



STAY SAFE

The COVID-19 outbreak has temporarily changed how people are living and working. But there are still things you can ask for and do to stay safe during this time.

- You can call your care manager or IRIS consultant immediately to ask for additional supports if you feel you need them. The number for your care manager or IRIS consultant should be with your member handbook participant handbook or participant guide.
- You can call your Aging and Disability Resource Center (ADRC) to get more information about resources if your situation has changed. You can find the number for your area's ADRC here: <https://www.dhs.wisconsin.gov/adrc/consumer/index.htm>
- You can call 2-1-1 for additional resources that might be in your area like housing and food assistance. You can also text COVID19 to 211-211 or visit 211wisconsin.org
- If you are having a mental health crisis, you can call your county's crisis line. The numbers are here: <https://www.preventsuicidewi.org/county-crisis-lines> . You can also call the Disaster Distress Helpline: 1-800-985-5990 or text [TalkWithUs](https://www.preventsuicidewi.org/county-crisis-lines) to 66746. If it is an emergency, call 911.

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Wisconsin Board for
People with
Developmental Disabilities



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YOU HAVE RIGHTS

The spread of COVID-19 has made the way we live look different for a little while. Even though things feel out of the ordinary and are changing all the time, you still have rights.



You have the right to be safe in your home.



You have the right to be free from abuse and neglect.



You have the right to the services and supports you need to stay healthy and safe



You have the right to tell your care manager or IRIS consultant if you are unhappy with a service or think you need a change to your services.

If any of these rights are being taken away or you don't feel that you are able to be safe with the supports and services you have right now, **call or email your care manager or IRIS consultant and ask them what changes can be made.** If you do not have a care manager or IRIS consultant, or if you have not heard from them for more than 24 hours after reaching out, there are other options available to get help.

This guide gives you the tools to make a plan and contact the right people to get the help you need during this stressful time.

HOW TO REPORT ABUSE

People with disabilities experience many kinds of abuse. This can be physical, sexual or mental abuse or financial abuse.

<p>If you are a person with a disability experiencing abuse:</p> <ol style="list-style-type: none">1) Tell one or more trusted adults who can help you figure out how to report.2) Call your local police department – 911, if you are in immediate need of help or danger.3) Call Adult Protective Services – Every County has this help available.	<p>If you are witnessing or hearing about abuse from a person with a disability:</p> <ol style="list-style-type: none">1) Tell one or more of the agencies that work with the person. They can help with the report.2) Call your local police department – 911, if you are in immediate need of help or danger.3) Call Adult Protective Services – Every County has this help available.
<p>You can ask a person you trust to help you report. If the agency you report to isn't helpful, there are further resources listed in this toolkit who may be able to help.</p>	

What is Adult Protective Services?

Every County has someone who looks into reports of abuse and neglect involving people with disabilities. This is called Adult Protective Services or APS for short. APS is still working and making visits to people's homes during the COVID-19 outbreak. If you think you are being abused or neglected, you should call your County Help Line. A list of County Helplines is listed at this website: <https://www.dhs.wisconsin.gov/aps/aar-agencies.htm> OR listed at the end of this toolkit.

How to spot abuse and neglect?

There are different kinds of abuse and neglect. Here are some examples:

- Physical Abuse** – Hitting, pushing, shoving
- Emotional Abuse** – Calling you fat, ugly, the R-word. Saying things like “nobody will ever want to be with you”, or posting photos or other items that are hurtful to you
- Sexual Abuse** – Touching body and private areas when you don't want to be touched
- Financial Abuse** -Taking your money and using it for themselves
- Neglect** – Someone not taking care of you the way they are supposed to or you are struggling to take care of yourself

MY PLAN OF ACTION

1

Who am I going to talk to first?

- A person I trust. Their name is: _____
- The Police Department
- Adult Protective Services (APS)

2

Will I talk to them face to face or on the phone?

- I'm going to meet with them (**ONLY IF YOU ARE IN DANGER**)
- I'm going to call them on the phone. Their number is: _____

3

What am I going to say?

