



A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

I hope you all had a wonderful Thanksgiving holiday filled with good food, laughter, and cherished moments with family and friends. This time of year is always special to me because I love getting together with my family and enjoying a great Thanksgiving meal. I hope all of you had a chance to relax and recharge. A huge thank you to everyone who had to work during the holiday. Your Person-Centered Service did not go unnoticed, THANK YOU!

As we shift back into work mode, I want to take a moment to thank each of you for the energy and commitment you bring to everything we do. Your efforts make such a difference, and I truly appreciate all that you contribute. Thank you for your continued dedication to your jobs and for always exhibiting our CORE Values of Dignity, Integrity, Accountability, Partnership, and Continuous Improvement.

With the holiday season just around the corner, I hope you're looking forward to more celebrations and time to connect with loved ones. Let's keep up the great momentum as we head into the final stretch of the year—it's a busy time, but also a meaningful one.

Again, thank you for all you do. Let's make it a fantastic end of another year as we move into December.

Gary D. Olsen

Gary Olsen
Executive Director

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PARKING LOT REMINDERS

Please Keep Sidewalks Clear for Snow Removal

A friendly reminder to please keep sidewalks clear by making sure your vehicle is not parked over the edge of curbs or in the sidewalk itself. As snow is inevitable, the facilities teams are unable to keep sidewalks clear with snow removing equipment if vehicles are parking over the curbs, like shown in the photo above. Thank you for keeping sidewalks clear as winter approaches. Be safe!



EMPLOYEE SHOUT OUT!

Frank Thomas, Housekeeping

Always making my day brighter!
Shared By: Lacey Matson

Occurrence Reporting Hotline
x4488 or 715.848.4488

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



EMPLOYEE HOLIDAY

Spirit Week!

December 9–13, 2024

All NCHC Employees are invited to join in the Holiday Spirit and participate in this fun week of seasonal fun and festivities!



Merry Monday

Wear holiday colors of red and green.



Twinkling Tuesday

Wear holiday bling and dress like a tree: glitz, glitter, and garland.



Chili Dinner!
All staff. All shifts.
All locations.



Ugly Wednesday

Wear your ugliest holiday sweater.



Thermal Thursday

Bundle up and get out the flannel, puffer jacket, gloves, and hat!



Fantastic Friday

Wear any NCHC shirt and jeans paired with a holiday hat!



Happy Holidays!





2024 Employee

Holiday Celebration!

CHILI DINNER

Wednesday, December 11



All North Central Health Care employees are invited to enjoy a wonderful Chili Dinner complemented with cheese, relishes, bread, dessert, and a beverage. Even if you are not working this day, please stop in and share a delicious meal with your colleagues.

LUNCH SERVED 10:30 am – 1:30 pm	SUPPER SERVED 4 – 6 pm	NIGHT SHIFT 1 – 2 am* (Dec. 12)
<ul style="list-style-type: none"> • Wausau Campus Cafeteria <i>Self-Serve from 1:30 – 4 pm</i> • Pine Crest Employee Lounge (Lower Level) <i>Serving All Merrill Center & Pine Crest Staff</i> • Antigo Center <i>Served 11:30 - 1:00</i> 	<ul style="list-style-type: none"> • Wausau Campus Cafeteria • Pine Crest Employee Lounge 	<ul style="list-style-type: none"> • Chili Dinner Delivered to 24/7 Programs <i>* Watch for details from your manager. Times may vary.</i>



Happy Holidays to Our Entire Team!



COMMUNITY TREATMENT SPOTLIGHT AWARD OCTOBER 2024



Jenn Staeven, Service Facilitator Community Treatment Youth

NCHC Community Treatment is pleased to announce Jenn Staeven, Service Facilitator on the Community Treatment Youth Team was awarded the October Spotlight Award!

"Jenn Staeven consistently demonstrates Core Values with special strengths in the areas of Dignity and Partnership. Jenn is extraordinarily person-centered and skilled at engaging youth and parents. She can be counted on to ensure the voice of her consumers are heard and, in making decisions, puts the needs, wishes, and best interests of the youth she serves above all."

