

Disclaimer: The tips provided are recommendations to help support responsive behaviour management. This tool is to be used for informational purposes only and is not intended as a substitute for professional medical advice. Please consult with a health care provider for advice about a specific medical situation.

The tool uses the acronym **CARER** to help remind caregivers of the 5 steps. Please see below:

Calm down (self-talk)

- slow down, take deep breaths, use some positive self-talk

Attend to the interaction without immediately reacting

- remind yourself that this person is unwell, distressed and cannot explain why

Reflect on your own feelings

1. What am I feeling? (e.g., angry, frustrated, worried, sad)
2. Why do I feel this way?

Empathize with the other person's feelings

1. What is the other person feeling?
2. Why is the other person feeling this way?

Respond

- Now I can respond

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