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## ***Resource Directory***

## ***Washburn County***

### **May, 2017**

For latest updates please go online to view:

<http://www.adrcconnections.org/resource-guides>



## ***“Connections for Better Living”***

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**Phone: (715) 635-4460**

**850 W. Beaverbrook Ave. Suite 4**

**Spooner, WI 54801**

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

**Toll-free: (888) 538-3031**

**Fax: (715) 635-4464**

**Email: [aging@co.washburn.wi.us](mailto:aging@co.washburn.wi.us)**



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**ADRC Staff**

**715-635-4460**

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ADRC Supervisor/Unit on Aging Director	.....	Darby Smith
Dementia Care Specialist	.....	Trisha Bailkey
Disability Benefit Specialist	.....	Christine Nash
Fiscal Assistant	.....	Julie Wilcox
Elder Benefit Specialist	.....	Kelly Brunkow
Health Promotion Specialist	.....	Natalia Del Monte
Information and Assistance Specialist	.....	Anna Brown
Nutrition Program Coordinator	.....	Natalia Del Monte
Transportation Coordinator/Receptionist	.....	Dori LeVan
Resource Specialist	.....	Kim Cobb

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

**[Email: aging@co.washburn.wi.us](mailto: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, 05/2017

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

Call 715-635-4460 or visit our website: [www.adrcconnections.org](http://www.adrcconnections.org)

## ***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) 635-4460 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 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 includes a check on their well-being. Suggested donation: \$3.50.
- 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 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.
- Memory care connections – Support for spouses and others caring for a loved one with Alzheimer’s disease at home.
- 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.
- Tax-aide – Help with filing Wisconsin Homestead Tax and income tax returns.
- 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**

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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.*

**Washburn County Health & Human Services Department**

**(715) 468-4747**

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

**Text Net: 888-814-5330**

**Center Against Sexual & Domestic Abuse (CASDA)**

**(800) 649-2921**

318 21<sup>st</sup> Ave. E. Superior, WI 54880

**(715) 392-3136**

**New Day Shelter**

**(715) 682-9566**

**24/7 Crisis Line**

**715-682-9565**

P.O. Box 88 Ashland, WI 54806

**(800) 924-4132**

**Embrace**

**(715) 532-6976**

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

**(800) 924-0556**

212 Cedar St., Ste. 10 Spooner, WI 54801

**Embrace**

**(715) 635-5245**

Advocacy for survivors and victims of domestic abuse or sexual assault.

11 W 5th Ave. (in Lake Mall) Shell Lake, WI 54871



# **Advocacy/Community Organizations**

*Also see Support Groups*

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

**(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 Ombudsman/ Family Care**

**(800) 815-0015**

**NAMI of Barron County (National Alliance on Mental Illness)**

**(715) 736-0089**

P.O. Box 477 Rice Lake, WI 54868

**North Country Independent Living**

**V/TTY (800) 924-1220**

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**

206 Water St. Eau Claire, WI 54703

**(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**

## **Alzheimer's Disease, Dementia & Memory Loss**

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- 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 Groups**  
4th Thursday of each month at 6:00 p.m. at Spooner Health System      **(715) 566-2664**  
1st Monday of each month at Trinity Lutheran Church in Spooner, mornings      **(715) 416-2942**
- 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. Suite 4      Spooner, WI      54801
- Early Stage Memory Loss Support Group**  
3rd Monday of each month at 1:30 p.m. in Spooner
- Early Stage Memory Loss Support Group**      **(715) 537-6225**  
Meets 4th Monday of the month – 1:30 – 3:30 p.m.  
Pre-registration required.  
Marshfield Clinic      1700 W Stout Street      Rice Lake, WI      54868
- Fishing Buddies**      **ADRC**      **(715) 635-4460**  
For people with dementia to connect with a volunteer angler throughout the summer fishing season.
- Happy Day Club**      **(715) 416-2942**  
A group activity and respite care program for early to mid-stage Alzheimer's Disease or related memory disorders. .  
Spooner      Mondays, Wednesdays & Thursdays
- Language Enriched Exercise Plus**      **ADRC**      **(715) 635-4460**
- Memory Boxes**  
Available for checkout through the Spooner and Shell Lake Libraries.  
421 High St.      Spooner, WI      54801  
501 1st St.      Shell Lake, WI      54871
- Memory Café-Spooner**      **(715) 635-4660**  
Second Tuesday of the month, 9:30-11:00 a.m.  
Nick's Family Restaurant  
122 Vine St.      Spooner, WI      54801
- Memory Care Connections**      **ADRC**      **(715) 635-4460**  
Offers support and guidance for people caring for their loved ones with dementia at home.  
850 W. Beaverbrook Ave. Suite 4      Spooner, WI      54801
- Memory Screen**      **ADRC**      **(715) 635-4460**  
850 W. Beaverbrook Ave. Suite 4      Spooner, WI      54801

- MedicAlert & Safe Return** (888) 572-8566  
Emergency response service for wandering and medical emergencies.
- Project Lifesaver – Washburn County** (715) 468-4700  
Through Sheriff's Department to safeguard and locate individuals who may wander.

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

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**Geriatric Clinics**

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- Mayo Clinic Health System-Northland Geriatric Consultation Clinic** (715) 236-8500  
331 South Main Street Suite H Rice Lake, WI 54868

**Memory Clinics**

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For the evaluation of memory problems.

