



## Remote Supports and Monitoring Fact Sheet

Remote supports and monitoring is a service model that combines technology and in person supports to offer a support plan uniquely designed to meet each person's needs. Remote support uses two-way communication in real time including home based sensors, and two-way communication devices to respond to safety needs and promote independence for individuals living in the community. RSM provides for an off-site direct service provider that monitors and responds to an individual's health, safety and goals for increased independence using live communication. This communication can be initiated by a pre-determined schedule, on demand or as a response from an alert from a device.

SSSS will be working with Safeinhome to provide an intelligent system that integrates multiple technologies and sensors for the best possible accuracy and real-time 24-hour response. These technologies do not replace in-person supports but can supplant some staff hours to create more autonomy and independence. Safeinhome is able to connect with and integrate over 30 devices including smart home devices.

<https://www.safeinhome.com>

## Referral Process

**Who is eligible:** People living with less than 24 hour supports including those self-directing and people living in family homes where additional support options are needed. Because each person will have a backup in person plan and continued in person supports for community and emotional well-being we are hoping to start with those receiving AWC, Individual Home Supports or Family Support through our agency as we develop capacity.

Individuals interested in remote supports should be referred by their service coordinator and team to an Assistive Technology agency for a full assessment of their AT support needs. Safeinhome and SSSS will be involved with the remote support portion of the assessment. When the assessment is completed, we will work with the individual, family, and full ISP team to develop a comprehensive support plan including in-person supports and emergency backup.

## Implementation

The implementation plan will include an initial training schedule for the individual and all relevant support staff. SafeinHome will guide the installation of the initial sensors and two-way communication systems and train the individual and his/her support staff how to effectively use it. Once the equipment is determined, we will develop individual back-up plans for safety. Each person will still have assigned in-person support staff to maintain the aspects of support that cannot be done remotely including the emotional connection and community integration components of support. Our agency will maintain an on-call process with distinct staff identified by proximity and relationship to respond to in-person urgent needs. If a situation warrants an in-person visit, SafeinHome will notify designated agency on call managers and remain engaged until the in-person staff arrives, which will be delineated in the plan with specific time frames for response.

**For more information, please contact Amy Pratt at [apratt@soshoresupport.org](mailto:apratt@soshoresupport.org)**