Resource Directory

August, 2015

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

“Connections for Better Living”

Phone: (715) 635-4460
850 W. Beaverbrook Ave. Suite 4
Spooner, WI 54801
www.adrcconnections.org

Toll-free: (888) 538-3031
Fax: (715) 635-4464
Email: aging@co.washburn.wi.us
# Quick Reference

<table>
<thead>
<tr>
<th>Service</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy/Utility Assistance</td>
<td>22</td>
</tr>
<tr>
<td>Food and Nutrition</td>
<td>24</td>
</tr>
<tr>
<td>Health Insurance/Assistance</td>
<td>26</td>
</tr>
<tr>
<td>Medicaid</td>
<td></td>
</tr>
<tr>
<td>Medicare</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>Housing</td>
<td>33</td>
</tr>
<tr>
<td>Assistance/Ownership</td>
<td></td>
</tr>
<tr>
<td>Renting</td>
<td></td>
</tr>
<tr>
<td>Subsidized</td>
<td></td>
</tr>
<tr>
<td>Repairs/Modifications/Weatherization</td>
<td></td>
</tr>
<tr>
<td>In-home Help/Home Care</td>
<td>31</td>
</tr>
<tr>
<td>Lifeline/Personal Emergency Response System</td>
<td>41</td>
</tr>
<tr>
<td>Memory Issues/Alzheimer’s/Dementia</td>
<td>11</td>
</tr>
<tr>
<td>Senior Centers/Senior Dining</td>
<td>43</td>
</tr>
<tr>
<td>Social Security/SSI/Legal</td>
<td>36</td>
</tr>
<tr>
<td>Transportation</td>
<td>46</td>
</tr>
<tr>
<td>Vision</td>
<td>49</td>
</tr>
<tr>
<td>Wisconsin Do Not Call List/Consumer Protection</td>
<td>18</td>
</tr>
</tbody>
</table>
ADRC Staff 715-635-4460

ADRC Director .................................................................................Leslie Fijalkiewicz
ADRC Supervisor/Unit on Aging Director ......................................................Stephanie Villella
Dementia Care Specialist .................................................................Trisha Bailkey
Disability Benefit Specialist ..............................................................Ted Hampe
Fiscal Assistant ..................................................................................Julie Wilcox
Elder Benefit Specialist ......................................................................Kelly Brunkow
Health Promotion Specialist ..............................................................Darby Simpson
Information and Assistance Specialist ..................................................Anna Brown
Nutrition Program Coordinator ..........................................................Carla Musil
Resource Specialist ..............................................................................Kim Cobb

www.adrcconnections.org Email: aging@co.washburn.wi.us
# Table of Contents

Aging & Disability Resource Center ................................................................. 7

Abuse & Neglect .............................................................................................. 8

Advocacy/Community Organizations ............................................................... 9

Alzheimer's Disease, Dementia & Memory Loss ............................................. 11

Assisted Living ............................................................................................... 13

Assistive Technology/Adaptive Equipment .................................................. 15

Caregiver Support ......................................................................................... 16

Consumer Protection/Fraud .......................................................................... 18

Dental Resources ......................................................................................... 19

Emergency Needs - Housing, Gas, Food ....................................................... 20

Employment .................................................................................................... 21

Energy/Utility Assistance ................................................................................ 22

Financial Counseling .................................................................................... 23

Food & Nutrition Programs .......................................................................... 24

Health Insurance Programs/Prescription Drug Programs ............................ 26

Healthy Living & Falls Prevention ................................................................. 28

Clinics .............................................................................................................. 29

Hospitals ......................................................................................................... 29

Hearing – Deaf/Hard of Hearing ................................................................... 30

Home Care ..................................................................................................... 31

Housing - Assistance/Ownership ................................................................. 33

Housing - Renting .......................................................................................... 33

Housing - Subsidized .................................................................................... 34

Housing - Repairs/Modifications/Weatherization ......................................... 35

Legal ............................................................................................................... 36

Medical Equipment ....................................................................................... 37

Medication Management .............................................................................. 38

Mental Health & Substance Abuse ............................................................... 39
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing Homes</td>
<td>40</td>
</tr>
<tr>
<td>Personal Emergency Response Systems</td>
<td>41</td>
</tr>
<tr>
<td>Representative Payee Services</td>
<td>42</td>
</tr>
<tr>
<td>Senior Centers/Senior Dining</td>
<td>43</td>
</tr>
<tr>
<td>Support Groups</td>
<td>44</td>
</tr>
<tr>
<td>Transportation Services - Medical</td>
<td>46</td>
</tr>
<tr>
<td>Transportation Services – Non-medical &amp; Local</td>
<td>47</td>
</tr>
<tr>
<td>Veterans Services</td>
<td>48</td>
</tr>
<tr>
<td>Vision – Blind/Low Vision</td>
<td>49</td>
</tr>
<tr>
<td>Websites</td>
<td>50</td>
</tr>
<tr>
<td>Youth Transition</td>
<td>51</td>
</tr>
</tbody>
</table>

See the web site Resource Directory (www.adrcconnections.org) for this information

Learn More About Our Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caregiver Services</td>
<td>54</td>
</tr>
<tr>
<td>Choosing the Right Assisted Living Facility</td>
<td>55</td>
</tr>
<tr>
<td>Disability Benefit Specialist Program</td>
<td>56</td>
</tr>
<tr>
<td>Do Not Resuscitate Order &amp; Bracelet</td>
<td>56</td>
</tr>
<tr>
<td>Elder Benefit Specialist Program</td>
<td>57</td>
</tr>
<tr>
<td>Elderly Nutrition Programs</td>
<td>58</td>
</tr>
<tr>
<td>Healthy Living Programs</td>
<td>59</td>
</tr>
<tr>
<td>Home Care Services</td>
<td>60</td>
</tr>
<tr>
<td>Housing &amp; Care Options</td>
<td>61</td>
</tr>
<tr>
<td>Living Will/Power of Attorney for Health Care</td>
<td>62</td>
</tr>
<tr>
<td>Long Term Care</td>
<td>63</td>
</tr>
<tr>
<td>Nursing Home Relocation</td>
<td>64</td>
</tr>
<tr>
<td>Volunteer Opportunities</td>
<td>65</td>
</tr>
<tr>
<td>When Should a Person Quit Driving?</td>
<td>66</td>
</tr>
<tr>
<td>Youth Transition Services</td>
<td>67</td>
</tr>
</tbody>
</table>

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, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)
Call 715-635-4460 or visit our website: www.adrcconnections.org
What is an ADRC?

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

- Equipment loan closet – Short term rental of commodes, bath benches, walkers, wheelchairs, etc. $15.00 each for three months.
- Family caregiver services – Consultation with individuals and families, support group, respite programs, Daybreak adult day care, educational materials.
- Health & Wellness Programs – Healthy living programs, falls prevention workshops, monthly nutrition workshops, and caregiver support workshops.
- Incontinence supplies
- Information and connections – Answers to questions and assistance in locating needed help.
- Informational lending library – Books, CDs, tapes, pamphlets, brochures.
- Liquid nutritional supplements – Available at reduced prices to adults who have a doctor’s or dietitian’s order for the products.
- Long-term care options counseling – Consultation and advice about the options available to meet an individual’s long-term care needs, including enrollment into long term care options (Family Care and IRIS).
- Meals-on-Wheels – Meals are delivered to homebound adults age 60+ and includes a check on their well-being. Suggested donation: $3.50.
- 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 senior centers. Opportunity for networking, visiting with friends, volunteering. Suggested donation: $3.50.
- Tax-aide – Help with filing Wisconsin Homestead Tax and income tax returns.
- Transportation – Information about transportation choices and volunteer drivers.
Abuse & Neglect

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

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

Long Term Care Ombudsman (800) 815-0015

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

Wisconsin Division of Quality Assurance (800) 642-6552

For all other reporting.

