

**Prepared By:
OZAUKEE COUNTY ADRC and ADRC Board**

**Mark Roherty, Chairperson
Kay-Ella Dee, ADRC Director**

**121 West Main Street
Port Washington, WI 53074**

**(262) 284 - 8120
Toll Free: (866) 537 - 4261**

**Email: adrc@co.ozaukee.wi.us
Website: co.ozaukee.wi.us/adrc**

This directory was compiled with the hope that it will serve as a resource for the elderly and disabled of Ozaukee County.

It is funded by Ozaukee County.

The Aging and Disability Resource Center has attempted to include all known resources but recognizes that omissions may have been made. Ozaukee County does not endorse any specific resource listed herein.

If information is in error, please contact us to make a correction.

Please call the Aging and Disability Resource Center of Ozaukee County at 262-284-8120 or Toll Free 866-537-4261 if you have difficulty reaching any agency listed in this directory.

AGING AND DISABILITY RESOURCE CENTER BOARD

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Resource Guide

Aging and Disability Resource Centers serve all of the following groups of adults (18 years of age or older), including people who inquire about or request assistance on behalf of members of these groups, regardless of their financial means:

- Elderly (aged 60 and older)
- Adults with developmental disabilities
- Adults with physical disabilities
- Adults with mental illness and/or substance use disorders

The core services provided by an Aging and Disability Resource Center include:

- **Information and Assistance:** The Resource Center maintains a resource directory of services and programs available to adults over age 60 and adults with disabilities in Ozaukee County. Individuals may call or stop in Monday through Friday between 8:30 a.m. to 5:00 p.m. to receive assistance.
- **Long Term Care Options Counseling:** The Resource Center offers free person-centered decision support services that empower older adults, adults with disabilities, and their families or caregivers to make informed decisions about their current and future long-term care choices. There is no charge for this service and there are no income or asset restrictions for Options Counseling.
- **Benefits Counseling:** Benefit Specialists in the Resource Center provide information and assistance regarding benefit programs available to seniors as well as to adults with disabilities. Some examples include Medicare Part D, Senior Care, Homestead Tax Credit, Medicare, Medical Assistance and Social Security.
- **Elder Abuse/Self-Neglect:** The Resource Center has information available to help seniors protect themselves from having someone take advantage of them. Staff of the Resource Center work closely with the staff from Ozaukee County's Human Services Department who may be able to intervene when an adult is vulnerable and is having difficulty managing day-to-day activities. The staff from Human Services also investigates situations where elder abuse may have occurred.
- **Transitional Services:** The Resource Center shall invite referrals and coordinate with existing support systems to assist young adults with disabilities to transition to the adult long-term care system. The Resource Center shares information about services available with school districts and other children's long term support systems.
- **Prevention and Early Intervention Services:** The Resource Center offers

programs and classes to promote and maintain the independence of disabled and elderly individuals. Classes on falls prevention, living well with chronic conditions and living a healthy life with diabetes are offered on a regular basis. The Resource Center also provides information, support and assistance to family and other informal caregivers to delay or prevent the need for comprehensive long-term services.

• **Access to Publicly Funded Long-Term Care Programs and Services:** For those individuals who are functionally and financially eligible, the Resource Center provides assistance with enrolling in publicly funded long-term care programs. The Resource Center provides unbiased information and materials about each available program option and assists individuals in making informed decisions about which program would best meet their personal needs.

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ABUSE/NEGLECT OF OLDER PEOPLE

These programs provide investigation and intervention services to ensure the safety and well-being of individuals who are vulnerable to abuse, neglect and/or exploitation.

Ozaukee County Department of Human Services

Adult Protective Services Unit

121 West Main Street, PO Box 994

Port Washington, WI 53074

262-284-8200

dhs@co.ozaukee.wi.us

co.ozaukee.wi.us/humanservices

Adult Protective Services are for vulnerable adults who may be suffering from physical or financial abuse, or who may have become so confused that they need help in making medical or other decisions affecting their welfare. There is a voluntary reporting system and a helping network to respond to victim's needs. Identities of those reporting are kept confidential.

State of Wisconsin Board on Aging and Long Term Care - Ombudsman Program

1402 Pankratz Street, Suite 111

Madison, WI 53704

800-815-0015

Monday-Friday

8:00 am - 4:30 pm

boaltc@ltc.state.wi.us

longtermcare.state.wi.us

The Long Term Care Ombudsman Program responds to complaints and problems of residents or recipients over the age of 60 of long-term care, such as: nursing homes, community based residential facilities (group homes) and services of the Family Care and IRIS programs.

AGENCIES ON AGING

Aging and Disability Resource Center of Ozaukee County

121 West Main Street, PO Box 994

Port Washington, WI 53074

262-284-8120

Monday-Friday

8:30 am - 5:00 pm

adrc@co.ozaukee.wi.us

co.ozaukee.wi.us/adrc

The Aging and Disability Resource Center provides information and assistance to persons age 60 and over, disabled adults age 18 to 59, and their families, caregivers, and guardians. The ADRC also does in-home assessments, makes referrals to appropriate programs, and provides limited funding for eligible persons for adult day care, respite, homemaking and emergency alert systems. Other department services include counseling for financial benefits, counseling on long-term care options, nutrition programs, and transportation.

Bureau of Aging and Disability Resources

1 West Wilson Street, Room 551
PO Box 2659
Madison, WI 53707-7851
608-266-2536

Monday-Friday
8:00 am - 4:30 pm
dhs.wisconsin.gov/aging
dhsdphaging@wisconsin.gov

The Bureau of Aging and Disability Resources is the state agency mandated to administer aging programs in Wisconsin under various Titles of the Older Americans Act and oversees the implementation of Aging and Disability Resource Centers. The bureau’s mission is to “promote and assist in development of effective and efficient health and social service programs for the elderly to live as independently, comfortably and in as dignified a manner as possible.” The bureau develops policy and implements programs for persons who have a physical disability, hearing impairment or vision impairment.

Division of Quality Assurance

PO Box 2969
Madison, WI 53701-2969
608-266-8481

Monday-Friday
8:00 am - 4:30 pm
dhs.wisconsin.gov/dqa/sections.htm

The Division of Quality Assurance (DQA) is responsible for protecting and promoting the health, safety and welfare of residents living and receiving care in the health and residential care facilities regulated by the Division. DQA is responsible for regulating and licensing more than 40 different programs and facilities that provide health, long-term care, mental health and substance abuse services, as well as conducting caregiver background checks and investigations.

Greater Wisconsin Agency on Aging Resources (GWAAR)

Brookfield Office
125 North Executive Drive, Suite 207
Brookfield, WI 53005-6035
262-821-4444

Monday-Friday
8:00 am - 4:30 pm
gwaar.org

Madison Office
1414 MacArthur Road, Suite A
Madison, WI 53714
608-243-5670

The Greater Wisconsin Agency on Aging Resources, Inc. is a nonprofit agency committed to supporting the successful delivery of aging programs and services in 70 counties and 11 tribes in Wisconsin. They provide aging lead agencies in their service area (all counties except Dane and Milwaukee) with training, technical assistance and advocacy to ensure the availability and quality of programs and services to meet the changing needs of older people in Wisconsin. The agency administers and monitors federal/state funds for County Aging Units.

CONSUMER ASSISTANCE AND PROTECTION

These agencies or offices provide direct advice and/or educational materials for consumers who need assistance in managing their financial resources, evaluating competitive products and services, choosing the most favorable option, understanding their rights as consumers and seeking redress when they believe their rights have been violated.

Contact 6 - WITI TV 6

9001 North Green Bay Road
Milwaukee, WI 53209
Information Line:
414-586-2666

*File complaints online:
fox6now.com/C6complaint*

Got a consumer problem and you need help? Contact 6 is here for you. We attempt to help everyone either by direct service or by referral to others resources. For faster service, please file your complaint online.

Contact 6 CANNOT provide assistance in areas concerning legal advice, court cases, legal contracts, personal disputes, landlord vs. tenant, employee vs. employer, policy and price complaints.

Federal Citizen Information Center

Pueblo, CO 81009
888-878-3256

*consumeraction.gov
pueblo.gsa.gov*

The Consumer Information Catalog lists more than 200 free or low cost booklets on topics such as health, federal benefits, money management, food and nutrition and more. Publications can be viewed, printed or downloaded at their website. Also publishes the Consumer Action Handbook, a guide designed to help with consumer problems and questions. Offers a sample complaint form to use as a guide.

Today's TMJ4 - Call 4 Action

720 East Capitol Drive
Milwaukee, WI 53212
414-967-5495

*Tuesday & Thursday
11:00 am - 1:00 pm
todaystmj4.com/call4action*

Assist consumers and businesses by providing education, mediation and resources for consumer related problems and complaints. Can provide a speaker if so requested.

Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP)

2811 Agriculture Drive
PO Box 8911
Madison, WI 53708-8911
608-224-5058 (TDD/TTY)
Hotline: 800-422-7128

*datcphotline@wisconsin.gov
datcp.wi.gov*

Provides protection for Wisconsin citizens by enforcing consumer protection laws. Attempts to
DATCP (cont. on next page.)

CONSUMER ASSISTANCE AND PROTECTION (Cont.)

Wisconsin Department of Agriculture, Trade and Consumer Protection (Cont.)

prevent deceptive, fraudulent or unscrupulous business practice such as unnecessary or unauthorized motor vehicle repairs, landlord/tenant issues and high pressure door-to-door selling. Complaints received by this department which fall under the jurisdiction of another state or federal agency are directly forwarded to appropriate agency.

To register for the Wisconsin NO CALL list call 888-382-1222, or go to NoCall.wisconsin.gov.

Wisconsin Public Service Commission

610 North Whitney Way
PO Box 7854
Madison, WI 53707-7854
800-225-7729
608-266-2001

pscrcs@psc.state.wi.us
psc.wi.gov

The Public Service Commission of Wisconsin (PSC) is an independent state regulatory agency responsible for the regulation of Wisconsin public utilities and municipal water utilities.

Programs:

Lifeline - Lifeline reduces the basic monthly charge by at least \$10.00 for one telephone line for income eligible households. If needed, a larger credit will be applied so that the monthly charge for basic residential service is no more than \$15. Basic residential service includes charges for a basic residential line, 120 local calls, 911 costs, and the Federal Subscriber Line Charge (SLC.) Costs for optional services such as call waiting and caller ID are not included in basic residential service.

Telecommunication Equipment Purchase Program (TEPP) -TEPP helps Wisconsin residents with disabilities buy the equipment needed to use basic telephone services. TEPP is one of several different programs paid for by the Wisconsin Universal Service Fund (USF). Money collected from telephone service providers fund the USF.

EDUCATION

Aging and Disability Resource Center of Ozaukee County

121 West Main Street, PO Box 994
Port Washington, WI 53074
262-284-8120

*Monday-Friday
8:30 am - 5:00 pm
adrc@co.ozaukee.wi.us
co.ozaukee.wi.us/adrc*

Sponsors various educational programs which are offered to the community throughout the year. Topics include Medicare, Long Term Care, Power of Attorney for Health Care, local services available to seniors, Living Well with Chronic Illness, Living a Healthy Life with Diabetes, Falls Prevention, Retirement 101 and other issues of interest to older adults.

Ascension/Columbia St. Mary's Hospital Ozaukee

13111 North Port Washington Road
Mequon, WI 53097
262-243-7300 - Hospital
414-963-9355 - Education

www.healthcare.ascension.org/events

Educational programs and seminars are offered throughout the year. Specialized programming for older adults includes speaker's bureau and community education (topics about arthritis, cancer, cardiac, diabetes, and a variety of screenings). Programs are offered throughout the community.

Feith Family Ozaukee YMCA

465 Northwoods Drive
Port Washington, WI 53074
262-268-9622

kmymca.org

Healthy Living with Diabetes, water aerobics, yoga, arthritis programs, fitness programs, stability and therapeutic programs, strength training for Active Older Adults, monthly potlucks, seminars and more! Some seniors may qualify for free memberships through their insurance.

Independence First

The Family Enrichment Center
885 Badger Circle
Grafton, WI 53024
262-376-4183
414-291-7520

*info@independencefirst.org
independencefirst.org*

Independence First is an Independent Living Center directed and controlled by persons with disabilities. Their mission is to facilitate empowerment of individuals with disabilities through Education, Advocacy and Independent Living Services. They can meet one on one with a person to address their needs and identify life skills goals. The goal is to achieve resources and complete independence.

