

Lessons from History: A New Perspective on Remote Supports



NIGHT OWL SUPPORT SYSTEMS, LLC

Presented by
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Purpose

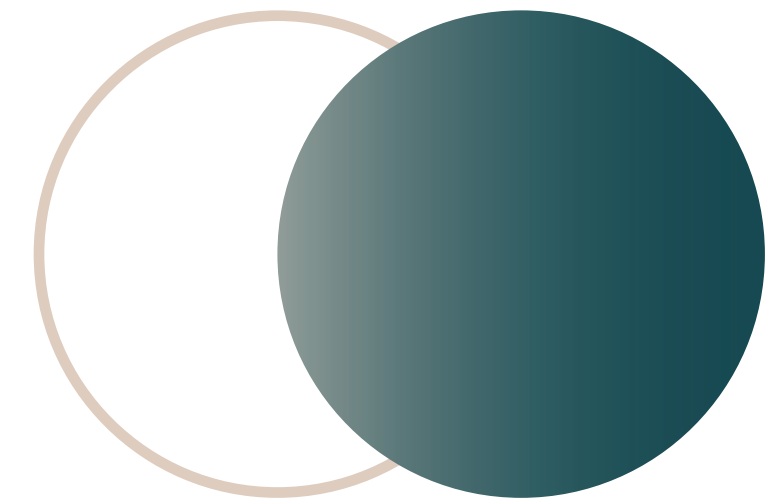
Examine Perspective Shifts

Use Them to Help Think
About Emerging Services

Discuss Remote Supports
and How It Helps Both
Individuals and Providers



Why?



DSP
Staff
Shortage

An Aging
Population

Person-
Centered
Growth

Best Intentions & the Status Quo

Institutions

Perception of Public Burden

Lower Cost Through
Self-Sufficiency

Forced Labor



Risk and its Role

“To deny an (individual with disabilities) his fair share of risk experiences is to further cripple him for healthy living.”

The Dignity of Risk and the Mentally Retarded, 1972



Robert Perske

Lou Brown & Special Ed Reform

Incrementalism is a
Best Practice



Lou Brown & Special Ed Reform

“Pre” Means Never



**What Would
You Have Done?**

Can Technology Be the Next Perspective Shift?

Proven Success

Affected Differently by
Resource Shortages

Diverse and Increasing
Number of Services

Remote Supports

What are Remote Supports?

Remote Supports is a technology-based service that allows trained remote support professionals (RSPs) to deliver live support to an individual at a remote location.

RSPs are awake, alert, and solely focused on providing remote supports during a scheduled period of time.

Remote supports should always be selected by the individual and their team, incorporated into the individual's service plan, and delivered in a person-centered way.

Remote supports are not intended as a wholesale substitute for in-home staff supports, in fact, remote supports work best when combined with these supports.



Why Remote Supports?

