The attached list provides information about community resources in Lafayette County that may be helpful to families who are living with Alzheimer’s disease or a related dementia. Although the Alzheimer’s & Dementia Alliance of Wisconsin does not endorse or promote one agency over another, we are available to help families identify those services which might best meet the individual’s needs and circumstances.

If you have questions or need more information about resources available in our fifteen county service area, please call our Helpline at 888-308-6251 (toll-free) or contact one of the regional offices listed below.

Due to the changing nature of the industry, this guide may not be comprehensive. This resource guide will be updated periodically on our website: www.alzwisc.org

Revised July 2018
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2018. Lafayette County Resource Guide
Alzheimer’s & Dementia Alliance of Wisconsin, Your partner along the journey
www.alzwisc.org
www.alzwisc.org
ALZHEIMER’S & DEMENTIA ALLIANCE OF WISCONSIN

The Alzheimer’s & Dementia Alliance of Wisconsin (ADAW) provides support and education in south central and southwestern Wisconsin for individuals living with mild cognitive impairment, Alzheimer’s disease or other types of dementia and their families and professional service providers.

ADAW helps guide those seeking a diagnosis, coping with day-to-day challenges, or making plans for the future and also advocates at the state level about matters that affect dementia-related research and legislation. As an independent, nonprofit organization, 100% of the donations we receive remain in Wisconsin and are tax-deductible. Contact us for help and support. We are your partner along the journey.

Main Office - Dane/Green County
3330 University Ave., Suite 300, Madison, WI 53705
608-232-3400

Columbia/Sauk County
2825 Hunters Trail, Portage WI 53901
608-742-9055

Green Lake/Marquette/Waushara County
P.O. Box 137, Green Lake, WI 54941
920-294-4100

Rock County
136 Grand Ave., Beloit, WI 53511
608-313-3335

888.308.6251 toll-free
608-232-3407 fax

support@alzwisc.org
www.alzwisc.org

Our services include:
• Helpline: 608-232-3400 or 888-308-6251
• Care consultations and family meetings
• Caregiver support groups
• Early stage programs
• Family & professional education programs
• Print newsletter & email updates
• Resource library
• Public policy advocacy
• Educational materials & resource information

MEMORY DIAGNOSTIC CLINICS
Memory diagnostic clinics offer a comprehensive, team approach to assessment, diagnosis and treatment. The staff at the memory diagnostic clinics are trained to identify the reason you or your loved one are experiencing memory loss or confusion. If you have Medicare, 80% of the cost of the evaluation will be reimbursed and most supplemental insurance policies will pay for the additional 20%. The results of the evaluation will be shared with your primary physician for continued follow-up. For more information, contact:

Dane County

William S. Middleton Veterans Hospital - Geriatric Research Education Clinic Center
2500 Overlook Terrace, Madison, WI 53705
608-256-1901 ext. 17000  www.madison.va.gov

UW-Health Clinics Geriatric Assessment Clinic (East)
5249 E. Terrace Dr., Madison, WI 53718
608-265-1210 or 800-323-8942  www.uwhealth.org/neurology

UW-Health Hospital & Clinics Memory Assessment Clinic - (for people 65 years of age and older)
2880 University Ave., Room 100, Madison, WI 53705
608-263-7740  www.uwhealth.org

UW Hospital Neurology Memory Clinic - (for anyone at any age; must have referral from Dr.)
600 Highland Ave., Madison WI 53705
608-263-5442

Grant County

Southwest Behavioral Services- Part of the Southwest Health Rural Health Clinic
1450 Eastside Rd., Platteville, WI 53818
608-348-3656  www.southwesthealth.org/find
Green County

Monroe Clinic Memory Center
515 22nd Ave., Monroe, WI  53566
608-324-2148 or 800-338-0568

Jefferson County

Fort HealthCare Memory Center
611 Sherman Ave. E, Fort Atkinson, WI  53538
920-568-5334

Juneau County

Mile Bluff Medical Center Memory Assessment Clinic
1040 Division St., Mauston, WI  53948
608-847-7355

Richland County

Richland Area Geriatric Assessment Clinic
1313 W. Seminary St., Richland Center, WI  53581
608-647-6161 ext. 4210

Rock County

Stateline Area Memory Clinic - Beloit Clinic
1905 Huebbe Parkway, Beloit, WI  53511
608-364-1288

