes Green Beans	Lasagna Salad Garlic Toast	Apple Butter Pork Loin Stuffing Roasted Butternut Squash	Roast Turkey & Mashed Potatoes Corn	Baked Cod Herbed Rice Creamy Coleslaw Rye Bread
SOUP	Cheese Cauliflower Soup	Beef Barley Soup	Garden Veggie Soup	TBD	TBD
DESSERT	Brownie Bottom Cheesecake	Chocolate Chip Cookie	Snickerdoodle Krispy Bar	Strawberry Banana Cup	Cranberry Crunch

NOVEMBER 20 - 24, 2023

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN	Bakes Chicken Drumstick Loaded Mashed Potatoes Carrots	Boiled Dinner Green Beans Dinner Roll	Open Faced Pork Sandwich Mashed Potatoes Beets	Café CLOSED	Café CLOSED
SOUP	TBD	Cream of Tomato Soup	Cream of Broccoli Soup		
DESSERT	Carrot Cake with Cream Cheese Frosting	Pie	Sweet Potato Crisp		

##Hinsights

www.norcen.org/Careers

Position Postings

Title: Crisis Professional

Status: Full Time/Overnight

Location: Wausau 12-Hour Shift

The Crisis Professional provides crisis intervention for individuals and families as well as referral and short-term follow-up, collaborative community consultation and education. Your role will include performing crisis line risk assessments to evaluate and triage to the most appropriate treatment setting. The starting pay for Non-Bachelors level is \$20.00, Bachelors level is \$23.50/hour, and Masters level is \$26.25/hour (plus shift differential of \$1.50 for PM shift and \$2.50 for NOC shift) Shift time - 6p - 6a.

Apply Online: https://bit.ly/CrisisPro1123















We want MORE Awesome People like YOU on **Our NCHC Team!**

Be sure to SHARE our **Career Posts on Social!**





HOLIDAY HOURS

THE BISTRO WILL BE THURSDAY, NOV. 23 & FRIDAY, NOV 24

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 *





Meatloaf Panini

MEATLOAF | CHEDDAR | ONION | BBQ KETCHUP SAUCE



- build your own - BREAKFAST **SANDWICH**







North Central Health Care **Employee Recognition Awards**

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

OUTSTANDING TEAM PARTNERSHIP AWARD

Antigo Adult Day Services Team

Congratulations to the Antigo Adult Day Services Team members of Melissa Dziondziakowski, Melissa Labecki, and Michele Genke. The 3 M's were selected as the recipient of this quarter's Team Partnership Award. They were recognized for going above and beyond to welcome people, their positive approach with clients and staff, and how they demonstrate respect and joy throughout the workday.

"I was immediately welcomed by all three ladies. They all went above and beyond in their kindness, and assistance with showing me how and what to do during the program day. Each lady has such a positive approach with the clients and with staff you automatically feel welcomed at their program site. I had observed how they each interact with the clients and the respect and joy that is demonstrated throughout the workday it is such a pleasure to be part of."



Melissa Dziondziakowski



Melissa Labecki

Michele Genke



OUTSTANDING PERSON-CENTERED SERVICE AWARD

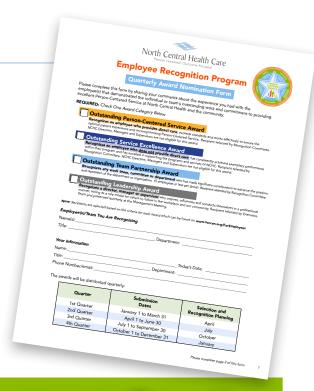
Brittney Mengel, Outpatient Services

Brittney Mengel is the recipient of the Outstanding Person-Centered Service Award. She was recognized for knowledge and keeping her self up to date on current programming to assist people in ways outside her job.

"Brittney knows how to connect people with services and stays up to date on the latest in field of AODA treatment, programming, groups, community resources, and

state services. She stays up to date on the latest in field of AODA treatment, programming, groups, community resources, and state services.'

Brittney was nominated by Carrie Paisar, Outpatient Services.



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