



The REACH Approach: A Program Designed to Improve Emergency Response for Those with Dementia

R

**Risk
Perception**

E

**Establish
Trust**

A

**Assess
Needs**

C

**Calm
Environment**

H

**Healthy
Partnerships**



R Consider the overall risk of those involved from low to high.

E Quickly establish trust and build a connection with the person living with dementia.

A Determine the immediate needs for those involved, including the person living with dementia.

C Calm the environment by keeping noise and distractions to a minimum.

H Using the REACH approach, create healthy partnerships between first responders, care partners, and persons living with dementia.





First Responder Dementia Guide: How to Respond in Emergency Situations



Have you ever responded to an emergency situation where a person living with dementia was involved?

Follow these steps when interacting with persons with dementia to establish trust using purposeful interaction.

- Consider the environment and minimize distractions before engaging (sight and sound)
- Speak slowly and make eye contact at their level
- Introduce yourself and tell them why you are there
- Ask short, simple questions
- Wait for a response - it can take up to 90 seconds for someone with dementia to understand what you are saying
- Rephrase, write, or gesture if needed
- Do not challenge their reality

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Watch the full video series to learn more.

