**COVID-19 and Home Support Quarter Hour Telehealth Guidance**

During the COVID-19 emergency, Home Support-Quarter Hour (Sections 21 and 29) may be provided using telehealth and telephone options (*i.e.*, video chat, FaceTime, Skype, Zoom, or phone calls). *See* <https://www.maine.gov/dhhs/oms/pdfs_doc/COVID-19/03232020-Telehealth-Guidance.pdf>.

Home Support- Quarter Hour services/activities provided via telehealth and telephone options must be consistent with the “Description of Service” and “Goals” in the Person-Centered Plan ([PCP FAQ 4/7/2020](https://www.maine.gov/dhhs/oads/docs/covid-19/covid-19-pcp-faq.pdf)); thus coinciding with the member’s current Person-Centered Plan and services outlined in the MaineCare Service Description.

**Ratio of Support:** One **(**1) direct support professional to one (1) waiver member.

**Documentation:** Comparable to face-to-face encounters, progress/daily notes should document how the intervention(s) provided via telehealth and telephone options directly addressed Person-Centered Plan goals and identified services along with required units, service provided, staff name/signature, dates and times and the delivery and duration of the service through telehealth.

**Services Allowed Under Home Support Ideas/Resources for Telehealth**

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| H1 Self-Care/ADLs | Support self-care, check in about needs and support, ongoing learning, practicing proper hand washing, COVID-19 videos such as face covering usage and review |
| H2 Mobility | Check in regarding use of equipment and mobility, assist with needs/make plan |
| H3 Meal Planning & Preparation | Research recipes, plan meals, sign up for Meals on Wheels, food pantry |
| H4 Independent Living Skills | Online banking assistance/budgeting, meal preparation, shopping lists and support plan |
| H5 Medication Administration | N/A in telehealth |
| H6 Interpersonal Skills | Assist to keep in touch with family, friends using Zoom, mail, phone |
| H7 Safety Skills | Review fire evacuation plan, safety at home, develop a call list for an emergency |
| H8 Activity & Physical Exercise | Online classes, create exercise plan, review and celebrate fitness goals |
| H9 Communication | Use communication device, explore apps for communication together |
| H10 Spiritual / Religious Activities | Explore live streaming worship/Facebook live services for/with a member, attend and discuss |
| H11 Personal Development & Learning | Practice the use of technology, find online free classes to take, sign up and use books on tape |
| H12 Accessing Community Events & Activities | Explore community websites to see if they are offering anything virtually such as the public library or YMCA, sign up and attend together |
| H13 Accessing Community Resources | Explore and set up resources such as Meals on Wheels, food pantry deliveries and other needs, explore Maine State Library, books on tape, book groups |

**Resources:**

**Other Ideas/Resources/Links:**

* Information on using technology-<https://acl.gov/sites/default/files/common/Tools%20for%20Reaching%20a%20Remote%20Audience%20-%20by%20NCOA_0.pdf>
* Self-Advocacy Information and Videos on COVID-19

<https://selfadvocacyinfo.org/resource/links-to-coronavirus-information-for-self-advocates/>

**Personal Development:**

* Maine Financial Education Framework and Resource Guide- <https://docs.google.com/document/d/1sgvfjAqmM69UFa4ID10rV9vDRA8-pRsiV7j8wFMXgYE/edit>
* Cultural and Virtual Museums-

<https://artsandculture.google.com/>

* National Park Service-

<https://www.nps.gov/index.htm>

* The Smithsonian-

<https://www.si.edu/>

* The Smithsonian Science Center-

<https://ssec.si.edu/game-center>

* The National Gallery of Art-

<https://www.nga.gov/>

* National Library Service for the Blind and Print Disabled-

<https://www.loc.gov/programs/national-library-service-for-the-blind-and-print-disabled/about-this-service/>

**Activity and Physical Exercise:**

* Planet Fitness is offering free on-line workout classes on their Facebook page and YouTube channel
* Nike Training Club App

<https://www.nike.com/ntc-app?cid=4942550&cp=usns_aff_nike_content&cjevent=c312ae9b6ecc11ea8272000d0a24060e>

* Good Housekeeping Resources for Online Exercise Classes

<https://www.goodhousekeeping.com/health/fitness/a31792038/coronavirus-live-stream-workout-classes/>