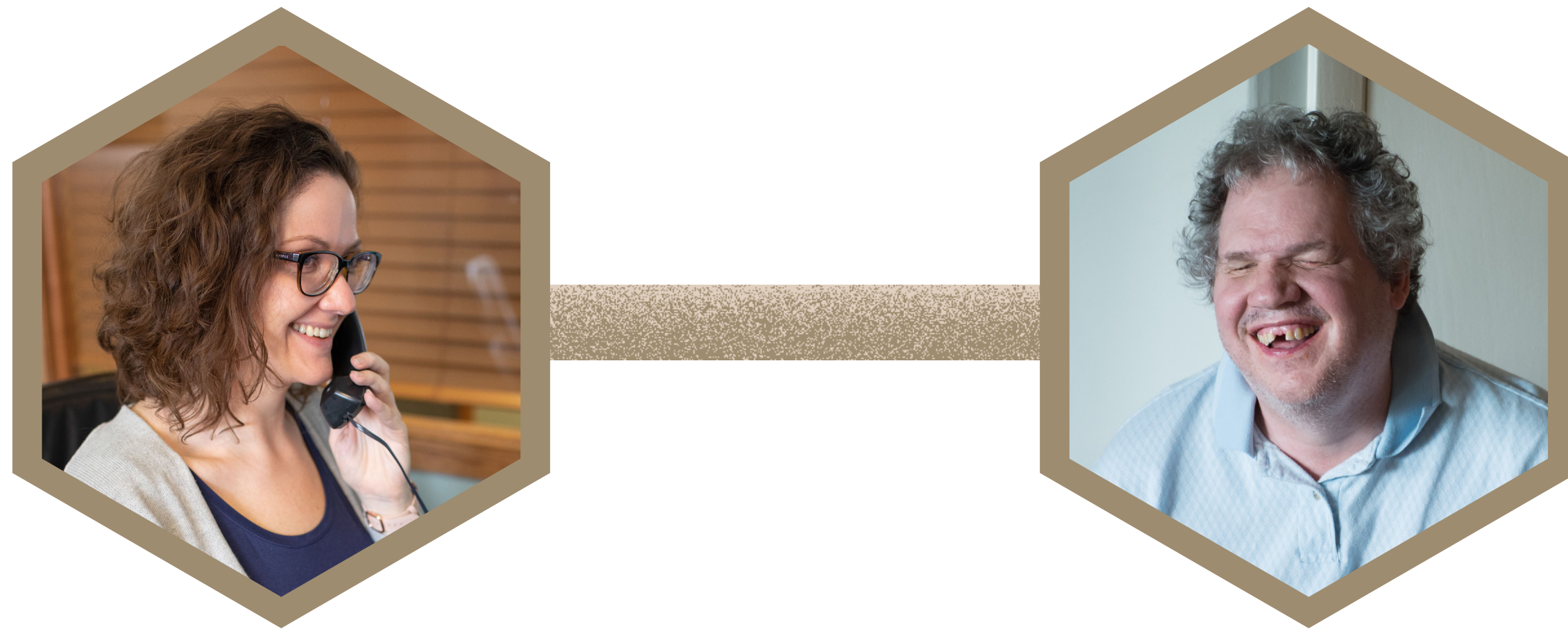
Independence

Safety & Security



Why Remote Supports?

Relationships



Lightening
the Load



Who We Are

Founded, developed, and driven
by people passionate about serving
individuals with disabilities.

Focused on improving outcomes
and increasing independence.



Our Mission

To deliver quality remote support services by creatively using technology to connect passionate, experienced caregivers to individuals, allowing them to live with more independence.



Five Components of NOSS

Remote Support Professionals



Central Monitoring Station



Technology



Consumer Relations



Responders



Remote Components

Remote Support Professionals (RSPs)

