



A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

Spring is in the air, even though we have received what I will call “white rain” at this point of the year, and that means many of our employees are taking some well-deserved time off to enjoy Spring Break with their families. As someone who is very family-oriented, I know how important it is to create lasting memories, spend quality time with loved ones, and recharge.

While many will be out enjoying vacations, road trips, or simply extra time at home with kids and loved ones, I want to take a moment to recognize and sincerely thank those who are stepping up to help cover during this time. Your support and teamwork do not go unnoticed, and I appreciate the way you embody our CORE Value of Partnership.

Partnership is about working together, supporting one another, and ensuring that no matter the season, we continue to deliver excellence. Whether you’re covering a shift, helping with an extra task, or simply making sure things run smoothly while others are away, your efforts help keep everything moving forward.

To those taking PTO—enjoy your time! And to those holding down the fort—thank you for being such an essential part of our team. Let’s continue to support each other and live out our values every day.

Enjoy the season and thank you for all that you do!

Gary D. Olsen
Gary Olsen
Executive Director



Calling All Baseball Fans!

Thursday, March 27 is Opening Day of Baseball Season!

NCHC employees are invited to wear their favorite team’s fanwear and jeans.
Submit your team photos to communications@norcen.org or 715.370.1547 for sharing in NYCU!

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Brook Lampe,
Community Treatment,
Merrill

Volunteering to take on a transfer case.

Shared By:
Holly Westberg

Occurrence Reporting Hotline

x4488 or 715.848.4488

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



North Central Health Care

Employee Performance Evaluation System Steps 2 & 3



From March 17 through April 28, Managers will be completing employee assessments and also holding in-person reviews with staff. The information below will help employees understand the evaluation criteria for the 1-5 rating scale for the five competencies that staff will be evaluated on.

What will employees be evaluated on?

5 Competencies

- Communication
- Job Knowledge
- Person-Centered Service
- Quality of Work
- Teamwork & Fostering a Positive Work Environment

Communication

- 1 - Does not communicate clearly. Has difficulty articulating thoughts.
- 2 - Lacks consistency in clearly and concisely conveying information. May have difficulty in formulating a message. Written work is poor.
- 3 - Ability to convey ideas and information clearly and concisely most of the time. Written products are neat, understandable, and follow applicable guidelines.
- 4 - Communication skills are well established. Ability and experience show consistently through solid communication efforts.
- 5 - Exceptional communicator. Displays writing confidence and enthusiasm. Is articulate and in written or oral work.

Job Knowledge

- 1 - Relies on others constantly. Requires assistance and frequent repetitive instruction. Does not understand aspects of the job.
- 2 - Understands some aspects of the work but is often unable to complete assignments. May need learning opportunities and improvement.
- 3 - Understands how to perform nearly all aspects of the job. Able to work on unstructured assignments.
- 4 - Thorough knowledge of most phases of the work. Very knowledgeable of most aspects of related work and other related departments' work.
- 5 - Broad, exceptional knowledge and skill. Understands why job functions are performed and the inter-relationships with other jobs.

Person-Centered Service

- 1 - The employee puts forth little or no effort toward following our Person-Centered Service model. They do not consider or respect the rights, feelings, or the beliefs of others.
- 2 - The employee does not show consistent effort toward serving others and building relationships. They do not always respect the rights, feelings, or beliefs of others. They put forth minimal effort in following the Person-Centered Service model.
- 3 - The employee is conscious of others' rights, feelings, and beliefs. They focus on following the situation or behavior, not the person. They have an overall understanding of the Person-Centered Service model.
- 4 - Peers take notice of the level of respect for others' rights, feelings or beliefs. The employee demonstrates true consideration of others' opinions, contributions and makes an effort in following our Person-Centered Service model through leading by example.
- 5 - The employee considers the comfort and ease of others in difficult situations. They clearly distinguish others' rights, feelings, and beliefs in an appropriate manner. They consistently follow the Person-Centered Service model and others seek out their input in understanding how to provide Person-Centered Service.

Quality of Work

- 1 - Work is of very poor quality, falls short of standards, is inconsistent and often incomplete. Needs work checked by others.
- 2 - Does not produce work to meet expectations. Occasionally is careless and makes recurrent errors.
- 3 - Produces work of good quality. Meets standards and expectations for the job. Is accurate, thorough, and work is complete.
- 4 - Work is of high quality. Rarely makes errors and exceeds normal requirements for the job. Is relied upon to check the work of others.
- 5 - Work far exceeds standards for the job. Superior ability to be accurate, neat and thorough. Produces high-caliber results.

