



You can rely on us for the long-term support and services you need to live independently.

Summer • 2016



Meet Lakeland Care Member:

Rick Kottke

Richard ‘Rick’ Kottke has been a member of Lakeland Care since 2013. Rick is faced with a progressive neurological disorder that continues to weaken his ability to do some of the things he enjoys. It’s not important to Rick to focus on things that might have been, instead he focuses on the things he can do. Rick’s positive attitude and infectious smile are a true testament to his perseverance and focus on staying positive.

Rick was faced with living in a nursing home, where doctors said he would never leave. Rick decided that he “wanted to go back to living, instead of worrying about stuff”. Now, Rick lives in an apartment in North Fond du Lac, where he is able to surf the internet, read, visit with the ladies down stairs or visit the nearby park. Rick also enjoys politics and manages to keep busy studying up on the ever changing political arena. Rick feels lucky to be able to have access to the community that he grew up in.

Rick is one of eight children in his family, and is the first born of triplets. His siblings continue to provide support when he needs it, and Rick refers to his sister as an “angel without wings”. She

comes over to his apartment on Friday for dinner and a movie – Rick truly enjoys this time with his sister.

Rick has agency caregivers and nurses that support him on a daily basis, and feels lucky to “have workers do things, like I like it”. Rick states that these workers “get close like family” and they are “good people that are here for me”.

Rick refers to his care management team at Lakeland Care as “miracle workers”. Rick feels that “all of the weight is off of his shoulders, and he has everything he needs right now to live in his apartment”. “As new things pop up, my team is there for me”.

When you ask Rick what he would tell others about Lakeland Care, he says “When you are in trouble and need help to remain independent, work with Lakeland Care. They will help you navigate through getting your life straightened out”.

What our members say:

“My life has changed for the better.”

“We are very happy and pleased with our care team. They go above and beyond to help our son in every way possible.”

“We are in the best hands!”

Lakeland Care is an industry leader in supporting members who wish to work. Our track record of delivering high-quality services means you’ll have the supports you need in a care plan designed around you. And, we’re efficient in using public resources: we spend ninety-five cents of every dollar on care and supports for you.



LAKELAND CARE DISTRICTSM

Local. Compassionate. Dependable.

Dear Lakeland Care Member and Families:

Welcome to Lakeland Care! In 2015 we enrolled hundreds of new members so for some of you, this may be your first newsletter. I hope you find it to be useful and informative!

Last year Lakeland Care began serving Family Care-eligible people in Calumet, Outagamie and Waupaca Counties. And then last summer, Lakeland Care expanded Family Care services further Northeast to serve people living in Brown, Door, Kewaunee, Marinette, Menominee, Oconto and Shawano Counties. Now we're available to help members reach their long term care goals in thirteen Northeastern Wisconsin counties.

At Lakeland Care, members come first. Our motto is: **LOCAL. COMPASSIONATE. DEPENDABLE.** We are proud to be the **local** Family Care provider in your neighborhood. Our staff knows the communities we serve because they live and work here. Our seven offices and 260 employees are located throughout the Fox Valley and Northeastern Wisconsin and serve more than 4,200 members.

Lakeland Care is **compassionate**. We are member-centered and mission driven. We talk with and listen to you, our members, as together we create care plans designed to reach your goals. Our guiding principles -- Teamwork, Respect, Accountability, Customer Service and Communication -- are the foundation for everything we do.

Lakeland Care is **dependable**. When you need us, we're there. And, because we partner with a network of almost 800 local providers, we coordinate high quality and cost-effective care to meet your needs.

When it's timely in these newsletters, we also share useful information about the long-term care industry. Early in 2015 major changes to Wisconsin's Family Care program, known as "Family Care/IRIS 2.0" (FC/IRIS 2.0), were proposed. The Wisconsin Long-Term Care (LTC) Coalition was created to share facts about Wisconsin's current system and suggest possible improvements. Facing a lot of key questions from long-term care stakeholders and state policymakers, the FC/IRIS 2.0 plan was withdrawn. It is likely that proponents will continue to propose fundamental changes to the Family Care program in the coming months. To access the LTC Coalition's informational materials see their website at: www.wilongtermcarecoalition.org or find them on Facebook.

Lakeland Care supports making Family Care program improvements that build from the strengths of our current successful and experienced system, and we are committed to improving program sustainability now and into the future. We appreciate working with you as we coordinate high-quality, cost-effective services and supports to meet your long-term care needs.

Thank you for choosing Lakeland Care!

