

# NCHC Volunteer NEWSLETTER

North Central Health Care

## A Message from Sarah To a New Year of Smiles, Stories, and Service

As Winter wraps us in its quiet beauty and we welcome a new year, our hearts are full as we reflect on the compassion and love our volunteers bring to the nursing home each day. Your presence reaches far beyond activities or visitsit touches lives in deeply meaningful ways. For the residents we serve, your smiles, conversations, joy, and shared moments bring comfort, joy, and a sense of belonging that makes each season brighter. Over the past year, countless memories have been made, laughter over stories old and new, hands held during quiet moments, and celebrations that filled the halls with warmth and cheer. The memories made this past year will be cherished by residents and volunteers alike. These moments remind us that your presence does more than fill a schedule - it lifts spirits, fosters belonging, and makes the nursing home feel like home. As we step into the new year, we do so with renewed hope and excitement for all the meaningful moments still to come. Thank you for being part of such a special journey - here's to a joyful winter season and another year of making memories together.



***“The magic in NEW BEGINNINGS is truly the most powerful of them all.”***

*- Josiyah Martin*



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# A New Years Message

From Melissa Stockwell

2025 NCHC Volunteers in Action

*"Selfless action is a source of strength" Mahatma Gandhi*

The volunteer services department ends 2025 celebrating many accomplishments and rings in 2026 with hopes for growth, joy, and selfless service. Resident and client lives have been enriched and fulfilled because of each of you. You have built positive relationships with staff and residents, served with integrity, and shown dedication and excellent service with acceptance and respect to every individual, every day. Even though illness, masks and unforeseen happenings can sometimes dampen our days, you are a steadfast light for those that we serve. With your service and heart, residents and clients have the opportunity to live their best lives each day.

Here are some of the highlights of 2025:

1. NCHC currently has 57 amazing volunteers
  - We onboarded **15 new volunteers in 2025**
2. Our amazing volunteers logged a total of 3,490.75 hours in 2025
3. The Heartfelt Giftshop exceeded budgeted revenues for 2025 by \$4,103.63
  - In December alone, revenues were above monthly budgeted revenue by **\$1,861.73**
  - Revenues exceeded budget **9 out of 12 months in 2025**
1. Many residents were able to enjoy community events and live their best lives because of your time, service, and helping hands

*"A truly great volunteer is hard to find, difficult to part with, and impossible to forget"*

The Volunteer Services Department is truly honored and thankful to work with each one of you. No matter how big or small your contribution, you make a huge impact!

Thank you,

*Melissa*



## Our Vision:

The vision of North Central Health Care Volunteers is to be recognized as a leader in providing innovative and rewarding volunteer and donor opportunities to help advance the mission of North Central Health Care: Serving our community through accessible, specialized care.

## Mission Statement:

Our volunteers are committed to providing quality services for our residents and clients. Our programs are aimed at creating a warm, friendly, home-like environment with a genuine concern for the dignity and special needs of each individual. Volunteers enable clients and residents to have programs and events within our organization and in the community.

## Sign in, Sign in, Sign in

Please help us to collect your volunteer hours. This is very important to our records! Your help with this is greatly appreciated. Sign in sheets are located in the main entrance of the tower at the Guest Services desk. Reminder you only need to sign your name once to the sheet and mark your hours under the corresponding date that you are volunteering.

## New Volunteers Welcome

Do you know someone who would be a great volunteer? Share your volunteer experiences with your friends and family and invite them to join our team. Please encourage them to contact the Volunteer Services office at 715-848-4450 or [smesenberg@norcen.org](mailto:smesenberg@norcen.org). We would love to speak with them and bring them onto our team! Information can also be found on our North Central Healthcare website @ [www.norcen.org](http://www.norcen.org)

# A Season of Smiles:

## Volunteer Adventures & Resident Outings

The past season has been filled with memorable moments and meaningful experiences, all made possible by the dedication of our wonderful volunteers. Together, we explored new places, shared plenty of laughs, and created lasting memories with our residents.

One highlight was our time on the **Ice Age Trail**, where residents enjoyed fresh air, scenic views, and the simple joy of being out in nature. Our trip to the **WI Valley Fair** brought excitement around every corner from lively sights and sounds to delicious fair favorites that sparked smiles all day long. A visit to the **Zoo** was equally special, as residents delighted in seeing a wide variety of animals and learning more about them.