Washburn County Health & Human Services Department (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 21st 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

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

Time-Out Family Abuse Shelter, Inc. (715) 532-6976
Crisis/support line and shelter for victims of domestic violence, sexual assault, and their families.
212 Cedar St., Ste. 10 Spooner, WI 54801
(800) 924-0556

Time-Out Family Abuse Shelter, Outreach Office (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

Washburn County Resources, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)
Call 715-635-4460 or visit our website: www.adrcconnections.org
# Advocacy/Community Organizations

**Also see Support Groups**

<table>
<thead>
<tr>
<th>Organization</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AARP Wisconsin – (American Assoc. of Retired Persons)</strong></td>
<td>(866) 448-3611</td>
</tr>
<tr>
<td>222 W Washington Ave. Suite 600  Madison, WI  53703</td>
<td></td>
</tr>
<tr>
<td><strong>AgrAbility of Wisconsin</strong></td>
<td>(608) 262-9336</td>
</tr>
<tr>
<td>Independent living services for individuals and families engaged in farming and coping with a disability. Provided at your home or farm.</td>
<td>TTY (800) 947-3529</td>
</tr>
<tr>
<td><strong>AIDS Resource Center of Wisconsin</strong></td>
<td>(800) 750-2437</td>
</tr>
<tr>
<td>505 Dewey St S. Suite 107  Eau Claire, WI  54701</td>
<td></td>
</tr>
<tr>
<td><strong>American Cancer Society</strong></td>
<td>(877) 423-9122</td>
</tr>
<tr>
<td>2519 N Hillcrest Pkwy.  Altoona, WI  54720</td>
<td></td>
</tr>
<tr>
<td><strong>Arthritis Foundation</strong></td>
<td>(800) 333-1380</td>
</tr>
<tr>
<td>1650 S 108th St.  West Allis, WI  53214</td>
<td></td>
</tr>
<tr>
<td><strong>Autism Society of Wisconsin</strong></td>
<td>(888) 428-8476</td>
</tr>
<tr>
<td>1477 Kenwood Dr.  Menasha, WI  54952</td>
<td></td>
</tr>
<tr>
<td><strong>Brain Injury Alliance of Wisconsin</strong></td>
<td>(800) 882-9282</td>
</tr>
<tr>
<td>N63 W23583 Main St. Suite A  Sussex, WI  53089</td>
<td></td>
</tr>
<tr>
<td><strong>Brain Injury Resource Center of Wisconsin</strong></td>
<td>(262) 770-4882</td>
</tr>
<tr>
<td>P.O. Box 808  Muskego, WI  53150</td>
<td></td>
</tr>
<tr>
<td><strong>Coalition of Wisconsin Aging Groups (CWAG)</strong></td>
<td>(800) 366-2990</td>
</tr>
<tr>
<td>2850 Dairy Dr. Suite 100  Madison, WI  53718</td>
<td></td>
</tr>
<tr>
<td><strong>Disability Rights Wisconsin</strong></td>
<td>(715) 736-1232</td>
</tr>
<tr>
<td>217 W Knapp St.  Rice Lake, WI  54868</td>
<td>(877) 338-3724</td>
</tr>
<tr>
<td><strong>Down Syndrome Association of Wisconsin</strong></td>
<td>(715) 379-0563</td>
</tr>
<tr>
<td>P.O. Box 3156  Eau Claire, WI  54702</td>
<td></td>
</tr>
<tr>
<td><strong>Epilepsy Foundation of Western Wisconsin</strong></td>
<td>(800) 924-2105</td>
</tr>
<tr>
<td>1812 Brackett Ave. Suite 5  Eau Claire, WI  54701</td>
<td></td>
</tr>
</tbody>
</table>
For complaints, questions and/or concerns regarding the care and the rights of people (ages 18-59) receiving Family Care or IRIS.

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

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

Long Term Care 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

Wisconsin Board for People with Developmental Disabilities  (888) 332-1677
201 W Washington Ave. Suite 110 Madison, WI  53703
Alzheimer’s Disease, Dementia & Memory Loss

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

Alzheimer’s Caregiver Support Groups
1st & 3rd Wednesday of each month at Spooner Health System  
(715) 566-2664
1st Monday of each month at Trinity Lutheran Church in Spooner  
(715) 416-2942

Alzheimer’s Information and Support  
850 W. Beaverbrook Ave. Suite 4  
Spoon, WI  
54801  
(715) 635-4460

Dementia Care Specialist ADRC  
850 W. Beaverbrook Ave. Suite 4  
Spoon, WI  
54801  
(715) 635-4460

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

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.
Spoon, Mondays & Thursdays  
(715) 416-2942
Birchwood, Wednesdays  
(715) 354-3001

Language Enriched Exercise Plus ADRC  
850 W. Beaverbrook Ave. Suite 4  
Spoon, WI  
54801  
(715) 635-4460

Socialization Program (LEEP5)  
850 W. Beaverbrook Ave. Suite 4  
Spoon, WI  
54801  
(715) 635-4460

Memory Care Connections ADRC  
850 W. Beaverbrook Ave. Suite 4  
Spoon, WI  
54801  
(715) 635-4460

Memory Screen ADRC  
850 W. Beaverbrook Ave. Suite 4  
Spoon, WI  
54801  
(715) 635-4460

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.


Memory Clinics

For the evaluation of memory problems.

Clinics affiliated with WI Alzheimer's Institute.  

Mayo Clinic Alzheimer's Research Center  
200 First St. SW  Rochester, MN  55905  
(715) 635-6601

Family Medicine Clinic  
617 W Clairemont Ave.  Eau Claire, WI  54701  
(715) 839-5175

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

Marshfield Clinic-Memory Clinics  
Eau Claire  2nd Friday of the month  (866) 333-1996

Lakewoods Clinic Rice Lake  3rd Tuesday of the month  (715) 858-4437

Spooner Health System Memory Clinic  
Phone number for scheduling appointments at Memory Clinic  
819 Ash St.  Spooner, WI  54801  
(715) 635-1443  
(715) 635-1432
**Assisted Living**

**Adult Family Homes**

Supervision, room and board provided. Current listing: https://www.dhs.wisconsin.gov/guide/afh.htm
1-2 bed homes are certified by Community Care Connections of Wisconsin.
3-4 bed homes are licensed by the State of Wisconsin.

