



Resource Directory
September, 2019

Rusk County

For latest updates please go online to view:
<http://www.adrcconnections.org/resource-guides>



“Connections for Better Living”

Phone: (715) 532-2176

311 Miner Avenue E

Ladysmith, WI 54848

email: adrc@ruskcountywi.us

Toll-free: (888) 538-3031

Fax: (715) 532-2280

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www.adrcconnections.org

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This resource directory contains information on many topics, products, and programs. It should be used as an overview and general guide. No endorsements or recommendations are made by the Aging and Disability Resource Center of Barron, Rusk, and Washburn Counties.

What is an ADRC?

The Aging and Disability Resource Center (ADRC) is a public office where people can find help in their communities for older people and adults with disabilities, as well as their families and friends. Our staff is available to answer your questions and help you explore all of your options. Free, private, confidential meetings with our staff are available at the resource center, over the telephone, or in a visit to your home.

Call 715-532-2176 or 1-888-538-3031.

What we do:

- Benefits counseling – Accurate and current information on private and government benefits and programs. “Red tape cutters” on problems related to Medicare, Social Security, and other benefits.
- Equipment loan closet – Short term use of commodes, bath benches, walkers, wheelchairs, etc.
- Family caregiver services – Consultation with individuals and families, support group, respite programs, Daybreak adult day care, educational materials.
- Health & Wellness Programs – Healthy living programs, falls prevention workshops, monthly nutrition workshops, and caregiver support workshops.
- Incontinence supplies
- Information and connections – Answers to questions and assistance in locating needed help.
- Informational lending library – Books, CDs, tapes, pamphlets, brochures.
- Liquid nutritional supplements – Available at reduced prices to adults who have a doctor’s or dietitian’s order for the products.
- Long-term care options counseling – Consultation and advice about the options available to meet an individual’s long-term care needs, including enrollment into long term care options (Family Care and IRIS).
- Meals-on-Wheels – Meals are delivered to homebound adults age 60+ and includes a check on their well-being. Suggested donation: \$3.25. Dining at Five suggested donation is \$5.00.
- Medicare/supplemental insurance counseling – Help seniors with filing claims, solving claim errors, appealing decisions, and understanding and comparing supplemental health insurance policies.
- Private-pay caregiver hiring – Families needing to hire a caregiver can review job applications completed by caregivers seeking work. Families use their private funds to directly pay caregivers.
- Senior dining – Healthy, appetizing meals served at senior centers. Opportunity for networking, visiting with friends, volunteering. Suggested donation: \$3.25.
- Tax-aide – Help with filing Wisconsin Homestead Tax and income tax returns.
- Transportation – Information about transportation choices and volunteer drivers.
- Youth Transition Services-Information about resources available when youth with disabilities reach adulthood.

Abuse & Neglect

Report suspected physical abuse, emotional abuse, financial abuse, sexual abuse, neglect, or self-neglect of an older person or adult with a disability. Callers may choose to be anonymous.

For reporting about people living in a long-term care facility.

Long Term Care Ombudsman

(800) 815-0015

For reporting allegations of abuse or neglect by facility staff or home health workers.

Wisconsin Division of Quality Assurance

(800) 642-6552

For all other reporting.

Rusk County Department of Health & Human Services

(715) 532-2299

311 Miner Ave. E Ladysmith, WI 54848

Embrace

(715) 532-6976

Crisis/support line and shelter for victims of domestic violence,
sexual assault, and their families.

Crisis line (800) 924-0556

Text (715) 532-6976

107 Lindoo Avenue East Ladysmith, WI 54848

Advocacy/Community Organizations

AARP Wisconsin – (American Assoc. of Retired Persons) 222 W Washington Ave. Suite 600 Madison, WI 53703	(866) 448-3611
AgrAbility of Wisconsin Independent living services for individuals and families engaged in farming and coping with a disability. Provided at your home or farm.	(608) 262-9336 TTY (800) 947-3529
AIDS Resource Center of Wisconsin 505 Dewey St. S. Suite 107 Eau Claire, WI 54701	(800) 750-2437 (715) 836-7710
American Cancer Society N19 W24075 Riverwood Dr. Waukesha, WI 53188	(800) 227-2345 (262) 523-5500
Arthritis Foundation 10427 W. Lincoln Ave., Suite 1300 West Allis, WI 53227	(800) 333-1380
Autism Society of Wisconsin 1477 Kenwood Dr. Menasha, WI 54952	(888) 428-8476
Brain Injury Alliance of Wisconsin 6409 Odana Rd., Suite #1 Madison, WI 53719	(800) 882-9282
Brain Injury Resource Center of Wisconsin 511 N. Grand Avenue Waukesha, WI 53186	(262) 770-4882
Center for Independent Living Western Wisconsin 312 W Knapp St. Suite 1 Rice Lake, WI 54868	(866) 419-1260 (715) 736-1800
Coalition of Wisconsin Aging Groups (CWAG) Mailing address: P.O. Box 628248 Middleton, WI 53562 Physical address: 2850 Dairy Dr. Suite #100 Madison, WI 53718	(800) 488-2596 (608) 224-0606
Disability Rights Wisconsin 217 W Knapp St. Rice Lake, WI 54868	(800) 928-8778 (715) 736-1232
Down Syndrome Association of Wisconsin P.O. Box 3156 Eau Claire, WI 54702	(715) 379-0563
Epilepsy Foundation of Western Wisconsin 1812 Brackett Ave. Suite 5 Eau Claire, WI 54701	(800) 924-2105 (715) 834-4455

For complaints, questions and/or concerns regarding the care and the rights of people (ages 18-59) receiving Family Care or IRIS.

Family Care & IRIS Ombudsman (715) 736-1232
(877) 338-3724

For complaints, questions and/or concerns regarding the care and the rights of residents in nursing homes, group homes, and people age 60 and older receiving Family Care.

Long Term Care & IRIS Ombudsman/ Family Care (800) 815-0015

NAMI of Barron County (National Alliance on Mental Illness) (715) 568-4426
P.O. Box 477 Rice Lake, WI 54868

The Arc Eau Claire (715) 514-1825
Developmental disabilities
800 Wisconsin St. Mailbox 86 Eau Claire, WI 54703

United Cerebral Palsy West Central Wisconsin, Inc. (888) 845-5775
2153 Eastridge Center Eau Claire, WI 54701 (715) 832-1782

Wisconsin Board for People with Developmental Disabilities (888) 332-1677
101 E. Wilson St., Rm. 219 Madison, WI 53703 (608) 266-7826

Women with Courage Foundation (715) 205-0247
Financial assistance to cancer patients. Applications
available on Facebook @Women With Courage Foundation
P.O. Box 12 Ladysmith, WI 54848

Alzheimer's Disease, Dementia & Memory Loss

Alzheimer's Association of Greater Wisconsin	24 hr helpline (800) 272-3900
404 ½ N Bridge Street Chippewa Falls 54729	(715) 720-7611
Alzheimer's and Dementia Information, Education and Support	(715) 532-2176
For people with dementia or who are concerned they have symptoms, their family care partners, and the community.	
311 Miner Avenue E Ladysmith, WI 54848	
Alzheimer's Support Group	(715) 532-5561
Rusk County Memorial Hospital	
First Wednesday of the month; 10:00 a.m.	
Rice Lake Senior Center, 12 W Humbird St, Rice Lake	(715) 736-0347
1st Monday of each month, evening, RSVP preferred, walk-ins welcome	
DICE (Describe, Investigate, Create, Evaluate) ADRC	(715) 532-2176
A complimentary program to help family caregivers manage behavioral and psychological symptoms of dementia.	
311 Miner Avenue E Ladysmith, WI 54848	
Early Stage Memory Loss Support Group	(715) 537-6225
Rice Lake, WI 4th Monday of each month	
Pre-registration required.	
Ladysmith Adult Day Services	(715)-532-4000
Hours available Monday - Friday. Call for availability.	
518 West Lake Ave Ladysmith, WI 54848	
MedicAlert & Safe Return	Join: (888) 572-8566
Emergency response service for wandering and medical emergencies.	Helpline: (800) 272-3900
Memory Screen ADRC	(715) 532-2176
311 Miner Avenue E Ladysmith, WI 54848	
Music & Memory ADRC	(715) 532-2176
Provides personalized music with community support to Rusk County residents living at home who have memory concerns.	
311 Miner Avenue E Ladysmith, WI 54848	
Project Lifesaver – Rusk County	(715) 532-2189
Through Sheriff's Department to safeguard and locate individuals who may wander.	
Westlake Adult Day Services	(715)-532-5686
Adults 18 and older.	
1502 E 16 th St. S Ladysmith, WI 54848	

Dementia Care Living Facilities –see Assisted Living and Nursing Homes

Geriatric Clinics

Prevea Health (715) 839-5175
Family Medicine Clinic-Geriatric Assessments
 617 Clairemont Avenue Eau Claire, WI 43701

Memory Clinics

For the evaluation of memory problems.

Clinics affiliated with WI Alzheimer’s Institute. (608) 263-2761

Wisconsin Alzheimer’s Institute (608) 829-3300
University of Wisconsin School of Medicine & Public Health
 7818 Big Sky Drive, Suite 215 Madison, WI 53719

Gundersen Memory Center (800) 362-9567 ext 5900
 1900 S. Ave. La Crosse, WI 54601

Mayo Clinic Health System Memory Care Clinic (715) 838-1900
 Clinic hours: Monday afternoons.
 1400 Bellinger Street, 5th Floor Neurosciences Eau Claire, WI 54703

Mayo Clinic Alzheimer’s Research Center (507) 284-1324
 200 First St. SW Rochester, MN 55905

Marshfield Clinic-Memory Clinics (715) 858-4500
 Eau Claire 2nd Friday of the month

Assisted Living

Adult Family Homes

Supervision, room and board provided. Current listing: <https://www.dhs.wisconsin.gov/guide/afh.htm>

1-2 bed homes are certified by Inclusa of Wisconsin.

