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## *Resource Directory*

*Rusk County*

**September, 2020**

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](mailto:adrc@ruskcountywi.us)

Toll-free: (888) 538-3031

Fax: (715) 532-2280



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**ADRC Staff**

**715-532-2176**

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Support	.....	Kay Stewart
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**[www.adrcconnections.org](http://www.adrcconnections.org)**

**[Email: adrc@ruskcountywi.us](mailto:adrc@ruskcountywi.us)**

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## ***What is an ADRC?***

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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:***

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- 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***

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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

**Safe at Home**

[www.doj.state.wi.us/ocvs/safe-home](http://www.doj.state.wi.us/ocvs/safe-home)

Statewide address confidentiality program that provides victims of actual or threatened domestic abuse, child abuse, sexual abuse, stalking, and trafficking, or those who simply fear for their physical safety with a legal substitute address to be used for both public and private purposes.



## ***Advocacy/Community Organizations***

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<b>AARP Wisconsin – (American Assoc. of Retired Persons)</b> 222 W Washington Ave. Suite 600 Madison, WI 53703	<b>(866) 448-3611</b>
<b>AgrAbility of Wisconsin</b> Independent living services for individuals and families engaged in farming and coping with a disability. Provided at your home or farm.	<b>(608) 262-9336</b> <b>TTY (800) 947-3529</b>
<b>AIDS Resource Center of Wisconsin</b> 505 Dewey St. S. Suite 107 Eau Claire, WI 54701	<b>(800) 750-2437</b> <b>(715) 836-7710</b>
<b>The ALS Association Wisconsin Chapter</b> 3333 N. Mayfair Road, Suite #104 Wauwatosa, WI 53222 <a href="http://www.alsawi.org/">www.alsawi.org/</a>	<b>(414) 763.2220</b>
<b>American Cancer Society</b> N19 W24075 Riverwood Dr. Waukesha, WI 53188	<b>(800) 227-2345</b> <b>(262) 523-5500</b>
<b>Arthritis Foundation</b> 10427 W. Lincoln Ave., Suite 1300 West Allis, WI 53227	<b>(800) 333-1380</b>
<b>Autism Society of Wisconsin</b> 1477 Kenwood Dr. Menasha, WI 54952	<b>(888) 428-8476</b>
<b>Brain Injury Alliance of Wisconsin</b> 6409 Odana Rd., Suite #1 Madison, WI 53719	<b>(800) 882-9282</b>
<b>Brain Injury Resource Center of Wisconsin</b> 511 N. Grand Avenue Waukesha, WI 53186	<b>(262) 770-4882</b>
<b>Center for Independent Living Western Wisconsin</b> 312 W Knapp St. Suite 1 Rice Lake, WI 54868	<b>(866) 419-1260</b> <b>(715) 736-1800</b>
<b>Coalition of Wisconsin Aging Groups (CWAG)</b> Mailing address: P.O. Box 628248 Middleton, WI 53562 Physical address: 2850 Dairy Dr. Suite #100 Madison, WI 53718	<b>(800) 488-2596</b> <b>(608) 224-0606</b>
<b>Disability Rights Wisconsin</b> 217 W Knapp St. Rice Lake, WI 54868	<b>(800) 928-8778</b> <b>(715) 736-1232</b>
<b>Down Syndrome Association of Wisconsin</b> P.O. Box 3156 Eau Claire, WI 54702	<b>(715) 379-0563</b>
<b>Epilepsy Foundation of Western Wisconsin</b> 1812 Brackett Ave. Suite 5 Eau Claire, WI 54701	<b>(800) 924-2105</b> <b>(715) 834-4455</b>

*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) Helpline** (800) 950-6264  
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**

