VDC Provider COVID-19 Listening Session Three

May 11, 2020

Agenda

❑ Welcome

❑ Overview of the COVID-19 Listening Session Three

❑ Assistive Technology Presentation from AT3

❑ Announcements from VHA Regarding VDC

❑ Question and Answer

❑ Closing

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Assistive Technology Overview

- AT3 and Missouri State AT Program

- Three Areas

  - ▪ Preparing and Conducting Remote Visits

  - ▪ State Assistive Technology Programs

  - ▪ Resources

Tips for Successful Remote Visits: Providers

PREPARING FOR THE VISIT

- What kind of technology will work for the consumer? What do they use NOW to keep in touch with friends, families, and service providers?

- Do they have a smartphone or tablet? What kind and what operating system? Do they have a computer/laptop? What is the consumer's *preference?*

- Confirm consumer's availability of internet access or cellular data.

- Find out in advance if the consumer has any disabilities that will interfere with seeing or operating the controls, and identify a way to compensate for those (including "built in" accessibility settings).

Tips for Successful Remote Visits: Providers (part two)

- Ask if accommodations are needed – captioning? Interpreter? Ask/learn how you can assist in obtaining remote accommodations.

- Does their technology have a camera? Decide with the consumer whether taking a video on their device (e.g. a virtual "tour" of the consumer's home) is possible and/or desirable.

- Choose a video teleconferencing platform, if that is what you and the consumer decide to use. Does it need to be HIPAA compliant? Become familiar with security and accessibility settings.

Tips for Successful Remote Visits: Providers (part three)

- If the consumer is new to the platform/method, provide accessible written instructions for installing and using the app. Offer to practice using the app with them for a test run.

- Ask the consumer if they want to have a friend, Direct Service Personnel, or family member with them virtually during the remote visit. Arrange in advance for that person's participation, making sure they have the app as well.

- Send supportive materials and forms in advance, via the consumer's preferred accessible format and method.

- Make sure your technology is working well.

- PRACTICE.

Tips for Successful Remote Visits: Providers (part four)

- Consider purchasing or fabricating a stand or holder for your phone or tablet; suggest the consumer have one, as well.

  - YouTube videos from Therese Willkomm, UNH AT Program, on making an iPad and iPhone stand:
    - ❑ iPad: https://youtu.be/ML1JdQ4uhJI
    - ❑ iPhone: https://youtu.be/pTjkgCFuUuU

- If desired: if the selected platform has a record function, ask the consumer in advance if they are ok with you recording the visit. This may help you with meeting notes.

DURING THE VISIT

- Make sure your device is charged or connected to the power source.

- If you are relying on cell or WiFi, take the call from the part of your office with the best reception/strongest signal.

Tips for Successful Remote Visits: Providers (part five)

- Arrange your environment to reduce distractions (kids, pets) and background noise.

- Acknowledge that on "voice only" calls you won't be able to see body language cues; check in with your consumer regarding their understanding or concerns.

- AFTER THE VISIT

- Ask the consumer about their overall level of satisfaction with the visit, and what can be improved.

These tips and tips for the VDC consumer are available as handouts.

How to access information about and acquire assistive technology devices and services

1. Information & Assistance

2. Device Demonstration

3. Device Loan

4. Acquisition

5. Reutilization

6. Financing

Resources

PEAT Virtual Meeting Checklist

- https://www.peatworks.org/content/checklist-accessible-virtual-meeting-presentation

PEAT How to Pick an Accessible Virtual Meeting Platform

- https://www.peatworks.org/content/how-pick-accessible-virtual-meeting-platform

Skype Accessibility Features

- https://support.skype.com/en/faq/FA12371/what-accessibility-features-are-available-for-skype

iOS Accessibility

- https://iaccessibility.com/

Resources (cont'd.)

AT3 Center – Find your state AT program directory

https://www.at3center.net/stateprogram

YouTube Videos at at3centerVideos –

- March 11, 2020 – Grandpad by Consumer Cellular
- April 9, 2020 – Video Conferencing and Project Management Tools
- April 16, 2020 – Protection and Advocacy during the Coronavirus Pandemic
- April 23, 2020 – Captioning Video Meetings and Trainings

AT3 Center Coronavirus (COVID-19) Pandemic – site includes guidance on Telehealth services from HHS OCR at:
https://www.at3center.net/repository/EmergencyManagement#CoronaX

Resources (three) - (cont'd.)

Using Zoom to support AT Act program activities

- https://www.youtube.com/watch?v=vM9LxbkBhKI&feature=youtu.be

Five Ways to Stay in Touch with Less tech savvy family and friends article:

- https://www.nytimes.com/2020/05/06/smarter-living/coronavirus-facebook-portal-echo-show-google-nest-hub.html?referringSource=articleShare&fbclid=IwAR0YWE6f7iEY3y99rP-tJM4sVFe7qqMWbycDcRsiUEhdpVwBM_MLQ8jaQi4

Questions and Contact Info

- Amy Goldman – AT3 Center: amy.goldman@ataporg.org

- Marty Exline – AT3 Center : marty.exline@ataporg.org

- David Baker – Missouri Assistive Technology: dbaker@mo-at.org

Announcements from VHA regarding VDC

Daniel Schoeps,
Director, VA Purchased
Long-Term Services and
Supports

VA COVID-19 Webpage for Community Providers

A new **COVID-19 web page for community providers** with official VA guidance and recommendations is now available.

- Incudes VA guidance and information on the following topics:
    - Guidance that community providers can give to Veterans
    - Use of telehealth instead of in-person appointments
    - Following Federal and local guidance on screening, testing, reporting, and use of personal protective equipment
    - Planning for increased demand for high acuity care
    - Communicating with the local VAMC
    - Working with TriWest and Optum to expand enrollment in their networks
    - Attending VA's biweekly COVID-19 conference call
    - An array of additional resources to help community providers navigate the COVID-19 public health emergency while continuing care to Veterans
- To get the latest updates, community providers are encouraged to **sign up for OCC's Provider Advisor newsletter**.

FFCRA Resources for VDC Providers

- VA will be distributing resources to support VDC programs:

  - [FFCRA (Public Law 116-127)](#)

- DOL Resources:

  - [DOL's Website for FFCRA](#)

  - [Final Rule: Paid Leave under the Families First Coronavirus Response Act](#)

  - [[POSTER] Non-Federal Employee Rights: Paid Sick Leave and Expanded Family and Medical Leave under The Families First Coronavirus Response Act (FFCRA)](#)

    - DOL posters translated into other languages including Spanish can be found here: https://www.dol.gov/agencies/whd/pandemic/

  - [Families First Coronavirus Response Act: Employer Paid Leave Requirements](#)

  - [Families First Coronavirus Response Act: Employee Paid Leave Rights](#)

  - [Families First Coronavirus Response Act: Questions and Answers](#)

Questions and Answers

Options for sharing information and asking questions:

1. Use the raise your hand function and we will unmute your line.

2. Use the chat feature in the right side panel of the WebEx platform to enter your questions and send to "all participants."

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Closing

- Please email the VDC Technical Assistance Team with any questions: veterandirected@acl.hhs.gov

- VDC Monthly Reporting Tool Data Entry: https://app.smartsheet.com/b/form/9bff196f995e4ddd82aa0fd246ae0501

- A FAQ is posted online at: https://nwd.acl.gov/vdc.html