Green Dot Ranger Manual

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About This Manual

This manual provides information and guidance for Green Dot Rangers. If you have read the **Green Dot Ranger Guidebook**, you will notice some of the information is the same. This Manual provides more information on each topic in the Guidebook. We strongly recommend reading this entire Manual before arriving at the event. This will help you provide the best experience for participants with whom you will work.

If you have any feedback or recommendations for improvement in the Green Dot Ranger Manual or other materials, please provide input through our <u>Green Dot Ranger Manual Feedback</u> form or send an email to <u>ranger-greendot-docs-list@burningman.org</u>.

How to Use this Manual

The Green Dot Ranger Manual is organized into multiple chapters, which cover the basics of being a Green Dot Ranger. In addition to these chapters, some topics will have more information in separate documents. These optional sections provide in-depth information and links to non-Ranger content, such as YouTube videos or professional publications.

This manual may use, and refer to, terms commonly used by Rangers. <u>Highlighted italic</u> <u>links</u> refer to terms defined in <u>Jargon Alert! A Green Dot Glossary</u>. Links outside of this document will be shown in <u>dark red text</u>. Available forms will be highlighted in <u>purple</u> <u>text</u>. Links in <u>blue text</u> refer to other sections of this document.

There are several ways to read this manual. Each set of documents listed below contains the same information.

Green Dot Ranger Manual PDFs:

These are available to print out and read.

- **Green Dot Ranger Guidebook** (Training Pre-Read)
- **Green Dot Ranger Manual** (8 chapters, plus appendices)
- **Green Dot Ranger Skills** (more information on Skills)
- **Green Dot Ranger Situations** (more information on Situations)
- **Green Dot Ranger Advanced Position Guides** (for Leads, Mentors, and Trainers)

Green Dot Ranger Manual Google Docs Version:

- **Green Dot Ranger Guidebook** (Training Pre-Read)
- **Green Dot Ranger Manual** (8 chapters, plus appendices) (This document!)
- **Green Dot Ranger Skills** (more information on Skills)
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- **Green Dot Ranger Advanced Position Guides** (Leads, Mentors, and Trainers)

This document is owned and maintained by the Black Rock Rangers / <u>Green Dot Cadre</u>. It is written to provide general guidance on Green Dot Ranger situations at any event. Teams at other events, such as Burning Man Regionals, can use the information in this document as needed for guidance and training at their events.

Content, such as policies and procedures, that is specific to the **Burning Man** event will be contained in boxes like this throughout this Manual. Regional or other event teams should consider how they will address any similar content at their event.

What Is a Green Dot Ranger?

Green Dot Ranger Mission

Mission of the Green Dot Rangers at Black Rock City

To reduce mental and psychological harm through peer counseling without getting in the way of someone's personal experience.

"Green Dot Rangers make themselves available to be present with participants who are experiencing unusual or difficult states of mind fueled by the intense and challenging nature of Black Rock City. We are peer counselors, friends on the journey, Rangers with a little extra time for riding the mind's edge of chaos."

-An anonymous Green Dot Ranger

How Green Dot Rangers Fulfill Our Mission

Green Dot Rangers act as **crisis peer counselors** for **participants** in need, providing mental and emotional assistance to help them through psychologically difficult issues or altered mental states. This short-term peer counseling (a solid dose of "time and kindness") usually takes place in the field. It may also include inviting participants to a community resource, such as **Sanctuary** or **Zendo**, if available, that provides a calm, quiet environment for the participant to re-acclimate before they return to or leave the event.

Green Dot Rangers specialize in situations with participants who are feeling overwhelmed by grief, disorientation, fear, confusion, sensory or psychedelic overload, and a wide range of related mental states. Green Dot Rangers also support the other Rangers as they process difficult situations they may have encountered.

Green Dot Rangers are not acting in a professional capacity, and do not provide psychotherapy, clinical professional counseling, or other professional services. Green Dot Rangers provide immediate short-term aid, not long-term support or additional support after the event.

Becoming a Green Dot Ranger

Why become a Green Dot Ranger? Successful Green Dot Rangers are motivated to help participants during vulnerable times, without getting emotionally entangled or forming a personal relationship with participants. We assist participants as best we can in the moment. Some situations may require extreme patience and emotional resilience, while others may require active engagement or de-escalation. Once an incident is over, we disengage and allow the participants to recover their own agency.

Basic Characteristics for Green Dot Rangers to Consider:

- Be openly curious.
- Be truthful and authentic.
- Have patience.
- Stay calm.
- Remain objective.
- Maintain emotional and physical boundaries.

Important Considerations for Green Dot Rangers

All Rangers maintain confidentiality. Because Rangers often engage with
participants in very personal ways, it is important that we can ensure their
confidence and trust. As with all Ranger interactions, you are expected to keep
personal information to yourself. Only share those details necessary to comply
with medical requests or legal requirements.

- Rangers are expected to act in an ethical manner. Green Dot Rangers follow the ethical standards for all Rangers. Because Green Dot Rangers are exposed to vulnerable participants, there is a higher expectation of maintaining ethical boundaries. This includes interactions at the event and in the outside world.
- Green Dot Rangers are Rangers with additional training and skills. We are still Rangers first.
- You don't have to be a Green Dot Ranger to manage/engage with a Green Dot Ranger situation. Often, Dirt Rangers without Green Dot training are perfectly able and willing to manage a Green Dot incident using regular Ranger training.
- The range of incidents can vary. You may not be prepared for the intensity of every incident. Some incidents may become extremely emotional or may become extremely long. You are encouraged to contact Khaki or the Green Dot Lead for assistance if an incident exceeds your capacity to engage.
- Green Dot Rangers practice self-care. In order to help participants, Green Dot
 Rangers need to be at their best selves. Be sure that you are rested, fed, and
 hydrated. Take time between incidents to assess your own well-being before going
 to another situation. The stress of an incident may not become apparent until
 later, sometimes days or weeks later. Additional resources are available
 year-round.
- **Green Dot shifts may not feature Green Dot work.** Often, there won't be any Green Dot activity on a shift. Engaging with participants to build that social capital or working with other Rangers are things you can do during your shift.
- **The Imposter Syndrome can affect anyone.** Some incidents may be very challenging and seem beyond your ability. Even experienced Green Dot Rangers can feel the *imposter syndrome*. We learn by engaging in challenging situations.
- **Green Dot Rangers are not expected to fix participant problems.** Release yourself from that pressure and give what you can: your time, your attention, your compassion.
- Manage your emotional availability or capacity. Check in with yourself before engaging with a participant. Are you emotionally ready for the situation?
- You won't get closure on all incidents. Writing a detailed Incident Report can be a great way to find closure for yourself as a Green Dot Ranger.

Example Tasks for Green Dot Rangers

Education

• Explain who the Green Dot Rangers are and what we do.

Assessment

- Assess and monitor a participant to determine if ESD is needed.
- Recommend whether or not an incident requires Green Dot support.
- Determine what helpful community resources may be available.

Peer Support

- Respond to a variety of incidents for Green Dot support as directed by Khaki.
- Sit with a participant who is upset, maybe for hours at a time.
- Help a participant come up with a positive way to address their concerns.
- Notify a participant of an incident at or outside of the event, where Green Dot support may be needed.
- Act as an advocate for the participant, including when working with ESD or Law Enforcement.
- Explain the process for incidents that may involve ESD or Law Enforcement, such as lost/found child or sexual assault.
- Support a participant trying to leave the event in distress.

Community Support

- Engage with witnesses and secondary survivors after an incident.
- Support other Rangers and First Responders that may have experienced a traumatic event.

Personal Awareness

• Maintain emotional awareness of yourself and your partner.

Operational Support

- Keep Sanctuary neat and well stocked.
- Maintain accurate records of information during the event, such as shift reports, Sanctuary inventory, etc.

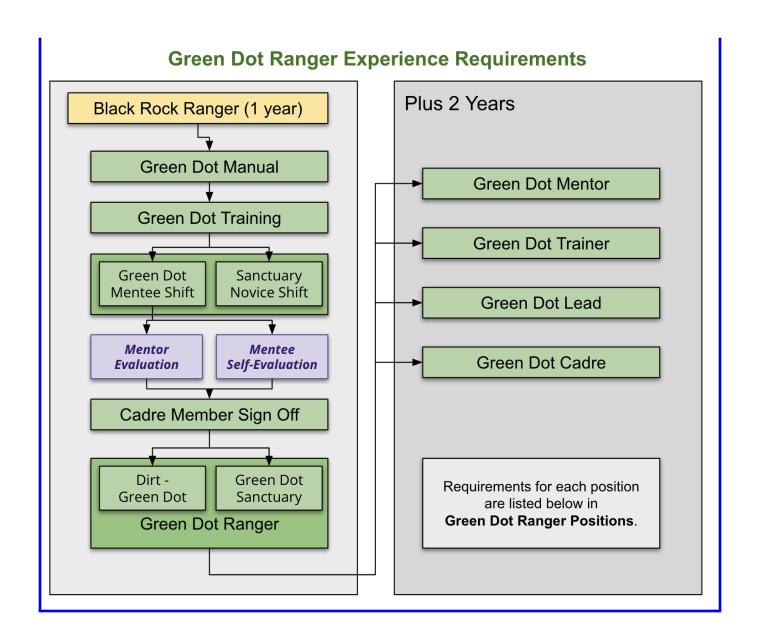
Reporting and Communication

- Take good notes during an incident and create or update an Incident Report.
- Explain a situation to third parties, including CIT, ESD, Law Enforcement, and friends, family, and camp members of the participant as needed and with consideration for confidentiality.

