**Operational Stress Control Assessment & Response**

**(*OSCAR* Communication)**

When talking to an individual about their possible Orange Zone indicators, a common obstacle to accurate assessment is a reflexive denial of experiencing any stressors, distress, or changes in functioning.

A communication tool to accurately assess a person who is exhibiting Orange Zone stressors is called “**OSCAR.”** This is a 5 step process of **how you ask**, **care**, and **decide** if additional care is needed.

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| ***O***bserve | Actively observe behaviors; look for patterns. |
| ***S***tate Observations | Address behaviors only, just the facts without interpretations or judgments. |
| ***C***larify role | State why you are concerned about the behavior validates why you are addressing the issue. |
| ***A***sk Why | Seek clarification; try to understand the other person’s perception of the behavior. |
| ***R***espond | Clarify concern if indicated. Discuss desired behaviors. State options in behavioral terms |