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

## **C**alm down (self-talk)

Slow down, take deep breaths, use some positive self-talk.

## **A**ttend to the interaction without immediately reacting

Remind yourself that this person is unwell, distressed, and can't explain why.

## **R**eflect on your own feelings

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

## **E**mpathize with the other person's feelings

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

## **R**espond

Now I can respond.

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.

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