Sauk County

Reedsburg Area Geriatric Assessment Clinic - Reedsburg Area Senior Life Center
2350 N. Dewey Ave., Reedsburg, WI  53959
608-647-6161 ext. 4210

UW-Health Clinics Geriatric Assessment Clinic - Sauk Prairie Hospital
250 26th St., Suite 120, Prairie Du Sac, WI  53578
608-643-6060
GERIATRIC MENTAL HEALTH SERVICES

Geriatric mental health services can be beneficial in addressing the psychiatric and emotional needs of the person with dementia and can also help with challenging behavioral symptoms. Some signs that indicate mental health services may be needed include frequent or extreme mood swings, depression, suicidal tendencies, agitation, aggression, uncontrollable wandering or major changes in sleep.

Inpatient Geriatric Mental Health Services:

Mendota Mental Health Institute
301 Troy Dr., Madison, WI 53704
608-301-1000  www.dhs.wisconsin.gov/mendota

Southwest Behavioral Services- Part of the Southwest Health Rural Health Clinic
1450 Eastside Rd., Platteville, WI 53818
608-348-3656  www.southwesthealth.org/find

Stoughton Hospital- Geriatric Psychiatry
900 Ridge St., Stoughton, WI 53589
608-873-2242  www.stoughtonhospital.com

Outpatient Geriatric Mental Health Services:

Mobile Outreach to Seniors Team (MOST)
c/o Journey Mental Health
625 W. Washington Ave., Madison, WI  53703
608-280-2560  Crisis: 608-280-2600  www.journeymhc.org

Southwest Behavioral Services- Part of the Southwest Health Rural Health Clinic
1450 Eastside Rd., Platteville, WI 53818
608-348-3656  www.southwesthealth.org/find

INFORMATION, REFERRAL, & ASSISTANCE

There are agencies in every county who are available to help with general information and referral assistance to help you locate resources in your area. For more information contact:

Alzheimer’s & Dementia Alliance of Wisconsin (See pg. 3 for more information on programs and services.)
608-232-3400 or 888-308-6251  www.alzwisc.org

Aging & Disability Resource Center (ADRC) of Southwest Wisconsin
VA Caregiver Support, Margaret Flood, VA Hospital Madison
888-478-8321 ext. 11485
If you are a family member or friend providing care for a Veteran who is living with the effects of war, disabled, chronically ill or aging, VA Caregiver Support is there to support you with resources, tools, answers and a listening ear.

OUTREACH & CASE MANAGEMENT SERVICES
Case managers can help you by assessing what resources you and your family might need and helping you access these services and plan for the future. In some counties, there are case managers who work through county agencies, senior centers, or coalitions. For more information contact:

Aging & Disability Resource Center (ADRC) of Southwest Wisconsin - Lafayette County
627 Main St., Darlington, WI 53530
608-776-4960 or 877-794-2372  www.adrcswwi.org/about/lafayette-county

SUPPORT GROUPS
Support groups provide family caregivers a chance to come together to learn new information, share experiences and ideas and support one another.

Meets 4th Tuesday of each month
10:00 - 11:30 a.m.
Johnson Library, 131 E. Catherine St., Darlington
Contact: Aging & Disability Resource Center, 608-779-4960

MEMORY CAFES
Memory Cafés are social gathering places where individuals with memory challenges, mild cognitive impairment, early-stage Alzheimer’s disease or other types of early-stage dementia can come together to visit, enjoy refreshments and participate in a program or activity together in a relaxed environment. Programs and activities are chosen based on participant suggestions and are designed to be interactive and fun. Sessions usually occur monthly. There is no charge, but donations are appreciated. Family members and friends are encouraged to participate as well.

For a complete listing of local Memory Cafes, contact the Alzheimer’s & Dementia Alliance of Wisconsin, 888-308-6251 or visit www.alzwisc.org.
LEGAL SERVICES

Legal and financial planning should begin soon after the diagnosis has been made. Planning involves putting together documents that authorize another person to make necessary health care and financial decisions and reviewing your financial resources. If planning is done early, the person with the disease can actively participate in making the necessary arrangements. It is often a good idea to consult with an attorney who specializes in elder law. A benefit specialist can also guide you in this process. To obtain free copies of the basic power of attorney forms, contact:

Department of Health & Family Services, Division of Public Health
P.O. Box 309, Madison WI 53701
www.dhs.wisconsin.gov/forms/advdirectives/adformspoa.htm

