



Resource Directory
February, 2020

Washburn County

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



“Connections for Better Living”

Phone: (715) 635-4460

850 W. Beaverbrook Ave.

Spooner, WI 54801

www.adrconnections.org

Toll-free: (888) 538-3031

Fax: (715) 635-4464

Email: aging@co.washburn.wi.us

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ADRC Staff

(715) 635-4460

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Disability Benefit Specialist	Anne Bethke
Fiscal Assistant	Missy Murley
Elder Benefit Specialist	Kelly Brunkow
Health Promotion Specialist	
Information and Assistance Specialist	Anna Brown
Nutrition Program	Linda Hand
Transportation Coordinator/Receptionist	Dori LeVan
Resource Specialist	Kim Cobb

www.adrcconnections.org

Email: aging@co.washburn.wi.us

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

Washburn County Resources, 02/2020

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

Call 715-635-4460 or visit our website: www.adrcconnections.org

What is an ADRC?

The Aging and Disability Resource Center (ADRC) is a public office where people can find help in their communities for older people and adults with disabilities, and 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 or other convenient location.

Call (715) 635-4460 or toll-free (888) 538-3031.

What we do

- Benefits counseling – Accurate and current information on private and government benefits and programs. “Red tape cutters” on problems related to Medicare, Social Security, and other benefits.
- Equipment loan information.
- Family caregiver services – Consultation with individuals and families, support group, respite programs, educational materials.
- Health & Wellness Programs – Healthy living programs, falls prevention workshops, nutrition education and counseling, and caregiver support workshops.
- Home Delivered Meals – Meals are delivered to homebound adults age 60+ and include a well-being check. Suggested donation: \$3.50.
- Information and connections – Answers to questions and assistance in locating needed help.
- Informational lending library – Informational resources, pamphlets and brochures.
- Liquid nutritional supplements – Available at reduced prices for adults in need of extra calories and protein.
- 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).
- 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 various dining sites. Breakfast, noon meals and supper options available. Opportunity for networking, visiting with friends, volunteering. Suggested donation: \$3.50.
- Transportation – Rides available on first come, first serve basis to older adults and adults with disabilities to medical or nutrition related destinations. Suggested donation based on mileage. Information about transportation choices and volunteer drivers.
- Volunteer – Many of our programs rely on volunteers. If you are interested in volunteering, we can help connect you to satisfying opportunities.
- Youth Transition Services-Information about resources available when youth with disabilities reach adulthood.

Abuse & Neglect

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

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

Long Term Care Ombudsman

(800) 815-0015

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

Wisconsin Division of Quality Assurance

(800) 642-6552

For all other reporting.

Washburn County Health & Human Services Department

110 Fourth Ave. W, P.O. Box 250 Shell Lake, WI 54871

(715) 468-4747

Text Net: (888) 814-5330

Center Against Sexual & Domestic Abuse (CASDA)

(800) 649-2921

Emergency shelter & outreach program for victims of sexual assault, domestic abuse and child abuse. www.CASDA.org

318 21st Ave. E. Superior, WI 54880

(715) 392-3136

Embrace

(715) 635-5245

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

Crisis line (800) 924-0556

Text (715) 532-6976

www.embracewi.org

702 N. Front St. Spooner, WI 54801

New Day Advocacy Center

(715) 682-9566

24/7 Crisis Line

(715) 682-9565

Emergency housing and resources for domestic violence, located in Ashland & Bayfield.

www.ndshelter.org

P.O. Box 88 Ashland, WI 54806

(800) 924-4132

Oakwood Haven Domestic Violence and Sexual Assault Shelter

(715) 634-9360

Short term shelter (30 days)

Hayward, WI

Toll free (877) 552-7474

Safe at Home

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

Also see Support Groups

AARP Wisconsin – (American Assoc. of Retired Persons)	(866) 448-3611
222 W. Washington Ave., Suite 600 Madison, WI 53703	
AgrAbility of Wisconsin	(608) 262-9336
Independent living services for individuals and families engaged in farming and coping with a disability. Provided at your home or farm.	TTY (800) 947-3529
AIDS Resource Center of Wisconsin	(800) 750-2437
Prevention -HIV, hepatitis C and syphilis testing for high risk groups, condom distribution and needle exchange. Resources for HIV positive people including housing, pharmacy, clinics and a food bank. www.ARCW.org	
505 Dewey St. S., Suite 107 Eau Claire, WI 54701	(715) 836-7710
American Cancer Society	(800) 227-2345
N19 W24075 Riverwood Dr. Waukesha, WI 53188	(262) 523-5500
The ALS Association Wisconsin Chapter	(414) 763.2220
3333 N. Mayfair Road, Suite #104 Wauwatosa, WI 53222	www.alsawi.org/
Arthritis Foundation	(800) 333-1380
10427 W. Lincoln Ave., Suite 1300 West Allis, WI 53227	
Autism Society of Wisconsin	(888) 428-8476
1477 Kenwood Dr. Menasha, WI 54952	
Brain Injury Alliance of Wisconsin	(262) 790-9660
6409 Odana Rd., Suite #1 Madison, WI 53719	
Brain Injury Resource Center of Wisconsin	(262) 770-4882
Advocate for people with brain injuries and their families.	
511 N. Grand Avenue Waukesha, WI 53186	www.bircofwi.org
Coalition of Wisconsin Aging Groups (CWAG)	(800) 488-2596
Mailing address: P.O. Box 628248 Middleton, WI 53562	(608) 224-0606
Physical address: 2850 Dairy Dr. Suite #100 Madison, WI 53718	
Disability Rights Wisconsin	(800) 928-8778
www.disabilityrightswi.org	
217 W. Knapp St. Rice Lake, WI 54868	(715) 736-1232
Down Syndrome Association of Wisconsin	(414) 327-3729
11709 W. Cleveland Ave, Suite 2 West Allis, WI 53227	dsaw.org , info@dsaw.org
Epilepsy Foundation of Western Wisconsin	(800) 924-2105
1812 Brackett Ave., Suite 5 Eau Claire, WI 54701	(715) 834-4455

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

Family Care & IRIS Ombudsman

(877) 338-3724

(715) 736-1232

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

Workshops and classes, (715) 736-0089

Answered every Tuesday Emergencies call your local Health and Human Services or 911

namibarroncounty.wix.com/namibarroncounty

P.O. Box 477

Rice Lake, WI

54868

North Country Independent Living

V/TTY (800) 924-1220

Provides people with disabilities resources and services including transportation, living skills training, peer support, assistive technology and personal care. northcountryil.org

69 N. 28th St. Suite 28

Superior, WI

54880

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

Loan closet, respite care, grants. www.ucpwcw.org

52153 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

North Country Independent Living

V/TTY (800) 924-1220

Provides people with disabilities resources and services including transportation, living skills training, peer support, assistive technology and personal care. northcountryil.org

69 N. 28th St. Suite 28 Superior, WI 54880

Dementia Care Living Facilities –see Assisted Living and Nursing Homes

Geriatric Clinics

Prevea Health Family Medicine

(715) 839-5175

Geriatric assessments, walk in evening clinic. www.prevea.com

617 W. Clairemont Avenue Eau Claire, WI 54701

Memory Clinics

For the evaluation of memory problems.

Clinics affiliated with WI Alzheimer’s Institute.

(608) 263-2761

Wisconsin Alzheimer’s Institute

(608) 263-2862

University of Wisconsin School of Medicine & Public Health

Provides education, outreach, research and increases awareness of the disease.

www.wai.wisc.edu

610 Walnut, Suite 957 Madison, WI 53726

Essentia Health - Ashland Memory Clinic

(800) 373-1163

1625 Maple Lane Ashland, WI 54806

(715) 685-7500

Gundersen Memory Center

(800) 362-9567 ext. 5900

Neurology scheduling direct number.

