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 to 66746. If it is an emergency, call 911.
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.

<table>
<thead>
<tr>
<th>If you are a person with a disability experiencing abuse:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Tell one or more trusted adults who can help you figure out how to report.</td>
</tr>
<tr>
<td>2) Call your local police department – 911, if you are in immediate need of help or danger.</td>
</tr>
<tr>
<td>3) Call Adult Protective Services – Every County has this help available.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If you are witnessing or hearing about abuse from a person with a disability:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Tell one or more of the agencies that work with the person. They can help with the report.</td>
</tr>
<tr>
<td>2) Call your local police department – 911, if you are in immediate need of help or danger.</td>
</tr>
<tr>
<td>3) Call Adult Protective Services – Every County has this help available.</td>
</tr>
</tbody>
</table>

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.

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?
   - [ ] Keep myself safe
   - [ ] Leave the situation
   - [ ] Have someone check on me regularly
   - [ ] Learn more about my rights
   - [ ] Work with an advocate
   - [ ] Learn to protect myself
   - [ ] Get someone new to support me
   - [ ] Something else: ________________
MY CALL LOG

(Make copies of this page if you need 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: 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: 715-742-9233 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 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

**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: 414-289-1124
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: 262-284-8200
After Hours Phone: 911

**Ozaukee County**
Daytime Hours: 8 a.m.- 4:30 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

**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

**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 are having 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.