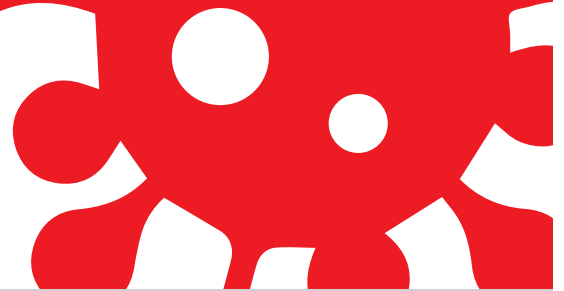


LIVING / WELL

Healthy, Safe and Connected

COVID-19 RESOURCE TOOLKIT



INFORMATION AND RESOURCES TO KEEP YOU HEALTHY, SAFE AND CONNECTED

IN THIS TOOLKIT:

Stay Healthy 1

Stay Safe.....9

Stay Connected20

Frequently Asked
Questions.....24



The COVID-19, or Coronavirus, outbreak has left a lot of people in need of new or different resources and clear information. While the situation continues to change all the time, we want you to have access to the information and tools you need to stay healthy, safe, and connected. We will update this information as we get it both in this guide and on our website, **www.wi-bpdd.org**

We also encourage you to be frequently checking the Wisconsin Department of Health Services website for more up to date information about COVID-19 and what you should be doing: **<https://www.dhs.wisconsin.gov/covid-19/index.htm>**



WISCONSIN BOARD FOR PEOPLE
WITH DEVELOPMENTAL DISABILITIES



This project was supported, in part by grant number 90DNIQ0004-01-00, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects with government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official ACL policy.

THIS SECTION INCLUDES:

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What is COVID-191

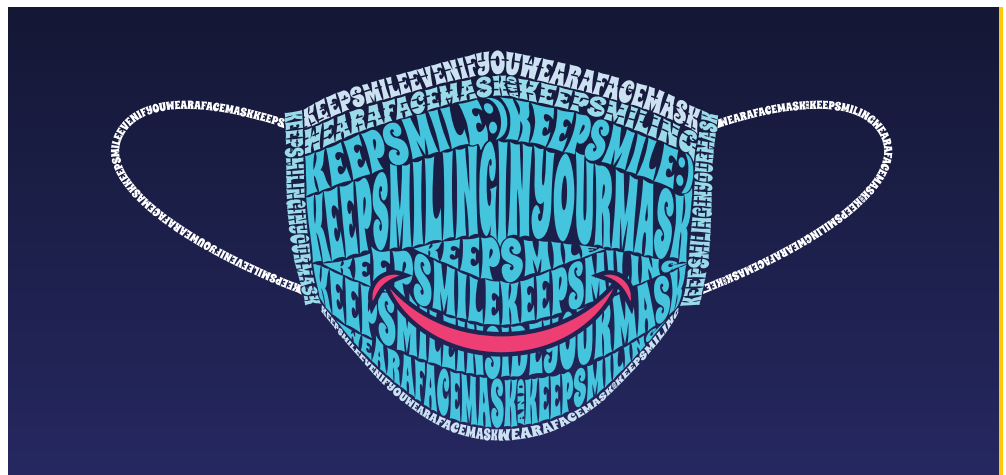
How Do I Avoid
Getting Sick?2

What Do I Do If I
Get Sick?3

Resources for
Staying Healthy3

How to
Stay Healthy4

STAY HEALTHY




What You Need to Know

COVID-19, also known as Coronavirus, is a serious illness spreading around the world. There are ways you can stay healthy and keep it from spreading to other people. Keep reading this page to learn what you can do to stay healthy.

What is COVID-19?

COVID-19 is an illness that spreads to other people easily. The common symptoms are fever, difficult breathing, and cough. For many people it is like getting a bad cold or the flu but some people can get very sick and end up in the hospital.

CORONAVIRUS DISEASE 2019 (COVID-19)




Patients with COVID-19 have reportedly had mild to severe respiratory illness. Symptoms can include

- Fever
- Cough
- Shortness of breath

***Symptoms may appear 2-14 days after exposure.**

Seek medical advice if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.

[cdc.gov/COVID19-symptoms](https://www.cdc.gov/COVID19-symptoms)



For more information on COVID-19 visit:
www.cdc.gov/coronavirus/2019-nCoV/index.html

How do I Avoid Getting Sick?