3-4 bed homes are licensed by the State of Wisconsin.

Residential Care Apartment Complexes (RCACs):

An apartment that includes a kitchen, living area, bedroom, and private bathroom.

Registered or certified by the State of Wisconsin. Private & semi-private rooms.

Services include meals, laundry, housekeeping, arranging medical appointments and transportation, and may include up to 28 hours per week of nursing care per resident.

<http://www.dhs.wisconsin.gov/bqaconsumer/assistedliving/aslivdirs.htm>

Brentwood Senior Communities

(715) 736-7400

633 Cameron Rd. Rice Lake, WI 54868

Legacy Senior Living

(715) 532-5546

1001 E 11th St. N Ladysmith, WI 54848

Pelican Place Apartments

(715) 924-4891

708 Tainter St. Chetek, WI 54728

Woodstone Senior Living Community

(715) 736-6060

950 Bear Paw Ave. Rice Lake, WI 54868

Community Based Residential Facilities (CBRFs):

State licensed: 24-hour supervision, meals, medication monitoring, personal care, semi-private, private rooms or apartments. Facilities generally have 5-25 residents. State licensed.

Cameron House

(715) 790-4727

1372 24 3/8 St. Cameron, WI 54822

Care Partners

(715) 532-0818

1105 Baker Ave. Ladysmith, WI 54848

Country Terrace

(715) 532-6993

910 Shady Ln Ladysmith, WI 54848

Lake Manor

(715) 532-6090

119 E 4th St. N Ladysmith, WI 54848

Our House

(715) 236-7211

415 E South St. Rice Lake, WI 54868

Dementia Care Facilities:

Adult Family Homes, Community Based Residential Facilities, Residential Care Apartment Complexes, and Nursing Homes that specialize in caring for people with Alzheimer's or other dementia.

Brentwood Memory Care			(715) 736-7402
633 Cameron Rd.	Rice Lake, WI	54868	
Knapp Haven Nursing Home			(715) 924-4891
725 Knapp St.	Chetek, WI	54728	
Ladysmith Care Community			(715) 532-5546
1001 E 11th St. N	Ladysmith, WI	54848	
Lake Hallie Memory Care			(715) 738-0011
4407 124th St	Chippewa Falls, WI	54729	
Our House Memory Care			(715) 736-0347
413 E South St.	Rice Lake, WI	54868	
Woodstone Memory Care			(715) 736-6060
50 Bear Paw Ave.	Rice Lake, WI	54868	

Assistive Technology/Adaptive Equipment

Also see *Hearing, Medical Equipment, Vision*

Assistive technology and adaptive equipment enable people with disabilities to accomplish daily living tasks, assist them in communication, education, work or recreation activities, and help them achieve greater independence and enhance their quality of life.

Assisted Living Store				(888) 388-5862
	www.assistedlivingstore.com			
Adaptive Mall				(800) 371-2778
	Sell adaptive equipment (No billing, must pay out of pocket.)			
	www.adaptivemall.com			
Apria Healthcare				
1316 North Hastings Way	Eau Claire, WI	54703		(715) 834-2425
2021 Kern Ave	Rice Lake, WI	54868		(715) 234-6961
Center for Independent Living Western Wisconsin				(715) 736-1800
312 W Knapp St. Suite 1	Rice Lake, WI	54868		(866) 419-1260
e-pill Medication Reminders				
	www.epill.com			
Express Medical				(800) 478-5488
312 W 9 th St. N., Suite 2	Ladysmith, WI			(715) 532-5154
Home Medical				(715) 234-5000
1590 Macauley Ave.	Rice Lake, WI	54868		
Lutheran Social Services				(715) 210-7299
35 W Messenger St				
Numotion				(715) 552-3711
2601 Morningside Dr.	Eau Claire, WI	54703		(800) 522-6294
	http://www.numotion.com			
Maxi Aids				
	www.maxiaids.com/store/default.asp			
Walgreens Home Medical				
849 Woodward Ave.	Chippewa Falls	54729		(715) 726-8540
10489 State Rd 27	Hayward, WI	54843		(715) 634-1919
502 S Main St.	Rice Lake, WI	54868		(715) 736-0120
WisLoan				(877) 463-3778
	Low-interest loan for adaptive equipment.			
	Center for Independent Living			
312 W Knapp St. Suite 1	Rice Lake, WI	54868		(414) 305-0509

Rusk County Resources, 09/2019

Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)

Call 715-532-2176 or visit our website: www.adrcconnections.org

Caregiver Support

See also; Support Groups, Assisted Living, Home Care and Nursing Homes for agencies that may provide weekend or short-term care; Support Groups.

Alzheimer's and Dementia Information ADRC (715) 532-2176
Education and Support

For people with dementia or who are concerned they have symptoms, their family care partners, and the community.

311 Miner Ave. E Ladysmith, WI 54848

Family Caregiver Support Services ADRC (715) 532-2176

Provides support services to families who provide care to persons age 60 or older and to grandparents or older relatives with minor children living in their home. Meets the first Tuesday of each month.

311 Miner Ave. E Ladysmith, WI 54848

Family Caregiver Support Group

Group meets 2nd Thursday of the month, 2:00-3:00 p.m. in the Legacy Senior Living Lounge

Family Caregivers Rock FamilyCaregiversRock@outlook.com

Wisconsin based nonprofit with a mission to support and to lighten the journey of family caregivers through the granting of wish requests at no cost to the caregiver.

P.O. Box 2434 Appleton, WI 54912

Ladysmith Adult Day Services (715)-532-4000

Hours available Monday - Friday. Call for availability.

518 West Lake Ave Ladysmith, WI 54848

Powerful Tools for Caregivers Workshop (715) 532-2176

Meets 2 hours a week for 6 weeks.

Helps family caregivers take care of themselves while caring for a parent, spouse or friend – at home, in a facility, or from a distance.

Agencies & programs that provide short-term or weekend care; also called respite:

Also see Assisted Living and Nursing Homes for agencies that may provide weekend or short-term care. Also see Support Groups.

American Parkinson Disease Association Wisconsin Chapter (608) 229-7628

Individuals with Parkinson disease may be eligible for a stipend to be used for respite care services.

Nicolett Staffing Supportive Home Care (715) 532-9202

619 W Lake St. Ladysmith, WI 54848

United Cerebral Palsy West Central Wisconsin, Inc. (888) 845-5775

206 Water St. Eau Claire, WI 54703 (715) 832-1782

Support for hiring in-home help

Consumer Direct	877-785-9991
GT Independence	877-659-4500

Consumer Protection/Fraud

For complaints about identity theft and fraud.

Rusk County Sheriff's Department 311 Miner Ave. E Ladysmith, WI 54848	(715) 532-2189
Better Business Bureau of WI, Inc. 10019 W Greenfield Ave. Milwaukee, WI 53201	(800) 273-1002
Consumer Protection Hotline Wisconsin Dept. of Trade, Agriculture & Consumer Protection	(800) 422-7128 TTY (608) 224-5058

For complaints about any type of insurance.

Office of the Commissioner of Insurance 125 South Webster St Madison, WI 53703-3474	(800) 236-8517
Wisconsin Do Not Call List	(888) 382-1222
Wisconsin Landlord/Tenant Hotline Wisconsin Dept. of Trade, Agriculture & Consumer Protection	(800) 422-7128 TTY (608) 224-5058

*Credit bureau contact information**Note: Keep a paper and pencil with you when you call.*

TransUnion P. O. Box 6790 Fullerton, CA 92834	(800) 916-8800
Experian P. O. Box 9530 Allen, TX 75013 To put a freeze on your credit: P. O. Box 2002, Allen, TX 75013	(800) 397-3742
Equifax P. O. Box 74021 Atlanta, GA 30374 To put a freeze on your credit: P. O. Box 740256, Atlanta, GA 30374	(800) 685-1111
Innovis PO Box 1640 Pittsburgh, PA 15230-1640 To put a freeze on your credit: P. O. Box 1358, Columbus, OH 43216	(800) 540-2505

Dental Resources

Dental providers listed serve patients through a variety of payment methods which include Medicaid and/or sliding scale payments and insurance.

Affordable Dentures			(715) 855-1020
4850 Keystone Crossing	Eau Claire, WI	54701	
Donated Dental Services			(866) 812-9840
Volunteer dentist in your area. P.O. Box 14173	West Allis, WI	53214	
Ladysmith Dental Center			(715) 532-2500
315 Miner Ave. W	Ladysmith, WI	54848	
Northwoods Community Health Center- Dental Clinic			(715) 354-3369
108 S. Main Street, PO Box 98, Birchwood, WI 54817			
Rice Lake Dental Center			(715) 236-8900
1501 W Stout St.	Rice Lake, WI	54868	

Emergency Needs – Housing, Gas, Food

Also see Energy/Utility Assistance, Food & Nutrition Programs, Housing, & Veterans Services.

