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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](#)); 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

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/>