Day-to-Day Champions

Enhanced Training

Reactive & Proactive
Communication

Dispatch Responders

Central Monitoring Station

Secure Facility

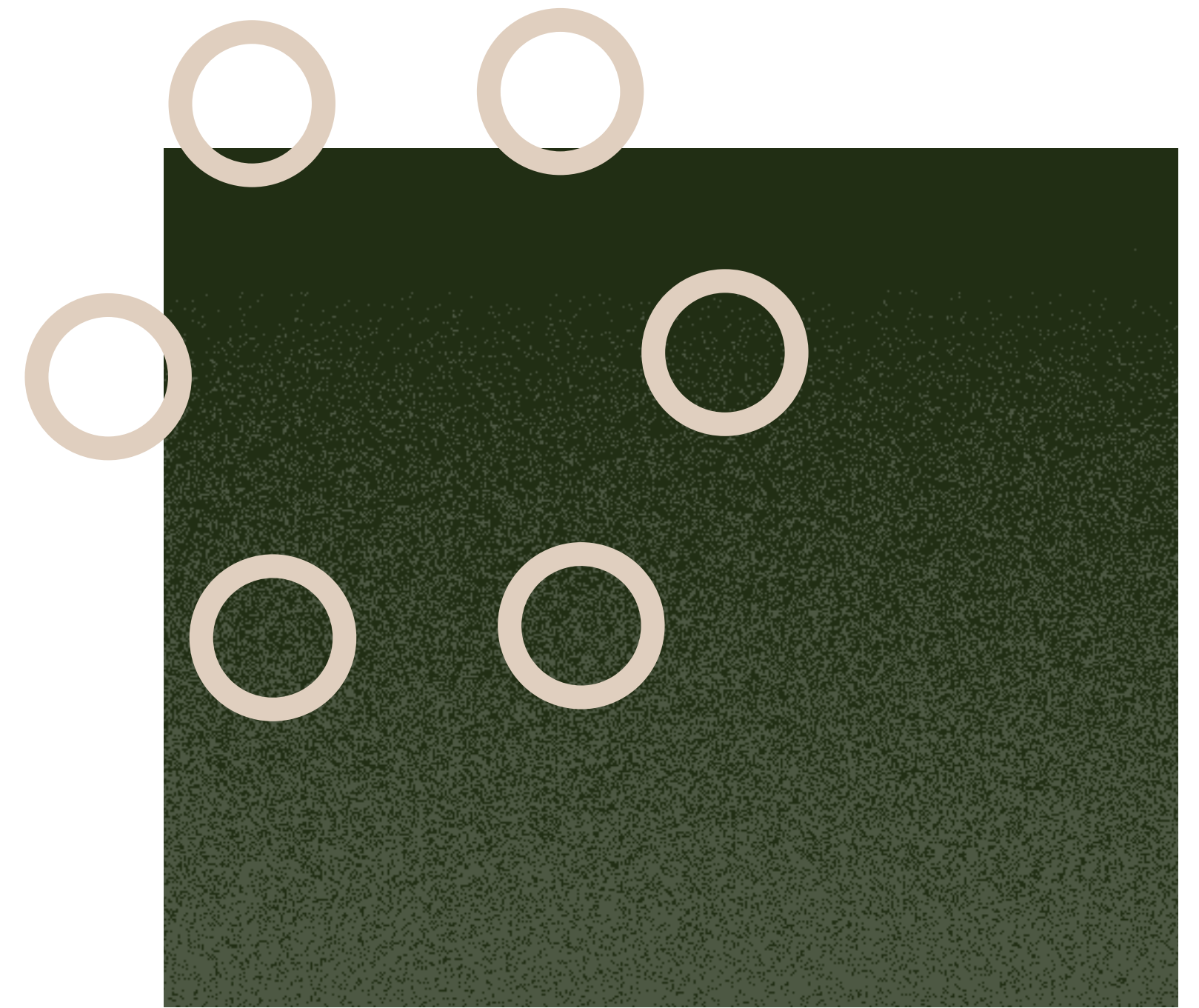
Multiple Redundancies

24/7, 365 Operation



Remote Supports Technology

- ▼ Sensor-Based
- ▼ Battery & Cellular Backup
- ▼ Tamper-Evident Sensors
- ▼ 2-Way, Hands-Free Communication
- ▼ Portable and Adaptable



Remote Supports Technology

Sensor Examples

- ▼ 2-Way Communication Panel
- ▼ Smoke Detectors
- ▼ Door & Window Sensors
- ▼ Bed & Movement Sensors
- ▼ Personal Pagers
- ▼ Motion Detectors
- ▼ Fall Sensors
- ▼ Flood & Moisture Sensors
- ▼ Smart Med Dispenser
- ▼ Optional Assistive Tech (ex. Ring Doorbell)



