



Disability Cocoon
a technology movement

EVERYTHING YOU NEED
TO KNOW ABOUT

remote supports

Prepared by Disability Cocoon
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into

SECTION X



YOU CAN DO THIS

what you should take away

1

THE BASICS

3

IMPLEMENTATION

2

**PREPARING -
SETTING GOALS**

4

**ONGOING
EVALUATION &
SUPPORT**

MEET ROSIE

AND HER MOTHER GAIL

ROSIE

Is a mid 20s woman with cerebral palsy that experiences severe anxiety. She has the same goals and desires of any 20ish year old woman. She has lived with her mother and in a 24/7 supported living home with roommates. Rosie wants to live alone, but will get very nervous if left alone unsupervised.

GAIL

Has spent her entire life focused on Rosie's needs. She wants to see her daughter grow, but has some serious concerns about her current living situation. Rosie's Waiver is not adequate to fund the supports she needs to live alone. Gail isn't capable of having Rosie move back home with her.



learn

SECTION 1



IT ALL START WITH THE PERSON

this isn't about technology

it's about meeting the person's needs in the manner they choose,
and changing how we define support
(support doesn't have to = caregiver)

it's about outcomes

**FOR ALL OF THESE PEOPLE LISTED BELOW -
THE PERSON'S NEEDS, DESIRES, AND
PREFERENCES SHOULD BE AT THE CORE OF
ALL DISCUSSIONS; NOT THE TECH**

THE PERSON

Empowered

Independent

Choice in service

THE AGENCY

Tool for independence

Address workforce
issues

THE TEAM

New options for
independent living

Next phase in
community livig

THE PERSON

GOALS, POSSIBILITIES, DESIRED
OUTCOMES, LIMITATIONS, RISKS,
ETC - FOR: _ _ _ _ _

This is not about technology

Bend the technology to meet the person's goals

Focusing on outcomes



The background is a dark, moody photograph of a modern interior space. It features a brick wall on the left, a tall floor lamp, a large vase, and a sofa on the right. The overall aesthetic is contemporary and minimalist. Four orange lines are overlaid on the image: a vertical line on the left, a horizontal line at the top right, a horizontal line at the bottom left, and a vertical line at the bottom right.

REMOTE SUPPORTS

what it is & what it is not

1

AN ARRAY OF DEVICES IN
THE PERSON'S HOME



2

LINKING THEM TO AN OFF-SITE CAREGIVER
TRAINED ON THE PERSON'S NEEDS



3

A LOCAL BACK-UP PERSON
THAT CAN QUICKLY
GET TO THE HOME
WHEN/IF NEEDED



1

AN ARRAY OF DEVICES IN THE PERSON'S HOME



PERSON'S NEEDS AT THE CORE OF HOW ALL THIS IS STRUCTURED

- cameras
- two-way audio/video communication
- door/window sensors
- motion detectors
- smoke/co detector
- call buttons
- other devices – coming soon



2

LINKING THEM TO AN OFF-SITE CAREGIVER TRAINED ON THE PERSON'S NEEDS

Your Remote Support Professional (RSP)

- your agency employees in your Remote Support Center (RSC)



3

A LOCAL BACK-UP PERSON THAT CAN QUICKLY GET TO THE HOME WHEN/IF NEEDED

backup responders can be anyone the person and their support team choose



what it is:

1

**SUPPORT
PROVIDED BY A
RSP**

3

**RSP TRAINED IN
PERSON'S PLAN**

2

**THROUGH
VARIOUS
TECHNOLOGIES**

4

**LOCAL BACK-UP
AVAILABLE AS
NEEDED**

what it is not:

1

**ASSISTIVE
TECHNOLOGY IN
THE TRADITIONAL
SENSE**

3

**THE ABSENCE OF
AN AVAILABLE
CAREGIVER**

2

**PERSONAL
EMERGENCY
RESPONSE
SYSTEMS (PERS)**

4

**A SUBSTITUTION
OF HUMAN
CONNECTIONS**



IS

An array of devices in the person's home that link them to an offsite caregiver that is trained on the person's plan, who can:

1) assist the person based on their needs, desires, goals, objectives 2) be available for the "what if" situations you can't anticipate, and 3) notify a local back-up person who can assist in person as necessary.

