

A Weekly Update
For The Employees of
North Central Health Care



PHOTOS OF THE WEEK



Retirement News
from Pine Crest!

NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

Valentine's Day is often seen as a celebration of love and appreciation, and what better time to reflect on the care and compassion we bring to our work every day? At NCHC, our commitment to **Person-Centered Service** is an expression of these values—not just on February 14, but all year round. This is also found in our CORE Values.

- **Dignity** – We honor and respect every individual we serve, ensuring they feel valued and heard.
- **Integrity** – We build trust through honesty and ethical care, always doing what is right.
- **Accountability** – We take responsibility for our actions, striving to make a positive impact.
- **Partnership** – We work together, supporting one another as a team and collaborating with those we serve.
- **Continuous Improvement** – We seek to grow and evolve, always finding new ways to provide the best possible care.

This Valentine's Day, let's take a moment to recognize how we bring heart to everything we do. Whether it's a kind word to a colleague, extra patience with those in our care, or a renewed commitment to our mission, your compassion makes a difference.

Thank you for all that you do to embody these values and create a warm, welcoming environment for those we serve. Wishing you a meaningful and joyful Valentine's Day!

Gary D. Olsen
Gary Olsen
Executive Director



Show Your NCHC Spirit
This Valentine's Day!

Friday, February 14
Wear Red & Jeans!

- Employee Recognition & Retirements 2
- Elvis is in the Building 3
- Celebrating Employee Milestones 4
- Frontline EAP News 5
- Foodie Forecast 8-9



Naly Kue, Food Services

Naly assisted with interpreting for a lady who I could not assist. She then escorted the visitor where she needed to be. Thank you so much!

Shared By: Ronda R.



Occurrence Reporting Hotline

x4488 or 715.848.4488

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





COMMUNITY TREATMENT SPOTLIGHT AWARD JANUARY 2025



Jordan Imoehl Community Treatment

NCHC Community Treatment is pleased to announce Jordan Imoehl was awarded the January Spotlight Award! Jordan is a Service Facilitator on the Marathon Youth Team.

"Jordan has gone above and beyond for a number of clients since becoming a service facilitator, showing his commitment to partnership and dignity in his work with clients and families. He has formed positive connections with consumers and parents with complex needs, and strives to support clients and families in advocating for needs and problem solving. In one instance, he attended a 5:00 am meeting that was over an hour away, in order to support a parent that struggles to advocate and communicate their child's needs. He assisted in supporting the family's collaboration with community partners and ensured the parent felt they had an advocate in navigating a difficult situation."

"He has also worked hard to gain additional knowledge and understanding of youth systems he previously knew little about. Jordan works to proactively seek out information from team members and community partners to allow himself to grow in his work with particular populations of youth."

"There have been a number of community partners and agencies that have reached out noting how much they enjoy working with Jordan, that he is great to collaborate with, and is always responsive to their concerns and family needs."

"Jordan has strong connections with the NCHC team. Many people have mentioned how he is easy to connect with, they love his sense of humor, and he has a wonderful personality that adds to the Marathon Youth team. Overall, Jordan has displayed the CORE Values of dignity, integrity, accountability, partnership, and continuous improvement throughout his work at NCHC."



Congrats Jordan!

HAPPY RETIREMENT!



CONGRATS ANN STOECKMANN Life Enrichment

Congratulations to Ann Stoeckmann on her retirement! Annie worked in Life Enrichment at Pine Crest and brought so much joy to the residents over the past 5 years. She is so creative and came up with the best art projects and crafts. The residents loved it when "Bubbles" the clown comes to visit, and

she has such a playful sense of humor. She was flexible and willing to take on whatever was thrown her way. Her green thumb literally kept our gardens green and we are so thankful for her hard work, time, plant shopping, and everything she did for Pine Crest residents. Enjoy your retirement, Annie!

CONGRATS JULIE JOHNAS Certified Nursing Assistant

Congratulations to Julie Johnas on her retirement! Julie has worked hard as a CNA at Pine Crest for 14 years! Julie was dependable, thorough, and did a fantastic job training new hires. She provided excellent person-centered care, and has always been an advocate for the residents. She has been a joy to work with and we will miss her dearly! Thank you for your dedication and we wish you the very best in your retirement, Julie!



CHECK OUT ALL THE CELEBRATION PHOTOS ON FACEBOOK!



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.**



Additional information, training, and maps will be provided in the coming weeks to assist our team with these changes.

Welcome to the *All-New* **Swag Shop!**
Your Gear, Your Style...All NCHC!