- Who did it happen to? _____
- Who was the person who did it? _____
- What happened? _____
- When did it happen? _____
- Where did it happen? _____
- Was there someone else there? _____
- Is there anything else that I want say? _____

4

What do I want to happen next?

- | | |
|---|--|
| <input type="checkbox"/> Keep myself safe | <input type="checkbox"/> Work with an advocate |
| <input type="checkbox"/> Leave the situation | <input type="checkbox"/> Learn to protect myself |
| <input type="checkbox"/> Have someone check on me regularly | <input type="checkbox"/> Get someone new to support me |
| <input type="checkbox"/> Learn more about my rights | <input type="checkbox"/> Something else: _____ |

MY CALL LOG

(Make copies of this page if you need to more places to write down your calls)

CALL # _____



Who did I call? _____



When did I call?

- **What Day?** (Month/Day/Year) (____/____/____)
- **What time?** (Write the time and circle a.m. or p.m.)
_____ a.m./p.m.



Did I speak to someone or leave a message?

I talked to someone. Who did I speak to? (Name, job title,

location) _____

I left a message. Who did I leave a message with? (Name, job title,

location) _____



What did they say? _____

❖ **Tip: If you left a message, plan to call back the next day**



What's Next? (Will they follow up? Is there another person to call?)

❖ **Tip: If you talk to someone, ask them what the next step is**

HELPLINE BY COUNTY

Adams County

Daytime Hours: 8 a.m.- 4 p.m.
Daytime Phone: 608-339-4505 or
Toll Free: 888-830-3454
After Hours Phone: 608-339-3304

Ashland County

Daytime Hours: 7:30 a.m. - 5 p.m.
Daytime Phone: 715-682-7004
After Hours Phone: 715-682-7023

Barron County

Daytime Hours: 8 a.m.- 4:30 p.m.
Daytime Phone: 715-537-5691
After Hours Phone: 888-552-6642 or
715-537-3106 if emergency

Bayfield County

Daytime Hours: M, W, Th, F: 8 a.m.
- 4 p.m.
Tu: 7:30 a.m. - 6:00 p.m.
Daytime Phone: 715-373-6144
After Hours Phone: 911

Brown County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 920-448-7885
After Hours Phone: 920-436-8888

Buffalo County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 608-685-4412
After Hours Phone: 608-685-4433

Burnett County

Daytime Hours: 8:30 a.m.-4:30 p.m.
Daytime Phone: 715-349-7600

Calumet County

M - F Hours: 24 Hours
M - F Phone: 920-849-1400
Weekend Hours Phone:
920-849-9317

Chippewa County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 715-726-7788
After Hours Phone: same

Clark County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 715-743-5233
After Hours Phone: 715-743-3157

Columbia County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 608-742-9233 or
Toll Free 888-742-9233
After Hours Phone: 608-742-4166

Crawford County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 608-326-0248
After Hours Phone: 608-326-8414

Dane County

Daytime Hours: 7:45 a.m. - 4:30 p.m.
Daytime Phone: 608-261-9933
After Hours Phone: 608-255-6067

Dodge County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 920-386-3580
After Hours Phone: 888-552-6642

Door County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 920-746-7155
then press #2
Toll Free: 888-743-1844 , ext 7155
then press #2
After Hours Phone: 920-746-2400

Douglas County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 715-395-1304
After Hours Phone: 911

Dunn County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 715-232-4006
After Hours Phone: 911

Eau Claire County

Daytime Hours: 8 a.m. - 5 p.m.
Daytime Phone: 715-839-2300
After Hours Phone: 715-839-4972

Florence County

Daytime Hours: 8:30 a.m. - 4 p.m.
Daytime Phone: 715-528-3296
Toll Free: 888-452-3296
After Hours Phone: 715-528-3346

Fond du Lac County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 888-435-7335
After Hours Phone: 920-929-3466

Forest County

Daytime Hours: 8:30 a.m. -4:30 p.m.
Daytime Phone: 715-478-7709
After Hours Phone: 715-478-3331