911 – Police, Sheriff, Fire and Rescue Emergencies	Call 911
American Red Cross Western Wisconsin Chapter 3728 Spooner Ave. Altoona, WI 54720	(877) 618-6628
Area Clergy Association Pastor David Smith	(715) 532-5556
Harvest of Hope Fund Emergency needs for food, home heating fuel, medical expenses, re-training, and other immediate situations for farm families. 7118 Old Sauk Rd. Madison, WI 53717	(608) 836-4633
Salvation Army Emergency funds from Connections voucher.	(715) 403-1285
The Lighthouse Org Homeless shelter; staff provide support in many service areas. N4355 Hwy 27 S Ladysmith, WI 54848	(715) 609-9600

Employment and Training

Job training, counseling and employment opportunities for older adults, veterans, and people with disabilities.

Concentrated Employment Program, Inc. (CEP, Inc.)	(715) 635-2175
Provides assistance for employers and individuals seeking employment.	or (715)205-3896
1104 West Lake Ave. Suite 1 (WITC campus) Ladysmith, WI 54848	
Division of Vocational Rehabilitation (DVR)	(715) 532-2709
Provides employment services and counseling to people with disabilities.	TTY (888) 877-5939
1104 Lake Ave. West, Suite 2 Ladysmith, WI 54848	
SCSEP	(715) 939-1400
(formerly known as Experience Works, Inc.)	(414) 649-2640
Employment for adults over 55 with limited income.	
522 Service Rd. Spooner, WI 54801	
Stout Vocational Rehabilitation Institute	(715) 232-2513
Private pay vocational evaluation & training.	
101 Vocational Rehabilitation Menomonie, WI 54751	
Ventures Unlimited	
Vocational services for people with disabilities in three locations	
Cameron	(715) 458-5005
Hayward	(715) 934-3035
Shell Lake	(715) 468-2939
Westlake Enterprises	(715) 532-5686
Vocational services for people with developmental disabilities who have qualified through Family Care.	
1502 E 16th St. S Ladysmith, WI 54848	
WITC Hospitality Foundations	(715) 234-7082 ext. 5522
Short-term technical diploma program for persons with disabilities such as intellectual disabilities, autism spectrum disorder and students with lower level reading, writing and math.	

Energy/Utility Assistance

Energy Assistance Program (715) 532-2299

Provides financial assistance with heating bills, furnace repair & replacement, and weatherization for income-eligible households. Starts Oct. 1, ends May 15.

Rusk County Department of Health and Human Services

311 Miner Ave. E Ladysmith, WI 54848

Heat for Heroes (800) 891-9276

Heating assistance for veterans.

Keep Wisconsin Warm/Cool Fund (800) 891-WARM (9276)

(Should apply for Energy Assistance first)

PO Box 68 Madison, WI 53701-0068

Lifeline & Link-Up Program

Eligible customers must be in a low-income household or receive a benefit from one of the following: Wisconsin Works, Medicaid, Supplemental Security Income (SSI), FoodShare, Energy Assistance, or Homestead Credit.

Lifeline & Link-up are programs designed to help low-income people or people on a fixed income, reduce their phone or cell phone bill and assist with telephone service connection and installation.

This program does not assist with past-due bills.

To apply, contact your local telephone company and say you want to apply for the Lifeline & Link-up programs for Wisconsin.

SafeLink Wireless (800) 723-3546

Free cellular service and cell phone through Lifeline for low-income persons.

(800) Safelink

USDA Rural Development (715) 635-8228

Provides low-interest loans for all income-eligible persons and grants for persons age 62 and older for home weatherization and modifications.

800 N Front St. Room 102 Spooner, WI 54801

Financial Counseling

Also see Representative Payee Services.

Family Means (800) 780-2890

Consumer credit counseling, financial counseling, debt repayment, and education.

2143 East Ridge Center Eau Claire, WI 54701

Food & Nutrition Programs

Also see Senior Centers/Senior Dining for meal sites. Please check with your local grocer for delivery assistance.

Northern Income Maintenance Consortium		(888) 794-5722
Meals On Wheels & Liquid Nutritional Supplements	ADRC	(715) 532-2176
311 Miner Ave. E	Ladysmith, WI 54848	
Mom's Meals NourishCare		(877) 508-6667
3210 SE Corporate Woods Dr	Ankeny, IA 50021	

Food Pantries & Meals:

Bruce Food Pantry		(715) 312-0181
On-call food pantry-residents of Bruce, Exeland or Weyerhauser		
		(715) 415-1863
Holy Trinity Food Pantry		(715) 532-6456
	Conrath, WI 54731	
Hope Lutheran Church Food Pantry		(715) 532-7739
Monday, 1:30 p.m.-3:30 p.m., Wednesday & Friday, 9:30 a.m.-11:30 a.m.		
320 S 1st St. S	Ladysmith, WI 54848	
Indianhead Community Action Agency-Connections		(715) 532-7542
Monday, Wednesday, Fridays, 10:00 a.m.-3:00 p.m.		
500 W 9th St. N	Ladysmith, WI 54848	
Manna Meal		(715) 532-7739
Meal served 4th Thursday of the month, 5:00 p.m.-6:00 p.m.		
320 S 1st St. S	Ladysmith, WI 54848	

Health Insurance/Prescription Drug Programs

ForwardHealth Member Service	(800) 362-3002
Available Monday through Friday, 8:00 a.m. - 6:00 p.m., except state-observed holidays	
Medical Assistance (Medicaid)	(888) 794-5722
Northern Income Maintenance Consortium	
Medicaid & Supplemental Security Income Recipient Service Hotline	State: (800) 362-3002 Federal: (800) 772-1213
Answers questions for those receiving Medicaid including coverage billing and prior authorization. Also provides referrals to dentist/dental services who accept Medicaid, Medicare, Medicare Part D information, and to report Medicare fraud.	
Rice Lake Area Free Clinic	(715) 736-3733
Every Tuesday (except holidays), 5:00 p.m.-9:00 p.m. . 1035 N Main St., Medical Arts Bldg. Rice Lake, WI 54868	
<u>Medicare, Medicare Part D information, and to report Medicare fraud:</u>	
Medicare National Information Line	(800) 633-4227 (800) Medicare
Aging & Disability Resource Center	(715) 532-2176
311 Miner Ave. Ladysmith, WI 54848	
Medicare Part D Helpline	(800) 926-4862
ABC for Health Inc.	(715) 485-8525
Health benefits counseling for low-income families and rural families. 100 Polk County Plaza, Suite 180 Balsam Lake, WI 54810	
Benefit Specialists ADRC	(715) 532-2176
Benefit Specialist Program 311 Miner Ave. Ladysmith, WI 54848	
Medigap Insurance Policies Helpline	(800) 242-1060 (800) 236-8517
Office of the Commissioner of Insurance for Wisconsin Regulates and enforces insurance laws, agent licensing and investigates complaints. P.O. Box 7873 Madison, WI 53707	
Prescription Assistance Resources ADRC	(715) 532-2176
311 Miner Ave. Ladysmith, WI 54848	
SeniorCare	(715) 532-2176 (800) 657-2038
A prescription program for Wisconsin residents age 65 or older. There are three levels of program participation, which is dependent on income.	

Office of the Commissioner of Insurance	(800) 236-8517
Regulates and enforces insurance laws, agent licensing and investigates complaints. 125 South Webster St Madison, WI 53703-3474	
Social Security Administration	(800) 772-1213
Enrollment in Medicare Part A & Part B only. 1703 W Knapp St. Rice Lake, WI 54868	
Well Woman Program	(715) 532-2299
Pays for Mammograms and other screenings for women age 45-64 who meet eligibility.	
Rusk County Public Health Office	
311 Miner Ave. E Ladysmith, WI 54848	

Healthy Living & Falls Prevention

Ask Me For The Health Of It Program (715) 532-7542

Free blood pressure checks and health information provided at various places throughout Rusk County. Call for days and times.

Memory Screen ADRC (715) 532-2176

10-minute basic screening that can help identify possible changes in memory and understanding. Available in our office or your home.

311 Miner Ave. E Ladysmith, WI 54848

Classes & Workshops:

Local Senior Centers may offer a variety of physical activity programs.

Balance & Beyond Exercise Classes (715) 236-6239

Spring & fall classes held at Brentwood Senior Communities in Rice Lake.

Gentle Body Power Fitness Classes 715-609-1310

Gentle stretching, strengthening and balance exercise class for women, (teens through adults). M, W, F from 6:00 a.m.-7:00 a.m.

Offering Hope Therapies 711 W. 9th Street North Ladysmith

ADRC Workshops (715) 532-2176

311 Miner Ave. E Ladysmith, WI 54848

Healthy Living with Diabetes

Learn tips to manage your diabetes and prevent complications if you have diabetes, prediabetes or help care for someone with diabetes.

Living Well with Chronic Conditions

Take charge of your chronic condition by learning how to relieve symptoms and set goals to live a healthier life

Stepping On Falls Prevention

Build strength through simple exercises and gain confidence in how to prevent future falls

Rusk County Department of Health & Human Services (715) 532-2299

Public Health Office

311 Miner Ave. E Ladysmith, WI 54848

Safe at Home, Indianhead Community Action Agency (715) 532-1546

Evidence based program to help participants be aware of their surroundings to prevent falls. Service provided to Washburn, Taylor, Clark, Rusk and Barron.

1000 College Ave. West Ladysmith, WI 54848

The Wisconsin Tobacco Quit Line (800) 784-8669
 Free information on quitting smoking, one-on-one telephone counseling, and referrals to local programs. Local Senior Centers may offer a variety of physical activity programs.