**Residential Care Apartment Complexes (RCACs)**

An apartment that includes a kitchen, living area, bedroom, and private bathroom.
Registered or certified by the State of Wisconsin. Private & semi private rooms.
Services include meals, laundry, housekeeping, arranging medical appointments and transportation, and may include up to 28 hours per week of nursing care per resident.
http://www.dhs.wisconsin.gov/bqaconsumer/assistedliving/aslivdirs.htm

**Brentwood Senior Communities**

633 Cameron Rd. 
Rice Lake, WI  54868

**Glenview Apartments**

201 Glenview Ln. 
Shell Lake, WI  54871

**Woodstone Senior Living Community**

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**

1627 Kern Ave. 
Rice Lake, WI  54868

**Care Partners Assisted Living**

W7184 Green Valley Rd. 
Spooner, WI  54801

**Country Terrace Catered Living**

N4810 Hill Dr. 
Spooner, WI  54801

**Glenview Community Based Residential Facility**

201 Glenview Ln. 
Shell Lake, WI  54871

---

Washburn County Resources, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)
Call 715-635-4460 or visit our website: www.adrcconnections.org
**Memory Care Facilities**

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

- **Brentwood Memory Care**
  633 Cameron Rd.  
  Rice Lake, WI  
  (715) 736-7402

- **Colfax Health & Rehab Center**
  1011 University Ave.  
  Colfax, WI  
  (715) 962-3186

- **Heritage Manor**
  19 W Newton St.  
  Rice Lake, WI  
  (715) 234-2161

- **Monroe Manor**
  508 E Monroe Ave.  
  Barron, WI  
  (715) 537-5700

- **Our House Memory Care**
  413 E South St.  
  Rice Lake, WI  
  (715) 736-0347

- **Woodstone Memory Care**
  50 Bear Paw Ave.  
  Rice Lake, WI  
  (715) 736-6060
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

**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

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

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

**WisLoan**
(866) 419-1260
(715) 736-1800
Low-interest loan for adaptive equipment. For assistance through this program, please contact North Country Independent Living (see above).

**Assisted Living Store**
www.assistedlivingstore.com

**Maxi Aids**
www.maxiaids.com/store/default.asp

**e-pill medication reminders**
www.epill.com


Caregiver Support

**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

**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 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**  
(715) 416-2942  
(715) 354-3001

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 & Thursdays  
(715) 416-2942

Birchwood  
Wednesdays  
(715) 354-3001

Washburn County Resources, 08/2015  
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)  
Call 715-635-4460 or visit our website: www.adrcconnections.org
<table>
<thead>
<tr>
<th><strong>Faith In Action</strong></th>
<th>(715) 635-2252</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides short-term respite volunteers.</td>
<td></td>
</tr>
<tr>
<td>Office hours Mon.-Thurs., 8 a.m.-1 p.m.</td>
<td></td>
</tr>
<tr>
<td>P.O. Box 387</td>
<td>Spooner, WI 54801</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Chores &amp; Care File</strong></th>
<th><strong>ADRC</strong> (715) 635-4460</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides short-term respite volunteers.</td>
<td></td>
</tr>
<tr>
<td>Office hours Mon.-Thurs., 8 a.m.-1 p.m.</td>
<td></td>
</tr>
<tr>
<td>P.O. Box 387</td>
<td>Spooner, WI 54801</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Heart of Compassion Hands to Serve</strong></th>
<th>(715) 945-2083</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides short-term respite volunteers.</td>
<td></td>
</tr>
<tr>
<td>Office hours Mon.-Thurs., 8 a.m.-1 p.m.</td>
<td></td>
</tr>
<tr>
<td>P.O. Box 13127</td>
<td>Hayward, WI 54843</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Help At Home, LLC</strong></th>
<th>(715) 645-2598</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides short-term respite volunteers.</td>
<td></td>
</tr>
<tr>
<td>Office hours Mon.-Thurs., 8 a.m.-1 p.m.</td>
<td></td>
</tr>
<tr>
<td>110 S Lake Dr.</td>
<td>Shell Lake, WI 54871</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Indianhead Home Health/Home Services</strong></th>
<th>(866) 387-5614</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides short-term respite volunteers.</td>
<td></td>
</tr>
<tr>
<td>Office hours Mon.-Thurs., 8 a.m.-1 p.m.</td>
<td></td>
</tr>
<tr>
<td>522 Service Rd.</td>
<td>Spooner, WI 54801</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Lean On Me Home Care</strong></th>
<th>(715) 463-5004</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides short-term respite volunteers.</td>
<td></td>
</tr>
<tr>
<td>Office hours Mon.-Thurs., 8 a.m.-1 p.m.</td>
<td></td>
</tr>
<tr>
<td>P.O. Box 337</td>
<td>Grantsburg, WI 54840</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>North Country Independent Living</strong></th>
<th>(800) 924-1220</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides short-term respite volunteers.</td>
<td></td>
</tr>
<tr>
<td>Office hours Mon.-Thurs., 8 a.m.-1 p.m.</td>
<td></td>
</tr>
<tr>
<td>69 N 28th St. Suite 28</td>
<td>Superior, WI 54880</td>
</tr>
</tbody>
</table>

**Resources to help manage privately employed support**

<table>
<thead>
<tr>
<th><strong>Better at Home</strong></th>
<th>(877) 785-9991</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides short-term respite volunteers.</td>
<td></td>
</tr>
<tr>
<td>Office hours Mon.-Thurs., 8 a.m.-1 p.m.</td>
<td></td>
</tr>
<tr>
<td>744 Ryan Dr. Ste. 201</td>
<td>Hudson, WI 54016</td>
</tr>
</tbody>
</table>
Consumer Protection/Fraud

For complaints about identity theft and fraud.

Washburn County Sheriff’s Office (715) 468-4700
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

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

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rice Lake Dental Center</strong></td>
<td>(715) 236-8900&lt;br&gt;1501 W Stout St. Rice Lake, WI 54868</td>
</tr>
<tr>
<td><strong>Affordable Dentures</strong></td>
<td>(715) 855-1020&lt;br&gt;Provides complete and partial dentures, extractions, denture repair, reline and adjustment services, X-Ray services&lt;br&gt;4850 Keystone Crossing, White Oak Commons Eau Claire, WI 54701&lt;br&gt;4310 Menard Dr., Ste. 300, Hermantown Plaza Duluth, MN 55811 (218) 308-8775</td>
</tr>
<tr>
<td><strong>Donated Dental Services</strong></td>
<td>(866) 812-9840&lt;br&gt;Volunteer dentist in your area.&lt;br&gt;P.O. Box 14173 West Allis, WI 53214</td>
</tr>
<tr>
<td><strong>Ladysmith Dental Center</strong></td>
<td>(715) 532-2500&lt;br&gt;315 Miner Ave. W Ladysmith, WI 54848 (800) 782-8581, Ext. 32500</td>
</tr>
<tr>
<td><strong>NorthLakes Community Health Center- Dental Clinic</strong></td>
<td>(715) 634-2541&lt;br&gt;15910 W Company Lake Rd. Hayward, WI 54843</td>
</tr>
</tbody>
</table>
Emergency Needs – Housing, Gas, Food

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

911 – Police, Sheriff, Fire and Rescue Emergencies
Call 911

American Red Cross Western Wisconsin Chapter
3728 Spooner Ave. Altoona, WI 54720
(877) 618-6628

Harvest of Hope Fund
Emergency needs for food, home heating fuel, medical expenses, re-training, and other immediate situations for farm families.
7118 Old Sauk Rd. Madison, WI 53717
(608) 836-4633

Indianhead Community Action Agency (715) 635-3975
608 Service Rd. Spooner, WI
(715) 635-3975

Rural Housing, Inc.
Critical housing assistance.
4506 Regent St. Madison, WI 53705
(888) 400-5974

Salvation Army
Emergency funds available
ADRC
Minong area
(715) 635-3742
(715) 635-4460
(715) 791-0396

Washburn Christian Outreach
Provides emergency shelter, rent, utilities, heating fuel, transportation issues, clothing, furnishings, other basic needs
(715) 468-1043

Washburn County Resources, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)
Call 715-635-4460 or visit our website: www.adrcconnections.org
Employment

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.
108 W 2nd St. N  Ladysmith, WI  54848

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

**Programs located at the Spooner County Job Center**

- **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 Spooner 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

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) 867-7183
Free cellular service and cell phone through Lifeline for low-income persons.