Milwaukee Area Technical College (MATC)

5555 West Highland Road
Mequon, WI 53092-1199
262-238-2200

matc.edu

Provides vocational and technical training to persons age 16 over in the greater Milwaukee and surrounding area. Academic courses from elementary to college level are offered. Counseling is available for vocational, educational, and adjustment problems. Administers General Education Development tests (GED). Operates through 25 centers in the Milwaukee area. Persons 62 years and older are exempt from program fees in some cases.

Ozaukee County Historical Society

N57 W6406 Center Street, PO Box 206
Cedarburg, WI 53012
262-377-4510

ochs.co.ozaukee.wi.us

Society meets in February, May, August and November. Monthly board meetings are the third Tuesday of the month at 7:00 pm. No meeting in December. Special events as scheduled. Ozaukee Pioneer Village is open Memorial Day through the second weekend in October. School tours and other groups May 1st through October 31st. Archives are open every Tuesday from 9 am - 3 pm, the second and fourth Monday of each month from 5 - 8 pm, and the second Saturday of each month from 9 - 11 am.

Ozaukee County UW Extension

121 West Main Street, PO Box 994
Port Washington, WI 53074
262-284-8288
262-238-8288

co.ozaukee.uwex.edu

Offers educational programs and community services in these major areas: agribusiness, 4-H and youth, home horticulture, master gardeners, natural resources and community development. Activities include workshops and classes, individual assistance to residents and distribution of educational materials.

EMPLOYMENT

Division of Vocational Rehabilitation

Suite 204
1017 W Glen Oaks Lane
Mequon, WI 53092
262-241-2011
262-241-5378 FAX

To obtain, maintain and improve employment for people with disabilities by working with VR consumers, employers and other partners.

Portal, Inc.

1015 Cedar Creek Road
PO Box 65
Grafton, WI 53024-0065
262-377-4410

contact@portalinc.org
portalinc.org

Portal provides services to youth and adults with developmental and intellectual disabilities. Division of Vocational Rehabilitation provides funding. Portal assists individuals to obtain, maintain and improve employment opportunities with community businesses.

SR Training & Employment Program/S.T.E.P

Curative Connections, Inc.
2900 Curry Lane, PO Box 8027
Green Bay, WI 54311
920-593-3557

curativeconnections.org

The S.T.E.P. provides PAID, part-time on the job training for those unemployed men and women age 55 and older. Positions may last up to four years. Funded by the U.S. Dept. of Labor. Call to be screened for eligibility.

Workforce Development Center

5555 West Highland Road
Mequon, WI 53092
262-238-2880

wfdc.org

Services include:

- Career exploration, through career planning assistance, workshops, salaries and trends info
- Job search assistance through one -on-one assistance, workshops and internet searches
- Resume and interview assistance
- Workshops and courses
- Job fairs/specialized recruitment
- Job placement assistance through work experience, internships, and on-the-job training
- Funding for those who meet eligibility to upgrade skills and become more marketable
- Emergency assistance, W-2 program and referrals to other economic support programs
- Job-seeker networking events
- All services are free and no appointment is needed

ENVIRONMENTAL AND SAFETY SERVICE

American Red Cross

2600 West Wisconsin Avenue
Milwaukee, WI 53233
800-236-8680

redcrossinsewis.org

Emergency 24-hour assistance to servicemen and their families and disaster victims. Make initial emergency contact via American Red Cross. Provides claims assistance, communications assistance, counseling and financial aid to Armed Forces members, veterans and their families. Provides food, clothing, shelter and other emergency services to disaster victims. Offers courses in first aid, CPR (cardiopulmonary resuscitation), water safety, preparing for the unexpected; courses are regularly scheduled, but are also set up for groups on request. Offers a wide range of volunteer services.

Ozaukee County Emergency Management

1201 South Spring Street, PO Box 994
Port Washington, WI 53074
262-284-8397
262-238-8397
911—After Hours

co.ozaukee.wi.us

Coordination, preparedness, response, recovery and mitigation to disasters and emergencies. Hazardous materials emergency planning, Emergency Planning Community Right to Know Act (EPCRA) training and response. Local Emergency Planning Committee (LEPC), Rescue Boat-Lake Michigan Search and Rescue, Hazardous Materials Team and Ozaukee Amateur Radio Emergency Service (OZARES)

Washington Ozaukee Public Health Department

121 West Main Street, PO Box 994
Port Washington, WI 53074
262-284-8170 – Ozaukee County office
262-335-4462 – Washington County office

washozwi.gov

Specialist provides consultation and education on the following: insect/rodents abatement, indoor air quality, lead poisoning, prevention, mold, carbon monoxide, asbestos, radon, water quality and hazardous materials.

FAMILY SUPPORT SERVICES

ADULT DAY CENTERS

These centers provide supervised care for dependent adults in licensed group facilities during daytime hours. Services may include social and recreational activities, meals, and training that is essential for sustaining the activities of daily living. Day care programs benefit the caregiver by providing respite, support and information services.

Alexian Village Adult Day Center

Alexian Pavilion
9225 North 76th Street
Milwaukee, WI 53223
414-357-5105 extension 1015759

ascensionliving.org

CARE MANAGEMENT

These services develop case plans for the evaluation, treatment, and/or care of individuals who are unable to arrange for assistance on their own behalf. Functions performed by a case manager include assessing the individual's needs, coordinating the delivery of needed services, ensuring that services are obtained, follow up and monitoring progress to ensure that services are helping the individual.

ANS Home Health Services, Inc.

1551 South 108th Street
Milwaukee, WI 53214
414-481-9800

anshomecare.com

By Your Side Care Management, LLC

PO Box 132
Jackson, WI 53037
262-246-2100

byyoursidecm.com

CHW Care Management

4070 South Avon Drive
New Berlin, WI 53151
262-707-3803

Gericare of West Bend, LLC

1201 West Oak Street, Suite O
West Bend, WI 53095
262-334-0555
262-483-0734

*info@gericare1.com
gericare1.com*

Jewish Family Services - LinkAges: Older Adult Care Management

1300 North Jackson Street
Milwaukee, WI 53202
414-390-5800

jfsmilw.org

FAMILY SUPPORT SERVICES
Care Management (cont.)

Stowell Associates

4485 North Oakland Avenue
Milwaukee, WI 53211
414-963-2600

inquiry@caremanagedhomecare.com
caremanagedhomecare.com

CHORES

Agencies that provide assistance with such tasks as grocery shopping, simple home maintenance, seasonal yard work, errands and transportation in and out of the county.

Brightstar

W227 N16841 Tillie Lake Court
Jackson, WI 53037
262-677-9200

brightstarcare.com/west-bend

Ozaukee Family Services

885 Badger Circle
Grafton, WI 53024
262-376-7774

ozaukeefamilyservices.org

Prime Horizon, Inc.

1000 N. Wisconsin Street, Suite 5
Port Washington, WI 53074
888-246-6811
262-284-4590 FAX

primehorizon.net

Touching Hearts

245 Regency Ct, #L105
Brookfield, WI 53045
262-787-1803

touchinghearts.com/milwaukee

CLEAN OUT AND MOVING ASSISTANCE

24-HR Emergency Cleanup Service LLC

28 West Main Street
Delafield, WI 53018
414-339-0296

emergencycleanup24.com

Dust Til Dawn

1579 Port View Drive, #2
Port Washington, WI 53074
262-384-1170

JDog Junk Removal and Hauling

12733 W. Arden Place
Butler, WI 53007
414-828-5364

jdogjunkremoval.com

FAMILY SUPPORT SERVICES
Clean Out and Moving Assistance (cont.)

Transitions Simplified, LLC

Senior Move Manager
3774 South Austin Street
Milwaukee, WI 53207
414-207-2067
414-763-1829

transitions@wi.rr.com
transitionssimplified.com

Universal Services: Senior Move Managers

7446 Circle Drive
Lannon, WI 53046
262-257-0250

customerservice@universalserviceswi.com
universalserviceswi.com

CLOTHING/PERSONAL GOODS

Family Sharing of Ozaukee County, Inc.

Upscale Resale Shop
1002 Overland Court
Grafton, WI 53024
262-377-0634

Monday, Wednesday, Thursday, Friday & Saturday
9:00 am – 4:00 pm
Tuesday - 9:00 am – 7:00 pm
familysharingozaukee.org

Food Pantry, Inc. (The)

St. John's XXIII Rectory (back door and downstairs)
1800 North Wisconsin Street
Port Washington, WI 53074
262-284-1148

Tuesdays
10:00 am - 12:00 pm

Goodwill Store & Donation Center

1715 Wisconsin Avenue
Grafton, WI 53024
262-377-5509

Monday, Wednesday, Thursday, Friday & Saturday
9:00 am – 9:00 pm
Sunday - 10:00 am – 8:00 pm
amazinggoodwill.com

St. Vincent de Paul Society - Ozaukee Council

2673 Highway C
Port Washington, WI 53074
262-284-4637

Monday-Saturday
9:00 am - 5:00 pm
svdpozco@sbcglobal.net
svdpozaukee.org

EMERGENCY ALERT SERVICES

Personal emergency response systems that link an individual to 24 hours a day assistance. Many of the systems also provide medication reminders and medication compliance monitoring. Installation fee and on-going monthly fees are charged.

ADT Home Health

800-588-1934

adt.com/medical-alert

Health Network of Wisconsin

2457 North Mayfair Road, Suite 202
Wauwatosa, WI 53226
414-763-5154

Mequon Cares (Mequon Police Department)

11300 N. Buntrock Avenue
Mequon, WI 53092
262-242-3500

www.ci.mequon.wi.us/police/page/mequon-cares-program

Program available to City of Mequon residents that provides a daily check-in service. Enrollees call in before noon; police will make contact or visit the residents who do not call.

Phillips Lifeline

1805 S. Bellaire Street, Suite 110
Denver, CO 80222
855-332-7799

VRI (DBA - Safe Living Technologies)

1400 Commerce Center Drive
Franklin, OH 45005
262-780-0848

info@safelivingtech.com
safelivingtech.com

Tele-Care (Cedarburg Police Department)

W75 N444 Wauwatosa Road
Cedarburg, WI 53012-2204
262-375-7620

cpd@ci.cedarburg.wi.us
cedarburgpolice.com

Program available to City of Cedarburg residents that provides a daily check-in service. Enrollees call in before noon; police visit the residents who do not call.

Wheaton Alert

4300 W. Brown Deer Road, Suite 250
Brown Deer, WI 53223
414-874-6270

mywheaton.org

HOMEMAKER AND COMPANION SERVICES

*Agencies that provide non-medical assistance such as companionship, light housekeeping, help with meals, personal care assistance, shower/bath assistance, help with laundry and more. Some agencies who provide homemakers also offer nursing services as well as physical therapy, occupational therapy and speech therapy. *Hours listed are office hours. Services are generally available 24/7. Call agencies for specific availability.*

Advantage Home Care

W129N6889 Northfield Drive, #211
Menomonee Falls, WI 53051
262-432-4663

advantage-homecare.com

ANS Home Health Services, Inc.

1551 South 108th Street
Milwaukee, WI 53214
414-481-9800

anshomecare.com

ARC Angels Senior Home Care

1001 West Glen Oaks Lane, Suite 238
Mequon, WI 53092
262-241-7770
(877) 832-8032

arcangelscare.com

Brightstar

W227 N16841 Tillie Lake Court
Jackson, WI 53037
262-677-9200

brightstarcare.com/west-bend

Caring With Honor

3073 S. Chase Avenue, Suite 300
Milwaukee, WI 53207
414-585-8383

cwh@scasmg.com
www.caringwithhonor.com

Celestial Care, Inc.

2645 N. Mayfair Road, Suite 210
Wauwatosa, WI 53226
414-395-4286

info@celestialcarellc.com
celestialcareinc.com

Com For Care Home Care

W218 N17485 Delaney Court
Jackson, WI 53037-9476
262-674-1515

westbend.comforcare.com

Comfort Keepers

1971 Washington Street, Suite 100
Grafton, WI 53024
262-376-7510

comfortkeepers.com

FAMILY SUPPORT SERVICES
Homemaker/Companion Services (cont.)

