

Remote support is an array of devices in a person's home linking them to an off-site caregiver — usually a remote support professional (RSP) from a remote support center (RSC) — trained on that individual's needs. There is also a local back-up caregiver who can quickly get to the person's home if needed. At the core of the remote support structure is assisting the individual based on his or her needs, desires, goals and objectives.

## TYPES OF DEVICES

- Cameras
- Two-Way Audio/Video Communication
- Door Sensors
- Window Sensors
- Motion Detectors
- Smoke/Carbon Monoxide Detectors
- Call Buttons
- Home Automation Devices

## REMOTE SUPPORT USES

- General Oversight – Health/Safety
- Medication Administration
- Cooking and Meal Prep
- Movement in Specific Areas of the Home
- Visitor Safety
- Elopement Detection/Prevention
- Prompting Activities of Daily Living (ADL)
- Social Interaction (Loneliness)

## REMOTE SUPPORT SERVICE OPTIONS

**Active Support:** Live real-time oversight during scheduled times. The remote caregiver monitors the system in real time and responds 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).

**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.

## CHOOSING DIY VS. PRO REMOTE SUPPORTS

**DIY Remote Supports:** The local service provider, a family member, loved one or other natural support becomes the remote caregiver (RSP) for the person receiving support.

**Pro Remote Supports:** The team chooses to have a professional remote support vendor provide the remote support caregiver (RSP) that supports the person.

1. **Assess the person's appropriateness for remote supports.** There are many assessment tools to assist the team with these conversations.
2. **Obtain informed consent.** Communicate the risks and benefits to the person and the team. Please list the location of all cameras in the home in your informed consent document.
3. **Develop a remote support plan.** The plan is very similar to the development of an individual support plan, outlining how the remote support caregiver needs to support the person.
4. **Determine what equipment should go in the person's home.** The team needs to discuss and plan what specific types of technologies will be used to address desired outcomes, including the exact location of where each device will be installed in the home.
5. **Evaluate device security.** Review the device manufacturer's security features to ensure each device is secure and HIPAA compliant.
6. **Develop a “go live” plan.** This is the process of phasing in remote support services and phasing out previous traditional services.
7. **Install the system.** Someone physically installs the remote support system equipment in the home.
8. **Test the system.** After the remote support equipment is installed and configured, perform a test of the system to avoid unexpected issues.
9. **Train the person.** The individual(s) receiving remote support should receive training on how the system works, what information is being viewed or detected and what to do to get assistance.
10. **Provide the RSP.** If a vendor provides the services, the remote caregiver (RSP) will be one of their employees. In DIY, you and the team will be responsible for determining who acts as the RSP. Also, identify backup responders and a way to provide ongoing tech support.