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

Washburn County Resources, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)
Call 715-635-4460 or visit our website: www.adrcconnections.org
Financial Counseling

Also see Representative Payee Services

**Catholic Charities**  
Financial counseling, debt repayment, and budget counseling.  
204 E Grand Ave.  
Eau Claire, WI  54701  
(715) 832-6644

**Family Means**  
Consumer credit counseling, financial counseling, debt repayment, and education.  
2143 East Ridge Center  
Eau Claire, WI  54701  
(800) 780-2890

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

**Green Path Debt Solutions**  
Over-the-phone credit and financial counseling. Reverse mortgage counseling and pre-purchase housing counseling, delinquent mortgage counseling. Bankruptcy and education courses.  
(800) 550-1961

**Lutheran Social Services Financial Counseling Service**  
33 N 25th St. E  
Superior, WI  54880  
(888) 607-6775
Food & Nutrition Programs

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

Meals On Wheels & Liquid Nutritional Supplements
850 W. Beaverbrook Ave. Suite 4  Spooner, WI  54801
ADRC  (715) 635-4460

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

FoodShare
A Federal program that provides monthly benefits to help low-income households buy food. For questions or to apply go online: www.access.wi.gov.
Washburn County Health and Human Services Department
110 Fourth Ave. W.  Shell Lake, WI  54871
(715) 468-4747

Food Pantries

Birchwood Food Shelf
1st and 3rd Mondays of every month, 1:30 p.m.-4:30 p.m.
Main St.  Birchwood, WI  54817
(715) 376-4503

Gordon Area Food Shelf
Wednesday, 9:00 a.m.-Noon
Gordon Town Hall  Gordon, WI  54838
(715) 635-3975

Indianhead Community Action Agency, Inc.
Tuesday-Thursday, 9:00 a.m.-4:00 p.m.
608 Service Rd.  Spooner, WI  54801
(715) 635-9309

Ruby’s Pantry
Food distribution 2nd Saturday of every month, 8:30 a.m. ($20 donation)
Spooner Middle School, Tech Ed Bldg.
Elm St.  Spooner, WI  54801
(715) 520-0989

The Comforts Food Shelf
Call for hours.
Henson’s Country Foods of Minong
403 Bus Hwy 53  Minong, WI  54859
(715) 635-9309

Washburn County Food Pantry
Tuesday, 9:00 a.m.-11:00 a.m.  Thursday, 1:00 p.m.-3:00 p.m.
1649 Cottonwood Ave.  Spooner, WI  54801
(715) 635-8475

Community Meals

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

Washburn County Resources, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)
Call 715-635-4460 or visit our website: www.adrcconnections.org
Church of the Nazarene
First Wednesday of every month, 5:30 p.m.
N4584 Hwy 253
Spooner, WI 54801
(715) 635-3496

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

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

United Methodist Church
Fourth Thursday of every month, 5:30 p.m.
103 Balsam Ave.
Birchwood, WI 54817
(715) 354-3147

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

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

**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

**Aging & Disability Resource Center**  
(715) 635-4460

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

**Medicare Part D Helpline**  
(855) 677-2783  
(715) 635-4460

**Benefit Specialist Programs**  
ADRC  
(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, 08/2015  
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)  
Call 715-635-4460 or visit our website: www.adrcconnections.org
Social Security Administration
1703 W Knapp St. Rice Lake, WI 54868 (888) 823-3923

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. (715) 537-5691 ext.5
Wisconsin Well Woman Program Pays for mammograms and other screenings for women age 45-64. (715) 635-4400
Washburn County Public Health Department 222 Oak St. Spooner, WI 54801

Washburn County Resources, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC) Call 715-635-4460 or visit our website: www.adrcconnections.org
Healthy Living & Falls Prevention

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

Language Enriched Exercise Plus  (715) 635-4460
Socialization Program (LEEPS) ADRC
An exercise and social outing program for people with memory loss.
850 W. Beaverbrook Ave. Suite 4 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
Local Senior Centers may offer a variety of physical activity programs.

Balance & Beyond Exercise Classes  (715) 236-6239

ADRC Workshops  (715) 635-4460
850 W. Beaverbrook Ave. Suite 4 Spooner, WI 54801

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.

Washburn County Resources, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)
Call 715-635-4460 or visit our website: www.adrcconnections.org
Clinics

Rice Lake Area Free Clinic  
(715) 736-3733  
Every Tuesday (except holidays), 5:00-9:00 pm  
Medical Arts Bldg, 1035 N Main St. Rice Lake, WI 54868

Cumberland Medical Clinic  
(715) 822-2231  
1475 Webb St. Cumberland, WI 54829

Essentia Health  
(715) 635-2151 (877) 201-4964  
707 Ash St. Spooner, WI 54801  
11134 N State Rd. 77 Hayward, WI 54843

Lake Superior Community Health Center  
(715) 392-1955  
Sliding fee scale  
3600 Tower Ave. Suite 1 Superior, WI 54880

Mayo Clinic Rice Lake  
(715) 537-6747  
331 S Main St. Suite H Rice Lake, WI 54868

Mayo Clinic-Geriatric Services  
(715) 236-8500  
Specializing in assessments and care for older adults.  
331 S. Main St. Suite H Rice Lake, WI 54868

Marshfield Clinic Rice Lake Center  
(715) 236-8100 (800) 442-4268  
1700 W Stout St. Rice Lake, WI 54868

NorthLakes Community Health Center  
(715) 466-2201 (715) 634-2541  
600 Shell Creek Rd. Minong, WI 54859  
11128 N State Hwy 77 Hayward, WI 54843

Shell Lake Clinic  
(715) 468-2711  
105 4th Ave. Shell Lake, WI 54871

Hospitals

Cumberland Memorial Hospital  
(715) 822-2741  
1110 Seventh Ave. Cumberland, WI 54829

Hayward Area Memorial Hospital  
(715) 934-4321  
11040 N State Rd. 77 Hayward, WI 54843

Indianhead Medical Center, Inc.  
(715) 468-7833  
113 4th Ave. Shell Lake, WI 54871

Lakeview Medical Center  
(715) 234-1515  
1700 W Stout St. Rice Lake, WI 54868

Spooner Health System  
(715) 635-2111  
819 Ash St. Spooner, WI 54801

Washburn County Resources, 08/2015  
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)  
Call 715-635-4460 or visit our website: www.adrcconnections.org
**Hearing – Deaf/Hard of Hearing**

