

Remote Overnight Supervision (ROS)

A Pathway to Independence

Kathy Nesheim-Larson, MSW, CBIT

September 2025

Sevita



Why is Incorporating Support Technology Important?

- **Independence:** Assistive Technology allows people to do things for themselves they would otherwise rely on someone else to help them with - giving people more control and independence
- **Staffing Shortage Support:** Assistive technology (AT) and Remote support (RS) offer our greatest chance at surviving the current and future staffing issues which are projected to only become worse.

What is Remote Support?

Remote Support is the provision of a covered service by a staff or caregiver who is in a remote location and is engaged with a person through **enabling technology** that utilizes **live two-way communication**.

- **Enabling technology** is the technology that makes the on-demand remote supervision and support possible.
- **Live two-way communication** is the real-time transmission of information between a person and an actively involved caregiver. It can be conveyed through the exchange of speech, visuals, signals or writing but must flow both ways and be in actual time. All transmitted electronic written messages must be retrievable for review.

What are examples of enabling technology devices?

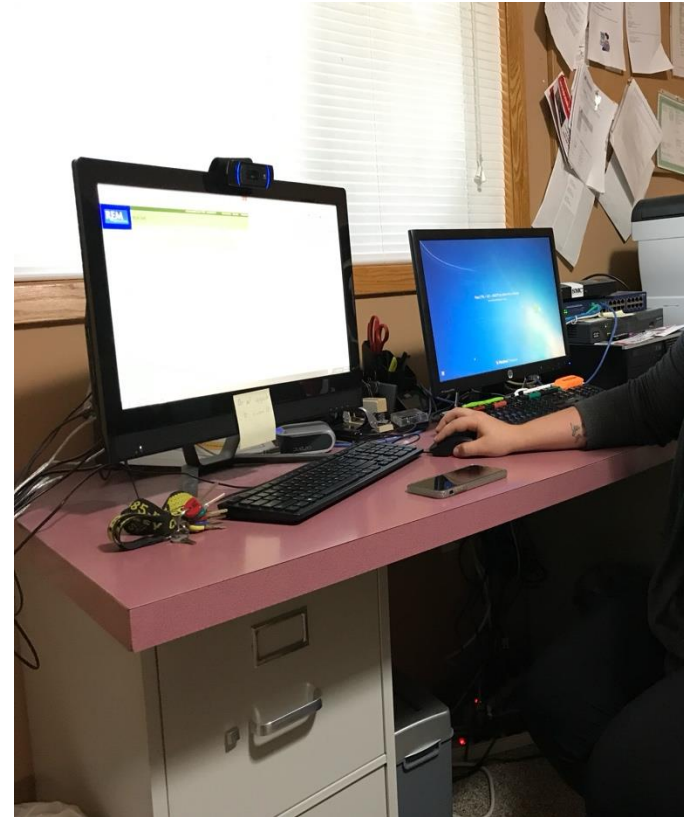
Devices vary based on each person's identified needs



- 2 way audio/video devices
- Smoke/fire/carbon monoxide sensors
- Open /Close contact sensors
- Bed sensors/movement sensors
- Personal pagers
- Motion sensors
- Fall sensors
- Smart medication dispenser
- Environment controls/sensors

Remote Overnight Supervision

- **Remote Overnight Supervision uses a combination of technology and/or off-site staff to support an individual's safety and daily living needs**
- Off-site staff are available to answer any calls from the individual and/or to monitor the sensor activity
- Lets us know when and where we need to be in person, thus providing the right support at the right time



Remote supports and ROS
are the physical absence of a
caretaker NOT the absence of
supervision

Remote Support Scenarios in a CRS

- Remote Overnight Supervision
- Remote Supervision during day hours
- Remote Support Technology to supplement need for double staffing
- Remote Support or technology devices to support moving from awake night staffing to sleep night staffing

ROS Requirements

RS Remote Overnight Supervision (ROS) Requirements

- **Policy and Procedures for ROS**

- Protect the health, safety and rights of the person
- Explain the discharge process if the person requires in-person supervision
- Ensures services may not be terminated due to decline to provide consent to the initial change to ROS
- Explain backup system
- Explain training for staff
- Establish a plan for dispatching emergency response personal to the site in the event of an emergency
- When no presence response for 3 month period, conduct a response drill.

ROS Requirements, continued

- **Signed Consent Forms**
- **Support Plan Addendum**
 - Includes team-determined maximum response time and any specific ROS-related considerations.
- **PAPP**
 - Use of Remote Overnight Supervision outlined
 - Absence of onsite staff during designated overnight hours as determined by IDT
- **Notification to county licensor of programs intent to start and/or stop providing remote overnight supervision**
- **For incidents, must document an assessment of if in person support is needed sooner than maximum response time**

Starting Conversations

Be prepared to discuss
perceived barriers and the
what if's...

- Lack of Understanding or Familiarity
- Worst Case Scenario
- “What if...”



Keys to Leading Remote Overnight Supervision (ROS) Conversations

- **Take the Lead**
Be the one to initiate the conversation—don't wait for others to bring it up.
- **Bring the Facts**
Arrive with relevant data to ground the discussion in reality. Needs Assessment.
- **Name the Concerns**
Ask directly about fears and perceived vulnerabilities—address them before they grow.
- **Be Honest About the Current Plan**
Discuss what's working, what's not, and where gaps exist.
- **Leverage Internal Expertise**
Involve your team's tech experts and champions to build confidence.
- **Use ARRM Resources**
Share ARRM videos to demystify ROS and highlight success stories.
- **Pilot the Experience**
Run short-term trials using rental equipment to test feasibility.
- **Co-Create the Path Forward**
Collaboratively build a plan that reflects everyone's input and priorities.

Remember, technology
extends the reach of the
caregivers, it doesn't
replace them!