

EMS Visitor- Disengagement Process & Script

WHAT is disengagement?

“The action or process of withdrawing from involvement in a particular activity, situation, or group.” For the EMS visitor, if the program will not be conducted with the individual or there is an identified need to stop the program, it is time to disengage.

WHO would you disengage with?

For the purposes of the EMS Visitor Program, this step will be necessary for:

- Persons adamant about not wanting EMS visitor or case management services
- Persons who do not qualify for the Visitor Program

WHEN should the EMS visitor disengage?

The simple answer, is as soon as possible. This is important to avoid confusion with the individual about the EMS visitor role and in some situations where there is a safety concern, the individual would best be served by Adult Protective Services. Additionally, it preserves the valuable time and availability of the EMS visitor to work with other eligible and willing persons.

HOW should the EMS visitor disengage?

First, recognize the disengagement step is not always easy or comfortable. That is normal. However, it can be done in a manner that feels respectful to the person you are disengaging from. Consult with other EMS visitors or with Molly if there are questions or concerns on how to do this.

Examples of how to back off: “*Mr. Smith, I really enjoyed talking with you today and I hear you saying you do not want help or anyone in your home. If you change your mind in the future, here is some information that you can use if you’d like to talk to someone.*” (Provide Mr. Smith info on the ADRC, APS, Senior Centers)

“*Mrs. Madison, I really appreciate you letting me stop in today and I am happy to hear you have so much help in your home. I wish I could visit more, but I have a busy schedule with other people I need to see. I do have some information for you if you do have questions or need more help in the future. Thank you again for letting me meet you and I wish you all the best.*” (Provide Mrs. Madison info on the ADRC, APS, Senior Centers)

Safety Concern Situation: “*Hey Mr. Roberts, I see you are upset (eg, psychotic behaviors, hitting items, disoriented) and I have to get back to my office anyways, so I am going to head out. I would like to help you so I will leave this information here if you decide to call for help later. Thank you for letting me visit you today and maybe we can check in with you later.*”

(Call Molly immediately to follow up regarding initiating an APS call).

- After APS assesses client, EMS can check back in later and potentially be able to continue visits.