<b>Alzheimer's Association of Greater Wisconsin</b>	<b>24 hr helpline (800) 272-3900</b>
404 ½ N Bridge Street      Chippewa Falls      54729	<b>(715) 720-7611</b>
<b>Alzheimer's and Dementia Information, Education and Support</b>	<b>(715) 532-2176</b>
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	
<b>Alzheimer's Support Group</b>	<b>(715) 532-5561</b>
Rusk County Memorial Hospital	
First Wednesday of the month; 10:00 a.m.	
<b>AngelSense</b>	<b>(646)770-2950</b>
Location tracking device <a href="http://www.angelsense.com/dementia-gps-tracker/">www.angelsense.com/dementia-gps-tracker/</a>	
<b>DICE (Describe, Investigate, Create, Evaluate)      ADRC</b>	<b>(715) 532-2176</b>
A complimentary program to help family caregivers manage behavioral and psychological symptoms of dementia.	
311 Miner Avenue E      Ladysmith, WI      54848	
<b>Early Stage Memory Loss Support Group</b>	<b>(715) 537-6225</b>
Rice Lake, WI      4th Monday of each month	
Pre-registration required.	
<b>Ladysmith Adult Day Services</b>	<b>(715)-532-4000</b>
Hours available Monday - Friday. Call for availability.	
518 West Lake Ave      Ladysmith, WI      54848	
<b>MedicAlert &amp; Safe Return</b>	<b>Join: (888) 572-8566</b>
Emergency response service for wandering and medical emergencies.	<b>Helpline: (800) 272-3900</b>
<b>Memory Screen      ADRC</b>	<b>(715) 532-2176</b>
311 Miner Avenue E      Ladysmith, WI      54848	
<b>Music &amp; Memory      ADRC</b>	<b>(715) 532-2176</b>
Provides personalized music with community support to Rusk County residents living at home who have memory concerns.	
311 Miner Avenue E      Ladysmith, WI      54848	
<b>Project Lifesaver – Rusk County</b>	<b>(715) 532-2189</b>
Through Sheriff's Department to safeguard and locate individuals who may wander.	
<b>Westlake Adult Day Services</b>	<b>(715)-532-5686</b>
Adults 18 and older.	
1502 E 16 <sup>th</sup> St. S      Ladysmith, WI      54848	

**Dementia Care Living Facilities –see Assisted Living and Nursing Homes**

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**Geriatric Clinics**

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

**Memory Clinics**

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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**

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### **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

#### **Meadowbrook at Chetek**

**(715) 924-4891**

725 Knapp 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.

#### **Brentwood Senior Living**

**(715) 736-7400**

633 Cameron Rd. Rice Lake, WI 54868

#### **Care Partners**

**(715) 532-0818**

1105 Baker Ave. Ladysmith, WI 54848

#### **Country Terrace**

**(715) 532-6993**

910 Shady Ln Ladysmith, WI 54848

#### **IntegriCare**

**(715) 475-8829**

1372 24 3/8 St. Cameron, WI 54822

#### **IntegriCare**

**(715) 475-8829**

Rice Lake, WI 54868

#### **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.

<b>Brentwood Memory Care</b>			<b>(715) 736-7402</b>
633 Cameron Rd.	Rice Lake, WI	54868	
<b>Ladysmith Care Community</b>			<b>(715) 532-5546</b>
1001 E 11th St. N	Ladysmith, WI	54848	
<b>Lake Hallie Memory Care</b>			<b>(715) 738-0011</b>
4407 124th St	Chippewa Falls, WI	54729	
<b>Meadowbrook of Chetek</b>			<b>(715) 924-4891</b>
725 Knapp St.	Chetek, WI	54728	
<b>Our House Memory Care</b>			<b>(715) 736-0347</b>
413 E South St.	Rice Lake, WI	54868	
<b>Woodstone Memory Care</b>			<b>(715) 736-6060</b>
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.

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

## **Caregiver Support**

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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



**Respite Care Association of Wisconsin** (608) 222-2033  
 1835 E Edgewood D. Ste 105 – 436 Appleton WI 54913  
 RCAW’s CRGP is to support family caregivers who cannot be served by other  
 caregiver support programs or LTC waiver programs by providing funding for  
 up to five days of respite care in ninety days  
 info@respitecarewi.org  
<https://respitecarewi.org/grants/caregiver-respite-grant-program-crgp/>

**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***

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

***Consumer Protection/Fraud***

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*For complaints about identity theft and fraud.*

**Rusk County Sheriff’s Department** (715) 532-2189  
 311 Miner Ave. E Ladysmith, WI 54848

**Better Business Bureau of WI, Inc.** (800) 273-1002  
 10019 W Greenfield Ave. Milwaukee, WI 53201

**Consumer Protection Hotline** (800) 422-7128  
 Wisconsin Dept. of Trade, Agriculture & Consumer Protection TTY (608) 224-5058

*For complaints about any type of insurance.*

**Office of the Commissioner of Insurance** (800) 236-8517  
 125 South Webster St Madison, WI 53703-3474

**Wisconsin Do Not Call List** (888) 382-1222

**Wisconsin Landlord/Tenant Hotline** (800) 422-7128  
 Wisconsin Dept. of Trade, Agriculture & Consumer Protection TTY (608) 224-5058