1. Stay at home if you can. Leave your house only when necessary.



2. Do not travel or go into crowded places.



3. If you have to go out, keep your distance from other people – at least 6 feet away if you can.



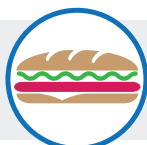
4. Wash your hands a lot with soap and warm water for at least 20 seconds.



5. Cough into a tissue or your elbow. Put tissues in the garbage right away and wash your hands.



6. Do not touch your face, especially your eyes, nose, and mouth.



7. Do not share food or drinks with anyone.



8. Wash down places you touch often.



9. Stay away from people who are sick.



10. Wear a mask when leaving your home to stop the spread of the virus.

Coronavirus: Tips for Staying Healthy:

Video <https://www.youtube.com/watch?v=V7YI-BesvDw>

What Do I Do If I Get Sick?

If you get sick, do not go into the doctor's office, clinic or hospital. Call your clinic or hospital first and follow their instructions. Do not go to work or leave the house. If you live with other people, you should:

- Try to stay in a separate room or stay at least 6 feet apart from them.
- Wash your hands and clean the places you touch a lot. They should wash their hands a lot too, keep their distance and not touch their nose, mouth or eyes.
- Do not share food or drinks.

What do I do if I need help?

Check out the resources in the Stay Safe section of this toolkit to learn about your rights and how to stay safe.



Stay Healthy Resources for Self-Advocates and Caregivers:

- Coronavirus: Tips for Staying Healthy: Video <https://www.youtube.com/watch?v=V7YI-BesvDw>
- How to Stay Safe Info Graphic: **Stay Healthy Info Graphic WI.pdf**
- COVID-19 Information By and For Self-Advocates:
<https://selfadvocacyinfo.org/wp-content/uploads/2020/03/Plain-Language-Information-on-Coronavirus.pdf>
- Information on Coronavirus for Caregivers: <https://nadsp.org/covid-19resources/>
- Wisconsin Department of Health Services COVID-19 information webpage:
<https://www.dhs.wisconsin.gov/covid-19/index.htm>
- Center for Disease Control: www.cdc.gov/coronavirus/2019-nCoV/index.html
- Center for Disease Guidance on Masks:
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
- How to make a mask at home:
https://www.youtube.com/watch?time_continue=8&v=tPx1yqvJgf4&feature=emb_logo

How To Stay Healthy



Do not touch your face



Do not shake hands



Wash hands for 20 seconds



Do not share food or drinks

HELPFUL TIPS

- Stay at home if you can. Leave only if necessary.
- Cover your mouth with a tissue or sleeve when coughing or sneezing.
- Put tissues in the garbage right away and wash your hands.
- Clean items around you like doorknobs, tables, and phones.
- Wear a mask when leaving your home.

If you get sick:

- Stay home.
- Do not go into the doctor's office, clinic or hospital.
- Call your clinic or hospital first and follow their instructions.

**For more information on how to stay healthy,
safe and connected visit:
<https://wi-bpdd.org/index.php/living-well/>**

COVID-19 MEDICAL EMERGENCY PLAN

Tips for being prepared

People have the virus for 1 to 14 days before they feel sick. The most common symptoms are fever, tiredness, and dry cough. Most people (about 80%) get better without needing special treatment.

1 - What can you do now

- ☐ Make a folder with important information, including:
 - The attached Health Summary for People with Disabilities form
 - Your Power of Attorney for Health Care or other decision-making documents
 - Anything else your doctors and nurses need to know about you
- ☐ Find out what hospitals are near you or what hospitals take your insurance or Medicaid.
- ☐ Call the hospital(s) in your plan to ask what their triage policy is. A triage policy spells out how the hospital decides who to treat first.
- ☐ If you need accommodations (to help you communicate or understand information for example), ask the hospital if you can request these and include them in your medical record.
- ☐ If you need someone with you at the hospital, ask your hospital(s) if this is allowed. Make a plan with the person who you want to be with you.
- ☐ Talk to the people who support you to make other plans you will need if you become sick or need to go to the hospital (for example pet care or childcare).