(608) 775-9000

1900 S. Ave. La Crosse, WI 54601

Marshfield Clinic-Memory Clinics

(715) 858-4437

2nd Friday and 3rd Tuesday of the month

2116 Craig Rd. Eau Claire, WI 54701

Mayo Clinic Health System Memory Care Clinic

(715) 838-1900

Clinic hours: Friday mornings.

1400 Bellinger Street, 5th Floor Neurosciences Eau Claire, WI 54703

Mayo Clinic Alzheimer’s Disease Research Center

(507) 284-1324

4111 West Frontage Rd. /Hwy 52 NW, Suite 2-700 Rochester, MN 55901

Spoooner Health Memory Clinic

(715)-939-1687

1280 Chandler Dr. Spooner, WI 54801

Assisted Living

Adult Family Homes

Supervision, room and board provided. Current listing: dhs.wisconsin.gov/guide

1-2 bed homes are certified by Inlusa.

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 Living (715) 736-7400

633 Cameron Rd. Rice Lake, WI 54868

Glenview Apartments (715) 468-4255

201 Glenview Ln. Shell Lake, WI 54871

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

Cambridge Senior Living (888) 651-7220

License includes skilled care.

820 Bear Paw Ave. Rice Lake, WI 54868

Country Terrace Catered Living (715) 635-3908

N4810 Hill Dr. Spooner, WI 54801

Glenview Community Based Residential Facility (715) 468-4255

201 Glenview Ln. Shell Lake, WI 54871

The Villas at Maple Ridge (715) 939-1759

819 Ash St. Spooner, WI 54801

Dementia Care Facilities-also see Nursing Homes

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

Brentwood Memory Care			(715) 736-7402
633 Cameron Rd.	Rice Lake, WI	54868	
Care Partners Assisted Living			(715) 635-9211
W7184 Green Valley Rd.	Spooner, WI	54801	
Monroe Manor			(715) 537-5700
508 E. Monroe Ave.	Barron, WI	54812	
Our House Memory Care			(715) 736-0347
413 E. South St.	Rice Lake, WI	54868	
Woodstone Memory Care			(715) 736-6060
50 Bear Paw Ave.	Rice Lake, WI	54868	

Assistive Technology/Adaptive Equipment

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.

ADRC of Barron, Rusk & Washburn Counties				(715) 635-4460
Assistive technology demonstrations				
Assisted Living Store				(888) 388-5862
www.assistedlivingstore.com				
Adaptive Mall				(800) 371-2778
Sell adaptive equipment (No billing, must pay out of pocket.)				
www.adaptivemall.com				
e-pill medication reminders				(800) 549-0095
Pill alarm timers, automatic pill dispensers, alarm watches, pill box w/alarm and more.				
www.epill.com				
Lutheran Social Services				(715) 210-7299
35 W. Messenger St.	Rice Lake, WI	54868		
North Country Independent Living				V/TTY (800) 924-1220
Provides people with disabilities resources and services including transportation, living skills training, peer support, assistive technology and personal care. northcountryil.org				
69 N. 28th St. Suite 28	Superior, WI	54880		
Numotion				(715) 522-3711
Wheelchair and mobility equipment				
2601 Morningside Drive	Eau Claire, WI	54703		(920) 749-3777
http://www.numotion.com				
Stout Vocational Rehabilitation Institute				(715) 232-2513
UW – Stout Assistive Technology Services				
101 Vocational Rehabilitation Bldg.				
221 10th Avenue East	Menomonie, WI	54751		(800) 228-5457
Walgreens Home Medical				
849 Woodward Ave.	Chippewa Falls, WI	54729		(715) 726-8540
10489 State Rd. 27	Hayward, WI	54843		(715) 634-1919
502 S.Main St.	Rice Lake, WI	54868		(715) 736-0120
Wisconsin Wistech Assistive Technology Resource Center				(715) 232-3300
Stout Vocational Rehabilitation Institute – UW Stout				
Wistech program questions			(608) 266-2536	
221 10th Avenue East	Menomonie, WI	54751		
WisLoan				(877) 463-3778
Low-interest loan for adaptive equipment.				
Washburn County Resources, 02/2020				
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)				
Call 715-635-4460 or visit our website: www.adrcconnections.org				

Caregiver Support

Alzheimer’s Association of Greater Wisconsin 24 hr helpline (800) 272-3900
 404 ½ N Bridge Street Chippewa Falls 54729 (715) 720-7611

Alzheimer’s Caregiver Support Group (715) 537-6225
 Bethany Lutheran, Rice Lake 2nd Tuesday of each month

Alzheimer’s and Dementia Information, Education and Support (715) 635-4460
 For people with dementia or who are concerned they have symptoms, their family care partners, and the community.
 850 W. Beaverbrook Ave. Spooner, WI 54801

Family Caregiver Support Services ADRC (715) 635-4460
 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.
 850 W. Beaverbrook Ave. Spooner, WI 54801

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
www.FamilyCaregiversRock.org

Powerful Tools for Caregivers Workshop (715) 635-4460
 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 weekend or short-term 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) 345-7938
 Offers a wide range of information and resources to help people better understand the disease and manage their lives. Individuals with Parkinson disease may be eligible for a stipend or grant. email-apdawi@apdaparkinson.org
www.apdaparkinson.org

Chores & Care File ADRC (715) 635-4460
 List of local resources available for hiring in-home help.
 Mileage and minimum hour requirements may vary.
 850 W. Beaverbrook Ave. Spooner, WI 54801

Faith In Action

(715) 635-2252

Provides short-term respite volunteers for people 60 years of age and older.
Office hours: Mon. – Thurs., 8:00 a.m. – 1:00 p.m. Leave a message; calls will be returned within 24 hours.

1790 Scribner St. Spooner, WI 54801
(Office in Trinity Lutheran Church)
Mailing address: P. O. Box 387 Spooner, WI 54801

Happy Day Club

A group activity and respite care program for early to mid-stage Alzheimer’s Disease or related memory disorders. Call for details. Mondays, Wednesdays & Thursdays
Spooner

(715) 416-2942

Hearts of Compassion Hands to Serve

(715) 558-7365

P.O. Box 13127 Hayward, WI 54843

Help At Home, LLC

(715) 468-7172

110 S Lake Dr. Shell Lake, WI 54871

North Country Independent Living

V/TTY (800) 924-1220

Provides people with disabilities resources and services including transportation, living skills training, peer support, assistive technology and personal care. northcountryil.org

69 N. 28th St. Suite 28 Superior, WI 54880

Administrative support for hiring in-home help

Consumer Direct

(877) 785-9991

GT Independence

(877) 659-4500

Consumer Protection/Fraud

For complaints about identity theft and fraud.

