



A Weekly Update  
For The Employees of  
North Central Health Care



# NEWS YOU CAN USE



## WEEKLY CONNECTION WITH GARY OLSEN

Today is Veteran's Day, and I want to take a moment to recognize and honor the sacrifices and dedication of our nation's veterans. Veterans Day is a time to express our deepest gratitude to those who have served in the United States Armed Forces. It's an opportunity to reflect on the courage, resilience, and selflessness demonstrated by our veterans and to acknowledge the incredible contributions they have made to our country.

This Veterans Day, we especially honor the veterans within our own organization—our employees, our residents in the nursing homes, and the clients we serve. We are grateful for their dedication and the valuable perspectives they bring to our community. Their stories of service and bravery are a powerful reminder of the values we uphold and celebrate.

On a personal note, I am reminded of my grandfather, who served in the Navy during WWII. His service, like that of so many others, continues to inspire me. I know many of us have loved ones who served, and their legacy reminds us why Veteran's Day is so important.

In observance of Veteran's Day, we encourage everyone to take a moment to recognize and appreciate the veterans among us. Simple gestures of gratitude—a sincere "thank you," a few words of appreciation, or even a shared conversation—can mean so much to those who have served.

To our employees and residents who are veterans, we extend our heartfelt gratitude. Thank you for your commitment, resilience, and service. This Veteran's Day, we honor you and all you have done for our country and for our community.

*Gary D. Olsen*

**Gary Olsen**  
Executive Director

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## NCHC COURIER DELIVERY Thanksgiving Week Schedule Change

The NCHC Courier Service running to/from Antigo and Merrill from Wausau will run on Wednesday, November 27th during Thanksgiving week. Please plan accordingly.

### Occurrence Reporting Hotline

x4488 or 715.848.4488



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

Person-Centered

# Shout out

**Bo Johnson,  
Human Resources**

Always being super helpful and responsive during the hiring process.  
**Shared By:  
Holly Westberg**



3rd Quarter 2024 - July, August, & September

# Celebrating Employee Milestones



We would like to honor these employees who celebrated their milestone anniversary in the 3rd Quarter of 2024. Let us all take a moment to express our 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.



- Emily Fox** ..... Community Treatment - Adult - Wausau
- Michael Haylett** ..... Aquatic Services
- Makenna Schubring** ..... Mount View Care Center
- Cassie Krueger** ..... Outpatient - Wausau
- Wanda McCarthy** ..... Patient Access Services - Wausau
- Sara Rajek** ..... Pine Crest
- Ann Stoeckmann** ..... Pine Crest



- Allen Post** ..... Demand Transportation
- Maxine Vanderkooy** ..... Mount View Care Center
- Ryan Thiel** ..... Community Treatment - Youth - Wausau
- Ethan Krause** ..... Pine Crest
- Ginger Osness** ..... Mount View Care Center



**Krystal Brendemuehl** .....  
Mount View Care Center



**Donna Ward** .....  
Pine Crest Food Services

# Congratulations!



# Facing a health issue? We can help.

**A hospital stay or long-term health problem can turn your life upside down. You may feel overwhelmed and not know where to get help and support.**

That's why we have a team of registered nurses, supported by clinical experts, trained to help during these stressful times. They're called nurse care managers, and they're your health care advocates. Their goal is to understand your needs from all angles and help you get the best care possible.

Depending on your needs, a nurse care manager might help you:

- Find out more about your health issue and your treatment options.
- Talk with your doctors and the rest of your health care team — and encourage them to talk with each other.
- Review your health plan to help you save money and get the most value from your plan.
- Connect with resources near you, like home care services and community health programs.
- Take steps to make healthy changes in your life.



Your nurse care manager will probably call you

But if you don't pick up or if you want to reach out to us about the program, you can call the number on the back of your card and ask for Case Management.