Elder Law Attorney
An attorney who specializes in elder law can be helpful to families in many ways. They can help you develop a legal and financial plan, write Powers of Attorney for Health Care and Finances, and help with guardianship proceedings. For information on where to find an attorney who specializes in elder law, contact:

Wisconsin State Bar Association
608-257-4666 or 800-362-9082 www.wisbar.org

Alzheimer’s & Dementia Alliance of Wisconsin
608-232-3400 or 888-308-625 www.alzwisc.org

National Academy of Elder Law Attorneys
520-881-4005 www.naela.org

Guardianship
A guardianship is a special relationship between two people, one of whom, called the guardian, acts on behalf of the ward. This relationship may be ordered by a circuit court when it finds that a person is no longer competent to manage his/her affairs. A relative, public official or any other person may petition the court to have a guardianship established.

Wisconsin Guardianship Support Center Hotline
855-409-9410 or guardian@gwaar.org www.gwaar.org
FINANCIAL ASSISTANCE

Benefit Specialist Program
Benefit Specialists provide information, assistance and advocacy to residents age 60 and older. Benefit Specialists’ services range from providing information about eligibility criteria and help in applying for a wide range of benefits, to appealing application denials, terminations or reductions in benefits. Benefit Specialists receive in-depth, on-going training in the areas of benefit and entitlement programs and other issues affecting older adults, including Medicare, Medical Assistance, Social Security, Supplemental Security Income (SSI), Food Stamps, housing, the Community Options Program (COP), and more. An attorney provides supervision and support to Benefit Specialists and works closely with them to ensure high-quality advocacy and representation of older WI residents. For more information, contact:

Aging & Disability Resource Center (ADRC) of Southwest Wisconsin - Lafayette County
627 Main St., P.O. Box 67, Darlington, WI 53530
608-776-4960 or 877-794-2372 www.adrcswwi.org/about/lafayette-county

Alzheimer’s Family Caregiver Support Program (AFCSP)
The Alzheimer’s Family Caregiver Support Program is authorized by Wisconsin Department of Health Services (DHS) and designed to support families caring for a person with Alzheimer’s disease or other dementia in their home. The program offers funds to purchase services such as in-home respite, home delivered meals, adult day care, personal care good, safety improvements and transportation. Some eligibility requirements apply. For more information contact:

Aging & Disability Resource Center (ADRC) of Southwest Wisconsin - Lafayette County
627 Main St., P.O. Box 67, Darlington, WI 53530
608-776-4960 or 877-794-2372 www.adrcswwi.org/about/lafayette-county

Family Care Program
The Family Care Program is a coordinated system of services aimed at assisting people who are elderly or disabled to remain in their own homes. Persons who appear to be at risk of entering a nursing home are eligible to receive a Family Care assessment and a service plan at no cost. Cost for Family Care services is determined on a case-by-case basis depending on the income, assets and expenditures of the individual needing services. Some people will pay for all or part of the services received, others may have all of their services paid for by Family Care. The cost will be determined before services are provided, so that the individual can decide whether to accept services or not. Some people may have to have their names put on a waiting list due to limited funding. To apply for Family Care, IRIS or for additional information, contact:
National Family Caregiver Support Program (NFCSP)
The National Family Caregiver Support Program was developed by the Administration on Aging through the Older Americans Act to respond to the needs of family caregivers. The program offers five basic services including information to caregivers about available services; assistance to caregivers in gaining access to these supportive services; individual counseling, organizing of support programs and training to assist the caregiver; respite care to enable caregivers to get temporary relief from caregiving responsibilities; and limited supplemental services to compliment the care provided by caregivers. For more information contact:

Aging & Disability Resource Center (ADRC) of Southwest Wisconsin - Lafayette County
627 Main St., P.O. Box 67, Darlington, WI 53530
608-776-4960 or 877-794-2372 www.adrcswwi.org/about/lafayette-county

Medical Assistance (Medicaid)
The Medical Assistance (MA) program is a cooperative federal and state program that provides medical care to individuals with low incomes and little assets. MA covers care in some institutional/long-term care settings such as nursing homes and covers some care in the community as well. To apply for Medical Assistance or for more information, contact:

Southwest Consortium
888-794-5780

SeniorCare Prescription Drug Assistance Program
SeniorCare is Wisconsin’s Prescription Drug Assistance Program for Wisconsin residents who are 65 years of age or older and who meet eligibility requirements. Some eligibility requirements apply. For more information contact:

SeniorCare Customer Service Hotline
800-657-2038 www.dhs.wisconsin.gov/seniorcare
EMERGENCY RESPONSE SERVICES

MedicAlert® + Safe Return®

MedicAlert® + Safe Return® is a 24-hour nationwide emergency response service for individuals with Alzheimer’s disease or a related dementia who are at risk of becoming lost. If someone enrolled in the program is reported missing, essential information is faxed to local law enforcement agencies to initiate a search. If a concerned citizen finds the missing person, the person’s ID jewelry (bracelet or necklace) provides a toll-free number to call for help. MedicAlert® + Safe Return® then notifies the missing person’s contacts and makes sure the person is safely returned home. To obtain more information or an application, call 888-572-8566.

TRANSPORTATION

Transportation services differ among communities. Some areas offer bus or van services, have volunteer drivers or use ‘shared ride’ taxi services to provide transportation to older adults who do not drive. For more information, contact:

Aging & Disability Resource Center (ADRC) of Southwest Wisconsin - Lafayette County
627 Main St., P.O. Box 67, Darlington, WI 53530
608-776-4960 or 877-794-2372       www.adrcswwi.org/about/lafayette-county

NUTRITION SITES AND HOME-DELIVERED MEALS

Congregate nutrition sites and home-delivered meals are available in many communities on a donation basis. This is a great way to get help with one of your daily responsibilities and receive a hot, nutritious meal. Questions to ask may include the cost of the meals, how often they are offered, if transportation is available to congregate nutrition sites, and if special diets can be accommodated. For information on a nutrition site close to you or home-delivered meals, contact:

Aging & Disability Resource Center (ADRC) of Southwest Wisconsin - Lafayette County
627 Main St., P.O. Box 67, Darlington, WI 53530
608-776-4960 or 877-794-2372       www.adrcswwi.org/about/lafayette-county

Seniors United for Nutrition – S.U.N. Program
222 N. Iowa St., Dodgeville, WI 53533
608-935-0388
HOME CARE SERVICES

Home care agencies provide a variety of services to help people in their homes. Some home care agencies specialize in particular services while others provide a wide range of services. Most agencies charge a fee; volunteer organizations accept donations.

Some county aging units also keep lists of private individuals who provide home-care services in their county. It is up to the family to screen any private individual they hire, and to ensure that state and federal tax law is being adhered to. Anyone who hires a private individual as a home care worker on a regular or frequent basis may become an employer under the law and be responsible for paying unemployment insurance and social security/Medicare taxes to the government on the worker’s behalf.

Using home care services can help to extend the period of time a loved one can be successfully cared for at home by supplying needed supplemental help and preserving the health and energy of the family caregiver.

Types of Home Care Services:

• Chore services typically include light housekeeping, laundry, meal preparation and shopping.

• Companion care (respite) typically includes oversight/companionship for the person with memory loss so that his or her primary caregivers can take time off from caregiving to keep appointments, attend events, catch up on chores, sleep or simply enjoy a break. Companion care can be provided in a variety of settings, but is usually provided in the residence of the person receiving care. Companion care can often be combined with chore service and/or personal care assistance. Companions might also take people on outings, enabling them to attend events, volunteer and visit favorite people and places.

• Personal care services typically include assistance with dressing, bathing, grooming, meals and toileting, as needed.

• Home health care is provided by nurses, certified nursing assistants or professional therapists and includes medication management, skilled nursing services, bathing and occupational, physical and speech therapies. Depending on the situation, the caregiver might be able to take a break from caregiving while home health care is being provided.

• A live-in caregiver provides 24 hour/day assistance in the home. Services include personal care, home chores, companionship and oversight of the person in need of care. Some people hire someone they know to live in the home. Others look for live-in caregivers.
through the local university or by placing an advertisement. Some companion care and home health agencies can provide 24 hour/day shift care.