2 - If you start to feel sick

- ☐ **CALL YOUR DOCTOR. DO NOT GO TO THE HOSPITAL UNLESS THEY TELL YOU TO.**
- ☐ Follow the instructions from your doctor or nurse.
- ☐ If you live with other people, try to stay in a room by yourself.
- ☐ Wash your hands and surfaces you touch a lot.
- ☐ Use a homemade face mask when you are around other people. Try to stay at least 6 feet apart from them.
- ☐ Make sure you tell your doctor and the people who support you about how you are feeling and if you start to feel worse.

3 - If you need to go to the hospital

- ☐ Bring the folder with your important health care information.
- ☐ Bring a bag of things you need (Identification Card (ID), medical bracelet, communication device, change of clothes, phone and charger, other important supplies).
- ☐ Ask the hospital or emergency medical person if someone you trust can come with you.

Be sure your Power of Attorney for Health Care Form is updated. If you don't have a Power of Attorney for Health Care you can find the form at:
www.dhs.wisconsin.gov/forms/advdirectivesadformspoa.htm

Words to Know

Pandemic: A sickness that effects many countries at the same time and spreads quickly

Social Distancing: Staying at least six feet or more away from people and not going out except for essentials so that you don't come into contact with someone who has the virus

Safer at Home: Not going to work, school, or activities and only leaving for essential items like groceries or medications

Quarantine: When you stay away from as many people as possible because you have the virus and you don't want to give it to anyone else

Virus: A type of sickness that can go away on its own or sometimes require special treatment from a doctor. COVID-19 is a virus that effects the lungs. Most people who get it recover without needing special treatment

Symptoms: The changes to your body that tell you that you are fighting the virus. COVID-19 symptoms include a dry cough, a fever, and tiredness

Accommodations: Things the hospital, doctors, and nurses can do to help you get the care you need while you are sick

Health Summary Form: Information to share with the doctors and nurses about how you are feeling and how you communicate best
Triage Policy: How a hospital decides who needs care first

Power of Attorney for Health Care: A form you fill out to give someone you trust the power to make health care decisions for you if you are not able to

Emergency Medical Person: Can be a doctor, nurse, EMT, or other healthcare person who is helping with your sickness

Electronic Medical Record: Information about you and your past medical care that is stored on a computer and can be shared with the people helping you when you are sick

Ventilator: A medical device that helps you breathe. Most people who get COVID-19 do not need a ventilator and get better on their own

You can always get more information about COVID-19 at the DHS website:
<https://www.dhs.wisconsin.gov/covid-19/index.htm>

Health Summary for People with Disabilities

Possible Case of COVID-19

First Name:	Middle Initial:	Last Name:	DOB or Age:
Emergency Contact:	Phone Number:	Relationship:	

PERSON HAS A SUPPORTED DECISION MAKING DESIGNEE or GUARDIAN

☐

YES

☐

NO

PERSON HAS A LIVING WILL/POWER of ATTORNEY of HEALTHCARE

☐

YES

☐

NO

PERSONAL INFORMATION

Address:	City, State, ZIP:
Name of Family Member/Supporter/Guardian:	Family Member/Supporter/Guardian Phone/Email:
Name of Caregiver/Support Professional:	Caregiver/Support Professional Phone:
Managed Care Organization (MCO) Care Manager Consultant :	MCO Care Manager Phone/Email:

CURRENT SYMPTOMS / RISK FACTORS

COVID-19 Symptoms:	When Did it Start?	Patient's COVID-19 Severity Risk Factors (check all that apply):	
Temp. Over 100°F		Hypertension <input type="checkbox"/>	Diabetes <input type="checkbox"/>
Cough		Immunocompromised <input type="checkbox"/>	Other: <input type="checkbox"/>
Fatigue		Cancer <input type="checkbox"/>	Other: <input type="checkbox"/>
Shortness of Breath		Chronic Lung Disease <input type="checkbox"/>	Other: <input type="checkbox"/>
Sore Throat		Chronic Kidney Disease <input type="checkbox"/>	
Diarrhea		Chronic Liver Disease <input type="checkbox"/>	
Muscles Aches		Seizure Disorder <input type="checkbox"/>	
Chills		Heart Disease <input type="checkbox"/>	
Headache		Hypertension <input type="checkbox"/>	
Nausea		Bowel Disease <input type="checkbox"/>	

MEDICATIONS

Medication:	Dosage/Frequency:

ALLERGIES

To What:	Symptoms of Allergy
Latex Allergy: <input type="checkbox"/> Yes <input type="checkbox"/> No	

Important Information to Know About Me

I am a person with a disability. I am showing signs of COVID-10 infection. If I cannot communicate with you and my family or my caregiver is not with me, these are some important things to know about me.