Nearly 9 out of 10 members who use this service say they're "very satisfied" and would recommend the program to another member.<sup>1</sup>

1 2017 Clinical Satisfaction Study: Case Management Program.  
2 Not available for all funding types. Varies by market and geographic area. Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to [anthem.com/co/healthaccess](http://anthem.com/co/healthaccess). In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. In Wisconsin: Blue Cross and Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out-of-network benefits in POS policies offered by Compare Health Services Insurance Corporation (Compare) or Wisconsin Collaborative Insurance Corporation (WICIC). Compare underwrites or administers HMO or POS policies. WICIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.

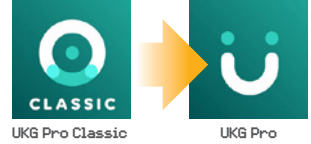
**This service doesn't cost anything extra.**

Keep in mind that the nurse doesn't provide hands-on care to you. It's up to your doctors and the rest of your health care team to do that. But the nurse can work with you and your team to keep the focus where it belongs — helping you manage your health and feel better. Here's how it works:

- **Get started.** In most cases, someone from this program contacts you directly. You can also call the Customer Service number on your member ID card or the health benefits team where you work. Ask to get in touch with the Case Management team. Your nurse will call you and get to know you. You'll talk about your current health situation and how it affects you. But you'll also talk about your health goals—and how your nurse can help you reach them.
- **Stay in touch.** Your nurse will call you regularly to see how you're doing. You can get support with any health issues. This is important because your needs may change over time. You'll also have your nurse's direct phone number, so you can call if any questions or problems come up.
- **Get better.** If you don't think you need help anymore, just let your nurse know. You can stop participating at any time.
- **See us at home or the hospital.** Sometimes we may offer to send a health professional to your home, to help coordinate your care or connect you with community resources that can support your recovery after a hospital stay.<sup>2</sup>

An extra helping hand is a phone call away. Call Customer Service at the phone number on your ID card and ask for Case Management. To learn about other member programs available to you, visit your health plan's website.

**UKG PRO  
MOBILE APP**  
Discontinue Use of  
UKG Classic App



Support for the UKG Classic mobile app will be discontinued, effective January 1, 2025. Please make sure to uninstall the old UKG Pro Classic app, and install the new UKG Pro app. If you need additional assistance or have questions, please contact the HelpDesk at 715.261.6710 or you can enter a TAG request online.

**Tailgate with Us!**

**Marathon County Employees Credit Union**

**SAVE THE DATE**  
Friday, November 15, 2024

**MCECU's Tailgate Party**  
Food starts at 11  
Fun to be had ALL DAY

**Where Members Come First!**  
Not a Member? Contact Us Today!  
715-261-7680

**Improve Your Balance**

**Prevent Falls Resource Fair**

**November 13, 2024**  
from 9:00 - 11:30 a.m.  
at Lake View Conference Center,  
1000 Lake View Dr., Wausau  
Use Parking Lot E or F.  
Enter in Door 31.

Event is FREE! No advance registration required.

**Learn about:**

- How to reduce your risk of falls
- Strength & balance exercises
- Tips to make your home safer
- Assistive devices
- Medications & fall risk
- Resources to help you stay independent
- AND MUCH MORE!

More information at: [www.adrc-cw.org/falls](http://www.adrc-cw.org/falls)  
Questions? Call 1-888-486-9545

Sponsored by:



North Central Health Care

## HOLIDAY DONATION SUGGESTIONS

Below are donation suggestions for clients and residents of North Central Health Care. These items will directly benefit individuals and families receiving services. Donations will be delivered to Mount View Care Center, Group Homes, Community Treatment for Children and Adults, Behavioral Health Hospitals (Youth & Adult), Crisis Stabilization (Youth & Adult) and Outpatient clients in Wausau, Merrill and Antigo.

\*Items with an asterisk are most needed.