- Clinics affiliated with WI Alzheimer's Institute.** (608) 263-2761
- Essentia Health - Ashland Memory Clinic** (715) 685-7500  
1625 Maple Lane Ashland, WI 54806
- 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
- Marshfield Clinic-Memory Clinics** (715) 858-4500  
Eau Claire 2nd Friday of the month
- 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
- Spooner Health System Memory Clinic** (715)-939-1687  
1280 Chandler Dr. Spooner, WI 54801

# Assisted Living

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## **Adult Family Homes**

**(877) 622-6700**

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

1-2 bed homes are certified by Community Link, Inc..

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

### **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.

### **Care Partners Assisted Living**

**(715) 635-9211**

W7184 Green Valley Rd.                      Spooner, WI                      54801

### **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

***Dementia Care Facilities-also see Nursing Homes***

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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>Colfax Health &amp; Rehab Center</b>			<b>(715) 962-3186</b>
1011 University Ave.	Colfax, WI	54730	
<b>Heritage Manor</b>			<b>(715) 234-2161</b>
19 W Newton St.	Rice Lake, WI	54868	
<b>Monroe Manor</b>			<b>(715) 537-5700</b>
508 E Monroe Ave.	Barron, WI	54812	
<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**

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](http://www.assistedlivingstore.com)

**Adaptive Experts** (800) 371-2778  
**Adaptive Mall**

Driver Evaluation and Training for People with Disabilities

A national company that provides a team of state licensed Occupational/Physical therapist with expertise as licensed driving instructors. Services include comprehensive driving evaluations and behind-the-wheel driver training.

[www.adaptivemall.com](http://www.adaptivemall.com)

**e-pill medication reminders**  
[www.epill.com](http://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  
Information, assessment and possible loans of equipment before purchase  
69 N 28th St. Suite 28 Superior, WI 54880

**Numotion** (800) 522-6294  
<http://www.numotion.com>

**Stout Vocational Rehabilitation Institute** (715) 232-2513  
UW – Stout (800) 228-5457  
Assistive Technology Services  
101 Vocational Rehabilitation Bldg  
221 10th Avenue East Menomonie, WI 54751

**Walgreens Home Medical**  
849 Woodward Ave. Chippewa Falls 54729 (715) 726-8540  
10489 State Rd 27 Hayward, WI 54843 (715) 634-1919  
502 S Main St. Rice Lake, WI 54868 (715) 736-0120

**Wisconsin Wistech Assistive Technology Resource Center** 715-232-3300  
Stout Vocational Rehabilitation Institute – UW Stout  
221 10th Avenue East Menomonie, WI 54751

**WisLoan** (877) 463-3778  
Low-interest loan for adaptive equipment. (414) 305-0509

Washburn County Resources, 05/2017

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

Call 715-635-4460 or visit our website: [www.adrcconnections.org](http://www.adrcconnections.org)

## ***Caregiver Support***

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### **Dementia Care Specialist                      ADRC    (715) 635-4460**

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

850 W. Beaverbrook Ave. Suite 4   Spooner, WI                      54801

### **Chores & Care File                                      ADRC    (715) 635-4460**

List of people willing to be hired privately for in-home help.

850 W Beaverbrook Ave. Suite 4   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. Suite 4   Spooner, WI                      54801

### **Memory Care Connections                      ADRC    (715) 635-4460**

Offers support and guidance for people caring for their loved ones with dementia at home.

850 W. Beaverbrook Ave. Suite 4   Spooner, WI                      54801

### **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) 229-7628**

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

### **Happy Day Club**

A group activity and respite care program for early to mid-stage Alzheimer's

Disease or related memory disorders. Available in two locations, call for details.

Spooner    Mondays, Wednesdays & Thursdays    (715) 416-2942

### **Faith In Action    (715) 635-2252**

Provides short-term respite volunteers for people 60 years of age and older.

Office hours: Mon. – Thurs., 10:00 a.m. – 12:00 p.m. Leave a message; calls will be returned within 24 hours.

Office: 1790 Scribner St.                      Spooner, WI                      54801  
(in Trinity Lutheran Church)

Mailing address: P. O. Box 387   Spooner, WI                      54801



**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. Suite 4 Spooner, WI 54801

**Heart of Compassion Hands to Serve (715) 945-2083**  
 P.O. Box 13127 Hayward, WI 54843

**Help At Home, LLC (715) 645-2598**  
 110 S Lake Dr. Shell Lake, WI 54871

**Indianhead Home Health/Home Services (715) 532-4222**

**Lean On Me Home Care (715) 463-5004**  
 P.O. Box 337 Grantsburg, WI 54840

**North Country Independent Living (800) 924-1220**  
 69 N 28th St. Suite 28 Superior, WI 54880

**Resources to help manage privately employed support (payroll services)**

**Better@Home (877) 785-9991**  
 Helps people manage privately hired home care worker(s).  
 744 Ryan Dr. Ste. 201 Hudson, WI 54016

## ***Consumer Protection/Fraud***

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*For complaints about identity theft and fraud.*

**Washburn County Sheriff's Office** (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

## ***Dental Resources***

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*Dental providers listed serve all patients, regardless of ability to pay or insurance status.*

<b>Affordable Dentures</b>			<b>(715) 855-1020</b>
Provides complete and partial dentures, extractions, denture repair, relines and adjustment services, X-Ray services			
4850 Keystone Crossing, White Oak Commons	Eau Claire, WI	54701	
4310 Menard Dr., Ste. 300, Hermantown Plaza	Duluth, MN	55811	(218) 308-8775
<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>(800) 782-8581, Ext. 32500</b>
<b>NorthLakes Community Health Center- Dental Clinic</b>			<b>(715) 634-2541</b>
15910 W Company Lake Rd. Hayward, WI	54843		
<b>Rice Lake Dental Center</b>			<b>(715) 236-8900</b>
1501 W Stout St.	Rice Lake, WI	54868	