Hearts to Home

6340 North Green Bay Avenue
Glendale, WI 53209
414-352-9040
414-416-0580

heartstohome@yahoo.com
heartstohomellc.com

Home Care Assistance

409 E. Silver Spring Drive
Whitefish Bay, WI 53217
414-964-8000
866-690-1110

milwaukeehomecareassistance.com

Home Helpers of Greater Milwaukee

1001 West Glen Oaks Lane, Suite 104
Mequon, WI 53092
262-365-1443

homehelperswi.com

Home Instead Senior Care

7849 Highway 60
Cedarburg, WI 53012
262-546-0226
800-731-8460

homeinstead.com/391

Horizon Home Care and Hospice, Inc.

11400 W. Lake Park Dr.
Milwaukee, WI 53224
414-365-8300

hhch.net

International Quality Homecare

2395 W. Washington, Suite 103
West Bend, WI 53095
866-677-0590

internationalquality.com

Maxim Healthcare Services

933 North Mayfair Road, Suite 201
Wauwatosa, WI 53226
414-475-9330
855-214-9106 FAX

maximhomecare.com/milwaukee

Preferred Care Services

1025 Glen Oaks Lane, Suite 204
Mequon, WI 53092
262-242-1923

preferredcareforyou.com

FAMILY SUPPORT SERVICES
Homemaker/Companion Services (cont.)

Prime Horizon, Inc.

1000 N. Wisconsin Street, Suite 5
Port Washington, WI 53074
888-246-6811
262-284-4590 FAX

primehorizon.net

Restorative Home Care

2205 E. Menlo Boulevard
Shorewood, WI 53211
414-477-3438 Peggy-Owner
414-430-4606-Margo-Operations
262-238-1528 FAX

restorativehomecare@gmail.com
restorativehomecare.com

Right at Home

120 N. Main Street, Suite 280
West Bend, WI 53095
262-334-0400

rahwi.com

Senior Helpers

6001 N. Green Bay Avenue.
Glendale, WI 53209
414-228-4600

seniorhelpers.com/milwaukee

Stowell Associates

4485 North Oakland Avenue
Milwaukee, WI 53211
414-963-2600

inquiry@caremanagedhomecare.com
caremanagedhomecare.com

Touching Hearts

245 Regency Court, #L105
Brookfield, WI 53045
262-787-1803

touchinghearts.com/milwaukee

Visiting Angels – North

N112 W15568 Mequon Rd
Germantown, WI 53022
262-251-9911

visangels@sbcglobal.net
visitingangels.com

SUPPORT GROUPS

Support groups are made up of individuals who share a common problem or concern and who meet on a regular basis for support. Members share their experiences, strengths, hopes, useful information, and rely on one another for support.

Alzheimer's Support Group

For People with Early Memory Loss and Care Partner Group

Family Enrichment Center

885 Badger Circle, Room E

Grafton, WI 53024

800-272-3900

262-284-8124 - Sarah Prohuska, Facilitator

Meets the second Wednesday of every month from 3:00 – 4:30 pm in Room E. Please call Facilitator to register.

Oscar Grady Public Library

151 South Main Street

Saukville, WI 53080

414-418-0765 – Valerie Cutting, Facilitator

262-305-7152 – Christin Herzfeld, Facilitator

Meets the third Thursday of every month from 6 – 7:30 p.m. Please call Facilitator to register.

Alzheimer's and Related Dementia Caregiver Support Group

Cottages at Cedar Run

6090 Scenic Drive

West Bend, WI 53095

262-306-2100

262-306-4230 – Melissa Bright, Facilitator

Meets the second Wednesday of every month 1:00-3:00 pm. Please call Facilitator to register.

Jackson Area Community Center

Conference Room

N165 W20330 Hickory Lane

Jackson, WI 53037

800-272-3900

Meets the third Wednesday of the month from 6 – 7:30 p.m. Please call to register.

Aurora Cancer Care – Support Group

Pat Genthe, MSW/Michelle Spring, RN

975 Port Washington Road

Grafton, WI 53024

262-329-5000

Meets the third Wednesday of every month from 6-7:30 pm at the Aurora Cancer Center in Grafton. Open to any type of cancer patient. Do not have to be a patient at Aurora facility. No meeting in December.

FAMILY SUPPORT SERVICES
Support Groups (cont.)

Bereavement Support Group

Fifth Avenue United Methodist Church
323 S. Fifth Avenue
West Bend, WI 53095
Facilitator: 262-312-4566
Cabrini Church: 262-338-2366

Meets the first Thursday of every month from 6:30-8:00 pm in the front visiting area. (No meeting in July.)

Breast Cancer Support Group - Sister Warriors

Ascension / Columbia-St. Mary's Ozaukee
13111 North Port Washington Road
Mequon, WI 53097
262-243-8255
262-243-8257

Meets the fourth Wednesday of each month at 6:30 pm at CSMO, Conference Room 7. If you are interested in attending please call Demetra LaGalbo, RN at 262-243-825. Location and time may be changed, please call in advance.

Caregiver Connection Coffee Break

Contact Barb Lindholm (262)376-4328 or Sandy Patterson (262)204-8243

Caregivers need time to relax, regroup and find caring compassionate people on a similar journey. Our coffee break time is informal, so come for a few minutes or the entire time to enjoy a cup of coffee or tea, cookies and chat.

New Castle Place - Estates
1100 Estates Drive
Mequon, WI 53092

*Meets 1st Monday of the month
10 - 11:30 am*

Grand Avenue United Methodist Church
505 West Grand Avenue
Port Washington, WI 53074

*Meets 2nd Tuesday of the month
10 – 11:30 am*

Village Pointe Commons
101 Walnut Circle
Grafton, WI 53024

*Meets 3rd Friday of the month
10 – 11:30 am*

St. John Lutheran Church
1193 Lakefield Road
Grafton, WI 53024

*Meets 4th Wednesday of the month
10—11:30 am*

FAMILY SUPPORT SERVICES
Support Groups (cont.)

Domestic Violence & Sexual Assault Support Group

Advocates of Ozaukee
PO Box 80166
Saukville, WI 53080
262-284-3577

officemanager@advocates-oz.org
advocatesofozaukee.com

Offers a trauma recovery support group for victims of domestic violence and sexual assault. Groups are held Tuesday and Thursday evenings from 6:30-8:00pm. The Tuesday evening group is for women who are just beginning the healing process. The Thursday evening group is for those women who are a bit further along in the healing process. Additionally, a children's support group is offered both Tuesday and Thursday evenings and runs concurrently with the adult support group. Please contact Advocates for more information and to obtain location of the group.

NAMI - Ozaukee

National Alliance on Mental Illness
13460 North Port Washington Road
Mequon, WI 53097
262-243-3627

namiozaukee@gmail.com
namiozaukee.org

Christ Church 13460 North Port Washington Rd, Mequon 53097
1st Floor Education Room, left after entering church
7:00-8:00 pm (3rd) Thursday of the month
6:30—8:30 pm (4th) Tuesday of each month

Ozaukee County Arc

PO Box 961
Grafton, WI 53024
262-376-9503

ocarc@ozaukeecountyarc.org
ozaukeecountyarc.org

Contact us for meeting times and dates.

A nonprofit organization dedicated to improving the quality of life for persons in Ozaukee County with developmental and intellectual disabilities.

Parkinson's Disease Support Group

Newcastle Place/Community Room
12600 North Port Washington Road
Mequon, WI 53092
414-354-2112 – Gail Johnson

Meets the fourth Thursday of the month at 3 – 4:30 pm. Meetings are free and open to everyone.

FAMILY SUPPORT SERVICES
Support Groups (cont.)

Peer Support Group for People With Disabilities

Independence First

Located at the Family Enrichment Center

885 Badger Circle

Grafton, WI 53024

414-731-7834 – Tonya Villwock tvillwock@independencefirst.org

Open, casual group for people with disabilities to talk about anything – life, relationships, family, struggles...whatever is on your mind. Also, come prepared to learn about an independent living topic! Meets 1st Wednesday of each month from 1 -2 pm.

FINANCIAL ASSISTANCE

Consumer Credit Counseling Service of Greater Milwaukee

3200 W. Highland Boulevard

Milwaukee, WI 53208

414-482-8801

cccs.of.greater.milw@aurora.org

888-799-2227

creditcounselingwi.org

Counseling on: money management and debt repayment; schedule debt repayment plans; educational programs on money management; alternatives to bankruptcy; pre-bankruptcy counseling.

Energy Services Inc. for Ozaukee County

885 Badger Circle, Unit D

Grafton, WI 53024

800-721-3301

262-261-0020

The Wisconsin Home Energy Assistance Program helps eligible low-income families and individuals to pay heating bills during the heating season, Oct. 1st - May 15th. To schedule an appointment or for all questions, call the number listed above.

GreenPath Financial Wellness

10101 West Greenfield Ave, Suite 170

West Allis, WI 53214

414-282-8064

800-550-1961

greenpath.com

Credit counseling, foreclosure intervention counseling, reverse mortgage counseling, debt issue counseling, credit report reviews, budget counseling, bankruptcy counseling, bankruptcy education counseling.

FINANCIAL ASSISTANCE (Cont.)

Moraine Lakes Consortium/Call Center for Economic Support

Serving Ozaukee, Washington, Fond du Lac, Waukesha, & Walworth Counties
888-446-1239

To apply for benefits, report changes, or to complete a review, individuals can either:
Go online at www.access.wi.gov OR Contact the call center at 1-888-446-1239

Each program listed below has specific income & asset limits, which can vary with family size.

The call center assists with inquiries regarding:

- Medicaid (Title 19) - Medical assistance for elderly, blind, or disabled individuals including nursing home & family care
- BadgerCare Plus - Ensures that all Wisconsin children have access to affordable health care
- Child Care Assistance - Helps low-income families offset the cost of day care
- FoodShare - Enables those with limited income to buy food necessary for good health

To apply for benefits contact the Moraine Lakes Consortium
Call Center or the website listed above.

All paper applications and verification items should be

mailed to: CDPU P.O. Box 5234 Janesville, WI 53547-5234 or FAX to: 1-855-293-1822

For your convenience, a phone, computer, copier, & FAX machine are available for your use at
the Ozaukee County Dept. of Human Services at:

121 W. Main Street Port Washington, WI 53074.

Original documents mailed to the CDPU will not be returned.

Ozaukee County Veterans Service Office

Administration Center

121 W. Main Street, Room 327

Port Washington, WI 53074

262-284-8326 or 262-238-8326 metro

co.ozaukee.wi.us/140/Veterans-Services-Office

Informs veterans of various benefits and the specific eligibility criteria for each. Assists veterans
in completing benefit applications and in compiling the supporting documentation necessary for
successful adjudication of each claim. Coordinates a transportation program for veterans who
need assistance to get to/from medical appointments at the Veterans Hospital in Milwaukee.

There is a nominal charge for this transportation service.

Social Security Administration

1145 Vern Street

West Bend, WI 53090

888-655-0843 (Direct to WB office) *

800-772-1213

socialsecurity.gov

Provides assistance and counseling about Social Security benefits and Supplemental Security
Income (SSI). People in financial need who are 65 or older, or people of any age who are blind
or have a disability may be eligible for monthly cash payments from the federal government. SSI
is a monthly cash payment available for eligible low income elderly or disabled individuals. SSI
includes automatic eligibility for medical assistance and other services.

TAXES

AARP Tax Aide

Available February 1st - April 15th

Call for locations

AARP trained volunteers assist individuals in preparing and filing federal and state income taxes from February 1st - April 15th at various sites throughout Ozaukee County. Free service - taxpayer gets printed copy of return. For low to moderate income taxpayers with special emphasis to those over 60 years old. AARP volunteers are unable to assist with taxes that include property rental or farm income. Appointments are necessary. Watch the local papers or contact the AARP Foundation Tax Aide Line at 888-227-7669 for specific locations, dates and phone number to schedule an appointment.