Green Dot Rangers at Burning Man

Green Dot Rangers in Black Rock City are active Black Rock Rangers and meet all requirements to be a Ranger at Burning Man. Green Dot Rangers go through additional training each year to continue to grow skills in peer counseling and meet the needs of the Burning Man community.

The following positions refer to Green Dot Rangers at Burning Man. Other events may or may not have similar roles. More information on these positions is available in the **Appendix**.



Appendix: Additional Resources

More information about becoming a **Green Dot Ranger at Burning Man** and **Green Dot Ranger Positions**.

More information and YouTube videos on Rangers.

Prepare for Your Shift

It is important that Green Dot Rangers are prepared for a shift, physically and emotionally. Before you arrive at an incident, be sure that you are ready. Are you rested? Are you stressed? How does your body feel? What is your current emotional state? Are you grounded? Are you clear headed? Are you aware of any bias? Are you being mindful of yourself? Are you safe? Are you paying attention to your surroundings? Are you ready for this? Can you ask for help if needed?

Prepare Your Partner in Advance

Like other Rangers, Green Dot Rangers in the field will be partnered with another Ranger. Your partner may not be a Green Dot Ranger and may not be familiar with Green Dot Ranger protocols.

When you meet your partner, let them know you are a Green Dot Ranger. Share with each other your interests, strengths, and weaknesses. Share issues that may cause either of you to become *emotionally flooded*. Even if your partner is not a Green Dot Ranger, they may be able to handle some Green Dot Ranger situations.

Consider explaining some responsibilities they might have as you perform different roles as a Green Dot Ranger. Since you'll be focusing on the participant, your partner might be responsible for:

- Managing radio communications:
 - Including keeping a distance, so that the primary participant isn't distracted by your radio (but always keep visual contact with your partner).
- Interacting with others on scene:
 - Such as preventing interruptions.
- Writing down important information:
 - This may include details about the situation, participants, timeline, interviews
 with others on scene, and a list of others involved. This information will
 often be included in an <u>Incident Report</u>. Sometimes these notes become
 part of a legal record.
- Managing the scene:

 This may include establishing a perimeter, reducing excessive lighting or noise, redirecting disruptive observers, working with other responders, etc.

Before approaching a participant, pause and make sure you and your partner are ready.

What if I don't have a partner?

You may be at an incident without a partner, such as being off duty. If possible, first report your situation to ensure Khaki is aware and request additional resources if necessary. In certain situations, you may want to enlist nearby resources (campmates, participants) to assist with the following:

- Find someone with a radio or phone to report the situation.
- Have someone stay with you so you are never alone with a minor or an altered participant.
- Hold the perimeter around the situation.
- Retrieve useful items like water or warm clothes.

Levels of Intervention

Below, in order of increasing levels of intervention, are resources for distressed participants.

- Participants, artists, theme camps, and other event staff may encounter
 participants needing assistance and will often be able to handle participant
 engagement on their own for minor issues not requiring Ranger or Medical
 intervention.
- Dirt Rangers and ESD Medical staff can de-escalate incidents when the
 participant may not need additional support. If an incident is a <u>must-report</u>, staff
 are required to tell their chain of command (Khaki or ESD Manager).
- 3. **Crisis Peer Counseling** may be appropriate for some participants who are feeling overwhelmed by grief, disorientation, fear, confusion, sensory or substance overload, and/or a wide range of related states that are made worse by the event's environment:

- a. **Green Dot Rangers** provide short-term crisis peer counseling. This might happen in the field or at <u>Sanctuary</u>.
- b. Crisis peer counseling could also be available from a community resource such as **Zendo** or similar resource if available.
- 4. <u>Emergency Services Department</u> (ESD) is available when a trained professional is needed for an incident:
 - a. ESD <u>Crisis Intervention Team</u> (CIT) staff will respond to any clinical mental health crisis or major traumatic event. This includes any child-related issues (lost/found child, domestic or sexual child abuse), involuntary psychiatric holds (<u>Legal 2000</u> in Nevada), and other mental health issues requiring significant intervention that is outside the scope of Green Dot Rangers or ESD Medical staff. Sexual violence and domestic violence incidents are handled by the <u>Survivor Advocacy Team</u> (CIT-SAT). Green Dot Ranger support may be required until these resources can reach the scene. The Green Dot Ranger may remain on scene even after CIT-SAT has left, until the incident is resolved with the participant.
 - b. ESD Medics work with CIT-SAT, Rangers, and/or LE as needed for people requiring medical attention in addition to being altered and distressed. ESD Medics are the only resource able to chemically *restrain* participants.
- 5. **Ranger Troubleshooters** may become involved to support Dirt and Green Dot Rangers, particularly with complex incidents involving LE and other organizations. In addition to Troubleshooters, *Security* personnel may also be requested for an incident that is potentially dangerous for Rangers or other participants. Security personnel are trained, equipped, and authorized to physically *restrain* a participant that has become dangerous.
- 6. <u>Law Enforcement</u> (LE) is integral in any incidents that include a crime. This includes but is not limited to, sexual violence, domestic violence, or non-consensual physical violence. They will also get involved in cases where an involuntary psychiatric hold (Legal 2000) is possible. LE makes their own decisions about which incidents to get involved with respect their choices.

Incident Pre-Arrival Assessment

As a Green Dot Ranger, Khaki may send you to an incident in progress. Before arriving at the incident, make sure that you are prepared.

Is This a Green Dot Incident?

Green Dot incidents are situations involving **participants** who are feeling overwhelmed by grief, disorientation, fear, confusion, sensory or psychedelic overload, and/or a wide range of related states that are made worse by the intense and challenging nature of the event. Green Dot Rangers focus on a participant's mental state and how they are processing the world around them while letting other teams handle related aspects like medical attention, crisis counseling, and other issues. While the participant is processing their situation, the Green Dot Ranger keeps them physically safe.

Green Dot Rangers should determine what the participant needs based on the situation. Observe the participant to decide whether to engage with them, to delay engagement, or to not engage with them. Make sure you are acting in the best interest of the participant.

Some Green Dot incidents can be handled by others.

If you are sent to an incident, take note of the current situation.

- Find out if the reported incident still needs your support. Sometimes the situation will be resolved by the time you arrive.
- Often the participant in question is in the hands of those who can care for their needs. Ensure their commitment is for the duration of the situation and advise on how to contact Rangers if the situation changes.

It is a Green Dot incident when a participant or group of participants are experiencing overwhelming emotions and need peer counseling support to get through the experience.

Being *altered* is not necessarily a Green Dot incident. It is a Green Dot incident if the participant cannot care for their *primary needs* and does not have community members able to take care of them. This includes situations where the participant is overwhelmed

with grief or anxiety or other strong emotions, cannot process their emotions in their current state, or does not have assistance in doing so.

Being in mental distress is not necessarily a Green Dot incident. Sometimes a participant is reasonably distressed by a solvable problem and just needs help with the solution. It is a Green Dot incident when the participant is having difficulty managing their emotions and needs someone to *hold space* for them while they process their emotions.

Other types of incidents will almost always require some level of Green Dot response, such as domestic violence and sexual violence. Witnesses and secondary survivors may experience trauma and they might also benefit from Green Dot assistance.

Prepare Yourself for Engagement

Center and ground yourself before approaching a participant. This may require slowing your breath, checking your assumptions, or confirming your location at the event before going in. Make sure you are mentally and physically prepared, calm, and ready. Your energy and input will influence the participant.

Rangers have no legal authority, but our uniforms can be mistaken for Law Enforcement. Green Dot Rangers can change how they look to become more approachable and non-threatening. Distracting objects that are worn or carried can be removed or covered.

Some things to consider:

- Turning down/off or removing your radio (your partner will remain in contact with Khaki).
- Removing hats, sunglasses, backpacks, etc.
- Tucking in your laminate.
- Making your Ranger logos less visible.
- Avoiding patches/decorations on your uniform that might make connecting difficult.
 (See "Costuforming")
- Examining how your posture, movement, gestures, voice level, eye contact, etc. may affect the specific situation.
- Having something to offer a stuffed animal, water, candy, blanket, etc. (See "What's in your backpack?")

Approach the Scene

When you first arrive at an incident, assess the scene. You will not be able to use skills such as holding space if the scene is chaotic or other immediate challenges prevent you from engaging with the participant.

Address primary concerns first

Even if there is a Green Dot component to an incident, address any primary concerns first.

Make sure the current scene is safe and other Rangers and participants at the scene are not in danger from either the actions of a participant or an unsafe environment.