**North Country Independent Living**
Products to assist with hearing impairment available for loan.
V/TTY (800) 924-1220
69 N 28th St. Suite 28 Superior, WI 54880

**Office for the Deaf and Hard of Hearing**
Northwestern Region
911 Jackson Street, #101-103 Wausau WI 54401
Video Relay (715)-203-1580
Fax: 715-841-4840

**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
TTY (800) 251-8345
P.O. Box 7854 Madison WI 53707

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

- **Voice**
  711 or (800) 947-6644

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

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

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

- **Spanish only**
  711 or (800) 833-7813

**Financial Help to Purchase Hearing Aids**
For individuals with limited financial resources.

- **Audient Alliance for Accessible Hearing Care**
  (866) 956-5400

- **Help America Hear Program**
  (631) 366-3461

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

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

Licensed Home Health Agencies

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

**Hearts of Gold, Inc.**  
38 5th Ave.  
Shell Lake, WI  
54871  
(715) 468-2931

**Indianhead Home Health/Home Services**  
522 Service Rd.  
Spoonier, WI  
54801  
(888) 387-5614

**Indianhead Medical Center Home Health**  
Serves Cumberland area. No personal care.  
P.O. Box 300 113 4th Ave.  
Shell Lake, WI  
54871  
(715) 468-7833

**Lakeview Medical Center Home Care and Hospice**  
1700 W Stout St.  
Rice Lake, WI  
54868  
(715) 236-6256

**Spooner Health System Home Care**  
819 Ash St.  
Spoonier, WI  
54801  
(715) 635-2111 ext.238

**Hospice**

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

**Lakeview Medical Center Hospice Care**  
1700 W Stout St.  
Rice Lake, WI  
54868  
(715) 236-6256

**Regional Hospice Services, Inc.**  
Spooner Health System  
819 Ash St.  
Spoonier, WI  
54801  
(715) 635-9077

**St. Croix Hospice**  
7200 Hudson Blvd. Suite 230  
Oakdale, MN  
55128  
(855) 278-2764

Home organization, moving assistance, relocation

**Belongings**  
Duluth, MN  
(218) 206-5322
**In-home help**

Rates range from $10-$30 per hour.
Not covered by Medicare.
Non-medical services such as bathing, homemaking, chores, transportation, meal preparation, respite care, companionship, errands. There is no licensure or regulation for in-home help agencies.

---

**Chores & Care File**  
List of local resources to hire for in-home help.  
850 W. Beaverbrook Ave. Suite 4 Spooner, WI  54801  
**ADRC**  
(715) 635-4460

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

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

**Indianhead Home Health/Home Services**  
522 Service Rd.  
Spooner, WI  54801  
(866) 387-5614

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

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

---

**Resources to help manage privately employed support**

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

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

Green Path Debt Solutions (800) 550-1961
Over-the-phone credit and financial counseling, pre-purchase housing counseling and education courses.

Indianhead Community Action Agency (715) 635-3975
608 Service Rd. Spooner, WI 54801

Movin Out, Inc. (877) 861-6746
600 Williamson St. Madison, WI 53703

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

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

Housing – Renting

Independent Senior Apartments

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

Washburn County Resources, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)
Call 715-635-4460 or visit our website: www.adrcconnections.org
Federally subsidized apartments for seniors, age 62+ and/or adults with disabilities who are capable of living independently.

**Housing-Subsidized Apartments**

<table>
<thead>
<tr>
<th>Subsidized Rent Vouchers</th>
<th>(715) 635-2321</th>
</tr>
</thead>
<tbody>
<tr>
<td>Washburn County Housing Authority</td>
<td>(715) 635-2321</td>
</tr>
<tr>
<td>Wisconsin Landlord/Tenant Hotline</td>
<td>(800) 422-7128</td>
</tr>
</tbody>
</table>

Help resolving issues and complaints.

---

**Catholic Charities Bureau Housing Management**

**Acorn Apartments**

405 2nd St.  
Minong  
54859  
(888) 276-0246

**Evergreen Apartments**

797 N Lake Dr.  
Shell Lake  
54871

**Hilltop Manor**

814 Elm St.  
Spooner, WI  
54801  
(888) 438-1898

**Hometown Village**

309 Davis St.  
Minong, WI  
54859

**Impact Seven**

**Lorraine Glassing Villa**

1204 Paulson Dr.  
Spooner, WI  
54801

**Almena Office**

715-357-3334

**Shell Lake Housing Authority**

**Lakeland Manor- 201 2nd Ave.**  
Shell Lake, WI  
54871

**Shell Lake Shores**

843 N Lake Dr.  
Shell Lake, WI  
54871

**Spooner Housing Authority**

**Goslin Court- 713 Summit St.**  
Spooner, WI  
54801

**The Pines Apartments**

1500 Pine Dr.  
Spooner, WI  
54801

**Washburn County Housing Authority**

Birch Haven Apartments- Birchwood  
Schricker Manor- Spooner  
West Side Manor- Shell Lake

---

Washburn County Resources, 08/2015  
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)  
Call 715-635-4460 or visit our website: www.adrcconnections.org
**Housing – Repairs/Modifications/Weatherization**

**A Brush With Kindness Home Repair Program**
Including help installing grab bars through Wild Rivers Habitat for Humanity.
2201 US Hwy 8
St. Croix Falls, WI 54024
(715) 483-2700

**Indianhead Community Action Agency**
608 Service Rd.
Spooner, WI 54801
(715) 635-3975

**Faith In Action**
Provides volunteer services to repair homes, interior or exterior, and provide services related to weatherization. Faith in Action does *not* 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
(715) 635-2252

**North Country Independent Living**
Options for home accessibility.
69 N 28th St. Suite 28
Superior, WI 54880
V/TTY (800) 924-1220

**Northwest Regional Planning Commission**
Emergency housing funds available to repair imminent threat to health and safety.
1400 S River St.
Spooner, WI 54801
(715) 635-2197

**Tomorrow’s Home Foundation**
Manufactured/mobile homes.
258 Corporate Dr. Suite 200C
Madison, WI 53714
(608) 255-3131

**USDA Rural Development**
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
(715) 635-8228, ext. 4

**Washburn Christian Outreach**
Provides emergency shelter, rent, utilities, heating fuel, transportation issues, clothing, furnishings, other basic needs
(715) 468-1043

**WisLoan**
Low-interest loans available to people with disabilities for adaptive equipment such as ramps and grab bars.
(715) 736-1800

**WI Fund**
Private Sewage System Replacement or Rehabilitation Grant Program.
Washburn County Zoning Office
10 Fourth Ave.
Shell Lake, WI 54871
(715) 468-4624

**Belongings**
Duluth, MN
(218) 206-5322

Washburn County Resources, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)
Call 715-635-4460 or visit our website: www.adrcconnections.org
# Legal Assistance

