

# LIVING / WELL

Healthy, Safe and Connected

## Healthy, Safe and Connected Resource Toolkit



### INFORMATION AND RESOURCES TO KEEP YOU HEALTHY, SAFE AND CONNECTED

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People with disabilities need to be healthy, safe, and connected. This toolkit will give people simple ways to be sure you know how to do all three. We want you to have the information and tools to stay healthy, safe, and connected throughout your lifetime and not just during an emergency. You can find the most update to date information at our website at [www.wi-bpdd.org](http://www.wi-bpdd.org).



WISCONSIN BOARD FOR PEOPLE  
WITH DEVELOPMENTAL DISABILITIES



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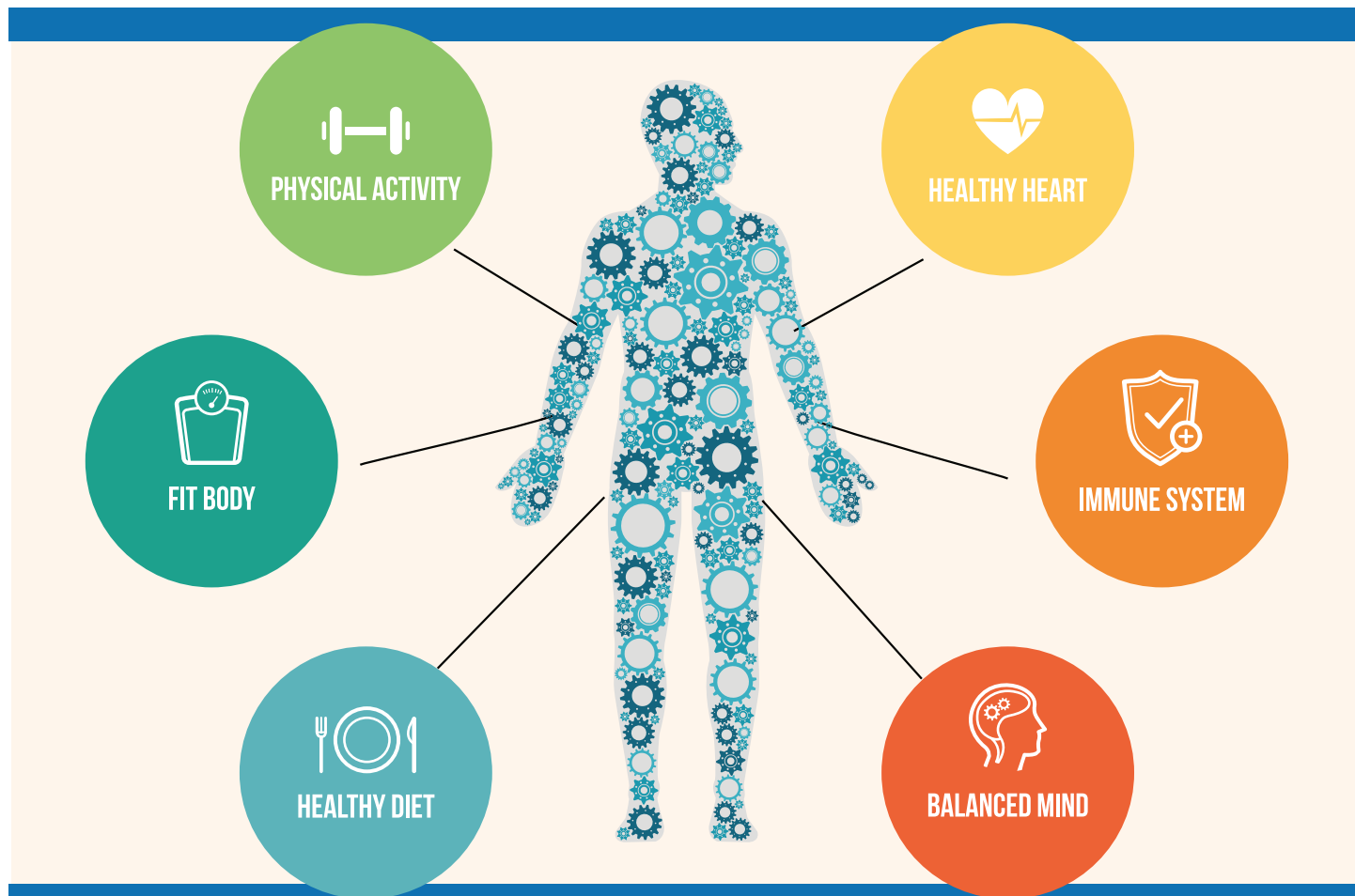
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# STAY HEALTHY



## What You Need to Know

Knowing how to stay healthy is important to live a long and healthy life. This resource will give you ideas and resources on how to live a healthy life. It will include information about exercise, eating right, ways to avoid getting sick, when to call the doctor, and mental health. This section includes different forms to fill out. You can complete a form about your health, an exercise plan, and a grocery list.