We also enjoyed a **Woodchucks** baseball game, cheering from the stands, soaking up the summer atmosphere, and sharing classic ballpark fun. For a more peaceful adventure, our **Fishing Outings** offered a relaxing escape, filled with calm waters, conversation, and the thrill of a catch.

Each outing was a reminder of how powerful shared experiences can be. We are incredibly grateful to our volunteers for their time, energy, and compassion. Thank you for helping make this season one of smiles, connection, and joy we look forward to many more adventures ahead!



WI VALLEY FAIR





CINDY AND CARA FISHING



## Wintertime TRIVIA

1. What is the coldest temperature ever recorded on Earth?
2. What is the average speed of a snowflake falling to the ground?
3. Which animal changes the color of its fur to white in winter for camouflage?
4. Which country is home to the world's longest natural skating rink?
5. What is the term for the seasonal process where water turns to ice on lakes or rivers?
6. What percentage of the Earth's surface is covered by snow and ice during the winter months?
7. What type of cloud is most commonly associated with snow?
8. What is the phenomenon called when the Sun does not rise above the horizon in the Arctic Circle during winter?
9. Which U.S. state has the snowiest city in the country?

**ANSWERS** 1. -128.6°F (Antarctica) 2. ~1.5 mph. 3. Arctic Fox. 4. Canada (Rideau Canal). 5. Freeze-up. 6. ~12%. 7. Nimbostratus 8. Polar Night. 9. Syracuse, NY



ZOO OUTING



# Wintery WORDFIND

- |            |              |             |            |
|------------|--------------|-------------|------------|
| BEAUTYSHOP | FROZEN       | HOPE        | RESIDENT   |
| CARE       | GENEROUS     | MOUNTVIEW   | SNOWFLAKE  |
| COLD       | GIVING       | NEWYEAR     | VOLUNTEER  |
| COMMUNITY  | GRANDFRIENDS | OPPORTUNITY | WELLNESS   |
| DONATION   | HOLIDAYS     | POSITIVITY  | WINTERTIME |

C F S Z P K L  
 O D O N A T I O N  
 C F L N E W Y E A R U  
 O H L A Y S G A D X B  
 I V G E N E R O U S L  
 W Z B G O R A J K S N  
 F F C R F F N D G Y S  
 T C M Y W D H J W  
 L N V O O N J F A O I U U  
 U O R B L U S J R H T N D V C  
 M H O V C D N K G I O F T Y E E O  
 E P Z C I J T D R E P Q E M P U O  
 L P F C P A W V P X N E E R L T A H G  
 Z N E Z M N D I D T D T R T P H S T B  
 V C Y P C A R E U J S D I I X O W Y E  
 P R G Z C E Z W H R T T X M L L B T Z  
 U O J F N X Q K D F G G H E Q I U W K  
 Z P Q K C H C X L R S K X R D N R  
 C P Y H W L E W W O L Q Y A D  
 G O L K D U B Y D Z C N Y  
 J S N R I A E U K V O E T S I  
 T U L M T T O T A R E C M N N R B  
 Q Q K K X F Y U P D G V O Y Z O Y Z A  
 A V R R D B U Q U N B K V M Q T C X W K B  
 I C I H B U F W M T I W G M D R L O N E S  
 D P H V O L U N T E E R T M U G X A W P B H I  
 O S S X W E L L N E S S U Y N A X E P O F S X  
 K V A K L K V J Z H M Q B U I V U J S S F M H  
 X J I R O I R E S I D E N T T N P L N I R Y X  
 V Q U D N U Q W B E U Q A D Y K R J O T P L N  
 D P U O J E O H T N B P Y T I N P E W I U P X  
 F B E A U T Y S H O P E X A X Z Z F V Z N  
 X X U R W X L V L U R I H O T R V L I E R  
 W O D T A T L L H M H I W A L M A T K  
 D U S A X E U O K N U M R V M K Y  
 G I V I N G N U W M C K C L E  
 M K Q M J B K W L Y Q

# A Warm Welcome

## To our New Volunteers!

We would like to welcome and say thank you to our newest volunteers. We are so excited to have you join our team.