ACCOMMODATIONS:		SPECIALIZED EQUIPMENT:	
Language Interpreter	<input type="checkbox"/>	Manual Wheelchair	<input type="checkbox"/>
ASL Interpreter	<input type="checkbox"/>	Power Wheelchair	<input type="checkbox"/>
Personal Assistant	<input type="checkbox"/>	Walker/Cane	<input type="checkbox"/>
Communication Device	<input type="checkbox"/>	Hearing Aids	<input type="checkbox"/>
Service Animal	<input type="checkbox"/>	Communication Device	<input type="checkbox"/>
Extra time to understand	<input type="checkbox"/>	CPAP/Bi-PAP	<input type="checkbox"/>
Read to me	<input type="checkbox"/>	Other:	
Simple Language	<input type="checkbox"/>	Other:	
Other:		Other:	
Other:		Other:	

PATIENT'S SELF EXPRESSION, LIKES, AND DISLIKES:

I express myself by:	
I calm myself by:	
When I'm happy, I:	
When I'm sad, I:	
When I'm scared, I:	
When I'm angry, I:	
My likes:	
My dislikes:	

I have a sensitivity to touch. ☐ Yes ☐ No

Notes:

I have a mask sensitivity. ☐ Yes ☐ No

Notes:

Additional Notes:

This form has been created and distributed by the Ohio Association of County Boards of DD with substantial input and guidance from Susan Abend of the Right Care Now Project. The Wisconsin Board for People with Developmental Disabilities adapted for use in Wisconsin.

This project was supported by grant number 90DNIQ0004-01-00, From the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201



THIS SECTION INCLUDES:

You Have Rights	10
How To Report Abuse.....	10
My Plan of Action	12
Helplines By County	14
Other Resources	17

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](https://www.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.
- You have the right to get help from your doctor or hospital and they cannot refuse care because of your disability
- You have the right to life saving medical care if you get sick with the virus.



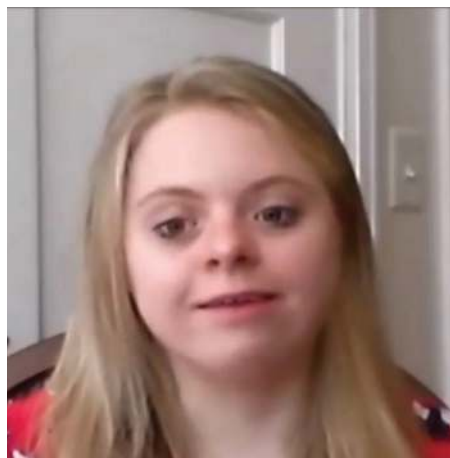
If any of these rights are being taken away or you don't feel that you are able to be safe with the supports and services you have right now, **call or email your care manager or IRIS consultant and ask them what changes can be made.** If you do not have a care manager or IRIS consultant, or if you have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

Click on the pdf links below to learn more about your Rights during COVID-19.



"I'm an essential worker."

[Employment-Financial-Rights-During-Covid.pdf](#)



"There are a lot of ways to stay connected."

[Your-Rights-During-Covid.pdf](#)



"We all have to do our part to keep everyone safe."

[Your-Rights-During-Reopening.pdf](#)

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

How To Report Abuse

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

If you are a person with a disability experiencing abuse:	If you are witnessing or hearing about abuse from a person with a disability:
<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.	<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.
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.	

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 (IF ABLE TO PRACTICE SOCIAL DISTANCING)
- ☐ 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 | <input type="checkbox"/> Get someone new to support me regularly |
| <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?



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.*

Help 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: 715-839-7118
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

Help By County

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: 1-844-493-4245
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

Help By County

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 including rights to medical care
- 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**.