Washburn County Sheriff's Department (715) 468-4700

For complaints about identity theft and fraud.
421 STH 63 Shell Lake, WI 54871

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

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

TransUnion (800) 916-8800

P. O. Box 6790 Fullerton, CA 92834

Experian (800) 397-3742

P. O. Box 9530 Allen, TX 75013
To put a freeze on your credit: P. O. Box 2002, Allen, TX 75013

Equifax (800) 685-1111

P. O. Box 74021 Atlanta, GA 30374
To put a freeze on your credit: P. O. Box 740256, Atlanta, GA 30374

Innovis (800) 540-2505

PO Box 1640 Pittsburgh, PA 15230-1640
To put a freeze on your credit: P. O. Box 1358, Columbus, OH 43216

Dental Resources

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

Affordable Dentures				(715) 855-1020
Provides complete and partial dentures, extractions, denture repair, X-rays, and reline and adjustment services.				
4850 Keystone Crossing, White Oak Commons	Eau Claire, WI	54701		
4310 Menard Dr., Ste. 300, Hermantown Plaza	Duluth, MN	55811		(218) 308-8775
Donated Dental Services				(866) 812-9840
Volunteer dentist in your area.				
P.O. Box 14173	West Allis, WI	53214		
Ladysmith Dental Center				(715) 532-2500
315 Miner Ave. W.	Ladysmith, WI	54848		(800) 782-8581, ext. 32500
NorthLakes Community Health Center				
108 S. Main Street, P.O. Box 98 Birchwood, WI	54817			(715) 354-3369
15910 W. Company Lake Rd.	Hayward, WI	54843		(715) 634-2541
Rice Lake Dental Center				(715) 236-8900
1501 W. Stout St.	Rice Lake, WI	54868		

Emergency Needs – Housing, Gas, Food

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

911 – Police, Sheriff, Fire and Rescue Emergencies	Call 911
American Red Cross Western Wisconsin Chapter 3728 Spooner Ave. Altoona, WI 54720	(877) 618-6628
Harvest of Hope Fund Emergency needs for food, home heating fuel, medical expenses, re-training, and other immediate situations for farm families. 7118 Old Sauk Rd. Madison, WI 53717	(608) 836-1455
Indianhead Community Action Agency 608 Service Rd. Spooner, WI	(715) 635-3975
Salvation Army P.O. Box 81 Spooner, Wisconsin 54801	(715) 635-3742
Rural Housing, Inc. Critical housing assistance. 4506 Regent St. Madison, WI 53705	(888) 400-5974
Washburn Christian Outreach Provides emergency shelter, rent, utilities, heating fuel, transportation issues, clothing, furnishings, other basic needs.	(715) 468-1043

Employment and Training

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

Division of Vocational Rehabilitation (DVR) (715) 634-0523
 Provides employment services and counseling to people with disabilities. fax (715) 634-0816
 15614 Wind Rose Ln., Suite 310B Hayward, WI 54843

Growing Opportunities (715) 790-1688
 1443 E Division Ave Suite A Barron, WI 54812

Washburn County Job Center (715) 635-2175
 Provides assistance for employers and individuals seeking employment.
 522 Service Rd. Spooner, WI 54801

Programs located at the Washburn County Job Center

Concentrated Employment Program, Inc. (CEP, Inc.) (715) 635-2175
 Provides assistance for employers and individuals seeking employment.

SCSEP (715) 939-1400
 (formerly known as Experience Works, Inc.) (414) 649-2640
 Employment for adults over 55 with limited income.
 522 Service Rd. Spooner, WI 54801

Stout Vocational Rehabilitation Institute (715) 232-2513
 Private pay vocational evaluation & training.
 201 Vocational Rehabilitation Menomonie, WI 54751

Ventures Unlimited

Vocational services for people with disabilities in three locations.

Cameron (715) 458-5005

Hayward (715) 934-3035

Shell Lake (715) 468-2939

Veterans Assistance (800) 991-5288
 Office hours at Washburn County Job Center.

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

Energy/Utility Assistance

Energy Assistance Programs

(715) 468-4747

Provides financial assistance with heating bills, furnace tuning & replacement, and weatherization for income-eligible households.

Washburn County Health and Human Services Department

110 Fourth Ave. W. P.O. Box 250 Shell Lake, WI 54871

Lifeline & Link-Up Program

Eligible customers must be in a low-income household or receive a benefit from one of the following:

Wisconsin Works, Medicaid, Supplemental Security Income (SSI), FoodShare, Energy Assistance, or Homestead Credit. Lifeline & Link-up are programs designed to help low-income people or people on a fixed income reduce their phone or cell phone bill and assist with telephone service connection and installation.

This program does not assist with past-due bills.

Contact your local telephone company to apply.

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 103 Spooner, WI 54801

Washburn Christian Outreach

(715) 468-1043

Provides emergency shelter, rent, utilities, heating fuel, transportation issues, clothing, furnishings, other basic needs.

Financial Counseling

Also see Representative Payee Services

Family Means Financial Solutions (800) 780-2890

Consumer credit counseling, financial counseling, debt repayment, and education.
Licensed in Wisconsin and Minnesota.

1875 North Western Ave. South Stillwater, MN 55082

Green Path Debt Solutions (800) 550-1961

Over-the-phone credit and financial counseling. Reverse mortgage counseling and pre-purchase housing counseling, delinquent mortgage counseling. Bankruptcy and education courses.

Lutheran Social Services Financial Counseling Service (715) 394-4173

1507 Tower Ave, Suite 210B Superior, WI 54880

Food & Nutrition Programs

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

FoodShare **(715) 468-4747**

A Federal program that provides monthly benefits to help low-income households buy food. For questions or to apply go online: www.access.wi.gov.

Washburn County Health and Human Services Department

110 Fourth Ave. W. Shell Lake, WI 54871

Mom’s Meals NourishCare **(877) 508-6667**

3210 SE. Corporate Woods Dr. Ankeny, IA 50021

Washburn County Nutrition Program **(715) 635-4460**

Home Delivered Meals

Delivering a freshly prepared meal 5 days per week. Frozen meals are also available for weekends. Eligibility requirements apply. Suggested donation: \$3.50 per meal.

850 W. Beaverbrook Ave. Spooner, WI 54801

Congregate Meals

See page 43 for meal and location information.

Grocery Delivery

Al's Market **(715) 468-2319**

Al's Market and Shell Lake Lions are working together to assist seniors and others who need mobility assistance. Call in your grocery order to Al's Market and make payment arrangements. (Minimum order \$15.) Al will prepare the order, and the groceries will be delivered to your residence by a Lions Club member on Wednesday or Thursday.

Grocery Grabbers **(715) 635-2252**

Faith in Action: Free grocery delivery service for homebound seniors.

Partnership between Faith In Action Volunteers and Economart Grocery Store to fill grocery orders and deliver to homebound seniors on Tuesdays.

Food Pantries

Birchwood Area Food Pantry **(715) 416-3139**

1st and 3rd Monday and Saturday monthly, 10:30 AM - 1:30 PM

113-115 Main St. Birchwood, WI 54817

Gordon Area Food Shelf **(715) 376-4798**

Wednesday, 9:00 a.m.-Noon

Gordon Town Hall Gordon, WI 54838

Indianhead Community Action Agency, Inc. **(715) 468-2939**

Fridays and Saturdays from 9:00 a.m. - noon
(Hours may vary depending on the season).

110 N. Industrial Drive Shell Lake, WI 54871

Ruby’s Pantry (715) 635-9309
 Food distribution 2nd Saturday monthly, 8:30 a.m. (\$20 donation)
 Spooner Middle School, Tech Ed Bldg.
 Elm St. Spooner, WI 54801

Minong Comforts Food Shelf (715) 466-1066
 Distribution Times: 1st Thurs: 2:00-4:00 p.m., 2nd Wednesday: 9:30 a.m. - 12:00 p.m.,
 3rd Friday: 9:30 a.m.-12:00 p.m., 4th Friday: 2:30 - 5:00 p.m.
 405 N. Main St., P.O. Box 165 Minong, WI 54859
 Emergency food needs call (715) 520-0989

Washburn County Food Pantry (715) 205-3273
 Tuesday, 9:00 a.m.-11:00 a.m.: Thursday, 1:00 p.m.-3:00 p.m.
 1649 Cottonwood Ave., P.O. Box 517 Spooner, WI 54801

Community Meals

Alban’s Table (715) 635-8475
 Last Wednesday monthly, 4:00 p.m.-6:00 p.m.
 220 Elm St. Spooner, WI 54801

First United Pentecostal (715) 635-8386
 337 Greenwood Ave. Spooner, WI 54801
 Fourth Saturday monthly, 7:00 a.m.-10:00 a.m.

St. Frances de Sales (715) 635-3105
 409 N. Summit St. Spooner, WI 54801
 First Thursday monthly, 4:00 p.m.-6:00 p.m.