NCHC Apparel, Gear, Recognition & More!

Free Shipping to Work! Orders Processed Daily! www.norcen.org/SwagShop



MOUNT VIEW CARE CENTER RESIDENTS GET A VISIT FROM "THE KING OF ROCK 'N ROLL"
Elvis is in the House!

The residents of Mount View Care Center celebrated Elvis' birthday and the end of a long January, last Friday, with some entertainment by Elvis himself. The Community Room was packed to capacity as the residents cheered, smiled, tapped their toes, and smiled ear to ear. What a wonderful way to bring everyone a little sunshine during our long Wisconsin winter.

? Elvis has been inducted into five Halls of Fame: Rock 'n' Roll, Country, Gospel, Rockabilly and R&B.

? Elvis has sold over one billion records worldwide.

Elvis has had over 150 different albums and singles certified gold, platinum and multi-platinum.

? Elvis still holds the record for Most Top 40 hits at 114 total.

Elvis starred in 31 feature films and two concert documentaries.

? Elvis was born in Tupelo, Mississippi.





January & February 2025

Celebrating Employee Milestones



We would like to honor these employees celebrating a milestone anniversary.

Please take a moment to express your heartfelt gratitude and admiration for these employees and their remarkable achievements and loyalty. Their relentless pursuit of excellence has not only contributed to their personal growth but has also helped elevate North Central Health Care to new heights. Thank you for all you do for NCHC, for those we serve and for our communities.

5 Years

- Emily Hintz Pine Crest
Kathryn Garcia Community Treatment Adult
Kelsie Meyer..... Mount View Care Center
Matthew Karpinsky .. Adult Behavioral Health Hospital

15 Years

- John Dunning... Mount View Care Center

20 Years

- Melissa Stockwell... Mount View Care Center

10 Years

- Kelsey Fusak..... Mount View Care Center
Nayda Hetfeld..... Pine Crest
Saretta Gruna Mount View Care Center
Sandra Bahlow Pine Crest
Holly Peterson..... Pine Crest
Tracie Robinson..... Youth Behavioral Health Hospital

30 Years

- Franklin Thomas... Housekeeping
Holly Boehm... Pine Crest

Congratulations!





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



EAP LEARNING & RELAXATION SESSIONS

February 12 Session begins at 12:00 PM CST

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.

Click [HERE](https://bit.ly/EAPRelax) to Join or Visit <https://bit.ly/EAPRelax>

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



FrontLine

Employee Assistance Program | ascensionweap.org | eap@ascension.org

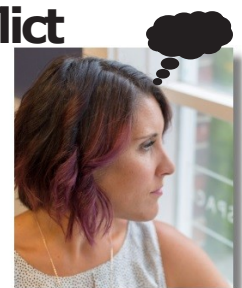
Preventing Cultural Miscommunication

Cultural miscommunication happens when differing norms, values, or communication styles cause misunderstandings or hinder effective interaction at work. It's a growing problem but not a new one. Cultural miscommunication can be reduced with a few practices that deliver huge payoffs for workplace harmony and the bottom line. 1) Educate yourself on diverse cultural norms (see resource below). 2) Practice "active listening" to spot any misunderstandings when they happen—seek clarification quickly. 3) Use simple language to avoid confusion or misinterpretation. 4) Adapt your communication style to match the cultural preferences of others. For example, in some cultures, it is customary to address a new male coworker as "Mr. (last name)" instead of using their first name. Adapting to such preferences can show respect and build rapport. 5) Periodically seek feedback about how communication is working and ask whether adjustments are needed to improve understanding or collaboration.

Resource: "Cultural Intelligence: A Blueprint for 21st-Century Leadership (2025)"

How the EAP Can Help: Overcome the Emotional Aftermath of Conflict

You had a heated exchange with a coworker and have been stewing over it all day, feeling angry and distracted. This lingering stress and negativity are known as emotional reverberation: the emotional aftermath of conflict. If a workplace conflict is weighing on you, consider reaching out to your employee assistance program (EAP). Chances are you are experiencing reverberation, replaying the conflict in your mind with intrusive thoughts. This can decrease your motivation and productivity and possibly lead to a work-related stress disorder. The EAP can help you process these feelings and discuss conflict resolution, and with its support you will regain your focus and productivity.





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

February 20th, 2024 @ 10:00am

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

Interpreters: Hmong

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

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



Marathon County Employees Credit Union

WE ♥ YOU SO HARD!