Toenail Clipping (715) 532-2299

Rusk County Public Health Office
 311 Miner Ave. E Ladysmith, WI 54848

Clinics

Marshfield Clinic Ladysmith Center (715) 532-2300

906 College Ave. W Ladysmith, WI 54848

Marshfield Clinic Rice Lake Center (800) 442-4268

1700 W. Stout St. Rice Lake, WI 54868

Mayo Clinic

1222 E. Woodland Barron, WI 54812 (715) 537-3186

220 Douglas St. Chetek, WI 54728 (715) 924-4811

331 S Main St. Suite H Rice Lake, WI 54868 (715) 236-8500

NorthLakes Community Health Center (715) 634-2541

Sliding fee scale

11128 N State Hwy 77 Hayward, WI 54843

Open Door Free Clinic (715) 720-1443

Tuesday afternoon & evening; 5:00 p.m.-7:30 p.m.

First Presbyterian Church

130 W Central St. Chippewa Falls, WI 54729

Rice Lake Area Free Clinic (715) 736-3733

Every Tuesday (except holidays), 5:00 p.m.-9:00 p.m.

Medical Arts Bldg.

1035 N Main St. Rice Lake, WI 54868

Marshfield Medical Center Ladysmith-Riverside Clinic (715) 532-5561

M-Fr 8:00 a.m.-4:30 p.m.

900 College Ave. West Ladysmith, WI 54848 TDD (715) 532-6062

Hospitals

Hayward Area Memorial Hospital			(715) 934-4321
11040 N State Rd. 77	Hayward, WI	54843	
Marshfield Medical Center-Ladysmith			
(715) 234-1515			
1700 W Stout St.	Rice Lake, WI	54868	
Mayo Health Systems-Luther Hospital			(715) 838-3311
1221 Whipple St.	Eau Claire, WI	54703	
Mayo Clinic Health Systems			
1222 E. Woodland	Barron, WI	54812	(715) 537-3186
1501 Thompson St	Bloomer, WI	54724	(715) 568-2000
Rusk County Memorial Hospital			(715) 532-5561
900 College Ave. W.	Ladysmith, WI	54848	
HSHS Sacred Heart Hospital			(715) 839-4121
900 W. Clairemont Ave.	Eau Claire, WI	54701	
HSHS St. Joseph's Hospital			(715) 723-1811
2661 County Hwy I	Chippewa Falls, WI	54729	

Hearing - Deaf/Hard of Hearing

Center for Independent Living Western Wisconsin

Products to assist with hearing impairment available for loan.

312 W Knapp St. Suite 1 Rice Lake, WI 54868

(866) 419-1260

(715) 736-1800

Office for the Deaf and Hard of Hearing

Northwestern Region

610 Gibson St, Suite 1 Eau Claire, WI 54701

Videophone: (715) 502-9355

Fax: (715) 836-6761

Telecommunication Equipment Purchase Program (TEPP)

Helps persons who are deaf, hard of hearing, speech impaired, deaf with low vision, or deaf/blind purchase telecommunication equipment. Contact for an application:

Wisconsin Public Service Commission

P.O. Box 7854 Madison WI53707

(608) 266-5481 (608) 267-1479

TTY (800) 251-8345

Wisconsin Telecommunications Relay Systems

Allows a text telephone to be used by someone who may be deaf, hard of hearing or speech impaired to call or be called by virtually anyone using a voice telephone. Calls may be placed 24 hours a day, 7 days a week.

Voice 711 or (800) 947-6644

TTY 711 or (800) 947-3529

ASCII 711 or (800) 272-1773

Speech to Speech 711 or (800) 833-7637

Spanish only 711 or (800) 833-7813

Financial Help to Purchase Hearing Aids:

For individuals with limited financial resources.

Audient Alliance for Accessible Hearing Care

(866) 956-5400

Help America Hear Program

(631) 366-3461

Starkey Foundation Hear Now Program

(800) 328-8602

Wisconsin Lions Foundation

(877) 463-6953

Home Care

Licensed Home Health Agencies:

State licensed home health agencies offer in-home skilled nursing, therapy services and personal care. May be covered by Medicare if prescribed by a doctor.

Flambeau Home Health & Hospice			(715) 339-4371
133 N Lake Ave.	Phillips, WI	54555	
Interim Healthcare			(715) 834-1313
4257 Southtowne Dr., Ste. 3	Eau Claire, WI	54701	
Mayo Clinic Health System Home Health & Hospice			
1222 E Woodland	Barron, WI	54812	(715) 537-3186
2049 15 th Ave.	Cameron, WI	54822	(715) 458-4380

Hospice

State licensed home health care and support services for the terminally ill and their families.

Flambeau Home Health & Hospice			(715) 339-4371
133 N Lake Ave.	Phillips, WI	54555	
Hope Hospice and Palliative Care			(715) 532-0173
Covers southeastern Rusk County.			(877) 375-0919
	Medford, WI	Main Office (715) 7483434	
HSHS St. Joseph's Hospital Home Hospice			(800) 726-3485
2661 County Hwy I	Chippewa Falls, WI	54729	
Lakeview Medical Center Home Care and Hospice			(715) 236-6256
Skilled nursing, laboratory, medical social service, nutritional guidance, occupational therapy, pharmaceutical, physical therapy and speech therapy.			fax (715) 236-6578
Physical address: Rose Stone Plaza, Suite 6, 2304 S. Main St.	Rice Lake, WI	54868	
Mayo Clinic Health System Home Health & Hospice			(715) 537-3186
1222 E Woodland	Barron, WI	54812	
Regional Hospice Services, Inc.			(715) 635-9077
Hospice and Palliative Care			(715) 635-9078
819 Ash Street.	Spoooner, WI	54801	
St. Croix Hospice			(855) 278-2764
7200 Hudson Blvd. Suite100	Oakdale, MN	55128	

In-home help

Rates range from \$10-\$30 per hour. Non-medical services such as bathing, homemaking, chores, transportation, meal preparation, respite care, companionship, errands. Not covered by Medicare. *Service providers with *” can bill Medicaid, and are licensed.

***Center for Independent Living**

312 W. Knapp Street Rice Lake, WI 54868

Voice/TTY: (715) 736-1800

Voice/TTY: (866) 419-1260

(715) 736-0265 Fax

Clean Sweep Cleaning Plus

Serves 60-mile radius from Conrath.

W7464 Homestead Road Conrath, WI 54731

(715) 403-1440

Hearts of Compassion Hands to Serve

P.O. Box 13127 Hayward, WI 54843

(715) 558-7365

***International Quality Homecare Corporation**

(Previously Gemini)

15614 Windrose Lane, Suite 310A Hayward, WI 54843

(877) 854-1411

Fax: (715) 699-1556

Nicolett Staffing Supportive Home Care

619 W Lake St. Ladysmith, WI 54848

(715) 532-9202

Supportive Home Services

1181 4th Ave N Park Falls, WI 54522

(715) 762-3200

Resources to help manage privately employed support (payroll services)

Consumer Direct Care Network

(877) 785-9991

Helps people manage privately hired home care worker(s).

744 Ryan Dr. Ste. 201 Hudson, WI 54016

Housing – Assistance/Ownership

Help with down payment, taxes, purchase, and information. Contact local school district to see if they offer seniors property tax credit in exchange for volunteering with students.

Central Wisconsin Community Action Council, Inc. (CWCAC)	(608) 254-4321
Section 8 Voucher Program-monthly rent assistance	
P.O. Box 680	Friendship, WI 53934
Habitat for Humanity- Wild Rivers	(715) 483-2700
2201 U.S. Hwy 8	St. Croix Falls, WI 54024
Habitat Restore Retail Outlet	Cameron, WI 54822
	(715) 458-1400
Indianhead Community Action Agency	(715) 532-4222
1000 College Ave. W	Ladysmith, WI 54848
Movin Out, Inc.	(877) 861-6746 ext. 7
902 Royster Oaks Drive, Suite 105	Madison, WI 53714
Property Tax Deferral Loan Program	(800) 755-7835
Applications may be obtained by contacting:	Must be 65+
WHEDA, P.O. Box 1728	Madison, WI 53701
	TTY: (800) 943-9430
USDA Rural Development	(715) 635-8228
800 N Front St., Room 102	Spooner, WI 54801
Wisconsin Housing and Economic Development Authority (WHEDA)	(800) 334-6873

Housing – Renting

Independent Senior Apartments:

Brentwood Senior Communities	(715) 736-7400
633 Cameron Rd.	Rice Lake, WI 54868
Woodstone Senior Living Community	(715) 736-6060
950 Bear Paw Ave.	Rice Lake, WI 54868

Housing-Subsidized Apartments

Federally subsidized apartments for seniors, age 62+ and/or adults with disabilities who are capable of living independently.

Bruce Housing Authority			(715) 868-4731
503 S Coleman St.	Bruce, WI	54819	
Parksite Apartments			
Greenwood Manor			(715) 532-7543
710 Miner Ave. W	Ladysmith, WI	54848	
Impact Seven			(715) 434-1717
21 Decker Drive	Rice Lake, WI	54868	
<i>Glen Flora:</i> Neil Rasmussen Manor			
<i>Ladysmith:</i> William Bechtel Villa			
Landmark Company			(800) 924-3256
4004 Oakwood Hills Parkway			
Suite 100	Eau Claire, WI	54701	
<i>Bruce:</i> Hilltop Manor			
<i>Hawkins:</i> Tamarack Terrace			
<i>Ladysmith:</i> Norman Kahl Apartments			
<i>Sheldon:</i> Lacy Street Apartments			
<i>Weyerhaeuser:</i> Heuer's Harbour			
Ladysmith Housing Authority			(715) 532-7076
Ruskhaven Apartments			
705 E 4th St. S	Ladysmith, WI	54848	

Subsidized Rent Vouchers

Central WI Community Action Council			(608) 254-8353
Wisconsin Landlord/Tenant Hotline			(800) 422-7128
Help resolving issues and complaints.			

