



Ardmore Tele-Supports Program FAQ

Ardmore's Tele-Support Program is available Monday-Friday, 9:00 AM – 3:00 PM.

What is Tele-Support?

Tele-Support is way for Ardmore to provide remote supports to those in our Day Habilitation and CDS programs while we are unable to gather/attend our physical programs. During Tele-Support, a staff member interacts with people supported remotely through a conference call platform, in this case, Zoom.

Is Tele-Support a DDA Provided Service?

Yes. DDA's COVID-19 Appendix K which was approved by CMS on April 23, 2020 and covers a one-year period from March 13, 2020-March 12, 2021, allows for Day Habilitation and Community Day Services to provide supports remotely in the home or community setting. https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx

How Do I Participate in Tele- Support?

Email telesupports@ardmoreenterprises.org or call 240-521-2412 to let us know you wish to participate and you will be provided with access information.

When Do I Connect to the Zoom Conference?

Ardmore's Tele-Support Program is available Monday-Friday, 9:00 AM – 3:00 PM. Staff begin a new session at the beginning of each hour. People supported, with the assistance of their support network, should plan to connect at the beginning of an hour.

What If I Cannot Log in at the Beginning of the Hour?

Please join us when you available. You should plan to stay for an hour; however, you are able to come and go as needed during the Tele-Support Program hours.

Do I Have to Log on Every Day?

While we highly encourage all persons supported to join for a cumulative hour each day, participation is not mandatory. We understand it may be confusing for some people supported to interact virtually. We respect everyone's decisions around Tele-Support participation.

Do I Have to Log on at the Same Time Every Day?

No. People supported may log on for any session throughout the day. The platform can support all users and Ardmore staff will be available for the entirety of our program hours. Please join when you are available.

What Activities Will Staff Be Leading?

Daily check-ins with all people supported, conversations led by staff on topics of the groups choosing, virtual dance parties, story time, movies, games and more. Our staff develop a curriculum for the hour they are leading and will ensure all parties have the necessary supplies.

Is There a Schedule for Daily Activities?

Not currently but we hope to add that feature soon.

What Technology Do I Need to Join?

You can access Zoom from any internet browser or from the Zoom App. You will need internet access and a device (smartphone, laptop, computer, tablet, iPad, etc.). If you do not have access to this technology, we would be happy to discuss alternative tele-support options with you.

Do I Have to Be on Video?

No. If you do not wish to be on video, you can turn off that feature from your Zoom window.

I Have More Questions

If you have additional questions, please contact Veronica Vasquez at vvasquez@ardmoreenterprises.org or 240-521-2422.

Disclaimer

In order to evaluate the quality of the supports that we are offering in our Tele-Supports Program, Zoom Conferences may be recorded. These recordings will only be used for quality purposes. If you would like to opt out of these recordings, please email vvasquez@ardmoreenterprises.org.