### Personal Items

- Wallets and Coin Purses
- Sweat shirts - all sizes: S - 4XL
- WARM winter gloves and mittens\*
- Winter caps and scarves
- Sweat pants\* (S - 4XL)
- Men's Undershirts, Underwear\* - S - 4XL
- Women's Underwear\* - S - 4XL
- Costume jewelry\*, necklaces especially with long chains
- Rubber soled slippers only - all sizes
- Baseball Caps
- Fleece blankets
- Reading Glasses (Variety of Powers)

### Toiletries

- Body wash\*
- Shampoo & conditioner\*
- Hair accessories (brushes, barrettes, hair ties, rattail combs)
- New Make-up (lipstick, ChapStick, etc.)
- Men's shaving items\*
- Hand Cream\* - small or medium bottles only
- Deodorant\* (predominantly Men's)
- Nail Polish\*, polish remover, cotton balls
- Toothbrushes & Toothpaste\*
- Cologne\* for men and women or Aftershave
- Disposable Razors\* for men and women
- Feminine Napkins/Tampons
- Small bottles of dish soap or bleach
- Kitchen Sponges
- Laundry detergent and fabric softener sheets
- Cleaning Supplies

### Paper Products

- Paperback Bibles (Large print or soft sided)

### Unique Suggestions

- Sewing kits
- Anything Green Bay Packers, Badgers, Brewers, Bucks
- Cans of Soda (caffeine-free only)
- Small packages of snacks, gum and candies (sugar-free or regular)
- Gift Certificates to McDonald's, Subway, Walmart, Kwik Trip, Target, Gas Cards, etc.
- Kitchen dish towels
- Sunglasses
- Towel sets: 1 bath towel, 1 hand towel, 2 wash cloths
- Boxes of Chocolates (*must* be sealed)
- Movie Theater Gift Cards
- Insulated Mugs

### Recreation/Craft

- Colored construction paper\*
- New 100-300 pieces or less Puzzles or therapeutic puzzles with large pieces\*
- Word Search\* and Crossword Puzzle Books\*
- Adult Coloring Books
- Colored pencils, markers, crayons
- Trinkets (almost any small object) for Bingo prizes
- Inexpensive canvases (all sizes), art paint & brushes
- Glue or glue sticks\*
- Tissue Paper
- Decks of Cards (new)
- Pony Beads
- Pens or Pencils
- Christmas Gift Bags for Wrapping (Medium & Large)
- Christmas Wrapping Paper
- Journals

Interested in adopting a client or creating a Giving Tree at your organization or business for the holidays?

Please, contact the NCHC Volunteer Office at 715.848.4450 or [volunteer@norcen.org](mailto:volunteer@norcen.org)

*Thank You For Your Generous Support!*



## GABBIN' with GARY

A Monthly Gab Session with Executive Director, Gary Olsen

### NOVEMBER GAB SESSION: DIETARY

Each month, Gary Olsen will select a manager to participate in Gabbin' with Gary! That manager will be asked to invite one employee from their program to join in. The trio will connect over lunch. The topic? *It's up to you!*

Inspired by Core Values & Committed to Person-Centered Service!



## THANK YOU NCHC EMPLOYEES From Mount View Care Center

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 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 2025. We look forward to making lasting memories the remainder of this year and into next. Thank you!

- Your NCHC MVCC Life Enrichment Team

## November 2024 Organizational Learning Modules



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

### Trainings Have Been Assigned

Log in to *UKG Pro Learning* and complete the following courses:

- **NCHC Work Expectations, HR Policy Review, and Job Acknowledgment 2024** (110 minutes)
- **Diversity and Inclusion in Teamwork** (10 minutes)
- **Complete any outstanding assignments**





**Let's talk retirement**

### WISCONSIN DEFERRED COMPENSATION PROGRAM

Talk with a Retirement Plan Advisor about the WDC Program!

Meeting with your WDC Retirement Plan Advisor is an easy way to help make sure your savings and spending strategy fits you and your future. Schedule a one-on-one appointment. Additional virtual meeting dates and times can be found at [https://nc\\_wisconsin.timetap.com/#/](https://nc_wisconsin.timetap.com/#/).