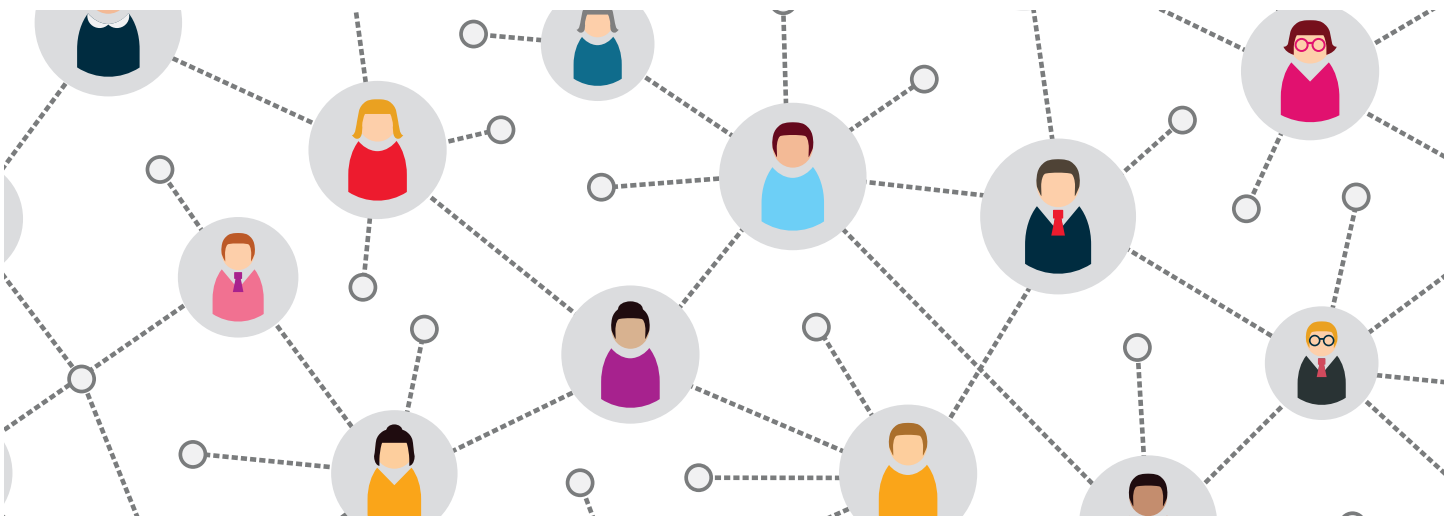
Board on Aging and Long-Term Care

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**.



My Safe Home Plan

You have the right to be safe in your home. Being safe in your home means having access to the spaces in your home that you use, having the things you need, and having the supports you need available to you. Use this plan to make sure your home has all these things or make a plan if you don't have them. If you need help with your plan, ask someone you trust or your Care Manager or IRIS Consultant to help you make your plan.

Is Your Home Safe?

Put an X by the things you have:

- ☐ I have food to eat.
- ☐ I have the medicine I need.
- ☐ I have things to stay clean like shampoo, soap, and toilet paper.
- ☐ I have heat, electricity and running water.
- ☐ I have the services and supports I need when I need them.
- ☐ I can move around and use the things I need at home (or have help to).
- ☐ I have help from other people if my family or caregivers can't help me.
- ☐ I have a way to call for help.

If your home is safe: Keep doing what you are doing. You should go through this plan again in 6 months or a year to make sure things haven't changed OR if you move, you should go through the plan in your new home.

If your home is not safe: Call your emergency contact, Care Manager or IRIS Consultant. Write the name, phone, and email below for the people who can help you get the supports and services you need.

Emergency Contact #1	Emergency Contact #2	Care Manager/IRIS Consultant

If you are having an emergency: Call 911. Examples of when to call 911 are: a fire in your home, someone is being hurt, someone is hurting you, someone needs medical help, or someone is trying to break-in to your home.

More to Think About for Your Plan:

Here are some more things to ask yourself before creating your plan:

1. How has my day changed? What do I want to do now?
2. Do I have to keep going to work? What will happen if I can't go to work? Can I get another job?
3. Where am I going to get food? Do I need someone to help me?
4. How can I get my medicine or medical supplies? Can they be delivered to me?
5. How can I connect to people from home? Do I have a computer, phone, or iPad? Can my care manager, IRIS consultant, or someone else help me get these?
6. What do I do if my caregiver or family member who helps me gets sick? Is there someone else to help me if they can't?
7. Are any of my rights being restricted? Who is doing it? How have I been involved in the process? What are my options for discussing my rights?

