

**Wood County Board of Developmental Disabilities**

**PROCEDURE**

**Procedure #:** 02-ALL-ALL-0888      **Subject:** TwinTech Remote Support Model Home  
**Effective Date:** 08/16/19      **Last Revision:** 06/28/2022  
**Person Responsible:** Health Supports and Provider Relations Coordinator

**Approvals/Date:** Burt Ober 7/1/22      Jeanne Hayward 6/29/22  
 Superintendent, WCBDD      Date      Department Director      Date

- The following definitions will apply:
- Remote Support** – the provision of supports by staff of an agency provider at a remote location who are engaged with an individual through equipment with the capability for live two-way communication. Equipment used to meet this requirement shall include one or more of the following components: Motion sensing system, radio frequency identification, live video feed, live audio feed, web-based monitoring system, or another device that facilitates live two-way communication.
- Assistive Technology** – Any item, piece of equipment, or product system, whether acquired commercially off the shelf, modified, or customized, that is used to increase, maintain, or improve the functional independence capabilities of a person with a disability.
- Supportive Technology** – Any device or equipment that can be used to maximize a person’s safety and independence within any area of life, such as remote supports and assistive technology.
1. Tours and trial stays of the TwinTech home will be made available for individuals, families, support staff, and community members to explore supportive technology. The home is equipped with remote supports and assistive technology that individuals can experience during overnight trial stays.
  2. Tours are offered during designated times, by appointment only. The Health Supports Coordinator will maintain the most current schedule. Tours may be scheduled outside of the designated times with 2-weeks’ notice.
  3. SSAs can schedule tours by submitting an OT Request Form 03-ALL-ALL-0969 obtained from the link “Online HSPR Request” found on the Intranet:  
<http://74.219.80.243/HealthSupportsProviderRelations/HealthSupportsProviderRelationsRequestForm.aspx?T=DS>. Community members and those who do not have access to the OT Request form can request a tour by emailing [RemoteSupport@WoodCountyDD.org](mailto:RemoteSupport@WoodCountyDD.org).
  4. Tours are offered through the Health Supports and Provider Relations Department or the Service and Support Administration Department.
  5. The interested party will submit an OT Request or send an email to [RemoteSupport@WoodCountyDD.org](mailto:RemoteSupport@WoodCountyDD.org) with contact information of the person requesting the tour (first/last name, email, phone number, title – individual, parent, provider, community member, etc.) and desired date and time.
  6. The interested party will receive a confirmation email with the scheduled time and address of the home.
  7. All requests involving an individual served by the county board will be forwarded to the SSA to advise them of the inquiry and tour. The SSA will then be invited to attend all scheduled tours for individuals on his/her caseload.
  8. Trial stays will be available during designated times. The Health Supports Coordinator will maintain the most current schedule. Trial stays may be scheduled outside of the times offered with 2-weeks’ notice and upon receipt of the required documentation.
  9. Trial stays can be scheduled by an SSA by submitting an OT Request Form 03-ALL-ALL-0969 obtained from the link “Online HSPR Request” found on the Intranet:  
<http://74.219.80.243/HealthSupportsProviderRelations/HealthSupportsProviderRelationsRequestForm.aspx?T=DS>. Community members or those who do not have access to the OT Request form can email [RemoteSupport@WoodCountyDD.org](mailto:RemoteSupport@WoodCountyDD.org).
  10. All trials must be scheduled with 2-weeks’ notice with all required documentation provided to the vendor 2 weeks prior to the stay.
    - a. Required documentation includes but may not be limited to: Individual Support Plan, Behavior Support Plan, Individual Support Need forms, documentation of service animal (if applicable), medication orders and information, medical precautions or restrictions, vendor intake form, and any other documentation required to support the individual.
  11. The interested party will submit an OT request form or send an email to [RemoteSupport@WoodCountyDD.org](mailto:RemoteSupport@WoodCountyDD.org) with contact information of the person requesting the trial (first/last name, email, phone number, title – individual, parent, provider, community member, etc.) and desired date and time.
  12. The interested party will receive a confirmation email with the scheduled date, time and address of the home. Required documentation will also be requested within the confirmation email.
  13. The SSA will be included on the confirmation email with instructions for submitting the required documentation. A representative from the remote support vendor will also be included.
  14. The SSA will send the individual’s ISP to the remote support provider at least 2 weeks prior to the trial.
  15. The SSA or HSPR Coordinator will schedule a pre-stay special team meeting at the TwinTech home, with the remote support provider included, 1-2 weeks prior to the stay.

<ul style="list-style-type: none"> <li>a. The individual will be provided with a packing checklist (03-ALL-ALL-1001) and TwinTech Expectations (03-ALL-ALL-1002).</li> <li>b. Process for emergencies/backup will be determined.</li> </ul>
16. The individual will complete their trial stay.
17. The SSA or HSPR Coordinator will schedule a post-stay special team meeting, with the remote support provider invited, 1-2 weeks after the stay.
<ul style="list-style-type: none"> <li>a. The individual will provide feedback on the TwinTech Trial Survey (03-ALL-ALL-1033).</li> </ul>

References: ORC 5123-9-35

Policies: 01-ALL-ALL-0215

Forms: What to bring checklist 03-ALL-ALL-1001  
TwinTech Expectations 03-ALL-ALL-1002  
TwinTech Trial Survey 03-ALL-ALL-1033

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