

English	Traditional Chinese
The tool uses the English acronym CARER to help remind caregivers of the 5 steps.	本指引使用英文縮寫詞 CARER 來提醒護理人員注意 5 個步驟。
Calm down (self-talk) • slow down, take deep breaths, use some positive self-talk	冷靜下來 (自我開導) • 放慢步伐，深呼吸，做一些積極的自我開導。
Attend to the interaction without immediately reacting • remind yourself that this person is unwell, distressed, and can't explain why	關注 互動，但不立即作出回應 • 提醒自己面前的人是在病痛中，並且無法解釋
Reflect on your own feelings 1. What am I feeling? (e.g., angry, frustrated, worried, sad) 2. Why do I feel this way?	反思 自己的感受 1. 我現在有什麼感受？(例如，憤怒、沮喪、擔心、悲傷) 2. 為什麼我會有這種感受？
Empathize with the other person's feelings 1. What is the other person feeling? 2. Why is the other person feeling this way?	體諒 對方的感受 1. 對方有什麼感受？ 2. 為什麼對方會有這種感受？
Respond • Now I can respond	回應 • 現在我可以作出回應了
This tool is to be used for informational purposes only and is not intended as a substitute for professional medical advice.	本指引僅供參考，不能替代專業醫療建議。
Please consult with a health care provider for advice about a specific medical situation.	請諮詢醫護人員，獲取有關具體醫療情況的建議。