What I Need & The People Who Will Help

My Food and Shopping Plan:	My Health and Medical Plan:
My Work and/or Activity Plan:	My Staying Connected to People Plan:
My Back-Up Support Plan:	My Emergency Plan:

THIS SECTION INCLUDES:

What is
Social Distancing20

Ways to
Stay Connected21

Activities To Try22

Ways to Share Ideas
with Others.....23

Frequently Asked
Questions.....24

STAY CONNECTED



What is Social Distancing?

Social distancing means staying away from places where many people might gather like a movie theater, church, grocery stores when crowded, concerts, large family gatherings - any place where many people might be. It means keeping space between you and others in most places you go. This could be at work, the grocery store, or the doctor. Think about standing at least 6 feet away from other people which is about the length of a person. This also means not visiting family and friends, not going to work, not going to church, not going to day services, not going to school, and not going to places in the community.

During this time, you may be wondering how to see my friends or family, my care manager or IRIS consultant, my co-workers-all the people you see every day. The good thing is there are many ways to connect with other people. People can connect on their phones, computers, IPADS, smart phones. There are many services being offered free now for people who can't leave their houses.

Each county has its own rules and guidelines for what you must do to safely be in the community. You should not go into the community until you know what the rules are for your area. If you do go into the community you should wear a mask and stay 6 feet away from other people.

Help Protect Yourself and Others from COVID-19

Practice Social Distancing



Stay 6 feet (2 arm's lengths) from other people.



And Wear a Cloth Face Covering



Be sure it covers your nose and mouth to help protect others.
You could be infected and not have symptoms.

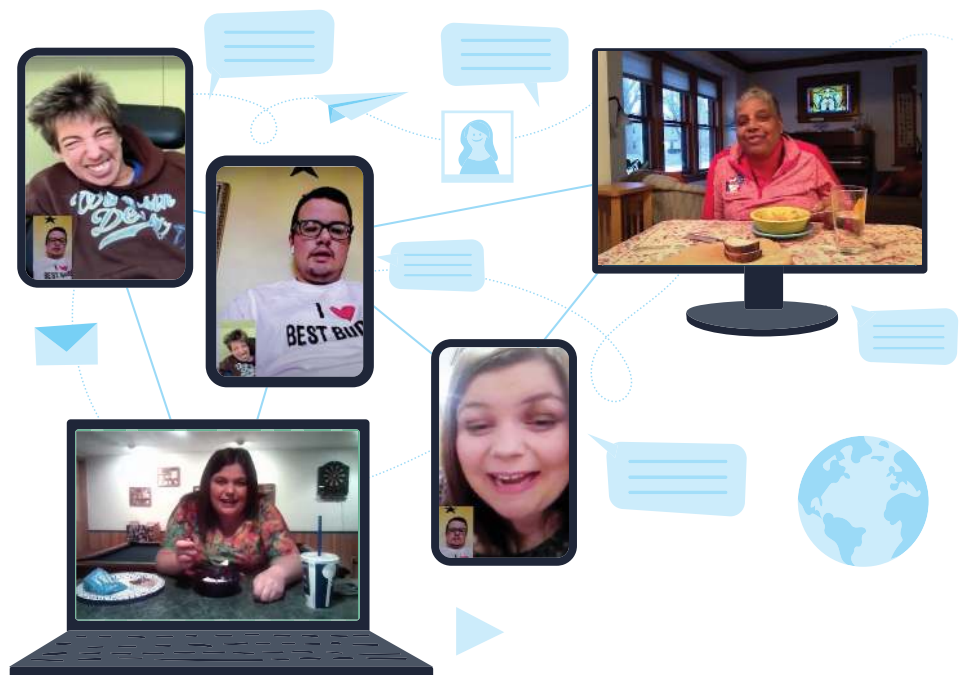
[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Ways to Stay Connected

- Schedule regular phone, chat, facetime, Zoom or Skype dates to connect with people in your life.
 - Here are great, easy to understand videos on how to use Zoom:
https://www.youtube.com/playlist?list=PLlrqJJIJmd6neS5eiLSAkAV8rTneqLb_vr
- Schedule a meal or activity together with a friend using face time, Skype or video calling.
- If you and a friend have a Netflix subscription you can watch a movie together on a new technology called Netflix Party.
 - Learn more about Netflix Party here: <https://www.netflixparty.com/>
- Don't let coronavirus be the only thing you talk about with family and friends.
- Take time to laugh, share stories, and focus on other things going on in our lives