<table>
<thead>
<tr>
<th>Organization</th>
<th>Phone Numbers</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disability Rights Wisconsin</td>
<td>(800) 928-8778 (715) 736-1232 TTY (888) 758-6049</td>
<td>217 W Knapp St. Rice Lake, WI 54868</td>
</tr>
<tr>
<td>Helping Hands Family Services, Inc.</td>
<td>(715) 462-9630</td>
<td>P.O. Box 21 Hayward, WI 54843</td>
</tr>
<tr>
<td>Safekeeping Guardianship Inc.</td>
<td>(715) 403-0451</td>
<td>N5731 Cemetery Rd Ladysmith, WI 54848</td>
</tr>
<tr>
<td>Wisconsin Guardianship Support Center</td>
<td>(855) 409-9410</td>
<td></td>
</tr>
<tr>
<td>Wisconsin Judicare, Inc.</td>
<td>(800) 472-1638</td>
<td>P.O. Box 6100 Wausau, WI 54402</td>
</tr>
<tr>
<td>Wisconsin State Bar Lawyer Referral &amp; Information Services</td>
<td>(800) 362-9082</td>
<td></td>
</tr>
<tr>
<td>Wisconsin Pooled &amp; Community Trusts, Inc. (WisPACT)</td>
<td>(608) 268-6006</td>
<td>131 W Wilson St. Suite 300 Madison, WI 53703</td>
</tr>
</tbody>
</table>

Washburn County Resources, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)
Call 715-635-4460 or visit our website: www.adrcconnections.org
## Medical Equipment

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

### Apria Healthcare Inc.
2021 Kern Ave.  
Rice Lake, WI  54868  
(715) 234-6961

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

### Hearts of Gold
Used medical equipment such as walkers, wheelchairs, bath chairs, etc.
38 W 5th Ave  
Shell Lake, WI  54871  
(715) 468-2931

### 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
Low-cost & refurbished mobility and medical equipment.
2554 Advance Rd.  
Madison, WI  
(608) 243-1785

### North Country Independent Living
Equipment and technology to promote independence available for loan.
69 N 28th St. Suite 28  
Superior, WI  54880  
V/TTY (800) 924-1220

### Red Cross Pharmacy
146 Walnut St.  
Spooner, WI  54801  
(715) 635-2117

### Spooner Health System Loan Closet
Used medical equipment such as commodes, walkers, etc. No wheelchairs.
819 Ash St.  
Spooner, WI  54801  
(715) 635-1432
Medication Management

Safe Living Technologies-North
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
(715) 234-2349

Comfort Keepers
Medication dispenser & reminder service.
(866) 552-6730

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

Pill Cutters & Pill Boxes (free) ADRC
850 W Beaverbrook Ave. Suite 4 Spooner, WI 54801
(715) 635-4460

Prescription Drug Plan Selection Assistance ADRC
850 W Beaverbrook Ave. Suite 4 Spooner, WI 54801
(715) 635-4460

Disposal Options

Medication Return Site
Washburn County Sheriff's Office
421 HWY 63 S. Shell Lake, WI 54871

Sharps Disposal
Spooner Health System Hospital
(715) 635-2111
Indianhead Medical Center
(715) 468-7833

Medication Set-Up Clinic

Indianhead Medical Center Home Health
1st & 3rd Wednesdays, call for appointment.
113 4th Ave., 3rd Floor Shell Lake, WI 54871
(715) 468-7833 ext. 345

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

Washburn County Resources, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)
Call 715-635-4460 or visit our website: www.adrcconnections.org
# Mental Health & Substance Abuse

*Check your local phone book for counseling services*

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Local Crisis Phone Number</strong></td>
<td>(888) 552-6642</td>
</tr>
<tr>
<td><strong>Alcoholics Anonymous</strong></td>
<td>(715) 931-8262</td>
</tr>
<tr>
<td>Support groups around Washburn County.</td>
<td></td>
</tr>
<tr>
<td><strong>Amery Behavioral Health Center</strong></td>
<td>(715) 268-0069</td>
</tr>
<tr>
<td>Specializes in mental health and dementia behaviors for older adults, inpatient/outpatient.</td>
<td></td>
</tr>
<tr>
<td>230 Deronda St. Amery, WI 54001</td>
<td></td>
</tr>
<tr>
<td><strong>NAMI (National Alliance for the Mentally Ill)</strong></td>
<td>(715) 736-0089</td>
</tr>
<tr>
<td>119 W Humbird St. Rice Lake, WI 54868</td>
<td></td>
</tr>
<tr>
<td><strong>Narcotics Anonymous</strong></td>
<td>(866) 668-3580</td>
</tr>
<tr>
<td>Support groups around Washburn County.</td>
<td></td>
</tr>
<tr>
<td><strong>New Directions 2000</strong></td>
<td>(715) 234-3637</td>
</tr>
<tr>
<td>Drop-in center.</td>
<td></td>
</tr>
<tr>
<td>133 N Main St. Rice Lake, WI 54868</td>
<td></td>
</tr>
<tr>
<td><strong>Washburn County Behavioral Health Services</strong></td>
<td>(715) 468-4747</td>
</tr>
<tr>
<td>110 Fourth Ave. Shell Lake, WI 54871</td>
<td></td>
</tr>
<tr>
<td><strong>Wisconsin Council on Problem Gambling</strong></td>
<td>(800) 426-2535</td>
</tr>
<tr>
<td>1423 Kellogg St. Green Bay, WI 54303</td>
<td></td>
</tr>
</tbody>
</table>
## Nursing Homes/Skilled Nursing Facilities

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Phone Number</th>
<th>Address</th>
<th>City, State, Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aging &amp; Disability Resource Center</td>
<td>(715) 635-4460</td>
<td>850 W. Beaverbrook Ave. Suite 4</td>
<td>Spooner, WI 54801</td>
</tr>
<tr>
<td>Maple Ridge Care Center</td>
<td>(715) 635-1415</td>
<td>510 First St.</td>
<td>Spooner, WI 54801</td>
</tr>
<tr>
<td>Cumberland Memorial Hospital Extended Care</td>
<td>(715) 822-6113</td>
<td>1110 7th Ave.</td>
<td>Cumberland, WI 54829</td>
</tr>
<tr>
<td>Heritage Manor Skilled Nursing &amp; Rehabilitation</td>
<td>(715) 234-2161</td>
<td>19 W Newton St.</td>
<td>Rice Lake, WI 54868</td>
</tr>
<tr>
<td>Rice Lake Convalescent Center</td>
<td>(715) 234-9101</td>
<td>1016 Lakeshore Dr.</td>
<td>Rice Lake, WI 54868</td>
</tr>
<tr>
<td>Terraceview Living Center</td>
<td>(715) 468-7292</td>
<td>802 E County Hwy B</td>
<td>Shell Lake, WI 54871</td>
</tr>
<tr>
<td>Water’s Edge Care Center</td>
<td>(715) 934-4300</td>
<td>11040 N State Rd. 77</td>
<td>Hayward, WI 54843</td>
</tr>
<tr>
<td>Wisconsin Veterans Home*</td>
<td>(715) 720-6775</td>
<td>2175 E Park Ave.</td>
<td>Chippewa Falls, WI 54729</td>
</tr>
</tbody>
</table>

* 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
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
1110 Seventh Ave. Cumberland, WI 54829

Hayward Hospital-Lifeline
11040 N State Rd. 77 Hayward, WI 54843

Indianhead Medical Center-Lifeline
113 4th Ave. Shell Lake, WI 54871

Lakeview Medical Center-Lifeline
1700 W Stout St. Rice Lake, WI 54868

Project Lifesaver –Washburn County
Through Sheriff’s Department to safeguard and locate individuals who may wander.
**Representative Payee Services**