Housing – Repairs/ Modifications/Weatherization

Center for Independent Living	(715) 736-1800
Options for home accessibility. Home organization, moving assistance, and relocation help.	
312 W Knapp St. Suite 1	Rice Lake, WI 54868
Indianhead Community Action Agency	(715) 532-4222
1000 College Ave. W	Ladysmith, WI 54848
Northwest Regional Planning Commission	(715) 635-2197
Information on local “Block Grants.”	
1400 S River St.	Spooner, WI 54801
Safe at Home	(715) 532-4222
1000 College Ave West	Ladysmith, WI 54848
Tomorrow’s Home Foundation	(608) 255-3131
Manufactured/mobile homes.	
258 Corporate Dr. Suite 200C	Madison, WI 53714
USDA Rural Development	(715) 635-8228
Provides low-interest loans for all income-eligible persons and grants for persons age 62 and older for home weatherization and modifications.	
800 N Front St. Room 102	Spooner, WI 54801
WisLoan	(715) 736-1800
Low-interest loans available to people with disabilities for adaptive equipment such as ramps and grab bars.	
Adaptive equipment.	
Center for Independent Living	
312 W Knapp St. Suite 1	Rice Lake, WI 54868
WI Fund	(715) 532-2156
Private Sewage System Replacement or Rehabilitation Grant Program.	
Rusk County Zoning Office	
311 Miner Ave E, Ladysmith, WI 54848	

Legal Assistance

Legal Assistance

Disability Rights Wisconsin (800) 928-8778 (715) 736-1232
 217 W Knapp St. Rice Lake, WI 54868 TTY (888) 758-6049

Indianhead Community Action Agency (715) 532-4222
 Legal Assistance for Victims in partnership with Embrace.

Wisconsin Corporate Guardianship Directory
 Corporate Guardians have to be approved by the Division of Quality Assurance. The list is available at:
<https://www.dhs.wisconsin.gov/regulations/guardianship/corp-guard-name.pdf>

Wisconsin Guardianship Support Center (855) 409-9410
 Greater Wisconsin Area Agency on Aging. Information about advance directives and guardianship-related issues. Does not provide legal representation.

Wisconsin Judicare, Inc. (800) 472-1638
 Legal services program for low-income persons.
 P.O. Box 6100 Wausau, WI 54402

Wisconsin Pooled & Community Trusts, Inc. (WisPACT) (608) 268-6006
 Special needs trusts for people with disabilities.
 131 W Wilson St. Suite 300 Madison, WI 53703

Wisconsin State Bar Lawyer Referral & Information Services (800) 362-9082
 Does not provide referrals for pro-bono or reduced rates.

American Bar Association Wisconsin Free Legal Answers
<https://wi.freelegalanswers.org>
 Legal information for qualified persons.

Medical Equipment

Also see Assistive Technology

Wheelchairs, hospital beds, grab bars, medical supplies, etc. Local pharmacies may have additional medical supplies/equipment.

Center for Independent Living Western Wisconsin (715) 736-1800

Equipment and technology to promote independence available for loan.

312 W Knapp St. Suite 1 Rice Lake, WI 54868

Express Medical (715) 532-5154

312 W 9th St. N Suite 2 Ladysmith, WI 54848

Home Medical Products & Services (800) 528-9969

1590 McCauley Ave. Rice Lake, WI 54868
(715) 234-5000

Independence First Mobility Store (608) 243-1785

Low-cost & refurbished mobility and medical equipment.

2554 Advance Rd. Madison, WI

Lake Holcombe Lions Club (715) 595-4275

Loan Closet **ADRC** (715) 532-2176

Used medical equipment such as wheelchairs, walkers, bath chairs & benches, etc.

311 Miner Ave. E Ladysmith, WI 54848

Medication Management

Safe Living Technologies-North (715) 234-2349

9-11 E Eau Claire St. Rice Lake, WI 54868

(Professional Building-Prime America)

Mailing address:

1331 S Main St., Ste E 217 Rice Lake, WI 54868

Disposal Options:

Medication Return Drop Box (24/7 disposal) (715) 532-2189

Sheriff's Office

311 Miner Ave. E Ladysmith, WI 54868

Prescription Drug Plan Selection Assistance ADRC (715) 532-2176

Medicare Part D

311 Miner Ave. E Ladysmith, WI 54868

Mental Health & Substance Abuse

Check your local phone book for counseling services

Aurora Community Services			(715) 532-9771
108 W. 2 nd St. N.	Ladysmith, WI	54848	
Alcoholics Anonymous & Alanon-Ladysmith			(715) 532-7196
NAMI Helpline (National Alliance for the Mentally Ill)			(800) 950-6264
Narcotics Anonymous			(800) 240-0276
411 E. 2 nd St.	Ladysmith, WI	54848	
Other locations available around the Chippewa Valley.			
New Directions 2000			(715) 234-3637
Drop-in center.			
133 N Main St.	Rice Lake, WI	54868	
Rusk County Adult Protective Services			(715) 532-2299
311 Miner Ave. E	Ladysmith, WI	54848	after hours (715) 532-2200
Rusk County Crisis Line			(715) 532-2200
Wisconsin Council on Problem Gambling			(800) 426-2535
1423 Kellogg St.	Green Bay, WI	54303	

Nursing Homes/Skilled Nursing Facilities

See also Dementia Care Facilities.

Aging & Disability Resource Center			(715) 532-2176
For assistance with information about paying for nursing home care, information on area nursing homes, or other options to nursing home placement.			
311 Miner Ave. E	Ladysmith, WI	54848	
Atrium Post Acute Care			(715) 924-4891
708 Tainter St.	Chetek, WI	54728	
Care & Rehab – Ladysmith			(715) 532-5015
900 College Ave. W	Ladysmith, WI	54848	
Cornell Health Services			(715) 239-6288
320 N 7th St.	Cornell, WI	54732	
Ladysmith Care Community*			(715) 532-5546
Ladysmith Nursing Home and Ladysmith Living Center			
1001 E 11th St. N	Ladysmith, WI	54848	
Marshfield Medical Center (Swing Bed)			(715) 532-5561
900 College Ave. West	Ladysmith, WI	54848	
Wisconsin Veterans Home*			(715) 720-6775
2175 E Park Ave.	Chippewa Falls, WI	54729	

* Have dementia units

Personal Emergency Response Systems

A Personal Emergency Response System (or PERS) service is generally provided by a private company to help monitor its subscribers for falls, medical problems or other emergencies. You can choose from a wide variety of options, and costs vary by provider and options you choose. Medicare and most insurance companies typically don't pay for the equipment.

Chippewa Valley Electric – Med-A-Lert (800) 300-6800

P.O. Box 575 Cornell, WI 54732

Provides service in a 60-mile radius from Cornell. Options include:

- Automatic fall detection
- Two-way voice communication
- At-home and mobile (GPS) systems

Citizens Connected (715) 237-2605

P.O. Box 127 New Auburn, WI 54757

- Automatic fall detection
- Two-way voice communication
- At-home system

Lakeview Medical Center-Rice Lake-Lifeline (715) 236-6209

Rose Stone Plaza, 2304 S. Main St. Rice Lake, WI 54868

- Automatic fall detection
- Two-way voice communication
- At-home and mobile (GPS) systems

Rusk County Medical Alert (715) 868-8326

(Team Northwoods Technologies) www.thatbuttonthing.com

N4041 Sand Hill Road Bruce, WI 54819

- Automatic fall detection
- Two-way voice communication
- At-home and mobile (GPS) systems

Safe Living Technologies-North (VRI) (715) 234-2349

- Automatic fall detection
- Two-way voice communication
- Mobile system (GPS)

Representative Payee Services

A representative payee is a person or agency who provides financial budgeting and bill paying for those who have a difficult time with these tasks on their own. A representative payee will manage your money and pay your bills and budget an allowance for you. If a person needs a representative payee for funds received from the Social Security Administration, they should contact their local field office.

Beneficial Rep Payee Services, Inc.			(715) 831-9349
P.O. Box 3153	Eau Claire, WI	54702	
House Calls of Menomonie, Inc.			(888) 232-6475
P.O. Box 361	Menomonie, WI	54751	
Payee Services, Inc.			(715) 233-0203
P.O. Box 26	Menomonie, WI	54751	
R.R.P. Services, Inc.			(715) 434-1042
P.O. Box 651	Rice Lake, WI	54868	fax (715) 434-1043

Senior Centers/Senior Dining

Provide recreation activities for older adults, cards, crafts, dancing, trips, movies, exercise, delicious meals, etc. Cost varies.

Bruce Center (Parksite Apts.)			(715) 868-3411
503 N Coleman St.	Bruce, WI	54819	
Hawkins Center			(715) 585-2381
509 Main St.	Hawkins, WI	54530	
Ladysmith Senior Center (Fairgrounds)			(715) 532-2638
825 E 3rd St. N	Ladysmith, WI	54848	
Sheldon Center			(715) 452-5484
W5594 Main St.	Sheldon, WI	54766	

Social Security

Social Security Administration

The Social Security program's benefits include retirement income, disability income, Medicare and Medicaid, and death and survivorship benefits.