**Next meeting:**  
 Individual Retirement Readiness Review with Shawn Bresnahan  
**Thursday, November 21 • 10am-3pm**  
**North Central Health Care Wausau Campus**  
**Robin Room (#1206) Located in Suite A by HR**  
**2400 Marshall Street**  
**Wausau, WI 54403**

- What to bring to your one-on-one meeting once enrolled:**
- Wisconsin Retirement System statement
  - Social Security statement
  - Other retirement account information
  - Current paycheck stub (if applicable)

**The Benefits of Enrolling in the Wisconsin Deferred Compensation Program (WDC)**

Enrolling through the WDC is a simple way to help supplement your WRS retirement and Social Security benefits. It can help you bridge the gap between your financial resources. How well your funds perform is not guaranteed. It's important to plan for your future - but you don't have to do it alone. The advantage of all the help available to you.

**Get an early start:**  
 The earlier you start saving and investing, the better. The longer you invest, the more time you have to take advantage of the power of compounding. Starting early can help you reach your goals more easily.

**Save what you can:**  
 You can choose to have your contributions automatically deducted from your paycheck. This makes it easy to save consistently without feeling the pinch. You can also choose to make lump-sum contributions.

**Investment Options:**  
 The WDC offers a variety of investment options to help you meet your retirement goals. You can choose from a range of investment options, including:

- Conservative
- Moderate
- Aggressive

**Local Retirement Plan Advisors available to meet with you:**  
 Local Retirement Plan Advisors are available to help you understand the WDC program and answer your questions. They can help you choose the investment options that are right for you.

**Check Your NCHC Email**  
 for these great resources  
 and links from WDC!

**Investment Options**

The Wisconsin Deferred Compensation Program (WDC) provides a wide range of investment options intended to help you meet your retirement goals. The options are divided into three paths with an additional self-directed brokerage account offering.

**Three paths of investing:**

- Path 1: WDC Core Funds**
  - Conservative
  - Moderate
  - Aggressive
- Path 2: Target Benefit Pension Plan**
- Path 3: Employee Advisory Services\***

**Self-Directed Brokerage Account**

Participants may also choose to invest in a self-directed brokerage account. This allows you to invest in individual stocks, bonds, and other securities. However, there are risks involved with this option, and you should consult with a financial advisor before investing.

# WAUSAU CAMPUS Scrub Sale!

Friday, November 15  
01:00pm - 04:00pm

Payroll Deduction - Cash - Credit Card

**CUREOLOGY**

Introducing Cureology by Koi  
 Koi's newest collection brings ultra soft, 100% polyester stretch fabric with advanced moisture wicking.

**NOW AVAILABLE**

Sign-up to get email reminders and a coupon to use on our next visit!

Scan the code with your phone:

**Long Sleeve Tees**

NOW AVAILABLE

UCZWR4Q

CHEROKEE, MAEVN, MEDCOUTURE, ALOHA THERESA, healing hands, Koi, SKECHERS



Phone: 866-727-8273 Fax: 574-970-0382 www.scrubsonwheels.com

## North Central Health Care 2024 EMPLOYEE VACCINATION PROGRAM



**ALL Employees Must Complete by November 15**

- 1 Get your Flu and/or Covid vaccinations.**  
 Provided FREE at Employee Vaccination Clinics or from a NCHC Nurse Vaccinator in your department. You can also get your vaccines at your own expense from provider in community. Remember to get proof of vaccination from provider.
- 2 Complete the required forms.**  
 • Influenza Vaccination OR Declination Form;  
 • Covid Vaccination OR Declination Form;  
 AND  
 • TB Risk Assessment Form

**EMPLOYEE OPEN VACCINATION CLINICS ARE NOW COMPLETE**

If you would like a flu or Covid vaccination at work, please contact Employee Health at 715.848.4396. We may have some Covid vaccinations available, but this is not guaranteed. If you work in direct care, please contact a Nurse Vaccinator in your program or speak with your manager regarding your options. You may also get your vaccinations at your own expense from a provider in the community.

- 3 Return your forms to NCHC Employee Health.**  
 Please place completed forms in an interoffice mail envelope to Renee in Employee Health. All forms are due to Employee Health by November 15, 2024. Employees not in compliance will be removed from the schedule.

