

## **Remote Support uses technology to support the needs of individuals, promote independence**

As the demand for direct service providers increases, technology is one tool that can help support and supplement those who do the critical work of caring for people with disabilities.

Remote Support is a service model that combine technology and direct care to support people with developmental disabilities. It uses two-way communication in real time, including home-based sensors, cameras and other technologies, to allow an off-site direct service provider to monitor and respond to the safety and needs of a person living in the community.

When hands-on care is not necessary, Remote Support makes it possible for direct care staff to provide care from a remote location, supporting a person's need for greater independence, while reducing costs and stretching the funds that pay for services. Waivers cover the cost and maintenance of equipment that is used for service delivery.

Technology supports include cameras; sensors that monitor stairways/floors, doors, windows and appliances; flood detectors on sinks and bathtubs; medication reminders; tablet computers and cell phones with software that can walk people through steps of a recipe, alert them to email messages, prompt them about an appointment, or of the need to walk a pet; and more.

For a series of videos that show the full spectrum of how Remote Supports can be used by individuals living in the community, visit the Ohio Department of Developmental Disabilities' YouTube channel at [www.youtube.com](http://www.youtube.com), and select the Playlist tab. From there, scroll down to the section labeled "Technology" and select the playlist labeled "Remote Support," which features more than 20 different videos about different aspects of Remote Support.

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