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

**Beneficial Rep Payee Services, Inc.**
P.O. Box 3153  
Eau Claire, WI  
54702  
(715) 831-9349

**House Calls of Menomonie, Inc.**
P.O. Box 361  
Menomonie, WI  
54751  
(888) 232-6475

**Payee Services, Inc.**
P.O. Box 26  
Menomonie, WI  
54751  
(715) 233-0203

**Seboe Services, Inc.**
P.O. Box 651  
Rice Lake, WI  
54868  
(715) 434-1042  
fax (715) 434-1043
Senior Centers/Senior Dining

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

**Lakeside Center**
Lunch meal served at 12:00 p.m.
Dining at 5:00 p.m. – 4th Friday of the month
110 Euclid Ave.  Birchwood, WI  54817

**Minong Senior Center**
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

**Friendship Commons**
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

**Spooner Senior Center**
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

*Meal site only.*
Support Groups

**Early Stage Memory Loss Support Group**  (715) 537-6225
Meets 4th Monday of the month – 1:30 – 3:30 p.m.
Marshfield Clinic
1700 W Stout Street  Rice Lake, WI  54868

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

**Breast Cancer Support Group (YANA)**  (715) 236-2835
Meets 2nd Tuesday of the month at 4:30 p.m.
Grace Episcopal Church
119 W Humbird Street  Rice Lake, WI  54868

**Grandparents Raising Grandchildren Support Group**  (715) 635-4669
Meets 3rd Tuesday of the month – 8:00 a.m. – 9:30 a.m.
Lakeland Family Resource Center
314 Elm Street  Spooner, WI  54801

**Grief Support Group**  (715) 635-9077
Meets every other month @ Spooner Hospital in Spooner.
Regional Hospice Services
819 Ash Street  Spooner, WI  54801

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

**Alzheimer's Support Groups**  (715) 566-2664
Spooner Health System, Spooner
Trinity Lutheran Church, Spooner  (715) 416-2942

**Aphasia Communications Group**  (715) 635-1272
Spooner Health System, Spooner

**Breast Cancer Support Group**  (715) 537-1400
Pink Ribbon Advocacy, Inc.  Rice Lake, WI  54868

**Fibro/Chronic Pain Support Group**  (715) 651-9011
Spooner

**I Can Cope Cancer Support Group**  (715) 236-8235
Marshfield Clinic, Rice Lake

**Diabetes Support Group**  (715) 635-1217
Spooner Health System, Spooner

**Grandparents Raising Grandchildren Support Group**  (715) 635-4669
Washburn County Resources, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)
Call 715-635-4460 or visit our website: www.adrcconnections.org
Lakeland Family Resource Center, Spooner

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

**National Alliance for the Mentally Ill (NAMI)**  
Rice Lake, WI  54868  
(715) 736-0089

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

Support groups around Washburn County.

**Northwoods Area Stroke Support Group**  
Lakeview Medical Center  
Rice Lake  
(715) 234-1515

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

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

**Stroke Support Group**  
Lakeview Medical Center  
Rice Lake  
(715) 236-6314

**Traumatic Brain Injury Support Group**  
Lakeview Medical Center  
Rice Lake  
(715) 234-0079

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

**Regional Hospice Services, Spooner**

**Diabetes Information Group**  
Lakeview Medical Center  
Rice Lake, WI  54868  
(715) 236-8251
Transportation Services-Medical

Emergency Medical - Call 911

Non-Emergency Medical

For individuals on Medical Assistance

Medical Transportation Management* (866) 907-1493

For individuals not on Medical Assistance

American Cancer Society’s Road-To-Recovery (877) 423-9128
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.

Northwoods Transport* (715) 234-8499
805 Nottingham St. Rice Lake, WI 54868

Veterans Service Office* (715) 537-6290
To VA Hospital/Clinic
1600 County Hwy H Spooner, WI 54801
850 W Beaverbrook Ave. Suite 4 Spooner, WI 54801

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.  
Pick up at Market Place Foods Rice Lake, WI 54868

**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

Washburn County Resources, 08/2015  
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)  
Call 715-635-4460 or visit our website: www.adrcconnections.org
Veterans Services

Hayward VA Clinic
Hours: Monday, Tuesday, & Friday – 7:45 a.m. – 4:30 p.m.
15954 Rivers Edge Dr. Hayward, WI 54843
(715) 934-5454
Fax: (715) 934-5456

Indianhead Action Agency
Homeless Veterans Support Programs
(715) 635-3975

Veterans Service Office
1600 County Hwy H Spooner, WI 54801
(715) 537-6290

Minneapolis VA Medical Center
(612) 725-2000
(715) 537-6290
Transportation available, call Veterans Service Office.

Rice Lake VA Medical Clinic
2700A College Dr. Rice Lake, WI 54868
(715) 236-3355

Veterans Housing and Recovery Program
2820 E Park Dr., Bldg. 128 Chippewa Falls, WI 54729
(715) 726-2541
Homeless shelter for Veterans.

Veterans Restorative Justice Programs
(715) 736-0940, press 3
Veterans working with veterans readjusting to life after military service.

Wisconsin Veterans Home
2175 E Park Ave. Chippewa Falls, WI 54729
(715) 720-6775

La Crosse Veteran’s Center:
(608) 782-4403
Free mental health services for veterans, satellite office in Barron.
20 Copeland Ave La Crosse, WI 54603

Supportive Services for Veteran Families (SSVF)
(608) 372-8387
Provides monetary assistance for veterans in need.

Heat for Heroes
(800) 891-9276
Heating assistance for veterans.

Washburn County Resources, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)
Call 715-635-4460 or visit our website: www.adrcconnections.org
Vision – Blind/Low Vision

Aging & Disability Resource Center (715) 635-4460
Large-print calendars.
850 W. Beaverbrook Ave. Suite 4 Spooner, WI 54801

Center for Independent Living Western Wisconsin (715) 736-1800 (866) 419-1260
Products to assist with vision impairment available for loan.
312 W Knapp St. Suite 1 Rice Lake, WI 54868

EyeCare America (877) 887-6327
Free eye exams to those who qualify.

Hadley School for the Blind (800) 323-4238
Distance learning courses.
700 Elm St. Winnetka, IL 60093

Healthy Eyes Eyeglass Program (414) 765-0505
Financial assistance to purchase prescription glasses to those who qualify.