If a person in distress displays any signs of a serious medical issue, it is essential to contact Khaki and request ESD support immediately.

Safety Assessment

Check to ensure the scene is safe for you to approach. This includes you, your partner, and others on the scene. Consider the impact of structures, hazardous materials, electrical power, fire hazard, and vehicle hazards in the vicinity. If something doesn't feel right, figure out why and adjust if possible.

Determine if protective gear may be necessary to respond to the circumstances, including gloves, eye protection, skin protection, and appropriate footwear.

When approaching a scene, be aware of aggressive participants. Don't put yourself into a position to get hit by a participant. Be aware of participants that may be altered or may be in a non-consensual violence situation.

Medical Assessment

Review the scene and determine if there are any medical requirements or ongoing concerns that may require medical attention. If Medical is not already on the scene, contact Khaki.

Green Dot Rangers should always focus on the well-being of participants through emotional support and reassurance. You are not expected or permitted to diagnose medical or psychiatric conditions. If a person in distress displays any signs of a serious medical issue, it is essential to request ESD support immediately.

Green Dot Rangers should request medical support if the participant is badly hurt, sick, or in danger. For example: the participant is showing signs of difficulty breathing, an obstructed airway, or poor circulation such as pale, bluish, or clammy skin, unresponsiveness, or a weak or absent pulse. Other red flags include convulsions, chest pain, severe confusion, incoherence, loss of consciousness, or any uncontrolled physical distress.

Additionally, if a participant expresses <u>suicidal thoughts</u> or is behaving in a way that suggests they may harm themselves or others, professional intervention is necessary.

A Green Dot incident may turn into a medical one, so always monitor the participant's basic physical welfare. When in doubt, err on the side of caution and involve ESD. When safe to do so, Green Dot Rangers should remain with the individual until help arrives, providing a calm and supportive presence while ensuring their safety.

Briefings from Those on Scene

Green Dot Rangers are encouraged to provide coaching to the Rangers already on the scene where possible. They may have already developed a rapport with the participant and supporting them may work better than taking over the incident.

Getting information from those on scene before engaging in the Green Dot Ranger situation is vital. If you are able, let the First Responders already on scene remain engaged. Gather information from those on scene before they leave.

Consider asking camp mates, neighbors, passersby, and other First Responders for information about the incident if time and the situation permit it. Ask your partner or other Rangers to assist in this effort if possible. If you do speak with other nearby participants, consider also speaking with them at the end of the incident to provide them with some closure (and if you do so, be sure to maintain confidentiality). Even something as simple as "Thank you for talking with me earlier, I believe we have resolved things. I appreciated your help." can be very impactful.

Quite often, a Green Dot incident will have more than one Green Dot Ranger situation. Some situations such as disputes, assaults, group substance ingestion, etc., will involve multiple participants. There may also be secondary situations such as witnesses to traumatic events, survivors re-experiencing extreme emotions, and others. Consider the possibilities and survey the scene. Contact Khaki for any additional resources that you need.

Working with CIT-SAT, ESD, or LE on the scene:

CIT-SAT, ESD, and LE may already be on the scene or be called to the scene after you arrive.

<u>CIT-SAT</u> staff are generally on call. When CIT is on the scene, introduce yourself, brief them, and work with them on the situation. Follow their lead once they are engaged. Expect to be with them until they're done (and quite possibly beyond) unless they specifically release you.

If <u>ESD</u> has been sent to the scene, they will show up either in a <u>Delta unit</u> or <u>QRV</u>. If it's urgent, direct them to the participant in need and get out of their way. If it's an evaluation or first aid, make introductions and remain involved to assist the participant through the experience. Remember that you will remain on scene until ESD releases you. If the participant needs to be transported by ESD, assist them in leaving the scene.

When **LE** arrives on scene, whether expected or not, introduce yourself (real name or handle, your choice), work the participant and follow LE's lead on how they wish to engage. Your default is to step back to a respectful distance. Document the name, arrival time, agency name, and vehicle number of LE officers as they arrive. If appropriate, hold a perimeter so LE can have what conversations/actions they need. Remain on scene unless specifically asked to leave.

Potential Must-Reports

As you arrive on the scene and begin interacting with participants, determine any need for additional resources and evaluate any potential <u>must-report</u> (in some cases, Khaki may already be aware of the must-report situation). Be prepared to make observations and ask questions that will resolve any doubts. Let facts and primary sources be your guide, not speculation and rumor.

Informing Khaki that you have a potential must-report will alert Ranger Shift Command to anticipate your needs and possibly suggest courses of action and/or assess if this is a must-report. In all cases, if you or your partner suspects a must-report situation, you must report it to Khaki.

Engage the Participant

After Green Dot Rangers have information about the scene, they may engage the participants involved in the incident. It's important to create a space where a participant can be as comfortable as possible given the situation.

Consider Their Reality and Assess Their Situation

Often, a participant's mental and emotional state is heavily affected by their environment and physical well-being. Pay attention to possible sources of stress and consider solutions to those issues, such as heat, thirst, hunger, a large crowd nearby, or dangerous objects nearby. For example, you can move the participant to a quieter location or shaded area.

Knowing about a participant's immediate past can be very helpful in understanding their current reality. If possible, gently obtain information early in your engagement. Consider the following:

• When did they last sleep, eat, drink (what/where/how much/how long ago)?

- What have their most recent social interactions been like?
- Are they under the influence of medications or psychoactive substances? If they are:
 - How much did they take?
 - How long ago did they take it?
 - Have they had any past reactions or experiences?
 - Have any friends or companions taken the same medication or psychoactives? If so, are they having a similar experience?
- Have any default world medical, emotional, or physical well-being routines been disrupted?
- Is there any recent physical, mental, or emotional trauma?

Observe how the participant is behaving:

- Are they interacting with others?
- Are they isolated?
- Are they aware of their surroundings and situation?

When possible, check your assumptions with others (significant others, campmates, observers of the initial situation).

Take note of the assumptions you make at the start of your engagement. Check the participant regularly as the situation may change over time. Are the assumptions still correct? Make updates to your assessment when needed.

Create a Non-Threatening Space

You are more likely to be successful with a participant when the environment is peaceful and free of distractions. Try to find a safe and calming space to interact. Consider the following:

- Approach with friendly, non-threatening body language.
- Avoid sudden movements.
- If you are larger than the participant, consider sitting down, leaning on things, or otherwise decreasing the appearance of your size. This may also be useful to bring you at eye level to the participant.
- Ensure they don't feel cornered, create visible escape routes.

- Find shade (cool) or burn barrel (warm) space as needed.
- Keep the crowd at a distance (create a perimeter to keep other participants away).
- Reduce noise levels as low as possible.
- Shield them from flame effects, bright or pulsing lights, and emergency vehicles' flashing lights. Find a calm lighting location.
- Rangers or participants may be asked to create a perimeter or keep crowds away from the incident.

Patience and Calm

You might be engaged for quite some time, so take a few moments to check in with yourself and your partner. Feel the mood and talk about it together. Remind yourself that this is what you love to do, and you are not on a schedule. Consider how your mood and energy levels will impact others on scene. Calm yourself to calm them.

Prepare yourself to work with the participant in a thoughtful and well-planned way. Consider the following:

- This is what you are here to do. This interaction is a good use of your skills and time.
- Your goal is assisting the participant(s) through their current experience.
- You want to "meet the participant where they are" by being present and nonjudgmental.
- Clear your head, focus on the moment, wait for the opportunities to interact.
- Be prepared to accept *looping* and back sliding.
- Remind yourself that being calm and *grounded* helps others.

If you are approaching the end of your shift, check in with yourself and your partner. Determine your capacity to remain engaged. If you think you may be here for a while, possibly well beyond the end of your planned shift, determine what additional support you may need. This might mean <u>kicking it sideways</u> to another team.

Make a Good First Impression

Green Dot Rangers are meeting participants at some of their most vulnerable moments. It is important to build trust with a participant to understand their current situation. Consider the following:

- Use your Ranger approach skills and acknowledge the participant.
- Gather information about the situation before fully engaging with a participant.
- Allow the participant to set the pace of the initial interaction. Don't force interaction unless safety requires it.
- Kick it sideways if either you or the participant are unable to find a connection.
- Approach cautiously if the participant appears anxious. Avoid swiftly approaching them. Instead, walk calmly towards a position next to them, such as a chair nearby, letting them make the final approach to you.
- Adjust your height for the situation. Sitting, kneeling, or leaning may make your appearance less threatening. Standing may seem more imposing.
- Be aware of your own potential biases. Is there anything about this situation that may limit your ability to interact with the participant?

Offer a Connection

Connections are the basis of successful Green Dot interactions. Approach a participant with open curiosity and show them you care about their needs. This will help create a solid connection. Find out what the participant needs physically, emotionally, and mentally. You can create connection by:

- Using positive facial expressions and body language.
- Offering gentle greetings.
- Offering a place to sit.
- Offering water, a candy (<u>if appropriate</u>), a blanket, a stuffed animal, or something else from your <u>backpack</u>.
- Being generally welcoming and friendly.