Internal Revenue Service (IRS)

800-829-1040 - Live Phone Assistance

800-829-4059 (TDD) - People with hearing impairments

800-829-4477 - Recorded Tax Information

irs.gov

Wisconsin Department of Revenue

Estate and Fiduciary Tax Unit

2135 Rimrock Road

PO Box 8906, Mail Stop 6-81 *DOR*Estateand Fiduciary@wisconsin.gov

Madison, WI 53708-8906

revenue.wi.gov

608-266-2772

Information provided on estate tax, estate closing certificates, fiduciary income tax, fiduciary closing certificates and a decedent's last income tax returns. Wisconsin estate fiduciary forms and instructions are also available.

Wisconsin Department of Revenue

Homestead Tax Credit

819 North 6th Street, Room 408

Milwaukee, WI 53203-1606

608-266-8641 - Homestead Questions

866-947-7363 – Refunds

Email: dorhomesteadcredit@revenue.wi.gov

Customer Assistance

2135 Rimrock Rd.

PO Box 8949, Mail Stop 5-144

Madison, WI 53708-8949

revenue.wi.gov

Information on Homestead Tax Credit claims. Check the status of refunds, find frequently asked questions, information on electronic filing and download forms at www.revenue.wi.gov.

DOES NOT PREPARE INCOME TAX RETURNS, but can answer specific questions about income taxes.

FOOD

FOOD PANTRIES

Family Sharing/Food Pantry of Ozaukee County, Inc.

1002 Overland Court *Monday & Wednesday 8:30 am - 11:45 am*
Grafton, WI 53024 *Tuesday 2:00 pm - 5:45 pm*
262-377-0634 *familysharingozaukee.org*

Please call first to confirm eligibility.

Food Pantry, Inc. (The)

St. John XXIII (Formerly St. Peter's (back door and downstairs) *Tuesdays*
1800 North Wisconsin Street *10:00 am - 12:00 pm*
Port Washington, WI 53074
262-284-1148

Clients of the Port Food Pantry are not eligible for food through any other food pantry.

Parkside Community Food Pantry

Parkside Community United Church of Christ (lower level) (Formerly St. Peter's)
166 West Dekora Street
Saukville, WI 53080 *saukvillefoodpantry.org*
262-689-8591 *Please check website for dates and times.*

The Parkside Community Food Pantry is a non-profit organization located in the lower level of Parkside United Church of Christ. It is comprised of members of area congregations & organizations. FREE community meal site 2nd and 4th Saturday of each month from 11:30 a.m.– 1 p.m. Open to any Ozaukee County resident in need and proof of residency in Ozaukee County is required.

Stockbox

Stockbox is a free box of food from Hunger Task Force and is given to people 60 or older and meet the financial guidelines. The program is called Stockbox because the box is loaded with canned and dry goods that will help your food buying budget. Once enrolled, you get the box every month. If you are homebound, have a family member bring a letter from a doctor or social worker and let them get you signed up. This person can also be your “proxy” and pick-up your box each month.

Eligibility: Age 60+ & income restrictions apply.

There is a short application to fill out. You “self -declare” that you are eligible, just bring identification to help with the sign up.

Available for pick-up the 3rd Tuesday of each month

Locations for pickup:

Grand Avenue United Methodist

505 West Grand Avenue *10:00 am - 11:00 am*
Port Washington, WI 53074

Fredonia Government Center

242 Fredonia Avenue *10:00 am - 11:00 am*
Fredonia, WI 53021

FOOD
Food Pantries (cont.)

Community United Methodist
W68 N563 Evergreen Boulevard
Cedarburg, WI 53012

10:30 am - 11:30 am

For more information call:
John Brisky, Stockbox coordinator (414) 614-6214
The Hunger Task Force of Milwaukee at (414)-777-0483

HOME DELIVERED MEALS

Aging and Disability Resource Center of Ozaukee County

121 West Main Street, PO Box 994
Port Washington, WI 53074
262-284-8120

adrc@co.ozaukee.wi.us
co.ozaukee.wi.us/adrc

Hot, nutritious, noontime meals are delivered weekdays to the homebound adults 60+ years old. Supper meals and frozen weekend meals are also available upon request. For the current menu check your local paper or go online to www.co.ozaukee.wi.us/adrc.

Jewish Family Services - Kosher Mobile Meals

1300 North Jackson Street
Milwaukee, WI 53202
414-390-5800

jfsmilw.org

Kosher Mobile Meals are available for home delivery as well as for hospital patients, staff and visitors to some area hospitals. Food is prepared at the kosher facility of the Jewish Home and Care Center under strict rabbinical supervision. Goodwill Industries provides delivery service.

SENIOR DINING CENTERS

Aging and Disability Resource Center of Ozaukee County

121 West Main Street, P.O. Box 994
Port Washington, WI 53074
262-284-8120

adrc@co.ozaukee.wi.us
co.ozaukee.wi.us/adrc

Nutritious, affordable, noontime meals are provided for persons age 60 and over at seven locations in Ozaukee County. A variety of activities and nutrition updates/education are also provided at the various sites. Reservations must be made by noon one day in advance by calling 262-284-8120.

Belgium – Fire Department	<i>195 Commerce Street (effective 1/8/2020)</i>	<i>Open Wednesday</i>
Cedarburg - Senior Center	<i>W63 N643 Washington Avenue</i>	<i>Open Monday-Friday</i>
Fredonia - Fire Station	<i>201 South Milwaukee Street</i>	<i>Open Tuesday</i>
Grafton - Senior Center	<i>1665 7th Avenue</i>	<i>Open Monday-Friday</i>
Mequon - Range Line School Bldg.	<i>11040 North Range Line Rd.</i>	<i>Open Monday-Friday</i>
Port Washington - Senior Center	<i>403 West Foster Street</i>	<i>Open Monday-Friday</i>
Saukville – Parkside Community UCC	<i>166 West Dekora Street</i>	<i>Open Thursday</i>

HEALTH SERVICES

ALCOHOL AND OTHER DRUG ABUSE

Ozaukee County Department of Human Services

Counseling Center

121 West Main Street, PO Box 994

Port Washington, WI 53074

262-284-8200

dhs@co.ozaukee.wi.us

co.ozaukee.wi.us/humanservices

Starting Point

11514 N. Port Washington Rd, Suite 120

Mequon, WI 53092

262-241-1004

start@startingpointwi.org

startingpointwi.org

BLIND AND VISION IMPAIRED SERVICES

Adaptive Technology Resources

W175 N11163 Stonewood Drive, Suite 232

Germantown, WI 53022

262-375-2020

800-770-8474

info@AdaptiveTR.com

AdaptiveTR.com

Adaptive Technology Resources (ATR) specializing in evaluations, training and adaptive equipment for individuals who are aging or with disabilities such as low vision, blindness, dyslexia, reading and mobility impairments. ATR provides Aging in Place Technology to keep individuals independent in their home and to connect to family and medical personnel. We are able to evaluate individuals in their own homes and provide real solutions at affordable prices. Our solutions are created taking your physical and financial needs into account. We are able to offer a range of solutions from simple (adapted utensils for home use) to complex (voice activation of lights, television, telephone, doors, computer systems, etc.).

Office for the Blind and Visually Impaired

Wisconsin Division of Public Health

819 North 6th Street, Room 609

Milwaukee, WI 53203

888-879-0017

dhs.wisconsin.gov/blind

Located throughout the state, Rehabilitation Specialists for the Blind and Visually Impaired provide in-home service, teaching techniques and assessing the need for adaptive equipment such as a magnifier, that help people adapt and adjust to vision loss and encourage independence. Services are at no cost to the recipient and are typically provided in the consumer's residence.

Vision Forward Association

912 North Hawley Road

Milwaukee, WI 53213

414-615-0100-Office

info@vision-forward.org

vision-forward.org

Vision Forward Association was created by the merging of the Badger Association for the Blind & Visually Impaired & the Center for Blind & Visually Impaired Children. We have various programs and services for people living with vision loss. The Vision Forward Store carries

HEALTH SERVICES
Blind and Vision Impaired Services (cont.)

Vision Forward Association (Cont.)

hundreds of adaptive products. Services range from adaptive daily living skills, vision assessment to safe traveling techniques and more. We also offer affordable housing at our Hawley Ridge Apartments, recreation through Life Skills classes and events, and numerous volunteer opportunities.

Wisconsin Council of the Blind & Visually Impaired

754 Williamson Street
Madison, WI 53703-3546
608-255-1166
800-783-5213

info@wcbblind.org
WCBlind.org

Provides services to persons who are blind and visually impaired including Sharper Vision Store of assistive devices, white cane program, low vision therapist, vision rehabilitation teachers, assistive technology trainers, education programs to the public, webinars, speaker's bureau and advocacy and information and referral to other services.

Wisconsin Talking Book and Braille Library

813 West Wells Street
Milwaukee, WI 53233-1436
800-242-8822
414-286-3045

wtbbl@milwaukee.gov
http://dpi.wi.gov/talkingbooks

The Wisconsin Talking Book and Braille Library (WTBBL) is part of the Talking Book Program of the Library of Congress. We provide Braille, recorded books and playback equipment through the United States Postal Services for those Wisconsin residents who for any physical reason cannot read normal print. In addition, the WTBBL circulates audio books and Brailled materials about Wisconsin or by Wisconsin authors, as well as audio described videotapes and DVDs. All books, equipment and services, including the mailing of materials, are free to the print-handicapped.

CLINICS AND INFORMATION SERVICES

Alzheimer's Association

620 South 76th Street, Suite 160
Milwaukee, WI 53214
414-479-8800
800-272-3900 (24/7 Helpline)

contact-sewi@alz.org
alz.org/sewi

Community Outreach Coordinator for Ozaukee and Washington Counties
Family Enrichment Center
885 Badger Circle, #6
Grafton, WI 53024
800-272-3900

gnyhuis@alz.org

The Alzheimer's Association is the leading voluntary health organization in Alzheimer's care, support and research. The Southeastern Wisconsin Chapter provides core services, including: Information & Referral, Care Consultation, Educations Opportunities, MedicAlert + Safe Return, support groups and more.

HEALTH SERVICES
Clinics and Information Services (cont.)

American Cancer Society

800-947-0487
262-523-5500
800-227-2345

cancer.org

Provides a variety of services to the general public, cancer patients and their families; referral services include medical equipment, public and professional education, transportation and information services, wigs, hats, and support groups for cancer patients and their families.

Arthritis Foundation

Upper Midwest Region
10427 W. Lincoln Ave, Suite 1400
West Allis, WI 53227
800-333-1380
414-321-3933

info@arthritis.org
arthritis.org

Information and referral for person with arthritis. NOTE: Some programs require fees and books are for sale. Land and water exercise programs are offered in communities throughout the state.

Columbia St. Mary's Hospital Cancer Center

13111 North Port Washington Road
Mequon, WI 53097
262-243-7454 (Oncology/Hematology)
262-243-8384 (Radiation Oncology)

Provide diagnosis, chemotherapy and patient education under the direction of a medical Oncologist. The clinic maintains a personal relationship between the patient, family doctor and the community resources.

Huiras Family Ozaukee Community Free Clinic (The)

Columbia St. Mary's Hospital Ozaukee
13111 North Port Washington Road
Mequon, WI 53097
262-243-7533 (call to see if walk-ins okay)
414-326-1800 (Prompt #2) (For appointments)

Wednesday
5:30 pm - 8:00 pm

Free clinic for Ozaukee County residents age 18 and over who have limited income and who have no health insurance. The clinic offers standard care, but **does not provide** emergency care, no pregnancy tests, STD screening, prenatal care and no physical exams for the purpose of school, employment or surgery. Appointments are recommended.

Partners Community Services

1407 South 13th Street
Sheboygan, WI 53081
920-459-9880

partners4cd.com

Interpretation, translations, and referral to Hispanics residing in the service area.

HEALTH SERVICES
Clinics and Information Services (cont.)

Vince Lombardi Cancer Hotline

c/o Aurora St. Luke's Medical Center
2900 West Oklahoma Avenue
Milwaukee, WI 53215
414-649-7200 (Hotline)

aurorahealthcare.org

Vince Lombardi Cancer Hotline provides access to the following information: prevention and early detection of cancer, genetic counseling, cancer treatments, clinical trials, cancer counseling services, breast form and lingerie fitting services, lymphedema services, financial counseling, social services, physician referral, minimally-invasive surgery options, second-opinion program.