Responders

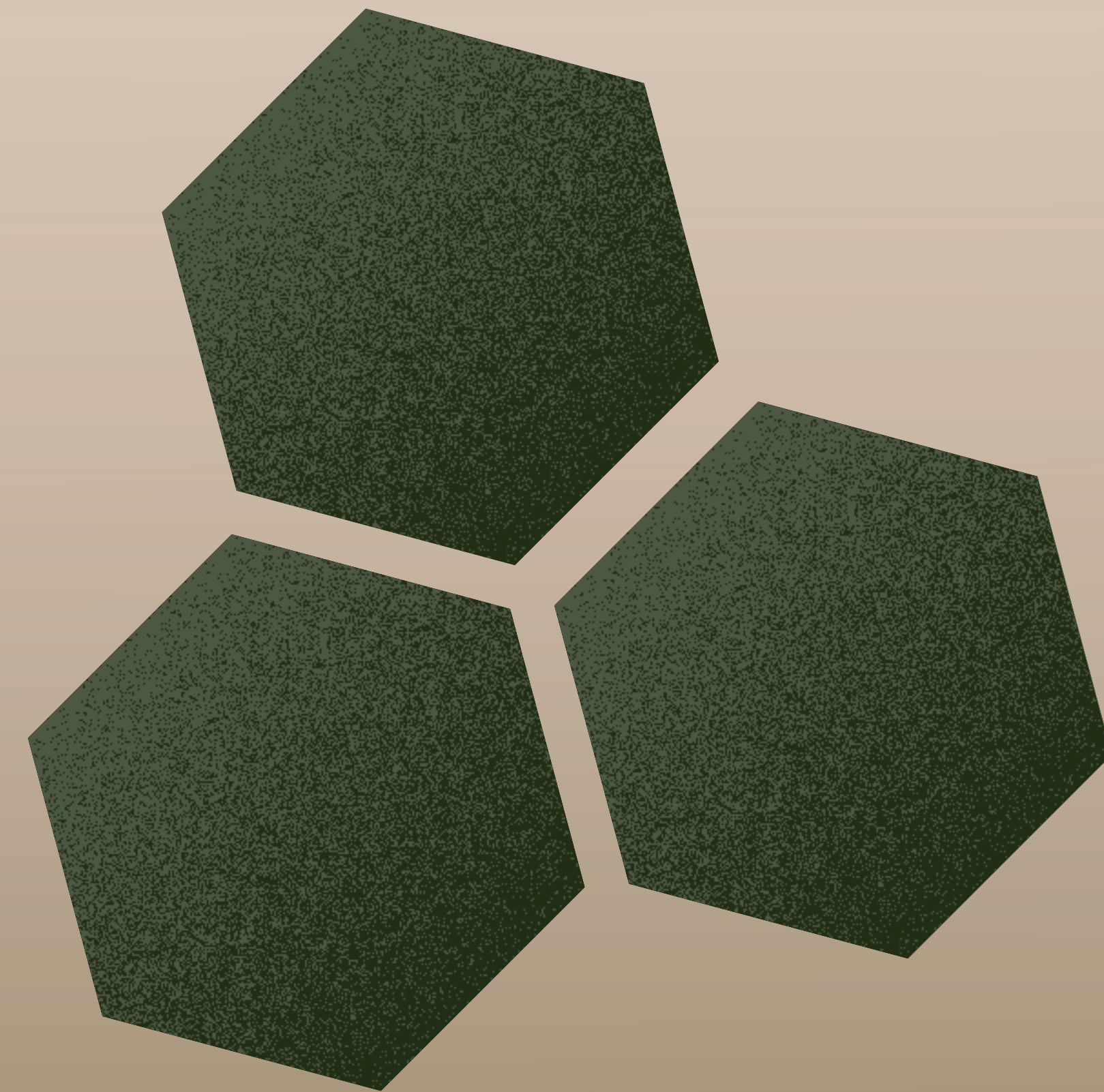
- ▼ Addressing Physical Needs
- ▼ Agency or Natural Support
- ▼ Personalized Interactions



Consumer Relations

NOSS Consumer Relations department provides:

- ▼ The Glue that Holds Everything Together
- ▼ Ongoing Evaluation of Services
- ▼ Effective Communication with Teams
- ▼ Data Analysis and Outcomes Tracking



