



A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

Yesterday was February 2nd, which reminds many of us about the classic movie *Groundhog Day*, in which Phil Connors, a self-centered weatherman, finds himself reliving the same day over and over again. While the film is full of laughs and memorable moments, it also offers profound lessons about making the best of a bad situation—lessons that resonate deeply with our work and core values here at NCHC.

In *Groundhog Day*, Phil starts out frustrated and defeated by his circumstances, but as the story unfolds, he uses his unusual predicament to learn, grow, and positively impact the lives of others. This transformation reminds us of the power we have to reframe challenges as opportunities for growth

and kindness—just as we embrace compassion and collaboration in all we do.

At NCHC, our employees face challenging situations every day. Whether it's helping a client navigate a difficult diagnosis, providing compassionate care to someone in crisis, or supporting families through transitions, our team embodies the spirit of resilience and integrity. Like Phil, we recognize that even when circumstances are tough, we can make a difference through our actions and attitude, upholding the dignity and respect of every person we serve.

One of the most inspiring aspects of the movie is how Phil's small, thoughtful actions create a ripple effect. He saves lives, lends a helping hand, and brings joy to others, ultimately transforming his own life in the process. This aligns with our commitment to excellence, where every interaction—no matter how small—has the potential to create a meaningful impact.

Our employees do this every day. From a warm smile to a listening ear during a tough moment, the small things we do can profoundly affect those we serve. Every action matters, and the care we provide helps our clients build on their strengths to create better outcomes, exemplifying our dedication to accountability and innovation in serving our community.

By the end of the film, Phil has become a better version of himself, living each day with purpose and compassion. His journey reminds us that even in repetitive or difficult circumstances, we have the power to grow and bring hope to others.

At NCHC, we strive to help our clients build a better tomorrow. Whether it's through mental health services, long-term care, or community programs, we work to empower individuals and families to overcome challenges and achieve their goals, guided by our core values every step of the way.

As we celebrate Groundhog Day this year, let's take a moment to reflect on how we, like Phil, can find purpose and positivity even in tough times. Let's also celebrate the resilience and dedication of our NCHC team members who make a difference in the lives of others every day. Thank you for your commitment to creating a brighter future for those we serve. Together, through Continuous Improvement, Accountability, Integrity, Dignity, and Partnerships, we can turn challenges into opportunities and make every day meaningful.



Gary D. Olsen
Gary Olsen
Executive Director

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EMPLOYEE SHOUT OUT

Deb Kondzela, RN MVCC

She is so very kind and caring with residents and visitors.

Shared By: Anonymous

Occurrence Reporting Hotline

x4488 or 715.848.4488

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



IMPORTANT SAFETY ALERT!

Updates to Fire Alarm System on Wausau Campus

Last week the fire alarm system overhead announcements were updated on the Wausau Campus. To ensure the safety of all our staff, visitors, and those we serve, this notice provides a few notable changes that all staff should be aware of.

1. When a fire station is pulled, the initial overhead alert triggered will now include the Suite, Floor, and the location of the triggered pull station. The alert will NOT include a department name. Examples include:
"Fire Alarm, Suite A, Floor 1, 1200 Hall"
"Fire Alarm, Suite D, Floor 1, Side 2"
"Fire Alarm, Suite B, Floor 3, Corridor 3001"

2. The initial overhead alert activated by the pull station will ONLY be heard in the building they are located in. For example, if a fire station is pulled in Suite A, the initial overhead alert will only be heard in Suite A. Those in Suites B, C, D, etc. will not hear the triggered overhead alert.

When safe to do so, staff from the impacted area should call the Crisis Center by dialing x4599 or use the Emergency buttons on a desk phone to provide additional information and confirm the location and helpful details for responders.

3. The Crisis Center staff will continue with a follow-up Campus-wide announcement that will provide details to help staff respond to the location of the fire emergency. Examples include:

- " Facility Alert, Fire, Suite A, Outpatient Services, Meadowlark Room."
- " Facility Alert, Fire, Suite D, Adult Behavioral Health Hospital."
- " Facility Alert, Fire, Suite B, Mount View Care Center. Floor 3 Dining Room."

Additional information, training, and maps will be provided in the coming weeks to assist our team with these changes. If you have any questions or concerns, please speak with your manager or supervisor. Thank you for your attention and Person-Centered Service. **Please include a copy of this notice on your department communication board and discuss it in your team meetings.**

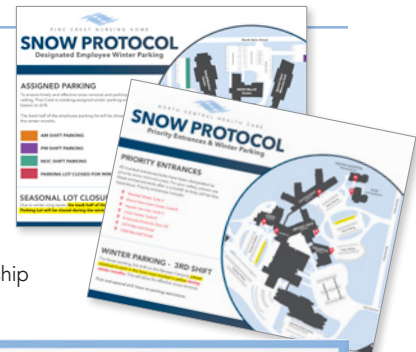


NCHC EMPLOYEES: WINTER PARKING REMINDER

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!