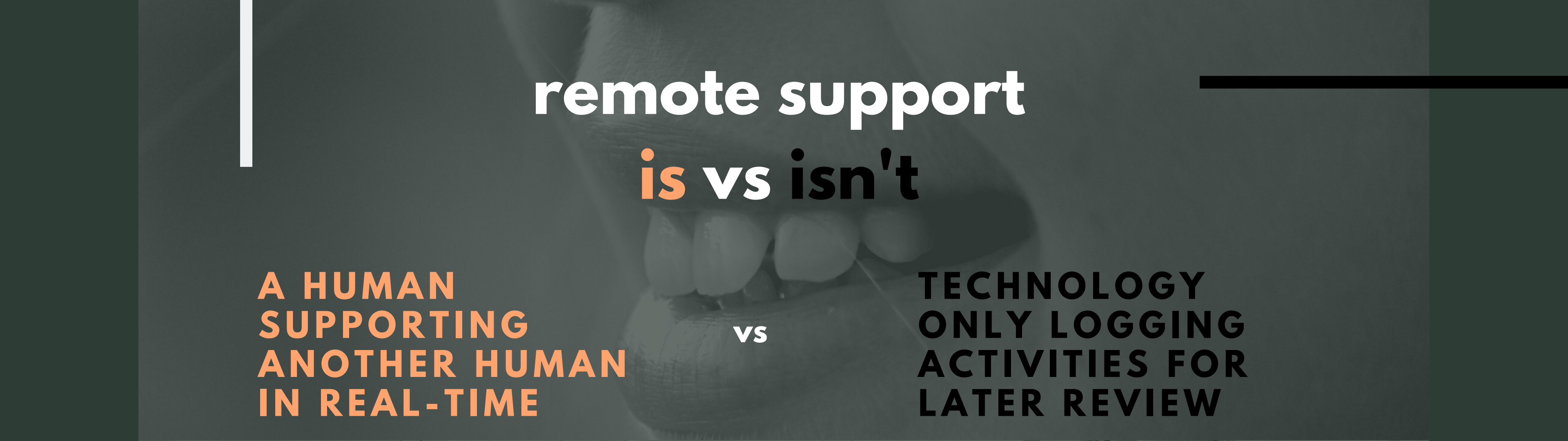


IS NOT

Assistive technology devices that are great at enabling autonomy and independence, but don't link the person to a caregiver.

PERS type devices that are responded to by a massive call center that has little knowledge of the person's needs.

Big brother, spying on the person, an invasion of privacy.