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

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*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>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>Indianhead Community Action Agency</b> 608 Service Rd. Spooner, WI	<b>(715) 635-3975</b>
<b>Salvation Army</b> PO Box 81 Spooner, Wisconsin 54801	<b>(715) 468-1043</b> <b>Admin. (715) 635-3742</b>
<b>Rural Housing, Inc.</b> Critical housing assistance. 4506 Regent St. Madison, WI 53705	<b>(888) 400-5974</b>
<b>Washburn Christian Outreach</b> Provides emergency shelter, rent, utilities, heating fuel, transportation issues, clothing, furnishings, other basic needs	<b>(715) 468-1043</b>

# ***Employment***

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

**Division of Vocational Rehabilitation (DVR)** (877) 387-3879  
 Provides employment services and counseling to people with disabilities. 715-634-0523  
 15954 Rivers Edge Drive, Suite 204 Hayward, WI 54843 715-634-0816 (FAX)

**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***

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**Experience Works, Inc.** (715) 635-2298  
 Employment for adults over 55 with limited income.

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

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

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

## **Ventures Unlimited**

Vocational services for people with disabilities in three locations

**Cameron** (715) 458-5005

**Hayward** (715) 934-3035

**Shell Lake** (715) 468-2939

## **Energy/Utility Assistance**

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### **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.

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

### **SafeLink Wireless**

**(800) 723-3546**

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

**(800) Safelink**

### **USDA Rural Development**

**(715) 635-8228**

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

800 N Front St. Room 102 Spooner, WI 54801

### **Washburn Christian Outreach**

**(715) 468-1043**

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

## ***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

**Free Financial Counseling** **(715) 635-4444**

Free individual financial coaching to help reduce your stress about money management and help you to make a plan to reach your financial goals.

Free individual parent coaching is also available to help discover and employ positive strategies of parenting.

UW-Extension Office

850 W Beaverbrook Ave. Suite 1    Spooner, WI                      54801

**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** **(888) 607-6775**

33 N 25th St. E                                      Superior, WI                      54880

## **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.*

**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](http://www.access.wi.gov).

**Washburn County Health and Human Services Department**

110 Fourth Ave. W. Shell Lake, WI 54871

**Liquid Nutritional Supplements** **(715) 236-6109**

Lakeview Medical Center offers a variety of nutritional supplements.

1700 West Stout Street | Rice Lake, Wisconsin 54868

**Meals On Wheels & Liquid Nutritional Supplements** **ADRC (715) 635-4460**

850 W. Beaverbrook Ave. Suite 4 Spooner, WI 54801

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

3210 SE Corporate Woods Dr Ankeny, IA 50021

**Washburn County Nutrition Program-Meals On Wheels** **(715)635-4467**

Delivering a hot fresh meal 5 days per week. Frozen meals are also available. Suggested donation: \$3.50 per meal.

850 W Beaverbrook Ave, Suite 4 Spooner, WI 54801

**Grocery Grabbers** **(Faith in Action) 715-635-2252**

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**

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

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

Main St. Birchwood, WI 54817

**Gordon Area Food Shelf** **(715) 376-4503**

Wednesday, 9:00 a.m.-Noon

Gordon Town Hall Gordon, WI 54838

**Indianhead Community Action Agency, Inc.** **(715) 635-3975**

Tuesday-Thursday, 9:00 a.m.-4:00 p.m.

608 Service Rd. Spooner, WI 54801

**Ruby's Pantry** **(715) 635-9309**

Food distribution 2nd Saturday of every month, 8:30 a.m. (\$20 donation)

Spooner Middle School, Tech Ed Bldg.

Elm St. Spooner, WI 54801

**The Comforts Food Shelf** **(715) 520-0989**

Call for hours.

Washburn County Resources, 05/2017

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

Call 715-635-4460 or visit our website: [www.adrcconnections.org](http://www.adrcconnections.org)



Henson's Country Foods of Minong  
403 Bus Hwy 53                      Minong, WI                      54859

**Washburn County Food Pantry**

**(715) 635-9309**

Tuesday, 9:00 a.m.-11:00 a.m. Thursday, 1:00 p.m.-3:00 p.m.  
1649 Cottonwood Ave.              Spooner, WI              54801

***Community Meals***

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**Alban's Table** (715) 635-8475

Last Wednesday of every month, 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 of every month, 7:00 a.m.-10:00 a.m.

**St. Frances de Sales** (715) 635-3105

409 N Summit St. Spooner, WI 54801  
 First Thursday of every month, 4:00 p.m.-6:00 p.m.

**United Methodist Church** (715) 354-3147

Fourth Thursday of every month, 5:30 p.m.  
 103 Balsam Ave. Birchwood, WI 54817

**United Methodist Church** (715) 468-2405

Second Wednesday of every month, 4:00 p.m.-6:00 p.m.  
 135 Reinhart Dr. Shell Lake, WI 54871

**Grocery Getters Program** (715) 468-2319

Orders taken on Tuesday & delivered on Wednesday, call to set up an account.  
 Groceries delivered within a 10-mile radius of Gordy's in Shell Lake.

## **Health Insurance/ Prescription Drug Programs**

### **Medical Assistance (Medicaid) (888) 283-0012**

Washburn County Health and Human Services Department  
110 Fourth Ave. W. Shell Lake, WI 54871  
(To see if eligible or to apply online: [www.access.wi.gov](http://www.access.wi.gov))

### **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 (715) 635-4460**

#### **Prescription Assistance Resources ADRC (715) 635-4460** 850 W. Beaverbrook Ave. Suite 4 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, which is dependent on income.

