



A Weekly Update  
For The Employees of  
North Central Health Care



# NEWS YOU CAN USE



## WEEKLY CONNECTION WITH GARY OLSEN

In October, we hosted an on-site hiring event that was an incredible success. Building on that momentum, we held another on-site hiring event on Wednesday, January 22nd, and I'm excited to share some highlights from the day.

The event drew 31 attendees, with 19 interviews scheduled—12 of which were conducted on-site. By the end of the day, 3 offers were extended, and there's potential for an additional 16 offers to follow in the coming days. This, in my view, marks another outstanding success for our hiring initiatives!

The event also gave us a chance to showcase our CORE Values: Dignity, Integrity, Accountability, Continuous Improvement, and Partnership. Partnership was especially evident, as teams across our programs collaborated seamlessly to offer meaningful opportunities to so many individuals.

I'd like to extend a special thanks to our Human Resources and Marketing teams, including Monica Abraham, Talent Acquisition Specialist, and Jessica Meadows, Communications & Marketing Manager, as well as all the hiring managers who made this event possible. Your efforts were integral to our success!

You've likely heard the saying, "The third time's the charm." With two successful hiring events behind us, I'm excited to see what our next one will bring. Here's to building on this momentum and making the next event even more impactful!

*Gary D. Olsen*

**Gary Olsen**  
Executive Director

## NCHC EMPLOYEES: WINTER PARKING REMINDER

### Please Help Our Snow Removal Teams

We have not had much snow this winter, which puts us all out of practice for parking properly during the wintertime in our parking lots. Please help our snow removal teams plow our lots efficiently and safely by parking in the designated areas during the winter months. Snow can sneak up during the winter, so please practice these parking protocols until the threat of snow is gone. Please check your department Communication Board for the appropriate parking areas for your facility. These have been emailed out several times this winter as well.



Following parking protocols for winter helps our facilities teams remove snow efficiently, effectively, and safely. Your Partnership and Person-Centered Service is greatly appreciated. Let's ALL work together to be prepared and be safe!

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**EMPLOYEE SHOUT OUT**

**Megan Kruzicki, Pharmacy Tech**

Megan is always willing to help sort issues.  
**Shared By: Shaine B.**

**Occurrence Reporting Hotline**

**x4488 or 715.848.4488**

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



WE ARE SUPER EXCITED TO INTRODUCE THE ALL-NEW NCHC SWAG SHOP!

[www.norcen.org/SwagShop](http://www.norcen.org/SwagShop)

The All-New NCHC Swag Shop is full of new items, a larger variety of clothing and accessories, including things like: bags, backpacks, totes, laptop bags, scarves, gloves, hats, baby gear, outerwear, scrubs, T's, and an awesome collection of new women's and men's apparel – all NCHC-branded!

**And the best part – all items ship FREE to you at work!** Or you can choose to ship to your home for a local shipping charge.

**OK...so there's one more BEST part – there is no waiting weeks for an order to process. All orders get processed DAILY!\*** And you can track your order's progress in your online account. All items are imprinted locally by a

Wausau-based business – which is awesome for us to support a local business and get local customer service also! \*Monday – Friday, excluding holidays.

**AND...one more BEST part – you can choose from 11 different department logos** to place on your items or go with just the NCHC logo. Check out all the logo options!

**Seriously...ONE FINAL BEST PART...we will be adding new items regularly.** So check back each quarter for new NCHC Swag! Have a request, email [communications@norcen.org](mailto:communications@norcen.org) and we can see what we can do to add it to the store!

## ORGANIZATIONAL LEARNING MODULES UPDATE

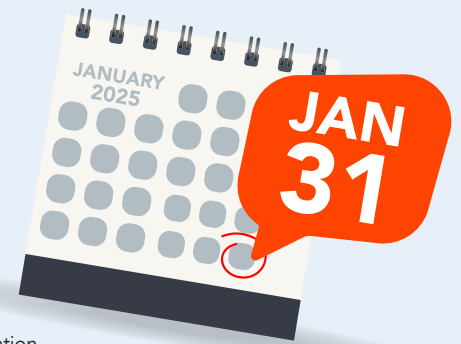
### FINAL REMINDER!!! Complete 2024 Mandatory Training by January 31

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.