United Methodist Church (715) 468-2405
 Second Wednesday monthly, 4:00 p.m.-6:00 p.m.
 135 Reinhart Dr. Shell Lake, WI 54871

Health Insurance/ Prescription Drug Programs

Medical Assistance (Medicaid) (888) 283-0012

Check eligibility or apply online at www.access.wi.gov

Washburn County Health and Human Services Department

110 Fourth Ave. W. Shell Lake, WI 54871

Medicaid & Supplemental Security Income Recipient Service Hotline (800) 362-3002

Answers questions for those receiving Medicaid including coverage billing and prior authorization.

Also provides referrals to dentist/dental services who accept Medicaid, Medicare,

Medicare Part D information, and to report Medicare fraud.

Rice Lake Area Free Clinic (715) 736-3733

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

Medical Arts Bldg.

1035 N. Main St. Rice Lake, WI 54868

Medicare, Medicare Part D information, and to report Medicare fraud

Medicare National Information Line (800) 633-4227 (800) Medicare

Aging & Disability Resource Center (715) 635-4460 Elder Benefit Specialist Program

Disability Drug Benefit Helpline (under 60) (800) 926-4862

Medicare Part D Helpline (855) 677-2783

Prescription Assistance Resources ADRC (715) 635-4460 850 W. Beaverbrook Ave. Spooner, WI 54801

SeniorCare (715) 635-4460 (800) 657-2038 A prescription program for Wisconsin residents age 65 or older. There are three levels of program participation, dependent on income.

ABC for Rural Health (715) 485-8525 Health benefits counseling for low-income families and rural families. 100 Polk County Plaza, Suite 180 Balsam Lake, WI 54810

ABC for Health, Inc. (800) 585-4222 (608) 261-6939 Advocacy and benefit counseling, a public interest law firm connecting Wisconsin families to health care. 32 N. Bassett St. Madison, WI 53703

Medigap Insurance Policies Helpline (800) 242-1060

Office of the Commissioner of Insurance

(800) 236-8517

Regulates and enforces insurance laws, agent licensing and investigates complaints.

125 South Webster St Madison, WI 53703-3474

Social Security Administration

1703 W. Knapp St. Rice Lake, WI 54868

(888) 823-3923

4221 Tower Ave. Superior, WI 54880

(877) 628-6578

Washburn Christian Outreach

(715) 468-1043

Provides emergency shelter, rent, utilities, heating fuel,
transportation issues, clothing, furnishings, other basic needs.

Wisconsin Well Woman Program

(715) 635-4400

Pays for Mammograms and other screenings for women age 45-64 who meet eligibility.

Wisconsin Well Woman Program

222 Oak St. Spooner, WI 54801

Healthy Living & Falls Prevention

Memory Screen **ADRC** **(715) 635-4460**

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

850 W. Beaverbrook Ave. Spooner, WI 54801

Classes & Workshops

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.

PowerUP Voice & Movement Group **(715) 939-1745**

Spooner Health Rehab Services Gym. For people with Parkinson's disease and other neurological disorders
Third Thursday monthly from 1-2:30 p.m. Contact Rehab Services.

ADRC Workshops **(715) 635-4460**

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.

Powerful Tools for Caregivers

Gain the tools and knowledge to help take care of yourself as a caregiver, whether you care for a spouse, relative or friend.

Stepping On Falls Prevention

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

Indianhead Medical Center Home Health **(715) 468-7833**

113 4th Ave. W., 3rd Floor, P.O. Box 300 Shell Lake, WI 54871

Toe Nail Clinic

Second and third Thursdays, call for an appointment.

Medication Set-Up Clinic

Call for an appointment

Silver Sneakers

Provides a free fitness center membership to older adults whose health insurance plan participates. Check with your health plan and local fitness facility.

The Wisconsin Tobacco Quit Line **(800) 784-8669**

Free information on quitting smoking, one-on-one telephone counseling, and referrals to local programs.

Well Badger Resource Center **community.wellbadger.org**

The Well Badger Resource Center is the new home of the Wisconsin MCH Hotlines, Wisconsin First Step, and Wisconsin Informed Consent Help Lines. The Well Badger Resource Center provides Information & Referral (I&R) services to individuals, families, and health professionals throughout the state.

Clinics

Rice Lake Area Free Clinic			(715) 736-3733
Every Tuesday (except holidays), 5:00-9:00 p.m.			
Medical Arts Bldg, 1035 N. Main St.	Rice Lake, WI	54868	
Cumberland Medical Clinic			(800) 694- 0972
Open Saturday mornings.			
1110 7th Ave.	Cumberland, WI	54829	(715) 822-2231
Essentia Health			
1180 Chandler Dr.	Spooner, WI	54801	(715) 635-2151
11134 N. State Rd. 77	Hayward, WI	54843	(877) 201-4964
Lake Superior Community Health Center			(715) 392-1955
General Practice, Dental, AODA, Behavioral Health, sliding fee scale			
3600 Tower Ave.	Superior, WI	54880	
Mayo Health Systems Northland			(877) 709-0797
331 S.Main St. Suite H	Rice Lake, WI	54868	(715) 236-8500
Marshfield Medical Center- Rice Lake			(715) 236-8100
1700 W. Stout St.	Rice Lake, WI	54868	(800) 442-4268
North Lakes Community Health Center			(888) 834-4551
600 Shell Creek Rd.	Minong, WI	54859	(715) 466-2201
11128 N. State Hwy 77	Hayward, WI	54843	(715) 634-2541
Shell Lake Clinic			(715) 468-2711
105 4th Ave.	Shell Lake, WI	54871	

Hospitals

Cumberland Memorial Hospital			(800) 694- 0972
1110 Seventh Ave.	Cumberland, WI	54829	(715) 822-2741
Hayward Area Memorial Hospital			(715) 934-4321
11040 N. State Rd. 77	Hayward, WI	54843	
Indianhead Medical Center, Inc.			(715) 468-7833
113 4th Ave.	Shell Lake, WI	54871	
Marshfield Medical Center-Rice Lake			(715) 234-1515
1700 W. Stout St.	Rice Lake, WI	54868	
Spooner Health			(715) 635-2111
1280 Chandler Dr.	Spooner, WI	54801	

Hearing - Deaf/Hard of Hearing

North Country Independent Living **V/TTY (800) 924-1220**

Products to assist with hearing impairment available for loan.

69 N. 28th St., Suite 28 Superior, WI 54880

Office for the Deaf and Hard of Hearing **(715) 502-9355**

Northwestern Region Email jenniferjanderson@wisconsin.gov

610 Gibson St., Suite 1 Eau Claire, WI 54701

Telecommunication Assistance Program (TAP) **(608) 266-2536**

Telecommunication Equipment Purchase Program (TEPP) **(608) 276-9486**

Helps persons who are deaf, hard of hearing, speech impaired, deaf with low vision, or deaf/blind purchase telecommunication equipment. **USF TEPP Line: (608) 231-3305**

For an application contact:

North Country Independent Living **V/TTY (800) 924-1220**

Provides people with disabilities resources and services including transportation, living skills training, peer support, assistive technology and personal care. northcountryil.org

69 N. 28th St. Suite 28 Superior, WI 54880

Wisconsin Public Service Commission **(888) 816-3831**

4822 Madison Yards Way, North Tower - 6th Floor Madison, Wisconsin 53705-9100

psc.wi.gov

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**

Voice Customer Service **(800) 395-9877**

TTY **711 or (800) 947-3529**

TTY Customer Service **(800) 283-9877**

ASCII **711 or (800) 272-1773**

ASCII/Hi Speed Fast **711 or (800) 267-8867**

Speech to Speech **711 or (800) 833-7637**

Spanish to English **711 or (800) 490-3723**

Spanish to Spanish **711 or (877) 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 **(888) 580-8886**

Starkey Foundation Hear Now Program **(800) 328-8602**

Wisconsin Lions Foundation **(877) 463-6953**

Washburn County Resources, 02/2020

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

Call 715-635-4460 or visit our website: www.adrcconnections.org

Home Care

Licensed Home Health Agencies

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

Hearts of Gold, Inc. (715) 468-2931

Home health aide, medication management, laboratory, physical therapy, nursing care.