# How to Live a Healthy Life



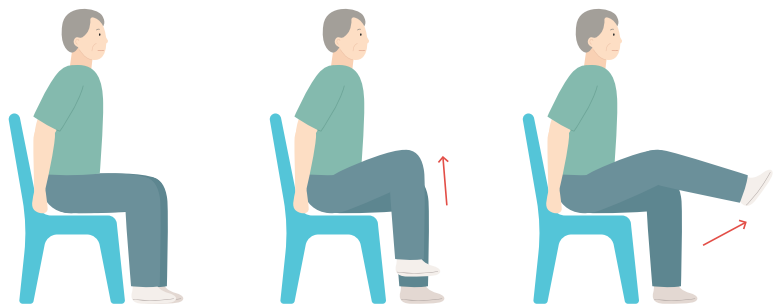
- Be physically active every day.
- Eat healthy foods in just the right size, not too much at one time.
- Don't eat a lot of junk food.
- Don't get too much sun.
- Get regular checkups with your doctor.
- Don't smoke.
- Take your medicine when your doctor says to take it at the times you are supposed to take them.
- If you drink alcoholic beverages, drink just a few.
- Be sure to drink as much water as you can.
- Get help if you use other drugs and cannot stop.
- Stay in touch with family and friends.
- If you need help, talk with your doctor.

## How to Move Your Body

Moving your body can make you feel better, move around better, and sleep better. It can also help reduce anxiety for many people. Even a little bit of exercise can make you healthier. Find a workout buddy to do something fun together. If you need support to move your body, be sure to include that in your plan. People should do at least 150 minutes a week of movement. You can spread this throughout the whole week. People should work to strengthen their muscles 2 times a week. You can even use what you have in your home like a soup can, a gallon of milk or a bag of potatoes.

### Simple ways to increase your activity:

- Take the stairs instead of an elevator
- If you drive, park further away from where you are going.
- Clean your house or do some yard work.
- Get up and move around every hour.
- Take a walk outside every day.
- Have someone assist you in moving your body.
- Do range of motion exercises.
- Try a chair exercise program



**You should talk with your doctor before you start any new exercise.**



# My Physical Activity Diary

Week: \_\_\_\_\_ Month: \_\_\_\_\_

# My Physical Activity Diary

Week: \_\_\_\_\_ Month: \_\_\_\_\_

Monday		
Time of day	Type of Activity	Minutes

Tuesday		
Time of day	Type of Activity	Minutes

Wednesday		
Time of day	Type of Activity	Minutes

Thursday		
Time of day	Type of Activity	Minutes

Friday		
Time of day	Type of Activity	Minutes

Saturday		
Time of day	Type of Activity	Minutes

Sunday		
Time of day	Type of Activity	Minutes

Notes	

# Create a Grocery List

## Fruits


## Grains (Breads, Pastas, Rice, Cereals)


## Dairy (Milk, Yogurt, Cheese)

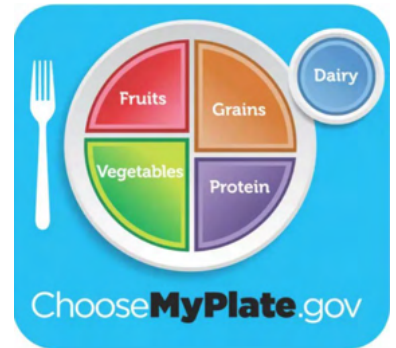

## Vegetables


## Protein (Meat, Seafood, Beans & Peas, Nuts, Eggs)


## Other


# How to Eat Healthy

- Eat a variety of vegetables and fill most of your plate with them.
- Enjoy fruit and not just fruit juice. Get a variety of things like berries, apples, or bananas.
- Eat different grains which are bread, pasta, cereals. Try and eat whole wheat or whole grain. Don't eat a lot of white flour grains.
- Enjoy fish, chicken, lean meats, beans, nuts and eggs which are the proteins.
- Get a variety of dairy in smaller amounts. Dairy is yogurt, milk, cheese. Look for lower fat options.
- Try and avoid eating too much junk food like chips, soda, cookies, fast food and candy. Think about eating some of those types of food only once in a while.
- Choose healthy snacks.
- Don't overeat and take your time eating.



If you need help to pay for food, check out this resource

<https://www.dhs.wisconsin.gov/publications/p1/p16013.pdf> or call 1-800-362-3002.



# Taking Care of Your Mental Health

People with disabilities can also have a mental health condition. Here are some ways people might feel when they have a mental health concern:

- Ongoing sad mood
- Not enjoying things, you have done in the past
- Increased anger or being upset
- Sleeping more or not being able to sleep/ a change in sleep
- Not feel hungry or eating more to feel better
- Having problems remembering things or paying attention
- Feeling tired
- Worrying about things
- Not wanting to be with people including your family or friends
- Not wanting to go to place or do the things you like to do
- Feeling out of control, anxious or panicking
- Thoughts of hurting yourself or of dying



**If you feel like hurting yourself or dying, call the Suicide Prevention Hotline at 800-273-TALK (8255)**

## How can I feel less stressed?

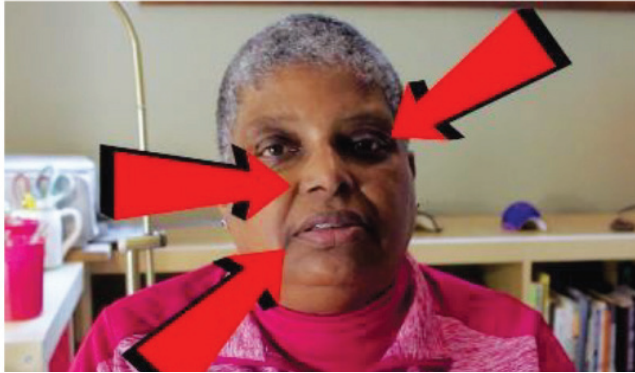
- Keep connected with people who support you. Talk with your family, friends, and supporters.
- Try and stay busy. If you can stay active, that might make you take your mind off things you are worried about.
- Get some exercise. Moving your body can help you feel better and help you sleep.
- Do something for someone else. Sometimes helping someone else can make you feel better.
- Use meditation or mindfulness to help make yourself feel calm
- Practice deep breathing
- Accept that you cannot always change things and make a plan for the future.

