

Five STAND Toolkits

One pocket toolkit per move: when to reach for it, the steps, and words that work. These condense the workshop to what fits between the truck and the door.

TOOLKIT 1 — THE SIXTY-SECOND RESET (S)

Between dispatch and contact, every call — non-negotiable on high-acuity calls.

- Three slow breaths, exhale longer than inhale, before leaving the vehicle.
- Name your state in one word — out loud if you're solo. Naming it halves it.
- Scan on approach: people, risks, exits, changes. Three of each.
- Set your entry tempo: one notch slower than feels natural.

WORDS THAT WORK

To yourself: 'Wound up. Okay. Slow feet, low voice, read first.'

TOOLKIT 2 — THE FIRST NINETY SECONDS (T)

Initial contact with a person in visible distress.

- Announce soft: name, role, and one sentence of purpose. Then stop talking.
- Position at an angle, not square-on; get level with them if it's safe.
- One idea per sentence. Questions can wait; presence can't.
- Match their volume minus twenty percent. Never match their speed.

WORDS THAT WORK

'I'm Sam, I'm with the crisis team. I'm not in a hurry. I'll be right here.'

TOOLKIT 3 — THE REFLECTION LADDER (A)

The person is talking — even if it's at you rather than with you.

- Rung 1 — repeat the last meaningful phrase back, gently. It proves the channel works.
- Rung 2 — name the feeling under the words: 'That sounds exhausting.'
- Rung 3 — validate without agreeing to facts: 'Anyone carrying that would be worn down.'
- Only after three rungs: one assessment question, softest phrasing you have.

WORDS THAT WORK

'You said nobody listens. I want to get this right — tell me the part people keep missing.'

TOOLKIT 4 — THE OPTIONS LEDGER (N)

The scene is stable enough to think about what happens next.

- List every live option, out loud when possible — inclusion is de-escalation.
- Order them least restrictive to most; start the conversation at the top.
- For the chosen path, make the connection warm: you stay present while it lands.

- Name the 24–72 hour reconnect: who, when, how. Write it down in front of them.

WORDS THAT WORK

'We've got a few ways to do tonight. Simplest first: I can get your case manager on the phone right now and stay while we do.'

TOOLKIT 5 — THE DIGNIFIED CLOSE (D)

Every call, no exceptions — including the ones that went badly.

- Say what happens next in plain words, and check they can say it back.
- Hand off warm or don't call it a handoff.
- Document so a stranger could continue tomorrow: what worked, what to avoid, who reconnects.
- Debrief yourself: one minute, what the call took, where you're putting it.

WORDS THAT WORK

'Here's what happens next... If tonight gets worse, you call 988 and tell them we talked. Maria from the crisis team calls you Thursday morning.'