38 5th Ave. Shell Lake, WI 54871 fax (715) 468-7147

Indianhead Community Action Agency (715) 532-4222

Skilled nursing only, takes Medicare, Medicaid and VA (715)532-5594

Ladysmith WI 54848 fax (715) 532-7808

Indianhead Medical Center Home Health (715) 468-7833

Serves Washburn, Sawyer, Burnett, Barron and Polk Counties.

P.O. Box 300, 113 4th Ave. Shell Lake, WI 54871

Lakeview Medical Center Home Care and Hospice (715) 236-6256

Skilled nursing, laboratory, medical social service, nutritional guidance, fax (715) 236-6578

occupational therapy, pharmaceutical, physical therapy and speech therapy.

Rose Stone Plaza, Suite 6, 2304 S. Main St. Rice Lake, WI 54868

Spooner Health Home Care (715) 939-1738

1280 Chandler Dr. Spooner, WI 54801

Hospice

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

Marshfield Medical Center-Rice Lake Home Health and Hospice Care (715) 236-6256

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

1700 W. Stout St. Rice Lake, WI 54868

Regional Hospice Services, Inc. (715) 635-9077

Hospice and Palliative Care (715) 635-9078

819 Ash Street. Spooner, WI 54801

St. Croix Hospice (855) 278-2764

Day time supportive help to family caregivers. Provides pain management.

7200 Hudson Blvd., Suite 100 Oakdale, MN 55128

Housing – Assistance/Ownership

Help with down payment, taxes, purchase, and information.

Green Path Debt Solutions				(800) 550-1961
Over-the-phone credit and financial counseling, pre-purchase housing counseling and education courses.				
Indianhead Community Action Agency				(715) 635-3975
608 Service Rd.	Spooner, WI	54801		
Movin Out, Inc.				(877) 861-6746 ext. 7
Help with down-payment for first-time home buyers with disabilities.				
902 Royster Oaks Drive, Suite 105	Madison, WI	53714		
Property Tax Deferral Loan Program				(800) 755-7835
Must be 65+, applications may be obtained by contacting:				
WHEDA, P.O. Box 1728	Madison, WI	53701		TTY: (800) 943-9430
USDA Rural Development				(715) 635-8228
800 N. Front St., Room 103	Spooner, WI	54801		
Wild Rivers Habitat for Humanity				(715) 483-2700
Monday-Friday -8:00 a.m.-4:00 p.m..				
1357 N. River Street (Hwy 63)	Spooner, WI	54801		
Habitat Restore				(715) 635-4771
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)				

Housing – Renting

WIHousingSearch

Free resource to help you find a home that fits your needs and budget.

www.wihousingsearch.org

Independent Senior Apartments

Brentwood Senior Living				(715) 736-7400
633 Cameron Rd.	Rice Lake, WI	54868		
Lakewood Regency Apartments				(715) 822-2741
1110 7th Ave.	Cumberland, WI	54829		
Woodstone Senior Living Community				(715) 736-6060
950 Bear Paw Ave.	Rice Lake, WI	54868		

Housing-Subsidized Apartments

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

Catholic Charities Bureau Housing Management				(715) 236-2366
Acorn Apartments				(888) 276-0246
405 2nd St.	Minong	54859		
Evergreen Apartments				
797 N. Lake Dr.	Shell Lake	54871		
Hilltop Manor				(715) 635-0773
814 Elm St.	Spooner, WI	54801		
Hometown Village				(715) 635-3031
309 Davis St.	Minong, WI	54859		
Impact Seven				(715) 434-1717
Almena Office				
Lorraine Glassing Villa				(715) 434-1717
1204 Paulson Dr.	Spooner, WI	54801		
Shell Lake Housing Authority				(715) 468-2730
Lakeland Manor- 201 2nd Ave.	Shell Lake, WI	54871		
Shell Lake Shores				(715) 468-4493
843 N. Lake Dr.	Shell Lake, WI	54871		
Subsidized apartments open to all adult age groups.				
The Pines Apartments-Carlson Property				(855) 441-8688
1400 & 1500 Pine Dr.	Spooner, WI	54801		
Open to all adult age groups.				
Washburn County Housing Authority				(715) 635-2321
1403 Scribner St #1	Spooner, WI	54801		
Subsidized for those individuals with a disability or 62 and older:				
Schricker Manor	1403 & 1401 Scribner St	Spooner, WI	54801	
Westside Manor	313 5th Ave W	Shell Lake, WI	54871	
Birch Haven Manor	305 & 307 W Elm Ave	Birchwood, WI	54817	
Goslin Court	713 N Summit	Spooner, WI	54801	
ICAA Properties:				
Minong – Greenhaven and Main St				
Spooner – Woodland Spur and Woodland Court				
Birchwood – Vreeland, Orchard, E. Chetac, Kunze & Algoma				
Affordable housing single and family: ICAA				
Multi-family: Edgewood Apartments	181 2nd Ave.	Minong, WI	54859	
Subsidized Rent Vouchers:				
Section 8 HCV-Lisa				(608) 254-8353

Housing – Repairs/ Modifications/Weatherization

Indianhead Community Action Agency	(715) 635-3975
608 Service Rd. Spooner, WI 54801	
Faith In Action	(715) 635-2252
Provides volunteer services to repair homes, interior or exterior, and provide services related to weatherization. Faith in Action does <i>not</i> supply building or weatherization materials. Office hours vary. Leave detailed message and your call will be returned within 24 hours.	
P.O. Box 387 Spooner, WI 54801	
Home Preservation (formerly A Brush with Kindness)	(715) 483-2700 Ext. 10
Wild Rivers Habitat for Humanity Help with minor home repairs or with home painting.	
North Country Independent Living	V/TTY (800) 924-1220
Options for home accessibility. 69 N. 28th St., Suite 28 Superior, WI 54880	
Northwest Regional Planning Commission	(715) 635-2197
Housing funds available to make necessary repairs to make home safe and livable. 1400 S. River St. Spooner, WI 54801	
Tomorrow’s Home Foundation	(608) 255-3131
Manufactured/mobile homes. 258 Corporate Dr., Suite 200C Madison, WI 53714	
USDA Rural Development	(715) 635-8228, ext. 4
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 103 Spooner, WI 54801	
Washburn Christian Outreach	(715) 468-1043
Provides emergency shelter, rent, utilities, heating fuel, transportation issues, clothing, furnishings, other basic needs.	
WisLoan	(715) 736-1800
Low-interest loans available to people with disabilities for adaptive equipment such as ramps and grab bars.	
WI Fund	(715) 468-4690
Awards grants to replace or rehabilitate failing private sewage systems. Income-based grant program through 2020. Call for information and forms. Washburn County Zoning Office 10 Fourth Ave. Shell Lake, WI 54871	

Legal Assistance

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 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.wisconsin.gov/dqa/cg>

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.
 P.O. Box 6100 Wausau, WI 54402

(800) 472-1638

Wisconsin State Bar Lawyer Referral & Information Services

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

(800) 362-9082

Wisconsin Pooled & Community Trusts, Inc. (WisPACT)

Special needs trusts for people with disabilities.
 226 Corporate Dr. Madison, WI 53714

(608) 268-6006

Medical Equipment

See also Assistive Technology

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

Apria Healthcare Inc. (715) 234-6961

By appointment only.

2021 Kern Ave. Rice Lake, WI 54868

Faith In Action (715) 635-2252

Volunteers to help modify a home for safety and/or health reasons.