Don't force it and don't create the appearance of someone who's here to "solve the problem." Let the participant set the pace. If they react with suspicion, remain in place and consider your next move as they respond.

Situation Hand-Off

Leaving a situation can be just as important as entering. Your responsibility will be to manage the personal relationships you are already handling until you are requested to hand it off to ESD or LE. Handing off an incident to other responders (ESD / LE) or other Rangers keeps things steady for the participant, and makes sure vital information is shared across teams. Consider the following:

- Timing is everything. Don't waste the trust you've built with the participant, the camp, or community.
- When you expect other responders to join, set expectations with the participants by
 explaining as soon as possible what will be happening next using language that
 they understand. For example, you may say "someone from the medical team with
 more expertise than I will join us shortly" rather than "an ESD unit will arrive
 shortly". Watch and listen for signals that they may not understand what is going
 on.
- When the other responders arrive, explain to the participant (again) what is happening, and make introductions to new team members on the scene (ESD, Sanctuary, other Rangers).
- If you have thoughts on how to achieve a positive outcome, let these responders know as they arrive. It is unlikely that ESD or LE will consult with you after they engage. You may be able to suggest alternatives once an agreement has been reached, but their decision is final.
- Even after you have been released from the scene (by ESD, LE, other Rangers), be sure new connections are established if appropriate.
- Stay long enough to ensure a smooth transition. Close out with the scene lead before leaving.

If you disagree with an outcome, you should discuss your concerns with the Green Dot Lead or with Khaki. You may also wish to follow-up with a **Green Dot Mentor** or **Green Dot Lead**.

Handing off an incident is an important Green Dot Ranger skill.

Green Dot Ranger Skills

Green Dot Rangers build on existing Black Rock Ranger skills, as well as our own background. There are unique skills that Green Dot Rangers have in their toolkit as they help participants navigate through their experience. We build skills to help participants get through their current concerns and back into the community.

Each of the skills below has a definition and how to use that skill in practice. Each skill also has a link to supplemental information about the skill and reference links. These supplemental materials are optional. You can explore them at your own pace.

Being Grounded

Definition: Being <u>Grounded</u> is being mentally and emotionally stable during an interaction. It is being connected to a common shared reality across participants, Rangers, and the community. Being grounded internally allows you to maintain your own calm, help calm others, and help them stay in the here and now.

In Practice: Participants undergoing overstimulation or emotional crisis often reach out towards anything they see as "solid". They do this to reorient themselves with the world.

- If the participant becomes agitated, remain calm. They will be looking to follow your example and may be testing you, their "solid" object. Distracting them with a calm redirection of their attention will sometimes help. Other participants may do better by focusing on and working through whatever is agitating them.
- If the participant is experiencing distorting or confusing effects of a <u>mind-altering</u> <u>substance</u>, remind them that the experience is temporary, and they will get through it.

More Information on **Being Grounded** is available in Green Dot Ranger Skills.

Being a Reality Anchor

Definition: Being a *Reality Anchor* is to provide a visible sense of the world that is based in reality. A reality anchor is a sober, grounded individual who provides stability, reassurance, and a supportive connection to consensus reality for a person experiencing an altered state of consciousness. As the reality anchor, you remain calm, present, and nonjudgmental, offering verbal and nonverbal support to help the individual navigate their experience safely. Your role is not to challenge or dismiss the altered perceptions of the person in distress but rather to serve as a steady, reassuring presence that helps orient them when needed.

In Practice: Our brains are excellent at making up stories about what's happening around us. A "reality anchor" is a person, object, or concept that helps stabilize someone's perception of reality, especially during moments of emotional or mental distress. It is a grounding influence that prevents someone from becoming overwhelmed by anxiety, delusions, or dissociation. A reality anchor serves as a stabilizing force that helps a person maintain a connection to the present moment and distinguish between what is real and what is not. Consider the following options for creating a reality anchor:

- Focus on the physical world such as the ground, a chair, clothing, or anything they can physically see or touch.
- Invite the participant to describe only the simple facts.
- Offer a trustworthy, un-altered, and grounded version of the story they are telling themselves.

These options can help the participant see other possible interpretations of their reality.

More Information on **Reality Anchor** is available in Green Dot Ranger Skills.

Being Mindfully Present

Definition: Being *Mindfully* **Present** is the ability to focus on the current situation and limit outside distractions.

In Practice: Being 100% present is to have your whole self engaged with the situation and to be in the moment. It is NOT necessarily a 100% focus on the person you're with at

the time. This may make them nervous, disturb them, or drive them away. It IS about learning how to calm and relax yourself.

More Information on **Mindfully Present** is available in Green Dot Ranger Skills.

Using Breathing

Definition: **Using Breathing** techniques can help a participant become calmer to better engage with their situation. Breathing techniques can also help you ground yourself as you work with participants.

In Practice: Engage the participant by controlling your breathing. If a participant is breathing fast, match their breathing and then start to slow your breathing, allowing them to follow. Breathing exercises can have a calming effect. Try to find the breathing technique that will help you with the participant.

More Information on **Using Breathing** is available in Green Dot Ranger Skills.

Holding Space

Definition: *Holding Space* is the ability to be present with someone without judgment. This is accomplished by creating a place for a participant where they can feel safe enough, both physically and emotionally, to express their feelings.

In Practice: Holding Space has strong components of other things we do as Green Dot Rangers, such as situational awareness, being mindfully present, self-monitoring, and agency.

Do not "guide" a participant's experience. Guiding can assume the person can't find their way out of their situation. To hold space, sit with calm confidence that the participant will be fine. Have patience and show that you are capable of hearing what they have to say or sitting for hours without speaking.

More Information on **Holding Space** is available in Green Dot Ranger Skills.

Expressing Empathy

Definition: **Expressing** *Empathy* is the ability to show that you understand the other person's feelings and thoughts. This allows others to feel heard and thus open up more. Through your behavior, the participant perceives your empathy.

In Practice: Expressing empathy is a key part of establishing rapport. When you empathize with somebody, you recognize their experience without judging it, changing it, or turning away from it. Feeling empathy with someone looks like:

- Active listening. Allow the participant to speak. Encourage them to open up about emotions and experiences. Use verbal cues or words to do this, summarize what they say or paraphrase.
- Responding without judgment. Allow them to express what needs to be said.
- Keeping your internal emotional responses relatively quiet. Empathy requires having space for their emotions, not overwhelming them with yours.
- Being compassionate. Recognize that we all suffer and no matter how difficult it is to sit with somebody while they suffer, the listener will be present and open to it.

Be very careful with humor when establishing rapport and expressing empathy. A joke intended to show understanding or to lighten up the mood may instead look like apathy and mockery of a person's emotional state and situation.

More Information on **Expressing Empathy** is available in Green Dot Ranger Skills.

Maintaining Boundaries

Definition: **Maintaining Boundaries** is the ability to keep yourself separate from the incident mentally, emotionally, and physically. You need to retain sound judgment and avoid becoming too involved with the situation. If a participant tries to exceed your boundaries, be firm but polite in saying no. This will also allow you to more easily recover after particularly difficult situations.

In Practice: As Green Dot Rangers, we need to be clear about our boundaries with others. For ourselves, we need to follow basic Ranger policies, such as maintaining eye contact with your partner, when engaging others.

Maintaining boundaries with participants can be a challenge, especially as personal comfort zones may vary from Ranger to Ranger. Participants who are altered on MDMA, for example, may be overly friendly and forward with their touch. Other participants may ask you about your own experience to help them resolve their current issues. As a Ranger, in any situation, you need to be clear in your own boundaries and determine at what level of physical contact or personal sharing you are comfortable. This may also be situationally dependent, depending on various factors with the participant.

There are various strategies you can use to deflect unwanted attention. Some ways to consider are:

- Body language and facial expression are often as effective communication tools as words.
- Keep a clear distance between yourself and the participant so that they can only touch your hand or arm. People who are altered may unexpectedly strike out with force that they did not intend.
- If a participant continues to be overly physical, be more firm and say "No." Kick it sideways to another Ranger if needed.
- A participant in a difficult situation may ask for your advice. Remember, Rangers help participants arrive at their own solutions, and what's right for us might not be right for the participant. This is a time to use FLAME skills to help the participant brainstorm, remembering that some of our best resources are their campmates and friends, if they're available.

If you feel uncomfortable in any incident, kick it sideways to another Ranger or another team.

Maintaining your own boundaries is also important. As Rangers, we typically want to help in any way we can, but there are limits to the help we can provide as peer counselors. Participants that have found a good listener and made a connection may want to continue that relationship. It is not ethically appropriate to continue a relationship with a participant after an incident is resolved.

- You should not get overly invested with a participant in their current situation.
- Once the situation is over, let it go.
- Maintain your boundaries if the participant comes looking for you.
- Take time for self-care when needed.

Give agency back to the participants. Let the participants know that if they need further assistance, they can contact the Rangers, for example by finding someone with an event radio. If you believe a follow up is absolutely necessary, and with consent of the participant, contact Khaki first to discuss what's needed and get approval. Once the incident is over, let the situation go. You won't get closure on all incidents.

