

COVID-19 Social Isolation Resource Guide for St. Croix County (updated August 2020)

Social isolation and loneliness impact both mental and physical health over time. During the pandemic, isolation and loneliness are likely to increase as a result of physical distancing. Paradoxically, many individuals who are the most at risk of social isolation and loneliness -- such as older adults and those with chronic health conditions -- are also the ones who most need to maintain physical distancing in order to protect their health. This page provides information about public programs, community resources, and other options in St. Croix County to help meet socialization and companionship needs during this crisis. You can find additional guidance and materials on Extension's Stay at Home Tips website:

<https://fyi.extension.wisc.edu/covid19/category/topics/families/stay-at-home-tips/>

EMERGENCY SUPPORT

The **Disaster Distress Helpline** provides crisis counseling and support to people experiencing emotional distress related to disasters, including COVID-19. Call **1-800-985-5990** or text **TalkWithUs to 66746** to connect with a trained crisis counselor.

The **National Suicide Prevention Lifeline** offers free and confidential support for people in distress and prevention and crisis resources for individuals and their loved ones. Call 1-800-273-8255 or chat online by visiting <https://suicidepreventionlifeline.org/chat/>.

Institute on Aging Friendship Line (<https://www.ioaging.org/services/all-inclusive-health-care/friendship-line>) is a national crisis intervention hotline and a warmline for non-emergency emotional support calls: Call 1-800-971-0016.

You can call **211**, or go to the **211 website** (<https://211wisconsin.communityos.org/>), to get information about additional services in your area, including any local or county crisis hotlines

St. Croix County Behavioral Health Access and Intake Line. To set up an appointment call 715-246-8255. By calling this number, the **Access Line**, you can also obtain information on the services offered through the County and/or receive information on other resources or services outside the County Agencies.

An Access Worker will gather all the information required to help the caller be connected to the appropriate services for his/her need(s). Please know that the Access Workers are not therapists.

Calls normally can last between ten to thirty minutes. Once the intake is complete, the caller will either be set with an appointment or placed on a waiting list until the specific service(s) is available. An exception to this procedure will be for individuals who are at a significant risk of harm to self or to others. <https://www.sccwi.gov/250/Behavioral-Health-Services>

For **EMERGENCY ONLY** services, call 911 and ask for the on call Behavioral Health worker. These services are offered in homes, police departments, hospitals, schools and other community locations.

ORGANIZATIONS THAT ENGAGE IN SOCIAL ISOLATION-RELATED PROGRAMS AND INITIATIVES

Aging and Disability Resource Centers (ADRC) provide current information on opportunities and services available statewide and nationwide, and connect individuals to services to help them maintain or improve quality of life.

ADRC of St. Croix County

Website: <https://www.sccwi.gov/153/Aging-Disability-Resource-Center>

Phone: 715-381-4360

Address: 1752 Dorset Ln, New Richmond, WI 54017

Email: adrcinfo@sccwi.gov

Key Programs:

- Caregiver Support Programs
- Dementia Care Specialist
- Disability Benefit Specialist
- Elder Benefit Specialist
- Healthy Aging/Health Promotion
- Information & Assistance/Options Counseling
- Senior Nutrition Programs
- Transportation Programs

Home care providers offer paid services such as respite care and companionship services.

- Comfort Keepers. Comfort Keepers is a provider of in-home, non-medical care for seniors and other adults in need of assistance with daily activities. Location: 2424 Monetary Blvd, Ste 012, Hudson, WI 54016. Phone: 715-381-6730.
- Synergy Home Care. Synergy Home Care believes passionately in creating a community of support and resources for not only those of us who are ill or aging but also for those caring for the ill or aging. Location: 219 North Main St., River Falls, WI 54022. Phone: 715-245-7210.
- Interim Health Care. Interim HealthCare of Hudson knows that today there are a wide range of health care services that can be provided in the home. This means that more seniors can remain in the comfort of their home while they are recovering from a hospital stay or if they just need some additional assistance and support to continue to live independently. Location: 625 Commerce Dr., Suite 200, Hudson, WI 54016. Phone: 715-377-9617
- Adoray Home Health and Hospice. Adoray Home Care is a service offered to recovering, disabled, or chronically ill persons who need medical treatment and/or assistance with



the activities of daily living. Generally, home care is appropriate when a person requires care and family and friends cannot easily or effectively provide it on their own. Location: 990 Main St., Suite 1, Baldwin, WI 54002. Phone: 715-629-1888

- Touching Hearts at Home. Touching Hearts' caregivers provide home care services and personal care for older adults, seniors, and people with medical conditions and/or disabilities. Location: 990 Hillcrest Street, Baldwin, WI 54016. Phone: 715-245-1944

You can also call **211**, or go to the **211 website** (<https://211wisconsin.communityos.org/>), to get information about home care providers and social programs in your area.

