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*Come for a visit!*

*On the web...*

[www.northernbridges.com](http://www.northernbridges.com)

*At our board meetings...*

Our Board of Directors meet monthly. Check our website for dates and times.

**CONTACT US:**

For general questions, please call toll free 1-866-306-6499.

For newsletter questions or comments call 715-635-3122 Ext. 1817 or email: [jjoyce@northernbridges.com](mailto:jjoyce@northernbridges.com)

**NorthernBridges'  
Mission**

***Providing our members  
the best life possible***

## Member Thankful for the Gift of a New Furnace

With winter on her doorstep, 90-year-old Esther Schott was worried. After repeated tries, a repairman said her furnace could not be fixed. "I would lay awake at night and listen for it to try to go on," she said. "Sometimes it would and sometimes it wouldn't. Finally, it didn't work at all."

For three weeks Esther had no heat, other than space heaters, and no idea how she could afford a new furnace. Her son, Richard Schott, decided to call NorthernBridges.

Richard contacted Jacky Helgeson, his mother's care manager from NorthernBridges.

"Jacky is my hero," said Richard with a smile. "When we have a problem, we call Jacky and she gets it solved."

Jacky had heard that the Lennox Company was giving a new high-efficiency furnace, including free installation, to one lucky resident in each Wisconsin county. With just one week before the deadline, Jacky applied. Esther was selected as the Rusk County recipient.

"When she called to let me know, she was giggling," said Jacky. "It was wonderful. We felt like we had won the lottery."

Esther is now resting a little easier in the cozy farmhouse she has called home for 60 years. "I don't have to worry about whether or not I'll have heat," she said. "The new furnace is wonderful."



***Esther Schott and her son, Richard.***

## **Member Representatives Needed for Board of Directors**

### **\* Extended Application Submission Deadline**

The Northwest Long-Term Care District (NorthernBridges) Board of Directors is currently recruiting for two qualified consumer directors to fill mid-term vacancies.

Five consumers serve on the Board of Directors. A Consumer Director must be a person or a family member/guardian, or an advocate of persons who are in one of the three Family Care target service groups:

- 1) frail elders
- 2) those with physical disabilities
- 3) those with developmental disabilities

All persons who feel they have the qualifications may apply. Also, please feel free to nominate or share this information with potential applicants you feel would fulfill the role of a consumer director in an excellent manner.

To request an application packet, including further background information on NorthernBridges and Board Member responsibilities and time commitments, please promptly contact Colleen Dressen at 15954 River's Edge Drive, Suite 300, Hayward, WI 54843, phone: (715) 934-2266.

## **Questions From Our Members**

*Please send your questions to NorthernBridges "Member Newsletter,"  
514 Service Road, Spooner, WI 54801*

**Question:** What should I do if I am not satisfied with my services or a service I request is reduced or denied?

**Answer:** You have many ways to get help if you do not agree with NorthernBridges or if you have a problem with our services.

If you are not satisfied with your care or treatment, you should first talk with the NorthernBridges' care managers on your team.

If you do not want to talk with your team, you can call our Member Rights Specialist toll free at: 1-866-306-6499, TTY 1-800-947-3529, or email [madvocate@northernbridges.net](mailto:madvocate@northernbridges.net)

A Member Rights Specialist can help you write a grievance or appeal.

You can learn more about the appeal or grievance process in your Member Handbook.

## **Member Recognized for 20 Years on the Job**

Congratulations to NorthernBridges member George Kunderinger who was recently recognized for 20 years of service at the Park Falls Hardee's. George has worked at Hardee's since the day it opened in Park Falls in 1990. He works 5 days a week and takes great pride in his work, as well he should.

George received a \$100 gift card and certificate from Hardee's which said, in part, "Your 20-year anniversary is a milestone that we are proud to recognize. Your perseverance and dedication are key ingredients to our success."

George has been a member of NorthernBridges since 2009. Like many of our members with disabilities, George wants to be productive and proves he can be through his hard work and reliability.

"You can count on George," said his sister and guardian Alice Kempen. Alice admitted she was concerned when she first heard George would no longer receive services from the county, but from NorthernBridges. "Any change can be hard," she said, "but I feel it's all working out well."