More Information on **Maintaining Boundaries** is available in Green Dot Ranger Skills.

Creating a Positive Outcome Plan

Definition: Creating a Positive Outcome Plan helps the participant understand the next steps. At the appropriate time, encourage the participant to think about what they want next. Invite them to make a plan and a back-up plan that includes a supportive environment for integration and moving forward.

In Practice: We want to encourage the participant to come up with their own plan and take the next steps to get back to the event. Sometimes, those plans will involve others such as friends and campmates. Make sure that everyone involved understands the next steps and has the ability to carry them out.

Handing Off

Definition: **Handing off** is the critical skill of being able to wrap up an incident or take it to the next step. When a new team is arriving, the incident has escalated or is ending, Rangers should share any information that was collected.

In Practice: A successful handoff includes a description of a situation that is clear and concise to someone who has just arrived at the scene. This person may be another Ranger or someone from another department.

Deliver a brief narrative that gives them a sense of the situation. Get to the point quickly and clearly, in a few short sentences. Think of it as speaking in bullet points rather than in paragraphs:

- Who is the participant?
- Why are they there? What's the chief complaint?

- Is there a must-report issue? Has it been reported to Khaki yet?
- Any medical conditions?
- External resources requested and not yet on scene (Medical, CIT-SAT, LE)?
- In what condition did you find them? How are they doing now?
- What kind of care have they received so far?
- Do they have any known immediate needs?
- Have they exhibited any violent tendencies?
- What / where is their camp?
- Names and location of supportive campmates / friends?
- Is there anything else to be aware of?
- Any relevant backstory?

More Information on **Handing Off** is available in Green Dot Ranger Skills.

Maintaining Skill and Knowledge Currency

Definition: Maintaining Skill and Knowledge Currency is important for all Green Dot Rangers. This includes attending training, meetings, town halls, and understanding changes over the years. Every year, there are changes to the event, Ranger, and local policies and procedures, and as Rangers, we need to understand these changes. This may also include personal learning outside of Rangers that may help you work with participants.

In Practice: Most Rangers attend one or just a few events a year. In between events, we may not be using all of the skills that are needed for Rangering. It's important for us to ensure that our skills are refreshed and up to date for each event.

Training and training materials are updated every year. This may include changes in approach or philosophy, changes in policies and procedures, and even changes based on local, state, and federal laws. Briefings such as All Hands Meetings and the Green Dot Town Halls will help cover these changes.

And as individuals, we are also learning and growing professionally and personally. We encourage everyone to expand their skills outside of the event process.

Green Dot Ranger Situations

Green Dot Rangers may be asked to respond to any number of situations where a participant is having a challenging experience. Examples of interactions may include:

- Sit, walk, or talk with a participant who thinks their face is melting off (but it's not; if it actually is, then it's a Medical situation).
- Help someone who has been lost at the event for three days and can't stop crying, and only speaks a language you don't recognize.
- Have a conversation with someone having a relationship crisis.
- Talk with someone who has just been raped or assaulted. Talk with that person's campmates.
- Talk to a domestic violence survivor. Return to a previous DV/SV incident for a follow-up if invited.
- Hold space during a Lost Child incident.
- Support Dirt Rangers on an incident they responded to.
- Handle the clean-up of body fluids.

Remember that Ranger incidents are NON-LIFE-THREATENING, and Green Dot incidents include:

- Non-life-threatening emotional or interpersonal issues.
- Non-life-threatening mind-altering drug issues.
- Non-life-threatening brain chemistry, behavioral, or personality issues.

If there is any reason to think that it could be a life-threatening situation, kick it to the right team by contacting Khaki and requesting support. Khaki can request additional response teams, such as *Emergency Services Department* (ESD), *Crisis Intervention Team* (CIT), *Survivor Advocacy Team* (CIT-SAT), *Law Enforcement* (LE), or other resources (see Logistics and Resources for more information).

Types of Green Dot Ranger Situations

Below are some common situations in which Green Dot Rangers may find themselves. <u>Green Dot Ranger situations</u> vary in degrees of severity. Many incidents can be handled by any Ranger that feels comfortable with the challenges presented by the participant.

Each situation in this chapter provides a definition and overview, notes about how to identify and engage, and potential outcomes. Each situation has a link to a separate document with more information, including links to additional materials (such as papers and YouTube videos), and scenarios that can be used in discussing the situation. These supplemental materials are optional. You can explore them at your own interest and pace.

A participant may be experiencing multiple different situations at the same time. It's up to the Green Dot Rangers to prioritize the issues based on emergency needs, scene safety, or other factors. Rangers should contact Khaki for additional support as needed. Rangers should also contact Khaki as soon as it's clear that an incident is a *must-report*.

Aggression

Definition and Overview: Aggressive participants are those acting out in a potentially violent manner towards Rangers or other participants. Aggression can be exhibited in a range of actions. This may be talking in an aggressive manner, raising fists, or hitting inanimate objects. When physical aggression poses a threat to participants or things, contact Khaki.

Observation and Engagement: When interacting with aggressive participants, scene safety is the priority. This includes the safety of yourself and other Rangers. If you or others feel a significant threat, contact Khaki and request additional resources. Do this especially if the aggression seems to be escalating.

Yelling people generally want to be heard, and anger is usually an expression of feelings of frustration or unfairness. If you can convince them that you care about what is upsetting them, you may be able to work with them more easily as they will calm down to better explain their position. If possible, guide the participant away from others. **De-escalation is key**. Hold space and let them share their concerns. A combination of active listening, paraphrasing, asking relevant questions, and body language can show © 2025 Black Rock Rangers. Supplemental materials to the Black Rock Ranger Manual.

that you are interested in hearing what they have to say. Also consider their *primary needs*, as anger is often a sign of these not being met (especially hunger and exhaustion).

Avoid facing an angry person directly, touching their chest area, or providing direct opposition to what they're saying. Instead, try to align yourself so that you're facing the same way as them where possible (or at least 45 degrees out), avoid direct contact, and agree with what can reasonably be agreed with (even if it's just "yeah, I can see why that would piss you off"). In some cases, mirroring, such as yelling in solidarity, is also a strategy.

Consider asking other Rangers to create enough of a perimeter that other people don't approach. In general, it's easier for someone to calm down when there's not an audience.

Must-Report: If the participant is likely to or has engaged in non-consensual physical violence to others, including a Ranger or other First Responder, this is a must-report to Khaki. Document all information in the IMS, including any needed information for finding the participant in the future and the situation resolution.

Potential Outcomes: The final goal is to de-escalate the situation so that there will be no further danger of physical harm. Involved parties should feel the situation is safely resolved. If this is not possible, Security or Law Enforcement may need to be requested to resolve the situation.

More Information on **Aggression** is available in Green Dot Ranger Situations.

Altered

Definition and Overview: An *altered* participant is someone whose thought processes or perceptions of reality have been changed due to a variety of conditions. Participants may be altered due to emotional circumstances (emotional concerns, mental health issues, etc.), physical circumstances (heat exhaustion, fatigue, dehydration, or other issue), and/or chemicals (because they intentionally or unintentionally took a substance, or because they have not taken prescribed medications).

Observation and Engagement: Being altered is not automatically an emergency requiring Ranger intervention. As Green Dot Rangers, we intervene when the situation has become harmful or uncontrollable for the participant or those around them. You may

need to intervene even when the reason someone is altered is not apparent. Provide a reality anchor and help the participant regain agency.

If there are friends or campmates nearby, ask for their input. Try to figure out why the participant is altered without sounding judgmental. Asking them if they are on drugs or what they may have consumed is not recommended as it may make you sound like Law Enforcement. Be sure to document incident timelines with progressions and events in their physical and mental state.

Altered states can be caused by drugs, but also by <u>medical issues</u> (such as dehydration, diabetic issues, low blood sugar, concussions, sleep deprivation, etc.), by emotional issues, or by long-term <u>mental health issues</u>. As you engage with the participant, look for signs of medical or mental health issues and contact Khaki for additional support if needed.

Altered participants may not be able to adequately take care of their *primary needs* (temperature, food, physical safety, etc.). Make sure those are addressed; "we'll take care of your body while your mind is away" is a good guideline to consider. Monitor their medical needs and comfort. A more comfortable body often leads to a more reasonable mind and a better emotional state. If you have any suspicion they may be in medical distress, contact Khaki for a medical response. If they are being disruptive to others, consider moving them to a place away from other people or consider taking them to their camp so their friends can engage with them.

Altered participants may also experience cycles of emotion or thought patterns and express those cycles verbally; this is referred to as *looping*. Having to occupy the same mental state or answer the same questions more than once might be a common occurrence in your interactions. These cycles may be intense at times as well. Remember to use nonjudgmental thinking when reassuring participants during these moments. Focus on staying calm and centered.

Looping can actually be a powerful advantage when you notice it. A looping cycle can provide you with "rehearsal" time. When you see the same thread coming around again, you can reflect on other ways to respond to it. Keep trying variations in your approach until you find one that helps.

