

STAND — Quick Reference

Steady yourself first. Then steady the scene.

S

Situational Awareness & Self-Regulation

Read the scene — people, risks, exits, changes — and regulate yourself before engaging.

T

Tone & Tactical Communication

Use voice, pacing, and word choice as deliberate tools, not defaults.

A

Active Listening & Assessment

Listen to build rapport while assessing safety, medical, substance-use, and risk factors.

N

Navigate Options

Weigh rapport, warm handoff, 988, transport, diversion — choose the least-restrictive, most-connected path.

D

De-escalation & Decisive Action

Close with decisive, dignity-preserving action, documentation, and handoff.

THE LINES WORTH REMEMBERING

“The calmest nervous system on scene wins. Make sure it's yours.”

“Your tone arrives before your words. Choose it like you'd choose your positioning.”

“A referral without a reconnect is a phone number in the trash.”

“Decisive is not aggressive. It means the person knows what happens next.”

BEFORE YOUR NEXT HARD CALL, ASK

- S: Can I name three things about this scene and one thing about my own state?
- T: Is my pace slower than the scene's — one idea per sentence?
- A: Have I reflected before I redirected?
- N: Is this the least-restrictive path, or just the shortest paperwork?
- D: Does this person know exactly what happens next — and who reconnects within 72 hours?

Keep this card in the vehicle, not the locker. A framework you have to go looking for is a framework you will not use at 2 a.m.