

## Remote Supports

This document serves as a resource for providers, participants, guardians, and/or family members to understand the modalities, qualifications, and conditions necessary for someone to act as a provider for Remote Supports.

Remote Supports is the use of technology for a provider to assist a participant from another location via live two-way communication. It allows a provider to monitor a participant's health and safety without being physically present through equipment such as sensors and alerts that generate real-time data.

Remote Supports are not used for continuous supervision of a participant.

## Participants

Participants enrolled in Remote Supports may be:

- A. Individuals transitioning to independent living;
- B. Those who want more privacy while maintaining support; or
- C. Families seeking additional assistance for their loved ones.

## How it Works

- A. The participant and/or their guardian requests Remote Supports.
- B. The provider assesses the participant with input from their Person-Centered Plan (PCP) Team to ensure an informed choice about equipment that will meet their individual needs.
- C. Once the type of equipment is determined, the participant and/or guardian will determine where the equipment will be placed in the home.
- D. Equipment must be capable of one or more of the following:
  - 1. Two-way communication;
  - 2. Safety alerts and monitoring; or
  - 3. Scheduled and on-demand support.
- E. The provider is responsible for participant and staff training on how to operate the equipment, as well as any equipment maintenance.

Contact your Service Coordinator for additional information.