Teamwork/Fosters Positive Work Environment

- 1 - Indifferent about the work, department and/or the organization. Does not participate as a member of the team. Often complains, causes friction, behaves negatively towards others and avoids work responsibilities. Resents change or new ideas and concepts.
- 2 - Does not display a positive outlook regarding the work, department and/or the organization. May display emotions sufficient to disrupt others. Only reluctantly will work cooperatively and only if asked by a member of management. May still be learning others' jobs, not knowing how to help. Lacks appropriate tact or seems uncaring. Slow to adapt to change and reacts grudgingly to new ideas or concerns.
- 3 - Is positive in attitude and demeanor. Is even-tempered and tolerates difficult situations without hindering work performance. Willingly assists others when asked and encourages teamwork. Has understanding and respect for their department and NCHC's initiatives. Usually adapts to new ideas, responsibilities and changing conditions to meet requirements.
- 4 - Accepts responsibility and accountability for work assignments and problems that arise. Supports the department and organization's initiatives. The employee is a very good example of a cooperative team player. Relates very well with co-workers and management. Accepts changes well and is nearly always flexible with new ideas and concepts.
- 5 - Outstanding rapport with others. Shows great concern for the work and the success of the department and the organization. Consistently one of the first to embrace and adapt to change. Is involved and supports committees and teams which contribute to the overall organizational success. Routinely volunteers or is assigned to special groups or teams because of insight and participation.

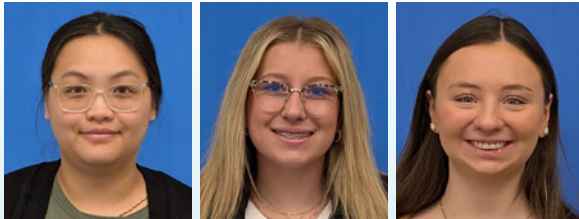
For more information, please access the NCHC Employee Performance System - Full Guide available on the Odrive in the Employee Performance Evaluations folder.



WELCOME THESE *New Employees* TO THE TEAM!

These employees were welcomed at Orientation in March 2025!

Mount View Care Center



Kaolee Yang –
CNA

Gracie Buchkowski –
Hospitality Assistant

Emma Riehle –
CNA

Pharmacy



Barry Gurney –
Pharmacy Tech

Food Services - Wausau



Jennica Guy –
Dietary Aide

Sarah Lang –
Dietary Aide

Pine Crest



Josie Schroeffer –
Hospitality Aide

Youth Behavioral Health Hospital



Jenna Bonke –
Behavioral Health Professional

Youth Crisis Stabilization Facility



Jesse Portillo –
Manager of Youth Clinical Services

Crisis Services



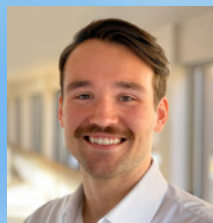
Melissa Jossart –
Crisis Professional

Information Management Services



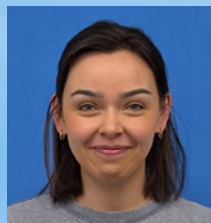
Christopher Lapp –
Solutions Analyst

Compliance



Ben Petersen –
Director of Compliance & Quality

Volunteer Services



Taliya Pala –
Guest Services Rep

Marketing & Communications



Xay Chang –
Mailroom Clerk

Health Information



Allison Besaw –
Coding Specialist

We are so excited to have you on our team!





Deadline to Nominate **March 31** for This Quarter's Nominations



Share your experience with a coworker or team that demonstrated the outstanding work and commitment to providing excellent Person-Centered Service at North Central Health and the community.

Recognition is Awarded Quarterly for:

- Outstanding Person-Centered Service
- Outstanding Service Excellence
- Team Partnership
- Outstanding Leadership

North Central Health Care
Employee Recognition Program
Quarterly Award Nomination Form

Please complete this form by sharing your thoughts about the experience you had with the recipient. The description of the individual or group contributing needs to demonstrate providing exceptional Person-Centered Service to North Central Health and the community.

Required: Check One Award Category Below

Outstanding Person-Centered Service Award
Recipient an individual who demonstrated exceptional person-centered service and went above and beyond to ensure the recipient's needs were met. Recipient demonstrated exceptional communication skills and provided exceptional care to the recipient.

Outstanding Service Excellence Award
Recipient an individual who demonstrated exceptional service excellence and went above and beyond to ensure the recipient's needs were met. Recipient demonstrated exceptional communication skills and provided exceptional care to the recipient.

Outstanding Team Partnership Award
Recipient a team that demonstrated exceptional teamwork and collaboration to ensure the recipient's needs were met. Recipient demonstrated exceptional communication skills and provided exceptional care to the recipient.

Outstanding Leadership Award
Recipient a leader who demonstrated exceptional leadership and went above and beyond to ensure the recipient's needs were met. Recipient demonstrated exceptional communication skills and provided exceptional care to the recipient.