How History Tells Us to Approach Technology

**We Must Challenge Our Own
Status Quo Every Day**

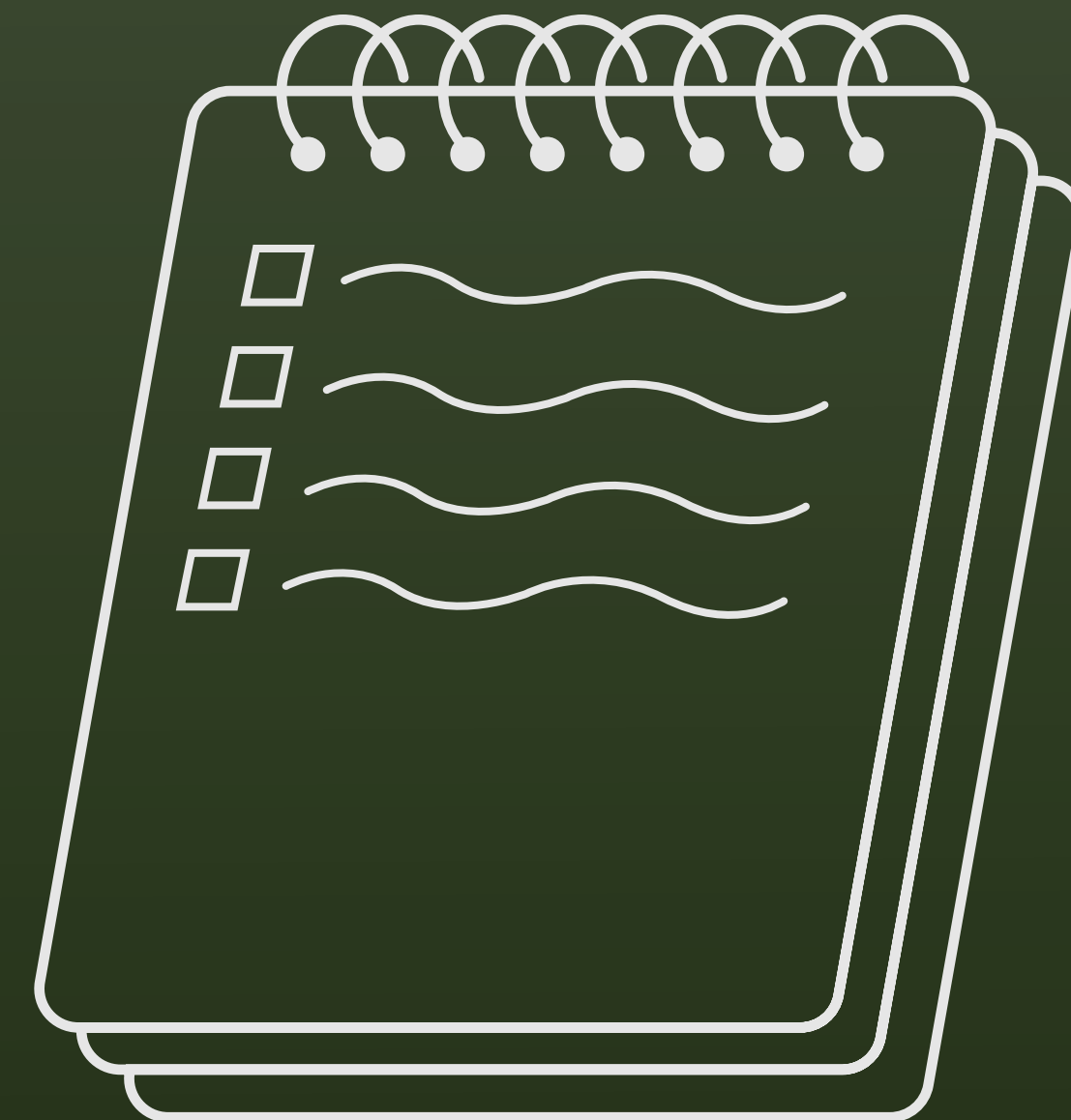
**Dignity of Risk
Should Be Revered**

**We Must Avoid Exclusion from
Benefits of Technology**

Identifying Opportunities

Tips for finding individuals and situations appropriate for remote supports.