Examples include grab bar installation, wheelchair ramp construction/repair, etc. Office hours vary. Leave detailed message and your call will be returned within 24 hours.

P.O. Box 387 Spooner, WI 54801

Hearts of Gold (715) 468-2931

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

38 W. 5th Ave Shell Lake, WI 54871

Home Medical Products & Services

1590 MaCauley Ave. Rice Lake, WI 54868 (715) 234-5000 or (800) 528-9969

15907 Highway 63 Hayward, WI 54843 (715) 634-1300 or (800) 692-0182

North Country Independent Living V/TTY (800) 924-1220

Equipment and technology to promote independence available for loan.

69 N. 28th St., Suite 28 Superior, WI 54880

Red Cross Pharmacy (715) 635-2117

146 Walnut St. Spooner, WI 54801

Spooner Health Loan Closet (715) 635-2111

Used medical equipment such as commodes, walkers, etc.

No wheelchairs or electrical equipment.

1280 Chandler Dr. Spooner, WI 54801

Medication Management

Safe Living Technologies-North (800) 860-4230
Medication dispenser, reminder calls and emergency response systems (715) 234-2349

North Country Independent Living V/TTY (800) 924-1220
Medication dispensers and reminders available for loan.
69 N. 28th St., Suite 28 Superior, WI 54880

Prescription Drug Plan Selection Assistance ADRC (715) 635-4460
850 W. Beaverbrook Ave. Spooner, WI 54801

Free Medication/Drug Disposal Locations:
Washburn Co Sheriff's Office 421 Old Hwy 63 Shell Lake
M-F: 8:00 a.m.-4:30 p.m.
Spooner Police Dept - 305 Elm St. Spooner
M-F: 24 hours
Birchwood Village Hall - 101 N. Main St. Birchwood
M-Th: 8:00 a.m.-4:00 p.m.
F: 8:00 a.m.-1:00 p.m.
Minong Police Dept - 123 5th Ave. E. Minong
Outside Dropbox - 24 Hours

Sharps Disposal

Spooner Health Hospital (715) 635-2111
24 hour disposal, must be in sharps container or heavy plastic container like a laundry detergent bottle.
Indianhead Medical Center (715) 468-7833

Medication Set-Up Clinic

Indianhead Medical Center Home Health (715) 468-7833
Call for appointment.
113 4th Ave., 3rd Floor Shell Lake, WI 54871

Red Cross Pharmacy (715) 635-2117
Weekly medication set up \$15/mo. fee.

Mental Health & Substance Abuse

Check your local phone book for additional counseling services.

Crisis Numbers

Local Crisis Phone Number Northwest Connections (24/7) (888) 552-6642

Help Line (24/7) (715) 931-8262

Embrace (24/7) 1-800-924-0556

Emergency call 911

NAMI Madison 1-800-236-2988

Amery Behavioral Health Center (715) 268-0069

Specializes in mental health and dementia behaviors for older adults, inpatient/outpatient.

230 Deronda St. Amery, WI 54001

National Alliance for the Mentally Ill (NAMI) Helpline (800) 950-6264

Rice Lake, WI 54868

Calls answered every Tuesday at (715) 736-0089

namibarroncounty.wixsite.com/namibarroncounty

Washburn County Behavioral Health Services (715) 468-4747

110 Fourth Ave. Shell Lake, WI 54871

**Washburn County Mental Health Task Force & Community Alliance for Prevention (715) 468-4747
Fax (715) 468-4753**

Washburn County Health & Human Services humanser@co.washburn.wi.us

PO Box 250, 110 4th Avenue Shell Lake, WI 54871

Alcohol, Drug & Other Addictions (AODA)

Alcoholics Anonymous (715) 931-8262

Support groups around Washburn County.

Aurora Community Counseling (MA) (715) 635-4858

Spoooner or Siren

Caillier Clinic, Ltd. (MA) (715) 234-5388

Rice Lake

Narcotics Anonymous (888) 543-0924

Support groups around Washburn County. wisconsinna.org

North Lakes Community Clinic (MA, SF) (715) 466-2201

Minong or Hayward

Washburn County Human Services Dept. (MA, SF) (715) 468-4880

Shell Lake

Whole Life Services (MA) (715) 939-1248

Spoooner

Wisconsin Council on Problem Gambling (800) 426-2535

1423 Kellogg St. Green Bay, WI 54303

Washburn County Resources, 02/2020

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

Call 715-635-4460 or visit our website: www.adrcconnections.org

Mental Health Counseling

Payment options: MA=Medical Assistance (Badger Care, Medicaid, Benchmark);

MC=Medicare; SF=Sliding scale fee

Aurora Community Counseling (MA, MC, SF) (715) 635-4858

Spoooner or Siren

Anchor Bay (MA, MC) (715) 939-1393

Spoooner

Caillier Clinic, Ltd (MA) (715) 234-5388

Rice Lake

Families First Counseling (MA) (715) 349-8913

Siren

Laurie Carlson, (self-pay only) (715) 234-4673

Rice Lake

Marriage and Family Health Services (MA) (715) 736-5437

Rice Lake

Mayo Clinic Health Systems (715) 838-5369

Rice Lake

North Lakes Community Clinic (MA,SF) (715) 466-2201

Minong or Hayward

Northland Counseling Services (MA) (715) 634-0222

Hayward

Rays of Clarity (MA) (715) 600-5567

Spoooner

Soar Counseling (MA) (715) 468-2841

Shell Lake

Travis Hinze PH.D (MA, MC) (800) 944-4693

Spoooner, Osceola, Grantsburg

Washburn County Human Services Dept (MA, SF) (715) 468-4880

Shell Lake

Psychiatric Services

AURORA Community Counseling(MA) (715) 635-4858

Spoooner or Siren

Marshfield Clinic (MA,MC) (715) 236-8100

Rice Lake

Mayo Clinic (MA,MC) (715) 838-5369

Rice Lake

Washburn County Human Services Dept (MA,SF) (715) 468-4880

Shell Lake

Nursing Homes/Skilled Nursing Facilities

See also Dementia Care Facilities, page 15.

Aging & Disability Resource Center			(715) 635-4460
For assistance with information about paying for nursing home care, information on area nursing homes, or other options to nursing home placement.			
850 W. Beaverbrook Ave.	Spooner, WI	54801	
Maple Ridge Care Center			(715) 635-1415
510 First St.	Spooner, WI	54801	
Care & Rehab Cumberland			(715) 822-7050
1110 7th Ave.	Cumberland, WI	54829	
Heritage Lakeside			(715) 234-9101
1016 Lakeshore Dr.	Rice Lake, WI	54868	
Shell Lake Health Care Center <i>(formerly Terraceview Living Center)</i>			(715) 468-7292
802 E. County Hwy B	Shell Lake, WI	54871	
Water's Edge Care Center			(715) 934-4300
11040 N. State Rd. 77	Hayward, WI	54843	
*Wisconsin Veterans Home			(715) 720-6775
2175 E. Park Ave.	Chippewa Falls, WI	54729	

* Have dementia units

Personal Emergency Response Systems

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

Cumberland Memorial Hospital-Lifeline (715) 822-2741

1110 Seventh Ave. Cumberland, WI 54829

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

Hayward Hospital-Lifeline (715) 934-4323

11040 N. State Rd. 77 Hayward, WI 54843

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

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

Project Lifesaver –Washburn County (715) 468-4700

Through Sheriff's Department to safeguard and locate individuals who may wander.

