

The Arc's Online Coaching Service



The Arc's "Online Coaching Service" (OCS) is a HIPAA-compliant, video conferencing system, that enables chapters' staff to serve people with I/DD remotely, using audio and video.

How it works

1. The Arc of the US creates a unique space, dedicated solely to your chapter, your staff, and the people your chapter serves.
 2. Your chapter selects one employee to be your OCS Administrator.
 3. The Arc of the US provides your Administrator with a brief training and orientation to the OCS, so that they can administer it autonomously.
 4. Your Administrator selects specific staff from your chapter to use the OCS. They create user accounts in the OCS.
 5. Your Administrator selects specific people with I/DD to use the OCS. They create user accounts in the OCS.
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6. Your chapter works with the people with I/DD to determine if they need or want to designate someone to be their “Ally” in the OCS. An Ally is a person who supports the person with I/DD, in-person, at their residence, to help them connect to the OCS and use it. For example, an Ally may be a parent, sibling, or residential service provider to the person with I/DD. Each Ally receives a user account in the OCS that is coupled to the person with I/DD who they support.
7. Your Administrator assigns specific staff to work with specific people with I/DD and their Allies.
8. Your chapter staff members use the OCS to propose and schedule video conference sessions with the individual people with I/DD they serve. All correspondence about scheduling sessions is facilitated through the OCS. If the person with I/DD has an Ally, then the Ally uses the OCS to correspond with your staff to schedule sessions on behalf of the person with I/DD.
9. When the time for a scheduled session arrives, your staff, the person with I/DD (with their Ally, if needed) login to the OCS to launch their video conference session.
10. After each session, your staff are prompted to enter notes into the OCS about the session, what took place, next steps, or anything else you assign them to note in the system.
11. All information about sessions, correspondence between users, notes, etc. are archived in the OCS and viewable by your chapter’s Administrator.

System requirements

To use the OCS, both the chapter staff and the people with I/DD who the chapter wishes to serve must have access to a computer with a webcam, headphones or speakers, microphone, web browser and internet connection.

For more information

If you’d like to try out the OCS or find out more, please contact coaching@thearc.org.