

## **Remote Provision of Services – Best Practices and Resources**

In order to adhere to social distancing guidelines, Opportunities for Ohioans with Disabilities is encouraging remote provision of services. Please consider the following best practices and resources.

### **Individualized Service Delivery**

- For any technology being utilized, consider the ease of use and appropriateness of the technology for the participant, the protection of CPI, as well as any costs that may exist
- Specifically discuss the opportunity for remote service delivery with program participants
- Obtain and document the participant’s agreement to participate in services remotely
- Provider will document the technology utilized and location of the participant receiving the service (e.g. Participant participated via Skype from their home)
- Remote services must still be direct services to participants through phone, Skype, Facetime, or other electronic communication. Texting (excluding disability-related accommodations) is not an approved delivery method for remote services. At this time, remote services do not include any “assigned” tasks for the participant, such as online training. Services must involve a staff person in direct communication with the participant.

### **Protecting Confidentiality**

- Providers are encouraged to notify participants that these third-party applications potentially introduce privacy risks, and providers should enable all available encryption and privacy modes when using such applications. Both parties (participant and provider) should mutually agree not to film/record conversations or photo/screenshot services in order to protect the confidentiality of their sessions
- At the beginning of each session, specifically discuss with the participant who is in the area (both for the participant and the provider) so that the privacy of the discussion can be appropriately maintained. If the participant has family members or friends in the area, confirm that they are comfortable proceeding with the conversation
- Ensure the participant understands that confidentiality is limited to who may be on the receiving end of any video/FaceTime/Skype/electronic communication

### **Environmental Considerations**

- Emphasize the importance of a quiet environment to the best of the participant’s ability during remote service delivery
- Follow appropriate dress codes for any video, which includes no identifying information (e.g. home address etc.), no other people in the video (e.g. family members), and ensure focus remains on the service being delivered (e.g. not working on other cases at the same time.)

## Virtual/Remote Job Coaching Resources

Listed below are several options that can be used to provide virtual or remote job coaching for individuals with disabilities in the workplace. This is not an exhaustive list and not all options may work for everyone. Vocational Rehabilitation (VR) Counselors and OOD VR providers, along with employers, should use this tool as a starting point to determine appropriate supports. OOD and OOD employees do not endorse any of these options.

### Any.do

Description Android's answer to Apple's Reminders. To Do List, Calendar, Planner, Tasks & Reminders app.  
Platform App available on Google Play for Android users  
Website [Click here for more information](#)

### CanPlan

Description Break activities into a sequence of easy-to-follow steps, illustrate with photos, reinforce with text and audio; scheduling and reminder features  
Platform App available on the App Store for iPhone and iPad  
Website [Click here for more information](#)

### Cognitopia

Description Training/Instruction on job tasks and routines, event and activity reminders, check-ins, and anxiety-reducing resources  
Platform Smart device  
Website [Click here for more information](#)

### FaceTime

Description Make audio and video calls from iPhone, iPad, and iPod touch to other iOS devices or Mac  
Platform App available on the App Store for iPhone and iPad  
Website [Click here for more information](#)

### Google Hangouts

Description Make voice calls, send text messages, and have group video chats  
Platform App available on Chrome web store  
Website [Click here for more information](#)

## Help Lightning

Description	Merged reality call; adds missing visual cues, gestures, and non-verbal communication methods to any session; give or receive help; collaborate
Platform	Works on virtually every mobile device, on smart glasses, and via web browser
Website	<a href="#">Click here for more information</a>

## Life Sherpa

Description	Use prompts and instructions, monitor and encourage, and dashboard to measure progress
Platform	App via smart device
Website	<a href="#">Click here for more information</a>

## MeMinder

Description	Task management, video modeling, and talking pictures to-do list
Platform	Mobile app; works with CreateAbility's cloud
Website	<a href="#">Click here for more information</a>

## Microsoft Teams

Description	Chat, meet, call and video conference remotely with other members of your team with one application. Access, share and edit documents collaboratively.
Platform	Microsoft Office 365
Website	<a href="#">Click here for more information</a>

## Reminders

Description	Create a list of tasks that need to be completed at work and check them off, set an alert for a specific time to remind you to do something (take medications, leave for work), set a reminder to clock out before leaving or to charge your device.
Platform	App available on the App Store for iPhone and iPad
Website	<a href="#">Click here for more information</a>

## Skype

Description	Telecommunications application for video chat and voice calls between computers, tablets, mobile devices, the Xbox One console, and smartwatches via the Internet
Platform	App available on both the App Store and Google Play
Website	<a href="#">Click here for more information</a>

## Slack

Description	Online collaboration tool that also allows upload of files, pictures and links.
Platform	App-based via the internet
Website	<a href="#">Click here for more information</a>

## Telepresence Robot

Description	Telepresence robots are operated from anywhere that provides wi-fi via an iPad, smart phone or computer. Through these robots, a job coach could "beam" into the workplace, watching and listening to what is going on. Job coaches can move about the workplace as necessary.
Platform	Internet, smart device or computer and the robot
Website	<a href="#">Click here for more information</a>

## Trello

Description	Visual tool for organizing and prioritizing work; can connect with others
Platform	App available on both the App Store and Google Play
Website	<a href="#">Click here for more information</a>

## Virtual Bug-in-Ear Coaching

Description	Coach can directly communicate to the employee via the connection, coach's microphone, and employee's Bluetooth headset. Depending on the job, the webcam may pose a challenge for observing and instructing work behaviors.
Platform	Coach needs: computer, external hard drive, headset with microphone, webcam and microphone, if not built into computer; Person being coached needs: computer, wide-angle webcam, Bluetooth adapter, and Bluetooth headset; Connect via Skype
Website	<a href="#">Click here for more information</a>

## Work Autonomy

Description	Person-generated communication with coworkers/supervisors, tracking task analysis and work schedules independently, allowing access to concrete information about work expectations; capture content via video, photo, text and/or voice
Platform	App available on the App Store for iPhone and iPad
Website	<a href="#">Click here for more information</a>

## Zoom

Description	Video and audio conferencing, chat and calls
Platform	Phone or computer, internet connection, headset, microphone, speakers
Website	<a href="#">Click here for more information</a>