The length and complexity of the loop can give you indications of the direction their mental integration is proceeding. If they are losing the capacity to communicate, their cycles will become shorter, tighter, and more urgent. If they are gaining mental and

expressive capacity, their cycles will become longer and contain more complex material. In the former case, be prepared to escalate their level of care. In the latter, you have the chance to help them find perspectives that lead them back to reintegration.

For information on substance-based altered participants, see Mind-Altering Substances.

Potential Outcomes: Once the participant can handle their own primary needs and is no longer disruptive, they can be returned to their adventures at the event. Consider returning them to friends or their camp to help them get their bearings. If the participant needs a safe place to decompress for a long time, consider requesting they be sent to **Sanctuary** or **Zendo** or similar resource if available. If a participant is too disruptive or has medical needs, they may not be able to return to any of these places. **Security**, **Law Enforcement**, or **ESD Medical** are options to monitor the participant.

More Information on Altered is available in Green Dot Ranger Situations.

Biohazards

Definition and Overview: <u>Biohazards</u> are bodily excretions including vomit, diarrhea, urine, saliva, blood, and other waste. Biohazards are also items that have come in contact with bodily fluids such as hands, clothing, and needles.

Observation and Engagement: Exposure can happen in expected and unexpected ways. It's a good idea to ask participants to let you know of any existing or potential biohazards and be prepared to manage them. If a participant could be a biohazard, consider your personal safety before and during engagement. You can carry nitrile gloves or other protection (see "What's in your backpack?"). Replacement or supplemental clothing and cleaning supplies can usually be sourced from the community if needed. Sanctuary also has a limited supply of these items. Contaminated items should be disposed of properly. Work with the Green Dot Lead on proper disposal of biohazard waste.

Must-Report: If a participant is deliberately attempting to contaminate another individual (such as spitting) without **consent**, it is considered non-consensual physical violence and is a must-report.

Potential Outcomes: In most cases, you will find solutions using your Ranger skills. In extreme cases, contact Khaki and ask for a medical consultation. If a community biohazard presents itself, contact Khaki.

More Information on **Biohazards** is available in Green Dot Ranger Situations.

Death

Definition and Overview: While rare, it does happen that people die at the event, or that someone dies elsewhere, and we have to **notify** participants. The living people affected by the death of a person, who are **witnesses and secondary survivors**, become the primary concern of the Green Dot Rangers.

Observation and Engagement: For a death at the event, first be sure that Khaki has been notified and that the appropriate support teams are engaged. Secure the perimeter to ensure the scene is not disturbed until support teams arrive.

For death notifications, or for participants that have witnessed a death, try to find a quiet place away from the incident or others to allow the participant to share their emotion. Engage friends or campmates nearby if they can provide support. Allow them to feel their feelings. Grief, rage, and numbness are all normal reactions. Hold space for them as needed. Consider shielding the scene from prying and curious eyes and remember that you can request other Rangers to help with this.

Must-Report: A death is a must-report. Remember to not announce a death on the radio (Rangers cannot make a medical diagnosis). Contact Khaki for a face-to-face, and use "unconscious and not breathing" to let them know the situation. Document all information in the IMS, including any needed participant contact information, both at and outside of the event.

Potential Outcomes: Coping with this kind of trauma is not short-term. You can support event departure plans, options for help in the default world, and Khaki may recommend a follow-up visit.

If an incident has happened in a camp, consider getting the camp together as a group, and processing the situation together; see **Group Trauma**.

More Information on **Death** is available in Green Dot Ranger Situations.

Domestic Violence

Definition and Overview: <u>Domestic violence</u> (DV) is any non-consensual violent interaction between two or more participants who have, or have had, a domestic relationship. <u>Nearly half of the time, domestic violence incidents are reciprocal</u>. There may be no clear victim or assailant in a domestic violence situation.

In the state of Nevada, the two defining characteristics of domestic violence are:

- Violence or force has been used, and
- a domestic relationship exists, or has existed in the past, between the participants.

The definition of domestic relationship is very broad. Two people are in a domestic relationship if they:

- Are or were ever married, living together, sleeping together, or dating, or
- if they are family.
- At Burning Man as of August 2023, domestic violence no longer includes roommates, campmates, or platonic tent mates. Any non-domestic situation is considered non-consensual violence and is still a must-report.

Observation and Engagement: Your priority should be to determine if medical care is needed. Contact Khaki for a medical response if appropriate.

If both participants are present, request another pair of Rangers so that each pair can work with each person. Separating the involved participants is often the best first step in these situations. Do not assume who is the assailant and who is the victim based on the gender presentation of the participants (or any other similar trait). Inform the participants that the situation is a must-report and that there are specific protocols that you need to follow. Assure the participants that you will be with them through the process. The participants are under no obligation to talk to any responder, including you.

Domestic violence is often loud, with many witnesses. Talk to those witnesses without sharing confidential information. If nothing else, gather information from them, then thank them for what they've given you and assure them you'll now work on this.

Witnesses to domestic violence may also need support from a Green Dot Ranger.

Scene safety assessment is critical in DV incidents. Do not get yourself hurt trying to interfere in an active DV situation. Also assess the need for medical response.

Must-Report: Domestic violence is a must-report. Over the radio, you can report the issue as a "Delta Victor" or "DV" to not be overheard as reporting domestic violence.

Work with Khaki to determine what immediate services are needed. Khaki will send a Troubleshooter or Ranger Shift Lead and notify the Green Dot Lead. CIT-SAT will be activated for all domestic violence incidents and will most likely respond. LE will be notified for all domestic violence incidents and will respond at their discretion. If the assailant is nearby, or further violence is probable, ask Khaki for additional support (LE, Security, Troubleshooter, or other support). ESD Medical will respond if requested. Your role will be to hold space with the participant until support arrives.

Document all information in the IMS, including any needed information for finding the participant in the future and the situation resolution.

Potential Outcomes: Talk to the participants and confer with other Rangers also engaged to present a course of action. There may be a wide range of options – from getting the participants together to work out their issues through having the participants stay away from each other for the duration of the event. As you are reviewing options, keep in mind that it will be up to the participants to agree to a solution and adhere to any agreements.

Do not expect that you can "rescue" someone from a domestic violence situation. They may still love their partner, want to be with them, and want to avoid getting them in trouble, or they may fear consequences for leaving or for reporting. As such, they may want no response, and will likely stay together with this person. Despite this, it's still a must-report.

More Information on **Domestic Violence** is available in Green Dot Ranger Situations.

Emotional Distress

Definition and Overview: Participants may come to Green Dot Rangers experiencing emotional distress from a number of situations. There are some common overwhelming

emotions that may affect participants in ways that require Ranger response, namely **anger**, **anxiety**, **grief**, and **shame**.

Observation and Engagement: Remember that it's fine for a person to feel emotionally overwhelmed and may not need intervention in most situations. However, if a participant's emotional crisis leaves them a danger to themselves or someone else, or if they or those around them request assistance, you can help them through the current crisis until they're able to take care of themselves. Hold space for the participant while they work through their distress.

In general, the best way to regain a sense of oneself during an emotional crisis is not to suppress the emotion, but rather to accept it, to understand its causes, and process from there. **Anger** comes from a sense of unfairness or threat, **anxiety** from a sense of looming danger, **grief** from a sense of loss, and **shame** from a sense of there being something dishonorable, inappropriate, or undesirable in one's own conduct or circumstances.

Potential Outcomes: Rangers don't need to solve every problem a participant faces but can assist them in getting to a place where they can resolve it themselves, or at least can process it. It is important to empathize with participants, understanding what they are feeling, why they are feeling it, and how their feelings are affecting the situation. You can use this information to help participants find better outcomes at the end of their crises.

Emotional distress may have ongoing impacts. If possible, help them find someone who they can talk to later or after they leave the event. This might be a campmate, a friend or family member, or a professional. Helping them make a plan of who they talk to when they leave may provide comfort.

More Information on **Emotional Distress** is available in Green Dot Ranger Situations.

Group Trauma

Definition and Overview: Sometimes an incident may occur that affects many people at once. This may include situations like a <u>death</u> of a campmate, a group of <u>witnesses</u> to a very difficult event, etc. In such cases, it may be helpful to work with a group of people together if they have had a similar experience.

Observation and Engagement: When working with a group, gather people that have had the same exposure to the incident. This will help avoid revealing private information. It can also allow you to manage expectations about what trauma support can achieve. For example, you might work with a group of the camp members after a campmate has died, but would work separately with the person who witnessed the death.

In these situations, your primary goal is to facilitate healing and discussion among the group. You can share available resources (such as information about the Temple, Sanctuary, or other location), but often these groups can heal best when they do so amongst themselves. Give space for them to listen to the others in the group and support each other. It may help to guide them towards gentleness in the beginning. Remind them that everyone reacts to these things differently, and that everyone in the group can use kindness in this moment. Try to identify any outliers in the group that may need more support than the rest, and either provide that support yourself or get resources in place to take care of them.

