**C.A.R.E.S. Manager Checklist**

**Communicate:**

* What happened?
* How did it happen?
* Who/how many involved?
* Who needs to know?
* What support do you need?
* **Call EAP (252) 847-4357** to co-develop a customized response plan
* Get **EAP Counselor’s** name and phone number.
* Get the name and number of the **EAP Counselor** who is coming on-site.
* Coordinate a time and place for delivery of customized services.

**Assess: using Empathetic Rounding**

* Reach out to each team member or group of team members: “How are you doing” “Do you need anything?”
* Any team members directly involved or have a special relationship with the victim?
* Any reported reactions?
* Any observed reactions?
* Any team member who had similar things happen to them and therefore might be more vulnerable?

**Respond:**

* Receive a call from your EAP Counselor who will be coming onsite. Needs a time and location to meet.
* Check with team members about what services they are interested in.
* Have the on-site EAP Counselor meet with your management teamand continue with your customized response plan.
* Direct your EAP Counselor to key individuals who may need immediate support (the EAP should already be actively working with you and will assist in the coordination of services that are needed, if any).
* Coordinate a time and place for delivery of future customized services.
* Get the name & cell number of the EAP Counselor who will be coming back on-site to deliver those services.

**Evaluate**

* Get team member feedback about satisfaction with services 2-3 days after EAP Incident Response services were provided.
* EAP will email you a link to get your feedback regarding satisfaction of services.

**Support**

* Receive a follow up call from Vidant EAP.
* Complete survey and send to EAP.
* Continue to monitor team for any signs of related performance/behavioral issues.
* **Remember: Your EAP can provide further customized services if needed.**