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

#### **Medigap Insurance Policies Helpline (800) 242-1060** Office of the Commissioner of Insurance for Wisconsin (800) 236-8517 Regulates and enforces insurance laws, agent licensing and investigates complaints. P.O. Box 7873 Madison, WI 53707

#### **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

Washburn County Resources, 05/2017  
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)  
Call 715-635-4460 or visit our website: [www.adrcconnections.org](http://www.adrcconnections.org)

**Social Security Administration**

1703 W Knapp St.	Rice Lake, WI	54868	<b>(800) 772-1213</b>
4221 Tower Ave	Superior, WI	54880	<b>(877) 628-6578</b>

**Washburn Christian Outreach**

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

**(715) 468-1043**

**Well Woman Program**

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

Wisconsin Well Woman Program (715) 635-4400

Pays for mammograms and other screenings for women age 45-64.

Washburn County Public Health Department

222 Oak St. Spooner, WI 54801

**(715) 537-5691 ext.5**

## **Healthy Living & Falls Prevention**

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### **Ask Me For The Health Of It Program (715) 635-3975**

Free blood pressure checks and health information. 1st Tuesday morning & Thursday afternoon of each month at Washburn County Connections Store.

608 Service Rd. Spooner, WI 54801

### **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. Suite 4 Spooner, WI 54801

### **Classes & Workshops**

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

#### **Balance & Beyond Exercise Classes (715) 236-6239**

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

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

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

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##### **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

### **Foot Care/Medication Set-Up Clinic**

#### **Indianhead Medical Center Home Health (715) 468-7833 ext. 345**

113 4th Ave., 3rd Floor, Shell Lake, WI 54871

First and third & Wednesdays, call for an appointment

### **Silver Sneakers (715) 635-4400**

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

Washburn County Public Health Department 222 Oak St. Spooner, WI 54801

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

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

## ***Clinics***

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<b>Rice Lake Area Free Clinic</b>			<b>(715) 736-3733</b>
Every Tuesday (except holidays), 5:00-9:00 pm			
Medical Arts Bldg, 1035 N Main St.	Rice Lake, WI	54868	
<b>Cumberland Medical Clinic</b>			<b>(715) 822-2231</b>
1475 Webb St.	Cumberland, WI	54829	
<b>Essentia Health</b>			
1180 Chandler Dr.	Spoooner, WI	54801	<b>(715) 635-2151</b>
11134 N State Rd. 77	Hayward, WI	54843	<b>(877) 201-4964</b>
<b>Lake Superior Community Health Center</b>			<b>(715) 392-1955</b>
Sliding fee scale			
3600 Tower Ave. Suite 1	Superior, WI	54880	
<b>Mayo Clinic Rice Lake</b>			<b>(715) 537-6747</b>
331 S Main St. Suite H	Rice Lake, WI	54868	
<b>Mayo Clinic-Geriatric Services</b>			<b>(715) 236-8500</b>
Specializing in assessments and care for older adults.			
331 S. Main St. Suite H	Rice Lake, WI	54868	
<b>Marshfield Clinic Rice Lake Center</b>			<b>(715) 236-8100</b>
1700 W Stout St.	Rice Lake, WI	54868	<b>(800) 442-4268</b>
<b>NorthLakes Community Health Center</b>			
600 Shell Creek Rd.	Minong, WI	54859	<b>(715) 466-2201</b>
11128 N State Hwy 77	Hayward, WI	54843	<b>(715) 634-2541</b>
<b>Shell Lake Clinic</b>			<b>(715) 468-2711</b>
105 4th Ave.	Shell Lake, WI	54871	

## ***Hospitals***

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

Washburn County Resources, 05/2017

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

Call 715-635-4460 or visit our website: [www.adrcconnections.org](http://www.adrcconnections.org)

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

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**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**

**Videophone: 715-502-9355**

Northwestern Region  
610 Gibson St, Suite 1 Eau Claire, WI 54701

**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**

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

P.O. Box 7854 Madison WI53707

**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.

<b>Voice</b>	<b>711 or (800) 947-6644</b>
<b>TTY</b>	<b>711 or (800) 947-3529</b>
<b>ASCII</b>	<b>711 or (800) 272-1773</b>
<b>Speech to Speech</b>	<b>711 or (800) 833-7637</b>
<b>Spanish only</b>	<b>711 or (800) 833-7813</b>

**Financial Help to Purchase Hearing Aids**

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For individuals with limited financial resources.

<b>Audient Alliance for Accessible Hearing Care</b>	<b>(866) 956-5400</b>
<b>Help America Hear Program</b>	<b>(631) 366-3461</b>
<b>Starkey Foundation Hear Now Program</b>	<b>(800) 328-8602</b>
<b>Wisconsin Lions Foundation</b>	<b>(877) 463-6953</b>

# ***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>Hearts of Gold, Inc.</b>			<b>(715) 468-2931</b>
38 5th Ave.	Shell Lake, WI	54871	
<b>Indianhead Home Health/Home Services</b>			<b>(715) 532-4222</b>
<b>Indianhead Medical Center Home Health</b>			<b>(715) 468-7833</b>
Serves Washburn, Sawyer, Burnett, Barron and Polk counties.			
P.O. Box 300 113 4th Ave.	Shell Lake, WI	54871	
<b>Lakeview Medical Center Home Care and Hospice</b>			<b>(715) 236-6256</b>
1700 W Stout St.	Rice Lake, WI	54868	
<b>Spooner Health System Home Care</b>			<b>(715) 635-2111 ext.238</b>
1280 Chandler Dr.	Spooner, WI	54801	