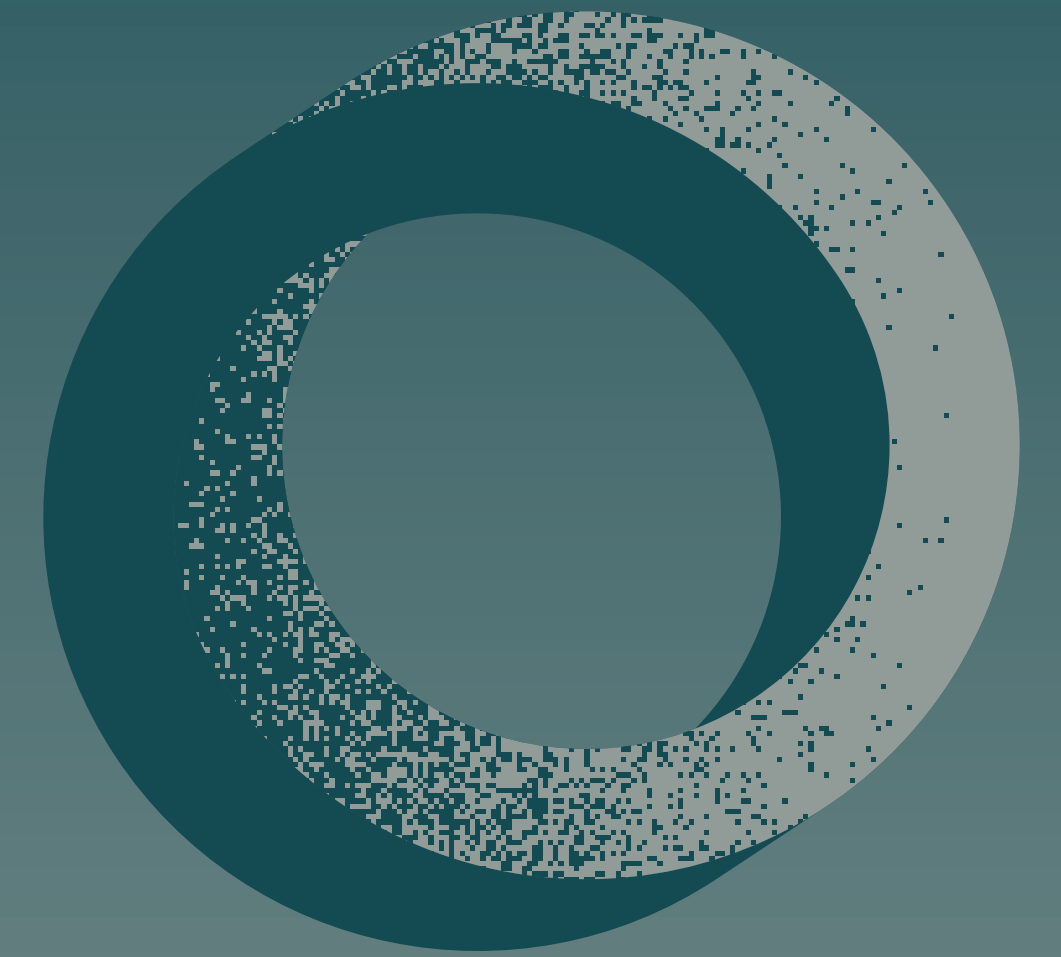
- Alone Time
- Overnight Staff (Sleep or Awake)
- Independence Seekers
- Accepting Teams/Families
- Geographic Proximity