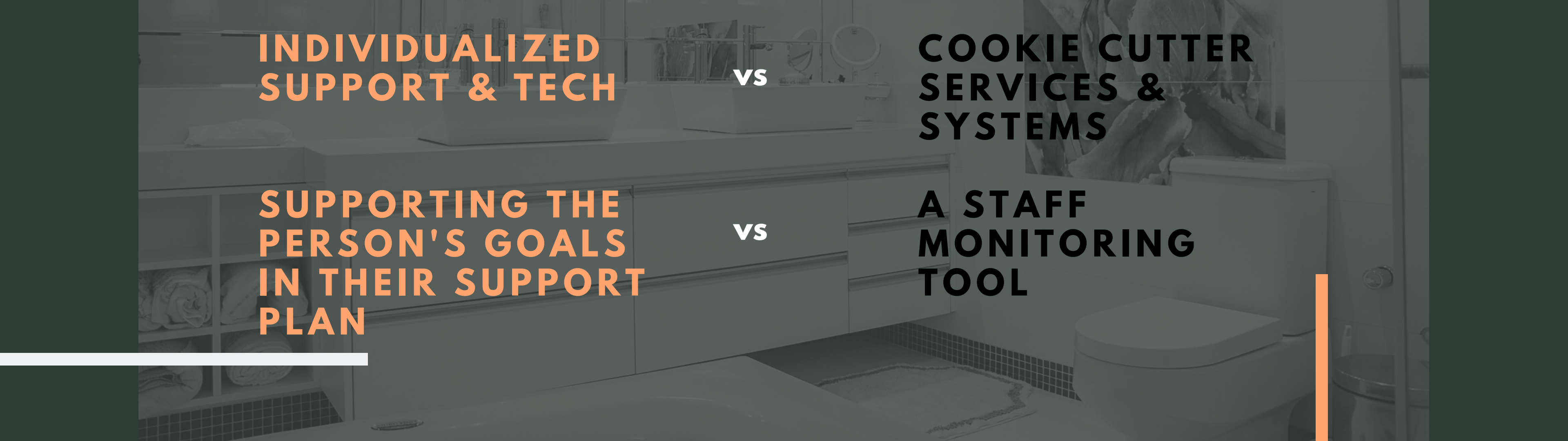


remote support **is** vs isn't

**A HUMAN
SUPPORTING
ANOTHER HUMAN
IN REAL-TIME**

vs

**TECHNOLOGY
ONLY LOGGING
ACTIVITIES FOR
LATER REVIEW**



**INDIVIDUALIZED
SUPPORT & TECH**


vs

**COOKIE CUTTER
SERVICES &
SYSTEMS**

**SUPPORTING THE
PERSON'S GOALS
IN THEIR SUPPORT
PLAN**

vs

**A STAFF
MONITORING
TOOL**



Assistive Technology vs Remote Supports



REMOTE SUPPORTS

Remote supports are provided by a remote caregiver that is supporting the person using the methods described previously in this report.

Remote Supports are a human to human support services provided by a caregiver.



ASSISTIVE TECHNOLOGY

Assistive Technologies assist the person in completing tasks independently and do not rely on having a caregiver monitoring them. AT provides options for autonomy without the need for human intervention.

Both forms of technology enable independence. The primary difference is the support of a remote caregiver – monitoring the devices and intervening as needed.

A woman in a patterned dress stands in a field, holding a large bundle of wheat. The image is overlaid with a dark teal filter. Teal text and lines are positioned over the image. A horizontal teal line is at the top. A vertical teal line is on the left. Another vertical teal line is on the right. A horizontal teal line is at the bottom.

SO WHY USE REMOTE SUPPORTS?

the benefits

independence

choice

dignity

alone time

safety

freedom

no roommate

my own place

empowered



the person supported

provider agencies



meet the goals and outcomes in the ISP - offer more service options



reduce reliance on Direct Support Professionals (caregivers/staff)



reduce costs - increased margins



families

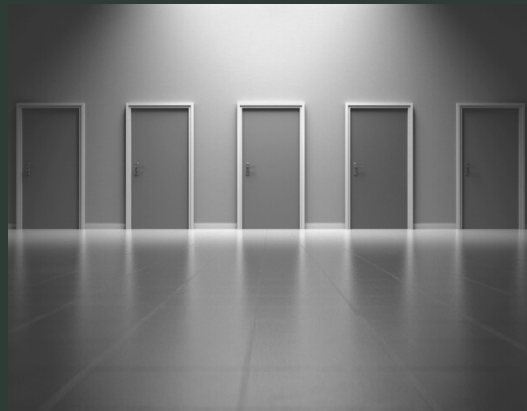
MAXIMIZE INDEPENDENCE - MINIMIZE RISK

As parents you have a difficult job of balancing desires and personal growth with acceptable risk.

Remote Supports can give your loved one a chance to show you all they are capable of, while giving you peace of mind knowing someone is always there just in case.

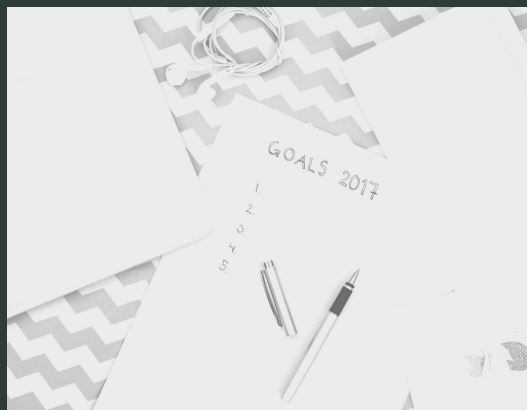
We understand this might seem scary and "not for my child". It isn't designed for everyone. Please see our assessment tools to help guide the discussion in determining if remote supports could be an option for your loved one.