## ***Hospice***

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

<b>Lakeview Medical Center Hospice Care</b>			<b>(715) 236-6256</b>
State licensed home health care and support services for the terminally ill and their families.			
1700 W Stout St.	Rice Lake, WI	54868	
<b>Regional Hospice Services, Inc.</b>			<b>(715) 635-9077</b>
Spooner Health System			
1280 Chandler Dr.	Spooner, WI	54801	
<b>St. Croix Hospice</b>			<b>(855) 278-2764</b>
7200 Hudson Blvd. Suite 230	Oakdale, MN	55128	



***In-home help***

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

<b>Chores &amp; Care File</b>	<b>ADRC</b>	<b>(715) 635-4460</b>
List of local resources to hire for in-home help.		
850 W. Beaverbrook Ave. Suite 4 Spooner, WI	54801	
<b>Heart of Compassion Hands to Serve</b>		<b>(715) 945-2083</b>
P.O. Box 13127	Hayward, WI	54843
<b>Help At Home, LLC</b>		<b>(715) 645-2598</b>
110 S Lake Dr.	Shell Lake, WI	54871
<b>Indianhead Home Health/Home Services</b>		<b>(715) 532-4222</b>
<b>*International Quality Homecare Corporation</b>		<b>(877) 854-1411</b>
(Previously Gemini)		<b>Fax: (715) 699-1556</b>
15614 Windrose Lane, Suite 310A	Hayward, WI	54843
<b>*Lean On Me Home Care</b>		<b>(715) 463-5004</b>
P.O. Box 337	Grantsburg, WI	54840
<b>Lutheran Social Services</b>		<b>(715) 210-7299</b>
35 W Messenger St	Rice Lake, WI	54868
<b>*North Country Independent Living</b>		<b>(800) 924-1220</b>
69 N 28th St. Suite 28	Superior, WI	54880

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

## ***Housing – Assistance/Ownership***

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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  
 902 Royster Oaks Drive, Suite 105 Madison, WI 53714

**Property Tax Deferral Loan Program** (800) 755-7835 TTY: (800) 943-9430  
 Applications may be obtained by contacting: Must be 65+  
 WHEDA, P.O. Box 1728 Madison, WI 53701

**Senior Tax Exchange Program**  
 Local property tax credit in exchange for volunteering in area school districts with students.

**USDA Rural Development** (715) 635-8228

**Wild Rivers Habitat for Humanity** (715) 483-2700  
 Wed-Fri 10:00 a.m.-6:00 p.m., Sat 9:00 a.m.-5:00 p.m.  
 2201 US Hwy 8 St. Croix Falls, WI 54024

**Habitat Restore** (715) 635-4771  
 805 S. River Street (Hwy 63) Spooner, WI 54801  
 Wed-Fri 10:00 a.m.-6:00 p.m., Sat 9:00 a.m.-5:00 p.m.

## ***Housing – Renting***

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### ***Independent Senior Apartments***

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**Brentwood Senior Communities** (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.

<b>Catholic Charities Bureau Housing Management</b>			<b>(715) 236-2366</b>
<b>Acorn Apartments</b>			<b>(888) 276-0246</b>
405 2nd St.	Minong	54859	
<b>Evergreen Apartments</b>			
797 N Lake Dr.	Shell Lake	54871	
<b>Hilltop Manor</b>			<b>(715) 635-0773</b>
814 Elm St.	Spooner, WI	54801	
<b>Hometown Village</b>			<b>(715) 635-3031</b>
309 Davis St.	Minong, WI	54859	
<b>Impact Seven</b>			<b>(800) 685-9353</b>
<b>Almena Office</b>			<b>715-357-3334</b>
<b>ICAA - Birchwood</b>			
<b>ICAA Minong Greenhaven</b>			
<b>ICAA Minong Popple</b>			
<b>ICAA Spooner Family</b>			
<b>ICAA Spooner Oakhill</b>			
<b>Lorraine Glassing Villa</b>	1204 Paulson Dr.	Spooner, WI	54801
<b>Shell Lake Housing Authority</b>			<b>(715) 468-2730</b>
Lakeland Manor- 201 2nd Ave.	Shell Lake, WI	54871	
<b>Shell Lake Shores</b>			<b>(715) 468-4493</b>
843 N Lake Dr.	Shell Lake, WI	54871	
<b>Spooner Housing Authority</b>			<b>(715) 635-2808</b>
Goslin Court- 713 Summit St.	Spooner, WI	54801	
<b>Washburn County Housing Authority</b>			<b>(715) 635-2321</b>
Birch Haven Apartments- Birchwood			
Schricker Manor- Spooner			
West Side Manor- Shell Lake			

### **Subsidized Rent Vouchers**

<b>Washburn County Housing Authority</b>	<b>(715) 635-2321</b>
<b>Wisconsin Landlord/Tenant Hotline</b>	<b>(800) 422-7128</b>
Help resolving issues and complaints.	