Sincerely,

Call Us Toll-Free: 1-877-227-3335



Stay Cool in Hot Weather This Summer

Extreme heat in the summer months can lead to heat exhaustion and heat stroke. Without getting treatment, heat stroke can lead to death or permanent disability.

Here is how you can recognize heat exhaustion and heat stroke and what to do:

Heat Exhaustion

- Heavy sweating
- Weakness
- Cold, pale, and clammy skin
- Fast, weak pulse
- Nausea or vomiting
- Fainting



What You Should Do:

- Move to a cooler location.
- Lie down and loosen your clothing.
- Apply cool, wet cloths to as much of your body as possible.
- Sip water.
- If you have vomited and it continues, seek medical attention immediately.

Heat Stroke

- High body temperature (above 103°F)
- Hot, red, dry or moist skin
- Rapid and strong pulse
- Possible unconsciousness



What You Should Do:

- Call 911 immediately — **this is a medical emergency.**
- Move the person to a cooler environment.
- Reduce the person's body temperature with cool cloths or even a bath.
- Do **NOT** give fluids.

Individuals at greater risk for heat illness include:

- Infants and young children
- People 65 years of age and older
- People who have a mental illness
- Those who are physically ill, especially with heart problems or high blood pressure
- People who are overweight

Tips to stay cool:

- Drink more fluids. (If you are supposed to limit your fluid intake, ask your doctor how much water you should drink in hot weather)
- Don't drink liquids that contain alcohol or large amounts of sugar.
- Avoid very cold drinks. They may cause stomach cramps.
- Stay indoors and in an air-conditioned place when possible.
- If your home does not have air conditioning, go to the shopping mall or public library. Even a few hours spent in air conditioning can help your body stay cooler when you go back into the heat.
- Fans may provide comfort, but when the temperature is in the high 90s, fans will not prevent heat-related illness.
- Take a cool shower or bath to reduce your body temperature.
- Wear lightweight, light-colored, loose-fitting clothing.
- Don't use the stove or oven to cook, it will make you and your house hotter.
- **NEVER** leave anyone in a closed, parked vehicle.

Ask Aunt Bea...



Dear Aunt Bea:

My care manager and nurse talked to me about Self-Directed Supports. What does that mean for me as a member?

Answer:

As a member of the Lakeland Care District (LCD), you can select your own friends or family to provide services on your care plan. This is called "Self-Directed Supports" or SDS. With SDS, you have more choice and control over how services are provided to you. Your care team will help you set up a SDS budget to support your long-term care outcomes. You then use this budget to purchase supports and services that are needed to support your outcomes. You are in control of this budget. You become the employer. This means you are in charge of both your budget and your employees.

With SDS, You Can Decide:

- What services you want to self-direct that support your outcomes.
- How, when and who provides your services and supports.
 - You can hire, train and supervise employees you trust to care for you.
 - In Family Care, background checks are required for all SDS employees. This helps maintain your safety.
 - Employees you hire must be 18 years old.
- How much control you want in planning and working with others to pay your employees.
- If you want your family, friends and others to help you with participating in SDS.

With SDS you can choose to self-direct one or most of the services on your care plan. You and your team will consider how SDS can assist you in achieving your outcomes. Participation in SDS is voluntary. You can decide to start or stop at any time.

A Financial Management Services (FMS) Provider will assist you in managing your SDS budget. GT Financial, Consumer Direct, and LKI Choice are contracted with LCD to offer this service. The FMS provider will complete background checks on the employees you are interested in hiring. The FMS provider will also pay your employees, file taxes, worker's compensation insurance, and assist you with monitoring the amount in your budget. Here are a few quotes from an LCD member who is part of the SDS program explaining why SDS is important to him.

- "I can go directly to the employee and share my feelings."
- "I have complete control."
- "The freedom is just really really important."

Please talk to your care team if you are interested in SDS.

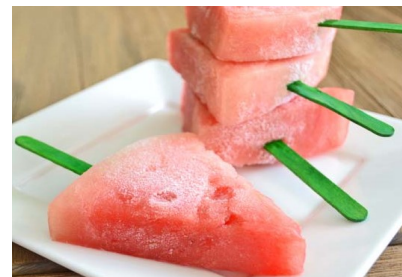
Best Wishes,
Aunt Bea

Frozen Watermelon Popsicles!

