

# The ADRC Connection

Our mission is to be a resourceful place of information and respectful provider of support for the elderly and disabled residents of Waupaca County and their caregivers and to help them achieve dignity and quality of life through maximum independence and choice.



Volume 32 Number 3

Fall 2015

## 25 years of ADA



ON JULY 26, 1990, President George H.W. Bush signed the Americans with Disabilities Act. In honor of 25 years of the ADA, here is a reminder of what it is.

Title I of the Americans with Disabilities Act of 1990 prohibits private employers, state and local governments, employment agencies and labor unions from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment. The ADA covers employers with 15 or more employees, including state and local governments. It also applies to employment agencies and to labor organizations. The ADA's nondiscrimination standards also apply to federal sector employees under section 501 of the Rehabilitation Act, as amended, and its implementing rules.

An individual with a disability is a person who:

- Has a physical or mental impairment that substantially limits one or more major life activities;
- Has a record of such an impairment;
- or
- Is regarded as having such impairment.

A qualified employee or applicant with a disability is an individual who, with or without reasonable accommodation, can perform the essential functions of the job in question. Reasonable accom-

modation may include, but is not limited to:

- Making existing facilities used by employees readily accessible to and usable by persons with disabilities.
- Job restructuring, modifying work schedules, reassignment to a vacant position;
- Acquiring or modifying equipment or devices, adjusting or modifying examinations, training materials, or policies, and providing qualified readers or interpreters.

An employer is required to make a reasonable accommodation to the known disability of a qualified applicant or employee if it would not impose an "undue hardship" on the operation of the employer's business. Reasonable accommodations are adjustments or modifications provided by an employer to enable people with disabilities to enjoy equal employment opportunities. Accommodations vary depending upon the needs of the individual applicant or employee. Not all people with disabilities (or even all people with the same disability) will require the same accommodation. For example:

- A deaf applicant may need a sign language interpreter during the job interview.
- An employee with diabetes may need regularly scheduled breaks during the workday to eat properly and monitor blood sugar and insulin levels.
- A blind employee may need someone to read information posted on a bulletin board.
- An employee with cancer may need leave to have radiation or chemotherapy treatments.

An employer does not have to provide

a reasonable accommodation if it imposes an "undue hardship." Undue hardship is defined as an action requiring significant difficulty or expense when considered in light of factors such as an employer's size, financial resources, and the nature and structure of its operation.

An employer is not required to lower quality or production standards to make an accommodation; nor is an employer obligated to provide personal use items such as glasses or hearing aids.

An employer generally does not have to provide a reasonable accommodation unless an individual with a disability has asked for one. If an employer believes, that a medical condition is causing a performance or conduct problem, they may ask the employee how to solve the problem

and if the employee needs a reasonable accommodation. Once a reasonable accommodation is requested, the employer and the individual should discuss the individual's needs and identify the appropriate reasonable accommodation. Where more than one accommodation would work, the employer may choose the one that is less costly or that is easier to provide.

Title I of the ADA also covers:

- Medical Examinations and Inquiries  
Employers may not ask job applicants about the existence, nature, or severity of a disability. Applicants may be asked about their ability to perform specific job functions. A job offer may be conditioned on the results of a medical examina-

See ADA page 13

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Waupaca County Aging & Disability Resource Center:  
<https://www.facebook.com/adrcfowaupacacounty>

Current and past issues of the ADRC Connection are available on our website – [www.co.waupaca.wi.us](http://www.co.waupaca.wi.us)  
Select Aging/Disability Newsletter in the Health/Human Services column.

Waupaca County Dept. of Health & Human Services: 715-258-6300 • Aging & Disability Resource Center (ADRC): 715-258-6400  
811 Harding Street • Waupaca, WI 54981

PLEASE NOTE: Being an advertiser in this newsletter does not constitute an endorsement from Waupaca County Department of Health and Human Services.



# Scam victim rises above to inform others

Article submitted by



Amy Temby, Michelle Gardner, Tracy Wisner

Adult Protective Services – Waupaca County Department of Health and Human Services

## WHAT ARE SOME OF THE THINGS

that come to mind when you see a news program about a scam, or read an article warning of a scam? Do you think, "That would never happen to me" or "that just happens in bigger cities?" The reality is that these scams can happen to anyone at anytime, and happen right here in Waupaca County.

Adult Protective Services recently met an elderly woman (83 years old) from the New London area who had been the victim of a scam. She had been contacted by a couple of men who told her she had won the Mega Millions lottery. These people found a way in to her heart using religion as a way to connect with her. They even went as far as playing her recordings of

other "winners" and sermons of people praying and expressing how much the money has helped them. On one occasion they told her they were at the police station and wanted her to come down there as they were verifying that this was all legitimate.

Who wouldn't love to win the lottery or be more secure financially? If you didn't enter a sweepstakes or other raffle, you can't win. If you get a phone call,

email, or notice in the mail that you have won something you didn't enter, hang up, hit delete, or shred the information. The scams often request fees for taxes, or customs duties that have to be paid. They may ask for a credit card number or bank account information or ask you to wire or send money through the mail.

The Federal Trade Commission has several resources that provide helpful information about scams and identity theft. The materials warn to never share your financial information with someone who contacts you and claims to need it. And never wire money to anyone who asks you to.

Thanks to some caring employees at Capital Credit Union and with assis-

tance from law enforcement, the woman from New London was able to save her hard earned money from ending up in the hands of criminals. As part of her healing she wrote this letter in hopes of helping someone else from becoming a victim.

It took a lot of courage for her to write these words. She signs the letter "Jane Doe" as she feels some shame that this happened to her. The pain and memory of this experience will never go away completely. But with support from the few friends and family she has shared her full story with, she is moving forward and working at regaining her sense of trust and security. She did have to change her phone number and make sure it was put on the no call list.

According to the Federal Trade Commission (FTC) "chances are good that someone you know has been scammed. They may not talk about it, but if the statistics are right, it has happened."

The resources show that "sharing WHAT you know can help protect someone WHO you know from a scam. People listen to someone they trust: a friend, a neighbor, a relative."

You can visit [ftc.gov/bunkorder](http://ftc.gov/bunkorder) to order free materials or go to [ftc.gov/PastOn](http://ftc.gov/PastOn) to find presentations, activities, and other resources.

To register a complaint, you can go online at [ftc.gov/complaint](http://ftc.gov/complaint) or contact your local law enforcement agency. Or call the Federal Trade Commission at 1-877-FTC-HELP (1-877-382-4357 or TTY 1-866-653-4261)

You can sign up for scam alerts at [ftc.gov/subscribe](http://ftc.gov/subscribe).

"Reinforce what you already know, start a conversation, pass it on."