1703 W Knapp St.	Rice Lake, WI	54868	State: (888) 823-3923
			National: (800) 772-1213

Support Groups

Hospice agencies may provide grief support groups.

Alcoholics Anonymous & Alanon-Ladysmith	(715) 532-7196
ALS Support Group, Northwestern WI Second Thursday of each month, 1:00 pm to 3:00 pm Chippewa Valley Bible Church 531 E. South Ave. Chippewa Falls, WI	(715) 271-7257
Alzheimer's Support Group Rice Lake Senior Center, 12 W Humbird St, Rice Lake 1st Monday of each month, evening, RSVP preferred, walk-ins welcome	(715) 736-0347
Chronic Pain Support Group Marshfield Clinic Ladysmith	(715) 532-2300
Diabetes Information & Support Group Marshfield Clinic Ladysmith	(715) 532-2365
Early Stage Memory Loss For people living with dementia and their caregivers Third Monday of the month, 1:30 - 3:00 pm, Rice Lake, pre-registration required.	(715) 537-6225
Family Caregiver Call-In Second Tuesday of the month, 1:00 - 2:30 pm. Call to reserve a spot on the call	(800) 472-8008
Family Caregiver Support Group Group meets 2nd Thursday of the month, 2:00-3:00 p.m. in the Legacy Senior Living Lounge	
NAMI (National Alliance for the Mentally Ill) Rice Lake	(715) 568-4426
Narcotics Anonymous Support groups around Rusk County.	(800) 240-0276
Northwoods Area Stroke Support Group Marshfield Medical Center-Ladysmith Rice Lake	(715) 234-1515
Ostomy Support Group Rice Lake	(715) 637-5020
Stroke Support Group Rusk County Memorial Hospital Ladysmith	(715) 532-5561 ext. 287
Telephone Dementia Caregiver Support Group Last Tuesday of the month, 10:00 - 11:00 am. Registration required, phone number received prior to call	(800) 272-3900

Transportation Services-Medical

Emergency Medical -Call 911

Non-Emergency Medical

For individuals on Medical Assistance

Medical Transportation Management* (866) 907-1493

*For individuals **not** on Medical Assistance*

American Cancer Society's Road-To-Recovery (800) 227-2345

Available based on volunteer availability. Transportation to cancer treatment. No cost to patient.

Key Care* (715) 532-3727

119 E 4th St. N Ladysmith, WI 54848

Veterans Service Office* (715) 532-2299

To VA Hospital/Clinic
311 Miner Ave. E Ladysmith, WI 54848

*Ramp or lift-equipped available

Transportation Services-Non-medical, Local

Rusk County Transit & Mobility Management (715) 532-1000

Volunteer drivers. Free, personal assistance in finding transportation resources that meet your needs.

1101 Barnett Rd. , P.O. Box 132 Ladysmith, WI 54848

Other Transportation Related Resources:

A&J Mobility (715) 874-6630

Automobile and van adaptations.

2650 Prospect Drive. Eau Claire, WI 54703

Affordable Vehicle Repair Program (715) 532-1000

Through Indianhead Transit; must meet income guidelines.

Center for Independent Living Western Wisconsin (800) 228-3287

Transportation voucher program (volunteer drivers).

Chippewa Valley Shuttle Service (877) 811-4211

To Mpls/St Paul Airport only. Call for current pick-up locations.

Disabled Parking Permit Special Plates Unit (608) 266-3041

Temporary & permanent available through Wisconsin Motor Vehicle Dept.

P.O. Box 7306 Madison, WI

Jefferson Bus Lines (800) 451-5333

Eau Claire to Duluth, with stops in between, including Rice Lake.

New Freedom Transportation Program (800) 228-3287

Center for Independent Living, Inc. for Western WI, Inc.

*To qualify a person must have a temporary or permanent disability, or be frail elderly and have a transportation barrier.

2920 Schneider Ave SE Menomonie, WI 54751

The Master's Driving School (715) 532-0327

Driver evaluation and training for people with disabilities.

W7366 Flambeau Point Rd. Ladysmith, WI 54848

NWT Express (877) 698-3977

To Twin Cities for any reason.

15954 River's Edge Dr. Hayward, WI 54843

*Ramp or lift-equipped available

Veterans Services

Veterans Service Office 311 Miner Avenue E	(715) 532-2299
Chippewa Valley VA Medical Clinic 475 Chippewa Mall Dr Chippewa Falls, WI 54729	(715) 720-3780
Hayward VA Clinic 15954 Rivers Edge Dr., Suite 103 Hayward, WI 54843	(715) 934-5454
Heat for Heroes Heating assistance for veterans.	(800) 891-9276
Indianhead Action Agency Homeless Veterans Support Program	(715)-532-7542
La Crosse Veteran's Center Free mental health services for veterans, satellite office in Barron. 20 Copeland Ave La Crosse, WI 54603	(608) 782-4403
Minneapolis VA Medical Center Transportation available, call Veterans Service Office.	(612) 725-2000 (715) 532-2299
Rice Lake VA Medical Clinic 2700A College Dr. Rice Lake, WI 54868	(715) 236-3355
Supportive Services for Veteran Families (SSVF) Provides monetary assistance for veterans in need.	(608) 372- 8387
Veterans Housing and Recovery Program Homeless shelter for Veterans. 2820 E Park Dr., Bldg. 128 Chippewa Falls, WI 54729	(715) 726-2541
Veterans Restorative Justice Programs Veterans working with veterans readjusting to life after military service.	(715) 736-0940, press 3
Wisconsin Veterans Home 2175 E Park Ave. Chippewa Falls, WI 54729	(715) 720-6775

Vision – Blind/Low Vision

Aging & Disability Resource Center	(715) 532-2176
Large-print calendars. 311 Miner Avenue E Ladysmith 54812	
Center for Independent Living Western Wisconsin	(715) 736-1800
Products to assist with vision impairment available for loan. 312 W Knapp St. Suite 1 Rice Lake, WI 54868	TTY: (866) 419-1260
EyeCare America	(877) 887-6327
Free eye exams to those who qualify.	
Hadley School for the Blind	(800) 323-4238
Distance learning courses. 700 Elm St. Winnetka, IL 60093	
Healthy Eyes Eyeglass Program (414) 765-0505	
Financial assistance to purchase prescription glasses to those who qualify. Prevent Blindness of Wisconsin 759 N Milwaukee St. Suite 305 Milwaukee, WI 53202	
Office for the Blind and Visually Impaired	(715) 836-6772
Free directory assistance exemption service & free home assessments from rehabilitation specialist. 610 Gibson St. Suite 1 Eau Claire, WI 54701	
Wisconsin Council of the Blind & Visually Impaired	(608) 255-1166
Services and resources for people who are blind or visually impaired. Free white canes Sharper Vision Store	(608) 237-8100
754 Williamson St. Madison, WI 53703	
Wisconsin Talking Book & Braille Library	(800) 242-8822
813 W Wells St. Milwaukee, WI 53233	

Websites

Internet access is available at no cost at the local libraries. Classes on navigating the Internet are available at some libraries, senior centers, and Technical Colleges.

Aging & Disabilities

Administration on Community Living	https://eldercare.acl.gov
Wisconsin Aging Programs	www.dhs.wisconsin.gov/aging
Wisconsin Aging & Disability Resource Centers	www.dhs.wisconsin.gov/adrc/index.htm
Wisconsin Disability Services	www.dhs.wisconsin.gov/disabilities

Alzheimer's Resources

Alzheimer's Association	www.alz.org
Alzheimer's Disease Education and Referral	www.nia.nih.gov/alzheimers
WI Adult Day Services Association	www.wadsa.org
Benefits Medicare	www.medicare.gov
Social Security Administration	www.ssa.gov
Wisconsin ACCESS	www.access.wi.gov

Blind/Low Vision

Office for the Blind and Visually Impaired	www.dhs.wisconsin.gov/blind
Lighthouse International	www.lighthouse.org
Wisconsin Council of the Blind	www.wcblind.org

Caregiver Resources

National Alliance for Caregiving	www.caregiving.org
National Center on Caregiving	www.caregiver.org
Caregiver Action Network	www.caregiveraction.org
Caregiver Stress	www.caregiverstress.com
Wisconsin Family Caregiver Support Program	www.wisconsincaregiver.org

Deaf & Hard of Hearing

Office for Deaf and Hard of Hearing	www.dhs.wisconsin.gov/odhh/odhhservices.htm
Wisconsin Association of the Deaf	www.wisdeaf.org

Employment

Department of Workforce Development	www.dwd.state.wi.us
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Government

Wisconsin Official State Government Site	www.wisconsin.gov
Wisconsin Division of Quality Assurance	www.dhs.wisconsin.gov/dqa/sections.htm
Legislative Hotline	www.legis.state.wi.us
Wisconsin Insurance Commissioner	www.oci.wi.gov
Senior Guide for Consumer Protection	https://datcp.wi.gov/Pages/Publications/SeniorGuide.aspx

Rusk County Resources, 09/2019

Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)

Call 715-532-2176 or visit our website: www.adrcconnections.org

Health Information

NIH Senior Health www.nihseniorhealth.gov
 Webmd www.webmd.com

Housing

Housing and Urban Development
 Resource Locator resources.hud.gov

Organizations

AARP www.aarp.org
 Coalition of Wisconsin Aging Groups www.cwag.org
 Disability Rights Wisconsin www.disabilityrightswi.org
 Long Term Care Ombudsman www.dhs.wisconsin.gov/aging/ltcombud.htm
 Greater Wisconsin Area Agency on Aging Resources www.gwaar.org

Youth Transition

Adults Helping Our Youth (AHOY) (715) 458-5005
 Mentoring program for youth with disabilities age 16 and older through Ventures Unlimited, Inc.