Grant County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 608-723-2136
After Hours Phone: 608-723-2157

Green County

Daytime Hours: 8 a.m. - 5 p.m.
Daytime Phone: 608-328-9393
After Hours Phone: 888-552-6642

Green Lake County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 877-883-5378
After Hours Phone: 920-294-4000

Iowa County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 608-930-9835
After Hours Phone: 608-935-3314

Iron County

Daytime Hours: 8 a.m. - 4 p.m.
Daytime Phone: 715-561-3636
After Hours Phone: 715-561-3800

Jackson County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 715-284-4301
After Hours Phone: 800-500-3910

Jefferson County

Hours: 24 Hours
Phone: 920-674-3105

Juneau County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 608-847-2400
After Hours Phone: 608-847-6161

Kenosha County

Daytime Hours: 8 a.m. - 5 p.m.
Daytime Phone: 262-605-6646
Toll Free: 800-472-8008
After Hours Phone: 262-657-7188

Kewaunee County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 920-388-0626
After Hours Phone: 920-388-3100

La Crosse County

Hours: 8 a.m. - 4:30 p.m.
Phone: 608-785-5700
After Hours Phone: 911

Lafayette County

Hours: 8 a.m.- 4:30 p.m.
Phone: 608-776-4960
After Hours Phone: 608-776-4848

Langlade County

Daytime Hours: 8 a.m. - 4:30 p.m.
24 Hour Phone: 715-841-5160
Toll Free: 855-487-3338

Lincoln County

Daytime Hours: 8 a.m. - 4:30 p.m.
24 Hour Phone: 715-841-5160
Toll Free: 855-487-3338

Manitowoc County

Hours: 24 Hours
Daytime Phone: 920-683-4230
After Hours Phone: 888-552-6642

Marathon County

Daytime Hours: 8 a.m. - 4:30 p.m.
24 Hour Phone: 715-841-5160
Toll Free: 855-487-3338

Marinette County

Daytime Hours: 8:30 a.m. - 4:30 p.m.
Daytime Phone: 715-732-3850
After Hours Phone: 715-732-7600

Marquette County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 608-297-3124
After Hours Phone: 608-297-2115

Menominee County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 715-799-3861
After Hours Phone: Same

Milwaukee County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 414-289-6660
Elder/Aging Abuse Unit: 414-289-6874
After Hours Phone: Same

Monroe County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 608-269-8600
After Hours Phone: 888-552-6642

Oconto County

Daytime Hours: 8 a.m. - 4 p.m.
Daytime Phone: 920-834-7000
After Hours Phone: 920-834-6900

Oneida County

Hours: 24 Hours
Phone: 715-362-5695
Toll Free: 888-662-5695

Outagamie County

Daytime Hours: 8 a.m. - 5 p.m.
Daytime Phone: 920-832-4646
After Hours Phone: Same

Ozaukee County

Daytime Hours: 8:30 a.m. - 5 p.m.
Daytime Phone: 262-284-8200
After Hours Phone: 911

Pepin County

Daytime Hours: 8:30 a.m.-4:30 p.m.
Daytime Phone: 715-672-8941
After Hours Phone: 715-672-5944

Pierce County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 715-273-6770
After Hours Phone: 715-273-5051

Polk County

Daytime Hours: 8:30 a.m.- 4:30 p.m.
Daytime Phone: 715-485-8400
After Hours Phone: 715-485-8300

Portage County

Daytime Hours: Monday: 8 a.m. - 4:30 p.m., Tuesday: 8 a.m.-6 p.m., Wednesday: 8 a.m. -5 p.m., Thursday: 8 a.m.-4:30 p.m., and Friday: 8 a.m.-3 p.m.
Daytime Phone: 715-345-5350
After Hours Phone: 866-317-9362

Price County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 715-339-2158
After Hours Phone: 715-339-3011

Racine County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 262-833-8777
After Hours Phone: 262-638-6741

Richland County

Daytime Hours: 8:30 a.m. - 5 p.m.
Daytime Phone: 608-647-8821
After Hours Phone: 608-647-2106