## Get Medicare Ready!

Call Bruce A McCallum, CLU Your local, licensed, independent Humana sales agent

715-258-5816 or 920-450-6171 (TTY: 711)

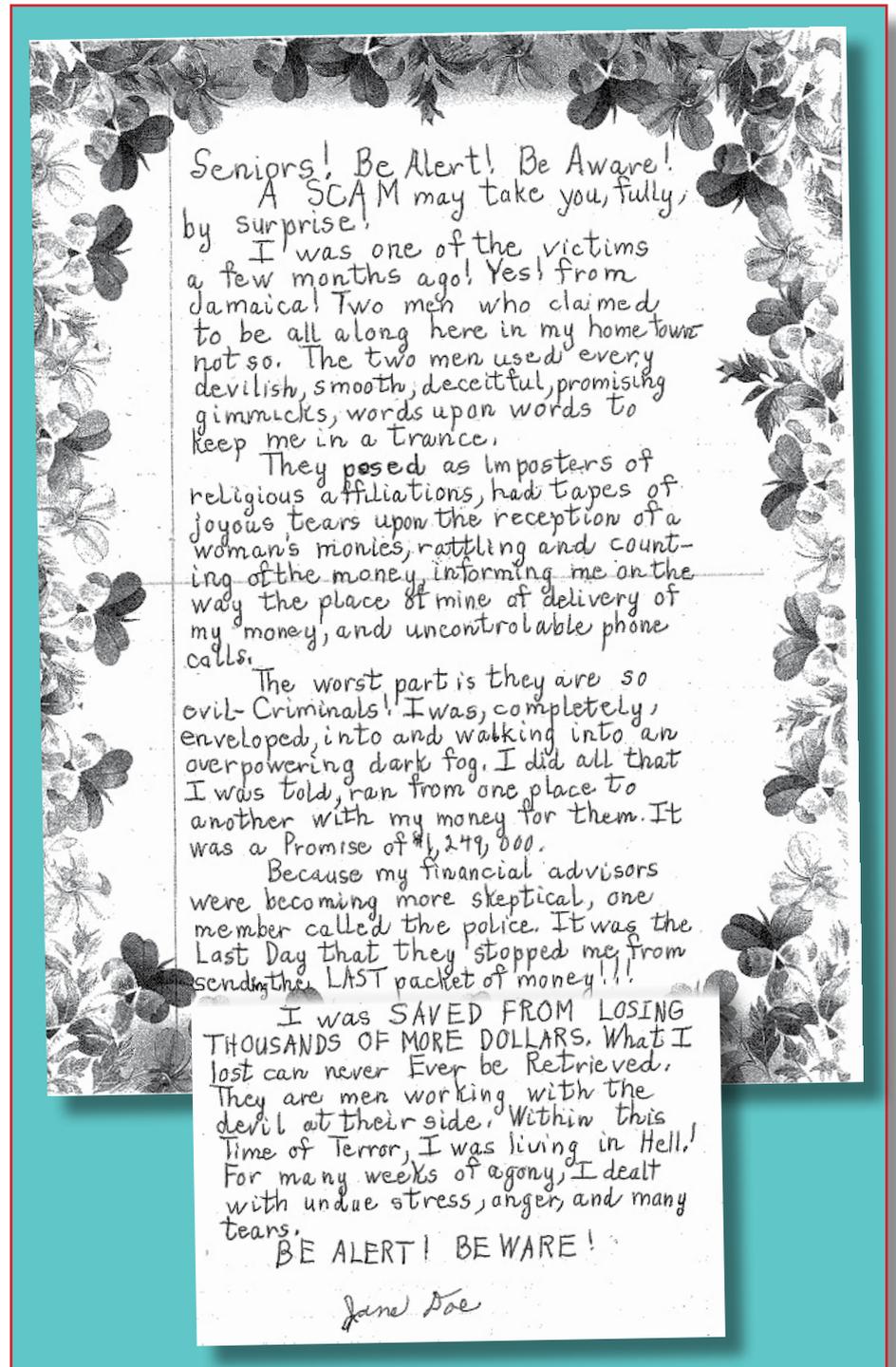
9 a.m. to 5 p.m., Monday - Friday



Humana is a Medicare Advantage organization with a Medicare contract. Enrollment in this Humana plan depends on contract renewal. Call Humana sales at 1-800-336-6801,

TTY: 711, 8 a.m- 8 p.m., seven days a week.

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# Understanding VA Service Connected Compensation



Jesse P. Cuff  
 Waupaca County Veterans  
 Service Officer  
 Courthouse, 811  
 Harding Street  
 Waupaca, WI 54981  
 715-258-6475  
 Hours: Mon.-Fri. 8a-4p

**IF YOU'RE A VETERAN** who served on active duty under other than dishonorable conditions, and you were injured, developed a disease, or an existing condition was aggravated by military service you might be eligible for VA Disability Compensation. For Veterans who qualify, VA Disability Compensation is a tax free monthly benefit.

\* It is also paid to certain Veterans disabled from VA health care.

## WHO IS ELIGIBLE?

You may be eligible if:

- You were discharged from service under other than dishonorable conditions, **AND**
- You had an injury, event, illness, or exposure (chemical / radiation) while on active duty, **AND**
- You have a current service-related disability, **AND**

- You state the connection between your event in service and your current disability

## EVIDENCE:

You must submit all relevant evidence in your possession and/or provide information sufficient to enable VA to obtain all relevant evidence not in your possession. This includes the following as part of your application:

Discharge or separation papers (DD214 or equivalent)

Service Treatment Records if they are in your possession

Medical evidence (doctor & hospital reports)

## HOW MUCH DOES VA PAY?

The amount of basic benefit paid ranges, depending on how disabled you are.

**Note:** You may be paid additional amounts, in certain instances, if:

- You have very severe disabilities or loss of limb(s)
- You have a spouse, child(ren), or dependent parent(s)
- You have a seriously disabled spouse

Understanding these and other VA Benefits can seem daunting, but the Waupaca County Veterans Service Office can help. If you could use a little help navigat-

ing the VA Benefit system please schedule an appointment today!

Jesse P. Cuff, 715-258-6475

[www.facebook.com/WaupacaVeteransOffice](http://www.facebook.com/WaupacaVeteransOffice)

## For more information:

- <http://www.benefits.va.gov/BENEFITS/factsheets/serviceconnected/Compensation.pdf>
- <http://www.benefits.va.gov/compensation/index.asp>
- <http://www.benefits.va.gov/compensation/evidence.asp>

- <http://www.benefits.va.gov/compensation/rates-index.asp>



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# Care Partners Assisted Living

“Partners In Caring For You”

## About Us

Our pledge is to serve each resident with kindness, respect, compassion and professionalism. While we encourage our resident's independence, we will be nurturing their spirit, preserving their dignity and involving their families. The foundation of our program is based on our theory that the quality of life for a person can be significantly improved by creating an environment that allows individuals daily life choices. We believe that proper training, ongoing education, and specialty enhancement programming are the key ingredients to ensuring excellence in care. Our main goal is to ensure that our residents and their loved ones can see the difference in the care received. We operate with the same philosophy throughout all of our facilities, namely, the provision of quality care with a “Family” touch.



[www.carepartners-countryterrace.com](http://www.carepartners-countryterrace.com)

## Care Partners Assisted Living

Come see our **new** assisted living care community. Contact Tracy Sirna and set up a day to tour the facility.

