



# Introduction to The 5 C's

An Integrated Process of Compassionate Care and Support

## Core Concept

The 5 C's—Catch, Calm, Clarify & Choose, Consciously Connect, and Caring & Competent Services—form an integrated process of compassionate care and support. These five mindfulness-based human competencies guide how we respond, lead, and support with awareness, compassion, and professionalism. Practiced consistently, they transform both ordinary and crisis interactions into opportunities for meaningful, kind, and effective care and leadership.

## Why It Matters

The 5 C's process is more than a method—it's a way of being. Through ongoing practice of each step, supporters develop emotional self-regulation, present-moment awareness, and authentic compassion. When mastered, the 5 C's become automatic, enabling calm and wise responses even during stress or uncertainty.

## The 5 Steps

1. Catch – Become aware and present in the moment.
2. Calm – Regulate your body and mind to bring peace to yourself and others.
3. Clarify & Choose – Assess the needs and emotions in the situation and act mindfully.
4. Consciously Connect – Engage with empathy, respect, and understanding.
5. Caring & Competent Services – Deliver care that is mindful, useful, truthful, timely, and kind.

## Benefits of Practicing “The 5 C's”

- Strengthens emotional intelligence and compassion.
- Reduces stress, fear, and reactivity.
- Builds safety and trust in relationships.
- Encourages consistent and effective care.
- Transforms every moment into an opportunity for growth and connection.

## Key Insight

When fully embodied, the 5 C's process creates a natural flow of mindful awareness, compassion, and skilled action. By practicing them, both the supporter and the person supported experience mutual growth, peace, and a deepened sense of humanity.