

# Remote supports **FACTS**

## What is remote support?

When electronic equipment is used to support a person from a distance, we call that remote support.

## Why use remote supports?

Remote supports promote 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.

## Electronic equipment

A person with a disability and their team can create a remote supports system that works best for them. A video camera is only used when a person has decided that it can meet their needs. But a camera is not always used.

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. For example: a support person may get a message if someone burns their popcorn and it creates smoke. Sensors can be hidden and are easy to use.

## Conclusion

Remote supports 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 to help**



**Remote service providers will teach customers how to use the equipment**

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## Waivers

All Ohio waivers for people with developmental disabilities support remote supports services and equipment. Each waiver has different rules about how to pay for these services. Equipment cannot cost more than \$5,000 every year.

### Self Empowered Life Funding (SELF) waiver

When the SELF waiver is used, the total cost of services and equipment cannot be more than \$40,000 every year.

### Level One Waiver

When a person uses a Level One waiver, the cost of services and equipment cannot cost more than \$7,500 every three years.

### The Individual Options Waiver (I-O)

The I-O Waiver does not have a limit on the amount of money that can be used for remote supports services.

**Remote Support Services:**  
The use of technology to support a person in their home and make sure they are safe.

**Remote Supports Equipment:**  
Remote supports uses technology that can send a message very fast. Equipment includes things like door sensors, seizure mats, and cameras. People who use this equipment are always able to talk to support people from home

Remote support is a service someone could use during times when they do not have a support person working in their home. Sometimes the best support comes from people working in the home. However, other times, having people in the homes of people with developmental disabilities might unintentionally encourage reliance on others. Remote monitoring gives people the chance to do more on their own, while remaining healthy and safe.

## 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 supports. 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 in case of an emergency, or 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 supports provider 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.

For more information on remote supports, visit:

<http://codes.ohio.gov/oac/5123:2-9-35> or [seekrule5123:2-9-35](http://seekrule5123:2-9-35)

The mission of The Ohio State University Nisonger Center is to improve the lives of people with developmental disabilities and their families.

Even though a lot of people can use remote supports, only a small number of people are using it. This project aims to find out why so few people use remote supports services.

The project will also help us tell more people about remote supports and find ways to improve the technology.

Remote support services can help many people with developmental disabilities to become more independent.

### FOR MORE INFORMATION, CONTACT:

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