"Jenn has a gift for finding strengths in every single person she serves and works to recognize and build on those. The youth who work with Jenn know that she is in their corner."

"In addition to the typical tasks associated with being a Service Facilitator, Jenn seeks additional opportunities to meet the needs of youth in her community. She has been trained as an ART (Aggression Replacement Training) facilitator and is facilitating an ART group this school year at Prairie River Middle School in collaboration with school staff. She has taken the initiative to become involved in truancy efforts in Lincoln County by working with Tomahawk School District as the behavioral health representative on their Attendance Matters Committee, a multi-disciplinary group that works with students on decreasing truancy. As if those weren't enough, Jenn also volunteered to be part of a joint project of Community Treatment and Lincoln County Department of Social Services (LCDSS) aimed at enhancing collaboration between child welfare and behavioral health. She has been recognized by LCDSS staff for being helpful, collaborative, and wonderful to work with."

"With her years of experience in education and case management, Jenn is a huge asset to her team and can always be counted on to share ideas and to problem solve with colleagues. She makes a positive contribution to every discussion and project she is part of."



Congrats Jenn!

PHOTO OF THE WEEK



North Central Health Care and Aspius Women's Health have teamed up to offer your annual mammogram right onsite!

- January 17, 2025
- May 23, 2025
- June 13, 2025
- July 18, 2025

Appointment is required



3D mammography is available and covered by North Central Health Care's Health plan benefits.

- Note: You will need 3D CPT codes: screening mammogram 77067 and 77063

For an appointment call Aspius Central Scheduling at 866.672.5133, option 1, then option 1 again. Tell the receptionist you want a **North Central Health Care Mobile Mammo unit** appointment. An order from your health care provider is not needed. Patients under 40 years of age will need a recommendation and order from their primary care provider to receive this benefit.

You will be asked to provide:

- The name of your physician or nurse practitioner to receive results
- Insurance information
- The location(s) of your prior mammograms



WOM 155p (1.7.19)

ConditionCare

The support you need to feel your best



I liked getting calls from the ConditionCare nurses. They checked on me to find out if I was on the right track. I appreciated talking with everyone, and they were very professional.
- ConditionCare participant

Take control of your health today

A little help can make a big difference when you or a family member has:

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Coronary artery disease (CAD)
- Type 1 or 2 diabetes (pediatric or adult)
- Heart failure

That's where ConditionCare comes in. This no-cost health and wellness program provides:

- Access to nurses who can answer health questions.
- Support from care managers, nurses, dietitians, and other healthcare professionals to help you reach your health goals.
- Educational guides, and tools to help you learn more about your condition(s).

To find out more about the ConditionCare program, call us at 866-962-1070.



We're here for you

Sign up for ConditionCare in just a few minutes. Call us at 866-962-1070 to learn how this no-cost program can help you take care of your health.



Anthem Blue Cross and Blue Shield is the trade name of Blue Cross Blue Shield of Wisconsin (BCBSWI), Compare Health Services Insurance Corporation (Compare) and Wisconsin Collaborative Insurance Company (WICCO). BCBSWI underwrites or administers PPO and indemnity policies and underwrites the set of reference benefits. PPO policies offered by Compare or WICCO. Compare underwrites or administers HMO or PPO policies. WICCO underwrites or administers Well Priority HMO or PPO policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. MM151333A 1/2018 01/11/21



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**

Thank You For Your Generous Support!