Here are other things you can do

- **Keep Doing the Things You Do:** Create a schedule and try and stick to your regular sleep, school, meal, or work schedule. This might not be possible so fill your schedule with new ideas listed below.
- **Do things you enjoy or try something new:** Read a good book, watch a comedy, play a fun board or video game. Make cookies, do a craft.
- **Get outside:** Take a walk around in your neighborhood. This can make you feel better. Find a path near your house to walk in nature. Take your dog for a walk. But, remember to keep space between other people.
- **Find ways to exercise.** Try a new exercise at home. There are lots of videos and fitness apps available for free online to teach you new exercises.
- **Try new ways to relax:** Try deep breathing, meditation, and yoga. Set aside time every day to relax.



Activities to Try

- Create a daily schedule to keep yourself in a routine: Daily Schedule Template: Schedule
- Find out if your service providers offering virtual services. Ask your service provider, care manager, IRIS consultant or vocational rehabilitation counselor for more information.
- Take time to relax and meditate- <https://www.calm.com/>
- Exercise or do Yoga: <https://yogawithadriene.com/> or www.youtube.com/user/BodyFitByAmy
- Learn about voting: <https://disabilityvote.org/videos/>
- Develop your employment plan using the Self-Directed Employment Planning Modules_ www.incontrolwi.org/self-directed-employment-planning/
- Check out and connect on the Self Determination Network: <http://sdnetworkwi.org/>
- Watch 10 popular short films, featuring people with intellectual and developmental disabilities <http://sproutflix.org/>
- Find free, daily art lessons for children and adults - Wild, Free, and Crafty Art Lessons: [youtube.com/c/wildfreeandcrafty](https://www.youtube.com/c/wildfreeandcrafty)
- Take virtual Museum Visits- <https://artsandculture.google.com/project/streetviews>
- Use social media to visit the Milwaukee Zoo virtually - <http://www.zooview.tv/>
- Take a nature hike: <https://dnr.wi.gov/topic/Parks/activities/hike.html>
- Watch a free concerts online- <https://miss604.com/2020/03/free-concerts-to-watch-at-home-during-covid-19-distancing.html>
- Find out if your library has pick up services - <https://dpi.wi.gov/pld/directories/systems>
- Set up a Netflix Party- <https://www.netflixparty.com/>
- Connect with family and friends using Zoom- www.zoom.us
- Talk to your IRIS consultant or Care Manager about virtual services
- Develop a Future Plan with your family or support network using tools developed by The Arc: <https://futureplanning.thearc.org/>
- Disability Rights Wisconsin can answer your questions about voting including absentee voting and voter registration. For assistance, email info@disabilityvote.org or contact the Disability Rights Wisconsin Voter Hotline at **1-844-347-8683** and leave a message and someone will call you back. Check out the Disability Vote Coalition website - it is full of resources: disabilityvote.org/



Ways to Share Ideas With Others

People are learning new ways to stay busy, productive, and connected every day! We want to hear about the things you are finding or the creative ways you are connecting with others. We want to share more of what you are finding on our social media!

You can share your ideas with us on:



Wisconsin Board for People with Developmental Disabilities

Share what you are doing in the comments on our page or tag us in the photos or stories on your pages!



Tag us in cool and accessible things you see on Twitter!

@WIBPDD



Share what you are doing in the comments on our posts or tag us in the photos or stories on your pages. Answer the questions you see in our Instagram Stories!



Self- Determination Channel

Share what you are doing in the comments on our videos!



Join us every week for Living Well Wednesdays on Facebook, or sign up for emails to get the zoom link” and include a link to: <https://wi-bpdd.org/index.php/join/>. The icon could just be a computer screen or a video camera etc

Frequently Asked Questions

People are learning new ways to stay busy, productive, and connected every day! We want to hear about the things you are finding or the creative ways you are connecting with others. We want to share more of what you are finding on our social media!

Safety

What will happen to day programs and people who go to them?

- Day programs are not required to close right now. Some programs have decided to close. If you are not sure about your program, call them to find out if they are open or not.
- If your day program is open and you don't want to go, let them know you have chosen to stay home because of the coronavirus.
- The situation with the coronavirus changes every day. Day programs will let you know if they decide not to provide services. Be sure they have the right phone number to contact you.

What if I need more or different supports or services?

