

- Remote Support -

Getting Started

Are you interested in Remote Support but unsure of how to get started? Here are some steps to guide you to a better understanding of how it works and how you can start to use Remote Support.



Have a conversation

Talk about why a person uses direct care staff and whether or not their health and safety needs can be met remotely.

Reach out to an SSA

The Service and Support Administrator (SSA) will guide an individual to resources to see and experience Remote Support in action.

Meet with the team and decide if Remote Support is a good fit

After discussing benefits and concerns with the team, an individual will decide whether or not Remote Support would be beneficial. If it is a good fit, discuss which needs might be met remotely, what hours Remote Support would be needed, and how backup support will be provided.

The SSA will work with the team to update the Individual Service Plan (ISP) to include detailed information about the new Remote Support.

The updated ISP should provide backup support contact information and what to do if the person wants to turn off Remote Support equipment.

The Remote Support vendor will provide training to the person receiving the support, their family, their team, and the agency provider about the Remote Support equipment.

Learn more about Remote Support at www.mcbdd.org/supportive-technology



Supportive
Technology