THANK YOU FOR BEING A MEMBER!



Make Sure to Stop In for a Sweet Treat

Proudly serving NCHC Employees & their Families since 1965.

We are Different than Other Financials - Let Us Show You How

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

715 261-7680 • cuteller@co.marathon.wi.us 400 East Thomas Street Wausau, WI 54403

LOOKING FOR AN NCHC MAP OR OTHER INFORMATION?

Check the ODrive or For Employees Page of Our Website

The Communications Department frequently gets questions regarding maps and information. If you are looking for anything like Maps, YOU Benefit Guides, Connections Guides, etc., please check the Odrive > NCHC Information folder OR the "For Employees" Page of our Website at www.norcen.org/ForEmployees.

In both places, you will find a lot of commonly requested information including the most updated maps (general and snow maps), YOU Benefit Guides, Quality & Compliance Information, and Important Contact information.

As always, if you are looking for something specific and you don't see it in the resource locations above, send us an email at communications@norcen.org and we will answer back as soon as we can. Your feedback helps us improve the resources available for our teams! Thanks for all you do!





Scholarship Opportunity for High School Students Working at NCHC!



SUSANNE MARIE RITGER MESEBERG ALZHEIMER'S SCHOLARSHIP

PURPOSE

Provide post-secondary scholarships to employees of North Central Health Care with a desire to work on the Dementia Unit.

APPLICATION PROCESS

Apply online by visiting our website at cfoncw.org. Click on "Grants & Scholarships" / "Scholarships" / "Apply Online Now" to reach the online application portal and begin the registration and application process. If this is your first visit to the site, you will need to "Create an Account." If this is a return visit, enter your email address and password. Choose the appropriate application from the menu.

APPLICATION DEADLINE: Rolling deadlines

YOUR APPLICATION MUST INCLUDE:

- Transcript of most recent grades
- List of extracurricular activities (downloadable form online)
- One reference letter (from a Registered Nurse (RN) is preferred but will also accept a letter from a teacher, school administrator, or employer)

CRITERIA FOR SELECTION

- Must currently work for North Central Health Care
- A statement on why the applicant has a desire to work with memory care patients.
- Available for full-time and/or part-time students
- Available to applicants entering a CNA program

ANNOUNCEMENT

The recipients will be announced at their high school senior awards ceremonies in the spring.

PAYMENT OF SCHOLARSHIP

The recipient will receive a congratulatory letter from the Community Foundation after the awards ceremony, instructing them on how to receive their scholarship funding. The student must provide proof of registration to the Community Foundation office for payment to be initiated. The Foundation will make payment directly to the college or university the student is attending.

For 32 years, Susanne Ritger Meseberg dedicated herself to shaping young minds as a beloved Business Education teacher at Wausau West High School, leaving a lasting impact on generations of students. A graduate of Marathon High School and UW-Whitewater, Susanne believed in the Wisconsin Idea: that education should influence people's lives beyond the boundaries of the classroom.

Beyond the classroom, Susanne was part of a family of seven, and embraced a dynamic lifestyle, honing her skills as an avid golfer and cross-country skier, always seeking adventure on the greens and in the snow. Each year, she enjoyed the warmth and sunshine of Florida as a snowbird, trading winter's chill for the Florida coast's relaxation.

Susanne's wanderlust also took her on memorable trips to Hawaii, where she basked in tropical beauty, Europe, where she immersed herself in history and culture, and New York, where the vibrant energy of the city captivated her spirit. Her life is a beautiful balance of passion, exploration, and dedication.

Apply online by visiting www.cfoncw.org



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

FEBRUARY 17 – 21, 2025

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	NCHC Ranch Pork Medallions Baked Yams Mixed Veggies	Chicken Lasagna Zucchini & Tomatoes Breadstick	Baked Fish Cheesy Baked Potatoes Seasoned Cabbage	Roast Turkey Rice Pilaf Parslied Carrots Dinner Roll	Crab Cakes Boiled Potatoes Creamed Peas
SOUP	Turkey Dumpling Soup	Taco Soup	Beef Noodle Soup	Cream of Broccoli Soup	Chili Soup
SANDWICH	Hamburger on a Bun with 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

Bacon Habanero Melt

TRIPLE CHEESE BLEND | BACON | TOMATO HABANERO BACON JAM

LATTE OF THE WEEK



Chocolate Covered Raspberry

Espresso, steamed milk, rich chocolate, and sweet raspberry, topped with house whip for a perfectly indulgent Valentine's treat.

\$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!