Group Trauma can be especially difficult on Rangers responding to the incident. Any Ranger that is uncomfortable with the situation can kick it sideways. This may especially be true if the Rangers have already been at the primary incident. Reach out to other Rangers that may have group facilitation skills.

Potential Outcomes: Make sure everyone in the group knows what resources are available. Try to create a sense of communal support within the group, so that they can go to each other and talk freely together when needed. Remind the group that they can reach out to Rangers for additional support if needed.

More Information on **Group Trauma** is available in Green Dot Ranger Situations.

Interpersonal and Camp Disputes

Definition and Overview: While camp disputes and relationship issues are common Ranger issues, Green Dot Ranger skills can be useful. Participants may often feel unheard and upset and thus don't listen to others. Anxiety and anger can easily come into play and solving these may ultimately solve the dispute.

Observation and Engagement: Camp disputes require all the normal mediation skills in which Rangers are trained: active listening, considering interests and positions, and other

skills. As a Green Dot Ranger, remember that people who feel heard are far more responsive to change and compromise. Work to ensure involved parties all have their time to speak, to be heard, and to listen. Mediating between parties can be slightly different than mediating between individuals. Take into consideration each group's values, motivations, and goals to aid in finding a common ground all parties can agree to. Additionally, it may help to establish a representative from each party with whom you can go to for final answers, as may be the case in larger camps. This may include a Theme Camp Operator, Village Lead or Mayor, or simply someone who the group is comfortable designating as a leader.

Relationship difficulties should be treated much like grief and anxiety: hold space and listen with caring and understanding. Show empathy for the participants and give them space to resolve their differences. If both participants are in the same space, consider requesting a second Green Dot Ranger for the other participant, unless both participants want to talk to you at once. Often, when a person complains about a specific incident with their partner, they're really thinking about the long-term pattern that incident represents. Ask them if there is such a pattern and let them talk about that.

Potential Outcomes: Make sure everyone feels heard. Monitor for possible domestic violence, but otherwise treat as a regular Ranger situation.

More Information on <u>Interpersonal and Camp Disputes</u> is available in Green Dot Ranger Situations.

Medical Emergencies

Definition and Overview: Any Green Dot Ranger situation may also require medical attention, whether through physical injury, physical state (such as dehydration), mind-altering substance use, or other medical issues. You may respond to a situation where a medical emergency is already in progress. At other times, the medical emergency may develop during the incident. If there is ANY reason to think that the participant has a medical issue, do not hesitate to contact Khaki and request a medical response.

Observation and Engagement: There are several medical conditions that can be mistaken for mind-altering substance use. If you see signs of any of these, contact Khaki for a medical response. As you interact with a participant, check their responses to your

interaction. Is the participant lucid? Are they responsive? Are they showing signs of immediate, or even hidden, distress? If the participant is with friends or campmates, ask if they are aware of any medical issues that may need to be assessed as many camp leaders maintain a list of campmates and associated medical conditions in case of emergency. If the medical emergency was caused by recent violence, remember that your safety and the safety of your partner are most important, and that violent participants are the domain of **Security** or **Law Enforcement**, not the Rangers (see **Aggression**).

Must-Report: Simple medical engagements do not need to be reported (such as directing someone on their way to Medical without assistance). Any medical emergency that requires medical teams to arrive or transportation to a medical facility are must-reports. When in doubt, contact Khaki to discuss. While waiting for Medical to arrive, help keep the participant safe and comfortable.

Potential Outcomes: Green Dot Rangers are peers helping participants, and cannot make a medical diagnosis. Over time, using observation, awareness, and level-headedness you can develop a sense of when someone acting drunk, altered, or belligerent could actually mean "Get a professional medic here fast".

If you suspect any of these causes or anything that leads you to believe that medical help might be needed, contact Khaki for Medical immediately.

More Information on **Medical Emergencies** is available in Green Dot Ranger Situations.

Mental Health Issues

Definition and Overview: A participant may be experiencing mental health-related issues in addition to other challenging issues they may be facing.

Observation and Engagement: Mental health issues are varied and are most often non-violent or non-threatening to others. However, it is important to consider, but not diagnose, that a mental health condition may be an underlying cause for a participant's distress or behavior. For anyone with a disclosed mental health diagnosis, it is important to work with their trusted support network. Look for best friends, a trusted campmate, or a family member who is at the event to help with support.

NOTE: As Rangers, we cannot share medical information that we learn from a participant or from medical personnel treating the participant. We can work with friends and family with information based on observed behaviors in a public place to help create a positive outcome for the participant and those around them.

Mental health stigma – whether internalized by a participant with a diagnosis, or that we carry into an incident from our own experiences – can create false assumptions of a person's risk and capacity to self-regulate. People with diagnosed mental health issues may also have negative past interactions with First Responders due to this stigma. It's especially important when working with someone with a disclosed mental health diagnosis to ask for and use any techniques or strategies they may request to increase safety and trust, and to engage trusted support networks when available.

Potential Outcomes: If the issue is caused by a long-term mental health issue, CIT can offer a wide variety of options. Contact Khaki to request support if appropriate. This includes access to medications, connection to outside mental health services when they return home, and more. They may also be able to give practical solutions for mitigating the issue through the end of the event. Remember that CIT can take a while to arrive on scene, so take care of the participant until they show up.

More Information on **Mental Health Issues** is available in Green Dot Ranger Situations.

Mind-Altering Substances

Definition and Overview: Mind-altering substances (whether legal or illegal) may cause a participant to become <u>altered</u>. Drugs may cause a participant to be anxious, depressed, disoriented, unaware of their surroundings, oblivious to their current needs (water, warmth, medical attention), or react with physical symptoms (trembling, etc.).

Observation and Engagement: When intervening with an altered participant, first see if there's a medical issue. This might be unconsciousness, difficulty breathing, bleeding, seizure, etc. Contact Khaki with any medical requirements for additional support.

As you observe the participant, keep notes on what **potential overdose symptoms** or other symptoms that may arise. A single non-emergency symptom may become an emergency when combined with more symptoms, such as vomiting, disorientation in time and place, unusually hot or cold for their current environment, or other symptoms. When

combined, these conditions may indicate a need for medical intervention. Also, remember that an altered participant may not be aware of or taking care of their *primary needs*. Discuss with the participant, or any campmates or friends, when the participant last had sleep, food, and water, and make sure they are not too hot or cold.

Being "altered" is not automatically a Green Dot Ranger situation, nor is it even necessarily a situation with which Rangers must get involved. As Green Dot Rangers, we intervene when the situation has become harmful, uncontrollable, or unsafe for the participant or those around them.

Not everyone who is altered due to substance use knows what substances they are on, and not everyone who appears altered is actually on a mind-altering substance. Sometimes a diabetic issue can look like alcohol use, and a brain tumor could look like a reaction to a dissociative drug. Sometimes, people just forget they have taken a drug and need to be reminded.

Remember that you cannot talk the chemicals out of someone's system; only time can do this. Consider reminding the person that you are there to make sure their body is safe and that they're in a safe place. Remember that it's okay for someone to have a difficult experience. Processing the challenges they have experienced in their life is a common outcome of taking psychoactive substances. Additionally, you may become their *anchor* to the normative consensus reality. You, in essence, become a trusted advisor to that person's experience and may help guide them back to consensus reality when needed. Hold space and be a reality anchor for the participant until they regain agency.

A participant may decide to disengage before you believe they are ready. Consider monitoring or following them from a distance. Only do this if you feel it is critical for their safety, or the safety of those around them.

Must-Report: An altered participant becomes a must-report if the participant may be a danger to themselves or others, or if the participant shows signs of a medical emergency. If the participant was given drugs without their consent, this is considered "dosing" and is also a must-report as non-consensual violence.

Potential Outcomes: Different types of drugs may require different types of responses. Even if you have professional experience, it's not your job to "treat," it's your job to care for short-term physical and mental safety. Your priorities are making sure the person does not hurt themselves or others and to care for them as needed until they are safe

enough to release either on their own or to others who will take care of them for the remainder of their experience. If you are at all concerned about a potential overdose, make sure Medical has evaluated the person and that their drug high is not still increasing before disengaging.

More Information on <u>Mind-Altering Substances</u> is available in Green Dot Ranger Situations.

Minors

Definition and Overview: Occasionally, Green Dot Rangers will become involved with participants who may be minors (under the age of 18). In addition to the participant's age, your courses of action will be determined by whether or not they are accompanied by a parent or guardian and by the level of attention they require.

Observation and Engagement: If you believe you may be engaged with a minor, ask the participant their age. If they share that they are younger than 18 (or you believe them to be under 18 and they do not/will not share their age), certain situations may make this a must-report. If they are unable or unwilling to respond, report your concerns to Khaki and await guidance.

A Ranger should never be alone with a minor or suspected minor. If your partner is not able to be with you, ask a member of the community to stay with you until additional support arrives. If the child is showing signs of distress, hold space, show empathy, and listen to their concerns.