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

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 and we can see what we can do to add it to the store!



UPDATED FASHION BOUTIQUE RULES & EXPECTATIONS

Entry into the Fashion Boutique on the Wausau Campus is now by badge-access only. This is a new change. Please review the updated Fashion Boutique rules and expectations below.

1. The Fashion Boutique can be accessed at any time by badge only. Key entry is no longer allowed by employees. A staff member must accompany any consumers/patients/residents.
2. The Fashion Boutique is available to anyone who is currently receiving services from North Central Health Care. If someone needs clothing outside of their stay, please encourage utilizing community resources such as The Clothing Closet (United Way).
3. All items in the Fashion Boutique have been donated. We apologize if we do not have something in your size. Articles of clothing are rotated based on seasons / time of year.
4. There are plastic bags available that can be used for easier carrying. They can be found in the bottom drawer by the tall cabinets.
5. All drawers and baskets contain items that can be taken. Feel free to check in all drawers and baskets. If there are blankets, bags or other items out you may take those as well.
6. Please leave the Fashion Boutique as you found it. Fold clothing and place it back on the shelf neatly. Hang items on hangers and place back on the rack the proper way. Place empty hangers in the bin. This allows the next person in need to have a pleasant experience too.
7. If you need assistance, please stop by or call the Volunteer Office at x4450. We are located in the Tower Lobby across from the Guest Services Desk.
8. If you would like to donate items for the boutique, please bring them to the volunteer office. All clothing donations need to go through a specific process prior to being put out.

Please be respectful of this space. We hope you can find what you need! If you have any questions, please contact the Volunteer Services Department at 715.848.4450.

Do you know of a Resident, Client or Patient in Need of Clothing, Shoes, Undergarments or Other Items?
The NCHC Fashion Boutique May Be Able to Help TODAY!

THE Fashion boutique

Located in the Link Hallway between BHS and Mount View

Open 24/7 | NCHC Badge Access Only

Visitors Must Be Accompanied by Staff

There is no cost to "shop" for items.
The Fashion Boutique is available to clients, patients and residents in ALL NCHC programs.

Want to Donate?

WE ACCEPT:

- tops • pants • undergarments • footwear • sleepwear •
- hats • winter coats • suspenders • and more!

Please bring all donations to the Volunteer Office located at the front entrance of Mount View.

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!

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.

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.





LEADERSHIP ANNOUNCEMENT

Meet Rouhan Richardt Manager of Health Information Management

NCHC is pleased to introduce Rouhan Richardt as Manager of Health Information Services. Rouhan joined NCHC in October 2024 as a Solutions Analyst. Since she was 16 years old, Rouhan has always been involved in the healthcare field. Starting out as a C.N.A., Med Tech, and most recently an Executive Director at Applegate Terrace Assisted Living. Rouhan graduated from the University of WI – Eau Claire in 2023 with a Bachelors of Business Administration in Health Care Administration.

Growing up in Wausau, Rouhan enjoys downhill skiing, spending time on the lake up north, going to concerts, and traveling. She adopted a Golden Doodle named Yellar last May from the Adams County Humane Society. Congratulations Rouhan on your new role at NCHC!



YOUR PATH TO A STRONGER HEART STARTS HERE



Tria health is a free and confidential benefit available through your North Central Health Care's health plan.

At Tria Health, we understand the challenges that come with managing heart health, especially if you're dealing with high blood pressure, cholesterol, or other risk factors.

Our team of clinical pharmacists are here to provide personalized support to help you understand your unique heart health needs, make informed choices, and stay on track with lifestyle changes and medications.

Through one-on-one phone consultations, we'll work together to create a plan that strengthens your heart health and enhances your quality of life.

ACTIVE PARTICIPANTS WILL RECEIVE:

- Up to \$150 by attending 3 pharmacist consultations within a 12-month period
- Free blood glucose meter & testing supplies
- Free blood pressure cuff



PERSONALIZED
SUPPORT



BLOOD PRESSURE
MANAGEMENT



MEDICATION
REVIEW



CHOLESTEROL
AWARENESS

**SCHEDULE YOUR
APPOINTMENT!**



Call 913.322.8456 or
Visit www.triahealth.com/schedule



WELCOME THESE *New Employees* TO THE TEAM!

These employees were welcomed at Orientation in January!