## Care Partners Assisted Living

Tracy Sirna—Director  
 59 Industrial Avenue  
 Clintonville, WI 54929

Phone: 715-460-3466  
 Fax: 715-460-3477

E-mail: [cp44clintonville@cpalct.com](mailto:cp44clintonville@cpalct.com)

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Plan to attend Waupaca County's  
**FREE**  
**Caregiver  
Conference**

*A special event for caregivers to learn and be re-energized!*

**Friday, November 6<sup>th</sup>**

**9 am to 2 pm**

**at the Waupaca Ale House  
201 Foxfire Drive, Waupaca**

*"It is not selfish to refill  
your own cup so that you  
can pour into others. It is  
not a luxury. It is essential."*

**Reserve your spot by calling  
the Aging & Disability Resource  
Center today at 715-258-6400**

This year's conference welcomes the following speakers:  
Tom Thibodeau, Taking Care of the Caregiver  
Jen Thompson, TimeSlips

Brought to you by the



Door Prizes  
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loved one while you attend

## **VOLUNTEER DRIVERS NEEDED**

Provide safe & dependable transportation to Waupaca County residents who are elderly or disabled primarily for medical, nutritional or employment needs. Background check required. Paid mileage. Must have a valid Wisconsin driver's license & clean driving record. Vehicle must pass a safety inspection. Please contact Janna Taylor, Transportation Coordinator for information and application.

**Call Janna 715-258-6279  
Waupaca County Dept. of Health & Human Services**

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## **CAREGIVER SUPPORT GROUPS**

**Waupaca County: 2nd Wednesday of each  
month at 1:30 p.m. at the  
Waupaca Senior Center,  
407 School Street, Waupaca  
Call Hannah Gutho for more information:  
715-942-1440**

**Wausara County: 2nd Tuesday of each  
month at 12:00 p. m. at the  
Wautoma Public Library, 410 W Main  
Street, Wautoma (Lunch is provided)  
Call Sue Seefeldt 920-787-6505**

**Outagamie County: 2nd Wednesday of  
every other month starting in January  
5:30-7:30p.m. at the Thompson  
Community Center, located at  
820 W College Avenue, Appleton  
Call Andrea for more information:  
920-225-1709**

**Seymour: 4th Thursday of each month at  
6:30 p. m. located at the  
Good Shepherd Services, 607 E Bronson  
Rd, Seymour  
Call for more information: 920-833-6856**

**Marquette County: 3rd Wednesday of  
each month at 12 p.m. at the  
St John Baptist Church, located at  
277 East Montello St, Montello  
(Lunch is provided)**

**Call Alex Turell for more information:  
608-296-3811**

Updated 04/14/15



# Read Your Medicare Annual Notice of Change!



Submitted by Elder  
Benefit Specialist,  
Peggy Strey

**IT'S HARD TO BELIEVE** but another Medicare Annual Enrollment Period (AEP) is upon us! What is the Annual Enrollment Period? Each year from October 15 to December 7, Medicare beneficiaries have the opportunity to enroll in, switch, or disenroll from Medicare standalone prescription drug plans (Medicare Part D) and Medicare Advantage plans (Medicare Part C). During this time a Medicare beneficiary who has never enrolled in a Part D drug plan or Advantage plan can enroll for the first time; a beneficiary who is already in a Part D drug plan or Advantage plan can disenroll from their current plan or switch from their current plan to a different plan.

You might think that if you already have a drug plan or Advantage plan that you don't need to think about switching plans during the Annual Enrollment Period. Wrong! Even if you were completely happy with your drug plan or Advantage plan in 2015 you are going to want to investigate your options during this time because your current plan will be changing and so will the other plans available to you.

For example, some Part D plans may not renew for 2016, meaning that the company the plan belongs to has decided not to offer that plan in 2016. For people who are enrolled in certain plans, that means they will have to enroll in a new plan during the AEP so they have coverage starting January 1, 2016. Other Part D plans in Wisconsin may have elected to consolidate with another plan offered by the same company, which means that if you are in one of these plans and take no action, you will be automatically enrolled into a different plan offered by the same company effective January 1, 2016. This new plan, though offered by the same company, might be *quite different* than what you have now. It may have a different premium (which could be quite a bit higher than what you have now), a different formulary (which may or may not cover your drugs) and different costs for your drugs.

If you want to know what plan you will be put into and what the details of that plan are, the place to look is your Annual Notice of Change. What is an Annual Notice of Change? The Annual Notice of Change is a notice sent to you by your current plan which tells you how your plan is changing and/or if your plan is not going

to be around in 2016, which plan you will be auto-enrolled into, and how that plan compares to your current plan. Your current plan is required to mail the Annual Notice of Change to you by **September 30**. Look for it and read it carefully. If you do not receive your Annual Notice of Change, contact your plan and request it.

If you are informed that your current plan is not renewing and that you will be auto-enrolled into a different plan, remember, simply because the plan will put you in another plan it offers does not mean you cannot enroll yourself in whatever plan you want during the annual enrollment period. Only *if you do nothing* will you be automatically enrolled in the company's other plan. Keep in mind, that simply because you are going into a plan offered by the same company you are currently with doesn't mean the new plan is your best or most affordable option. Even if the new plan looks acceptable to you, you should schedule an appointment with your friendly neighborhood benefit specialist or call 1-800-Medicare or use the Medicare Plan Finder to compare and select a plan for yourself that best meets your needs.

The planfinder allows you to compare plans based on the individual medications you take and is the only way to determine the most affordable plan for you. Although it may seem counterintuitive, you can't determine how expensive a plan will be based on its premium because how expensive the plan will be will depend on what drugs it covers at what amount, which will vary by you! Don't pick a plan based on the company name or the premium amount. Unfortunately, the vast majority of people do exactly that and nationally less than 10% of all seniors picked the Medicare D plan that was best for them. The way to avoid being one of these people is to use the planfinder to select your plan.

Even if your current plan is renewing and will be around next year, you should still do a planfinder to investigate your options because your 2015 plan can change dramatically and so can all the other available plans. Your plan can become more expensive and other plans can become cheaper. Your plan can change its formulary so that it no longer covers all your medications. Plans that may not have covered all of your medications last year may now cover them this year. Even if you're pleased as punch with your plan this year, you need to do a planfinder because your plan in 2016 won't look like it did in 2015.

No one looks forward to the Annual Enrollment Period but with a little work (starting with reading your Annual Notice of Change) you can make certain that you're enrolling in the most appropriate and affordable drug plan for you.

Looking for quality coverage options?

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MONDAY-THURSDAY 9 A.M.-6 P.M.;  
FRIDAY 9 A.M.-7 P.M.;  
SATURDAY 9 A.M.-5 P.M.



# MEDICARE - Open Enrollment

The **Annual Enrollment Period** for Medicare Part D prescription drug coverage **starts October 15<sup>th</sup> and runs through December 7<sup>th</sup>.**

**IT IS ALMOST TIME FOR MEDICARE BENEFICIARIES** to review their current Part D plan and/or enroll in a new one for the coming year (2016). Part D is the prescription drug arm of Medicare that offers drug coverage under a variety of subsidized plan choices. Plans do change from year to year, so it is wise to review and compare plans to make sure you are in the right one for you.

Seniors and their family members can use the online Medicare Plan Finder to input individual prescription lists and find Medicare prescription plans in their region. Simply go to [www.medicare.gov](http://www.medicare.gov) click on the green button **Find Health and Drug Plans**, and follow the prompts. **Be sure to have an accurate list of your current prescription drug needs** beforehand to help in your plan selection.

