

# Care CONNECTION

For those who are feeling overwhelmed with life's experiences

## Walk In



Welcome visitor.



Assess visitor's demeanor and sense of urgency.



If client is emotionally distraught (crying, confused, upset), please contact a **Care Connection Specialist**. Identify an available space where the two can meet.

## Phone



Thank caller for calling.



Assess caller's demeanor and sense of urgency.



If caller expresses frustration with their situation, sounds emotionally upset, or asks if they can speak with someone sooner rather than later, please contact a **Care Connection Specialist**.

## Care CONNECTION SPECIALIST

Obtain caller's name and contact information.



Listen



Reflect



Relate and Review



Next Steps/  
Follow-Up

## Refer



Emergency Room



Licensed Counselor



Peer Support Specialist



Support Group



Schedule a follow-up



Schedule with a counselor

## Next Steps/ FOLLOW-UP