## What if I need more help with my mental health?

- Talk to your Doctor about therapy or medication.
- Find a therapist to talk to about how you are feeling
- Take medication to help with how you are feeling



# How To Avoid Getting Sick



**Do not touch your face**



**Do not shake hands**



**Wash hands for 20 seconds**



**Do not share food or drinks**



**Stay away from people who are sick**



**Use hand sanitizer when you can't wash your hands.**



**Clean objects and surfaces to get rid of germs.**



**Get your vaccinations.**



# Preparing to see the Doctor

## What I need to know when I visit the Doctor?

Going to the Doctor on a regular basis is an important part of staying healthy. Some people need to see their doctor a lot and others only see their doctor once a year. No matter how often you have to go it is important to know how to advocate for yourself at your appointment.

## Reasons to go to the Doctor:

- General checkup to stay healthy
- Feeling sick but do not know why
- To be treated for an illness, injury, or a chronic health problem

## Setting up my appointment with the Doctor:

- Call the Doctor's office to make an appointment.
- Tell the receptionist your doctor's name.
- Share the reason you want to see the Doctor.
- The receptionist will suggest a date and time.
- If you can go in at that time, tell them that is a good time and write down the date and time.
- If you cannot go at that time, ask for another appointment time or date.
- Make transportation arrangements for getting to the Doctor.
- You may want to make a list of questions to ask the Doctor.



# About me

**Complete this form and take it with you the first time you visit your doctor.**

Hello \_\_\_\_\_ My name is \_\_\_\_\_ I like to be called \_\_\_\_\_

I am an individual with a disability and I want you to understand how my disability affects me and how I communicate. It is important that you see me as a person first and that you treat me like all of your other patients. . My support person may also help me communicate with you and can help me follow up after today.

Insurance	
MA#	

The person with me is: \_\_\_\_\_

My primary support person is \_\_\_\_\_

## My support group is:

Family member(s)		Personal Care Attendant	
Job coach		Neighbor	
Guardian		Interpreter	
Case Manager		Other	

## I am working:

My job is: \_\_\_\_\_

Hours a week: \_\_\_\_\_

## My allergies include:

Food \_\_\_\_\_

Medicine \_\_\_\_\_

Other (latex, etc.) \_\_\_\_\_

## What I want you to know about how my disability affects me:

My triggers and/or sensitivity issues are: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Physically:**

I walk unaided	
I walk slowly or with a walker	
I use a wheelchair	
I need help to get on the exam table	
I need to be lifted onto the exam table	
I would like to be examined in my chair	
Other	

**Communication:**

I can speak for myself. Please, try to listen	
I cannot speak	
I am deaf/hard of hearing	
My companion can help you understand	

**I can communicate through:**

Computer/ other communication device	
Pictures	
I have information written down	
Sign language	

**Understanding:**

I can understand what you say to me	
I like simple terms and step by step directions	
I rely on the person with me to understand the details of what you tell me	

**My living Situation:**

My own home/ apartment	
Supported living environment	
My family home	
In a group home	
Other	

**Things I rely on others to help me with are:**

Personal cares	
Filling prescriptions	
Taking medications	
Preparing meals	
Transportation	
Other	

**MEDICATIONS I AM CURRENTLY TAKING:**

Medicine	Directions/ dosage	Purpose	Prescribed by	Date Started

# Health History

## HELPFUL TIP

Complete this form and file in the kit. This will help establish a medical history and help you prepare for future health care visits.

Name	Age/Birth Date
Address	City/State/Zip
Phone	Primary Support Person's phone number
Primary Care Physician	Clinic
MA/Insurance numbers	

## Doctors I have seen in the last two years:

Name	Reason

## I am being or have been treated for:

Condition	Current (Check box/line)	Date Diagnosed
High/Low Blood Pressure		
Diabetes		
Seizures		
Arthritis		
Depression/Anxiety		
Bladder infection		
Constipation/Diarrhea		
Stomach problems		
Breathing problems		
Heart Problems		
Cancer		
Other		

My allergies:		
Foods	Medications	Other

My immunization records:			
Immunization	Date	Immunization	Date

My family health history:			
Family member	Diagnosis and date	Diagnosis and date	Diagnosis and date
Mother			
Father			
Brother			
Sister			

My medication history:					
Medicine	Directions/dosage	Purpose	Prescribed by	Date started	Date stopped



## Helpful Tips

### *Patients who ask questions and take an active role:*



**are happier with their care**



**make better decisions about their own health care**



**see more improvement with their health than those that don't**

### *Preparing for your appointment:*

- Ask someone to go to your appointment with you to help you understand and remember answers to your questions.
- Fill out the health form that includes any current conditions, past surgeries or illnesses and bring to your appointment. Fill the form out the best you can and include your family's medical history and your current medication list.
- Bring questions to your appointment about your health. Ask the important ones first. Let the nurse and staff know that you have brought questions.
- Being able to understand what the doctor says is important. Take notes and/or have the person with you take notes. If you don't understand tell the doctor or nurse and ask them to repeat it or write it down for you.
- When you are told next steps ask the doctor or nurse to write it down for you. Ask questions if you don't understand what the doctor or nurse has told you.
- Use the Summary of Visit form (Light Blue)
- Often the office will give you a print out of what happened at the appointment. Be sure to ask for a copy of the of that sheet and make sure your next appointments are listed on the sheet.