If you need help with this, Elder Benefit Specialist Peggy Strey will be assisting people 9 AM – 3 PM at the following locations. Please contact the number listed for an appointment:

DATE	LOCATION
Thursday – October 29 Thursday – November 12	<b>Clintonville Senior Center</b> Clintonville Community Center - 30 S. Main St. <b>715-823-7667</b>
Tuesday – November 2	<b>Fremont Village Hall</b> 317 Wolf River Drive - Fremont WI 54940 <b>715-258-6278 – Peggy Strey, EBS</b>
Thursday – October 22 Thursday – November 5	<b>Iola Senior Center - Living Oaks</b> 505 W Iola St <b>715-445-2548</b>
Wednesday – October 28	<b>Manawa Senior Center</b> Town of Little Wolf Town Hall -E6325 County Rd N <b>920-596-3320</b>
Monday – November 9	<b>Manawa City Hall</b> 500 S Bridge St. <b>715-258-6278 – Peggy Strey, EBS</b>
Tuesday – October 20 Tuesday – November 3	<b>Marion Senior Center</b> Lions Point-325 W. Garfield Ave. <b>715-754-2482</b>
Monday – October 19 Wednesday – November 11	<b>New London Senior Center</b> 600 W. Washington St <b>920-982-8522</b>
Wednesday – November 4	<b>Waupaca Nutrition Center</b> Trinity Lutheran Church - 206 E. Badger St. <b>715-258-9598</b>
Tuesday – October 27	<b>Weyauwega Nutrition Center</b> First Presbyterian Church – 200 S. Pine St. <b>920-867-3213</b>

If you are unable to attend any of the above, please call Peggy at 715-258-6278.

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N2665 County Road QQ, King, WI 54946  
**715.258.5586 | 888.458.5586 | [www.wisvets.com](http://www.wisvets.com)**



**Aging & Disability Resource Center (ADRC)**

Hours: 8:00 a.m. to 4:30 p.m. *Walk-Ins Welcome*  
Phone: 1-715-258-6400 or 1-866-739-2372  
E-mail: [adrc@co.waupaca.wi.us](mailto:adrc@co.waupaca.wi.us)

**Waupaca County Courthouse**  
811 Harding Street, Waupaca - Second level

# Medicare part B:

## Q&A on enrollment



Submitted by Elder  
Benefit Specialist,  
Peggy Strey

### Why Enroll Now?

Generally, three months prior to your 65th birthday until three months after your 65th birthday, you may either enroll or choose not to enroll in Medicare Part B. Unlike Medicare Part A, Part B does not follow automatic enrollment because Part B requires a premium payment.

While some individuals have reasons to avoid enrolling in Part B, whether to enroll in Part B is an important decision that should be made with knowledge of the consequences of enrolling or not enrolling. In considering your own enrollment in Part B, review the list of regularly cited reasons located below for rejecting Part B enrollment, as well as counter-arguments to each reason, so you can make a smart decision when your time to choose comes.

### I don't want to pay a Part B premium, so why enroll?

While you may save some money initially by not paying a Part B premium, if you must later enroll in Part B, you will receive a penalty of 10% of your premium for every 12 months that you did not enroll in Part B.

### I already have coverage from Medicaid, so I don't need Part B, right?

While you may already receive coverage from Medicaid, normally, Medicare pays for the first 80% of a claim, and Medicaid pays the remaining 20%. A claim could arise in which Medicaid decides not to cover a service. It happens that the service would be covered by Part B, but you are not enrolled. Since you do not have Part B coverage, Medicaid will not pay the 20% that it would have paid if you had Part B coverage.

In addition to issues with costs of claims, you may run into problems with enrollment dates if you do not initially enroll in Part B. If and when you no longer qualify for Medicaid benefits, you must enroll in Part B to ensure that you receive outpatient health insurance coverage. However,

unless you qualify for a Special Enrollment Period, you have to wait to enroll in Part B until January of the next year. Even more troublesome, you will not receive your Part B coverage until July of the next year. So, if in April 2016 your circumstances change and you need Part B coverage immediately, you will not be able to receive Part B coverage until July 2017.

### Do I need Part B if I already receive health insurance through my employer?

If you receive health insurance through your employer, you may not need Part B at this time. You may choose to delay enrollment in Part B based on your or your spouse's active employment. When you or your spouse stops working or when your employer's health plan terminates — whichever occurs sooner — you have an 8-month Special Enrollment Period to enroll in Part B with no penalty.

Instead of delaying Medicare, you may decide to have both your employer's coverage as well as Medicare. In this situation, your employer's health plan would likely serve as your primary insurance, and Medicare would likely serve as your secondary insurance. However, Medicare can be the primary payer in certain circumstances. Be sure to check with your employer or EBS for details.

You have a third option: if you have a high premium or deductible with your employer's health plan, and you receive good retiree health benefits through a former employer, you may choose to decline your employer's coverage and accept Medicare coverage. Medicare would then be your primary insurance, and your retiree coverage plan would be your secondary insurance.

### Do I need Part B if I have veteran's benefits?

Even if you receive great veteran's benefits, enrolling in Part B may provide you with additional service and location options.

If you have additional reasons why you do not believe enrollment in Part B would benefit you, contact your county's Elder Benefit Specialist to have him or her help you evaluate your situation and help you make the best decision.

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# LAKEVIEW MANOR

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### LAKEVIEW MANOR

912 Manor Dr.  
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Fax: 920-867-2153

For more information or to schedule a tour please contact our Admissions Coordinator Carrie Baxter-Crist at 920-867-2183 ext. 2332 or via email at [Carrie.BaxterCrist@co.waupaca.wi.us](mailto:Carrie.BaxterCrist@co.waupaca.wi.us)

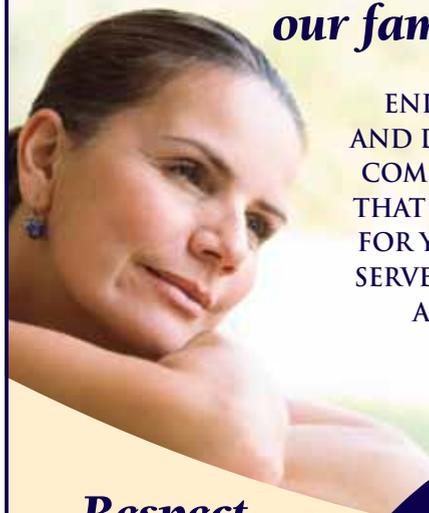


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- Speech Therapy
- Skilled Nursing
- Hospice
- Bariatric Services
- Psychiatric Services

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# Waupaca County Volunteer Driver Transportation Program



Janna Taylor  
Transportation  
Coordinator  
715-258-6279  
Janna.Taylor@  
co.waupaca.wi.us

**Getting Started New Rider Information** If you haven't utilized our transportation program before we will speak with you and answer your questions to determine the most appropriate transportation service for you. Call the ADRC of Waupaca County at 715-258-6279 to discuss your transportation options.

**Am I eligible for transportation services?** Residents of Waupaca County who are age 60 or older or Social Security disabled individuals of all ages (who do not receive Medical Assistance or Medicaid) are eligible to use transportation services. Transportation is coordinated through the ADRC of Waupaca and rides are provided by volunteer drivers. Participants must be able to transfer into and out of the volunteer driver's vehicle with minimal assistance. We currently do not

have a wheel chair accessible option for transportation.

