



Guide for Handling Awareness Cases (Including Psycare) at Synthetic Love Collective Events

This guide serves as an orientation for handling awareness cases at events organized by Synthetic Love. By awareness cases, we mean situations in which people require support—whether due to boundary violations, conflicts, or emotionally distressing experiences. Psycare cases (such as distress caused by substance use) are also included within this overarching awareness framework.

Important: This guide focuses exclusively on handling cases **during** the event and does not cover deeper post-event processing. For follow-ups, designated ombudspersons, an anonymous feedback channel on the website, and a separate guide are available.

1. Principles for Handling Awareness Cases

- **Protection of those affected:** The needs and safety of the affected person always come first. Always act with empathy and without prejudice.
 - **Confidentiality:** All information regarding cases remains within the awareness team. Do not share details without the consent of the affected person.
 - **Belief:** Those affected are to be believed.
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2. Awareness Team: Roles and Responsibilities

- **Points of contact:** Members of the awareness team should be easily identifiable (e.g., through special clothing or armbands) and serve as a low-threshold contact point for guests.
- **Awareness Point:** If possible, a designated safe and quiet retreat space should be set up where conversations can take place and affected individuals can receive support (e.g., with water, blankets, and a calm environment).
- **Psycare specialists:** If available, team members with experience in supporting individuals in psychedelic or emotionally distressing states can be involved.
- **Responsibility structure & cooperation between Awareness & Security:** The awareness team serves as a **trusted entity** for those affected, while security acts as a **controlling authority**. Any sanctions are carried out by security personnel.



3. Initial Response to Awareness Cases

3.1 Addressing the Situation

- Actively approach the person if you notice they may need support and ask if they do, or respond if they reach out to you.
- Introduce yourself calmly, explaining who you are and that you are there to help.
- **Practice active listening**—those affected are to be believed. Support is only provided with the consent of the person.
- Clarify immediate needs (e.g., safety, emotional support).

3.2 De-escalating the Situation

- Stay calm, friendly, and patient, even in tense situations.
- Ensure distance from others to create a protected space.
- Offer to move to the Awareness Point or a quieter location if the person wishes.
- If necessary, involve security personnel to enforce sanctions (e.g., enforcing house rules).

3.3 Ensuring Basic Needs

- Check whether the affected person is physically and emotionally stable (e.g., hydrated, conscious, and responsive).
- Provide basic assistance (e.g., water, blankets, fresh air).
- If needed, seek medical assistance.

4. Psycare-Specific Approach

- If the situation is triggered by substance use, ensure the person is physically stable. In case of medical emergencies (e.g., unconsciousness, seizures), seek professional medical support immediately.
- Provide reassurance without overwhelming the person. Use simple phrases and clear communication, e.g., “You are safe here. I will stay with you.”
- Maintain a **low-stimulation environment** (e.g., dim lighting, soft voices) and offer calming techniques such as breathing exercises if appropriate.

5. Documentation & Handover



- **Documentation:** Immediately after the incident, write a brief, objective, and anonymized report (e.g., situation description, actions taken, the person's condition).
 - **Handover to Ombudspersons:** If follow-up is required, forward the anonymized documentation to the designated ombudspersons.
 - **Feedback opportunity:** Those affected should be explicitly invited to share their wishes and further statements through one of the available feedback channels (ombudspersons, feedback email address, anonymous online form).
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6. Internal Team Communication

- Ensure clear internal communication channels (e.g., radios, messenger groups) so that team members can respond quickly if needed.
 - Conduct **regular check-ins** during the event to share experiences and prevent team members from becoming overwhelmed.
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7. After the Event

- **Team Reflection:** Schedule a debriefing session for the awareness team to reflect on challenges and identify areas for improvement.
 - **Self-care:** Take care of your own physical and mental health!
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With this guide, we aim to ensure that all guests at our events feel welcome, safe, and supported. Awareness is a collective process that requires the engagement of everyone involved. This guide serves as a foundation for a **sensitive, fair, and sustainable** approach to awareness cases. Adaptations may be made based on specific contexts to meet the needs of all parties involved. This document serves as a guide for orientation and transparent communication regarding actions and procedures within the collective and should not be considered legally binding.

Unanimously adopted by the collective on **30.01.25**.