



# Lakeland Care District

Fall, 2011

## Special points of interest:

- LCD's Answering Service
- Dear Aunt Bea
- Family Caregivers: A Valued Resource
- Three Counties, One District
- Apple Muffin Recipe
- Fall Word Search
- LCD Members Spotlight
- Winter Safety: Colder Temperatures are here!

## From the CEO

Dear Lakeland Care District Members: Welcome to the Lakeland Care District's (LCD) Fall, 2011 newsletter! This edition of the newsletter includes information about keeping safe and healthy as the seasons change; how to protect yourself from catching the flu; Ask Aunt Bea, advice and resources for family caregivers, and other items.

You'll also find more information about the Lakeland Care District (LCD). The LCD is proud to provide you and about 2,650 other members in Fond du Lac, Manitowoc and Winnebago Counties with care management services through the Family Care program. We do this in partnership with hundreds of direct service providers located in and around your community. Family Care continues to improve over time, which is important so that we can provide even better services to you and all of our members. Though we may still be new in working with you, please know that whenever you have questions or concerns you can share them with us. Your care manager and nurse are a good place to start, but you can also contact their supervisors anytime by calling the local office, or you can call me at the number under my name below.

You may have been hearing news lately

about the enrollment cap for Family Care. The state has stopped program growth for a period of time, but people who are eligible may still receive long term care services during this time when spaces open up from people who are currently in programs. During this time, the LCD will still continue to provide you with the care and supports you need.

Every year, the Lakeland Care District sends out its Member Handbook with information about the LCD and other Family Care topics, including your rights and responsibilities as a Family Care member. We're putting the final touches on our new Handbook, and you will receive the new edition later this year.

Please keep your Handbook within reach so it can be a resource for you throughout 2012. Finally, a note about these newsletters: our goal is to make them useful to you. If you have any suggestions or comments on how we can make this a better resource for you, please let us know!

Have a safe and enjoyable fall season,

Katie Mnuk, CEO  
Lakeland Care District  
(920) 906-5100

## LCD's Answering Service - Your Resource After Hours

By: Linda Mintner

As a Lakeland Care District (LCD) member, you work with the other members of your Interdisciplinary Team to determine any services that will be approved to support your outcomes. The term describing approval of these services is "authorization."

This is typically done during LCD's regular office hours, but sometimes you may need services approved outside of business hours. Since services must be approved by the LCD before they can be delivered, we provide needed access to authorizations at all hours, through an answering service.

During regular business hours (Monday through Friday, 8 a.m. to 4:30 p.m.) you should always use our main local numbers to contact the LCD:

Continued on Page 2...

## Protect Yourself from the Flu

By: Linda Mintner

Now that summer is over and the chill of fall is in the air, it is time to protect yourself from the flu. Here are a few helpful tips to keep in mind:



- ⇒ Get a flu shot
- ⇒ Wash your hands often
- ⇒ Avoid visiting people who are sick
- ⇒ Stay home if you are not feeling well
- ⇒ Cough and sneeze into your elbow

The flu can be easily spread from person to person; protecting yourself is the key to staying healthy! Talk with your nurse if you have any questions.

### Continued from Main Page.... [Answering Service Article]

(920) 906-5100 for the Central Office (Fond du Lac County)  
(920) 652-2440 for the East Office (Manitowoc County)  
(920) 456-3200 for the West Office (Winnebago County)

If you need immediate assistance at any time other than the regular office hours, you can call:

920-906-5177                      local call in Fond du Lac County

866-359-9438 toll free for locations outside of Fond du Lac County.

If you as a LCD member call the answering service, they will ask your name, where you live, the reason for your call, and a phone number where you can be reached. If a response is needed right away, the answering service will contact the LCD staff who are on call, and they will call you back. All on call staff are able to provide immediate authorizations for services, even if they are not your regular care manager or nurse.

For questions that don't need an immediate response, a message will be sent to your team to address the next business morning. If you simply want to leave a voice mail message for your team, it's always best to call their direct line or the main office number and not the after-hours number.

In a true emergency, always call 911 first. Please follow up with your care manager or nurse after the emergency has been addressed.