## ***Credit bureau contact information***

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*Note: Keep a paper and pencil with you when you call.*

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

## ***Dental Resources***

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

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

## **Emergency Needs – Housing, Gas, Food**

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

<b>911 – Police, Sheriff, Fire and Rescue Emergencies</b>	<b>Call 911</b>
<b>American Red Cross Western Wisconsin Chapter</b> 3728 Spooner Ave. Altoona, WI 54720	<b>(877) 618-6628</b>
<b>Area Clergy Association</b> Pastor David Smith	<b>(715) 532-5556</b>
<b>Harvest of Hope Fund</b> 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	<b>(608) 836-4633</b>
<b>Salvation Army</b> Emergency funds from Connections voucher.	<b>(715) 403-1285</b>
<b>The Lighthouse Org</b> Homeless shelter; staff provide support in many service areas. N4355 Hwy 27 S Ladysmith, WI 54848	<b>(715) 609-9600</b>

## ***Employment and Training***

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

<b>Concentrated Employment Program, Inc. (CEP, Inc.)</b>	<b>(715) 635-2175</b>
Provides assistance for employers and individuals seeking employment.	or <b>(715)205-3896</b>
1104 West Lake Ave. Suite 1 (WITC campus)      Ladysmith, WI      54848	
<b>Division of Vocational Rehabilitation (DVR)</b>	<b>(715) 532-2709</b>
Provides employment services and counseling to people with disabilities.	<b>TTY (888) 877-5939</b>
1104 Lake Ave. West, Suite 2      Ladysmith, WI      54848	
<b>Growing Opportunities</b>	<b>(715) 790-1688</b>
1443 E Division Ave Suite A      Barron, WI 54812	
<b>SCSEP</b>	<b>(715) 939-1400</b>
(formerly known as Experience Works, Inc.)	<b>(414) 649-2640</b>
Employment for adults over 55 with limited income.	
522 Service Rd.      Spooner, WI      54801	
<b>Stout Vocational Rehabilitation Institute</b>	<b>(715) 232-2513</b>
Private pay vocational evaluation & training.	
101 Vocational Rehabilitation      Menomonie, WI      54751	
<b>Ventures Unlimited</b>	
Vocational services for people with disabilities in three locations	
<b>Cameron</b>	<b>(715) 458-5005</b>
<b>Hayward</b>	<b>(715) 934-3035</b>
<b>Shell Lake</b>	<b>(715) 468-2939</b>
<b>Westlake Enterprises</b>	<b>(715) 532-5686</b>
Vocational services for people with developmental disabilities who have qualified through Family Care.	
1502 E 16th St. S      Ladysmith, WI      54848	
<b>WITC Hospitality Foundations</b>	<b>(715) 234-7082 ext. 5522</b>
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***

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### **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**

The Lifeline program provides low-income Wisconsin residents affordable access to essential telecommunications by discounting the cost of phone, cell and internet services.

You are eligible if you participate in one of the following qualifying programs:

- Medicaid (including SeniorCare and BadgerCare)
- FoodShare
- Supplemental Security Income (SSI)
- Federal public housing assistance (Section 8)
- Veterans and Survivors Pension Benefit

Or, if your income is at or below 135% of the federal poverty guidelines.

Only one person per household may receive a Lifeline discount. Check eligibility at [www.checklifeline.org](http://www.checklifeline.org)

To enroll, contact an eligible telecommunications carrier (ETC) to enroll. You can find a list of ETCs at [psc.wi.gov](http://psc.wi.gov) on the Lifeline Program webpage under the Programs tab. You can determine your eligibility before you contact the ETC, or you can ask them to help you find out if you are eligible.

WI Internet & Phone Helpline: 608-267-3595 (M-F 7:45 am to 4:30 pm)

Request an interpreter if you need assistance in a different language

Federal (USAC) Lifeline Support number: 800-234-9473 (M-F, 10 am to 10 pm)

### **SafeLink Wireless**

**(800) SafeLink**

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

**(800) 723-3546**

### **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***

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*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

Rusk County Resources, 09/2020

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

Call 715-532-2176 or visit our website: [www.adrcconnections.org](http://www.adrcconnections.org)