- Hospice care services are available to individuals at the end of life. Services usually can be provided in the home or in a facility. Some agencies have free-standing hospice in-patient facilities. Hospice provides nursing care, respite and grief support for families.
# HOME CARE SERVICE AGENCIES

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<th>Service</th>
<th>Chore Services</th>
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<td>608-723-6601 [<a href="http://www.hwbcare.com">www.hwbcare.com</a>]</td>
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<td>250 Mercy Dr., Dubuque, IA 52001 563-589-8899</td>
<td><a href="http://www.mercydubuque.com">www.mercydubuque.com</a></td>
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<td>515 22nd Ave., Monroe, WI 53566 608-324-1230</td>
<td><a href="http://www.monroeclinic.org">www.monroeclinic.org</a></td>
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<td>822 15th Ave., Monroe, WI 53566 608-328-2800</td>
<td><a href="http://www.mercydubuque.com">www.mercydubuque.com</a></td>
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<td>402 Gammon Place, Suite 110 Madison, WI 53719 608-833-3295</td>
<td><a href="http://www.southerncareinc.com">www.southerncareinc.com</a></td>
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<td>P.O. Box 31 Platteville, WI 53818 608-348-4558</td>
<td><a href="http://www.southwesthomecareangels.com">www.southwesthomecareangels.com</a></td>
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<td>915 12th St., Baraboo, WI 53913 877-356-4514</td>
<td><a href="http://www.homehealthunited.org/hospice">www.homehealthunited.org/hospice</a></td>
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<td>St. Croix Hospice</td>
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<td>115 W. Main St. Platteville, WI 53818 608-348-2778</td>
<td><a href="http://www.stcroixhospice.com">www.stcroixhospice.com</a></td>
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<td>1333 Dehl St., Dubuque, IA 52001 563-583-5833</td>
<td><a href="http://www.unitypoint.org">www.unitypoint.org</a></td>
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ADULT DAY SERVICES
Adult day programs provide structured support for the older person and are another way for a caregiver to obtain respite from caregiving responsibilities. Some programs are dementia specific. Participants engage in a variety of pastimes, including exercise, music, social activities, and meals. Costs vary. Individuals who meet eligibility requirements may qualify for financial support or sliding fee scales.

Lafayette Manor Adult Day Care
719 E. Catherine St., Darlington, WI 53530
608-776-4472

Hand-in-Hand Adult Day Center
2227 4th St., Monroe, WI 53566
608-328-9499

SENIOR LIVING ADVISORS

A Place for Mom
608-477-4656 www.aplaceformom.com
A Place for Mom provides options, information and educational resources to help make informed decisions regarding independent living, home care, residential care homes, assisted living, specialized memory care and skilled nursing. These services are paid by participating communities and providers, therefore this service is offered at no cost to families.

Always Best Care (ABC)
608-315-2378 www.alwaysbestcaremadison.com
Always Best Care provides free individualized assistance with placement to the right assisted living or independent community by determining which community best fits family needs based on their budget and care level. Free ongoing consultative services to ensure families are happy with their choice and individuals are treated with dignity and respect.
FACILITY RESPITE
Respite at care facilities may be arranged during the day, for an overnight visit, or multiple day stays. This type of respite is helpful for caregivers who need a longer break to take a vacation or attend to other responsibilities. Please contact individual facilities for more details on available respite services. See listings in “Residential Care” section below.

RESIDENTIAL CARE
There are a variety of facilities including residential care apartment complexes, adult family homes, community based residential facilities and skilled nursing facilities available to meet the different levels of care that may be needed by a person with dementia.

Choosing a New Home
When the time comes for a person with Alzheimer’s disease or other dementias to move into a residential care setting (e.g., nursing home, community based residential facility, assisted living, etc.), it can be very difficult for both the person and family. In addition, finding the right residential care setting to meet the needs of the person with dementia can be challenging and time consuming. Listed below are a few tips as you begin the search for a new home. The Alzheimer’s & Dementia Alliance of Wisconsin is always available to answer questions and help in problem-solving.

1. Visit different places. If possible, it is usually best to visit any place that you are considering. The amount of care required and the atmosphere desired will determine the type of residential care setting you should visit. Visiting unannounced at different times of day can give you an idea of what an average day may be like.

2. Ask questions. It is important to ask specific questions about the facility’s ability to provide dementia care. For example:
   - What is your philosophy regarding Alzheimer/dementia care?
   - What is your process for developing a care/service plan?
   - What approaches are used when providing care to persons with dementia?
   - What types of activities are offered?
   - What are your staff qualifications and staffing levels?
   - How is your staff trained in dementia specific care?
   - How does your environment support persons with dementia?