**What types of rides are provided?**

The Aging and Disability Resource Center of Waupaca County provides non-emergency transportation to and from local and out-of-area medical appointments. The transportation program does not provide emergency transportation. Call 9-1-1 if you require emergency medical transportation and care.

The volunteer driver transportation program's primary focus and priority is for medical trips and appointments but other types of trips will be considered on a case by case basis. Transportation can be provided for all needs including shopping, visiting friends, personal needs, etc. based on availability.

**Cost:** Transportation services are funded in part by the ADRC. When you schedule your ride, we'll let you know how much the service will cost you. Co-payments are based on mileage. Passengers are invoiced monthly and payments can be mailed in. Volunteer drivers do not accept payments.

**To Schedule a Ride:** Call the transportation coordinator, Janna at 715-258-6279 at least **THREE BUSINESS DAYS** prior to your appointment.

When you call please be prepared with the following appointment information:

- Appointment date
- Appointment time
- Facility Name and Address
- Approximate length of the appointment
- Information about special circumstances the driver should be aware of

Once a driver has been assigned to your ride request, you will receive a call from the Transportation Coordinator the business day prior to your scheduled appointment.

\* All requests within 3 business days are accepted on a case by case basis

**Dispatch Hours:**

Monday through Friday (except holidays) 7:30 a.m. to 4:00 p.m.

**\* Appointments outside this time frame are scheduled on a case by case basis**

**Volunteer Drivers**

The Transportation Program would not be possible without volunteer drivers. Donations or any contributions to the program help to keep this valuable resource available to those in need. If you would like to know more about the Volunteer Driver Program call:

Janna Taylor  
Transportation Coordinator  
715-258-6279  
Janna.Taylor@co.waupaca.wi.us

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**CO DETECTORS**

- Install battery-operated or battery back-up CO detectors near every sleeping area in your home.
- Check CO detectors regularly to be sure they are functioning properly.

**OIL & GAS FURNACES**

- Have your furnace inspected every year.

**PORTABLE GENERATORS**

- Never use a generator inside your home or garage, even if doors and windows are open.
- Only use generators outside, more than 20 feet away from your home, doors, and windows.



U.S. Department of Health and Human Services  
Centers for Disease Control and Prevention

**PROTECT YOUR FAMILY**



## The following **FREE** workshops are sponsored by: Waupaca Area THRIVES\* Coalition

### ➤ **LIVING WELL WITH CHRONIC CONDITIONS**

Join this 6-week workshop where you'll learn practical ways to deal with pain and fatigue, discover better nutrition and exercise choices, and understand new treatment choices. If you have conditions such as diabetes, arthritis, COPD, heart disease, chronic pain or anxiety – this workshop is for you! Classes will be held at the Maasch Education Center – Riverside Medical Center - 902 Building.

**Wednesdays, Starting September 9, 2015 – October 14, 2015** from 9:00 am – 11:30 am. This class meets for six consecutive weeks!

### ➤ **HEALTHY LIVING WITH DIABETES**

This researched and proven, peer-led workshop is designed to help adults with type 2 diabetes or pre-diabetes learn skills for managing their diabetes. *Healthy Living with Diabetes* promotes self-management skills for people living with diabetes. Classes will be held at the Maasch Education Center – Riverside Medical Center - 902 Building.

**Thursdays, Starting October 1, 2015 – November 5, 2015** from 9:00 am – 11:30 am. Class meets for six consecutive weeks!

### ➤ **STEPPING ON**

This is a 7-week workshop where you'll learn exercises and strategies to help prevent you from falling. Topics included: Simple and fun balance and strength training, The role vision plays in keeping your balance, How medications can contribute to falls, and more. Workshops are lively and interactive making the learning experience both interesting and fun. Classes will be held at the Maasch Education Center – Riverside Medical Center - 902 Building.

**Tuesdays, Starting October 6, 2015 – November 17, 2015** from 9:00 am – 11:00 am. Class meets for seven consecutive weeks!

### ➤ **POWERFUL TOOLS FOR CAREGIVERS**

Powerful Tools for Caregivers is an educational program designed to help family caregivers take care of themselves while caring for a relative or friend. You will benefit from this class whether you are helping a parent, spouse, or friend. Participants will learn to reduce stress, improve self-confidence, better communicate feelings, increase their ability to make tough decisions and locate helpful resources. Classes will be held at the Maasch Education Center – Riverside Medical Center 902 Building.

**Thursdays Starting October 8, 2015 – November 12, 2015** from 5:30 pm – 7:00 pm. This class meets for six consecutive weeks!

**Class size is limited to 15 registrants ~ Bring a friend!**

**Pre-Registration required by calling 715.258.1119  
or visit the ThedaCare website [www.thedacare.org](http://www.thedacare.org)**

\*THRIVES stands for: "Teaming for Health and Resiliency Improvement Via Education and Support." The THRIVES coalition is a group of agencies working together to offer educational and supportive workshops to help all members of our community.

For more information on any of the THRIVES workshops, contact the RMC Health and Wellness Department at 715-258-1183 or the Waupaca Senior Center at 715-258-4437.

# Make a Difference! Volunteer!



*Kristine Wiegman  
Volunteer Program  
Coordinator &  
Prevention Program  
Coordinator  
715-258-6277*

**NOW MORE THAN EVER**, there is a great need for volunteers within our rural communities. We've seen a drastic increase in the requests for home delivered meals in some of the most remote areas of Waupaca County. Our goal is to serve all those that need a daily (Monday - Friday) lunch. In order to do this, we need YOU! Besides delivering a meal, many times a volunteer is the only contact a recipient has all day. Can you imagine? These folks greatly appreciate the meal but they truly look forward to a smile at the door, too!

If delivering a meal is not your forte, there are many other opportunities to share your time & talents! We invite you to join our volunteer family. Make a difference in the lives of your neighbors & yours!

## VOLUNTEER DRIVER

Are you retired or looking for something to do? Enjoy meeting new people? Maybe this is for you! Provide safe & dependable transportation to Waupaca County residents who are elderly or disabled primarily for medical, nutrition or employment needs. Background check required. Volunteers utilize their own vehicle & are paid for mileage. Valid Wisconsin driver's license & clean driving record are required.

## HEALTH & WELLNESS CO-LEADER

Improve your health & well being and help others do the same! Become a trained leader in any of our Health, Wellness & Prevention Programs!

Facilitate evidence-based programs geared for Seniors in Waupaca County! Programs offered through the Aging & Disability Resource Center (ADRC). Help Seniors make positive changes in their life by leading workshops geared for their health & well being! Training is required & paid for. Mileage is reimbursed for the workshops you facilitate as well as a stipend. Current evidence based programs

offered are:

### STEPPING ON:

Stepping On is a seven-week workshop using adult education to develop the knowledge and skills needed to help older adults prevent falls. It focuses on how strength and balancing exercises, medication management, home safety, footwear, vision, and mobility all play an important in fall prevention.

