Baycrest Quick-Response Caregiver Tool

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

**Calm down**

- 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 can’t 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