Paula Wood  
Koehler



WOODCHUCKS



Susan  
Reed



Cathy  
Adrian

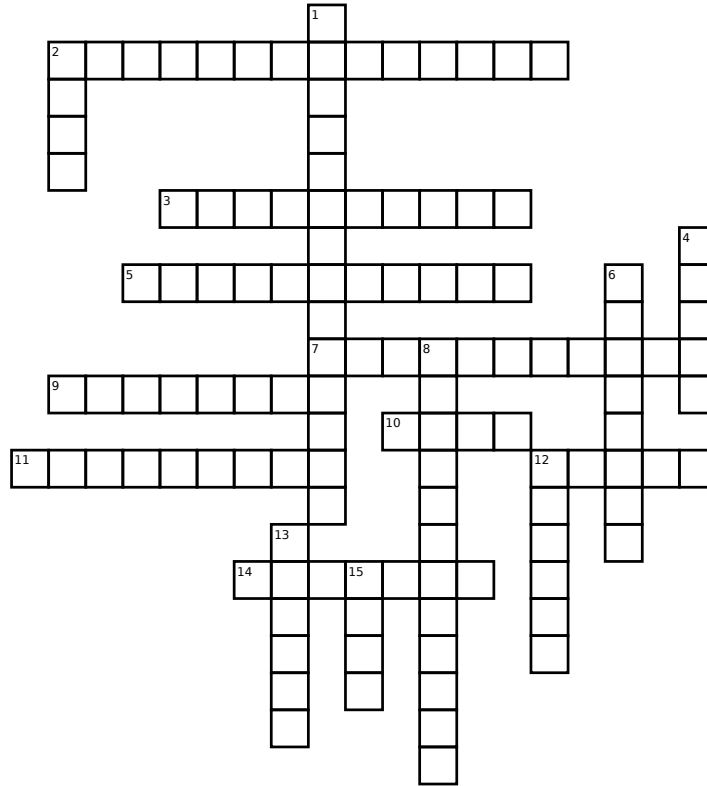


***"Volunteers do not necessarily have the time; they just have the heart."***

*- Elizabeth Andrew*

# Wintertime

## CROSSWORD PUZZLE



### Down:

1. Shimmering lights often seen in polar regions during winter nights.
2. Most common material used to make traditional snowshoes.
4. Traditional Scandinavian practice of enjoying winter coziness.
6. Sudden, intense snowstorm with high winds and low visibility.
8. North American mountain range known for some of the heaviest annual snowfall in the world.
12. Home to the Ice Hotel.
13. Japanese term for enjoying the snow.
15. Winter sport that involving racing sleds down icy tracks.

### Across:

2. When the Earth's axis tilts furthest away from the Sun.
3. Dry snow ideal for skiing.
5. Scientific term for animals that sleep through the winter.
7. Winter tradition in Finland where people jump into icy water after a sauna.
9. Natural disaster is caused by a rapid snowmelt.
10. Hours of daylight during its polar night.
11. Dense ice crystals that form when temperatures fall below  $-30^{\circ}\text{F}$ .
12. Norse god often associated with winter and cold.
14. Sport involving sweeping a stone across the ice.



# Volunteer Appreciation 2025



## SAVE THE DATE FOR THE 2026 VOLUNTEER APPRECIATION

Week: April 19-25

We will be sending out a survey to determine what day & time work for all of our volunteers

## REASONS TO CELEBRATE!

### ANNIVERSARIES:

|                              |          |
|------------------------------|----------|
| Liz Rossitier .....          | 12 years |
| Cheryl Ruplinger .....       | 11 years |
| Ann Hawley .....             | 9 years  |
| Debbie Legenza .....         | 8 years  |
| Gina Pieper .....            | 5 years  |
| Diane Mcaninch.....          | 3 years  |
| Steve & Susan Schumann ..... | 3 years  |
| Jill Austin .....            | 2 year   |

### BIRTHDAYS:

|                    |                   |               |
|--------------------|-------------------|---------------|
| Krystal Ralph: 1/1 | Cathy Adrian: 3/3 | Sandy L. 3/24 |
| Carol S. 2/3       | Will Slover. 3/13 | Grant J. 3/26 |
| Susan S. 2/10      | Peter G. 3/17     | Gina P. 3/27  |
| Emily Beck. 2/21   | Natalie B. 3/20   |               |
| Paula W-K. 3/2     | Debbie L. 3/23    |               |

**Christmas Gift:** If you have not picked up your Christmas gift this year from Volunteer Services, please make sure to stop in and get yours. Just a little thank you for all you do. You are appreciated every day of the year, but especially during the season of giving we would like to give back to you.