- Tracking system

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

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

Shell Lake Lions Club - Lifeline (715) 468 -7756

P. O. Box 22 Shell Lake, WI 54871

(715) 520-0158

- Two-way voice communication
- At-home system

TNC (715) 868-8326

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

www.thatbuttonthing.com

- N4041 Sand Hill Road Bruce, WI 54819
- Automatic fall detection
 - Two-way voice communication
 - At-home and mobile (GPS) systems

Representative Payee Services

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

Beneficial Rep Payee Services, Inc.			(715) 831-9349
P.O. Box 3153	Eau Claire, WI	54702	
House Calls of Menomonie, Inc.			(888) 232-6475
P.O. Box 361	Menomonie, WI	54751	
Payee Services, Inc.			(866) 755-0203
P.O. Box 26	Menomonie, WI	54751	(715) 233-0203
R.R.P. Services, Inc.			(715) 434-1042
P.O. Box 651	Rice Lake, WI	54868	fax (715) 434-1043

Senior Centers/Senior Dining

Provide recreation activities for older adults, cards, crafts, dancing, trips, movies, exercise, delicious meals, etc.
Please call the center to reserve your meal 24 hours in advance for lunch and Dining at Five.

Suggested donation for those 60 years old and better: \$3.50 for lunch, \$5.00 for Dining at 5

Lunch and Dining at 5 for those under 60 is \$8.75.

Birchwood Senior Center (Lakeside Center) (715) 354-3001

Lunch meal served at 11:45 a.m.

Dining at 5:00 p.m. – 4th Friday of the month

110 Euclid Ave. Birchwood, WI 54817

Minong Senior Center (715) 466-4448

Lunch meal served at 11:30 a.m.

Dining at 5:00 p.m. – 1st Monday of the month

700 Houston St. Minong, WI 54859

Rise N’ Dine (715) 635-4460

No reservation required.

Breakfast served from 7:00 a.m.-11:00 a.m., every Tuesday and Thursday

Economart Deli, 700 S. River Street Spooner, WI 54801

Shell Lake Senior Center (Friendship Commons) (715) 468-4750

Lunch meal served at 12:00 p.m.

Dining at 5:00 p.m. – 2nd Monday of the month

118 4th Ave. Shell Lake, WI 54871

Spooner Senior Center (Our Neck of the Woods) (715) 635-8283

Lunch meal served at 12:00 p.m.

Dining at 5:00 p.m.– 3rd Monday of the month

402 Oak St. Spooner, WI 54801

Social Security

Social Security Administration

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

National (800) 772-1213

National TTY (800) 325-0778

1703 W. Knapp St. Rice Lake, WI 54868

(888) 823-3923

4221 Tower Ave Superior, WI 54880

(877) 628-6578

Washburn County Resources, 02/2020

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

Call 715-635-4460 or visit our website: www.adrcconnections.org

Support Groups

Alcoholics Anonymous (715) 931-8262
 Support groups around Washburn County.

ALS Support Group-Duluth-Superior Area (218) 786-5399
 Fourth Tuesday monthly, 1:00 p.m. to 2:30 p.m.
 First Street Clinic , 420 East First Street, Aurora Room Duluth, MN
 Third floor parking ramp on First Street, west side of building; Skyway to building on second level.

Alzheimer’s Support Group (715) 416-2942
 First Monday monthly at Trinity Lutheran Church in Spooner, 9:00 a.m.,
 walk-ins welcome

Aphasia Support Group (715) 939-1745
 Spooner Health, main level conference room Spooner
 Meets from 10-11:30 a.m. monthly on the first Thursday of the month

Breast Cancer Support Group-Pink Ribbon Advocacy, Inc., (715) 537-1400
 Meets 2nd Tuesday monthly at 4:30 p.m.
 Grace Episcopal Church
 119 W. Humbird Street Rice Lake, WI 54868

Coping with Diabetes Support Group (715) 635-7327
 Meets 2nd Wednesday of the month – 1:00 – 2:30 p.m.
 Danklefsen Hall at United Methodist Church in Spooner, WI (715) 520-3933

Domestic Violence Support (800) 924-0556
 On-line chat for survivors. Anonymous, secure and confidential facilitated &
 moderated by trained advocates. bit.ly/embracechat

Early Stage Memory Loss Support Group (715) 537-6225
 Rice Lake, WI 4th Monday of each month
 Pre-registration required.

Grief Support Group (715) 635-9077
 1st Wednesday of the month at 1:00 p.m. at Trinity Lutheran Church.
 Six-week support and education sessions offered-call for dates and times.
 1790 Scribner St, Spooner, WI 54801

Narcotics Anonymous (800) 240-0276

National Alliance for the Mentally Ill (NAMI) Helpline (800) 950-6264
 Rice Lake, WI 54868

Workshops and classes, calls answered every Tuesday at (715) 736-0089

For emergencies call 911

namibarroncounty.wixsite.com/namibarroncounty

Northwoods Area Stroke Support Group	(715) 234-1515
Marshfield Medical Center-Rice Lake	Rice Lake
Ostomy Support Group	(715) 537-6756
Meets March, May, September and November in Rice Lake. Please call for specific dates and times. Open to any ostomates and their supportive family and friend. Support group is part of United Ostomy Association of America (UOAA). www.ostomy.org	
Parkinson's Support Group-Shell Lake	(715) 468-4334
1st Thursday of the month at 1pm at St Joseph Church.	(715) 255-0357
502 2nd St.	Shell Lake, WI 54871
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	
Power Up Voice & Movement Group	(715) 939-1745
Voice and movement group for Parkinson's and other neurological disorders. Third Thursday monthly, 1-2:30 p.m. walk-ins welcome. Rehab services.	
Relatives as Parents Support Group	(715) 635-4669
(Formerly Grandparents Raising Grandchildren)	
3rd Thursday of the month – 8:00 a.m. – 9:30 a.m.	
River Street Family Restaurant, coffee and conversation.	
1st Monday of the month 5:30- 6:30	
Lakeland Resource Center, dinner, education and activities.	
Stroke Support Group	(715) 236-6314
Marshfield Medical Center -Rice Lake	Rice Lake
Traumatic Brain Injury Support Group	(715) 234-0079
Marshfield Medical Center-Rice Lake	Rice Lake
1st Sunday of the month, downstairs conference room	
Free lunch at 12:30 p.m. for participants; meeting runs from 1:30 p.m.-3:30 p.m.	
Traumatic Brain Injury Support Group	(219) 393-4873
Spooner Armory	624 E. Maple St. (Hwy 70)

Transportation Services-Medical

Emergency Medical-Call 911

Non-Emergency Medical

For individuals on Medical Assistance

Medical Transportation Management* (866) 907-1493

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

American Cancer Society’s Road-To-Recovery (800) 227-2345
Available based on volunteer availability. Transportation to cancer treatment. No cost to patient.

Handi-Lift* (715) 822-5077
1275 Elm St. Cumberland, WI 54829

Veterans Service Office* (715) 635-4470
To VA Hospital/Clinic
1600 County Hwy H Spooner, WI 54801

R.S.V.P. Transport (715) 635-4460
Transportation is provided to qualified Washburn County Residents for a wide range of medically related appointments, as well as to the nearest grocery store and food pantry; no other rides qualify. Riders must be ambulatory and able to transfer independently. Contact the ADRC for eligibility requirements.
850 W. Beaverbrook Ave. Spooner, WI 54801

*Ramp or lift-equipped available

Transportation Services-Non-medical, Local

Local Transportation

Namekagon Transit* (866) 295-9599

County-wide public transportation. Door-stop only service, reservations required.

Reduced cost for seniors and people with disabilities.

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

North Country Independent Living V/TTY (800) 924-1220

Provides people with disabilities resources and services including transportation, living skills training, peer support, assistive technology and personal care. northcountryil.org

69 N. 28th St. Suite 28 Superior, WI 54880

RSVP Transport through the ADRC (715) 635-4460

Transportation is provided to qualified Washburn County Residents for a wide range of medically related appointments, as well as to the nearest grocery store and food pantry; no other rides qualify. Riders must be ambulatory and able to transfer independently. Contact the ADRC for eligibility requirements.

