



A Weekly Update
For The Employees of
North Central Health Care



This past Saturday was the "Through a New Lens" Community Mental Health Event. Check out all the video and TV footage on Facebook!

PHOTO OF THE WEEK



NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

This last week, we announced exciting news regarding changes to our Employee Referral Program. After careful consideration, we have decided to increase the referral bonus from \$1,000 to \$2,000 for employees who refer someone to a position at NCHC, they are hired at an FTE status of 0.5 or higher, and they are employed and in good standing for 90 days. For any referred individual hired under an FTE status of 0.5, you are eligible for \$1,000 referral bonus once they are employed, and in good standing for 90 days. After reviewing the data for referrals for 2024, we recognized that when an employee makes a referral there is an 80% retention rate for those individuals. That is a much higher retention rate

than when an individual is hired based on a job posting.

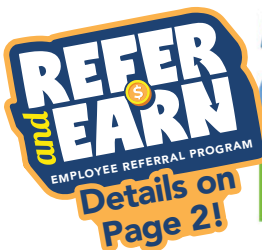
In addition, we are pleased to announce we will be holding another On-Site Hiring Event here on our Wausau Campus. This event will help us bring additional awareness to the community about who we are and what we do as well as find great people to work at our facilities. The event will take place on **Wednesday, January 22, 11:00 am to 6:00 pm**. We will be working hard to get maximum participation in this event through signage, social media ads, radio ads, and word of mouth. Please share this event with your friends, or anyone you know of who might be looking for a job. This is a great opportunity to take advantage of the referral bonus.

Let's spread the word about this excellent opportunity. We are excited to talk with and welcome more great people to our amazing organization.

As you can tell, we are constantly looking for ways to improve as an organization. The changes to our Employee Referral Program and the processes we have for hiring experienced and dedicated employees are great examples of Continuous Improvement, one of our CORE values.

Gary D. Olsen

Gary Olsen
Executive Director



January 22 | 11 am - 6 pm
ON-SITE HIRING EVENT!

Interviews • Facility Tours • Meet the Team!
North Central Health Care **2400 Marshall Street • Wausau**
www.norcen.org/Careers

- Refer & Earn - Employee Referral Program **2**
- Welcome Our New Employees **3**
- Google 5-Star Review **4**
- Employee Benefits Updates **5**
- FREE Lunch & Learn Sessions from EAP **6**
- Foodie Forecast **7-8**



Victor Ijomah,
CNA, Mount View
Care Center



It's so nice working nights with Victor. He always works hard and goes above & beyond for our residents!
Shared By: Jess Chandler

Occurrence Reporting Hotline

x4488 or 715.848.4488

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





North Central
Health Care



Refer Top Quality Talent

North Central Health Care is always looking for top quality talent like **YOU** to join our team. **If you know someone** who would be a great fit, refer them to **NCHC** and **get rewarded!**

\$1,000 or \$2,000 BONUS

Eligibility Details:

Have Your Recruit Tell Us About You

- In their UKG employment application, your recruit must list your name or tell the Recruiter your name during the first phone screen. No other forms or email are necessary or eligible. The referring employee cannot be part of the hiring decision for the recruit.

Meet Required Criteria

- Your recruit must work for NCHC for 90 days.
- You and your recruit must be in good standing with no disciplinary actions such as written warnings for attendance or other performance.*

Get Paid!

- After your recruit has worked at NCHC for 90 days and you both have met the referral requirements **YOU** will earn the following:

\$1,000	Employees below 0.5 FTE status
\$2,000	Employees 0.5 FTE status or above

*For additional details and qualification requirements please refer to the Employee Referral Bonus Policy.



Check Out All the Latest Job Opportunities

www.norcen.org/Careers





WELCOME THESE *New Employees* TO THE TEAM!

These employees were welcomed at Orientation January 6, 2025!

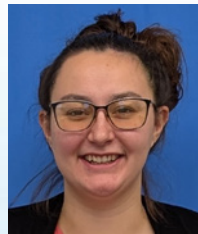
Mount View Care Center



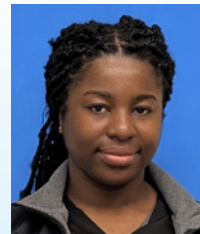
Jacie Cieslek –
Hospitality Assistant



Fiona McAlister –
Hospitality Assistant



Summer Nemetz –
CNA



Lutonadio Tambwe –
CNA

Adult Behavioral Health Hospital



Heather Zynda – Reg-
istered Nurse

Adult Crisis Stabilization Facility



Mary Jo Landwehr –
Behavioral Health Professional



Sara Leitch –
Behavioral Health Professional

Youth Crisis Stabilization Facility



Briana Bowen –
Behavioral Health Professional

Housekeeping - Pine Crest



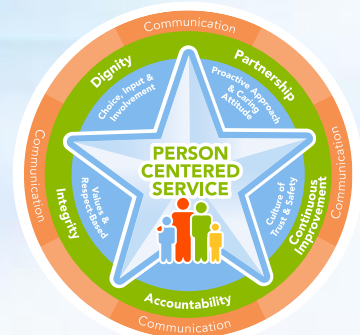
Lori Coffman –
Housekeeping Aide

Volunteer Services



Fiona Vermote –
Guest Services Rep.

