

guidelines for impacted Service Member

- **don't make eye contact** until the first responder instructs you to look at them (**identifies buddy in need**).
- **don't respond** until the first responder puts their hand on your shoulder and asks you to do the same (**connects**).
- **don't respond** until the first responder emphasizes their commitment (**offers commitment**).
- **give short answers** to the first responder's questions (**verify facts**).
- **act confused** until the first responder establishes a sequence of events (**establish order of events**).
- **act helpless and do not take action** until the first responder tells you specifically what to do (**request action**).

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iCOVER

observation checklist

- identified a Buddy in need
- Connected
 - made eye contact with impacted Service Member
 - grabbed impacted Service Member's shoulder (touch)
 - asked impacted Service Member to acknowledge him/her (speak)
- Offered commitment
 - I'm here; I'm not going anywhere
- Verified facts
 - asked 2 to 3 short, fact-based questions
- Established order of events
 - told the impacted Service Member:
 - what happened
 - what is happening
 - what will happen
- Requested action
 - gave impacted Service Member a specific, mission-related task
- was calm and authoritative

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guidelines for first responder

execute the iCOVER protocol; remember to be calm and authoritative.

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 - what happened
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