Ingredients: Half of a seedless watermelon
Popsicle sticks

- From your watermelon, cut off half moon shaped slices about 3/4 inches thick. Trim off rind and poke off any pale seeds.
- Lay triangles on a cookie sheet so they are not touching.
- Slide popsicle sticks in at least halfway.
- Freeze for 3-4 hours or until frozen through.
- Eat or wrap popsicles individually in plastic wrap and return to freezer where they will keep for 5-7 days.

*So Easy
and
Healthy!*



Our Mission

To enrich members' lives
by honoring their values
through high quality, cost
effective long-term care.

Meet Lakeland Care Member:

Marty Coopman

Marty Coopman, a life-long resident of the Oconto Falls area, grew up working at his family run fuel business. After high school, Marty went on to college graduating with an Associate's Degree in Marketing as well as certificates in inventory control and as an auto technician. Marty's curiosity in politics sparked his interest in successfully running for Oconto Falls City Alderman, a position he has proudly held since 1999.

Marty has quadriplegia due to a spinal cord injury he sustained over 20 years ago. Marty has been a Lakeland Care member for over a year now and he chooses to self-direct his services. This gives Marty control, flexibility, freedom, and empowerment. "It's not easy, it's not fun, but it's rewarding. You run your life how you need it run.

As long as you're within budget", according to Marty.

Marty has been fortunate to find dedicated caregivers to assist him to remain living in his home. Marty has four caregivers that assist him with various tasks every day. When Marty is in need of additional caregivers, he uses word of mouth, Facebook or Craigslist to recruit applicants. One of Marty's caregivers has been working side by side with him for the last 13 years, creating a strong and valued partnership. Marty attributes his good health to his wonderful caregivers.

Marty has had a positive experience with his enrollment in Lakeland Care. "I thought having a nurse was going to be intrusive, but it hasn't been. I was terrified, but now I am comfortable," he reports about his transition from Oconto County Human Services into Family Care. Marty enjoys having the support of the care management team and the opportunity to learn alongside each other. Marty feels his care management team is a wealth of knowledge and is very responsive to his needs.

Congratulations Graduates!

Project SEARCH

On June 6, 2016 seven individuals and their families gathered to celebrate their success as Project SEARCH's first graduating class in the Green Bay area. Project SEARCH is a local partnership that provides on-site internship experiences and marketable skills development for young adults with disabilities, to lead to competitive employment.

In the Green Bay area, host sites Bellin and HSHS St. Vincent Hospital opened their doors and their hearts to these interns. Beginning this fall, fifteen different departments acted as mentors to the interns, who completed three internship rotations lasting 4 to 5 hours a day instead of attending classes at their high school. From food and nutrition to print shop to surgical support, the interns gained the knowledge and skills to help them succeed and work in competitive employment within their communities.

Project SEARCH is a partnership between area businesses, educational institutions, vocational and community rehabilitation agencies, and local developmental disability organizations. While the Green Bay area has just successfully



completed its first year, Project SEARCH has over 400 sites operating in over 46 states and 5 countries. For more information about how you can participate as an intern or a business, visit the Project SEARCH website at www.projectsearch.us

Project SEARCH is a great way for Lakeland members to gain skills needed for competitive employment. Lakeland Care is proud to be a partner in Project SEARCH in Green Bay, and also with the Oshkosh Project SEARCH site at Mercy Medical Center, which begins in fall of 2016.

Useful Information for Members and Families

Advance Directives: Put it in Writing!

Everybody has different thoughts about how they want to be cared for and what type of care they want to receive. Making these types of choices can be hard to think about, but it is important to talk about your wishes in case you were to become unable to make your own decisions.

Advance directives are legal documents that convey your healthcare and financial choices if you cannot make the choices yourself. The documents let you decide ahead of time what treatments you want. Some types of advance directives allow you to select someone who will make sure your wishes are followed. Completing an advance directive is simple and does not require the assistance of an attorney.

In Wisconsin you have to identify a legal decision maker. In order to be a legal decision maker, a person must be named as your 'agent' through your advance directive or they have been appointed as your guardian through the court system. This means that your spouse, adult child or other family member has no legal ability to make decisions for you, until you act.

There are different types of advance directives:

Power of Attorney for Healthcare (POA-HC): This document asks you to select someone you know and trust to make medical decisions for you when you are unable to make decisions yourself. This person is called your health care agent. This document can be completed at any time. The document will not be 'active' until two doctors say you are no longer able to make decisions on your own. It's important to talk to the person you choose to make decisions for you so they feel comfortable making the right decisions for you.