**George Kunderinger and his sister Alice.**

# Dealing With Grief and Loss

Mary Updike, a NorthernBridges' Rice Lake Care Management Supervisor, gathered these tips from her years of experience as a hospital and hospice social worker.



Grief is a natural response to the loss of something or someone you love. How you grieve depends on your personality, life experience, faith, and the nature of the loss.

The grieving process takes time and healing is gradual. There is no "normal" timetable for grieving.

## Common Symptoms of Grief

Shock, disbelief, sadness, guilt, anger, fear, fatigue, weight gain, and sleeplessness are common symptoms of grief. You may feel like you're going crazy or question your religious beliefs.

## Get Support

The single most important thing in healing from loss is having the sup-

port of other people: do not grieve alone. Turn to friends, family, faith, join a support group or talk to a therapist or grief counselor.

**Face your feelings.** Avoiding the feelings of sadness and loss only prolongs the grieving process and can lead to depression, anxiety, substance abuse, and health issues.

**Express your feelings.** Write about your loss in a journal or in a letter of things you never got to say; make a scrapbook celebrating the person's life; or take up a cause that was important to him or her.

**Look after your health.** Get enough sleep, eat right, and exercise. Don't use alcohol or drugs to numb your grief or lift your mood.

**Don't let anyone tell you how to feel.** Let yourself feel whatever you feel and let go when you're ready.

**Plan ahead for grief "triggers."** Anniversaries, holidays, and milestones can pack an emotional wallop, which is completely normal.

**When grief doesn't go away**  
It's normal to feel sad, numb, or angry following a loss. But as time passes, these emotions should lessen as you accept the loss and start to move forward.

If you aren't feeling better over time, remember that friends, family, or your NorthernBridges care team are there for you to talk to.

## Ladysmith Business Makes Donation to NorthernBridges

The Ladysmith hub was grateful to accept for NorthernBridges a donation of \$200 made by the employees of Weather Shield Manufacturing. The company is one of the nation's leading window and door makers with manufacturing facilities in Ladysmith and Park Falls.

The donation was made through the company's LITE foundation--Lives Inspired Through Employees--which uses employee contributions, pledges and company-matched funds for a variety of community assistance projects.

"The staff at the Ladysmith hub appreciate this community support," said Shirley VanDam, Care Management Supervisor. "Assistance, such as this grant, helps us support our members by providing some services that may not be included in the Family Care benefit package."

## Please Share Your Stories With Us

If members, family, or friends would like to share stories, healthy recipes, caregiving tips, poems, or any other thoughts, please drop us a line. We will post in this newsletter or on our website in the "Members" section at: [www.northernbridges.com](http://www.northernbridges.com)

or write us at:

NorthernBridges  
"Member Newsletter"  
514 Service Road,  
Spooner, WI 54801



15954 Rivers Edge Drive  
Suite 300  
Hayward, WI 54843

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*Providing members the best life possible.*

## NorthernBridges' Hub Locations

**Rice Lake** / Barron Co.  
2900 College Drive  
Rice Lake, WI 54868  
715-234-1050  
Toll Free 866-994-7484

**Superior** / Douglas Co.  
3631 Tower Avenue  
Superior, WI 54880  
715-392-2288  
Toll Free 877-307-2288

**Hayward** / Sawyer Co.  
15735 US Hwy. 63  
Hayward, WI 54843  
715-934-2282  
Toll Free 877-934-2282

**Centuria** / Polk &  
Burnett Counties  
1001 State Hwy. 35  
Centuria, WI 54824  
715-646-1477  
Toll Free 866-751-3147

**Spooner** / Washburn  
& Burnett Counties  
514 Service Road  
Spooner, WI 54801  
715-635-3122  
Toll Free 877-635-3122

**Ashland** / Ashland &  
Bayfield Counties  
400 3rd Avenue W.  
Ashland, WI 54806  
715-682-1024  
Toll Free 877-434-1025

**Park Falls** / Price  
& Iron Counties  
896 4th Avenue South  
Park Falls, WI 54552  
715-744-2888  
Toll Free 877-857-0696

**Ladysmith** / Rusk Co.  
1500 Port Arthur Road  
Ladysmith, WI 54848  
715-532-3040  
Toll Free 866-532-6534