

A Weekly Update
For The Employees of
North Central Health Care



PHOTOS OF THE WEEK

NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

As many of you know, I enjoy making Packers predictions at the start of each season. Last year, I shared my predictions, and now it's time to hold myself accountable for how I did. Here's the breakdown:

I predicted the Packers would have a record of 11-6, and that's exactly how their season ended—so I got that one right! I also predicted they would finally beat the San Francisco 49ers and end up as a wild card team in the playoffs. Both of those predictions came true. However, that's where my streak ended. I predicted they would make it to the NFC Championship game and lose to the 49ers. As we know, the Packers didn't

make it that far, and the 49ers didn't even make the playoffs—so I missed the mark on that one.

I enjoy making these predictions each year to see how accurate I can be, and it adds a little extra excitement to the season for me. But this exercise also serves as a reminder of the importance of **accountability**, one of our CORE Values.

Just as I hold myself accountable for these predictions, our organization holds itself accountable—to each other, to those we serve, and to our partners. This commitment to accountability strengthens trust, drives improvement, and reflects our shared dedication to delivering on our promises. Thank you for being part of an organization that values and upholds this principle every day.

Gary D. Olsen

Gary Olsen
Executive Director



**NEW YEAR!
NEW CAREER!**

North Central Health Care is hiring for a variety of positions in Wausau, Merrill & Antigo!

January 22 | 11 am - 6 pm

ON-SITE HIRING EVENT!

Interviews • Facility Tours • Meet the Team!

North Central Health Care **2400 Marshall Street • Wausau**
Person centered. Outcome focused.

www.norcen.org/Careers

- Cold Weather Program Closures This Week **2**
- Refer & Earn - Employee Referral Program **2**
- Employee Thank You..... **4**
- Alerts and Updates **5**
- Preparing for Cold Weather..... **6**
- Foodie Forecast **7-8**

EMPLOYEE SHOUT OUT!

Larry Thao & Paul Smith, IMS

Thank you for helping to get a TV and video/audio system set up in the Robin Room.

Shared By: Brittany Thomas

Occurrence Reporting Hotline

x4488 or 715.848.4488

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

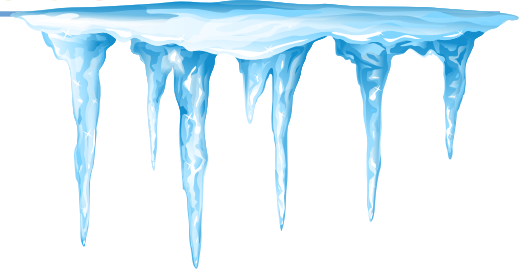


NCHC PHARMACY REQUEST TO EMPLOYEES 2-Day Notice for Refills

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!

COLD WEATHER CLOSSES PROGRAMS THIS WEEK ADS Antigo and Aquatic Therapy Center

Due to extreme temperatures, Adult Day Services in Antigo will be closed Monday and Tuesday this week. Additionally, the Aquatic Therapy Center will be closed on Tuesday this week as well. All other NCHC programs remain operational and open. Any further closures will be communicated out! Please check email and social more updates. Be safe and stay warm everyone!



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



Let's talk retirement

https://nc_wisconsin.timetap.com/

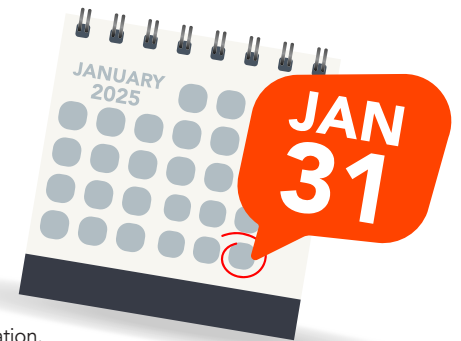
ORGANIZATIONAL LEARNING MODULES UPDATE New Deadline: Complete 2024 Mandatory Training by January 31

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 all organizational learning modules by January 31.

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.



employees on the move

Congratulations to these employees for their recent transfer or promotion!

congrats!

Laura Heiser transferred from CNA to Restorative Aide at Mount View Care Center reporting to Cheryl Rye effective 1/5/25.





North Central
Health Care

REFER *and* EARN

EMPLOYEE REFERRAL PROGRAM



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





Dear NCHC Employees,

On behalf of the residents, clients, and volunteer services at North Central Health Care, we would like to extend our heartfelt gratitude for your generous donation this Holiday Season. Your kindness and thoughtfulness have truly made a difference in the lives of our residents and clients in 2024.

Thanks to your support we were able to provide over 400 gifts to all those served by North Central Health Care. Your contribution not only brightened the holiday season, but also brought joy and comfort to those who call NCHC their home.

During this time of year, it's especially important to remind our residents and clients that they are loved and remembered. Your generosity has helped us create a warm and festive atmosphere, allowing our residents to celebrate the season with merriment and joy.

We are incredibly grateful for your support and commitment to our community. Thank you for being an important part of our organization and helping us provide a Happy Holiday for all our residents/clients here at North Central Health Care.

Your gifts truly make a difference in the lives of those we serve!

In sincere appreciation,

Sarah Mesenberg
Volunteer Coordinator





WHAT IS PHISHING

Phishing is a type of cyber attack that involves deceiving individuals into revealing personal information, such as passwords, credit card numbers, and social security numbers, by masquerading as a trustworthy entity in electronic communications.