Other Transportation Related Resources:

A&J Mobility (715) 874-6630

Automobile and van adaptations.

2650 Prospect Drive. Eau Claire, WI 54703

Chippewa Valley Shuttle Service (715) 830-9400

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

Must have full van for service in this area

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

Call for schedule or visit www.jeffersonlines.com

North Country Independent Living (800) 924-1220

Transportation voucher program (volunteer drivers).

69 N. 28th St., Suite 28 Superior, WI 54880

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

Hayward VA Clinic Hours: Monday, Tuesday, Thursday and Friday 9:00 a.m. -4:30 p.m.. 15954 Rivers Edge Dr. Hayward, WI 54843	(715) 934-5454 fax: (715)934-5456
Heat for Heroes Heating assistance for veterans.	(800) 891-9276
Indianhead Action Agency Homeless Veterans Support Programs	(715) 635-3975
La Crosse Veteran’s Center Free mental health services for combat veterans, sexual assault veterans, drone operators and vets who have come in contact with combat victims. satellite offices in Barron, Ladysmith and Spooner. 20 Copeland Ave. La Crosse, WI 54603	(608) 782-4403
Minneapolis VA Health Care System (Medical Center) Call your local Veterans Service Office for available transportation. One Veterans Drive Minneapolis, MN 55417-2309	(866) 414-5058 (612) 725-2000
National Resource Directory A resource website that connects wounded warriors, Service Members, Veterans and their families and caregivers to programs and services that support them.	www.nrd.gov
Rice Lake VA Medical Clinic 2700A College Dr. Rice Lake, WI 54868	(715) 236-3355
Supportive Services for Veteran Families (SSVF) Provides monetary assistance for veterans in need.	(608) 372- 8387
VA Caregiver Support 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 https://www.caregiver.va.gov/ to learn more.	(855) 260-3274
Veterans Housing and Recovery Program Two-year housing and recovery program. Male veterans only, must be homeless or at risk of becoming homeless. 2820 E. Park Dr., Bldg. 128 Chippewa Falls, WI 54729	(715) 726-2541
Veterans Service Office Open 7:30-5:30 PM Monday - Thursday, closed Fridays 1600 County Hwy H Spooner, WI 54801	(715) 635-4470
Wisconsin Veterans Home 2175 E. Park Ave. Chippewa Falls, WI 54729	(715) 720-6775

Vision – Blind/Low Vision

EyeCare America Free eye exams to those who qualify.	(877) 887-6327
Hadley Distance learning courses for the blind & visually impaired, their families, people who work for them and with them. 700 Elm St. Winnetka, IL 60093	TTY (800) 323-4238 TTY (800) 526-9909 TTY (847) 446-8111
Prevent Blindness of Wisconsin Healthy eyes program helps with financial assistance to purchase prescriptions and pay for eye exams. 731 N. Jackson Suite 405 Milwaukee, WI 53202	(414) 765-0505
North Country Independent Living Products to assist with vision impairment available for loan. 69 N. 28th St. Suite 28 Superior, WI 54880	V/TTY (800) 924-1220
Office for the Blind and Visually Impaired Free directory assistance exemption service & free home assessments from rehabilitation specialist. 1805 N. 14th St., Ste.2 Superior, WI 54880-8801	(715) 392-7907
Wisconsin Council of the Blind & Visually Impaired Services and resources for people who are blind or visually impaired. Free white canes Sharper Vision Store 754 Williamson St. Madison, WI 53703	(608) 255-1166 (608) 237-8100
Wisconsin Talking Book & Braille Library 813 W. Wells St. Milwaukee, WI 53233	(800) 242-8822

Websites

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

Aging & Disabilities

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

Alzheimer's Resources

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

Blind/Low Vision

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

Caregiver Resources

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

Deaf & Hard of Hearing

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

Employment

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

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

Washburn County Resources, 02/2020

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

Call 715-635-4460 or visit our website: www.adrcconnections.org

Health Information

NIH Senior Health

www.nihseniorhealth.gov

Webmd

www.webmd.com

Housing

Housing and Urban Development

Resource Locator

resources.hud.gov

Organizations

AARP

www.aarp.org

Coalition of Wisconsin Aging Groups

www.cwag.org

Disability Rights Wisconsin

www.disabilityrightswi.org

Long Term Care Ombudsman

www.dhs.wisconsin.gov/aging/lcombud.htm

Greater Wisconsin Area Agency on

www.gwaar.org

Aging Resources

Youth Transition

Adults Helping Our Youth (AHOY)

(715) 458-5005

Mentoring program for youth with disabilities age 16 and older through Ventures Unlimited, Inc.

700 N. 1st St

Cameron, WI

54822

Aging & Disability Resource Center

(715) 635-4460

Information about resources available when youth with disabilities reach adulthood.

850 W. Beaverbrook Ave.

Spoooner, WI

54801

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
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

Work with children and youth, birth to 21 with special health needs.

711 N. Bridge St., Room 121 Chippewa Falls, WI 54729

fax: (715) 726-7910

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.

Washburn County Resources, 02/2020

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

Call 715-635-4460 or visit our website: www.adrcconnections.org

Learn More About Our Services

Caregiver Services

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

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

Here are some of the services we offer:

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

Choosing the Right Assisted Living Facility

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

How to Choose a Facility

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

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

Narrow down your search:

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

Schedule a tour of facilities that you are interested in:

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

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

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

Disability Benefit Specialist Program

What is a Disability Benefit Specialist?

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

Who should seek help from a Disability Benefit Specialist?

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

What can a Disability Benefit Specialist help you with?

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

Do Not Resuscitate Order, and Bracelet

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

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

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

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

Elder Benefit Specialist Program

What is an Elder Benefit Specialist?

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

Who should seek help from an Elder Benefit Specialist?

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

How can an Elder Benefit Specialist help?

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

What can an Elder Benefit Specialist help you with?

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

Elderly Nutrition Programs

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

Here are some of the services we offer:

- Senior Dining - Dining with others can improve your appetite. Scratch cooking, coffee and great company are a few more reasons to give it a try. See the Senior Centers/Senior Dining section for detailed information.
- Meals on Wheels - If you are stuck at home and having a hard time cooking, Meals on Wheels will provide that same delicious meal, delivered with a smile. Maybe you need them during recovery and maybe you need them long-term, these meals are the “little bit of help” you need to stay independent.
- Liquid Nutritional Supplements - Sometimes a little extra is needed to build your strength. Supplements are available at reduced cost with a prescription from a doctor or dietician.

Healthy Living Programs

- **Healthy Living with Diabetes**

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

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

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

- **Powerful Tools for Caregivers**

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

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

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

Home Care Services

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

Who Should Consider Home Care Services?

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

Types of Home Care Services Available:

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

Tips for Hiring A Home Care Provider:

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

Questions to Ask When Hiring a Home Care Provider:

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

Housing and Care Options

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

In Home Care

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

Senior and Disabled Housing/Independent Living Apartments

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

Residential Care Apartment Complex (RCAC)

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

Adult Family Home (AFH)

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

Community Based Residential Facility (CBRF)

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

Nursing Home

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

Living Will/Power of Attorney

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

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

The written advance directives recognized by Wisconsin law are:

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

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

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

Long Term Care

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

Current long term care programs are designed to promote:

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

Am I eligible?

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

How to apply or receive additional information:

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

Nursing Home Relocation

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

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

Am I eligible?

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

How to receive additional information:

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

Volunteer Opportunities

Volunteer with us today!!

Volunteer Home Delivered Meal Drivers

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

Meal Site Volunteer

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

Health & Wellness Class Volunteer

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

Office Assistant

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

Medicare Part D Assistant

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

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

When Should a Person Quit Driving?

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

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

Youth Transition Services Information

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

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

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

How can the Aging & Disability Resource Center help you?

The ADRC can provide:

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