

Updated: 3/20/20

The ADRC of Northwest Wisconsin is committed to ensuring the safety of our participants, volunteers and staff. Because we work with a population that is vulnerable to the effects of the Coronavirus (COVID-19), we are taking action to minimize the chance of exposure. We will be adjusting our service provision to meet critical needs only. Below will illustrate how it effects each of our program areas.

Building access to services: Beginning Monday, March 23<sup>rd</sup>, building access will be limited for our Benefits Specialists and Information and Assistance Specialists. We encourage everyone to call in to speak with a Specialist directly. We will still provide the quality information that we always have. There is much that can be done by phone. Appoints will be scheduled only when needed. **Call 877-485-2372 to speak with a Benefit or Information and Assistance Specialist.**

Nutrition Program: As of Monday, March 16<sup>th</sup> dine in meals at all 6 congregate locations in Burnett and Polk Counties will be suspended until further notice. Each of those locations will continue to prepare and deliver home delivered meals, but will no longer be open for congregate service. Any regular congregate meal recipient in need of a delivered meal is welcome to speak with their congregate meal site or call Sabrina Naglosky. This suspension will remain in place for the next 30 days. At the end of that period, or as needed before that point, the ADRC will reassess whether to continue, relax, or tighten the restrictions. Update: As of Monday, March 23<sup>rd</sup> home delivered meals will be dropped off outside of the home without personal contact and sanitation safeguards maintained.

Transportation:

The ADRC Van program: All social activities trip have been canceled. These will include trips for the remainder of March and all of April. Shopping trips may continue only to meet basic needs of groceries and necessities. All necessary shopping trips will be to local businesses only. We will use the van if one rider only. Otherwise we will use the bus and limit 3 people with staggered seats.

The Volunteer Driver program: As of today (3/13/20) and until further notice, we will continue to get people the critical medical care they require. Incoming requests will be screened to ensure only essential trips are being considered. We will seek a driver for those trips but keeping in mind it is a volunteer based program, we cannot guarantee we will have drivers available. I would encourage everyone to contact our agency as early as possible to increase the potential of securing transportation. This screening will continue until restrictions have been lifted as determined by Public Health recommendations.

Caregiver Support Groups: Until further notice, the caregiver support groups will be changed to a conference call structure. Those who are currently attending will be contacted directly and given the call-in phone number and procedures. Anyone new who is interested in attending are encouraged to contact Barb Engelhart at 877-485-2372 to receive the call-in information.

Another resource for dementia related caregivers: The state's Alzheimer's Caregiver Telephone Support Group meets the 4<sup>th</sup> Tuesday of every month from 10 – 11 AM. Pre-registration is required to get the call-in information. You can access that by calling 800-272-3900.

If you feel you need support beyond what is made available above please contact Barb Engelhart at 877-485-2372 to personalize to your needs.

**Community Programming:** All events and workshops hosted by the ADRC for the months of March and April will be postponed until an undetermined date. This includes:

\*The final two sessions of the Stepping On fall prevention workshop currently being hosted in Amery at the Water's Edge Apartments

\*The Polk/Burnett CCoT Transition Resource Night on March 26<sup>th</sup> at Clayton High School

\*The Healthy Living with Diabetes workshop scheduled to start in April and take place at the Larsen Family Public Library in Webster

\*10 Warning Signs of Alzheimer's on April 30<sup>th</sup> at St. Croix Regional Medical Center

Those who are currently registered for any of these events will be contacted for cancelation and their names will be maintained and contacted when the programs are rescheduled. Anyone with interest who is not currently registered is encouraged to call in to be added to the list for notification of the new schedule. Registrations can be directed to Carrie Myers at 877-485-2372.

Your source of information regarding COVID-19: Burnett and Polk County residents are encouraged to reach out to the 211 Response line. They are prepared to field general questions about the COVID-19 situation. They are up to date on all state wide information.

The ADRC of Northwest Wisconsin is continuing to work with the Public Health Departments to determine the safest and most convenient ways to meet the needs of our community. This is an ever changing situation and we will continue to monitor and adjust our services accordingly. Please be patient through this time. When in doubt please call in and we will have someone available to answer your questions. Questions can be directed to the individual program managers as listed in descriptions above. For general agency questions please call 877-485-2372.

Laura Neve  
Director