### *You also may need to follow-up with your health care practitioner:*

- If you are experiencing any side effects from treatment, test, surgery and/or medication
- If your symptoms get worse
- To get results of the tests and/or questions about the test results.



Copy this on White paper



# SETTING UP YOUR HEALTH CARE APPOINTMENT

*This tool can help you call your doctor to get an appointment*

## THINGS TO HAVE READY:

- Calendar
- Your insurance card
- Doctor's name
- Doctor's phone number
- Your address and phone number
- Your Date of Birth (DOB)

### CALL (SCRIPT):

Hello my name is \_\_\_\_\_

I would like to schedule an appointment with \_\_\_\_\_

The reason I am calling is because \_\_\_\_\_

What dates and times are available? \_\_\_\_\_

How long is my appointment for? \_\_\_\_\_

Can I get extra time for my appointment?

I need extra time because: \_\_\_\_\_

### REPEAT BACK:

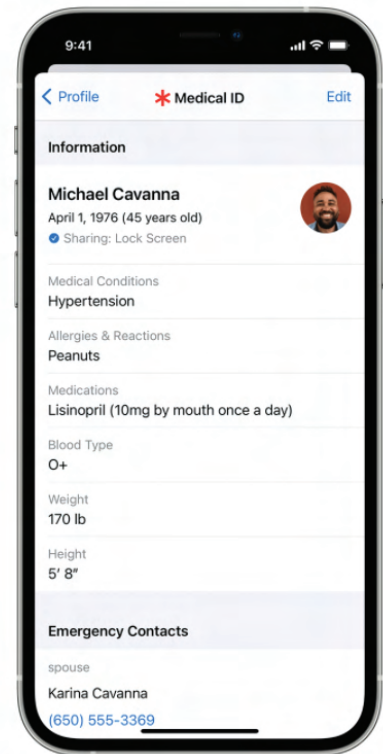
Ok, so my appointment is with \_\_\_\_\_ on \_\_\_\_\_

*Copy this on White paper*

# How to Use Health Apps

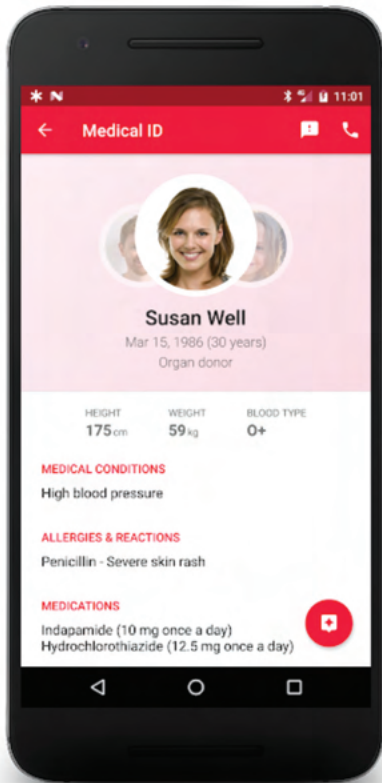
## On An iPhone

1. Open the Health app and tap the Summary tab.
2. Tap your profile picture in the upper-right corner.
3. Under your profile picture, tap Medical ID.
4. Tap Edit in the upper-right corner.
5. To make your Medical ID available from the Lock screen on your iPhone, turn on Show When Locked. In an emergency, this gives information to people who want to help. To share your Medical ID with emergency responders, turn on Share During Emergency Call. When you make a call or send a text to emergency services on your iPhone or Apple Watch, your Medical ID will automatically be shared with emergency services.
6. Enter health information like your date of birth, allergies, and blood type.
7. Tap Done.



## On An Android

1. Download the app Medical ID (Free)
2. Allow Medical ID to access your device's location and to make and manage phone calls. This is so you can be found in case of emergency, you can find nearby hospitals, and your emergency contacts can be called through this app.
3. Add your name, photo, and all the information you would want others to know about your health like your blood type, height, weight, if you are an organ donor, medical conditions, allergies & reactions, medications, and medical notes.
4. Enter your emergency contact's name in your medical notes, the app will find their contact information.
5. Tap the check mark in the upper right corner to finish your profile.
6. In your Settings, tap on "Lock screen." Turn lock screen on. It's important to do this so your info can be viewed in case of an emergency. There are three different options for displaying your Medical ID. Choose the one that you like best.



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# STAY SAFE



**There are lots of things you can do to stay safe where you live, work, and go. This section will help you learn about safety in your home and in the community, how to ask for help if something happens to you, and where to find more resources about safety.**

- 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

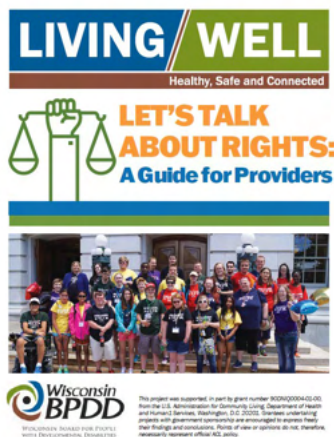
Everybody has certain rights that cannot be taken away from them. These are called human rights. You also have rights as a person who lives in the United States of America. If you are in long-term care, you have rights that have to do with the services and supports you get through your Managed Care Organization or IRIS Consultant Agency. Here are just a few examples of your 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 friends and to be involved in your community.