Washington Ozaukee Public Health Department

121 West Main Street, PO Box 994
Port Washington, WI 53074
262-284-8170-Ozaukee County
262-335-4462 Washington County

Monday-Friday
8:30 am - 5:00 pm

washozwi.gov

Call for: Medicaid and uninsured vaccine options; flu clinics during fall months; programs for uninsured women.

Wisconsin Parkinson Association

16655 West Bluemound Road, Suite 330
Brookfield, WI 53005
414-312-6990

wiparkinson.org
mail@wiparkinson.org

Outreach and education services, resources and referrals, community support and exercise groups for people affected by Parkinson's disease and their families. Literature and videos are available.

DEAF AND HEARING IMPAIRED SERVICES

HEAR Wisconsin Inc.

10243 West National Avenue
West Allis, WI 53227
414-604-2200
414-604-7217-TTY

info@hearwi.org
hearwi.org

Offer clients personalized care focused on ensuring better hearing and communication. Meet with our doctors of audiology and communication consultants to find the best device for your unique hearing needs. Licensed professionals providing quality sign language services for business meetings, medical appointments, legal proceedings and everyday events 24/7

Medical Hearing Associates, LTD

620 E. Green Bay Avenue, Suite 110
Saukville, WI 53080
262-268-1400 Main Line
920-458-3277 2nd Line
262-268-1443 FAX

medicalhearingassociates.com

HEALTH SERVICES

Deaf and Hearing Impaired Services (cont.)

Medical Hearing Associates, LTD (Cont.)

Our audiologists provide a comprehensive evaluation and treatment plan for both hearing and balance needs. Services to include hearing aid dispensing, tinnitus treatment and assistive listening devices for special situations. “Improve Your Hearing, Improve Your Life.”

Wisconsin Office for the Deaf and Hard of Hearing

Southeastern Region Coordinator

Caroline Ludka

Hear Wisconsin Building

10243 West National Avenue

West Allis, WI 53227

262-565-6349

dhs.wisconsin.gov/odhh

Relay Number 711. Mission is to ensure that the variety of life’s choices and equal opportunities are available to all deaf, deaf/blind, and hard of hearing people. Provides leadership, information and assistance, education, and prevention through collaboration with customers and agencies, community outreach and education, and promotion of the utilization of qualified interpreters. If you have a question related to deaf or hard of hearing this is the place to call.

DRIVER EVALUATION AND EDUCATION PROGRAMS

Courses and/or programs designed to improve and assess the driving skills of older individuals. Participants are taught techniques to improve their skills as well as ways to avoid accidents and violations. Fee charged for classes and a referral from physician may be required for evaluations.

AARP - Senior Driving Program

888-227-7669 aarp.org/home-garden/transportation/driver_safety/

Call toll-free number or visit web site for dates and locations in your area. Classroom driver improvement course specially designed for motorists age 50 and older. It is intended to help older drivers improve their skills while teaching them to avoid accidents and traffic violations. The course is taught in one four-hour session and costs \$12.00 for AARP members, \$14.00 for non-members. Class fee is due at beginning of class.

Columbia St. Mary's Driver Evaluation Program

1317 West Grand Avenue
Port Washington, WI 53074
262-284-2261

Hours vary based on case load

A clinical assessment includes medical history, mobility, coordination, visual skills, cognition/thinking process, and reaction testing. May include an on-the-road evaluation. Referral from physician required.

GERIATRIC ASSESSMENT

These programs evaluate the mental and physical functioning of elderly people. A team of medical and psychological professionals researches the cause of problems and recommends possible solutions. The primary function of these professionals is to do a one-time evaluation, not to become the person's doctor. Typically, a geriatric assessment is suggested when there are major changes in a person's behavior or ability to handle routine daily activities.

Center for Senior Health and Longevity

Aurora Health Care Center
1020 North 12th Street
Milwaukee, WI 53223
414-219-7300

Clement J. Zablocki Veterans Affairs Medical Center

Medicine - Geriatric Patient-Aligned-Care-Team - Red Clinic
5000 West National Avenue
Milwaukee, WI 53295
414-384-2000 ext. 42083

milwaukee.va.gov

Froedtert and Medical College of Wisconsin

Neurology Memory Disorders Clinic
9200 West Wisconsin Avenue
Milwaukee, WI 53226
414-805-8710

HOME HEALTH CARE

*These agencies make necessary medical and personal care available to elderly, disabled, ill, or convalescing individuals in their own homes. Care may be provided by nurses, home health aides, physical therapists, occupational therapists, and etc.*Hours listed are office hours. Services are generally available 24/7. Call agencies for specific availability.*

Allay Home and Hospice, Inc.

N168 W22730 Prairie View Lane
Jackson, WI 53037
262-787-2980

allayhh.com

ANS Home Health Services, Inc.

1551 South 108th Street
Milwaukee, WI 53214
414-481-9800

anshomecare.com

Atlantic Home Health Care

5600 West Brown Deer Road, #216
Milwaukee, WI 53223
414-797-0739

atlantichomehc.com

Aurora VNA of Wisconsin Hospice

Sheboygan Office
3313 Behrens Parkway
Sheboygan, WI 53081
800-862-2201
920-4497600

aurorahealthcare.org

Celestial Care, Inc.

2645 North Mayfair Road, Suite 210
Wauwatosa, WI 53226
414-395-4286

celestialcareinc.com

Easy Living Home Health Care Agency

W175 N11117 Stonewood Drive, #100
Germantown, WI 53022
262-293-3951

preceptorhc.com/

Health Network of Wisconsin

1-625 West North Avenue, Suite 312
Wauwatosa, WI 53226
414-763-5154

healthnetworkofwisconsin.com

Heartland Home Health Care & Hospice

1233 North Mayfair Road, Suite 100
Milwaukee, WI 53226
414-944-2000
866-216-5708

HEALTH SERVICES
Home Health Care (Cont.)

Home Health Managers

N112 W15568 Mequon Road
Germantown, WI 53029
414-228-9401

HomeHealthManagers.com

Horizon Home Care and Hospice, Inc.

11400 W. Lake Park Drive
Milwaukee, WI 53224-3035
414-365-8300

hhch.net

Maxim Healthcare Services

933 North Mayfair Road, Suite 201
Wauwatosa, WI 53226
414-475-9330
(877) 936-2946

MilwaukeeHH@maxhealth.com

Mueller Therapy

402 First Street
Random Lake, WI 53075
920-994-9700

preceptorhc.com

St. Nicholas Hospital Home Health & Hospice

3100 Superior Avenue
Sheboygan, WI 53081
920-457-5770

Visiting Physicians Association

2514 South 102nd Street, Suite 160
West Allis, WI 53227
414-255-0300

visitingphysicians.com

HOSPICE CARE

*Hospice programs provide a full range of palliative and supportive services for terminally ill people who are in the final stages of their illness and for their families. Services may include medical care, pain and symptom management, home nurse visitation, case management, counseling and bereavement services for the patient and members of the family. Hospice services may be provided in the individual's home or in a facility or institution. *Hours listed are office hours. Services are generally available 24/7. Call agencies for specific availability.*

Allay Home and Hospice, Inc.

N168 W22730 Prairie View Lane
Jackson, WI 53037
262-787-2980

allayhh.com

HEALTH SERVICES
Hospice Care (cont.)

AseraCare Hospice

2204 East Moreland Boulevard
Waukesha, WI 53186
262-785-1356
800-598-5132

Aurora Zilber Family Hospice

1155 Honey Creek Parkway
Wauwatosa, WI 53213
414-615-5900
414-615-5930

aurorahealthcare.org

Cedar Community Home Health and Hospice

5595 County Road Z
West Bend, WI 53095
262-306-2691

cedarathome.org

Compassus Hospice

1026 S. Taylor Drive
Sheboygan, WI 53081
920-452-1851
800-888-0803

compassus.com

Heartland Home Health Care & Hospice

1233 North Mayfair Road, Suite 100
Milwaukee, WI 53226
414-944-2000
866-216-5708

Horizon Home Care and Hospice, Inc.

Horizon's Lawis Family Hospice Inpatient Hospice Residence
Located at Columbia St. Mary's Ozaukee
13111 North Port Washington Road
Mequon, WI 53097
262-478-0123

hhch.net

Kindred Hospice

10150 West National Avenue, Suite 200
West Allis, WI 53227
414-546-3200
888-280-3332

gentiva.com/hospice

Seasons Hospice and Palliative Care

6737 West Washington Street, Suite 2150
West Allis, WI 53214
414-203-8310
800-379-5105

seasons.org

HEALTH SERVICES
Hospice Care (cont.)

Serenity Hospice Care

W175 N11117 Stonewood Drive
Suite 100
Germantown, WI 53022
262-735-4297

preceptorhc.com

St. Nicholas Hospital Home Health & Hospice

3100 Superior Avenue
Sheboygan, WI 53081
920-457-5770

VITAS Healthcare

2675 North Mayfair Road, Suite 500
Wauwatosa, WI 53226
414-257-2600
888-821-6500

vas.com

VITAS Ruth Hospice

8300 West Beloit Road
West Allis, WI 53219
414-607-4451

HOSPITALS

Aurora Medical Center Grafton

975 Port Washington Road
Grafton, WI 53024
262-329-1000

aurorahealthcare.org

Aurora Sheboygan Memorial Medical Center

2629 North 7th Street
Sheboygan, WI 53081
920-451-5000

aurorahealthcare.org

Clement J. Zablocki Veterans Affairs Medical Center

5000 West National Avenue
Milwaukee, WI 53295
414-384-2000

va.gov

Columbia St. Mary's Hospital Ozaukee

13111 North Port Washington Road
Mequon, WI 53097
262-243-7300
800-848-2844

columbia-stmarys.org

St. Nicholas Hospital

3100 Superior Avenue
Sheboygan, WI 53081
920-459-8300

stnicholashospital.org

MEDICAL EQUIPMENT

A&J Mobility - Personal Vehicle Accessibility Conversion

3058 Helsan Drive
Richfield, WI 53076
262-623-6236

richfield@aandjvans.com
aandjmobility.com

Dose Health

1820 Old Highway 8 NW
New Brighton, MN 55112
844-300-6212

info@dosehealth.com
dosehealth.com

Cherubini Enterprises, Inc.

7426 W. Donges Bay Road
Mequon, WI 53092
262-238-1000

Hear Wisconsin Store (Hear Wisconsin Inc.)

10243 West National Avenue
West Allis, WI 53227
414-604-2200
414-604-7217-TTY

hearwistore@hearwi.org
hearwi.org

Home Care Medical, Inc.

262-786-9870
800-369-6939

homecaremedical.com
communications@hcmedical.com

Retail Store Locations:

Home Care Medical, West Bend
1709 South 18th Avenue
West Bend, WI 53095
262-957-5501

Home Care Medical, Sheboygan
2922 S. Business Drive
Sheboygan, WI 53081
920-458-5768

Home Solutions USA

5464 N. Port Washington Road, Suite 210
Milwaukee, WI 53217
414-963-4663

homesolutionsusa.net

Independence First Mobility Store

3720 N. 124th Street, Unit F
Wauwatosa, WI 53222
414-988-5333

independencefirst.org/services/mobility-store

Interfaith Caregivers of Ozaukee County

Ozaukee h.e.l.p corner (Health Equipment Lending Program)
885 Badger Circle
Grafton, WI 53024
262-618-2191

info@interfaithozaukee.org
interfaithozaukee.org

HEALTH SERVICES
Medical Equipment (cont.)

Katy's Closet

404 Wilmont Drive, Unit D
Waukesha, WI 53189
262-746-9034

teamupwithfamilies.org

Knueppel Health Care Services, Inc.

1444 south 113th Street
West Allis, WI 53214-3800
262-258-2800

knueppels.com

On The Go Mobility

7289 North Teutonia Avenue
Milwaukee, WI 53209
414-228-7100
800-601-7267

mail@onthegomobility.com
onthegomobility.com

Oxygen One, Inc.

1900 Pewaukee Road, Suite F
Waukesha, WI 53188
262-521-2202

info@oxygenone.com
oxygenone.com

Ye Olde Pharmacy and Wellness Center

N54 W6135 Mill Street
Suite 300
Cedarburg, WI 53012
262-375-0010

pharmacists@yeolderx.com
yeolderx.com

PHARMACY DELIVERY

Ye Olde Pharmacy and Wellness Center

N54 W6135 Mill Street
Suite 300
Cedarburg, WI 53012
262-375-0010

pharmacists@yeolderx.com
yeolderx.com

Free delivery of prescriptions per schedule. A nominal fee may be charged for deliveries to other areas, depending on the location.