### LIVING WELL WITH CHRONIC CONDITIONS:

This six-week program teaches new strategies that will give participants the confidence and skills needed to manage the challenges of living with a chronic health condition such as pain and fatigue, diabetes, arthritis, high blood pressure heart disease, chronic pain or anxiety.

### HEALTHY LIVING WITH DIABETES

If you have diabetes or care for someone with diabetes, you may be ideal for co-leading this workshop! This researched and proven, peer-led workshop is designed to help adults with type 2 diabetes or pre-diabetes learn skills for managing their diabetes. Healthy Living with Diabetes promotes self-management skills for people living with diabetes. This workshop meets for 6 consecutive weeks.

### POWERFUL TOOLS FOR CAREGIVERS

Are you or have you been a Caregiver? Would you like to share your experience with others in the Care giving role? Powerful Tools for Caregivers is a 6 week educational program designed to help family caregivers take care of themselves while caring for a relative or friend. Participants will learn to reduce stress, improve self-confidence, better communicate feelings, increase their ability to make tough decisions and locate helpful resources.

Senior Dining



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### SENIOR NUTRITION CENTERS

Do you enjoy the company of seniors? If so, please join us at any of the 7 Senior Nutrition Sites!

Sites are located in: Clintonville,

Iola, Manawa, Marion, New London, Waupaca & Weyauwega.

- Assist at the meal site - food server, meal set up & clean up.
- Offer your talents to the participants through music, art or professional abilities.
- Hours are approx 10:00 am - 1:00 pm, Monday - Friday. (no holidays) Flexible schedule! **Choose the day(s) you're available.**

### WE HAVE A GREAT NEED FOR MEALS ON WHEELS DRIVERS IN ALL COMMUNITIES!

Can you commit to giving 1-2 hours a week or a month? That's all it takes to change a life! Consider becoming a Meals-On-Wheels driver in Clintonville, Iola, Manawa, Marion, New London, Waupaca or Weyauwega/Fremont.

A home delivered meal with a smile can do amazing things for those we serve. Consider being a Meals-On-Wheels Driver!

- Meals are delivered to home bound residents Monday - Friday (no holidays). Delivery times & length of route vary by the local nutrition site. Approximate times are 10:45 a.m. - 12:30 p.m. If you can offer even one day a month to deliver, it would make a huge difference in someone's life that needs a meal & appreciates the visit!

To learn more about these opportunities, please contact:

**Kristine Wiegman**  
Volunteer Coordinator/  
Prevention Program Coordinator  
**715-258-6277**  
[Kristine.Wiegman@co.waupaca.wi.us](mailto:Kristine.Wiegman@co.waupaca.wi.us)

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# Volunteer Spotlight



*Kristine Wiegman*  
 Volunteer Coordinator  
 Kristine.Wiegman@  
 co.waupaca.wi.us  
 715-258-6277

In an effort to illustrate our sincere appreciation, a few of the nearly 500 DHHS volunteers will be highlighted in each quarterly ADRC Connection! Waupaca County Dept. of Health & Human Services is fortunate to have a diverse group of volunteers. **THANK YOU to all Volunteers!** Without your dedication, many in our community would be without the gift of another person's kind gestures, a daily meal, or the comfort someone who genuinely cares.

It is with great pleasure that I introduce two couples that find happiness in serving together. As a matter of fact, volunteering as a couple – whether it be friends, spouses or co-workers, is a great way to build that relationship while giving back to the community!

Meet **Ray & Kathy Hurt** of Waupaca. They joined our volunteer family in 2012 and give back to our community in several ways.



Ray & Kathy are involved on the Foster Care panel which meets once a month to review foster parents. They find great joy uniting children with a family that will nurture their growth & be a positive example.

In addition to this, they also are Meals-On-Wheels drivers and volunteer at the local food pantry. Kathy stated that volunteering in these capacities has intro-

duced them to a variety of people. It keeps them involved & informed about what's happening in their community. They both agree that it "Feels so good to volunteer! We want to help others by paying it forward!" Ray & Kathy are passionate about impacting others lives for the better. "If everyone would volunteers for even just one thing, one cause – we could solve so many problems! Someday I hope that if I need help, someone will be there for me. It's our pleasure to volunteer. We just love it!"

For the past 11 years at the New London Senior Center, this dedicated couple, **Sonny & Joyce Bauer** demonstrate the spirit of volunteerism!



Joyce is the friendly voice in the office scheduling for the Senior Nutrition Site & for the City of New London senior van service.

Sonny has been the bingo caller for several years. Both are the New London Dartball captains & help out wherever needed.

Sonny & Joyce volunteer because it is very rewarding being among people every day. "We meet many new friends. Just knowing we are helping people is a great feeling. We think it helps keep you young at heart by being active at the senior center. If we did not volunteer, we would sit home."

**"Alone we can do so little; together we can do so much."**

Helen Keller

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# The Journey May Not Be Perfect... But You Don't Have To Do It Alone

*Trisha Bailkey, Dementia Care Specialist  
ADRC of Barron, Rusk & Washburn Counties*

**GIVEN THE OPPORTUNITY** to care for another human being at their most vulnerable is one of the greatest honors and simultaneously, one of the greatest challenges bestowed on a person in their lifetime. It is said people either rise to the occasion and discovers strength, perseverance, and even joy along the journey, or they crumble under the weight of despair, loss of control, and stress. However, I would make the case that caregivers live between both of these realities and that regardless, the journey was never meant to be taken alone.

I recently had the pleasure of meeting Rose Smith, a woman who showed incredible fortitude and passion during the many years she cared for her husband who had Alzheimer's disease. Rose had the forethought to know that taking the caregiving journey alone was an exercise in

futility, and she courageously reached out for help, armed herself with knowledge, utilized resources, and connected with people who would assist along the way. You would think that with all of the great connections she made and resources she accessed, that the transitions in their journey together were smooth, followed by a perfect ending. However, I discovered that Rose's story had "flaws"; there are things she wished she or others had done differently; at times the resources weren't available when needed, and as always, wisdom tends to be gleaned from hindsight. The end to their journey together definitely wasn't as positive as it could have been; although through her experience both of us have discovered the necessity for some changes system wide. What Rose did know is that she didn't have to walk the journey alone and she reached out. She knew that expectations are just that...expectations...and so she embraced her reality and took each day as it came.

I am truly inspired by Rose's willingness to be transparent about her own dance between hope, despair, joy, grief, vulnerability and strength. Although the Beatles proclaimed that it was all you need, "love" itself certainly cannot sustain the ups and downs of the caregiving journey, whether it be only a few months or many years. What can sustain the heart is the love and support of others, to let go of expectations of the way things should be, and to embrace each day as a new day...full of grace.