## ***Food & Nutrition Programs***

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

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

### ***Food Pantries & Meals:***

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<b>Bruce Food Pantry</b>		<b>(715) 312-0181</b>
On-call food pantry-residents of Bruce, Exeland or Weyerhauser		
		<b>(715) 415-1863</b>
<b>Holy Trinity Food Pantry</b>		<b>(715) 532-6456</b>
	Conrath, WI 54731	
<b>Hope Lutheran Church Food Pantry</b>		<b>(715) 532-7739</b>
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	
<b>Indianhead Community Action Agency-Connections</b>		<b>(715) 532-7542</b>
Monday, Wednesday, Fridays, 10:00 a.m.-3:00 p.m.		
500 W 9th St. N	Ladysmith, WI 54848	
<b>Manna Meal</b>		<b>(715) 532-7739</b>
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**

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

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



## **Healthy Living & Falls Prevention**

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### **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:**

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

### **Balance & Beyond Exercise Classes (715) 236-6237**

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

### **Well Badger Resource Center (800) 642-7837 Text (608) 360-9328**

The Well Badger Resource Center is a health information and referral service operated by the Wisconsin Women's Health Foundation (WWHF), in partnership with the Wisconsin Department of Health Services. Well Badger is the new home of the Wisconsin MCH Hotlines, Wisconsin First Step, and Wisconsin Informed Consent Help Lines. Email: [help@wellbadger.org](mailto:help@wellbadger.org)  
[https://community.wellbadger.org/homepage/s/?language=en\\_US](https://community.wellbadger.org/homepage/s/?language=en_US)

**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***

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**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***

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

## ***Hearing - Deaf/Hard of Hearing***

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### **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***

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### ***Licensed Home Health Agencies:***

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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.

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

### ***Hospice***

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

<b>Flambeau Home Health &amp; Hospice</b>			<b>(715) 339-4371</b>
133 N Lake Ave.	Phillips, WI	54555	
<b>Hope Hospice and Palliative Care</b>			<b>(715) 532-0173</b>
Covers southeastern Rusk County.			<b>(877) 375-0919</b>
	Medford, WI	Main Office (715) 7483434	
<b>HSHS St. Joseph's Hospital Home Hospice</b>			<b>(800) 726-3485</b>
2661 County Hwy I	Chippewa Falls, WI	54729	
<b>Interim Healthcare</b>			<b>(715) 834-1313</b>
4257 Southtowne Dr., Ste. 3	Eau Claire, WI	54701	
<b>Lakeview Medical Center Home Care and Hospice</b>			<b>(715) 236-6256</b>
Skilled nursing, laboratory, medical social service, nutritional guidance, occupational therapy, pharmaceutical, physical therapy and speech therapy.			<b>fax (715) 236-6578</b>
Physical address: Rose Stone Plaza, Suite 6, 2304 S. Main St.	Rice Lake, WI	54868	
<b>Mayo Clinic Health System Home Health &amp; Hospice</b>			<b>(715) 537-3186</b>
1222 E Woodland	Barron, WI	54812	
<b>Regional Hospice Services, Inc.</b>			<b>(715) 635-9077</b>
Hospice and Palliative Care			<b>(715) 635-9078</b>
819 Ash Street.	Spoooner, WI	54801	
<b>St. Croix Hospice</b>			<b>(715) 327-5600</b>
Day time supportive help to family caregivers. Provides pain management.			
107 E. Oak St., Ste 100	Frederic, WI	54837	

**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.

**Caring Transitions of the Chippewa Valley** (715) 318-1410

Eau Claire, WI <https://www.caringtransitions.com>

Relocation, downsizing and decluttering, estate sales and online auctions

**\*Center for Independent Living** Voice/TTY: (715) 736-1800

312 W. Knapp Street Rice Lake, WI 54868 Voice/TTY: (866) 419-1260  
(715) 736-0265 Fax

**Clean Sweep Cleaning Plus** (715) 403-1440

Serves 60-mile radius from Conrath.

W7464 Homestead Road Conrath, WI 54731

**Hearts of Compassion Hands to Serve** (715) 558-7365

P.O. Box 13127 Hayward, WI 54843

**\*International Quality Homecare Corporation** (877) 854-1411

(Previously Gemini) Fax: (715) 699-1556

15614 Windrose Lane, Suite 310A Hayward, WI 54843

**LX Master Cleaners** (715) 651-4578

[lxmastercleaners@outlook.com](mailto:lxmastercleaners@outlook.com) <https://www.lxmastercleaners.com>

Housekeeping, window washing, move-in and out cleaning

**Nicolett Staffing Supportive Home Care** (715) 532-9202

619 W Lake St. Ladysmith, WI 54848

**Supportive Home Services** (715) 762-3200

1181 4<sup>th</sup> Ave N Park Falls, WI 54522

**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**

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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.