Free delivery schedule: • Cedarburg/Grafton – Monday – Friday, • Mequon/Thiensville – Monday – Friday, • Port Washington/Saukville – Tuesday & Friday

HOME MODIFICATIONS

Businesses that provide consultations, recommendations and design ideas for remodeling or modifying homes to meet the accessibility needs of an individual. The goal of these agencies is to assist people in their ability to remain living comfortably, safely, and independently in their own homes.

Adaptive Technology Resources

W175 N11163 Stonewood Drive, Suite 232
Germantown, WI 53022
262-375-2020
800-770-8474

*Info@AdaptiveTR.com
AdaptiveTR.com*

Home Solutions USA

285 N. Janacek Road
Brookfield, WI 53045
414-963-4663.homesolutionsusa.net

Inside the Box Design, LLC.

216 Green Bay Road, Suite 207
Thiensville, WI 53092
414-218-5505

*insidethebox@wi.rr.com
insidetheboxdesign.com*

Stay-at-Home Specialists, Inc.

39533 Valley Road
Oconomowoc, WI 53066
262-569-0799

*info@stayathomespecialists.com
stayathomespecialists.com*

HOME REPAIR, GRANTS AND LOANS

Programs that assist low to moderate income individuals with housing rehabilitation, removal of health and safety hazards, addition of energy saving devices and insulation, and loans for home improvement.

Partners for Community Services

1407 South 13th Street
Sheboygan, WI 53081
920-459-2780

partners4cd.com

This includes both the Weatherization program and Housing Development and Rehabilitation (home buyers assistance).

Property Tax Deferral Loan Program

WHEDA-WI Housing and Economic Development Authority
201 West Washington Avenue, Suite 700
PO Box 1728
Madison, WI 53701
800-755-7835

USDA - Rural Development

W6259 Forest Avenue, Suite 200
Fond du Lac, WI 54937
920-266-4683

*rd.fonddulac@wi.usda.gov
rd.usda.gov/wi*

HEALTH SERVICES
Home Repairs, Grants and Loans (cont.)

Wisconsin Partnership for Housing Development

515 W. Moreland Boulevard, Room AC320
Waukesha, WI 53188
262-896-8170

homeconsortium.com

HOUSING

There are several housing types available in Ozaukee County dependent on an individual's abilities. Please see descriptions under each of the types of housing to determine which housing type would best fit your needs.

APARTMENTS, INDEPENDENT

These are apartments geared toward independent individuals 55 and older. These apartments differ in the amenities they offer. Contact each to inquire further.

Berkshire Senior Community

1004 Beech Street
Grafton, WI 53024
262-376-9661

berkshire@oakbrookcorp.com

Evergreen Park Apartments

N30 W6801 Lincoln Boulevard
Cedarburg, WI 53012
262-377-4050

Hamilton House

W76 N629 Wauwatosa Road
Cedarburg, WI 53012
262-421-5351

Harbor Village

333 West Walters Street
Port Washington, WI 53074
262-268-1800
*50 and older

harborcampus.com

Highlands at Riverwalk (55+)

10954 North Cedarburg Road
Mequon, WI 53092
262-243-8888

Lasata Heights Senior Apartments

W78 N675 Wauwatosa Road
Cedarburg, WI 53012
262-512-2838
*62 and older

lasatacampus.com

HOUSING
Apartments, Independent (cont.)

Lincoln Village Senior Apartments

1300 West Lincoln Avenue
Port Washington, WI 53074
262-268-1300 Ext. 1311

heritagesenior.com

Maple Crest Apartments

922 Sunset Road
Port Washington, WI 53074
262-268-0820

Mequon Court Apartments

10935 North Port Washington Road
Mequon, WI 53092
262-377-4050

Newcastle Place

12600 North Port Washington Road, Suite 100
Mequon, WI 53092
262-387-8838
*62 and older

newcastleplace.com

Providence Place (The)

815 Washington Street
Grafton, WI 53024
262-377-9900

info@theprovidenceplace.org
theprovidenceplace.org

Sarah Chudnow Community

10995 North Market Street
Mequon, WI 53092
262-478-1500
*60 and older

sarahchudnow.org

Village Pointe Commons

101 Walnut Circle
Grafton, WI 53024
262-240-0872

Willowbrook Place

205 Green Bay Road
Thiensville, WI 53092
262-242-8045

Wright House

6751 West Mequon Road
Mequon, WI 53092
262-512-8060

APARTMENTS, RESIDENTIAL CARE

Wisconsin has regulations for a form of assisted living calling Residential Care Apartment Complex. An "RCAC" provides independent apartments in a facility that can offer a limited amount of services for the residents. The services offered include meals, housekeeping, laundry, personal care, nursing services, social and recreational activities, and medication management. Each resident may receive up to 28 hours per week of services.

Hamilton House

W76 N629 Wauwatosa Road
Cedarburg, WI 53012
262-421-5551

Harbor Manor

333 West Walters Street
Port Washington, WI 53074
262-268-1800

** Age 50 and older*

harborcampus.com

Highlands at Newcastle Place (The)

12600 North Port Washington Road, Suite 300
Mequon, WI 53092
262-387-8883
262-387-8850

newcastleplace.com

Lasata Crossings

W79 N673 Wauwatosa Road
Cedarburg, WI 53012
262-512-3110
262-512-2808

lasatacampus.com

Lincoln Village Assisted Living & Memory Care

1330 W. Lincoln Avenue
Port Washington, WI 53074
262-268-1300

lincolnvillageseniorliving.com

Meadowmere - North Shore

10803 North Port Washington Road
Mequon, WI 53092
262-478-2200

meadowmerenorthshore.com

Ovation Sarah Chudnow

10995 North Market Street
Mequon, WI 53092
262-478-1500

sarahchudnow.org

Willowbrook Place Senior Apartments

205 Green Bay Road
Thiensville, WI 53092
262-242-8045

willowbrookplace@fred-inc.com
willowbrookplace.com

HOUSING
Apartments, Residential Care (cont.)

Wright House

6751 West Mequon Road
Mequon, WI 53092
262-512-8060

Village Pointe Commons

101 Walnut Circle
Grafton, WI 53024
262-240-0872

APARTMENTS, SUBSIDIZED

In a subsidized apartment complex, the rent for residents is based on their income. A renter will pay about 30% of income with adjustment for regularly incurred medical costs; the remainder of the rent is paid by rent assistance from the federal government.

Country Harbor Apartments

411 Chiswell Street
Saukville, WI 53080
414-322-2934

Fischer Terrace

N47 W6277 Western Road
Cedarburg, WI 53012
262-878-4201

meridian.com

Manchester Heights

642 Maple Street, Apt. 102
Grafton, WI 53024
262-377-5804

Oakwood Apartments

10833 North Port Washington Road
Mequon, WI 53092
262-241-8548

Westport Meadows

1200 Oak Court, #123
Port Washington, WI 53074
262-268-0562

COMMUNITY BASED RESIDENTIAL FACILITIES

These facilities are more commonly known as “CBRF’s” or group homes. They provide an alternative living environment for individuals who need assistance but do not need the level of care given in nursing homes. CBRF’s offer meals, laundry, housekeeping, medication monitoring, assistance with dressing and bathing, 24-hour staff, and organized activities.

Anita’s Gardens

117 East Van Buren Street
Port Washington, WI 53074
262-268-9780

anitasgardens.com

Anita’s Gardens

1777 W. Highland Drive
Grafton, WI 53024
262-377-6828

anitasgardens.com

Belgium Gardens

432 South Heritage Street
Belgium, WI 53004
262-285-3660

belgiumgardens@hotmail.com

Dekora Springs

214 West Dekora Street
Saukville, WI 53080
262-268-8234

Ellen’s Home

1800 Granite Lane
Port Washington, WI 53074
262-268-9555
262-268-1294

ellenshome.com

Evelyn’s

(Adult Family Home)
336 Michael Court
Port Washington, WI 53074
262-284-6768
262-692-2874

Forest Haven

400 Martin Drive
Fredonia, WI 53021
262-447-2113

Hamburg Home

Family Tree Residential Facilities, Inc.
1951 First Avenue
Grafton, WI 53024
262-375-0661

familytreeassistedliving.com

HOUSING

Community Based Residential Facilities (cont.)

Hamilton House

W76 N629 Wauwatosa Road
Cedarburg, WI 53012
262-268-1800

hamiltonhouseseniorliving.com

Harbor Club/Harbor Cove

425 West Walters Street
Port Washington, WI 53074
262-268-1800

capricommunities.com

Harrison Home

Family Tree Residential Facilities, Inc.
W72 N675 Harrison Avenue
Cedarburg, WI 53012
262-375-0661

familytreeassistedliving.com

Highlands at Newcastle Place (The)

12600 North Port Washington Road, Suite 300
Mequon, WI 53092
262-387-8883
262-387-8850

newcastleplace.com

Hilltop View of Fredonia

130 Meyer Ave
Fredonia, WI 53021
262-692-2828

Lighthouse of Mequon: A New Perspective Senior Living Community

3111 West Mequon Road
Mequon, WI 53092
262-613-2918

info@npseniorliving.com
npseniorliving.com/Mequon

Lincoln Village Assisted Living & Memory Care

1330 W. Lincoln Avenue
Port Washington, WI 53074
262-268-1300

lincolnvillageseniorliving.com

Luther Manor at River Oaks

11340 North Cedarburg Road
Mequon, WI 53092
262-242-6660

email@luthermanor.org
luthermanor.org

Magnolia Hill

1706 W. Washington Street
Grafton, WI 53024
262-377-2250

HOUSING
Community Based Residential Facilities (cont.)

McKinley Place

W56 N225 McKinley Boulevard
Cedarburg, WI 53012
262-376-7700

www.enlivant.com

Milan Estates

715 Milan Drive
Saukville, WI 53080
262-284-1601

milanestates@att.net

Port Haven

334 South Garfield Street
Port Washington, WI 53074
262-284-3908

porthaven334@yahoo.com

Port of Hope

226 North Spring Street
Port Washington, WI 53074
262-268-0301
414-559-6474

Rosewood Manor

1515 Washington Street
Grafton, WI 53024
262-389-9797

tpfhomes.net

Ovation Sarah Chudnow

10995 North Market Street
Mequon, WI 53092
262-478-1500

sarahchudnow.org

Silver Springs of Mequon

11840 North Silver Avenue
Mequon, WI 53097
262-643-4223
262-389-8050

silverspringsofmequon.com

Village Pointe Commons

101 Walnut Circle
Grafton, WI 53024
262-240-0872

Woodland View of Fredonia

348 South Milwaukee Street
Fredonia, WI 53021
262-692-3760

HOUSING
Community Based Residential Facilities (Cont.)

Wright House Memory Care

6729 W. Mequon Road
Mequon, WI 53092
262-512-8060

CONTINUAL CARE RETIREMENT COMMUNITY

These facilities offer a continuum of residential care settings with a single campus site. Independent living is offered with a combination of leisure, social, and supportive services. If additional care is needed, personal care services are available in an assisted living setting. And, if constant care becomes necessary, the facility includes a nursing home setting.

Newcastle Place

12600 North Port Washington Road, Suite 100
Mequon, WI 53092
262-387-8800

newcastleplace.com

NURSING HOMES

Facilities for individuals who require skilled nursing care and are no longer able to function in a less restrictive setting. Nurses and aides are available 24 hours a day. Many Nursing Homes also offer shorter stays for rehabilitation following hospitalization.