Prevent Blindness of Wisconsin
759 N Milwaukee St. Suite 305 Milwaukee, WI 53202

North Country Independent Living V/TTY (800) 924-1220
Products to assist with vision impairment available for loan.
69 N 28th St. Suite 28 Superior, WI 54880

Office for the Blind and Visually Impaired (715) 836-6772
Free directory assistance exemption service & free home assessments from rehabilitation specialist.
610 Gibson St. Suite 1 Eau Claire, WI 54701

Wisconsin Council of the Blind & Visually Impaired (608) 255-1166
Services and resources for people who are blind or visually impaired.
Free white canes

Sharper Vision Store (608) 237-8100
754 Williamson St. Madison, WI 53703

Wisconsin Talking Book & Braille Library (800) 242-8822
813 W Wells St. Milwaukee, WI 53233
## Websites

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

### Aging & Disabilities
- Administration on Community Living  
  [www.acl.gov](http://www.acl.gov)
- Wisconsin Aging Programs  
  [www.dhs.wisconsin.gov/aging](http://www.dhs.wisconsin.gov/aging)
- Wisconsin Aging & Disability Resource Centers  
  [www.dhs.wisconsin.gov/adrc/index.htm](http://www.dhs.wisconsin.gov/adrc/index.htm)
- Wisconsin Disability Services  
  [www.dhs.wisconsin.gov/disabilities](http://www.dhs.wisconsin.gov/disabilities)

### Alzheimer’s Resources
- Alzheimer’s Association  
  [www.alz.org](http://www.alz.org)
- Alzheimer’s Disease Education and Referral  
  [www.nia.nih.gov/alzheimers](http://www.nia.nih.gov/alzheimers)
- WI Adult Day Services Association  
  [www.wadsa.org](http://www.wadsa.org)
- Benefits Medicare  
  [www.medicare.gov](http://www.medicare.gov)
- Social Security Administration  
  [www.ssa.gov](http://www.ssa.gov)
- Wisconsin ACCESS  
  [www.access.wi.gov](http://www.access.wi.gov)

### Blind/Low Vision
- Office for the Blind and Visually Impaired  
  [www.dhs.wisconsin.gov/blind](http://www.dhs.wisconsin.gov/blind)
- Lighthouse International  
  [www.lighthouse.org](http://www.lighthouse.org)
- Wisconsin Council of the Blind  
  [www.wcblind.org](http://www.wcblind.org)

### Caregiver Resources
- National Alliance for Caregiving  
  [www.caregiving.org](http://www.caregiving.org)
- National Center on Caregiving  
  [www.caregiver.org](http://www.caregiver.org)
- Caregiver Action Network  
  [www.caregiveraction.org](http://www.caregiveraction.org)
- Caregiver Stress  
  [www.caregiverstress.com](http://www.caregiverstress.com)
- Wisconsin Family Caregiver  
  [www.wisconsincaregiver.org](http://www.wisconsincaregiver.org)

### Deaf & Hard of Hearing
- Office for Deaf and Hard of Hearing  
  [www.dhs.wisconsin.gov/odhh/odhhservices.htm](http://www.dhs.wisconsin.gov/odhh/odhhservices.htm)
- Wisconsin Association of the Deaf  
  [www.wisdeaf.org](http://www.wisdeaf.org)

### Employment
- Department of Workforce Development  
  [www.dwd.state.wi.us](http://www.dwd.state.wi.us)

### Government
- Wisconsin Official State Government Site  
  [www.wisconsin.gov](http://www.wisconsin.gov)
- Wisconsin Division of Quality Assurance  
  [www.dhs.wisconsin.gov/dqa/sections.htm](http://www.dhs.wisconsin.gov/dqa/sections.htm)
- Legislative Hotline  
  [www.legis.state.wi.us](http://www.legis.state.wi.us)
- Wisconsin Insurance Commissioner  
  [www oci wi gov](http://www.oci.wi.gov)

---

Washburn County Resources, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)
Call 715-635-4460 or visit our website: www.adrcconnections.org
Health Information

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

Organizations

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

Youth Transition

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

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

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

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

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

How to Choose a Facility

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

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

Narrow down your search:

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

Schedule a tour of facilities that you are interested in:

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

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

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

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

Who should seek help from a Disability Benefit Specialist?
- Persons who want to know more about private or public benefits.
- Persons who need help with or information about applying for benefits.
- Persons who have been denied a benefit which they think they are entitled to.

What can a Disability Benefit Specialist help you with?
- Social Security Disability Income (SSDI)
- Supplemental Security Income (SSI)
- Information about private health and disability insurance
- Medical Assistance
- Medicare A, B, C, and D
- Medicare Supplement Insurance
- Patient Assistance Drug Programs
- Other benefit needs and issues

Do Not Resuscitate Order, and Bracelet

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

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

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

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

Washburn County Resources, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)
Call 715-635-4460 or visit our website: www.adrcconnections.org
**Elder Benefit Specialist Program**

**What is an Elder Benefit Specialist?**

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

**Who should seek help from an Elder Benefit Specialist?**

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

**How can an Elder Benefit Specialist help?**

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

**What can an Elder Benefit Specialist help you with?**

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

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

**Here are some of the services we offer:**

- **Senior Dining** - Dining with others can improve your appetite. Scratch cooking, coffee and great company are a few more reasons to give it a try. See the Senior Centers/Senior Dining section for detailed information.

- **Meals on Wheels** - If you are stuck at home and having a hard time cooking, Meals on Wheels will provide that same delicious meal, delivered with a smile. Maybe you need them during recovery and maybe you need them long-term, these meals are the “little bit of help” you need to stay independent.

- **Liquid Nutritional Supplements** - Sometimes a little extra is needed to build your strength. Supplements are available at reduced cost with a prescription from a doctor or dietician.

- **Beneficial Bites** - Need some “easy-to-digest” nutrition information? More importantly, need some reliable information? Your ADRC nutrition staff can help. Nutrition education sessions are regularly offered throughout the county so look for them.
Healthy Living Programs

• **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, dealing with difficult emotions, stress reduction techniques, and preventing complications. This is a 6-week workshop.

• **Living Well with Chronic Conditions, Put Life Back Into Your Life!**
  A 6-week workshop designed to help those with ongoing health conditions build confidence in their ability to manage their health and maintain active and fulfilling lives.

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

• **Stepping On: Building Confidence and Reducing Falls**
  A 7-week workshop for adults age 60 and over. Learn strength and balance exercises, the role vision plays in keeping balance, how medications can contribute to falls, what to look for in safe footwear, and home hazards.
**Home Care Services**

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

**Who Should Consider Home Care Services?**
- Older adults with support needs
- Individuals with a disability who have care needs
- People recovering from an illness, surgery or hospital stay

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

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

**Questions to Ask When Hiring a Home Care Provider:**
- How long has the agency been in business?
- What training does the staff have?
- Are the caregivers and/or agency certified or licensed by the state?
- Are the caregivers insured?
- What is the minimum time your agency requires for the service?
Housing and Care Options

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

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

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

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

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

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

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

Washburn County Resources, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)
Call 715-635-4460 or visit our website: www.adrcconnections.org
Living Will/Power of Attorney

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

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

The written advance directives recognized by Wisconsin law are:

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

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

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

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

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

Am I eligible?

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

How to apply or receive additional information:

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

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

Am I eligible?

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

How to receive additional information:

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

Volunteer with us today!!

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

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

Health & Wellness Class Volunteer
Interested in health, wellness, and prevention? Volunteers are trained to lead classes and work with community health educators.

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

Medicare Part D Assistant
Are you computer savvy and interested in a short term commitment? We need volunteers to help enter information into the computer during Part D Open Enrollment (October – beginning of December)
If interested in volunteering, call the Aging & Disability Resource Center today!

Washburn County Resources, 08/2015
Aging & Disability Resource Center of Barron, Rusk & Washburn Counties (ADRC)
Call 715-635-4460 or visit our website: www.adrcconnections.org
When Should a Person Quit Driving?

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

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

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

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

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

**How can the Aging & Disability Resource Center help you?**

The ADRC can provide:

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