## Dear Aunt Bea....

*Aunt Bea is here to help you understand Family Care and answer your lingering questions. Please send questions to anyone at the Lakeland Care District, so Aunt Bea can respond.*

**Dear Aunt Bea,**

**I like working with my Lakeland team, but I don't know why I need both a care manager and a nurse. Can you explain why there's two Lakeland Care District people on my team?**

**Curious in Manitowoc**

Dear Curious,

Family Care is designed to provide you with the most effective and cost-effective services to meet your needs and outcomes. Our goal is to help you stay healthy and safe, and that's where having a nurse on your team means even better care for you. You may have heard that "an ounce of prevention is worth a pound of cure." The nurse helps you by learning about your health needs and giving you tips on how to stay healthy, especially with any conditions you may have such as diabetes or high blood pressure. Your nurse will also help you keep track of how and when to take your medications, and can help you decide when you need to call your doctor about a problem. Keeping you healthy can help you live in your home as long as possible.

Lakeland's RN and Care Manager are a strong team that works together with you to help you be healthier, stay safe and have a good quality of life.

Truly,  
Aunt Bea

According to a 2011 report by AARP, there are more than 66 million family caregivers in the United States. Many of these caregivers are supporting an older adult either in their own family or someone else's family. In today's busy world this means potentially working two full time jobs; one to earn a living and one to support a loved one. You are considered a caregiver if any one of the following statements is true for you:

You provide hands on care to someone such as bathing, dressing, feeding and/or supervising them to assure their health & safety.

You provide indirect care to someone by delivering meals, providing transportation, helping another with their financial matters or simply calling or checking in on someone to assure they are doing well.

You have concerns someone you know is not caring for themselves.

It is important for family caregivers to receive support and recognition for what they do in order to avoid feelings of exhaustion and burnout. After all, caring for a loved can be physically and emotionally stressful; it is essential for the caregiver to learn how to care for themselves.

The **Wisconsin Association for Area Agencies on Aging** maintains a statewide website and toll free number available for anyone in a caregiver role who wishes to talk with someone or investigate resources that may be available for the individual they are caring for. Whether you are caring for an aged family member, friend or are supporting a young person aged 19-59 who has a physical or developmental disability, help is just a call or click away. Call toll-free at 1-866-846-9810 or go to their website [www.wisconsinicaregiver.org](http://www.wisconsinicaregiver.org) Throughout the Lakeland Care District, there are several avenues available to provide assistance to caregivers through information, resources and/or support groups.

In the Manitowoc area, contact the Aging & Disability Resource Center (ADRC) at 1-920-683-4180

In Winnebago County, contact the County Caregiver Coalition at either 1-920-231-9520 or 1-920-232-5300

In the Fond du Lac area, contact County Caregiver Resources at 1-920-929-3115

Connecting with other caregivers can be emotionally and spiritually rewarding. Talking with others who are in similar situations allows you to share fears, concerns, and at times, frustrations. It also encourages you to network with others and to problem-solve. Additionally, connecting with other caregivers can provide you with hope and help you realize you are not alone in this important role.

## Three Counties - One District

By: Katie Mnuk

Ever wonder why the Lakeland Care District (LCD) grew to serve people in two more counties? The LCD was created to provide your services more cost-effectively. We do this by limiting the number of staff needed to support our care teams who work directly with you. While your care manager and nurse are based locally in your county, other LCD staff perform duties for all of our members from our Central office. So, where do you call with questions?

With questions about your **care or services**, you should always call your local office first to talk with your teams. The phone numbers for those offices are listed below.

With questions about your **room and board or cost share** bills, please call our Central Office. If you live in the Fond du Lac area, dial our local number: 906-5100. In Manitowoc or Winnebago Counties call toll-free at (877) 227-3335.

When in doubt, always call your local office at the number listed below, and ask the person who answers the phone to direct you.

Whenever you have an emergency, dial 911.