Faith communities play a key role in supporting their congregation members, including those who are older or isolated.

Christian Community Homes and Services Christian Community Homes and Services is a nonprofit, faith-based organization offering senior living communities dedicated to serving individuals in ways that reflect the importance of each unique life. Location: 1320 Wisconsin Street, Hudson, WI 54016. Phone: 715-386-9303 Website: <https://cch-hudson.org/>

PROGRAMS OFFERING COMPANIONSHIP AND SOCIALIZATION OPPORTUNITIES

The Senior Companionship Program provides task-based and emotional support for those over 60. They assist with chores, transportation, and other daily duties as well as providing respite care for live-in caretakers. To find a program near you, visit <https://www.nationalservice.gov/programs/senior-corps/get-involved/senior-corps-pathfinder>

The Retired Senior and Volunteer Program (RSVP) matches seniors to volunteering opportunities that interest them, including hundreds of different services to meet the needs of the volunteers and the community. To find a program near you, visit <https://www.nationalservice.gov/programs/senior-corps/get-involved/senior-corps-pathfinder>

The Foster Grandparent Program connects those over the age of 55 with children and youth with special needs in order to serve as mentors and caregivers. The foster grandparents receive special training and a modest stipend. To find a program closest to you, visit <https://www.nationalservice.gov/programs/senior-corps/get-involved/senior-corps-pathfinder>

SUPPORT FOR CAREGIVERS

In addition to the programs and organizations highlighted above, there are national and local resources specifically designed to help support those who help care for a family member or friend with an illness or a disability.

Caregiver Teleconnection hosts weekly live call-in events as well as archived programs all relating to caring for someone who is older or disabled. Visit <https://www.wellmedcharitablefoundation.org/caregiver-support/caregiver-teleconnection/> for more information and to register for the free program.

The AARP **Family Caregiver Line** provides free help for individuals taking care of a loved one. Contact them at 1-877-333-5885 for help in English or 1-888-971-2013 for Spanish (Español).

The Caregiver Action Network's **Caregiver Help Desk** supports all types of calls, from finding support groups to finding income sources. The Help Desk can be reached at 1-855-227-3640 or by visiting <https://caregiveraction.org/>.

Wisconsin's Family Caregiver Support Programs directly connects caregivers to their state-funded local county/tribal National Family Caregiver Support Program (NFCSP) by visiting Wisconsincaregiver.org.

Aging and Disability Resource Center for St. Croix County. Support for the Individuals with Dementia/Alzheimer's. Address: 1752 Dorset Ln., New Richmond, WI 54017. Phone: 715-381-4360. <https://www.sccwi.gov/153/Aging-Disability-Resource-Center>

Memory Café: Memory Café is a dementia friendly event (either in-person or online) where you and your loved one can enjoy an outing in a safe and comfortable environment. It is a place for a person with a mild cognitive impairment, early-stage Alzheimer's, or related dementia, and their care partners to socialize and have fun, all from the comfort of their home. Registration is required. Caregiver support groups are also available at different locations and times to focus on caregiver needs so contact your local ADRC for more information.

The **Wisconsin Alzheimer's Association** provides virtual support and educational programs, for more information go to their website at <https://www.alz.org/wi>.

OTHER STATE RESOURCES FROM EXTENSION

Social connection is important for our well-being. So are many other factors, including food and financial security.

For state-level information about food resources and programs, see [Food Resources to Help Get Through COVID-19](#)

For ideas and resources on healthy eating during COVID-19, see [Nutrition tips during COVID-19](#)

For information about food safety during COVID-19, see [Food safety during COVID-19](#)

For financial resources and information, see [Financial Resources to Help Get Through COVID-19](#).



For information about new scams and fraud attempts that have emerged during COVID-19, see the Federal Communication Commission's [COVID-19 Consumer Warnings and Safety Tips](#).

For additional tips on how to get through social distancing, see [Stay at Home Tips](#).

YOUR LOCAL EXTENSION OFFICE

St. Croix County Extension Office

1960 8th Avenue, Suite 140, Baldwin, WI 54002

715-531-1930

Office hours: Monday-Friday from 8:30 am-4:30 pm

<https://stcroix.extension.wisc.edu/>