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.

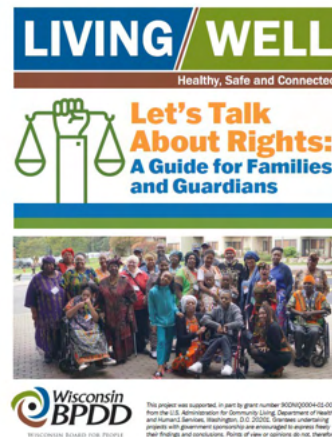
**Click on the pdf links below for our Let's Talk about Rights Toolkits for Providers, Self-Advocates and Families. Or visit [www.wibpdd.org](http://www.wibpdd.org) to download them from our website.**



**Provider**



**Self-Advocate**



**Family/Guardian**



# How to Recognize and Report Abuse

## Recognize Abuse and Neglect

People with disabilities experience higher rates of domestic violence, sexual assault, and abuse. Violence, assault, and abuse against people with disabilities can often look different than other kinds of abuse or domestic violence.

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** – Leaving you alone when they are not supposed to leave; Not addressing an unsafe home like not having heat, electricity, or running water; Your needs are not being addressed, like bathing, bathroom, getting dressed, eating, exercise.

## Report Abuse and Neglect

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"><li>1. Tell one or more trusted adults who can help you figure out how to report.</li><li>2. Call your local police department – 911, if you are in immediate need of help or danger.</li><li>3. Call Adult Protective Services – Every County has this help available.</li></ol>	<ol style="list-style-type: none"><li>1. Tell one or more of the agencies that work with the person. They can help with the report.</li><li>2. Call your local police department – 911, if you are in immediate need of help or danger.</li><li>3. Call Adult Protective Services – Every County has this help available.</li></ol>
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.	

### HELPFUL TIP

Use the next page in this booklet to make a plan of action when you need to make a report and then track your call on the call log. You can make copies of the pages or find this booklet online at:

# 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
- ☐ 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.*

# 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.

**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.

Emergency Contact #1	Emergency Contact #2	Care Manager/IRIS Consultant
Name: _____ Phone: _____ Email: _____	Name: _____ Phone: _____ Email: _____	Name: _____ Phone: _____ Email: _____

**If you are having problems getting support from your care manager or IRIS consultant, you can call the Ombudsman.** They can help people who are having problems with long-term care programs. They are NOT a place to call in a crisis or emergency.

## 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

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



# 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**.

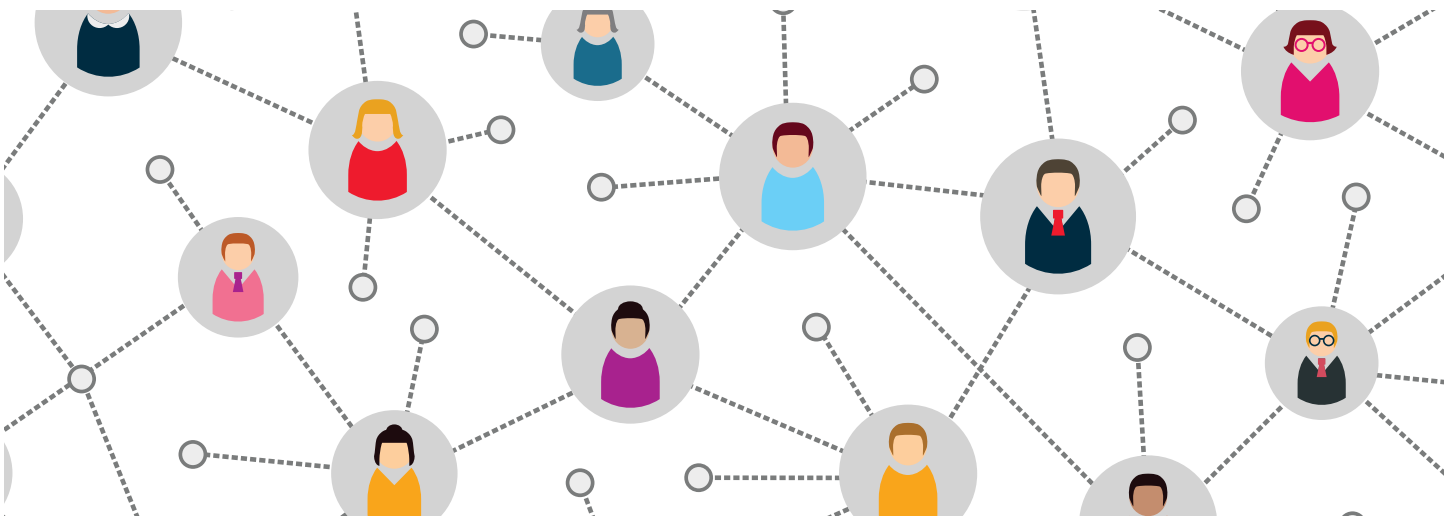
## Board on Aging and Long-Term Care

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**.