<b>Central Wisconsin Community Action Council, Inc. (CWCAC)</b>	<b>(608) 254-4321</b>
Section 8 Voucher Program-monthly rent assistance P.O. Box 680 Friendship, WI 53934	
<b>Habitat for Humanity- Wild Rivers</b>	<b>(715) 483-2700</b>
Monday-Friday -8:00 a.m.-4:00 p.m.. 1357 N. River Street (Hwy 63) Spooner, WI 54801	
<b>Habitat Restore</b>	<b>(715) 635-4771</b>
1357 N. River Street (Hwy 63) Spooner, WI 54801 Open Tuesday through Saturday from 9:00 a.m. to 5:00 p.m. (CLOSED Monday & Sunday)	
<b>Habitat Restore</b> Cameron, WI 54822	<b>(715) 458-1400</b>
<b>Indianhead Community Action Agency</b>	<b>(715) 532-4222</b>
1000 College Ave. W Ladysmith, WI 54848	
<b>Movin Out, Inc.</b>	<b>(877) 861-6746 ext. 7</b>
902 Royster Oaks Drive, Suite 105 Madison, WI 53714	
<b>Property Tax Deferral Loan Program</b>	<b>(800) 755-7835</b>
Applications may be obtained by contacting: Must be 65+ WHEDA, P.O. Box 1728 Madison, WI 53701	<b>TTY: (800) 943-9430</b>
<b>USDA Rural Development</b>	<b>(715) 635-8228</b>
800 N Front St., Room 102 Spooner, WI 54801	
<b>Wisconsin Rural Housing Inc.</b>	<b>(608) 238-3448</b>
Mortgage, rent, property tax help.	
<b>Wisconsin Housing and Economic Development Authority (WHEDA)</b>	<b>(800) 334-6873</b>

## **Housing - Renting**

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### **Independent Senior Apartments:**

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

Rusk County Resources, 09/2020

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

Call 715-532-2176 or visit our website: [www.adrcconnections.org](http://www.adrcconnections.org)

## **Housing-Subsidized Apartments**

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

<b>Bruce Housing Authority</b>			<b>(715) 868-4731</b>
503 S Coleman St.	Bruce, WI	54819	
Parksite Apartments			
<b>Greenwood Manor</b>			<b>(715) 532-7543</b>
710 Miner Ave. W	Ladysmith, WI	54848	
<b>Impact Seven</b>			<b>(715) 434-1717</b>
21 Decker Drive	Rice Lake, WI	54868	
<i>Glen Flora:</i> Neil Rasmussen Manor			
<i>Ladysmith:</i> William Bechtel Villa			
<b>Landmark Company</b>			<b>(800) 924-3256</b>
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			
<b>Ladysmith Housing Authority</b>			<b>(715) 532-7076</b>
Ruskhaven Apartments			
705 E 4th St. S	Ladysmith, WI	54848	

### **Subsidized Rent Vouchers**

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



## **Housing – Repairs/ Modifications/Weatherization**

<b>Center for Independent Living</b>	<b>(715) 736-1800</b>
Options for home accessibility. Home organization, moving assistance, and relocation help.	
312 W Knapp St. Suite 1	Rice Lake, WI 54868
<b>Indianhead Community Action Agency</b>	<b>(715) 532-4222</b>
1000 College Ave. W	Ladysmith, WI 54848
<b>Northwest Regional Planning Commission</b>	<b>(715) 635-2197</b>
Information on local “Block Grants.”	
1400 S River St.	Spooner, WI 54801
<b>Tomorrow’s Home Foundation</b>	<b>(608) 255-3131</b>
Manufactured/mobile homes.	
258 Corporate Dr. Suite 200C	Madison, WI 53714
<b>USDA Rural Development</b>	<b>(715) 635-8228</b>
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
<b>WisLoan</b>	<b>(715) 736-1800</b>
Low-interest loans available to people with disabilities for adaptive equipment such as ramps and grab bars.	
Adaptive equipment.	<b>(866) 419-1260</b>
Center for Independent Living	
312 W Knapp St. Suite 1	Rice Lake, WI 54868
<b>WI Fund</b>	<b>(715) 532-2156</b>
Private Sewage System Replacement or Rehabilitation Grant Program.	
Rusk County Zoning Office	
311 Miner Ave E, Ladysmith, WI 54848	

# ***Legal Assistance***

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## ***Legal Assistance***

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### **American Bar Association**

Wisconsin Free Legal Answers is an online service for low-income residents who cannot afford a lawyer. It offers brief and confidential legal advice when you have a civil (not criminal) legal questions. And, it's free.