Name (Recipient) (Print Name) _____ Department _____
Title _____
Your Information:
Name _____ Department _____
Title _____
Phone Number (Work) _____ Department _____

Quarter	Submission Dates	Selection and Recognition Meeting
1st Quarter	January 1 to March 31	April
2nd Quarter	April 1 to June 30	July
3rd Quarter	July 1 to September 30	October

The Mount View Care Center 3rd Floor Nurses & CNA's celebrate with a catered lunch for their recognition for the Outstanding Team Partnership Award! Great work Team! (above)

Nominate a Coworker or Team today! www.norcen.org/Recognition

WAUSAU CAMPUS MAILROOM Updates & Reminders

The Wausau Campus mailroom is now staffed Monday through Friday from 11 am to 3 pm. If you have any questions regarding mail, please contact Xay Chang at xchang@norcen.org or x4452. You can also stop into the Wausau Campus mailroom between 11 am and 3 pm, M-F and Xay can assist you with any questions you may have or mail you may need to send out.

Xay can also assist with copying, collating material, making packets, gathering print literature for meetings and brochure holders, and special printing projects.

Also, three friendly reminders:

- **Please place your account strings on outgoing mail.** This helps us allocate the appropriate postage to the department and also aides in returning mail to your programs when it is returned due to insufficient or a wrong address.
- **Please write a first and last name and the department when sending yellow interoffice mail envelopes.**
- **Daily outgoing mail should be in the mailroom for processing by 2:45 pm, at the latest.** All mail received after that time will go out the following business day. Outgoing mail pickup is at 3:30 pm M-F.

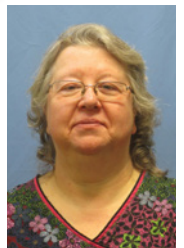


PHOTO OF THE WEEK

RETIREMENT News!

RETIREMENT ANNOUNCEMENT Congrats Donna Ward

Donna Ward recently announced her retirement from Pine Crest. Donna has worked for Pine Crest for 25 years and is a Dietary Aide.



Join Donna for a Retirement Celebration on April 9th at 1pm at Pine Crest Stand Up Conference Room



Your community.

Your voice.

Tell us about LIFE in Marathon County.

Do you live in Marathon County? Take 5-10 minutes to share your insights in this community survey*. Your feedback will help shape a better quality of life for everyone in Marathon County.

SCAN ME



*Survey will be open 3/1/25 - 5/31/25



Up to a 20% Tuition Savings*



Take your next step with substantial savings on your education. We're ready to help.



- Ways to learn more:
- Scan the QR code with your camera
 - Text DEGREE20 to 96194**
 - Visit rasmussen.com/corporate



Marathon County Employees Credit Union

VISA Balance Transfer Special Going On Now!

ACCELERATE Your Financial Journey

Bump up the pace of your financial success with our new balance transfer rate.

2.99% APR FOR 12 MONTHS



When you transfer an existing balance to our credit union credit card between February 15, 2025 and May 15, 2025.

Ask us about this special rate offer today!

Balance transfers completed 2/15/25-5/15/25 will receive 2.99% APR for 12 months. After the promotional time frame expires, remaining balances will migrate to the standard APR applicable on your account. Contact the credit union for complete details. *APR=Annual Percentage Rate

Don't already have a MCECU Credit Card? Contact Us to Apply! culoans@co.marathon.wi.us

400 East Thomas Street, Wausau, WI 54403 | 715.261.7680 www.mccu.org

Proudly serving NCHC Employees & Their Families since 1965

SAFETYZONE SCHEDULED DOWNTIME

April 11, 2025 • 4pm – 10 pm

The SafetyZone web-based application will be unavailable from 4pm – 10pm CST on Friday, April 11, 2025. NCHC Employees will not have access to submit events, review events, run analysis, etc. If end users try to access SafetyZone during this time-period, they will be presented with a screen which states the system is unavailable. The application will be fully functional after the upgrade and testing has been completed. Please submit any occurrence reports necessary after the system becomes accessible after 10 pm or as soon as possible the next business day.



NCHC Safetyzone



MARCH 24 – 28, 2025

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Cheesy Meatloaf Baked Winter Squash Wax beans	Boiled Dinner Green Beans Dinner Roll	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	Chocolate Peanut Butter Cake	Cherry Cake	Cinnamon Baked Apples	Pumpkin Fluff

MARCH 31 – APRIL 4, 2025

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Twice Baked Chicken Breast Mashed Potatoes Country Style Green Beans	Lasagna Shredded Lettuce Salad Garlic Toast	Country Fried Steak Mashed Potatoes 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 Tacos	Meatball Sub	Homemade Pizza	Taco Bar (Beef or Chicken)
DESSERT	Monster Cookie	Brownie Bottom Cheesecake	Peanut Butter Bars	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 \$0.45/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

Southwest Chicken Quesadilla

SOUTHWEST GRILLED CHICKEN | PEPPER JACK
MONTEREY JACK | CAJUN RANCH | PEPPERS & ONIONS

DESSERT OF THE WEEK



Apple Pie Panini



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!**