# Thank you for all the Donations!

This Halloween, many of you helped to make a day in the lives of the residents at MVCC by giving a candy donation for our annual safe trick-or-treat event. The event was a huge success, with a line of costumed children and families waiting outside the door. Many smiles and laughs were seen and heard throughout the afternoon, and the residents are still talking about it.

We would also like to thank those of you who so kindly adopted a residents/client this holiday season or made donations from our general donation list. We were able to provide over 400 gifts to those we serve, and thanks to you made sure they all had a merry and bright holiday.

We can continue holding events such as this due to the thoughtfulness and generosity of all of you. We hope that you will consider donating again in 2026. We look forward to making lasting memories the remainder of this year and into next. Thank you!



## Hearty Vegetable & Barley Soup

This soup is versatile, nutritious, and can be easily customized with whatever vegetables you have on hand. It's an excellent way to stay warm and healthy while making the most of winter produce.

### Ingredients:

|                            |                             |
|----------------------------|-----------------------------|
| 2 tablespoons olive oil    | 6 cups vegetable broth      |
| 1 medium onion, diced      | 1 teaspoon dried thyme      |
| 3 garlic cloves, minced    | 1 teaspoon dried oregano    |
| 2 medium carrots, diced    | 1 bay leaf                  |
| 2 celery stalks, diced     | Salt and pepper to taste    |
| 1 potato, peeled & diced   | 2 cups chopped kale/spinach |
| 1 cup diced tomatoes       | Fresh parsley for garnish   |
| 1 cup pearl barley, rinsed |                             |

### Directions:

1. Prepare the base: Heat olive oil in a large pot over medium heat. Add the diced onion, carrots, and celery. Sauté until the vegetables are softened, about 5 minutes. Stir in the garlic and cook for an additional minute.
2. Add the base ingredients: Add the diced potato, tomatoes, barley, vegetable broth, thyme, oregano, bay leaf, and a pinch of salt and pepper. Stir well to combine.
3. Simmer: Bring the soup to a boil, then reduce the heat to low and let it simmer for about 45 minutes, or until the barley and vegetables are tender. Stir occasionally to prevent sticking.
4. Add greens (optional): If you're including kale or spinach, stir it into the soup during the last 5 minutes of cooking.
5. Finish and serve: Remove the bay leaf. Taste the soup and adjust the seasoning with more salt and pepper if needed. Ladle into bowls, garnish with fresh parsley, and serve with crusty bread or crackers.

# Upcoming Volunteer Opportunities & Events

## January

Friday, January 2 - 9:45am ..... String Music w/ Paul & Susanna Gilk  
Thursday, January 8 - 2:00pm ..... Winter Movie Matinee  
Friday, January 9 - 10:00am ..... Music w/ Tom Burt  
Friday, January 16 - 2:00pm ..... Grandfriends: Winter Blues  
Tuesday, January 20 - 10:15am ..... Hymn Sing w/ Jon Shea  
Friday, January 23 - 2:00am ..... Elvis Fun w/ DJ Don  
Tuesday, January 27 - 10:15am ..... Snow Much Fun (LEA Program)  
Friday, January 30 - 2:00am ..... Classic Rock w/ Terry Howard

## February

Thursday, February 5 - 10:15am ..... Hymn Sing w/ Jon Shea  
Thursday, February 12 - 8:30am ..... Couples Valentine Breakfast  
Thursday, February 12 - 1:30pm ..... Movie Matinee: Serendipity  
Friday, February 13 - 10:15pm ..... Music w/ Tom Burt  
Thursday, February 19 - 2:00pm ..... Acoustic Music w/ Christina  
Friday, February 20 - 2:00pm ..... Grandfriends: All We Need Is Love  
Thursday, February 26 - 2:00pm ..... Let's Fall In Love w/ DJ Don  
Friday, February 27 - 2:00pm ..... ELVIS "Live"