We are so excited to have you on our team!





Mount View Care Center Review



Sandra

★★★★★ 9 hours ago **NEW**

November 21st, 2023 the day of my birthday. When i told everyone i am not feeling well. So, as I rested in my bedroom, feeling under the weather, I was abruptly unable to speak or move. Fortunately, my brother's swift action led him to call the ambulance, which rushed me to the Green Bay ICU to battle a respiratory flu and Covid. Subsequently, I was transferred to Mount View Care Center on Level 2, where I received outstanding care and support. And, I am forever more thankful for the care I received, particularly from Amy Martin, who demonstrated remarkable compassion and empathy. My experience with the ventilator community was profoundly inspiring, and I wouldn't change a thing. Much love and gratitude! ❤️

Amazing work!

NCHC PHARMACY REQUEST TO EMPLOYEES

2-Day Notice for Refills

With the start of the new year, we would like to make sure that employees are reminded that the NCHC Pharmacy would appreciate at least a 2 days notice for any prescriptions that need refilling in order to make sure that we have the medication in stock before it is picked up. This excludes emergency medications and antibiotics. We appreciate your attention and understanding!




Let's talk retirement

https://nc_wisconsin.timetap.com/

WISCONSIN DEFERRED COMPENSATION PROGRAM

Join the Conversation!

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

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)

Next WDC meeting:
Individual Retirement Readiness Review with Shawn Bresnahan

Thursday, January 23 • 10am-3pm
North Central Health Care Wausau Campus
Robin Room #1206 in Administration Suite
2400 Marshall Street, Suite A
Wausau, WI 54403

Additional Meeting Dates include:

March 4, May 7, July 9
Sept. 10, and Nov 5

SAFETYZONE DOWNTIME SCHEDULED

January 17, 2025

On Friday, January 17th, from **7 PM to 11 PM CST**, the Healthcare SafetyZone system will be unavailable due to server upgrade.

What does that mean for employees?

Employees will not have access to submit events, review events, run analysis, etc. If end users try to access during this time-period, they will be presented with a screen which stated the system is unavailable. The application will be fully functional after the upgrade and testing has been completed.



FACILITY DUDE PORTAL NO LONGER IN USE

Please Email Your Manager for Maintenance Requests

Facility Dude, the online portal used by Marathon County Facilities to organize and assign maintenance requests, will no longer be used by NCHC employees to make requests. Employees with facility requests should notify their manager, who will work with the Facilities Team to take care of requests. The new system should be up and running mid-2025.



North Central Health Care and Aspirus 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 Aspirus 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-15-5p (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 Companies (Compare) and Wisconsin Collaborative Insurance Company (WCIC). BCBSWI underwrites or administers PPO and indemnity policies and underwrites or administers Health Care Reimbursement Plans (HCRP) policies. Compare Health Services Insurance Companies (Compare) and Wisconsin Collaborative Insurance Company (WCIC). BCBSWI underwrites or administers Health Care Reimbursement Plans (HCRP) policies. Independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. WISCONSIN WR 08 0012

ORGANIZATIONAL LEARNING MODULES UPDATE

New Deadline: Complete 2024 Mandatory Training by January 31

As part of our commitment to Continuous Improvement and fostering a safe, productive workplace, we've updated the due date for completing all mandatory 2024 learning modules. **The new deadline is January 31, 2024**, instead of the previous date of December 31. This adjustment is part of our dedication to creating a safe and informed work environment, giving everyone ample time to prioritize and complete the required training.

To be eligible for a wage increase in 2025, employees must complete the organizational learning modules listed below by January 31.

December 2023

- Annual Healthcare Compliance Refresher 5.0 (US) 2023

February 2024

- NCHC Policies, Procedures, and Related Forms 2024
- Employee Compensation and Timekeeping Policy Review
- NCHC Charge and Conviction Notifications, Background Checks – 2024

June 2024

- Compliance and Code of Conduct – 2024
- HIPAA Privacy & Security

August 2024

- Infection Prevention Olympics
- Bloodborne Pathogens and Your Organization's Exposure Control Plan 2.0 (US)

October 2024

- QPR Gatekeeper Certification Training

November 2024

- NCHC Work Expectations, HR Policy Review, and Job Acknowledgment 2024
- Diversity and Inclusion in Teamwork 2.0

December 2024

- Leading Learning - Health and Safety at Work 1.0
- Emergency Preparedness 2024



We encourage you to log into UKG Learning at your earliest convenience to review and complete your assigned courses. Your participation plays a vital role in supporting our values of safety, excellence, and collaboration.

If you have any questions or need assistance accessing the training, please feel free to reach out to your manager or Learning & Development.



