

## **CARE TEAM FREQUENTLY ASKED QUESTIONS**

**What does CARE mean?**

**Casualty Assistance Response Team**

**What does crisis mean?**

Crisis means that a 3 BCT family is in need of help due to the death or injury of a Soldier, death of a spouse, death of a child or the Commander/Rear Detachment Commander deems necessary.

**Do I have to go into a home in crisis if I sign up to be part of the CARE TEAM?**

**NO**

If you do not feel comfortable going into a home in crisis there is other ways you can help. The Command Team and the CARE Team Leader will make a random selection of CARE Team members to enter a home.

**Is a CARE TEAM activated every time there is a crisis in 3BCT?**

**NO**

The family in crisis will be asked if they want the assistance of a CARE TEAM. The CARE TEAM will be activated only when a family request the assistance.

However, a CARE Team will be on a stand by status until the Family decides. NO INFORMATION will be released to the CARE Team members to include the effected family until they decide if they want/need assistance.

**Can I tell my friend that I have been called up to be on a activated CARE TEAM? NO**

First and foremost you will respect and protect the privacy of the family in crisis at all times. It is usually but not always at least 24 hours before you will be able to tell anyone that you have been activated. You will not be able to tell any information about the family, deceased or anything that you may have overheard during your stay at the home. Confidentiality is required at before, during and after a crisis.

Confidentiality statements will be signed by all CARE Team members.

**If I go out to a home on a CARE TEAM but the next time some of the same members are called upon again and I was not did I do something wrong? NO**

The Commander/ Rear Detachment Commander will select the CARE TEAM specifically for each family in need and select the person/persons that can fulfill the needs of the that family. Please do not feel that you were not chosen because you did not do a good job the first time.

**Do I need to tell someone if I am going on vacation or just need a break and do not feel I can help for a certain amount of time? YES**

Please fill out a leave form at Battalion or email the CARE TEAM Coordinator and/or Rear Detachment Commander. The more people you let know the better so we do not bother you while you are on vacation or if you just need a break.

**I heard that there was a death in 3BCT why was I not called upon to be part of the activated CARE TEAM.**

1. The family did not want the assistance of the CARE TEAM
2. **You will not be notified** unless you are part of the activated CARE TEAM.

**It has been 3 months since I volunteered to be part of the CARE TEAM why have I not been called to be part of an activated CARE TEAM?**

If you have not been activated that means other members were sent to help or that there has not been a need for an activated CARE TEAM.

**If I have more questions about the CARE TEAM how can I find the answer?**

A great resource is the CARE TEAM Handbook. You can get a handbook by becoming a member of the 3 BCT CARE TEAM , completing the ACS CARE TEAM Training and receiving a CARE TEAM Certificate, downloading the handbook from [www.myarmylifetoo.com](http://www.myarmylifetoo.com) .

**Is the CARE TEAM only for deployment? NO**

The CARE TEAM is in place 24/7 365 days a year. The CARE TEAM isn't just during and for deployments. A CARE TEAM roster is kept by the Commander/Rear Detachment Commander at all times. A CARE TEAM can be activated on weekends, weekdays and holidays.

**What can I do to stay informed about the CARE TEAM?**

The goal is for the CARE TEAM volunteers to meet once a quarter to receive up to date information, training , and to have experienced CARE TEAM volunteers speak to the group. The CARE TEAM Coordinator will send out Training, meeting, and updates by email from the CARE TEAM Leader or your FRSA. You are always encouraged to email or call with questions and concerns.