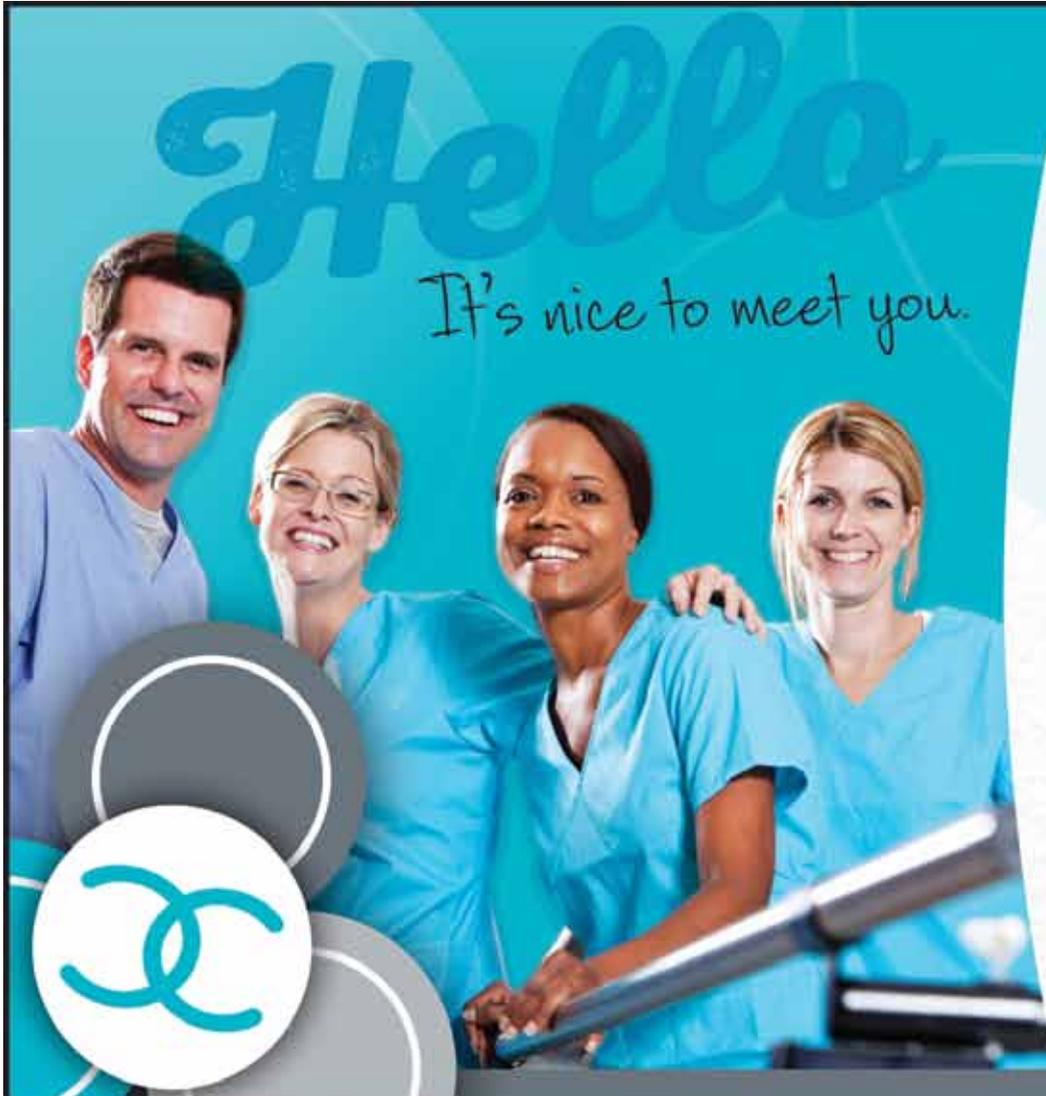




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tion, but only if the examination is required for all entering employees in similar jobs. Medical examinations of employees must be job related and consistent with the employer's business needs.

Medical records are confidential. The basic rule is that with limited exceptions, employers must keep confidential any medical information they learn about an applicant or employee. Information can be confidential even if it contains no medical diagnosis or treatment course and even if it is not generated by a health care professional. For example, an employee's request for a reasonable accommodation would be considered medical information subject to the ADA's confidentiality requirements.

**• Drug and Alcohol Abuse**  
Employees and applicants currently engaging in the illegal use of drugs are not covered by the ADA when an employer acts on the basis of such use. Tests for illegal drugs are not subject to the ADA's restrictions on medical examinations. Employers may hold illegal drug users and alcoholics to the same performance standards as other employees.

It is also unlawful to retaliate against an individual for opposing employment practices that discriminate based on disability or for filing a discrimination charge, testifying, or participating in any way in an investigation, proceeding, or litigation under the ADA.

**Federal Tax Incentives to Encourage the Employment of People with Disabilities and to Promote the Accessibility of Public Accommodations**

The Internal Revenue Code includes several provisions aimed at making businesses more accessible to people with disabilities. The following provides general - non-legal - information about three of the most significant tax incentives. (Employers should check with their accountants or tax advisors to determine eligibility for these incen-

tives or visit the Internal Revenue Service's website, [www.irs.gov](http://www.irs.gov), for more information. Similar state and local tax incentives may be available.)

**• Small Business Tax Credit (Internal Revenue Code Section 44: Disabled Access Credit)**  
Small businesses with either \$1,000,000 or less in revenue or 30 or fewer full-time employees may take a tax credit of up to \$5,000 annually for the cost of providing reasonable accommodations such as sign language interpreters, readers, materials in alternative format (such as Braille or large print), the purchase of adaptive equipment, the modification of existing equipment, or the removal of architectural barriers.

**• Work Opportunity Tax Credit (Internal Revenue Code Section 51)**  
Employers who hire certain targeted low-income groups, including individuals referred from vocational rehabilitation agencies and individuals receiving Supplemental Security Income (SSI) may be eligible for an annual tax credit of up to \$2,400 for each qualifying employee who works at least 400 hours during the tax year. Additionally, a maximum credit of \$1,200 may be available for each qualifying summer youth employee.

**• Architectural/Transportation Tax Deduction (Internal Revenue Code Section 190 Barrier Removal):**  
This annual deduction of up to \$15,000 is available to businesses of any size for the costs of removing barriers for people with disabilities, including the following: providing accessible parking spaces, ramps, and curb cuts; providing wheelchair-accessible telephones, water fountains, and restrooms; making walkways at least 48 inches wide; and making entrances accessible.

*Source: The U.S. Equal Employment Opportunity Commission Sept 9, 2008*



# YOU Might Be a CAREGIVER...

*By Sarah Halstead, Bethany Home*

Did you know that there are 65 million Americans who are taking care of their vulnerable loved ones, and most don't even consider themselves a caregiver?

- If their nap time is your nap time, YOU might be a caregiver!
- If you know which restaurants and stores in town are really handicapped accessible and which ones aren't, YOU might be a caregiver!
- If you've used all your sick days and you haven't been sick in years, YOU might be a caregiver!
- If you can spot your loved one having a bad day, in 15 seconds, from 50 yards, in the dark, with your back turned, YOU might be a caregiver!

While these Jeff Foxworthy-like examples may make you laugh the truth is that many of us are caregivers and we don't even realize it. We may feel like we're just being good sons or daughters or "doing what needs to be done." What may not surprise you, however, is how it often feels like you are burning the candle at both ends. Being a caregiver can be exhausting! And admitting that does not make you a bad person. Just like the airline attendant's instruction to put your own oxygen mask on first in case of an emergency, our logical mind knows that we must take care of ourselves in order to do a good job of taking care of others. But who can find the time? And how are we supposed to know everything we need to know about the challenges facing our loved ones?