LCD Central / Fond du Lac: 920 906-5100

LCD East / Manitowoc: 920-652-2440

LCD West / Oshkosh: 920-456-3200

## Apple Muffins

2005, Ellie Krieger, All Rights Reserved  
Healthy Appetite with Ellie Krieger (The Big Freeze)

### Ingredients:

- Cooking Spray
- 3/4 cup plus 2 tablespoons packed brown sugar
- 1/4 cup chopped pecans
- 1/2 teaspoon ground cinnamon
- 1 cup all-purpose flour
- 1 cup whole-wheat pastry flour
- 1 teaspoon baking soda
- 1/2 teaspoon salt
- 1/4 cup canola oil
- 2 large eggs
- 1 cup natural applesauce
- 1 teaspoon vanilla extract
- 3/4 cup lowfat buttermilk
- 1 Golden Delicious apple, peeled, cored and cut into 1/4 inch pieces.

### Directions:

1. Preheat oven to 400 degrees F. Coat a 12 capacity muffin pan with cooking spray.
2. In a small bowl, mix together 2 tablespoons of the brown sugar, the pecans and cinnamon.
3. In a medium bowl, whisk together the all-purpose flour and the whole-wheat flour, baking soda and salt.
4. In a large bowl, whisk the remaining 3/4 cup sugar and oil until combined. Add the eggs, 1 at a time, whisking well after each addition. Whisk in the applesauce and vanilla.
5. Whisk in the flour mixture in 2 batches, alternating with the buttermilk. Whisk just until combined. Gently stir in the apple chunks.
6. Pour the batter into the prepared muffin pan and sprinkle with the pecan mixture. Tap the pan on the counter a few times to remove any air bubbles. Bake for 20 minutes or until a wooden pick inserted in the center of one of the muffins comes out clean.
7. Let cool on a wire rack for 15 minutes. Run a knife around the muffins to loosen them and unmold. Cool completely on the rack.

## Fall in Wisconsin Word Search

E	P	Y	D	R	S	F	G	Q	Z	X	J	H	P	A
F	L	U	W	Y	M	T	C	A	D	F	E	E	D	F
W	E	P	M	N	V	L	S	X	R	C	T	G	M	D
X	A	P	P	P	G	M	E	Y	D	N	I	W	J	Y
I	T	E	M	A	K	Y	B	A	Q	Y	Y	R	K	Y
H	R	O	F	O	R	I	L	I	V	S	H	F	U	A
O	E	P	Y	C	A	U	N	B	E	E	T	C	H	C
E	E	W	O	L	S	Y	Z	Q	Q	O	S	N	Q	S
Y	S	F	F	G	L	Y	B	L	O	P	E	L	M	U
J	U	B	X	H	C	I	B	T	Z	Z	V	N	C	F
M	U	E	E	L	P	P	H	I	W	H	R	L	E	M
D	F	P	N	Y	K	S	V	C	G	O	A	D	Z	U
J	N	M	U	T	U	A	N	I	C	C	H	Y	Y	L
X	W	Q	E	S	E	T	V	A	X	Y	O	L	D	G
R	R	R	H	S	Q	E	J	S	C	L	B	I	A	E

ACORN  
TREES  
PUMPKIN  
LEAVES  
WINDY  
HAY  
AUTUMN  
CHILLY  
HARVEST  
APPLE

## Member Spotlight: What Did you Do This Summer?

By: Linda Mintner

**Kristina Kurth**

"Placed 2nd in the 2011 Manistowoc County Fair showing my pedigree Holland Lop rabbit named Silver."

**Bob Lichtenberg**

"Went charter fishing on Lake Michigan & caught 12 fish! 4 Salmon & 8 rainbow Trout!"

**Donna Turek**

"Went to her granddaughter's graduation party."

**Ralph Bonfigt**

"Enjoyed going on the Able Trek Tours to see shows and listen to music."

**Wayne Bonfigt**

Enjoyed the Able Trek Tours too. He loves the musical shows.

**Brian Holschback**

Went on the Badger Ferry with his friends for an annual trip.

**Howard Theilan**

Loves going to the stock car races. He will be attending the 13th Annual Tractor Show too.

**Barbara McCarty**

Enjoys going down to the lakeshore to have lunch and play dominoes with friends.

**Evelyn Lyons**

Went to Michigan to visit with her Godfather.

## Member Spotlight Continued.....



**Ronald Hickman**  
Enjoys going to the stock car races in Manitowoc.



**Tracey Rousar**  
Went to Indiana & Ohio for a visit with her friends. While in Ohio went to the Spaghetti House for dinner.