1. Go to [w.FreeLegalAnswers.org](http://w.FreeLegalAnswers.org) and click "Get Started"
2. Use the website to ask your question
3. Receive an email notification when a lawyer responds to your question on the website

### **Disability Rights Wisconsin**

217 W Knapp St. Rice Lake, WI 54868

**(800) 928-8778 (715) 736-1232**

**TTY (888) 758-6049**

### **Indianhead Community Action Agency**

Legal Assistance for Victims in partnership with Embrace.

**(715) 532-4222**

### **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**

Greater Wisconsin Area Agency on Aging. Information about advance directives and guardianship-related issues. Does not provide legal representation.

**(855) 409-9410**

### **Wisconsin Judicare, Inc.**

Legal services program for low-income persons.

[www.judicare.org](http://www.judicare.org) info@judicare.org

P.O. Box 6100 Wausau, WI 54402

**(800) 472-1638**

### **Wisconsin Pooled & Community Trusts, Inc. (WisPACT)**

Special needs trusts for people with disabilities.

131 W Wilson St. Suite 300 Madison, WI 53703

**(608) 268-6006**

### **Wisconsin State Bar Lawyer Referral & Information Services**

Does not provide referrals for pro-bono or reduced rates.

**(800) 362-9082**

## ***Medical Equipment***

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*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***

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### **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:***

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### **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***

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*Check your local phone book for counseling services*

<b>Aurora Community Services</b>	<b>(715) 532-9771</b>
108 W. 2 <sup>nd</sup> St. N.                      Ladysmith, WI      54848	
<b>Alcoholics Anonymous &amp; Alanon-Ladysmith</b>	<b>(715) 532-7196</b>
<b>NAMI Helpline (National Alliance for the Mentally Ill)</b>	<b>(800) 950-6264</b>
<b>Narcotics Anonymous</b>	<b>(800) 240-0276</b>
<b>Prevea Ladysmith Health Center</b>	<b>(715) 532-0203</b>
1101 Lake Ave W                      Ladysmith              54848	
<b>Rusk County Adult Protective Services</b>	<b>(715) 532-2299</b>
311 Miner Ave. E                      Ladysmith, WI      54848	<b>after hours (715) 532-2200</b>
<b>Rusk County Crisis Line</b>	<b>(715) 532-2200</b>
<b>Wisconsin Council on Problem Gambling</b>	<b>(800) 426-2535</b>
1423 Kellogg St.                      Green Bay, WI      54303	

## **Nursing Homes/Skilled Nursing Facilities**

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*See also Dementia Care Facilities.*

<b>Aging &amp; Disability Resource Center</b>			<b>(715) 532-2176</b>
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	
<b>Meadowbrook of Chetek</b>			<b>(715) 924-4891</b>
725 Knapp St St.	Chetek, WI	54728	
<b>Care &amp; Rehab – Ladysmith</b>			<b>(715) 532-5015</b>
900 College Ave. W	Ladysmith, WI	54848	
<b>Cornell Health Services</b>			<b>(715) 239-6288</b>
320 N 7th St.	Cornell, WI	54732	
<b>Ladysmith Care Community*</b>			<b>(715) 532-5546</b>
Ladysmith Nursing Home and Ladysmith Living Center			
1001 E 11th St. N	Ladysmith, WI	54848	
<b>Marshfield Medical Center (Swing Bed)</b>			<b>(715) 532-5561</b>
900 College Ave. West	Ladysmith, WI	54848	
<b>Wisconsin Veterans Home*</b>			<b>(715) 720-6775</b>
2175 E Park Ave.	Chippewa Falls, WI	54729	

\* Have dementia units

## ***Personal Emergency Response Systems***

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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

### **TNC (715) 868-8326**

(Formerly known as Rusk County Medical Alert and Team Northwoods Technologies)

[www.thatbuttonthing.com](http://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***

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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.