## THIS SECTION INCLUDES:

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# STAY CONNECTED

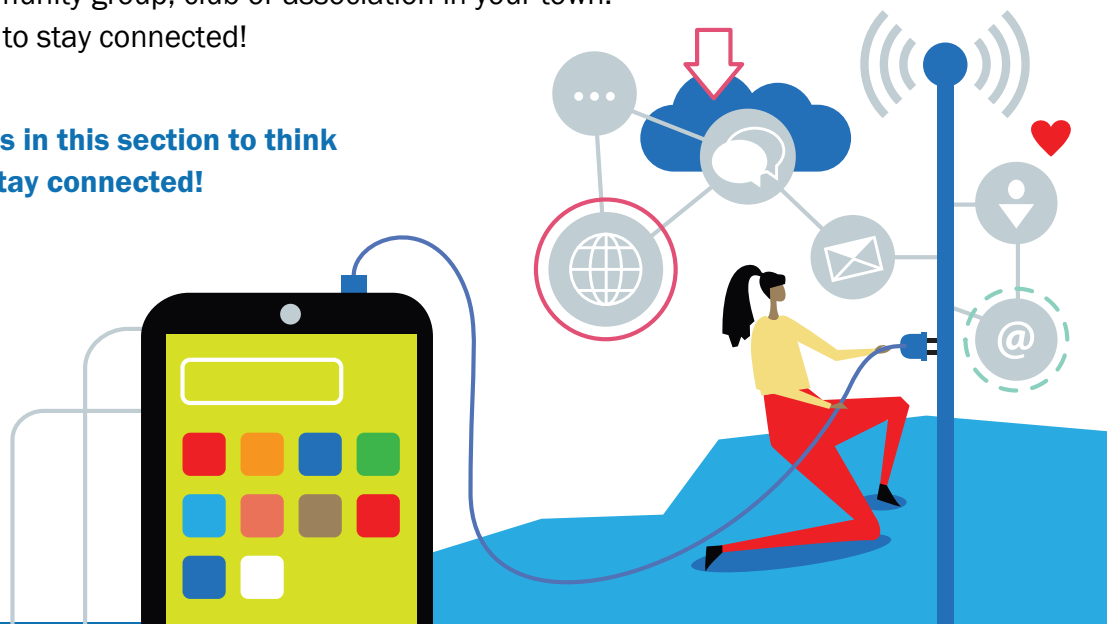


## How Can I Stay Connected?

Connections with other people is an important part of life. Good friends can make you happier and healthier. This section of the toolkit will give you ways to grow your community connections. Here are some examples of ways you can connect with people both in person and with technology:

- Schedule a meal or activity together with a friend. You can take a walk in the park, go to a movie, or get coffee together.
- Schedule regular phone chats, facetime calls, Zoom or Skype dates to connect with people in your life.
- If you and a friend have the same streaming subscription you can watch a movie together.
- Join a church or community group, club or association in your town.
- There are more ways to stay connected!

**Use the tools in this section to think of ways to stay connected!**





# Map Your Relationships

A good place to start is to make a map of the connections you have. A relationship map can help you see:

- The people and places in your life now.
- Where you have strong connections.
- If you lack connections in a specific area.
- People who can help you make more connections.
- Places where you can make more connections.

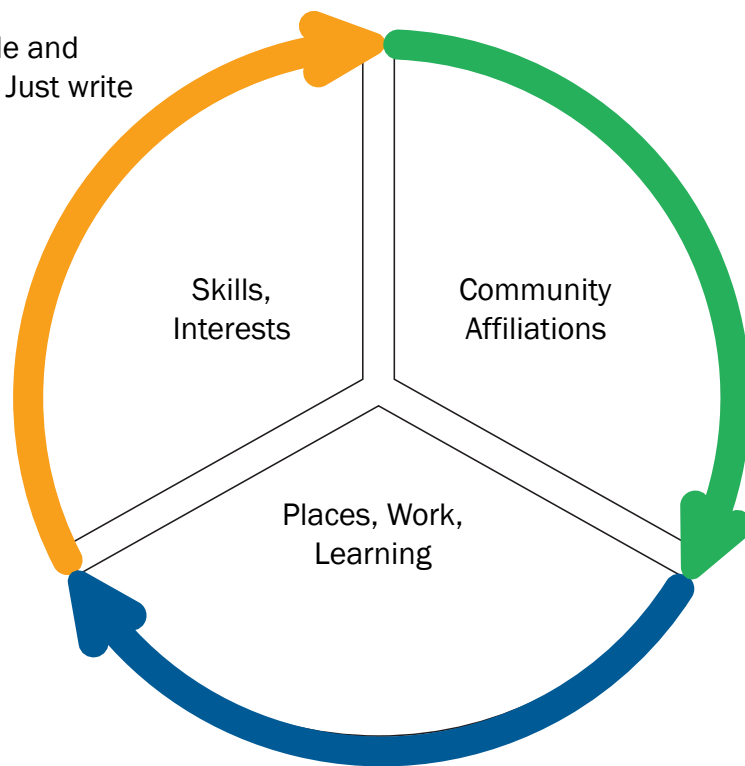
Do not worry about coming up with the "right" people and places. At this point you are coming up with ideas. Just write down all connections you have.

Here are some things to think about while you are doing your map:

**Skills and Interests:** Write down your skills and interest areas. Add names of people you know who share those same things. Also write down places where people with those same skills and interests go.

**Community Affiliations:** List people and places you are connected to. These are things like churches, clubs, and groups you, or the people you know, belong to.

**Places, Work, Learning:** List the places you go to and the people you know there. Also list places you have worked and places you have learned (like schools or training).