EAP Learning & Relaxation Sessions 2025 year-at-a-glance

All sessions begin at 12:00 PM CST- Click [HERE](https://bit.ly/EAP-LandL) to Join!
<https://bit.ly/EAP-LandL>

DATE	TOPIC	DESCRIPTION
1st Wednesday of every month	Rest & Relaxation	Shelly Maxwell, MSW, LCSW, RYT, EAP counselor and registered yoga instructor, will guide you through some reflective exercises to help you re-center yourself.
Feb 12	Staying True to You: Navigating Relationships Without Losing Your Identity	New friendships and dating relationships are exciting, but it can be easy to lose our sense of self as relationships grow. Learn how to stay true to yourself within your friends, family, and dating relationships.
Apr 9	Building a Foundation for Financial Wellness	The cost of everything is on the rise making it more challenging than ever to make ends meet. Join us to explore roadblocks that prevent you from managing your money well, and identify strategies to overcome them.
Jun 11	Life Alignment	Do you find it hard to achieve a good work-life balance? If you do, the concept of life alignment might be a better fit! Come explore your values and gain strategies to reach alignment of the things that are most important to you.
Aug 13	Coping with Caregiver Stress: Finding Balance	Are you caring for an aging parent or someone with a chronic health condition? These responsibilities come with a unique set of stressors. Join us for tips and insight on managing caregiver stress.
Oct 8	Bouncing Back: Building Resilience	Did you know we can grow and develop our resilience to bounce back from the difficult things we experience? Learn how to adapt to life-changing situations and bounce back stronger than before.
Dec 10	Jingle Bells, Not Jangled Nerves: A Roadmap for Surviving Holiday Stress	Learn tips and techniques to help you navigate your journey through the holiday season.

If you're unable to join us live, all sessions are recorded and posted on our YouTube channel the following week!



800-540-3758 | eap@ascension.org | [AscensionEAP.org](https://ascensioneap.org)



JANUARY 13 – 17, 2024

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Ham Steak Brussel Sprouts Scalloped Potatoes	Vegetable Beef Stew Biscuit Creamy Coleslaw	Broccoli Cheese Stuffed Chicken Mashed Potatoes Carrots	Baked Chicken Drumstick Gravy Loaded Mashed Potatoes Greene Beans	Baked Spaghetti Breadstick Corn
SOUP	Cheesy Chicken Salsa Soup	Chicken Noodle Soup	Cheesy Broccoli Soup	Stuffed Green Pepper Soup	Vegetable Soup
SANDWICH	Reuben/Rachel Sandwich	Philly Cheesesteak	Chicken Quesadilla	Potato Bar	Hot Dog Bar
DESSERT	Brownie	Bread Pudding with Caramel Sauce	Pudding	Carrot Cake with Cream Cheese Frosting	Rice Krispie Treat

JANUARY 20 – 24, 2024

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Ranch Pork Medallions Baked Yams Mixed Vegetables	Chicken Lasagna Zucchini & Tomatoes Breadstick	Baked Fish Cheesy Baked Potatoes Seasoned Cabbage	Roast Turkey Gravy Parslied Carrots Dinner Roll	Crab Cakes Boiled Potatoes Creamed Peas
SOUP	Turkey Dumpling Soup	Taco Soup	Beef Noodle Soup	Cream of Broccoli Soup	Chili
SANDWICH	Hamburger on a Bun with All the Fixins	Monte Cristo	Homemade Pizza	Nacho Bar	Shredded Pork on a Bun
DESSERT	Banana Split Dessert	Cookie	Caramel Apple Crisp	Frosted Chocolate Cake	Caramel Brownie

WHAT'S FOR LUNCH?

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

MONDAY – FRIDAY

Grab-N-Go 8 am – 6:30 pm

Lunch 10 am – 2 pm
Soup, Salad Bar & Hot Food Bar

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

WEEKENDS

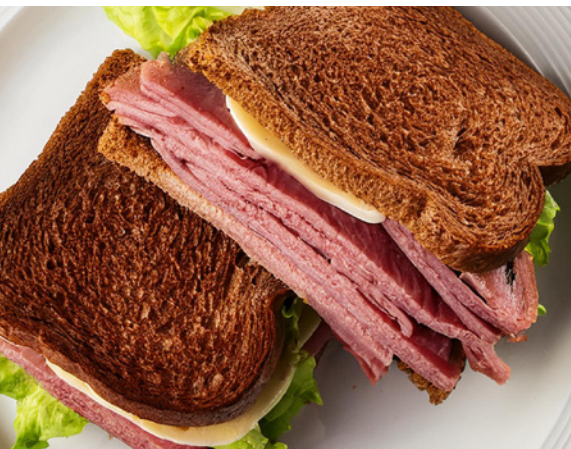
The Employee Cafeteria is Closed.

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.





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

Sloppy Joe Wrap

SLOPPY JOE BEEF | PICKLES | AMERICAN CHEESE

LATTE OF THE WEEK

Pistachio Latte

Espresso & steamed milk paired with sweet notes of pistachio.

\$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

SHARE SOME LOVE WITH BISTRO BUCKS!