MCECU'S HOLIDAY LOAN SPECIAL

7.95% \$10,000+
8.95% \$5,001 - \$10,000
10.95% UP TO \$5,000

CALL TODAY 715-261-7680

MARATHON COUNTY EMPLOYEES CREDIT UNION
 *PROMOTION VALID FROM 11/01/2024 UNTIL 01/31/2025.
 APFS ARE AVAILABLE FOR BORROWERS WITH CREDIT SCORES OF 480 AND ABOVE, AND ONLY FOR NEW MONEY BORROWED FROM MCECU. SCORES UNDER 480, ADD 1.00% TO THE RATES. LOANS UNDER \$1,000 HAVE A MAXIMUM TERM OF 24 MONTHS. LOANS \$1,001 TO \$10,000 HAVE A MAXIMUM TERM OF 36 MONTHS. LOANS \$10,001 TO \$20,000 HAVE A MAXIMUM TERM OF 48 MONTHS. LOANS \$20,001 AND ABOVE HAVE A MAXIMUM TERM OF 60 MONTHS. ALL LOANS ARE SUBJECT TO MCECU'S NORMAL UNDERWRITING REQUIREMENTS. NEW MEMBERS MUST BE ELIGIBLE FOR MEMBERSHIP.



TRIA HEALTH® A BENEFIT FOR YOU & YOUR FAMILY

PHARMACY ADVOCATE PROGRAM

Private, confidential conversations with a health coach (Tria pharmacist) over the phone. Primary goals of the conversations:

- Make sure your medications are working as intended
- Help you save money
- Answer questions you have about your health
- Coordinate care with your doctor(s)

GET DISCOUNTS BY PARTICIPATING

- Up to \$150 by attending three pharmacist consultations within a 12-month period.
- Free blood glucose meter & testing supplies.
- Free blood pressure cuff.

SCHEDULE TODAY!

CALL: 913.322.8456

VISIT: WWW.TRIAHEALTH.COM/SCHEDULE

WHO SHOULD PARTICIPATE?

Employees, spouses and dependents who have the following conditions and/or take multiple medications:

- Diabetes
- Heart Disease
- High Cholesterol
- High Blood Pressure
- Mental Health
- Osteoporosis
- Asthma/COPD
- Migraines




NCHC Holiday Giving Program

Do You Want to Give Back to Those We Serve?

Join Our Holiday Giving Program!

NCHC and Mount View Care Center provide holiday gifts to many residents and clients over the holiday season totaling gifts for 406 individuals. NCHC is able to provide this amazing opportunity for those we serve because of generous donations from our staff and community. If you are interested in adopting a resident or client this season, please reach out to our Volunteer Services Department at x4450 or volunteer@norcen.org. You will be provided with a first name(s) and wish list(s). There are many individuals still waiting to be adopted this Christmas. Thank you for making the season bring for all those that we serve.

- Your Volunteer Services Team



NORTH CENTRAL HEALTH CARE

SNOW PROTOCOL

Priority Entrances & Winter Parking

PRIORITY ENTRANCES

All marked entrances/exits have been designated as priority snow removal areas. For your safety, please use these entrances/exits after a snowfall as they will be less hazardous. Priority entrances include:

- Marshall Street, Suite A
- Mount View Care Center, Suite B
- Aquatic Services, Suite C
- Crisis Center, Suite D
- Employee Entrance, Door 55
- 2370 Marshall Street
- 2380 Marshall Street



WINTER PARKING - 3RD SHIFT

For those working 3rd shift on the Wausau Campus, please continue to park in the front rows marked in yellow during winter months. This will allow for effective snow removal.

First and second shift have no parking restrictions.