Rock County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 608-741-3600
After Hours Phone: 608-741-3600

Rusk County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 715-532-2299
After Hours Phone: 715-532-2200

Sauk County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 608-355-4200
After Hours Phone: 800-533-5692

Sawyer County

Daytime Hours: 8 a.m. - 5:30 p.m.
Daytime Phone: 715-634-4806
Toll Free: 800-569-4162
After Hours Phone: 715-634-5213

Shawano County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 715-526-4700
After Hours Phone: 888-238-3253

Sheboygan County

Daytime Hours: 8 a.m.- 5 p.m.
Daytime Phone: 920-467-4100
After Hours Phone: 920-549-3111

St. Croix County

Daytime Hours: 8 a.m. - 5 p.m.
Daytime Phone: 715-246-8255
After Hours Phone: 911

Taylor County

Daytime Hours: 8:30 a.m.-4:30 p.m.
Daytime Phone: 715-748-3332
After Hours Phone: 715-748-2200

Trempealeau County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 715-538-2311 x 290
After Hours Phone: 715-538-4351

Vernon County

Hours: 8:30 a.m. - 4:30 p.m.
Daytime Phone: 608-637-5210
After Hours Phone: 911

Vilas County

Daytime Hours: 8 a.m. - 4 p.m.
Daytime Phone: 715-479-3668
After Hours Phone: 715-479-4441

Walworth County

Hours: 24 Hours
Phone: 262-741-3200

Washburn County

Daytime Hours: 8 a.m. – Noon,
1 p.m. - 4:30 p.m.
Daytime Phone: 715-468-4747
After Hours Phone: 715-468-4720

Washington County

Daytime Hours: 7 a.m. - 5:30 p.m.
Daytime Phone: 262-365-5757
After Hours Phone: 262-365-6565

Waukesha County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 262-548-7848
After Hours Phone: 211 (impact) or
262-547-3388

Waupaca County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 715-258-6400
After Hours Phone: 800-719-4418 or
911 for emergencies

Waushara County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone: 920-787-6505
After Hours Phone: 877-883-5378

Winnebago County

Daytime Hours: 8 a.m. - 4:30 p.m.
Toll Free: 877-886-2372
After Hours Crisis Hotline:
Oshkosh: 920-233-7707 or 911
Neenah: 920-722-7707 or 911

Wood County

Daytime Hours: 8 a.m. - 4:30 p.m.
Daytime Phone:
Marshfield: 715-421-2345
WI Rapids: 715-384-5555
After Hours Phone: Same

Other Resources

Disability Rights Wisconsin

Disability Rights Wisconsin helps people with disabilities in Wisconsin. DRW is the Family Care and IRIS Ombudsman and can help people who have problems with these long-term care programs. They help people from age 18-59 who are in Family Care, Family Care Partnership, or IRIS. They can help with:

- Answer questions or provide information on your rights
- Look for ways to stop issues you have by working with your Managed Care Organizations or IRIS agencies
- Help you advocate for yourself
- Assist in filing complaints for formal appeals and grievances

DRW can also help look into abuse and neglect of people with disabilities of any age, even if you aren't using Family Care or IRIS. DRW is NOT a place to call in a crisis or emergency. You should call 911 if there is an emergency. If you have been abused or are neglected, you should contact the County Adult Protective Services or children's protective services unit or the police.

You can call DRW at **1-800-928-8778**.

Board on Aging and Long-Term Care

The Board on Aging and Long-Term Care Ombudsman Program helps people **age 60 and older** who use long-term care services. The Ombudsman Program can help people living in a Wisconsin nursing home, Community Based Residential Facility (CBRF), Residential Care Apartment Complex (RCAC), Adult Family Home (AFH), or person served Family Care or IRIS programs.

Some of the services included are:

- Complaints regarding long-term care services
- Resolve issues regarding long-term care services
- Provide information and education on resident rights, restraints, and abuse reporting and prevention

Your regional Ombudsman can be reached by calling the confidential, toll-free line at **1-800-815-0015**.