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

<b>Indianhead Community Action Agency</b>		<b>(715) 635-3975</b>
608 Service Rd.	Spooner, WI	54801
<b>Faith In Action</b>		<b>(715) 635-2252</b>
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
<b>North Country Independent Living</b>		<b>V/TTY (800) 924-1220</b>
Options for home accessibility.		
69 N 28th St. Suite 28	Superior, WI	54880
<b>Northwest Regional Planning Commission</b>		<b>(715) 635-2197</b>
Emergency housing funds available to repair imminent threat to health and safety.		
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, ext. 4</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 103	Spooner, WI	54801
<b>Washburn Christian Outreach</b>		<b>(715) 468-1043</b>
Provides emergency shelter, rent, utilities, heating fuel, transportation issues, clothing, furnishings, other basic needs.		
<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.		
<b>WI Fund</b>		<b>(715) 468-4624</b>
Private Sewage System Replacement or Rehabilitation Grant Program.		
Washburn County Zoning Office		
10 Fourth Ave.	Shell Lake, WI	54871

## ***Legal Assistance***

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<b>Disability Rights Wisconsin</b>	<b>(800) 928-8778</b>	<b>(715) 736-1232</b>
217 W Knapp St. Rice Lake, WI 54868		TTY (888) 758-6049
<b>Helping Hands Family Services, Inc.</b>		<b>(715) 462-9630</b>
Corporate guardianship services. P.O. Box 21 Hayward, WI 54843		
<b>Safekeeping Guardianship Inc.</b>	<b>(715) 403-0451</b>	
Corporate guardianship services. N5731 Cemetery Rd Ladysmith, WI 54848		
<b>Wisconsin Guardianship Support Center</b>		<b>(855) 409-9410</b>
Greater Wisconsin Area Agency on Aging. Information about advance directives and guardianship-related issues. Does not provide legal representation.		
<b>Wisconsin Judicare, Inc.</b>		<b>(800) 472-1638</b>
Legal services program for low-income persons. P.O. Box 6100 Wausau, WI 54402		
<b>Wisconsin State Bar Lawyer Referral &amp; Information Services</b>		<b>(800) 362-9082</b>
Does not provide referrals for pro-bono or reduced rates.		
<b>Wisconsin Pooled &amp; Community Trusts, Inc. (WisPACT)</b>		<b>(608) 268-6006</b>
Special needs trusts for people with disabilities. 131 W Wilson St. Suite 300 Madison, WI 53703		

# ***Medical Equipment***

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*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  
 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 Mcauley 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

**Independence First Mobility Store** (608) 243-1785  
 Low-cost & refurbished mobility and medical equipment.  
 2554 Advance Rd. Madison, WI

**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 System Loan Closet** (715) 939-1687  
 Used medical equipment such as commodes, walkers, etc. No wheelchairs.  
 1280 Chandler Dr. Spooner, WI 54801

## ***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:

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

### **Comfort Keepers (866) 552-6730**

Medication dispenser & reminder service.

### **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. Suite 4 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: 8:00 a.m.-4:00 p.m.

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

### ***Disposal Options***

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#### **Medication Return Site**

Washburn County Sheriff's Office

421 HWY 63 S. Shell Lake, WI 54871

### ***Sharps Disposal***

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**Spooner Health System Hospital (715) 635-2111**

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

### ***Medication Set-Up Clinic***

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#### **Indianhead Medical Center Home Health (715) 468-7833 ext. 345**

1st & 3rd Wednesdays, 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.

Washburn County Resources, 05/2017

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

Call 715-635-4460 or visit our website: [www.adrcconnections.org](http://www.adrcconnections.org)

# ***Mental Health & Substance Abuse***

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*Check your local phone book for counseling services*

<b>Local Crisis Phone Number</b>				<b>(888) 552-6642</b>
<b>Alcoholics Anonymous</b>				<b>(715) 931-8262</b>
Support groups around Washburn County.				
<b>Amery Behavioral Health Center</b>				<b>(715) 268-0069</b>
Specializes in mental health and dementia behaviors for older adults, inpatient/outpatient.				
230 Deronda St.	Amery, WI	54001		
<b>Grassroots Wellness</b>				<b>800-770 0588 ext 1</b>
Free, peer-run respite for Wisconsin residents with mental health or substance abuse challenges.				<b>(715)-619-0588</b>
820 N Broadway St	Menomonie, WI			
<b>NAMI (National Alliance for the Mentally Ill)</b>				<b>(715) 568-4426</b>
119 W Humbird St.	Rice Lake, WI	54868		
<b>Narcotics Anonymous</b>				<b>(866) 668-3580</b>
Support groups around Washburn County.				
<b>New Directions 2000</b>				<b>(715) 234-3637</b>
Drop-in center.				
133 N Main St.	Rice Lake, WI	54868		
<b>Washburn County Behavioral Health Services</b>				<b>(715) 468-4747</b>
110 Fourth Ave.	Shell Lake, WI	54871		
<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, page 15.*

<b>Aging &amp; Disability Resource Center</b>			<b>(715) 635-4460</b>
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. Suite 4	Spooner, WI	54801	
<b>Maple Ridge Care Center</b>			<b>(715) 635-1415</b>
510 First St.	Spooner, WI	54801	
<b>Cumberland Memorial Hospital Extended Care</b>			<b>(715) 822-6113</b>
1110 7th Ave.	Cumberland, WI	54829	
<b>*Heritage Manor Skilled Nursing &amp; Rehabilitation</b>			<b>(715) 234-2161</b>
19 W Newton St.	Rice Lake, WI	54868	
<b>Rice Lake Convalescent Center</b>			<b>(715) 234-9101</b>
1016 Lakeshore Dr.	Rice Lake, WI	54868	
<b>Shell Lake Health Care Center</b> <i>(formerly Terraceview Living Center)</i>			<b>(715) 468-7292</b>
802 E County Hwy B	Shell Lake, WI	54871	
<b>Water's Edge Care Center</b>			<b>(715) 934-4300</b>
11040 N State Rd. 77	Hayward, WI	54843	
<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**

A Personal Emergency Response System (or PERS) is a service generally provided by a private company that helps to monitor its subscribers for falls, medical problems or other emergencies by use of a three-part system including a:

- 1) pendant, charm, necklace, belt or watch;
- 2) base station;
- 3) call center/monitoring station.

