

Remote Support **FACTS**

What is remote support?

The use of technology to support a person in their home and make sure they are safe.

Why use remote support?

Remote support promotes independence. It allows people to be both alone and safe in their homes.

Assistive technology

Many different things are called assistive technology. They range from wheelchairs to communication devices, and they are used to increase or maintain a person's abilities. Remote support is different because it promotes independent living, rather than assisting with a specific task.

Remote support equipment

A person with a disability and their team can create a remote support system that works best for them. Sensor technology can be used, even when a camera is not used. Sensors are electronics that send messages to a support person when someone needs help or a reminder. For example: a remote support worker may get a message, if someone burns their popcorn and it creates smoke. Sensors can be hidden and are easy to use.

Conclusion

Remote support helps people live safely at home without having someone else there. Teams should talk about the option of remote supports, before placing support staff in the home.

[Click here for the Home and Community-based Services waiver - remote supports rule](#)

Spending time with people is an important part of caregiving. Technology does not replace the support provided by people. However, this technology does give support workers more time to spend with those who have the most need.



All waivers support remote services



Support people are always available



Remote support vendors will teach customers how to use the equipment

Frequently Asked Questions

How do I know if I am able to use the service?

People in Ohio with developmental disability waivers are able to use remote support. They should talk with their team to find out if remote supports can meet their needs.

What do remote support workers do at work?

Remote support workers are focused on the people they serve. They will watch their computers and are ready to help, and are available if someone needs to talk.

What happens if the power goes out?

The remote supports provider has backup power. If there is still not enough power, then a support person will be sent to that home.

What happens if there is an emergency?

If there is an emergency, the remote support vendor will call 9-1-1. A support person will also be called and come to the home. While the person waits, a remote supports worker will keep talking to the person until the emergency worker and support person arrive.

Who is able to turn off the equipment?

Only people who are allowed can turn off remote supports equipment. These people are listed in the Individual Support Plan.

How do I know my information is safe?

Access to the technology is only given to people who need it. The computer's information can only be read by people who know the answers to questions the computer asks.

Research

The Ohio State University Nisonger Center conducted focus groups and phone interviews with 53 participants, including adults with developmental disabilities who currently use or previously used remote support and their guardians.

Privacy

Nearly 9 out of 10 respondents reported feeling some or lots of privacy in the home

Safety

Safety was the #1 most endorsed response when asked “what do you like about remote support?”

Independence

Greater independence was the #1 most endorsed response when asked “How is your life different since using remote support?”

FOR MORE INFORMATION, CONTACT:

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