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



## ***Senior Centers/Senior Dining***

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

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

## ***Social Security***

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### **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	<b>State: (888) 823-3923</b>
			<b>National: (800) 772-1213</b>

## **Support Groups**

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*Hospice agencies may provide grief support groups.*

- Alcoholics Anonymous & Alanon-Ladysmith** (715) 532-7196
- ALS Support Group, Northwestern WI** (715) 271-7257  
 Second Thursday of each month, 1:00 pm to 3:00 pm  
 Chippewa Valley Bible Church 531 E. South Ave. Chippewa Falls, WI
- Chronic Conditions Support Group** (715) 532-2300  
 Marshfield Clinic Ladysmith
- Early Stage Memory Loss** (715) 537-6225  
 For people living with dementia and their caregivers  
 Third Monday of the month, 1:30 - 3:00 pm, Rice Lake, pre-registration required.
- Family Caregiver Call-In** (800) 472-8008  
 Second Tuesday of the month, 1:00 - 2:30 pm. Call to reserve a spot on the call
- 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)** Helpline (800) 950-6264  
 Workshops and classes, (715) 736-0089  
 Answered every Tuesday Emergencies call your local Health and Human Services or 911  
[namibarroncounty.wix.com/namibarroncounty](http://namibarroncounty.wix.com/namibarroncounty)  
 P.O. Box 477 Rice Lake, WI 54868
- Narcotics Anonymous** (800) 240-0276
- Northwoods Area Stroke Support Group** (715) 234-1515  
 Marshfield Medical Center-Ladysmith Rice Lake
- Ostomy Support Group** (715) 637-5020  
 Rice Lake
- Parkinson's Support Group-Rice Lake** (715) 781-9710  
 First Wed of the month from 2:00 pm - 3:30 pm in the private dining room. For questions/registration, call Courtney Drury, Occupational Therapist & Rehab Director. 715-781-9710 or email at:  
[cdrury@dovehealthcare.com](mailto:cdrury@dovehealthcare.com)  
 Dove Healthcare, 910 Bear Paw Ave Rice Lake,
- Stroke Support Group** (715) 532-5561 ext. 287  
 Rusk County Memorial Hospital Ladysmith
- Telephone Dementia Caregiver Support Group** (800) 272-3900  
 Last Tuesday of the month, 10:00 - 11:00 am. Registration required,  
 phone number received prior to call

## **Transportation Services-Medical**

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### **Emergency Medical -Call 911**

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### **Non-Emergency Medical**

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*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***

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<b>Veterans Service Office</b> 311 Miner Avenue E	<b>(715) 532-2299</b>
<b>Chippewa Valley VA Medical Clinic</b> 475 Chippewa Mall Dr                      Chippewa Falls, WI 54729	<b>(715) 720-3780</b>
<b>Hayward VA Clinic</b> 15954 Rivers Edge Dr., Suite 103   Hayward, WI            54843	<b>(715) 934-5454</b>
<b>Heat for Heroes</b> Heating assistance for veterans.	<b>(800) 891-9276</b>
<b>Indianhead Action Agency</b> Homeless Veterans Support Program	<b>(715)-532-7542</b>
<b>La Crosse Veteran's Center</b> Free mental health services for veterans, satellite office in Barron. 20 Copeland Ave                              La Crosse, WI            54603	<b>(608) 782-4403</b>
<b>Minneapolis VA Medical Center</b> Transportation available, call Veterans Service Office.	<b>(612) 725-2000      (715) 532-2299</b>
<b>National Resource Directory</b> A resource website that connects wounded warriors, Service Members, Veterans and their families and caregivers to programs and services that support them.	<b>www.nrd.gov</b>
<b>Rice Lake VA Medical Clinic</b> 2700A College Dr.                              Rice Lake, WI            54868	<b>(715) 236-3355</b>
<b>Supportive Services for Veteran Families (SSVF)</b> Provides monetary assistance for veterans in need.	<b>(608) 372- 8387</b>
<b>VA Caregiver Support</b> The Caregiver Support Program offers training, educational resources, and multiple tools to help you. Eligible Veterans of all eras may benefit from these services, under the Program of General Caregiver Support Services. Call toll free 1-855-260-3274 or visit <a href="https://www.caregiver.va.gov/">https://www.caregiver.va.gov/</a> to learn more.	<b>(855) 260-3274</b>
<b>Veterans Housing and Recovery Program</b> Homeless shelter for Veterans. 2820 E Park Dr., Bldg. 128                      Chippewa Falls, WI 54729	<b>(715) 726-2541</b>
<b>Wisconsin Veterans Home</b> 2175 E Park Ave.                              Chippewa Falls, WI 54729	<b>(715) 720-6775</b>