case managers



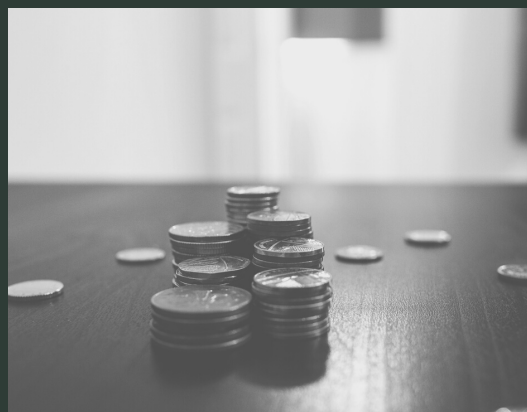
CHOICE

another options when current services just aren't working right for one reason or another



MEET GOALS IN ISP

services can be customized to meet each person's needs and preferences



FUNDING AVAILABLE

many state Waiver programs provide funding for remote supports

THE OTHER SIDE OF THE COIN

risks and limitations



A large crowd of people, likely at a sports event, is shown in a black and white photograph. Many individuals have their arms raised in the air, suggesting they are cheering or celebrating. The crowd is dense and fills the entire frame. Overlaid on the center of the image is a semi-transparent red rectangle. Inside this rectangle, the text "THIS SERVICES ISN'T FOR EVERYONE" is written in a bold, white, sans-serif font, arranged in two lines. The overall composition uses the high-contrast colors of the red rectangle and white text against the grayscale background of the crowd to draw attention to the message.

**THIS SERVICES
ISN'T FOR EVERYONE**

things to consider



NO CAREGIVER
PHYSICALLY PRESENT



TECHNICAL LIMITATION
& ISSUES



BACK-UP RESPONDERS

remote caregivers - things to consider

NO IMMEDIATE "HANDS ON" PHYSICAL SUPPORT
POSSIBLE

MONITORING RATIOS

WHAT SAFEGUARDS ARE IN PLACE TO AVOID HUMAN
ERRORS WHILE PROVIDING REMOTE SUPPORTS



technology limitations

Tech failure – plan to have staff available

Routine maintenance and monitoring status of system

Adaptability for future tech



back-up responders are also critical

TEAMS - CHOOSE THEM WISELY

WHAT ASSURANCES DO YOU HAVE THEY WILL ANSWER WHEN CALLED? IS THERE A CHANCE THEY WILL BE BUSY SUPPORTING SOMEONE ELSE?

WHAT IS THEIR RESPONSE TIME? IS THAT DOCUMENTED IN THE ISP?

WHAT OTHER BACK-UPS TO THE BACK-UP ARE AVAILABLE?



NOW THAT YOU KNOW THE
BENEFITS AND RISKS:

**what are
remote
supports
being used for**



NO TWO USE CASES ARE THE SAME

BECAUSE NO TWO PEOPLE
ARE THE SAME

common use cases



general oversight – health/safety



visitor safety



medication administration



elopement detection/prevention



cooking and meal prep



prompting/coaching ADLs



dietary compliance



social interaction (loneliness)