Food Services Wausau



Yengkong Moua –
Dietary Aide



Julie Yang –
Dietary Aide



Nevaeh Ballenger –
Dietary Aide

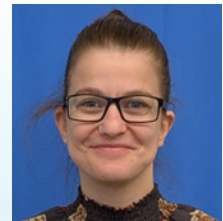


Gavin Schubring –
Dietary Aide

Crisis Services



Lisa Ludwig –
Manager of Crisis
Clinical Services



Rebecca "Becca" Mensing –
Crisis Professional

Pine Crest



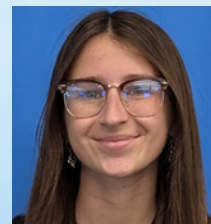
Akeela Conley –
Hospitality Assistant



Sinafik Mengistu –
Hospitality Assistant



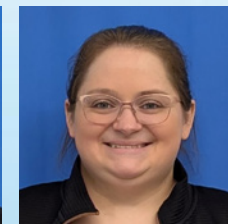
Olivia Pajdash –
CNA



Mia Bailey – CNA



Noah Lacrosse –
Hospitality Assistant



Nicole Radomski –
CNA

Mount View Care Center

Community Treatment Adult



Margaret Danielson –
Employment
Specialist II

Community Treatment Youth



Victoria Mikalauski –
Case Manager

Safety & Security



Dan Almario –
Safety and Security
Officer

Adult Behavioral Health Hospital



Colton Edens –
Behavioral Health
Professional III

We are so excited to have you on our team!





Please share in your programs with those who may be interested in Housing Options from the Local Habitat for Humanity.

Think you can't afford to own a home? THINK AGAIN!



If you can answer YES to all of these questions...

Family Partner Criteria



Do you need improved housing?



Does your income fall within the ranges of the chart on the right?



Are you willing to work with volunteers to build your home?

Family Size	Gross Annual Income
1	\$33,200 - \$39,840
2	\$37,950 - \$45,540
3	\$42,700 - \$51,240
4	\$47,400 - \$56,880
5	\$51,200 - \$61,440
6	\$55,000 - \$66,000
7	\$58,800 - \$70,560
8	\$62,600 - \$75,120

Register to attend an informational session to learn more about becoming a Habitat partner family!

February 11th, 2025 @ 6:00pm

Location: Habitat for Humanity of Wausau 1810 Schofield Ave. Weston, WI 54476

Interpreters: Hmong

February 15th, 2025 @ 10:00am

Location: Habitat for Humanity of Wausau 1810 Schofield Ave. Weston, WI 54476

Ways to Register: www.habitatwausau.org (715)343-4243 kcha@habitatwausau.org

February 20th, 2024 @ 10:00am

Location: Habitat for Humanity of Wausau 1810 Schofield Ave. Weston, WI 54476

Interpreters: Hmong

Approved low-income applicants can purchase a Habitat home, with a zero-interest home mortgage and payments over 30 years. Eligible income limits are between \$33,200 - \$75,120 based on family size.



APPLICATION PERIOD: CLOSES MARCH 24, 2025

WAUSAU CAMPUS LOST & FOUND

Missing Something - Come Take a Look!

Lost & Found is located at the Guest Services Desk near the Bistro at Door #5. Recently some more valuable items have been turned in that people are probably looking for. Watches, phones, key fobs, wallets, clothing, and a lot more. If you know of someone who has misplaced something, whether it be an employee or visitor, please point them in the direction of the Lost & Found at Guest Services.



Marathon County Employees Credit Union

We Can Help You Make Home Ownership "Easy as Pie"

Have an appetite for a new home?

We make home ownership as easy as pie.

Call us or stop by today!



Whether You Are Looking to Purchase a New Home Or Need a Home Equity Loan, MCECU Offers It All!

Call Today!

715 261-7680

400 East Thomas Street Wausau, WI 54403



A Monthly Gab Session with Executive Director, Gary Olsen

JANUARY/FEBRUARY GAB SESSION: LEARNING & DEVELOPMENT

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!



FEBRUARY 3 – 7, 2025

	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

FEBRUARY 10 – 14, 2025

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Ham Steak Scalloped Potatoes Brussel Sprouts	Vegetable Beef Stew Biscuit Creamy Coleslaw	Broccoli Cheese Stuffed Chicken Mashed Potatoes Carrots	Baked Chicken Drumstick Loaded Mashed Potatoes Green Beans	Baked Spaghetti Breadstick Corn
SOUP	Cheesy Chicken Salsa Soup	Chicken Noodle Soup	Cheesy Broccoli Soup	Stuffed Green Pepper Soup	Vegetable Soup
SANDWICH	Chef's Choice	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

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

Cheeseburger Melt

GRILLED HMABURGER | CHEDDAR CHEESE
GRILLED ONION | PICKLES | SPECIAL SAUCE

LATTE OF THE WEEK



Salted Caramel Latte

A creamy blend of espresso, steamed milk, and caramel, topped with whip, caramel & a touch of salt

**\$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!**