Medicare and most insurance companies typically don't pay for the equipment. New options include a Mobile Personal Emergency Response System (MPERS), which allows the subscriber to be away from the base station by using cellular technology. Many companies also offer automatic fall detection for those who don't know to press their help button or who have lost consciousness. Costs range from \$25-\$50/month.

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

9-11 E Eau Claire St.                      Rice Lake, WI                      54868  
 (Professional Building-Prime America)

Mailing address:

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

**Cumberland Memorial Hospital-Lifeline** **(715) 822-2741**

1110 Seventh Ave.                      Cumberland, WI                      54829

**Hayward Hospital-Lifeline** **(715) 934-4323**

11040 N State Rd. 77                      Hayward, WI                      54843

**Indianhead Medical Center-Lifeline** **(715) 468-7833**

113 4th Ave.                      Shell Lake, WI                      54871

**Lakeview Medical Center-Lifeline** **(715) 236-6209**

1700 W Stout St.                      Rice Lake, WI                      54868

**Project Lifesaver -Washburn County** **(715) 468-4700**

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

**Team Northwoods Communications** **(715) 868-8326**

N4041 Sand Hill Road                      Bruce, WI                      54819

## **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.

**Beneficial Rep Payee Services, Inc.** (715) 831-9349

P.O. Box 3153 Eau Claire, WI 54702

**House Calls of Menomonie, Inc.** (888) 232-6475

P.O. Box 361 Menomonie, WI 54751

**Payee Services, Inc.** (715) 233-0203

P.O. Box 26 Menomonie, WI 54751

**R.R.P. Services, Inc.** (715) 434-1042

P.O. Box 651 Rice Lake, WI 54868 fax (715) 434-1043

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

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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.

<b>Lakeside Center</b>			<b>(715) 354-3001</b>
Lunch meal served at 12:00 p.m.			
Dining at 5:00 p.m. – 4 <sup>th</sup> Friday of the month			
110 Euclid Ave.	Birchwood, WI	54817	
<b>Minong Senior Center</b>			<b>(715) 466-4448</b>
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	
<b>Friendship Commons</b>			<b>(715) 468-4750</b>
Lunch meal served at 12:00 p.m.			
Dining at 5:00 p.m. – 2nd Tuesday of the month			
118 4th Ave.	Shell Lake, WI	54871	
<b>Spooner Senior Center</b>			<b>(715) 635-8283</b>
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***

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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.

			<b>National: (800) 772-1213</b>
1703 W Knapp St.	Rice Lake, WI	54868	<b>(800) 772-1213</b>
4221 Tower Ave	Superior, WI	54880	<b>(877) 628-6578</b>

## **Support Groups**

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<b>Alcoholics Anonymous</b>	<b>(715) 931-8262</b>
Support groups around Washburn County.	
<b>ALS Support Group-Duluth-Superior Area</b>	<b>(218) 786-5399</b>
Fourth Tuesday of each month, 1:00 pm to 2:30 pm	
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.	
<b>Alzheimer's Support Groups</b>	
1st & 3rd Wednesday of each month at Spooner Health System	<b>(715) 566-2664</b>
1st Monday of each month at Trinity Lutheran Church in Spooner, evenings	<b>(715) 416-2942</b>
<b>Aphasia Support Group</b>	<b>(715) 739-1745</b>
Spooner Health System, Spooner	
Meets from 10-11:30 a.m. monthly on the first Thursday of the month	
<b>Breast Cancer Support Group</b>	<b>(715) 537-1400</b>
Pink Ribbon Advocacy, Inc. Rice Lake, WI 54868	
<b>Breast Cancer Support Group (YANA)</b>	<b>(715) 236-2835</b>
Meets 2nd Tuesday of the month at 4:30 p.m.	
Grace Episcopal Church	
119 W Humbird Street Rice Lake, WI 54868	
<b>Coping with Diabetes Support Group</b>	<b>(715) 635-7327</b>
Meets 2nd Wednesday of the month – 1:00 – 2:30 p.m.	
Danklefsen Hall at United Methodist Church in Spooner, WI	
<b>Dementia Support Group</b>	<b>(715)-939-1735</b>
Spooner Health System, Spooner	
Group meets at 6:00 p.m. on the fourth Thursday, <a href="mailto:crouzer@spoonerhealth.com">crouzer@spoonerhealth.com</a>	
<b>Diabetes Information Group</b>	<b>(715) 236-8251</b>
Lakeview Medical Center Rice Lake, WI 54868	
<b>Diabetes Support Group</b>	<b>(715) 635-1217</b>
Spooner Health System, Spooner	
<b>Early Stage Memory Loss Support Group</b>	<b>(715) 635-4460</b>
Group meets from 10-11:30 a.m. monthly on the first Thursday of the month.	
Spooner Health System	
<b>Fibro/Chronic Pain Support Group</b>	<b>(715) 651-9011</b>
Spooner	

Washburn County Resources, 05/2017

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

Call 715-635-4460 or visit our website: [www.adrcconnections.org](http://www.adrcconnections.org)

314 Elm Street Spooner, WI 54801

**Grief Support Group (715) 635-9077**

Meets every other month @ Spooner Hospital in Spooner.