## ***Vision – Blind/Low Vision***

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

## Websites

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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	<a href="https://eldercare.acl.gov">https://eldercare.acl.gov</a>
Wisconsin Aging Programs	<a href="http://www.dhs.wisconsin.gov/aging">www.dhs.wisconsin.gov/aging</a>
Wisconsin Aging & Disability Resource Centers	<a href="http://www.dhs.wisconsin.gov/adrc/index.htm">www.dhs.wisconsin.gov/adrc/index.htm</a>
Wisconsin Disability Services	<a href="http://www.dhs.wisconsin.gov/disabilities">www.dhs.wisconsin.gov/disabilities</a>

### Alzheimer's Resources

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

### Blind/Low Vision

Office for the Blind and Visually Impaired	<a href="http://www.dhs.wisconsin.gov/blind">www.dhs.wisconsin.gov/blind</a>
Lighthouse International	<a href="http://www.lighthouse.org">www.lighthouse.org</a>
Wisconsin Council of the Blind	<a href="http://www.wcblind.org">www.wcblind.org</a>

### Caregiver Resources

National Alliance for Caregiving	<a href="http://www.caregiving.org">www.caregiving.org</a>
National Center on Caregiving	<a href="http://www.caregiver.org">www.caregiver.org</a>
Caregiver Action Network	<a href="http://www.caregiveraction.org">www.caregiveraction.org</a>
Caregiver Stress	<a href="http://www.caregiverstress.com">www.caregiverstress.com</a>
Wisconsin Family Caregiver Support Program	<a href="http://www.wisconsincaregiver.org">www.wisconsincaregiver.org</a>

### Deaf & Hard of Hearing

Office for Deaf and Hard of Hearing	<a href="http://www.dhs.wisconsin.gov/odhh/odhhservices.htm">www.dhs.wisconsin.gov/odhh/odhhservices.htm</a>
Wisconsin Association of the Deaf	<a href="http://www.wisdeaf.org">www.wisdeaf.org</a>

### Employment

Department of Workforce Development	<a href="http://www.dwd.state.wi.us">www.dwd.state.wi.us</a>
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### Government

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

Rusk County Resources, 09/2020

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

Call 715-532-2176 or visit our website: [www.adrcconnections.org](http://www.adrcconnections.org)

**Health Information**

NIH Senior Health

[www.nihseniorhealth.gov](http://www.nihseniorhealth.gov)

Webmd

[www.webmd.com](http://www.webmd.com)**Housing**

Housing and Urban Development

Resource Locator

[resources.hud.gov](http://resources.hud.gov)**Organizations**

AARP

[www.aarp.org](http://www.aarp.org)

Coalition of Wisconsin Aging Groups

[www.cwag.org](http://www.cwag.org)

Disability Rights Wisconsin

[www.disabilityrightswi.org](http://www.disabilityrightswi.org)

Long Term Care Ombudsman

[www.dhs.wisconsin.gov/aging/lcombud.htm](http://www.dhs.wisconsin.gov/aging/lcombud.htm)

Greater Wisconsin Area Agency on

[www.gwaar.org](http://www.gwaar.org)

Aging Resources

## ***Youth Transition***

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**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

**Growing Opportunities****(715) 790-1688**

1443 E Division Ave Suite A Barron, WI 54812

**Well Badger Resource Center****(800) 642-7837****Text (608) 360-9328**

The Well Badger Resource Center is a health information and referral service operated by the Wisconsin Women's Health Foundation (WWHF), in partnership with the Wisconsin Department of Health Services. Well Badger is the new home of the Wisconsin MCH Hotlines, Wisconsin First Step, and Wisconsin Informed Consent Help Lines. Email: [help@wellbadger.org](mailto:help@wellbadger.org)  
[https://community.wellbadger.org/homepage/s/?language=en\\_US](https://community.wellbadger.org/homepage/s/?language=en_US)

**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.

Rusk County Resources, 09/2020

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

Call 715-532-2176 or visit our website: [www.adrcconnections.org](http://www.adrcconnections.org)



## ***Learn More About Our Services***

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## ***Caregiver Services***

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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***

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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***

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### **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***

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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 statues 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 replaces as long as a signed order is in your medical record.

## ***Elder Benefit Specialist Program***

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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***

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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***

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- **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***

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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***

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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***

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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](http://www.dhs.wisconsin.gov/forms/AdvDirectives).

## ***Long Term Care***

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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***

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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***

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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?***

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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***

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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.