**Betty Greene**  
Went for a ride on the Ducks in the Wisconsin Dells and fed the giraffes too!



**Adam Kohls**  
“Went fishing with **Fishing Has No Boundaries** & caught a string of fish. Some perch & one blue gill! “



**Megan Smith**  
Got a job in the community working in a kitchen setting. She loves her work!



**Billie Neis**  
Went to State for Bocce Ball and has attended a Brewers game.



**Jim Altmann**  
“Went to see the Milwaukee Brewers play baseball.”



**Adam Bickelhaupt**  
“Moved into his own apartment and works part time in the community.”



**Jacob Berg**  
“Went to CA on vacation with his family & visited San Francisco, Yosemite National Park & Lake Tahoe”

## Colder Temperatures are Coming!

By: Linda Mintner



It's time to start thinking about winter safety as colder weather approaches in Wisconsin. Taking steps to prepare now will help keep you healthy and safe during the cold weather months.

Here are ways to enjoy the winter season while keeping yourself safe:

- Listen to the radio or watch TV to know what to expect from the weather.
- Cover sensitive and exposed areas, like your hands and face, when you go out.
- Dress in layers, but stay away from wearing silk, acrylic and cotton next to your skin since these materials hold in moisture and keep your body cooler
- Eat a well balanced diet made up of healthy foods such as fruits, vegetables, grains and dairy products.
- Drink lots of non-alcoholic beverages to stay hydrated; water, fruit juices, coffee, tea and milk are good choices.
- Avoid walking on icy surfaces; walk on clean surfaces to avoid slipping or falling.
- Keep yourself fit and exercise in your home.
- Avoid people who are sick or who have a cold.
- Wash your hands often.
- Get plenty of rest.

Take precautions against hypothermia; a condition that results when your body's temperature drops below 95 degrees. Avoid the risk of developing hypothermia by:

- Not staying out in the cold for extended periods of time.
- Wear clothes that keep you warm & dry as you brave the elements.
- Keep your apartment or home heated appropriately.

Be aware of the warning signs of hypothermia:

- Constant shivering
- Slurred speech
- Confusion
- Clumsiness or difficulty with coordination
- Drowsiness
- Slowed breathing
- Slowed heart rate
- Inability to walk a straight line

Symptoms of hypothermia tend to come on slowly and may not be noticed right away. To be safe, do your best to limit the amount of time you are outside when the weather is really cold.

### Contact Information:

**Central - Fond Du Lac Office**  
**(920) 906-5100**

**East - Manitowoc Office**  
**(920) 652-2400**

**West - Winnebago Office**  
**(920) 456-3200**

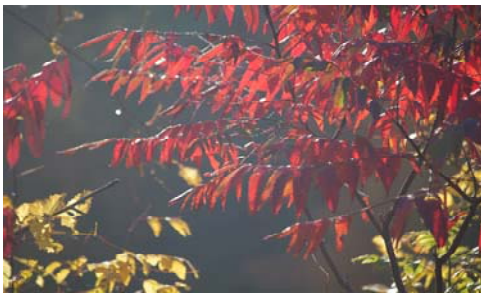
**LAKELAND CARE  
DISTRICT**

N6654 Rolling Meadows Drive  
Fond Du Lac, WI. 54937

(920) 906-5100

We Are Online  
[www.Lakelandcaredistrict.org](http://www.Lakelandcaredistrict.org)

## Upcoming Board of Director Meetings



**November 16, 2011 (Fond du Lac office)**

**December 21, 2011 (Manitowoc office)**

**\*\*\*2012 Board of Director Meeting dates to be announced.**

## Board Members

**Jim Brey (Manitowoc County)**

**Judy Goldsmith (Fond du Lac County)**

**Jim Koziczkowski (Winnebago County)**

**Judy Ruggirello (Manitowoc County)**

**Bob Ziegelbauer (Manitowoc County)**

**Allen Buechel (Fond du Lac County)**

**Mark Harris (Winnebago County)**

**Todd Moely (Fond du Lac County)**

**Ken Stoffel (Winnebago County)**