In Conclusion

The Road May Be Difficult

We Have the Ability to Change Lives
by Challenging Our Own Perception



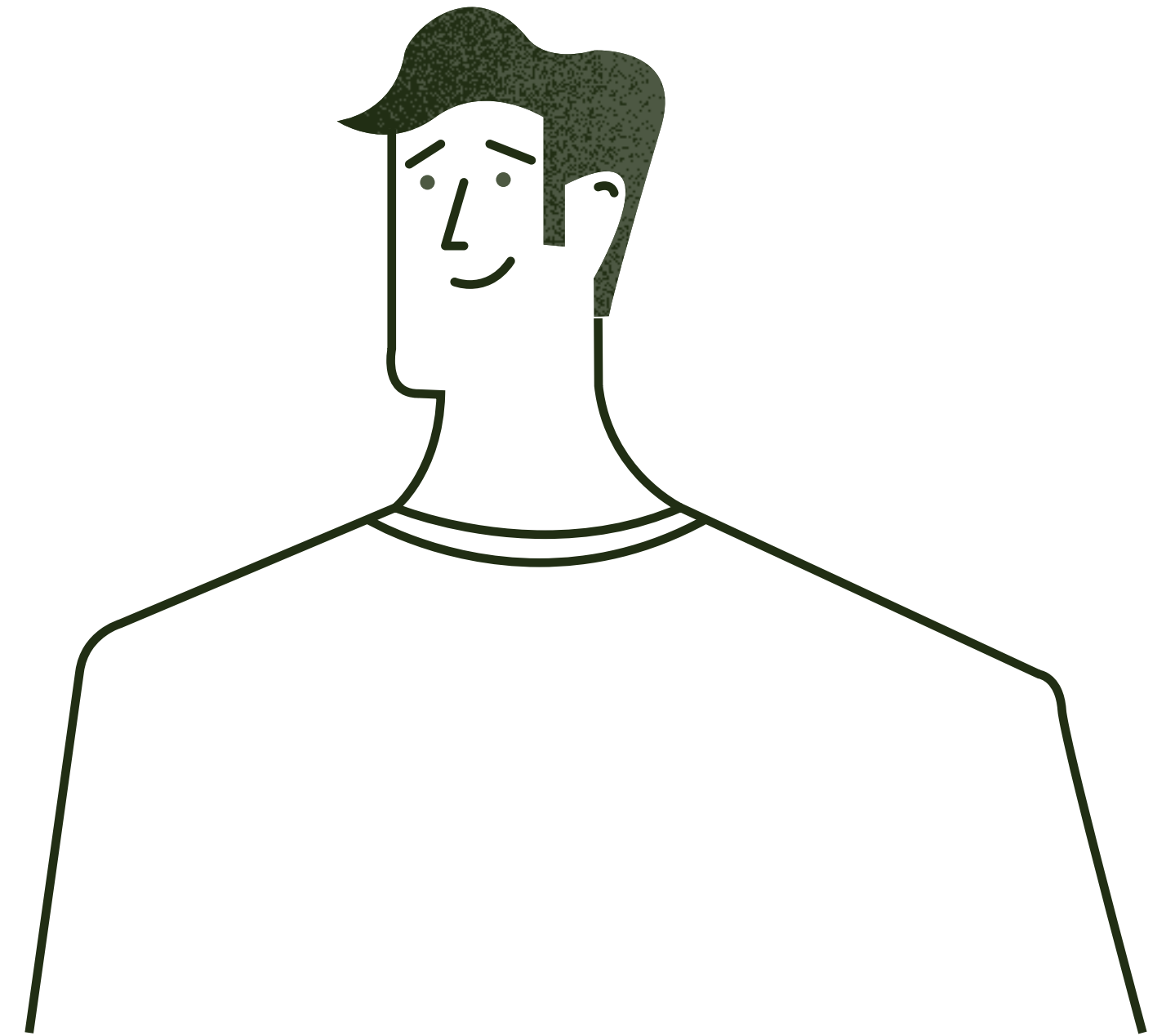
Thank You!

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Appendix

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