Aging & Disability Resource Center (715) 532-2176
 Information about resources available when youth with disabilities reach adulthood.
 311 Miner Avenue E Ladysmith 54812

Western Regional Center for Children and Youth with Special Health Care Needs (CYSHCN) (715) 726-7907
 (800) 400-3678
 Room 121, 711 N Bridge St. Chippewa Falls, WI 54729 Fax:(715)726-7910
 Toll Free: (800)400-3678
 TTY - 711

WITC Hospitality Foundations (715) 234-7082 ext. 5522
 Short-term technical diploma program for persons with disabilities such as intellectual disabilities, autism spectrum disorder and students with lower level reading, writing and math.

Learn More About Our Services

Caregiver Services

You are a caregiver if you are a spouse, adult child, other relative or friend who helps care for, or is concerned about an older adult or a person with a disability. Caregiving is a two-sided coin. Amidst the joy of helping someone else, there may also be feelings of stress, frustrations, guilt, and a concern about how you are going to handle future caregiving needs.

The ADRC of Barron, Rusk & Washburn Counties offers professional, unbiased information about supportive services and options that can assist you – the caregiver- and the person you are caring for.

Here are some of the services we offer:

- **Support Groups** - These groups provide a great opportunity for caregivers and family members to share and learn from others experiencing similar frustrations and concerns. Occasionally, speakers are brought in to provide valuable information and resources.
- **Powerful Tools for Caregiver Classes** - This six week course is designed specifically for the caregiver to teach important tools to help reduce stress, improve communications, master emotions and communicate in challenging situations.
- **Adult Day Care** - A day time social program for those with memory loss and confusion that provides safety, stimulation, and engagement with others. Please see brochure for full details.
- **National Family Caregiver and Alzheimer Family & Caregiver Support Programs** - Limited financial assistance is available annually to individuals providing care to others. Call us for more information about this program and status of the funds.
- **Information and Assistance** - We offer office, in-home and phone consultation about community resources and options available to you. These include respite care, financial resources and care options as well as information about ways to reduce stress and take care of you.
- **Caregiver Outreach Presentations** - Community presentations can be scheduled on issues related to caregiving to help raise awareness and educate the public about available resources.
- **Resource Library** - A variety of books, brochures and DVDs are available for check out. Topics range from caregiver wellness to specific health conditions related information

Choosing the Right Assisted Living Facility

Assisted Living facilities offer housing alternatives for older adults or adults with disabilities who may need help with dressing, bathing, eating, and toileting, but do not require the intensive medical and nursing care provided in a nursing home.

How to Choose a Facility

Begin by thinking about what is important to you or your loved one:

- Do you prefer to live with a lot of people or a few people?
- Do you want a private bathroom?
- Do you have Alzheimer's or dementia?

Narrow down your search:

- Do you want a facility in a particular town, close to friends and family?
- Can the facility provide the level of services that you need?

Schedule a tour of facilities that you are interested in:

- Visit each facility more than once, sometime unannounced.
- Visit at meal times, sample the food, and observe the quality of mealtime services.
- Observe interactions among residents and staff.
- Check to see if the facility offers social, recreational, spiritual activities.
- Talk to residents.
- Learn what staffing level they are and what training staff receive.
- Is there a waiting list?

Find out if the facility you are considering has received any citations:

- Contact the Division of Quality Assurance at 800-642-6552.
- Ask the facility if they have received any citations.

Disability Benefit Specialist Program

What is a Disability Benefit Specialist?

A Disability Benefit Specialist (DBS) works with individuals who are between the ages of 18 and 59 and have physical disabilities, developmental disabilities, and/or mental illness and counsels them about public or private benefits. DBS staff are trained by attorneys from Disability Rights of Wisconsin.

Who should seek help from a Disability Benefit Specialist?

- Persons who want to know more about private or public benefits.
- Persons who need help with or information about applying for benefits.
- Persons who have been denied a benefit which they think they are entitled to.

What can a Disability Benefit Specialist help you with?

- Social Security Disability Income (SSDI)
- Supplemental Security Income (SSI)
- Information about private health and disability insurance
- Medical Assistance
- Medicare A, B, C, and D
- Medicare Supplement Insurance
- Patient Assistance Drug Programs
- Other benefit needs and issues

Do Not Resuscitate Order, and Bracelet

Wisconsin passed a statute in 1996 as part of WI Act 2000 regarding “Do Not Resuscitate” (DNR) orders. A DNR order is signed by a physician to direct emergency medical service providers not to attempt cardiopulmonary resuscitation (CPR) on a patient. It is standard emergency medical practice to perform CPR on all persons found to be in cardiac or respiratory arrest.

A DNR order may be issued in certain circumstances if a patient with a qualifying medical condition requests that CPR not be done. This decision is made by the patient and their physician after discussing future treatment options. A special DNR bracelet informs first responders, EMT’s, paramedics, and emergency room personnel not to attempt CPR when a patient is wearing an approved bracelet. These statutes only apply to the emergency personnel noted above, who are primarily pre-hospital and emergency department health care providers; they do not control DNR orders for inpatient hospital or other inpatient settings.

Your attending physician is the only person who may issue a DNR order for you. The order is signed only if a qualified patient requests and signs the DNR order. A person who has a DNR order is then identified by a special DNR bracelet. The bracelet is placed on the person’s wrist by the physician or someone designated to do so. Family members cannot be given bracelets to put on the person.

DNR bracelets must be honored unless the patient revokes the order, or the bracelet appears to be damaged or tampered with. If a bracelet falls off, is damaged, or is not readable, it can be replaced as long as a signed order is in your medical record.

Elder Benefit Specialist Program

What is an Elder Benefit Specialist?

Elder Benefit Specialists provide information, assistance, and advocacy to Wisconsin residents age 60 or older on a broad range of benefit programs. They provide information and support in areas such as program eligibility criteria, applying for benefits, appealing benefit denials or incorrect benefit amounts, consumer debt, landlord/tenant law, and private insurance. Elder Benefit Specialists receive on-going training, support and supervision from attorneys at the Greater Wisconsin Area on Aging Resources.

Who should seek help from an Elder Benefit Specialist?

- People 60 or over who want to know more about private and public benefits.
- People 60 or over who need help in applying for benefits.
- People 60 or over who have been denied a benefit that they think they are entitled to receive.

How can an Elder Benefit Specialist help?

- They can provide you with accurate and current information on your benefits.
- They can provide advocacy on your behalf with other parties.
- They can provide you with explanations and possible solutions to issues related to your benefits.

What can an Elder Benefit Specialist help you with?

- Medicare A, B, C, and D
- Medicare Advantage Plans & Medicare Supplement Programs
- Medicare Savings Programs
- Senior Care & Medicare Prescription Drug Plans
- Social Security & Supplemental Security Income (SSI)
- Medical Assistance/Medicaid
- Spousal Impoverishment Protections
- Food Share
- Veterans Benefits
- Long Term Care Insurance
- Housing Problems
- Age Discrimination
- Consumer Problems

Elderly Nutrition Programs

The purpose of the Elderly Nutrition Program is to reduce hunger and food insecurity, to promote socialization of older adults, and to promote the health and well-being of older individuals. Everyone age 60 and older is welcome to participate. Good nutrition helps you think better, fight illness, and have more energy. Getting started on the path to good nutrition is easier than you think.

Here are some of the services we offer:

- Senior Dining - Dining with others can improve your appetite. Scratch cooking, coffee and great company are a few more reasons to give it a try. See the Senior Centers/Senior Dining section for detailed information.
- Meals on Wheels - If you are stuck at home and having a hard time cooking, Meals on Wheels will provide that same delicious meal, delivered with a smile. Maybe you need them during recovery and maybe you need them long-term, these meals are the “little bit of help” you need to stay independent.
- Liquid Nutritional Supplements - Sometimes a little extra is needed to build your strength. Supplements are available at reduced cost with a prescription from a doctor or dietician.
- Beneficial Bites - Need some “easy-to-digest” nutrition information? More importantly, need some reliable information? Your ADRC nutrition staff can help. Nutrition education sessions are regularly offered throughout the county so look for them.
- Commodity Supplemental Food Program - Serves people 60+ in Barron County, who meet income guidelines. Boxes of food containing cereal, juice, milk, canned fruits & vegetables, meat, pasta/rice, and cheese are distribute monthly.

Healthy Living Programs

- **Beneficial Bites**

Free educational sessions about different foods provided at several community/senior centers in Barron County. These sessions provide information about the health benefits of the featured food, along with important details about selection, storage and preparation of the food. Food samples and recipes are also part of every session.

- **Healthy Living with Diabetes**

Increase confidence and develop techniques to deal with the symptoms of diabetes and improve blood sugar readings. Learn about appropriate exercise healthy eating strategies a, dealing with difficult emotions, stress reduction techniques, and preventing complications. This is a 6-week workshop.

- **Living Well with Chronic Conditions, Put Life Back Into Your Life!**

A 6-week workshop designed to help those with ongoing health conditions build confidence in their ability to manage their health and maintain active and fulfilling lives.