movement/activities in
specific areas of home



calls for assistance

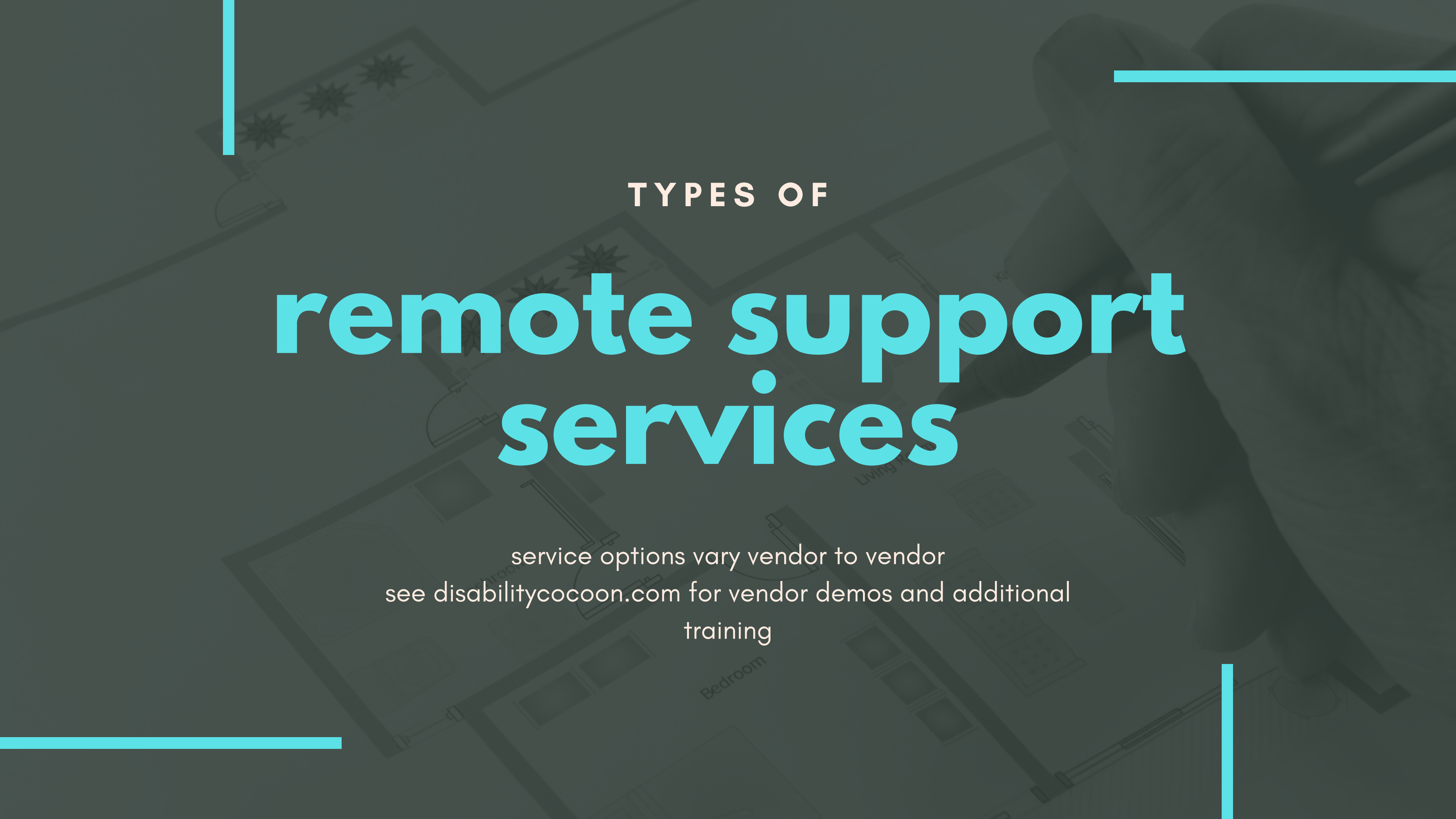
when is it used

**AGAIN THIS VARIES PERSON
TO PERSON**

When is it needed?

As second staff





TYPES OF remote support services

service options vary vendor to vendor
see disabilitycocoon.com for vendor demos and additional
training

service options

*ACTIVE SUPPORT

Live real-time oversight during scheduled times. The remote caregiver is monitoring the system in real-time and responding immediately as needed.

*ACTIVE ON-DEMAND

Live real-time oversight only when needed. This type of "as needed" live real-time support is typically started when a triggering event occurs (from a sensor of some type) indicating the need for support.

CHECK-IN SCHEDULED

A remote caregiver checks-in with the person at scheduled times. These are typically centered around some ADL or can be a simple well check.

CHECK-IN RANDOM

A remote caregiver checks-in at random times to make sure all is well and see if the individual needs anything.

pulling it all together

USED FOR | USED WHEN | SERVICE TYPE

The real trick in customizing Remote Supports perfectly is to find "the sweet spot", right in the middle, where these three circles of options overlap - then customizing that to the individual's goals, needs, and preferences.