- Call your care manager or IRIS consultant and tell them you need more help. When things in your life change, the services you get should change.
- When you talk to your care manager or IRIS consultant, tell them what has changed in your life and the kind of help you need. They should help you figure out the kind of extra services that will help you.



What other resources are available to assist me during this time?

- Aging and Disability Resource Centers (ADRC) numbers can be found here: <https://www.dhs.wisconsin.gov/adrc/consumer/index.htm>
- local libraries, local medical providers, clinics, and hospital, local food pantries, churches and other non-profit agencies and resource centers may have resources available to you. Call before visiting any location, many are temporarily closed or working remotely.
- Disability Rights Wisconsin helps people with disabilities in Wisconsin. DRW is the Family Care and IRIS Ombudsman and can help people who are 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 can contact DRW at: **1-800-928-8778**.

Health

If someone in my family or my roommate gets the Coronavirus and need to be quarantined what should we do?

- Call your doctor first and do not go into the doctor without first talking with them.
- Use a separate room and bathroom for sick household members
- Keep shared rooms and bathrooms clean.
- Clean hands regularly by handwashing with soap and water or using an alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid contact with the sick person.
- Avoid sharing personal items like utensils, food, and drinks.
- Call your care manager or IRIS consultant if you need support.



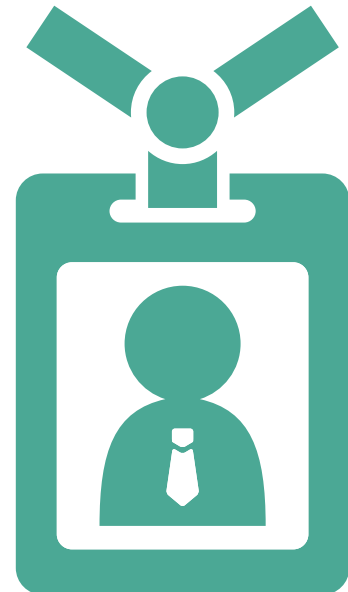
If my caregiver gets the Coronavirus and needs to be quarantined or hospitalized, who will support me?

- If your caregiver works for an agency, call the agency to see if you can get a new caregiver.
- Call your care manager or IRIS consultant immediately to get additional supports.
- If you have not been able to reach anyone in 24 hours, call Disability Rights Wisconsin at **1-800-928-8778**. Another option is to call your county helpline. See the Stay Safe section of the toolkit for a list of numbers.
- If you are in danger, call 911.

Employment and Benefits

What if I lose my job or I am told not to come to work because of the coronavirus?

- If you have a job coach or a Division of Vocational Rehabilitation Counselor let them know that your employer has told you not to come to work.
- Your benefits might change if you are working less or not working. Contact Social Security **1 (800) 772-1213** and tell them.
- Call your care manager or IRIS Consultant to let them know you have lost your job or hours have been reduced and if you feel you will need other services or supports.
- If you think you may have trouble paying your rent, buying food or paying for other bills, there are people who can help you figure out what to do. Be sure to call your care manager or IRIS consultant right away.
- You may be able to get unemployment benefits. Call **(608) 266-3131**.
- 211 can help you find information or services for a variety of needs. 211 is free and confidential. You can text COVID19 to 211-211, visit 211wisconsin.org, or call 211. Currently the phone lines have a lot of traffic, so be patient or see if you can get the answer online or by text.



What if I lose my private health insurance because I have been laid off during the Coronavirus situation?

- If you have recently lost your employer-sponsored health coverage, you should contact ACCESS Wisconsin: <https://access.wisconsin.gov/access/>. You can also call the benefits specialist your ADRC: www.dhs.wisconsin.gov/adrc/consumer/index.htm
- Call Forward Health to let them know you no longer have private insurance and your Medicaid will be your primary health insurance. <https://www.forwardhealth.wi.gov/WIPortal/>

Will I still get my benefit check if the Social Security office closes?

Yes. You will still get your monthly benefits check.

- Social Security offices have closed for face-to-face contact, but they are still doing their work. If you have questions, call Social Security at **800-772-1213**.

The COVID-19 situation is changing daily, and many answers are not known at this time. Please refer to official local, county, state, and federal websites for up-to-the-minute information.

- Wisconsin DHS Website: <https://www.dhs.wisconsin.gov/covid-19/index.htm>
- CDC Website: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>