## ENSURING SAFETY AND SECURITY IN OUR WORKPLACE

### 2 Practices to Help Keep Us Safe

Our commitment to safety and security is a shared responsibility, and I want to thank you for everything you do to uphold these standards. To ensure the safety of those we serve, visitors, and staff, I'd like to emphasize the importance of two key practices:

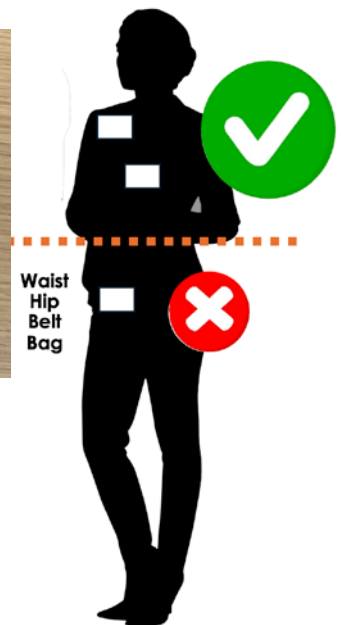
**Badge Visibility:** Please ensure your employee badge is always visible and on the upper third of your body. This helps us identify NCHC employees quickly and maintain a safe environment.

**Access Control:** Only employees should be allowed into restricted areas or use employee-only entrances. If you encounter someone without proper identification, please redirect and escort them to the appropriate check-in location. On the Wausau Campus, alert security if necessary. Additionally, ensure that anyone attempting to enter secure, employee-only entrances is verified as an employee with a visible badge.

**Wausau Campus Security can be reached at 715.846.2480 and is available 24/7.**

Your vigilance makes a significant difference in maintaining the security and integrity of our workplace. If you have questions or notice any concerns, don't hesitate to reach out to your manager or our security team.

Thank you for your attention to these vital measures and for your dedication to creating a safe and secure environment for all.





# Celebrating Employee Milestones



## 2025 NCHC MILESTONE ANNIVERSARY RECOGNITION PROGRAM

### Exciting Updates for 2025

At North Central Health Care, we value and appreciate the dedication and hard work of our employees. To honor your commitment, we've updated our Milestone Anniversary Recognition Program for 2025.

Our Employee Milestone Anniversary Recognition program is designed to recognize employees consistently and meaningfully as they reach milestone anniversaries with NCHC, celebrating contributions to our mission and community. Milestone anniversaries will be announced monthly in the News You Can Use, social, and on department Communication Boards.

In addition, employees celebrating milestone anniversaries will receive a gift card to redeem online at the NCHC Swag Shop for NCHC merchandise

of their choice. The NCHC Swag Shop now offers a large selection of items, including outerwear, hats, jackets, shirts, scrubs, bags, and more! Your NCHC Swag Shop gift card cannot be redeemed for cash and is not considered taxable income, so no tax withholding is required, as with previous milestone gift cards.

#### Swag Shop Gift Amounts:

- 5 years of service: \$25
- 10 years of service: \$50
- 15 years of service: \$75
- 20/25/30+ years of service: \$100

Your manager will deliver your milestone certificate with your NCHC Swag Shop gift card directly to

you, and you may shop online at your convenience. Our updated program will begin this month with our January 2025 Milestone recipients.

This program reflects our commitment to celebrating you and the incredible work our employees do every day. Thank you for being an integral part of the NCHC team. We look forward to celebrating each employee's milestone anniversary!



### DONATION REQUEST Help Support Our Community Treatment Program!

Our Community Treatment Program is seeking donations to meet essential needs for those we serve, and we could use your help to fill the gaps!