PINE CREST NURSING HOME

SNOW PROTOCOL

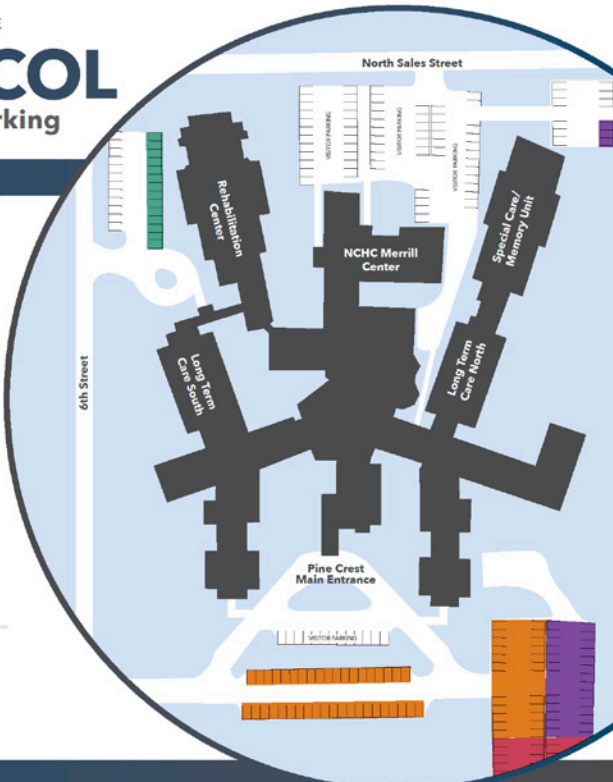
Designated Employee Winter Parking

ASSIGNED PARKING

To ensure timely and effective snow removal and parking lot salting, Pine Crest is initiating assigned winter parking areas based on shift.

The back half of the employee parking lot will be closed during the winter months.

- AM SHIFT PARKING
- PM SHIFT PARKING
- NOC SHIFT PARKING
- PARKING LOT CLOSED FOR WINTER



SEASONAL LOT CLOSURE

Due to winter icing issues, the back half of the Employee Parking Lot will be closed during the winter months.

WINTER PARKING

NCHC Parking Maps & Protocols for Winter

Today, the snow started falling, which triggers our notices for winter parking reminders! Attached you will find NCHC winter parking protocols at the Wausau Campus and Pine Crest. Following parking protocols for winter helps our facilities teams remove snow efficiently, effectively, and safely. Please review the maps with your teams now before large amounts of snow arrive. Your Partnership and Person-Centered Service is greatly appreciated.

Be prepared in your department for outages, late arrivals, and cancellations due to weather. Review with your teams what you would do in the event of an outage or cancellation.



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.


DECEMBER 2 – 6, 2024

DESSERT SANDWICH SOUP MAIN ENTRÉE

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Cheesy Meatloaf Baked Winter Squash Wax Beans	Boiled Dinner Green Beans Dinner Roll	Turkey & Dumplings Mixed Veggies Biscuit	Creamy Swiss Steak Baked Potato Parslied Carrots	Catfish Nuggets Roasted Sweet Potatoes Broccoli Cuts
SOUP	Cream of Potato Soup	Cream of Broccoli Soup	Texas Tomato Soup	Taco Soup	Split Pea Soup
SANDWICH	Grilled Ham & Cheddar or Swiss	Breaded Chicken Tenders	Bacon Cheeseburger	BBQ on a Bun	Tuna Melt
DESSERT	Cherry Delight	Blueberry Blondie	Cherry Cake	Cinnamon Baked Apples	Pumpkin Fluff

DECEMBER 9 – 13, 2024

DESSERT SANDWICH SOUP MAIN ENTRÉE

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Twice Baked Chicken Breast Mashed Potatoes Country Style Green Beans	Lasagna Shredded Lettuce Salad Garlic Toast	Employee Cafeteria CLOSED for NCHC Employee Event	Roast Turkey Gravy Stuffing Corn	Baked Cod Herbed Rice Creamy Coleslaw Rye Bread
SOUP	Hobo Soup	Beef Barley Soup		French Onion Beef Noodle Soup	Chicken Noodle Soup
SANDWICH	Stan's Tacho Bar	Fish Tacos	Bistro Open for Lunch	Homemade Pizza	Taco Bar
DESSERT	Brownie Bottom Cheesecake	Monster Cookie		Banana Strawberry Cup	Cherry Pineapple 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 ACCOMODATE STAFF BREAKS
*HOT FOOD IS AVAILABLE AT THE BISTRO DAILY UNTIL 2:30PM *



SPECIAL OF THE WEEK

Chicken Fajita Panini

GRILLED CHICKEN | GRILLED PEPPERS & ONIONS
MONTERREY JACK CHEESE | CAJUN RANCH

LATTE OF THE WEEK

Winter Spice Latte

Espresso & steamed milk paired with wintery flavors of cinnamon, clove, nutmeg and vanilla.

\$1 OFF LARGE LATTES EVERY MONDAY!

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



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

Spread Holiday Cheer
WITH BISTRO BUCKS!