Cedarburg Health Services

N27 W5707 Lincoln Boulevard
Cedarburg, WI 53012
262-376-7676

cedarburghs.com

Heritage Nursing and Rehabilitation Center

1119 North Wisconsin Street
Port Washington, WI 53074
262-284-5892

heritageskillednursing.com

Highlands at Newcastle Place (The)

12600 North Port Washington Road, Suite 300
Mequon, WI 53092
262-387-8883
262-387-8850

newcastleplace.com

Lasata Care Center

W76 N677 Wauwatosa Road
Cedarburg, WI 53012
262-377-5060
262-512-2827 (Admissions)

lasatacampus.com

WOMEN'S SHELTER

Advocates of Ozaukee

PO Box 80166
Saukville, WI 53080
262-284-3577-Office
262-284-6902-Crisis Line
(877) 375-4034-Crisis Line
262-284-8828-TTY Crisis Line

advocatesofozaukee.com

INSURANCE

Ageing and Disability Resource Center of Ozaukee County

Benefit Specialists
121 West Main Street, PO Box 994
Port Washington, WI 53074
262-284-8120

*Monday-Friday
8:30 am - 5:00 pm
adrc@co.ozaukee.wi.us
co.ozaukee.wi.us/adrc*

Disability Benefit Specialist - Available to county residents age 18 to 59 for general information or individual questions on Medicare, Medicare supplements, Medicare Advantage plans, Part D plans, health plans, or long term care policies.

Elder Benefit Specialist - Available to county residents age 60 and over for general information or individual questions on Medicare, Medicare supplements, Medicare Advantage plans, Part D plans, health plans, or long term care policies. Offers monthly Retirement 101 workshop covering common questions.

Medigap Helpline (WI BOALTC)

1402 Pankratz Street, Suite 111
Madison, WI 53704
800-242-1060
608-246-7017

*boaltc@wisconsin.gov
longtermcare.wi.gov*

The Medigap Helpline provides information on Medicare supplement policies approved by the Commissioner of Insurance as well as Medicare Plus Choice Health Plans, also known as Medicare Advantage Plans. Information is also available on long term care policies for nursing homes, home health care, or community based services. Insurance counselors are available to explain these policies and discuss individual situations.

Office of the Commissioner of Insurance

PO Box 7873
Madison, WI 53707
608-266-3585
800-236-8517

*ocicomplaints@wisconsin.gov
oci.wi.gov*

Provides a wide range of consumer publications, including topics of special interest to senior citizens, which can be ordered by calling OCI's toll-free telephone number or by accessing them on the internet. Investigates insurance complaints and makes determinations on complainants' cases. In addition, OCI examines the financial condition of insurance companies and reviews their corporate activities; also conducts licensing examinations for insurance agents, licenses agents,

certain corporations and employee benefit administrators.

LEGAL SERVICES

COUNTY OFFICES

Ozaukee County - Clerk of Courts

1201 South Spring Street, PO Box 994
Port Washington, WI 53074
262-284-8409
262-238-8409

Monday-Friday
8:00 am – 5:00 pm
co.ozaukee.wi.us/181/clerk-of-circuit-courts

Civil cases, judgments, liens, divorce, alimony, support records, small claims procedures, probate, adoption, guardianship and juvenile.

Ozaukee County - County Clerk's Office

121 West Main Street, PO Box 994
Port Washington, WI 53074
262-284-8110
262-238-8110

Monday-Friday
8:30 am - 5:00 pm
ctyclerk@co.ozaukee.wi.us
co.ozaukee.wi.us/countyclerk

Marriage license applications are taken Monday-Friday 8:30 am - 4:00 pm. Passport applications and passport photos are taken Monday – Friday 8:30 – 3:30 pm. Provides County Directories, County and State Maps, County Board/Committee Information and Election Information.

Ozaukee County - Register in Probate

1201 South Spring Street, PO Box 994
Port Washington, WI 53074
262-284-8370
262-238-8370

Monday-Friday
8:00 am – 5:00 pm
co.ozaukee.wi.us/201/register-of-probate-office

Estates, wills, survivorships, guardianships, conservatorships, trusts, probate, and adult adoption.

Ozaukee County - Register of Deeds

121 West Main Street, PO Box 994
Port Washington, WI 53074
262-284-8260
262-238-8260

Monday-Friday
8:30 am - 5:00 pm
co.ozaukee.wi.us

Birth, Marriage, or death records, deeds and mortgage records.

Ozaukee County - Treasurer's Office

121 West Main Street, PO Box 994
Port Washington, WI 53074
262-284-8280
262-238-8280

Monday-Friday
8:30 am - 5:00 pm
kmakoutz@co.ozaukee.wi.us
co.ozaukee.wi.us/144/treasurer

Real estate and personal property taxes. Lottery and gaming credit administration.

LEGAL SERVICES
County Offices (cont.)

Ozaukee County District Attorney: Victim/Witness Unit

1201 South Spring Street, PO Box 994
Port Washington, WI 53074
262-284-8387
262-238-8388

Monday-Friday
8:30 am - 5:00 pm
Beth.Hodorowski@DA.WI.GOV

Provide assistance, support, and notification services to crime victims and witnesses in exercising their rights throughout the prosecution of criminal and juvenile cases.

LEGAL ASSISTANCE

Lawyer Referral and Information Service

PO Box 7158
Madison, WI 53707
800-362-9082
608-257-4666

wisbar.org/lris

A statewide reference service that refers people in need of legal services to an attorney in their geographic area. Designed for persons who can afford private attorney services but do not know whom to call. When appropriate, referral to other community agencies or information is provided. Free information is provided for law-related questions every Wednesday evening from 5:00 pm - 7:00 pm.

Legal Action of Wisconsin, Inc.

404 North Main Street, Suite 702
Oshkosh, WI 54901
800-236-1128
920-233-6521

legalaction.org

Free legal assistance for low-income people in certain civil matter; i.e., landlord/tenant, public benefits, education, some family law (including divorce, visitation, and custody issues), housing issues, disability income issues. People must be financially eligible and present no conflict of interest for services; therefore, a screening process is required before any appointment can be made.

Modest Means Referral Service

State Bar of Wisconsin
PO Box 7158
Madison, WI 53707
888-529-7599

wisbar.org/modestmeans

Clients whose income is too high to qualify for free legal services but too low to pay an attorney's regular fees can apply for a referral to an attorney who has agreed to reduce their fees for representation.

Office of Crime Victim Services

Wisconsin Department of Justice
PO Box 7951
Madison, WI 53707
608-264-9497
800-446-6564 - victims only

ocvs@doj.state.wi.us
doj.state.wi.us/cvs

The Office of Crime Victim Services serves the needs of crime victims in Wisconsin by administering a compensation program that assists victims with out-of-pocket expenses related to medical, counseling, and lost wages. The Victim Resource Center also assists victims to understand their rights with the Wisconsin Judicial and Law Enforcement organizations in the state of Wisconsin.

LEISURE ACTIVITIES/RECREATION
LIBRARIES

Cedarburg Public Library

W63 N589 Hanover Avenue
Cedarburg, WI 53012
262-375-7640

cburglib@gmail.com
cedarburglibrary.org

Hours:

Monday-Thursday 9:30 am - 8:00 pm
Friday – 9:30 – 5:00 pm Saturday 9:30 am – 4:00 pm
Sunday (October – April) Noon - 4:00 pm

Frank L Weyenberg Library

Mequon-Thiensville Public Library
11345 North Cedarburg Road
Mequon, WI 53092
262-242-2593

admin@flwlib.org
flwlib.org

Hours:

Monday-Thursday 10:00 am - 8:00 pm
Friday-Saturday 10:00 am - 6:00 pm

Oscar Grady Public Library

151 South Main Street
Saukville, WI 53080
262-284-6022

oscargradylibrary.org

Hours:

Monday-Thursday 10:00 am - 8:00 pm
Friday 10:00 am - 5:00 pm
Saturday 10:00 am - 2:00 pm

*Offers homebound delivery, contact library for details.

LEISURE ACTIVITIES/RECREATION
Libraries (cont.)

USS Liberty Memorial Public Library

Grafton Public Library
1620 11th Avenue
Grafton, WI 53024
262-375-5315

graftonpubliclibrary.net
grafton@esls.lib.wi.us

Hours:

Monday-Thursday 10:00 am - 8:00 pm

Friday 10:00 am - 5:00 pm

Saturday 10:00 am - 2:00 pm

*Offers homebound delivery, contact library for details.

W.J. Niederkorn Library

Port Washington Public Library
316 West Grand Avenue
Port Washington, WI 53074
262-284-5031

wjnlib.org

Hours:

Monday-Thursday 9:00 am - 8:00 pm

Friday 9:00 am - 6:00 pm

Saturday 9:00 am - 1:00 pm

*Offers homebound delivery, contact library for details.

Wisconsin Talking Book and Braille Library

813 West Wells Street
Milwaukee, WI 53233
800-242-8822
414-286-3045

wtbbl@milwaukee.gov
dpi.wi.gov/talkingbooks

The Wisconsin Talking Book and Braille Library (WTBBL) is part of the Talking Book Program of the Library of Congress. We provide Braille and recorded books and playback equipment through the United States Postal Services for those Wisconsin residents who for any physical reason cannot read normal print. In addition, the WTBBL circulates audio books and Brailled material about Wisconsin or by Wisconsin authors, as well as audio-described DVDs. All books, equipment and services, including the mailing of materials, are free to the print-handicapped.

PARKS

Ozaukee County Park System

121 West Main Street, PO Box 994

Port Washington, WI 53074

262-284-8257

262-238-8257

co.ozaukee.wi.us

*Covered Bridge Park - 3 miles north of Cedarburg on Covered Bridge Road 12-acre park along Cedar Creek offers spots for fishing and picnicking. Picnic tables, grills, parking, restrooms. The last original covered bridge in Wisconsin is located at the park. Kayak and canoe launch.

*Ehlers Park - North of Saukville on Hwy. W. Small wayside park on the Milwaukee River for picnic and fishing. Kayak and canoe launch.

*Harborview Park – Located at the corner of Milwaukee & Washington Street, Port Washington. A small urban park offering beautiful views of Lake Michigan, the harbor and native prairie from a large overlook deck.

*Hawthorne Hills Park / Golf Course - South of Fredonia on Hwy. I. 18-hole golf course, clubhouse, picnic areas, fishing and nature trails. Historic Pioneer Village is located on the north edge of the park.

*Interurban Bike Trail - 30 miles of paved multi-use trail through Ozaukee County. Allowable uses include pedestrians, bicyclists, in-line skaters, cross country skiers, wildlife viewers and non-motor vehicle users.

*Lion's Den Nature Preserve Park - Located between Port Washington and Grafton, east of intersection at Hwy C and Lake Shore Drive 79-acre parcel of undeveloped Lake Michigan shoreline with nature trails, stairway to lake, and an outlook post.

*Mee-Kwon Park / Golf Course - 633 W. Bonniwell Road, Mequon. 18-hole golf course, clubhouse, picnic areas, fishing and nature trail, winter sports area.

*Tendick Nature Park - 3 miles north of Saukville on Hwy O. Parking lot; hiking trails, disc golf, and archery through 120-acre park. Open shelter building, restrooms, and gazebo.

*Virmond Park - Lake Shore Rd, Mequon. 66-acre park on the bluffs of Lake Michigan. Picnic areas, grills, (2) open shelter building, restrooms, two tennis courts, two baseball fields, nature conservancy.

*Waubedonia Park - West edge of Fredonia on Hwy. H. Along the Milwaukee River. Picnic area, open air pavilion, grills, fishing, camping, two baseball diamonds, three tennis courts, restrooms, access to the river for boating.

LEISURE ACTIVITIES/RECREATION

Parks (cont.)

Wisconsin Department of Natural Resources

Bureau of Parks and Recreation

Box 7921

Madison, WI 53707

608-266-0866

888-936-7463

dnrwisconsinparks@wisconsin.gov

wiparks.net

A free visitor's guide to Wisconsin State Parks, forests, recreation areas, and trails is available. Discounted rates on some fees are available for seniors over 65.

US Forest Service - National Park Service

Bureau of Land Management - US Fish & Wildlife

Milwaukee, WI 53202

414-297-3600

America the Beautiful - National Parks and Federal Recreational Lands Pass - Senior Pass

- Cost \$10

This is a lifetime pass for U.S. citizens or permanent residents age 62 or over.

America the Beautiful - National Parks and Federal Recreational Lands Pass - Access Pass

- Free

Wisconsin Department of Natural Resources (cont.)

This is a lifetime pass for U.S. citizens or permanent residents with permanent disabilities. Documentation is required to obtain the pass. Acceptable documentation includes: statement by a licensed physician; document issued by a Federal agency such as the Veteran's Administration, Social Security Disability Income or Supplemental Security Income; or document issued by a State agency such as a vocational rehabilitation agency.