3. Call the Alzheimer’s & Dementia Alliance of Wisconsin (608-232-3400 or 888-308-6251) for a handout or email copy of “RESIDENTIAL CARE: A GUIDE TO CHOOSING A NEW HOME”.

4. Talk with others. Often times, there may be people you know – family, friends, neighbors, co-workers – who can recommend a place that worked well for them. If possible, talk with
family members and/or residents of facilities that you are considering. REMEMBER: Every individual situation is unique. What works well for one person, may not work for another. Use input from others as only one of several deciding factors.

**Residential Care Apartment Complex (RCAC)**
A residential care apartment complex is an apartment that includes a kitchen, living area, bedroom, private bathroom and an array of services including meals, housekeeping, laundry, arranging medical appointments and transportation. RCACs may provide up to 28 hours per week of personal care and/or nursing services. These facilities are most appropriate for a person with dementia who is in the very early stages, who can make their own decisions regarding care options, and who can live independently with minimal assistance, or for the person with dementia and his or her spouse together. These facilities are registered by the Wisconsin Department of Health & Family Services.

**Willow Valley**
520 W. Estey St., Shullsburg, WI 53586
608-491-1030

**Adult Family Homes (AFH)**
Adult Family Homes also combine housing and care. Adult Family Homes provide assistance and/or supervision with activities of daily living to 4 or fewer individuals. No more than 7 hours per week of nursing care can be given in an AFH. These facilities are licensed by the Department of Health & Family Services. For more information contact:

**Southwest Family Care Alliance**
28526 Hwy 14, Lone Rock, WI 53556
608-647-4729  www.continuus.org

**Community Based Residential Facilities (CBRF)**
A Community Based Residential Facility is a place where 5 or more individuals live and receive care. These facilities offer private or semi-private bedrooms with shared living and dining areas. Services include 3 meals per day, snacks, activities, assistance and/or supervision with activities of daily living. No more than 3 hours per week of nursing care can be provided in a CBRF setting. CBRFs are generally smaller than skilled nursing facilities. CBRFs are also licensed by the Department of Health & Family Services.

**Shullsburg Home**
204 E. Water St., Shullsburg, WI 53586
608-965-4454
Alzheimer’s disease and other dementias accepted? Yes, early stages
Dementia Specific Facility? No
Family Care funding accepted? Yes
Number of beds: 22
Staff/Resident Ratio: Day: 2:22 Night: 2:22
Security: Locks? No Door Alarms (general)? Yes Door Alarms (person-specific)? No
Does the facility offer respite services? Yes

Sienna Crest - Darlington
1619 Fayette Rd., Darlington, WI 53530
608-776-3477 www.siennacrest.com
Alzheimer’s disease and other dementias accepted? Yes
Dementia Specific Facility? No
Family Care funding accepted? Yes
Number of beds: 15
Staff/Resident Ratio: Day: Varies Night: 1:7
Security: Locks? No Door Alarms (general)? Yes Door Alarms (person-specific)? No
Does the facility offer respite services? Yes

Nursing Homes
Nursing homes offer skilled nursing care and other services including: 3 meals per day, snacks, activities, assistance with activities of daily living, and dietician and social work services. Nursing homes are larger than either Community Based Residential Facilities or Adult Family Homes. They are most appropriate for frail individuals who have medical or nursing care needs. Some nursing homes have special care units designed to address the needs of people with dementia. Individuals who meet federal income requirements and need skilled nursing care may qualify for financial assistance.

Lafayette Manor
719 E. Catherine St., Darlington, WI 53530
608-776-4472
Alzheimer’s disease and other dementias accepted? Yes
Dementia Specific Unit? Yes
Medicare or Medicaid accepted? Yes
Number of total beds: 64
Staff/Resident Ratio: Day: 1:6 Night: 7:97
Security: Locks? No Door Alarms (general)? Yes Door Alarms (person-specific)? Yes
Does the facility offer respite services? Yes
LONG TERM CARE OMBUDSMAN
An ombudsman protects and promotes the rights of long term care consumers and Community Options Program participants by working with them and their families to achieve quality care. The program is provided at no charge. Ombudsmen can investigate complaints and help families resolve problems with long term care service providers. For more information, contact:

Wisconsin Board on Aging & Long Term Care
1402 Pankratz St., Suite 111, Madison, WI 53704
800-815-0015   http://longtermcare.wi.gov/