Power of Attorney for Finance (POA-F): This document allows you to select someone to make money decisions for you. This person could be given permission to manage your money and pay your bills. This could include selling your personal items such as your car or home. This document can be completed at any time and you are able to select when it becomes active.

Living Will: This document informs your doctor of your wishes for the types of medical care you want to receive when you can't tell them yourself. This document does not give anyone else permission to make decisions for you. Your doctor will review your wishes and try to honor them. Doctors honor your wishes the best they can, however, they will do whatever is felt to be in your best interest medically.

According to a University of California study, 83% of people think it's important to put their wishes in writing but only 23% of people have actually done so. Have you? If not, talk with your care team to learn more.

Type of Advance Directive	Who makes decisions?	Does it go into effect right away?	What is the most common information found in these documents?
Power of Attorney for Healthcare (POA-HC):	An adult over age 18 that you trust and is willing to make medical decisions for you if needed	No Two doctor signatures are needed in order for someone to make decisions on your behalf.	Your preferences regarding: <ul style="list-style-type: none"> • Types of machines used to keep you alive • Feeding Tubes • Admission to a nursing facility • Continuation of treatments • Organ and tissue donation • CPR • Withholding fluids and food
Power of Attorney for Finances (POA-F):	An adult over age 18 that you trust and is willing to make financial decisions for you if needed	Yes Unless listed differently within the document.	Your preferences regarding: <ul style="list-style-type: none"> • How your bills should be paid • What financial accounts you have and how you want them handled • Real Estate • Assets
Living Will:	Your doctor or treating medical professional This document does not formally appoint another individual to make decisions for you; it simply expresses what your wishes are.	No A doctor will only use this document if you are unable to speak for yourself.	Your preferences regarding: <ul style="list-style-type: none"> • Types of machines used to keep you alive • Feeding tubes • Organ and tissue donation • CPR • Withholding fluids and food

Meet Lakeland Care Member:

Virginia

Virginia is a 21-year old woman who's been enrolled in Lakeland Care for just over a year. Virginia is diagnosed with an intellectual disability and Autism. She recently moved to an Adult Family Home in Central Wisconsin where she lives with three roommates and staff. This is a change from her last home, where she lived by herself with staff.

Since moving to her new home, Virginia has become more vocal and often engages with her three roommates and staff. Angela V., Virginia's guardian case manager says "Virginia is blossoming, learning more and doing things others didn't think she could do. The staff are open-minded and thoughtful with planning for community events to make sure that Virginia is as successful as possible."



Just recently Virginia has shown interest in visiting the local stores to shop, and has also had an opportunity to go out for Chinese food. Staff report that Virginia is trying new and different things and is very happy in her new home. She has also been using sign language and more vocalizations to communicate her needs. Angela notes that Virginia was not shown these types of opportunities before. She says "Everyone should be given the chance to succeed, no matter what their level of functioning is."

In her home Virginia now enjoys dancing, interacting with people and cooling off in the sprinkler. She likes all different types of music, and her favorite artist is Iggy Azalea. Virginia is excited about plans to attend an upcoming dance. Angela shared, "Virginia is working towards having a better quality of life and gaining independence, thanks to the hard-work of her support system." That support system, which includes her Adult Family Home staff, her guardian, her care team and her roommates, can't wait to see what Virginia achieves next!

Like us on
facebook 

*Please pass this newsletter on to
an interested family member,
friend or neighbor.*

For more information about Lakeland Care, contact us at:

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(920) 906-5100

Green Bay

2985 Ridge Road
(877) 227-3335

Manitowoc

3415 Custer Street
(920) 652-2440

Oshkosh

500 City Center
(920) 456-3200

Shawano

707 E. Elizabeth Street
(877) 227-3335

Sturgeon Bay

1300 Egg Harbor Drive
(877) 227-3335

Crivitz

308 Henriette Avenue
(877) 227-3335

Visit Our Website Anytime:

www.lakelandcaredistrict.org

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**Special Points of
Interest in this
Edition:**

- Meet our Members
- Stay Cool in Hot Weather
- Dear Aunt Bea
- Advance Directives

Upcoming Board of Director Meetings:

August 17, 2016

September 21, 2016

October 5, 2016

November 16, 2016

*Meetings begin at 3:30 and at Lakeland Care offices
at N6654 Rolling Meadows Drive, Fond du Lac*

**For more information about Family Care, contact
the Aging and Disability Resource Center
in your county:**

<https://www.dhs.wisconsin.gov/adrc/consumer/index.htm>

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Allen Buechel

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Jim Koziczkowski

Larry Lautenschlager

Todd Moely

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