*(Invitation and Networking Map Cindy Kernan with Dave and Faye Wetherow)*

**Use the next page to create your own relationship map!**



*Additional Resource*

Check out "Friends: Connecting People with Disabilities and Community Members" manual and worksheets by Angela Amado:  
<https://ici.umn.edu/products/579>

# My Relationship Map

## HELPFUL TIP

Use this page to write down the people and places you are connected. Then answer the questions based on your map.





# My Relationship Map

What people and activities do I want to stay connected to?

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What people or activities do I want to get reconnected with?

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What places or people on this list can help me make more connections?

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## Find New Opportunities

All communities, big and small, have a lot of activities and group. Here are some ideas of ways to find new things to do:

1. Talk to everyone you know. Tell them that you are looking for new things to do and people to meet. Ask if they have ideas for you.
2. Call your library. People at the library have a lot of information about events, groups and resources.
3. Look at Facebook. You can find events in your area or join online groups who share the same interests as you.
4. Find bulletin boards. You will find events and groups on bulletin boards in coffee shops, grocery stores, city hall, and colleges.
5. Contact your city or town government. Call someone at the town hall, the recreation office, or look at your town's website for events.
6. Look in the newspaper. Your town might have free newspapers that list upcoming events, classes, and groups.
7. Contact your neighborhood association. Some places have neighborhood associations. These people know a lot about activities and groups in your area.
8. Connect with a service provider. Agencies support people with disabilities to volunteer and get connected to other people.
9. Check out this Building Full Lives video: <https://www.youtube.com/watch?v=C027NQhMJNO>
10. Contact the Aging and Disability Resource Center (ADRC). ADRC's have a lot of information about resources in the county.
11. Contact United Way. United Way can tell you about volunteer opportunities. They have a website called Volunteer Wisconsin ([www.volunteerwisconsin.org](http://www.volunteerwisconsin.org))

## How to Get There

Do you need a ride to do the things you want to do? Think about these transportation options:



- Find things you can walk or ride your bike to.
- Ride the bus – mobility trainers can help you learn to ride the bus.
- Share a ride – Find out if anyone you know is traveling in the same direction or willing to give you a ride.
- Take a low-fare taxi – some taxis charge people with disabilities less for rides
- Get a driver's license – People with disabilities can get extra support and accommodations for driver's classes and testing.
- Specialized transportation – this is paid for through Family Care or IRIS

## Connect with Technology

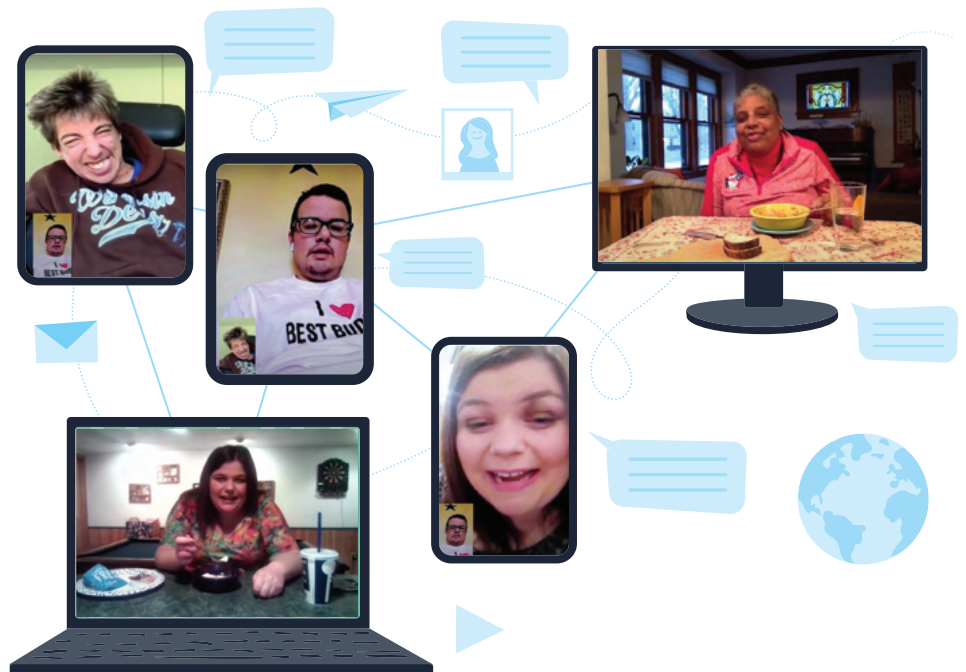
The COVID-19 pandemic taught us how to use technology better to stay connected. Zoom, Google Meet Ups, and Facebook are still great ways to connect, visit with people, go classes, go to church, and work. Many agencies offer virtual services to people with disabilities. Ask your service provider, Care Manager or IRIS Consultant what your options are.

When you use the Internet, you should follow these top five tips to keep your information safe:

1. Keep your information private – when you are on a website do not type in your bank information, full birthday, or social security number.
2. Do not share your passwords or answers to password hints.
3. Use strong passwords by using letters, numbers and characters (! ? # \$ and more)
4. Lock your phone, tablet or computer with a PIN, fingerprint lock or password.
5. Be careful about Wi-Fi. Do not use public Wi-Fi networks that do not have a passwords to log in. Cybercriminals (people who steal information over Wi-Fi) can hack into devices that are connected to open Wi-Fi.