- **Powerful Tools for Caregivers**

A 6-week course designed specifically for the caregiver to teach important tools to help reduce stress, improve communications, master emotions and communicate in challenging situations.

- **Stepping On: Building Confidence and Reducing Falls**

A 7-week workshop for adults age 60 and over. Learn strength and balance exercises, the role vision plays in keeping balance, how medications can contribute to falls, what to look for in safe footwear, and home hazards

Home Care Services

Home care services are designed to help individuals remain living at home and in their communities for as long as they desire. Costs range between \$10-\$30/hour.

Who Should Consider Home Care Services?

- Older adults with support needs
- Individuals with a disability who have care needs
- People recovering from an illness, surgery or hospital stay

Types of Home Care Services Available:

- Skilled Care – health care services, physical therapy, medical social work
- Personal Care Services – bathing, dressing
- Supportive Services – house cleaning, meal preparation, laundry, etc.

Tips for Hiring A Home Care Provider:

- Interview providers in person
- Ask for references
- Ensure a criminal background check has been completed for staff
- Document a plan for services to be provided
- Make billing/payment arrangements
- Check availability for services on off-hours or weekends as necessary

Questions to Ask When Hiring a Home Care Provider:

- How long has the agency been in business?
- What training does the staff have?
- Are the caregivers and/or agency certified or licensed by the state?
- Are the caregivers insured?
- What is the minimum time your agency requires for the service?

Housing and Care Options

The following describes the various options available to individuals who need supportive services in their place of residence. Choice of a suitable alternative depends on a number of factors, including lifestyle preferences, the level of support needed, cost, and the options available in a particular community. Some of the options are subject to government regulation, while others are not.

In Home Care

Care services can be provided to individuals in their own home or apartment. Homemaker, chore services, home delivered meals, home health care, attendant care, and transportation are some of the services that make it possible for people with long term care needs to remain in their homes. These can be arranged through public social service agencies, purchased from private agencies, or provided by family and friends. While most services are unregulated, home health agencies are licensed by the state.

Senior and Disabled Housing/Independent Living Apartments

This housing is multi-unit rental housing that is specially designed for, and marketed to elderly and disabled tenants. Most offer studio and/or one bedroom apartments and some have a recreation room or other common space for social gatherings. There may be a manager available to make referrals or organize events. Tenants may individually arrange for supportive services from outside providers, as with any in-home care. No license or special regulation is required for the facility.

Residential Care Apartment Complex (RCAC)

RCACs combine apartment housing with supportive, personal and nursing services. Residents have their own apartments, including full bath and kitchen facilities, and retain control over their personal space, care decisions and daily routines. Services are individually tailored to each resident's capacities and preferences and are adjusted as necessary to avoid requiring people to move if they need more help. Facilities may provide up to 28 hours of service per resident per week. RCACs are either registered or certified. Certified facilities are monitored by the state and eligible to receive Medical Assistance waiver funding, registered facilities will not.

Adult Family Home (AFH)

An adult family home is a residence where one to four unrelated adults live and receive meals, supervision, and personal care. Many adult family homes, especially those with only one or two paying residents, are private homes where elderly or people with disabilities live with a foster family. Adult family homes caring for one or two unrelated adults are certified by a local managed care organization; homes caring for three or four residents are licensed and regulated by the state.

Community Based Residential Facility (CBRF)

CBRFs are staffed group living arrangements that provide room, board, supervision and other supportive services to five or more unrelated residents. Typically, residents have a private or shared sleeping room and share living, dining, and bathroom space with other residents of the facility. CBRFs are intended for people who cannot live independently but are neither acutely ill nor need extensive amounts of nursing care. Facilities vary in size from five residents to over 100. Some are houses, others are facilities. Some serve a frail elderly population; others serve people with disabilities, people with Alzheimer's disease, or mixed group of residents. All CBRFs are licensed by the state.

Nursing Home

A nursing home is a health care facility which provides room, board, and 24 hour care. Residents may be admitted for a short-term stays or for long-term care for chronic conditions. Nursing homes are licensed by the state. Most are also certified for Medicare and Medicaid, which provide public funds to cover the cost of care for eligible residents.

Living Will/Power of Attorney

As a competent adult, you have the right to make your own health care decisions. However, you could become incapacitated at any time by an accident, illness or debilitating condition that could lead to your loss of ability to express your wishes about medical treatment. For this reason, it is important for you to plan for future health care decisions. An advance directive is a legal document that allows you to make your health care desires and preferences known.

An advance directive includes written instructions recognized under state law by which you communicate your health care preferences. There are many different terms used to describe advance directives.

The written advance directives recognized by Wisconsin law are:

- Power of Attorney for Health Care (POAHC)
- Declaration to Physicians (known in Wisconsin as Living Will)

Completing either of these documents is voluntary. They are “valid” once they have been completed, properly witnessed and signed. It is important to know that you continue to make your own health care decisions as long as you are able. A Power of Attorney for Health Care becomes effective when two physicians, or one physician and one psychologist, personally examine you and sign a certificate that you are “incapacitated” to make health care decisions. A Living Will becomes effective when you are either in a “persistent vegetative state” or have a terminal illness with death imminent. Two physicians must certify that one of these conditions exists.

For further information, or to access Advanced Directive Forms visit www.dhs.wisconsin.gov/forms/AdvDirectives.

Long Term Care

Long term care programs, such as Family Care & IRIS, provide services and supports to eligible adults to meet their long term care needs, allowing them to maintain independence and choice in their lives.

Current long term care programs are designed to promote:

- Access – creating a setting where people are able to receive the services they need when they need them.
- Choice – allowing individuals to choose where and how they receive their care.
- Quality – ensuring that services meet an individual’s needs and provide for a good quality of life.
- Cost-effectiveness – assure a sustainable future.

Am I eligible?

- You must be a resident of the county in which you are applying.
- You must be elderly or have a physical or developmental disability.
- You must be found functionally eligible through a long term care functional screen.
- You must be financially eligible.

How to apply or receive additional information:

Contact the Aging & Disability Resource Center (ADRC) of Barron, Rusk & Washburn Counties and ask to speak with an Information & Assistance Specialist. ADRC’s are the single point of entry for providing information and options about long term care programs as well as determining eligibility. An Information & Assistance Specialist will meet with you to determine your eligibility for long term care programs as well as assistance with the enrollment process.

Nursing Home Relocation

Do you reside in a nursing home, but would prefer to live elsewhere?

For individuals that are residing in a nursing home the Community Relocation Initiative (CRI) may enable you to move to a different setting where you can receive the services that you need. Alternative settings can include your home/apartment or assisted living facility.

Am I eligible?

- You must reside in a nursing home and have long term care needs.
- Your nursing home stay is currently paid for by Wisconsin Medicaid.
- You must be 65 years of age or older or have a disability.

How to receive additional information:

Contact the social worker at the nursing home and ask for a referral to the Aging & Disability Resource Center (ADRC) of Barron, Rusk & Washburn Counties. An Information & Assistance Specialist will meet with you to determine your eligibility.

Volunteer Opportunities

Volunteer with us today!!

Volunteer Home Delivered Meal Drivers

Deliver a hot, nutritious meal to an older, homebound adult. Routes are available every day or select days of the week. Bring sunshine (and a hot meal) into the life of another.

Meal Site Volunteer

Make the group meal site a welcome and warm place to enjoy a midday meal. Help prepare the dining room, assist in serving meals, and clean up after the food, fun and fellowship.

Health & Wellness Class Volunteer

Interested in health, wellness, and prevention? Volunteers are trained to lead classes and work with community health educators.

Office Assistant

Projects could include making copies, answering phones, putting folders/information brochures together, stuffing envelopes, attaching mailing labels, and many more tasks based on the volunteers' interests.

Medicare Part D Assistant

Are you computer savvy and interested in a short term commitment? We need volunteers to help enter information into the computer during Part D Open Enrollment (October – beginning of December)

If interested in volunteering, call the Aging & Disability Resource Center today!

When Should a Person Quit Driving?

There is no specific age at which a person can be considered too old to drive, as long as he or she remains healthy and if the declines that take place in the senses and other capabilities are normal. However, because our driver's license carries the greatest responsibility that each of us will ever have, we need to ask ourselves some questions regardless of age.

- Do I have memory problems?
- Am I sometimes afraid to drive?
- Do I feel aggressive when I drive?
- Do I have trouble with my vision? Especially at night?
- Do I have trouble hearing?
- Do I take medication that causes drowsiness, or stimulates?
- Do others honk their horn at me for no reason?
- Do I have difficulty with heavy interstate traffic?
- How can I improve my driving skills?

Youth Transition Services Information

For students with disabilities, the Aging & Disability Resource Center is a vital link or “Bridge” between school and community in order to experience the adult world at its best!

The ADRC can assist in answering questions you may have such as:

- Where can I live after high school?
- Can I make my own healthy meals?
- Can I afford to live on my own?
- How am I going to get around town?
- What will I do for a job?
- Do I need assistance with handling my money?
- Do I need help making legal decisions?

How can the Aging & Disability Resource Center help you?

The ADRC can provide:

- Assistance, advocacy and eligibility for Long Term Care services at age 17 years, 6 months old.
- The tools necessary to assist with choices, right and future planning into adult programs and services after high school.
- Information on Guardianship, Power of Attorney for health, and Representative Payee.
- Direction and assistance in understanding your benefits such as Social Security and Medicaid.
- A review of vocational services and programs for future employment, whether part time or full time.