819 Ash Street Spooner, WI 54801

**I Can Cope Cancer Support Group (715) 236-8235**

Marshfield Clinic Rice Lake

**Narcotics Anonymous (866) 668-3580**

Support groups around Washburn County.

**National Alliance for the Mentally Ill (NAMI) (715) 568-4426**

Rice Lake, WI 54868

**Northwoods Area Stroke Support Group (715) 234-1515**

Lakeview Medical Center Rice Lake

**Ostomy Support Group (715) 637-5020**

Rice Lake

**Parkinson's Support Group (715) 468-4334**

Shell Lake

**Relatives as Parents Support Group (715) 635-4669**

(Formerly Grandparents Raising Grandchildren)

Meets 3rd Tuesday of the month – 8:00 a.m. – 9:30 a.m.

Lakeland Family Resource Center

**Stroke Support Group (715) 236-6314**

Lakeview Medical Center Rice Lake

**Traumatic Brain Injury Support Group (715) 234-0079**

Lakeview Medical Center Rice Lake

**Traumatic Brain Injury Support Group (715) 416-3676**

Spooner Armory 624 E. Maple St (Hwy 70)

**(219) 393-4873**

**Veteran's Support Group**

Group is open to all community member Veterans and their families to meet for support, to share stories, and visit with each other.

Group meets the 2nd and the 4th Tuesday of every month

9:30-11:00 AM

Maple Ridge Care Center in the front conference room.

If you have any questions please call 715-635-1415.

**Women Healing Women (Domestic Violence) (715) 635-5245**

Spooner

# **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.

**Handi-Lift\*** (715) 822-5077  
 1779 10th St. Cumberland, WI 54829  
 Reduced cost for seniors and people with disabilities.

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

**Royal Lift - Transport and Errand Service LLC** 715-416-4392  
 N10202 County Highway K Trego, WI 54888  
 Will transport to Eau Claire, Rice Lake, Superior, Shell Lake, and Hayward  
 Private Transport, Personal Errands  
 Rates Vary  
 Monday, Wednesday, Thursday, Friday, Saturday, Sunday-8:00 AM - 8:00 PM

**R.S.V.P. Transport** (715) 635-4460  
 For medical appointments and grocery shopping  
 850 W Beaverbrook Ave. Suite 4 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.

**RSVP Transport through the Unit on Aging** (715) 635-4460

Transportation to and from your local grocery store.  
Provides transportation on Tuesday and Friday each week,  
Open to anyone elderly or disabled over 18 years old

**Wisconsin Mobility Management** (866) 295-9599

Free, personal assistance in finding transportation resources that meet your needs.  
Private pay

### **Other Transportation Related Resources:**

**A&J Mobility** (715) 874-6630

Automobile and van adaptations.  
2650 Prospect Drive. Eau Claire, WI 54703

**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

**Driver Safety Assessment Program** (715) 236-6408

Lakeview Medical Center

**Jefferson Bus Lines** (800) 451-5333

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

**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***

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<b>Hayward VA Clinic</b> Hours: Monday, Tuesday, & Friday – 7:45 a.m. – 4:30 p.m. 15954 Rivers Edge Dr. Hayward, WI 54843	<b>(715) 934-5454</b> <b>Fax: (715)934-5456</b>
<b>Heat for Heroes</b> Heating assistance for veterans.	<b>(800) 891-9276</b>
<b>Indianhead Action Agency</b> Homeless Veterans Support Programs	<b>(715) 635-3975</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>(715) 537-6290</b> <b>(612) 725-2000</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>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>Veterans Restorative Justice Programs</b> Veterans working with veterans readjusting to life after military service.	<b>(715) 736-0940, press 3</b>
<b>Veterans Service Office</b> Open 7:30-5:30 PM Monday - Thursday, Closed Fridays 1600 County Hwy H Spooner, WI 54801	<b>(715) 635-4470</b>
<b>Veteran's Support Group</b> Group is open to all community member Veterans and their families to meet for support, to share stories, and visit with each other. Group meets the 2nd and the 4th Tuesday of every month 9:30-11:00 AM Maple Ridge Care Center in the front conference room. If you have any questions please call 715-635-1415.	
<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>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>North Country Independent Living</b>	<b>V/TTY (800) 924-1220</b>
Products to assist with vision impairment available for loan.	
69 N 28th St. Suite 28	Superior, WI 54880
<b>Office for the Blind and Visually Impaired</b>	<b>(715) 392-7907</b>
Free directory assistance exemption service & free home assessments from rehabilitation specialist.	
1805 N. 14th St., Ste.2	Superior, WI 54880-8801
<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	
<b>Sharper Vision Store</b>	<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 Wisconsin Indianhead Technical College.

### **Aging & Disabilities**

Administration on Community Living	<a href="http://www.acl.gov">www.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="http://datcp.wi.gov/uploads/Consumer/pdf/SeniorGuide170.pdf">datcp.wi.gov/uploads/Consumer/pdf/SeniorGuide170.pdf</a>

Washburn County Resources, 05/2017

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

Call 715-635-4460 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/ltcombud.htm](http://www.dhs.wisconsin.gov/aging/ltcombud.htm)  
Greater Wisconsin Area Agency on  
Aging Resources [www.gwaar.org](http://www.gwaar.org)

***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.

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. Suite 4   Spooner, WI                  54801

**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 - 7-1-1**



## ***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 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***

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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.

## ***Healthy Living Programs***

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- **Beneficial Bites**

Free educational sessions about different foods provided at several community/senior centers in Washburn 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.