If you are connecting with people over social media like Facebook or Instagram, be sure to follow these top five safety tips:

- Do not give out your phone number, address or personal information to people who you do not know really well.
- Think before you post. Everything you post can be shared by others. Even if you try to delete a post it can show up again.
- Block people who bother you. All social media sites let you do this.
- Do not share private pictures or videos. There is no guarantee it won't be shared with someone else.
- Learn to spot fake profiles. There are people who use fake profiles to pretend to be someone they are not. They do this to trick people into giving personal information or meeting up. These people are not safe. Ask someone you trust for help if you spot a fake profile.



# Activities to Try

People find things to do and people to meet in many ways. Some ways to meet people are:

At work

Taking classes

Volunteering and helping others

Through hobbies

Going to church

Fitness centers and classes

Use the chart below to come up with things you want to do. Put a check mark by the ones you want to do and write in other things you would like to do. You can ask people in your life to help you come up with ideas.

## Activities to Try

Interest Area	Activities to Try (These are examples)
Career	<input type="checkbox"/> Explore different types of jobs <input type="checkbox"/> Find a job developer who can help me find a job <input type="checkbox"/> Ask for more hours or get another job <input type="checkbox"/> My ideas:
Learning & Classes	<input type="checkbox"/> Learn to dance <input type="checkbox"/> Visit museums <input type="checkbox"/> Take a budgeting class <input type="checkbox"/> Learn how to ride the bus <input type="checkbox"/> My ideas:
Fun & Recreation	<input type="checkbox"/> Go to a festival <input type="checkbox"/> Go camping <input type="checkbox"/> Have a party with friends <input type="checkbox"/> Play bingo at the community center <input type="checkbox"/> My ideas:

<p>Health &amp; Exercise</p>	<p><input type="checkbox"/> Walk in my neighborhood every day</p> <p><input type="checkbox"/> Join the YMCA</p> <p><input type="checkbox"/> Train for a 5k running race</p> <p><input type="checkbox"/> My ideas:</p>
<p>Hobbies</p>	<p><input type="checkbox"/> Scrapbooking</p> <p><input type="checkbox"/> Collecting comic books</p> <p><input type="checkbox"/> Play board games with friends</p> <p><input type="checkbox"/> My ideas:</p>
<p>Religion &amp; Spirituality</p>	<p><input type="checkbox"/> Learn to meditate</p> <p><input type="checkbox"/> Find a new church</p> <p><input type="checkbox"/> Join a prayer group</p> <p><input type="checkbox"/> My ideas:</p>
<p>Helping Others</p>	<p><input type="checkbox"/> Volunteer</p> <p><input type="checkbox"/> Mow a yard</p> <p><input type="checkbox"/> Walk the neighbor's dog</p> <p><input type="checkbox"/> My ideas:</p>
<p>Food &amp; Nutrition</p>	<p><input type="checkbox"/> Take a cooking class</p> <p><input type="checkbox"/> Invite a friend over for dinner once a week</p> <p><input type="checkbox"/> Go to the Farmer's Market</p> <p><input type="checkbox"/> Plant at garden at the Community Gardens</p> <p><input type="checkbox"/> My ideas:</p>

# My Stay Connected Plan

Interest Area	What things I would like to do:	Where I can learn more about this:	People who can help me:	How will I get there:
Career				
Learning & Classes				
Fun & Recreation				
Health & Exercise				
Hobbies				
Religion & Spirituality				
Helping Others				
Food & Nutrition				


## My Stay Connected Plan Notes

[illegible]



## 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:	
	<b>Wisconsin Board for People with Developmental Disabilities</b> 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! <b>@WIBPDD</b>
	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!
	<b>Self- Determination Channel</b> 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: <a href="https://wi-bpdd.org/index.php/join/">https://wi-bpdd.org/index.php/join/</a> .

## Words To Know

**Connected:** means having people in your life that care about you.

**Unemployment benefits:** money people get from the government if their employer closed or moved their business or did not have enough for them to do.

**Ombudsman:** an agency that helps people when they have problems with their services and supports.

**Social Media:** websites where anyone can post information, pictures, or videos, like websites called YouTube, Facebook, Instagram, Twitter, Reddit, and more.

**Virtual:** seeing or doing something over a computer, smart phone or tablet instead of being there in person.

**Zoom and Skype:** programs you can use on a computer, phone or tablet to see people on video while you talk to them.

**Resources:** information or services that might help you.

**Wisconsin Department of Health Services:** a state agency that gives health information and services to people in Wisconsin, including people with disabilities.

**Centers for Disease Control:** a national agency that gives health information to people.

**IRIS Consultant:** the staff person who helps you make your service plan if you choose the IRIS program for your long-term care services.

**Care Manager:** the staff person who helps you make your service plan if you choose the Family Care program for your long-term care services.

**Adult Protective Services:** an agency that helps people with disabilities if they are being abused or not being taken care of.

**Interpreter:** a person who helps people who speak a different language or use sign language communicate with people who do not speak the same language or use sign language.

**Essential Worker:** a person who works at a business that can keep working if the government decides people need to stay at home because of the coronavirus.

**Disability Rights Wisconsin:** a state agency that helps people with disabilities advocate for what they need.

**Notes:**

[illegible]

**Notes:**

[illegible]

**Notes:**

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**LIVING / WELL**

Healthy, Safe and Connected



WISCONSIN BOARD FOR PEOPLE  
WITH DEVELOPMENTAL DISABILITIES