The Waupaca Area Caregiver Coalition is an active group of agencies committed to educating and supporting caregivers through community awareness, identifying needs and filling gaps in service. Many of the partners offer support services through their own agencies, but together they can do great things. One of those is offering an annual Caregiver Conference for Waupaca County caregivers, FREE of charge, during National Caregivers Month each November. This year's conference is shaping up to be the best ever.

Attendees will both learn helpful tips and be re-energized at this year's event in Waupaca. We are excited to welcome **Tom Thibodeau**, Director of the Master of Arts in Servant Leadership program at Viterbo University, who lives by what he calls the 11th commandment: Do not stand idly by. At a time when needs are increasing and resources are becoming scarcer he addresses the question of who takes care of the caregiver? Attendees will learn how to create a healthy culture for good work, explore sources of positive energy, and reflect on the significant role of presence in providing care. You won't want to miss his presentation; as one previous attendee wrote: "If he said he was going to give a talk on cardboard boxes, there would be people lined up to hear him talk." **Ben Thompson** will also demonstrate an innovative and creative activity specially designed for anyone with cognitive or memory challenges. Time Slips is a process of interactive story telling which replaces the pressure to remember with the freedom to imagine and can be used in any setting. You'll go home with a practical tool you can use.

In addition to the speakers, conference attendees will enjoy the opportunity to learn about local resources from area agencies and participate in some activities that are proven to leave you feel more energized and alive. Lunch is included and the Aging and Disability Resource Center (ADRC) can assist with securing qualified professional caregivers to be with your loved one in your home while you attend if you desire. Need help with transportation? Just talk to one of the friendly staff members at the ADRC and they can help with that, too!

This year's event will be held at the Ale House in Waupaca on Friday, November 6th from 9 am to 2 pm. You can reserve your spot today by calling the ADRC at 715-258-6400.

As one person put it, "It is not selfish to refill your own cup so that you can pour into others. It is not a luxury. It is essential." Make plans to fill your cup on November 6th so that you can continue to provide the very best care and support to those in your life who need it most.

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Waupaca County - Nutrition Centers	E-Mail and/or Telephone	Waupaca County - Nutrition Centers	E-Mail and/or Telephone
<b>Clintonville Senior Center</b> Clintonville Community Center Bldg. 30 S. Main St. - Clintonville, WI 54929 <b>Serving Time: 11:30 (M-F/10 a.m.-1 p.m.)</b>	<b>(715) 823-7667</b> <i>Site Manager: Ryan Rockey</i> Ryan.Rockey@co.waupaca.wi.us Caterer: Steve & Mary's Main St. Café - Marion	<b>New London Senior Center</b> 600 W. Washington St New London, WI 54961 <b>Serving Time: 11:30 (M-F/10 a.m.-1 p.m.)</b>	<b>(920) 982-8522</b> <i>Site Manager: Kim Ebert</i> Kimberlee.Ebert@co.waupaca.wi.us Caterer: Steve & Mary's Main St. Café - Marion
<b>Iola Senior Center</b> <b>Living Oaks</b> 505 W Iola St - Iola, WI 54945 <b>Serving Time: 11:00 (M-F/10 a.m.-1 p.m.)</b>	<b>(715) 445-2548</b> <i>Site Manager: Pat Rosemann</i> Pat.Rosemann@co.waupaca.wi.us Caterer: Living Oaks - Iola	<b>Waupaca Nutrition Center</b> Trinity Lutheran Church 206 E. Badger St. - Waupaca, WI 54981 <b>Serving Time: 11:30 (M-F/10 a.m.-1 p.m.)</b>	<b>(715) 258-9598</b> <i>Site Manager: Joanne Samack</i> Joanne.Samack@co.waupaca.wi.us Caterer: Lakeview Manor - Weyauwega
<b>Manawa Senior Center</b> Town of Little Wolf Town Hall E6325 County Rd N - Manawa, WI 54949 <b>Serving Time: 11:30 (M-F/10 a.m.-1 p.m.)</b>	<b>(920) 596-3320</b> <i>Site Manager: Mona Golla-Kolosso</i> Mona.Golla-Kolosso@co.waupaca.wi.us Caterer: Living Oaks - Iola	<b>Weyauwega Nutrition Center</b> First Presbyterian Church 200 S. Pine St Weyauwega, WI 54983 <b>Serving Time: 11:30 (M-F/10 a.m.-1 p.m.)</b>	<b>(920) 867-3213</b> <i>Site Manager: Shani Appleby</i> Shani.Appleby@co.waupaca.wi.us Caterer: Lakeview Manor - Weyauwega
<b>Marion Senior Center</b> Lions Point-325 W. Garfield Ave. P.O. Box 253, Marion, WI 54950-0253 <b>Serving Time: 11:30 (M-F/10 a.m.-1 p.m.)</b>	<b>(715) 754-2482</b> <i>Site Manager: Mary Riske</i> Mary.Riske@co.waupaca.wi.us Caterer: Steve & Mary's Main St. Café - Marion		




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# SEPARATE: Don't Cross-Contaminate!



Christi Beilfuss,  
UW-Extension Wisconsin Nutrition  
Education Program (WNEP)  
Coordinator  
Christi.beilfuss@ces.uwex.edu



**FOOD SAFETY** isn't just a concern for the food service industry. According to The Partnership for Food Safety Education "Foodborne illness can strike anyone. Some people are at higher risk for developing foodborne illness, including pregnant women, young children, older adults and people with weakened immune systems." There are simple things you should do while grocery shopping and at home to make sure you and your family stay safe from bacteria on your food. An article from the Wisconsin Nutrition Education Program *Food Sense Newsletter* "Learn the Language of Cooking" (Issue 15 volume 4) explains the importance of Separation when shopping and cooking.

Separate, Don't Cross-Contaminate. Follow this food safety rule to help keep your home-cooked meals safe to eat. Bacteria can be spread through cross-contamination—when this happens, bacteria transfers from one food to another and may cause food borne illness if the food is not handled or cooked properly before it is eaten. Remember, foodborne illnesses can begin in the supermarket or at home.

## While shopping for food:

- Check for cleanliness. Buy your food from a store that follows proper food handling practices.
- Separate raw meat, poultry, and seafood from other foods in your grocery shopping cart, check-out and bags. Place these foods in plastic bags to prevent their juices from dripping on other foods.

## When at home:

- Always start with a clean scene—wash hands with warm water and soap.
- Keep your kitchen counters, stove, refrigerator, cutting board and sink clean.
- Use clean dish towels and dish cloths. Wash cutting boards, dishes and utensils with hot soapy water after each use.
- Use one cutting board for fresh produce and a separate one for raw meat, poultry and seafood.
- Never place cooked food on a plate that previously held raw meat, poultry, seafood or eggs.

Separate is just one of four tips for keeping your food safe from Bacteria. You can learn more about the Four Safe Food Handling Tips "Clean, Separate, Chill and Cook" at <http://www.fightbac.org/> The Partnership with Food Safety Education website.

For more information about nutrition and healthful eating contact the Waupaca County UW-Extension office at (715) 258-6230 or visit their website at <http://waupaca.uwex.edu>



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Elder Tree was created at  The Center for Health Enhancement Systems Studies  
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- Seymour
- **Waupaca**
- Wausau (High rise with elevator)
- **Weyauwega**
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