The pass provides access to and use of, Federal recreation sites that can charge an Entrance or Standard Amenity. The pass admits the pass holder and passengers in a non-commercial vehicle at per vehicle fee areas, and pass holder and up to 3 adults at per person fee areas. (Children under 16 are admitted free). **The pass can only be obtained in person at the park.** The Senior and Access Pass provide a 50 percent discount on some Expanded Amenity Fees charged for facilities and services such as camping, swimming, boat launch, and specialized interpretive services. In some cases where Expanded Amenity Fees are charged, only the pass holder will be given the 50 percent price reduction. The pass is non-transferable and generally does NOT cover or reduce special recreation permit fees or fees charged by concessionaires.

SENIOR CENTERS

Cedarburg Senior Center

W63 N643 Washington Avenue (Lincoln School)
Cedarburg, WI 53012
262-375-7644

ci.cedarburg.wi.us

Recreation, leisure, tours educational programs and transportation for adults, 55 years and older. Hosts congregate dining site Monday - Friday. (See FOOD for more information on the Senior Dining program.) Monthly calendar and newsletter on website.

Grafton Senior Center

1665 Seventh Avenue
Grafton, WI 53024
262-375-5311

qualitylifegrafton.com

Activities, meals, day trips and parties. Aerobics classes, chorus, dance group, discussion groups, crafts, ceramics, bingo, bocce ball, shuffleboard, computer classes, card games, Senior games, art classes, domino games, Mah Jongg, intergenerational activities, Senior scrapbook, Senior Ozaukee Softball League, and more. Two month planner available on their website. Hosts congregate dining site Monday - Friday. (See FOOD for more information on the Senior Dining program.)

Port Washington Adult Community Senior Center

403 West Foster Street
Port Washington, WI 53074
262-284-5821

ci.port-washington.wi.us

Provides an array of programs and services to area adults 55 and better including physical wellness (fitness classes and more), enrichment (arts, computers, crafts and hobbies), education, travel adventures for day and extended tours, various leagues such as horseshoes, bocce, Wii Bowling and Eight Ball as well as social and networking opportunities. Hosts Ozaukee County Senior Dining Program Monday - Friday. (See FOOD for more information on the Senior Dining program.)

SENIOR CLUBS

Belgium Senior Citizens

American Legion Hall
655 Park Street
Belgium, WI 53004

*Wednesday
After congregate meal*

Meet to play cards and socialize after weekly congregate meal. (See FOOD for more information on the Senior Dining program.)

Mequon-Thiensville Recreation Department

11040 North Rangeline Road
Mequon, WI 53092
mtsd.k12.wi.us

262-238-7537

Classes and presentations for seniors, bus trips, afternoon activities such as: cards, games, movies, etc. Hosts congregate dining site Monday – Friday. (See FOOD for more information on the Senior Dining program.)

LEISURE ACTIVITIES/RECREATION

Senior Clubs (cont.)

Saukville Senior Friendship Club

Parkside Community United Church of Christ (Formerly St. Peter's UCC)
166 West Dekora Street, PO Box 80304
Saukville, WI 53080
262-284-0588

Thursdays
12:00 pm - 3:00 pm

Meet at same time/after weekly congregational meal. (See FOOD for more information on the Senior Dining program.)

MENTAL HEALTH SERVICES

Entities that offer services which include crisis intervention, psychiatric and psychological evaluation, individual counseling.

Advocates of Ozaukee

PO Box 80166
Saukville, WI 53080
262-284-3577-Office
262-284-6902-Crisis Line
(877) 375-4034-Crisis Line
262-284-8828-TTY Crisis Line

info@advocatesofozaukee.com
advocatesofozaukee.com

American Behavioral Clinic, SC

1240 West Ranchito Lane
Mequon, WI 53092
262-241-3231

info@americanbehavioralclinics.com
americanbehavioralclinics.com

Comprehensive Counseling Services

1317 West Grand Avenue
Port Washington, WI 53074
262-284-5789

compcounselingservices.com

COPE Services

Administrative Office
885 Badger Circle
Grafton, WI 53024
262-377-1477 - Office

Monday – Friday 9 a.m. – 5 p.m.
hotline@copeservices.org
copeservices.org

Hotline available 24 hours/7 days a week

262-377-2673
800-540-3139 – Northern Ozaukee

The COPE Hotline provides emotional support, crisis intervention and outreach services to residents of Ozaukee County.

MENTAL HEALTH SERVICES

Jewish Family Services - Counseling and Clinical Services

1300 North Jackson Street
Milwaukee, WI 53202
414-390-5800

jfsmilw.org

Bayshore Town Center
5800 North Bayshore Drive, Suite B215
Glendale, WI 53217
414-390-5800

Bradley Crossing Supportive Housing Community
4375 W. Bradley Road
Brown Deer, WI 53223
414-390-5800

NAMI - Ozaukee

National Alliance on Mental Illness
13460 North Port Washington Road
Mequon, WI 53097
262-243-3627

namiozaukee@gmail.com
namiozaukee.org

Provides community awareness and understanding of the issues affecting persons with mental illnesses and their families, improves the quality of life for those suffering and provides support for their loved ones.

Support Group

Christ Church 13460 North Port Washington Rd, Mequon 53097
1st Floor Education Room, left after entering church
7:00-8:00 pm (3rd) Thursday of the month
6:30—8:30 pm (4th) Tuesday of each month

Northshore Clinic and Consultants

W62 N248 Washington Avenue, Suite 207
Cedarburg, WI 53012
262-375-1116

Ozaukee County Department of Human Services

Counseling Center/Community Support Program/Comprehensive Community Services
121 West Main Street
Port Washington, WI 53074
262-284-8200
co.ozaukee.wi.us/humanservices

Monday - Friday
8:30 am - 5:00 pm
dss@co.ozaukee.wi.us

TRANSPORTATION

Cedarburg Senior Center Van Service

W63 N643 Washington Avenue
PO Box 49
Cedarburg, WI 53012
262-375-7644

*Van Available
Monday-Friday
8:00 am - 4:00 pm
ci.cedarburg.wi.us*

The Cedarburg Senior Center Van Service is a program of the Cedarburg Senior Center operated by the City of Cedarburg. It is not considered public transportation. The van service provides shared ride transportation for City of Cedarburg residents 55 years and older. The van service consists of one van driven by volunteer drivers. Reservations must be made 24 hours in advance by calling the Cedarburg Senior Center. The user donation requested is based on the rider's destination. The van travels up to 15 miles outside the city limits of Cedarburg. The van operates as a "curb service."

Interfaith Caregivers of Ozaukee County

885 Badger Circle
Grafton, WI 53024
262-376-5362

*info@interfaithozaukee.org
interfaithozaukee.org*

Transportation provided to seniors, including those with limited mobility, who reside in Ozaukee County. Trained volunteers provide transportation in their own vehicles or our wheelchair van at no cost to the clients, both within and outside of Ozaukee County. Clients must pre-register for assistance. A three-business day notice for transportation is required.

LifeStar Emergency Medical Services

108 West Decorah Road
West Bend, WI 53095
262-375-8911- Cedarburg
262-335-2911- West Bend
262-338-9798 - Non-Emergency Transport
888-333-2911

lifestar-ems.com

LifeStar provides emergency and non-emergency transportation to the ill and disabled. Services provided throughout Ozaukee County and surrounding counties.

MTM Transportation

Medicaid and BadgerCare Plus non-emergency transportation broker system

Reservation Line: 1-866-907-1493

Where's My Ride Line: 1-866-907-1494 – If you have been waiting longer than 15 minutes for your ride.

We Care Line: 1-866-436-0457 (Complaints/service issues)

TRANSPORTATION (Cont.)

NMotion Medical Transportation Inc.

4705 Triangle Street
Mc Farland, WI 53558
608-473-1477

nmotionmt.com

Provides Non-Emergency Medical Transportation serving WI and neighboring states offering stretcher, wheelchair and ambulatory patients' safe on-time transportation to and from medical appointments and hospitals including discharges, dialysis centers and site-to-site transport. Transport Covid-19 cases

Ozaukee County Express

741 West Oakland Avenue
Port Washington, WI 53074
414-344-6711
262-284-8108

*Schedule available online or by calling
ozaukeetransit.com*

The Ozaukee County Express provides commuter bus service between Ozaukee County & downtown Milwaukee. The Ozaukee County Express serves six park-ride lots in Ozaukee County and links with numerous bus stops in downtown Milwaukee.

Ozaukee County Shared Ride Taxi

741 West Oakland Avenue
Port Washington, WI 53074
262-238-8294
262-284-8294
262-284-0199-TTD

*5:00 am - 10:00 pm
Saturday 8:30 am - 10:00 pm
Sunday 8:00 am - 6:00 pm*

ozaukeetransit.com

The Shared Ride Taxi service serves all of Ozaukee County. 24 hour advance notice for trip arrangements is encouraged. All same-day trips will be accommodated if at all possible. Taxis arrive with a half hour of scheduled pick-up time. Request ADA vehicle when calling. Rides can be shared.

Ozaukee Family Services

885 Badger Circle
Grafton, WI 53024
262-376-7774

ozaukeefamilyservices.org

Transportation for senior citizens within Ozaukee County. Must be able to get in and out of a car independently. 5-7 day notice preferred. Rides are based on volunteer availability.

Paratech Ambulance Service

9401 West Brown Deer Road
Milwaukee, WI 53224
262-820-1111-Ozaukee County
866-525-8888
414-365-8900-Corporate Office

paratechambulance.com

TRANSPORTATION (Cont.)

Rides About Town L.L.C

Port Washington, WI 53074

414-305-9578

Email at: info@ridesabouttown.com

Door to Door private service and driver is able to stay with you at appointments or on errands. Rates based on distance and time. Is able to travel outside of Ozaukee County.

Transtar Medical Transport

120 West Main Street, PO Box 509

Campbellsport, WI 53010

800-972-8080

920-533-3800

contact@transtarmedical.com

transtarmedical.com

Wheelchair van transportation service for medical appointments, hospital admissions and discharges, social and family functions. Door to door service with wheelchair accessible vehicles available. 24 hour notice required or two hours for emergencies. Servicing all of southeastern Wisconsin.

Veterans Services - Transportation

121 W Main St.

Port Washington, WI 53074

262-284-8326

Door to door service for **Ozaukee County veterans** with medical appointments at the VA Medical Center in Milwaukee. Notice of 3-5 business days requested. Wheelchair accessible and ambulance transport available as needed. \$10 co-pay.

VOLUNTEER OPPORTUNITIES

Ozaukee County offers a variety of opportunities for individuals who are able to offer their time and talents to volunteer. Not for profit agencies thrive with the help of dedicated volunteers. Please refer to the list that follows to gather more details on the volunteer opportunities that exist in our community.

Aging and Disability Resource Center of Ozaukee County

121 West Main Street, PO Box 994

Port Washington, WI 53074

262-284-8120

Monday-Friday

8:30 am - 5:00 pm

adrc@co.ozaukee.wi.us

co.ozaukee.wi.us/adrc

Volunteers are needed to help deliver Home Delivered Meals, to set up and serve at dining centers.

COPE Services

885 Badger Circle

Grafton, WI 53024

262-377-1477 (office)

262-377-2673 (Hotline)

hotline@copeservices.org

copeservices.org

Volunteer Opportunities (Cont.)

COPE Services (Cont.)

COPE's trained volunteers anonymously provide confidential supportive listening and crisis intervention. Flexible hours between 9:00 am and 9:00 pm to volunteer Monday – Thursday and 9:00 am – 6 pm on Friday.

Training sessions are offered 2 times a year. Training includes 12 hours of classroom work and 6 to 8 hours of online training. Anyone interested in becoming a volunteer listener should call the administrative office, 262-377-1477, to arrange an interview.

Interfaith Caregivers of Ozaukee County

885 Badger Circle
Grafton, WI 53024
262-376-5362

info@interfaithozaukee.org
interfaithozaukee.org

Driven to Serve and Spring into Action: Become an Interfaith Caregivers of Ozaukee County Volunteer. Touch the lives of others by driving a senior to their medical appointments, grocery shopping and running essential errands. Volunteers also provide non-medical respite care and home visits. Volunteer on your time. Training is required.

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