Visit [www.norcen.org/ForEmployees](http://www.norcen.org/ForEmployees) for more details, FAQ's, and copies of forms!  
 Questions? Contact your Manager or Employee Health at 715.848.4396



# WHAT'S FOR LUNCH?

WAUSAU CAMPUS EMPLOYEE CAFETERIA  
OPEN TO ALL NCHC & WAUSAU CAMPUS EMPLOYEES

MONDAY – FRIDAY

WEEKENDS

Grab-N-Go 8 am – 6:30 pm

The Employee Cafeteria is Closed.

Lunch 10 am – 2 pm

Soup, Salad Bar & Hot Food Bar

Soup Served until 6:30 pm or until sold out.

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.

## NOVEMBER 11 – 15, 2024

|             | MONDAY  | TUESDAY                   | WEDS  | THURSDAY                         | FRIDAY                               |
|-------------|---|---------------------------|---|----------------------------------|--------------------------------------|
| MAIN ENTRÉE | Baked Chicken<br>Mashed Potato<br>Green Beans | Lasagna<br>Garlic Toast   | Country Fried<br>Steak<br>Mashed Potato<br>Zucchini &<br>Tomatoes | Roast Turkey<br>Stuffing<br>Corn | Baked Cod<br>Herbed Rice<br>Coleslaw |
| SOUP        | Cream of<br>Potato Soup                       | Cream of<br>Broccoli Soup | Texas Tomato<br>Soup  | Taco Soup                        | Split Pea Soup                       |
| SANDWICH    | Grilled Ham &<br>Cheese                       | Chicken Tenders           | Bacon<br>Cheeseburger   | BBQ on Bun                       | Tuna Melt                            |
| DESSERT     | Brownie Bottom<br>Cheesecake                  | Monster Cookie            | Snickerdoodle<br>Krispy Bar                                       | Cookies                          | Cherry Pineapple<br>Dessert          |

## NOVEMBER 18 – 22, 2024

|             | MONDAY   | TUESDAY                          | WEDS  | THURSDAY                            | FRIDAY                                |
|-------------|--|----------------------------------|---|-------------------------------------|---------------------------------------|
| MAIN ENTRÉE | Twice Baked<br>Chicken Breast<br>Mashed<br>Potatoes<br>Green Beans | Lasagna<br>Salad<br>Garlic Toast | Country Fried<br>Steak Mashed<br>Potatoes<br>Zucchini &<br>Tomatoes | Roast Turkey<br>Stuffing<br>Corn    | Baked Cod<br>Herbed Rice<br>Rye Bread |
| SOUP        | Hobo Soup  | Beef Barley<br>Soup              | Garden<br>Vegetable Soup  | French Onion<br>Beef Noodle<br>Soup | Chicken Noodle<br>Soup                |
| SANDWICH    | Stan's Tacho Bar   | Taco Bar                         | Meatball Sub  | Homemade<br>Pizza                   | Fish Taco                             |
| DESSERT     | Brownie Bottom<br>Cheesecake                                       | Monster Cookie                   | Snickerdoodle<br>Krispy Bar   | Banana<br>Strawberry Cup            | Cherry Pineapple<br>Dessert           |





# 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

### Caprese Panini

MOZZARELLA | TOMATO | BASIL  
SPINACH | ITALIAN DRESSING

## LATTE OF THE WEEK

### Whatchamacallit Latte

Espresso & steamed milk paired with chocolate, caramel and nutty notes of almond.

**\$1 OFF LARGE LATTES  
EVERY MONDAY!**

*\*Please note: All sales subject to Sales Tax.*



### Ice Cream

ICE CREAM CONE .....1.50

ICE CREAM SUNDAE .....2.25



*- build your own -*

## BREAKFAST SANDWICH

EGG + CHEESE ..... 3.00

EGG, MEAT + CHEESE .....4.00

### PICK YOUR BREAD

CROISSANT | BAGEL  
ENGLISH MUFFIN

### PICK YOUR MEAT

HAM | SAUSAGE | BACON