EMAIL PHISHING SCAM TARGETING BEHAVIORAL HEALTH SERVICES AND RESIDENTIAL CARE PROVIDERS

Be on the Lookout and Report Suspicious Emails

The Department of Health Services (DHS) provided notice of emails being sent to providers which are coming from someone impersonating DHS. These appear to be part of a phishing campaign.



Email Example:
Email sent from: JonathanErwin2024@outlook.com
Subject: WISCONSIN DEPARTMENT OF HEALTH SERVICES INFORMATION UPDATE

The body of the email includes public-facing facility information including provider name, address, phone number, and email address. There is a NOTE stating:

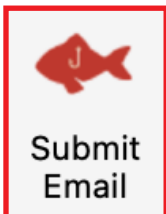
"This verification link below will expire after 24 hours, if we do not receive your verification/update before the link expires, we will have to revoke your license."

Please note, that these emails may be coming from other addresses or contain different language.

When reviewing emails, consider these security tips:

- Check the sender's identity. Any email sent from a state employee will have the "@dhs.wisconsin.gov" at the end of the email. DHS will never send an official email using any other domain type (for example, @gmail.com, @outlook.com, @school.org, etc.).
- Hover to discover; hover over any links and look closely at the URL that's displayed.
- Always be cautious with links and attachments in emails, especially from a sender you don't recognize.
- Verify requests through alternate means; do not reply to the email sender.
- Watch out for requests that are not reasonable and call for urgent action.

Using the above example, DHS will not revoke a certification in 24 hours for failure to click on a link. DHS will always be in direct communication with you if there are issues that start the revocation process.



If you suspect you have received this email or any suspicious emails, please report the email to CCITC immediately and click the Phishing Link in Outlook to flag this email as phishing.

ALERT: ONSHIFT SCHEDULE EXPERIENCING ISSUES

Please Read If You Access OnShift



Login to OnShift Schedule is currently unavailable while the vendor undergoes system maintenance after they identified some unusual activity to the site. The unusual activity was very limited, but they are being cautious.

Active users, currently in the system, can continue to use Schedule as usual.

Helpful tips:

- If you are currently logged in, do not log out
- If you are logged out, you may be required to reset your password at next login
- You would see the error "Wrong email or password" and must simply click "Forgot password"
- Print or take screenshots of schedule and other information you and your colleagues may need

Full service will be restored as soon as possible, but out of an abundance of caution, some users will be required to reset their passwords.

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.

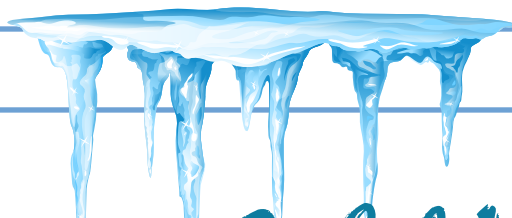


We're here for you

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). ConditionCare Health Care Cost Navigator, ConditionCare and Wisconsin Collaborative Healthcare Company (WCHC), BCBSWI, underwrites or administers PPO and indemnity policies and underwrites the set of network benefits in PPO policies offered by Carepoint or WCHC. Carepoint underwrites or administers HMO or PPO policies. WCHC underwrites or administers Well-Flourish (HMO or PPO) policies. Independent business of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. WMS193333A 01/20 04 01/21



Preparing for

Cold Weather



NO WIND

The Science of Wind Chill



WINDY

98.6°F

Average temperature of the human body



Under calm conditions, the body radiates heat, creating a layer of warmth between our skin and the cold surroundings.

95°F

Hypothermia begins when our body temperature drops two to four degrees



But when it's windy, the moving air breaks up this insulating layer. It speeds up heat loss by whisking away the warmth from our skin.

Heat is moved away from our bodies.



weather.gov/winter



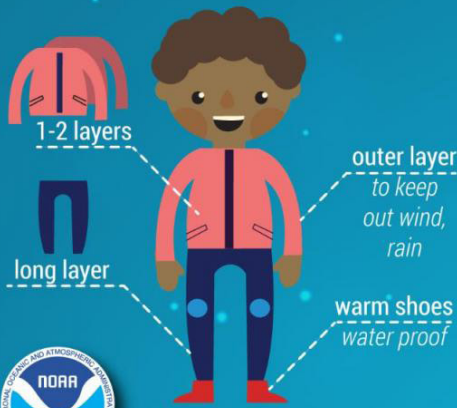
Adding layers will help keep you warm as the temperature drops

DRESSING FOR COLD WEATHER

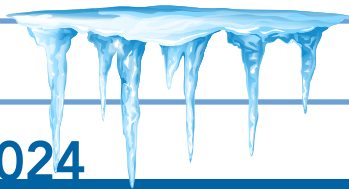
CHILLY

COLD

EXTREME COLD



weather.gov/cold



JANUARY 20 – 24, 2024

DESSERT SANDWICH SOUP MAIN ENTRÉE

MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
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
Turkey Dumpling Soup	Taco Soup	Beef Noodle Soup	Cream of Broccoli Soup	Chili
Hamburger on a Bun with All the Fixins	Monte Cristo	Homemade Pizza	Nacho Bar	Shredded Pork on a Bun
Banana Split Dessert	Cookie	Caramel Apple Crisp	Frosted Chocolate Cake	Caramel Brownie

JANUARY 27 – 31, 2024

DESSERT SANDWICH SOUP MAIN ENTRÉE

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

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

Buffalo Chicken Grilled Cheese

GRILLED CHICKEN | BUFFALO SAUCE | 3 CHEESE BLEND

LATTE OF THE WEEK



Hazelnut Mocha

Espresso & steamed milk paired with nutty notes of hazelnut and mocha.

\$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!