#### Here's What's Needed:

**Cleaning Supplies:** Laundry detergent, dish soap, and general cleaning/disinfecting liquids.

**Household Items:** Garbage bags, brooms, mops, wash rags, and paper towels.

If you're able to contribute any of these items, we'd greatly appreciate it! Donations can be dropped off at Volunteer Services at the front of Mount View Care Center, or feel free to reach out to Sarah Mesenberg in Volunteer Services at x4450 for questions or additional details. Thank you for your generosity and for helping us continue to serve our community with care and compassion.



Dedicated to making a difference every day.





The new hiring kiosk at the Wausau Campus main entrance.

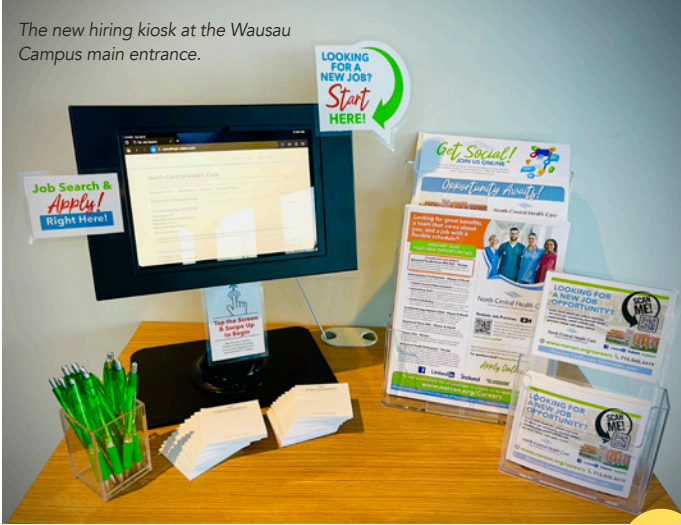


PHOTO OF THE WEEK

### NEW HIRING KIOSK HELPS RECRUITS APPLY!

In an effort to give people opportunities to both search and apply for open positions, a new hiring kiosk (above) has been installed at the front entrance of Mount View Care Center. As our main entrance at the Wausau Campus, we see many people coming in to the facility to visit family, for meetings, business purposes, or eating at the Bistro. This new kiosk is available for anyone to search for open positions at NCHC, create an account, and even apply online. Its simple and easy and just another way we are recruiting new employees to join our team. Remember, you can Refer & Earn. Have your recruit mention or list your name in their application or phone screen. That's it! As soon as the new employee works here for 90 days, and you both are in good standing, you get your referral bonus. It's that easy!

The hiring display used at various hiring events and expos.



North Central Health Care

**REFER and EARN**  
 EMPLOYEE REFERRAL PROGRAM

**REFER UNLIMITED EMPLOYEES! EARN UNLIMITED BONUSES!!**

## 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

Employees below 0.5 FTE status

Employees 0.5 FTE status or above

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



# 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:

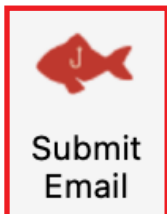
"This verification link below will expire after 24 hours, if we do not receive your verification/update before the link expires, we will have to revoke your license."

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.



**Marathon County Employees Credit Union**



**Did You Love Your Family TOO Much This Holiday Season?**  
Crawl out from underneath all the wrapping paper, and come see us about *getting out of debt* in the New Year.

**Contact MCECU for a Consolidation Loan Today!**  
**715-261-7680**

**culoans@co.marathon.wi.us**  
**Apply online at [www.mcecu.org](http://www.mcecu.org)**

**Already a member: Thank you!**  
**Not a member: Contact us today!**

**715 261-7680**

**400 East Thomas Street Wausau, WI 54403**



## 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](mailto:eap@ascension.org) | [AscensionEAP.org](http://AscensionEAP.org)



## JANUARY 27 – 31, 2024

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	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
SOUP	Cream of Potato Soup	Cheesy Cauliflower 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

## FEBRUARY 3 – 7, 2024

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

# 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

### Turkey BLT Panini

TURKEY | BACON | LETTUCE | TOMATO | MAYO

## LATTE OF THE WEEK

### Vanilla Chai Latte

Creamy, spiced vanilla chai latte with the perfect blend of tea & warm spices.

**\$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!