## March

Tuesday, March 3 - 1:30pm ..... Irish Movie Matinee  
Thursday, March 5 - 10:15am ..... Hymn Sing w/ Jon Shea  
Thursday, March 12 - 2:00pm ..... Luck 'O the Irish w/ DJ Don  
Friday, March 13 - 10:15am ..... Music w/ Tom Burt  
Thursday, March 19 - 2:00pm ..... Music w/ Bradley Sperger  
Friday, March 20 - 2:00pm ..... Grandfriends: Leapin' Leprechauns  
Thursday, March 26 - 2:00pm ..... Classic Country w/ J.D. Cannon

## Reminders:

**Foot Pedals:** Please make sure when transporting residents that they have foot pedals on. If they can self-propel they can go without foot pedals, but we can't assist them. Staff should already have the foot pedals on the wheelchairs of residents looking to go to activities. If they do not please find a staff member and they will put them on for you.

**Resident Sign Out:** Please remember to sign residents out when taking them off from their unit. This is to ensure the safety and whereabouts of the residents. Please ask for staff assistance if you do not know the residents' name. When bringing a resident back to their unit, please also sign them back in.

**Call Lights:** As a reminder, when we are returning residents back to their units following a program or outing, please ensure that you are giving them their call lights before you leave them. When you take a resident back to their room, they need to have their call light accessible in order to call for staff when they have a need. If you have any questions about this process, please reach out to volunteer services or ask a staff member.

# Heartfelt Gift Shop

*an achievement worth celebrating.*

A special thank you to all the volunteers who donate their time in the Heartfelt Gift Shop. In 2025, our Gift Shop volunteers along with our remarkable Retail Services Associate Mary Seehafer achieved something truly remarkable—exceeding budgeted sales in 9 out of 12 months. This is an achievement worth celebrating. This accomplishment reflects far more than strong numbers; it's a testament to dedication, teamwork, and heart that our volunteers bring every single day. From greeting visitors with a warm smile to thoughtfully arranging displays and keeping shelves stocked, your commitment has made a meaningful impact all year long. Your friendly smiles, attention to detail, and genuine care for our families, staff, and visitors make the gift shop a special place.

These results don't happen by chance. They happen because of volunteers who show up consistently, care deeply about the details, and understand that every purchase supports the mission of our community. The gift shop helps to enhance the lives of those we serve, supporting activities, comfort items and special moments that bring joy and dignity to our residents. Your efforts turn everyday transactions into opportunities for connection and care.

To our gift shop volunteers: Thank you for your outstanding work, your pride in what you do, and your unwavering generosity of time and spirit. Your success in 2025 is something to celebrate, and we are grateful to have you as part of our volunteer family. A special thank you from Mary, without the volunteers none of this would have been possible. Here's to continuing this momentum and creating even more positive impact together in the year ahead.



## Volunteer Needs:

**Gift Shop Volunteers:** Are you interested in sales? Could you sell ice to an Eskimo? Then we could use you in our Heart Felt Gift Shop. We are looking for a volunteer to help in the Gift Shop on Tuesday and Thursday afternoons from 12pm to 3pm. If you are interested or know someone who would be please contact the volunteer office.

**Special Friends Needs:** As the weather is starting to change and our residents aren't able to get outside to enjoy the fresh air and sunshine, we are looking for volunteers to help by doing 1 on 1 visits with the residents. The change of season can leave residents feeling isolated. We are looking for volunteers to come in and spend time with residents that would enjoy some company. Whether it be playing a game, doing crafts, or simply just having a conversation, being a special friend can help to improve the wellbeing of many of our residents during the fall/winter season.

*"We really appreciate all the time they take to help us!  
It is really appreciated." - Resident at Mount View*

## Remember to Sign in!

Please help us to collect your volunteer hours. This is very important to our records!. Your help with this is greatly appreciated. Sign in sheets are located at the main entrance to the tower at the front desk. A reminder that you only need to sign your name once to the sheet and mark your hours under the corresponding date that you are volunteering.

## Volunteer Office Contact Information

PHONE: 715.848.4450 | EMAIL: [Volunteer@norcen.org](mailto:Volunteer@norcen.org)

ADDRESS: Volunteer Services Office, 2400 Marshall Street, Suite B



*Become a Giver &  
Watch the Magic!*

**Do you know someone  
who would be a great  
NCHC volunteer?**

Contact the Volunteer  
Services Office to refer:

**715.848.4450** or

**[volunteer@norcen.org](mailto:volunteer@norcen.org)**