Must-Report: A participant who is under the age of 18 who is in a crisis requiring Green Dot support and whose parent or guardian cannot be located is always a Found Child. Contact Khaki and report a Found Child so that the parent(s) or guardian can be located and notified. The minor cannot be released until cleared to do so by **Law Enforcement**.

Potential Outcomes: Extra support will come for minors with major medical, emotional, or substance concerns. Expect ESD/CIT personnel (if requested), a Troubleshooter and/or Ranger Shift Lead, and LE to respond. In unclear cases, consult with Khaki or a Troubleshooter and continue with care while the participant's age is determined or the situation is resolved.

More Information on **Minors** is available in Green Dot Ranger Situations.

Non-Consensual Violence

Definition and Overview: Non-consensual violence is a comprehensive heading for some of the most difficult situations a Ranger may encounter. Non-consensual violence includes:

- Any situation that is likely to put a participant in non-consensual grave danger, including dosing.
- Any situation that is likely to put a Ranger in harm's way.
- Child abuse or elder abuse.

Observation and Engagement: The first steps in a non-consensual violence incident is to make sure that the scene is safe for participants and First Responders, including you and your partner. If it is safe to do so, talk to the participant and listen to their concerns. If de-escalation is not possible, contact Khaki and request additional resources, which may include Troubleshooters, Law Enforcement, or Security.

Consider asking other Rangers to create enough of a perimeter that other people don't approach. In general, it's easier for someone to calm down when there's not an audience.

Often, the Green Dot role will be to work with the survivors of non-consensual violence. Contact Khaki if medical attention is needed. The survivors may need time to process the incident. Hold space for them to talk about the incident and begin their own healing.

Dosed participants may not be in a position to understand what has happened. In this situation, it may take some time for them to become aware of what's happened. Be patient with the survivor and provide a calming presence. If possible, work with their campmates to get ongoing support.

Must-Report: Non-consensual violence is a must-report.

Document all information in the IMS. Include any needed information for finding the participant in the future, the names of all responders, and the situation resolution.

Potential Outcomes: As with Aggression, de-escalation of the incident is the focus. If it is safe to do so, talk with the participant and help them regain a sense of calm. Involved

parties should feel the situation is safely resolved. If this is not possible, Security or Law Enforcement may need to be requested to resolve the situation.

Survivors of non-consensual violence may need to process the incident. If the incident was away from their camp, getting them safely back to camp may allow their campmates to provide support. If the incident was in their camp, the survivor may not feel safe to go back, at least initially. Check with other near-by camps or resources to help find options for the survivor.

The survivor may not feel safe at the event and decide to leave the event. Work with Khaki or the Green Dot Lead to help find solutions for the survivor to depart.

Notifications

Definition and Overview: Sometimes something important happens outside of the event and a participant must be notified of this. If this happens, Green Dot Rangers may be sent to inform them or accompany a Troubleshooter.

Observation and Engagement: Before heading out, get together any needed contact information so that the participant can reach whoever they need to contact. Get information on how the participant can get in touch with external sources if required (internet access, phone access, out of the event and back in, etc.).

Find the participant needing notification (usually by going to their camp), get them to a private area, and tell them clearly what they need to know. Then, *hold space* if needed to help them with their reaction to this. Processing is often delayed or takes time so be prepared to be available, present, and patient. You may also look to friends or campmates for continued support. Contact Khaki if the participant needs additional resources.

Often the participant is not in camp or unavailable. While each situation may be different, here are three potential options: tell someone with a relationship with the participant, leave a note, or request the participant to contact the Rangers. Be sure to have a plan if the participant is not available, while respecting their privacy.

Potential Outcomes: Ensure all appropriate parties have been informed and know where to go for future aid should they need it. The participant may need to leave the

event; if so, work with them to help make that possible, enlisting the aid of their camp if they have one.

More Information on **Notifications** is available in Green Dot Ranger Situations.

Self-Harm

Definition and Overview: There are two primary types of self-harm Green Dot Rangers may encounter: unintentional and intentional.

Participants may be <u>altered</u> and not aware of their surroundings or the consequences of their actions, creating potential dangers to themselves.

Participants may also consider intentional self-harm. This may be due to a temporary emotional issue or may be a physical expression of longer-term internal anguish. In this case, intentional self-harm serves as a coping strategy for difficult memories, feelings, stresses, mental anguish, or dissociation.

Self-harm in the context of kink (such as blood play or autoerotic asphyxiation), risky behaviors (such as Thunderdome), and similar activities where the person is simply having a good time, do not need a Ranger response.

Observation and Engagement:

For unintentional self-harm, if the participant can communicate, it may be possible to simply let them know the danger they are in. If this is not possible, try to redirect them away from the danger and towards safer activities. Contact Khaki for additional support if needed.

For intentional self-harm, if the participant has some available method of hurting themselves (knife or sharp implement, fire, a large piece of art to jump from, or something else), first ensure your own safety and the safety of those around you. Contact Khaki if additional support is needed (LE, Security, additional Rangers, or CIT). Consider guiding them to a safer area, if possible, or using other Rangers to create a perimeter to keep bystanders away. Talk to them in a nonjudgmental manner about their current situation and what is leading them to think about harming themselves. Remember that you are not there to solve long-term issues (such as long-term cutting behavior), but you

can still be a supportive, listening *reality anchor*. In many ways, self-harm can be treated much like grief or anxiety: hold space for them, listen to them, and help them feel heard.

Must-Report: Self-harm may become a must-report if it includes elements of <u>suicidal</u> <u>ideation</u>, the person is not currently capable of consenting to the danger they are in due to an altered mental state, the situation becomes a medical emergency, or their self-harming behavior stems from a mental health emergency.

Potential Outcomes: With unintentional self-harm, the primary goal is to keep their body safe until they no longer need assistance.

With intentional self-harm, it's helpful to understand the participant's underlying issues. Is there something at the event that has caused these thoughts? Or is there a past event or situation that is presenting as an issue? Let the participant know why you are concerned, and what options may be available.

More Information on **Self-Harm** is available in Green Dot Ranger Situations.

Sexual Assault and Sexual Violence

Definition and Overview: *Sexual violence* (SV) is any unwanted, forced, or coerced sexual act. It includes inappropriate sexual contact or fondling, acquaintance rape, date rape, stranger rape, child sexual abuse, and incest, whether or not there was penetration. This includes violations or acts that were deemed consensual prior to a revocation of that *consent*.

In the state of Nevada, *sexual assault* (SA) is sexual violence that includes penetration. This penetration may be of the victim, the assailant, or a third party.

In April 2023, Burning Man Project and Pershing County Sheriff's Office revised the sexual assault reporting protocols. Under these new protocols, sexual assaults (as defined by Nevada law) will automatically dispatch both *Law Enforcement* (LE) and a *Survivor Advocacy Team* (SAT); incidents that do not rise to the Nevada definition of sexual assault, will continue to be called sexual violence, and will not automatically dispatch Law Enforcement. For the official summary from Black Rock Rangers, please see the **SA FAQ** (2023) document.

If the survivor does not want to talk to LE, they will be able to tell LE "I do not want to talk to you," and LE will leave after handing the survivor a packet of information. At Burning Man, LE does want to hear this directly from the survivor in cases of sexual assault.

Participants that have experienced sexual assault or sexual violence sometimes come to Rangers or have a friend that brings them to the Rangers. It can also be the underlying cause behind depression, substance abuse, or other manifestations.

Observation and Engagement: Your priority should be to determine if medical care is needed. Contact Khaki for a medical response if appropriate. If you are at the scene where the incident occurred, do not touch or disturb the scene.

Don't assume who is the survivor or the assailant based on gender, race, or other attributes. Your primary job is to provide a safe and supportive space for the participant, allowing them to express themselves as and how they wish.

Your role is to hold space and show empathy. Try to make sure you're in a private enough location for this process. Having other observers may make things worse, though having a supportive friend with them may provide some comfort. Inform the participant that the situation is a must-report and that there are specific protocols that you need to follow. Assure the participant that you will be with them through the process. The participant is under no obligation to talk to any responder, including you. If the survivor wants to tell their story, let them know that they will be asked to share and they can wait for the CIT-SAT Advocate and/or Law Enforcement to arrive so that they only need to share their story one time. If the survivor starts telling their story anyway, listen and take notes in a supportive manner, but not as an investigator. Be mindful that there will be trauma with each retelling.

If you suspect a sexual violence incident, try to note any visible characteristics of the participant reporting the issue: attire, visible marks on their body or clothing, any visible wounds that might need medical attention.

Must-Report: Sexual assault and sexual violence are must-reports. Over the radio, you can report sexual violence as a "Sierra Victor" or "SV", and sexual assault as "Sierra Alpha" or "SA". It is a must-report if:

- a participant informs you that they have been sexually violated,
- a participant reports that someone else has been sexually violated, or
- you have reason to suspect that someone has been sexually violated.

Work with Khaki to determine what immediate services are needed.

- For all sexual violence incidents, Khaki will send a Troubleshooter or Ranger Shift Lead.
 Khaki will request a CIT-SAT response. The Green Dot Lead will be notified. Law
 Enforcement and Medical will be dispatched if requested but note that Law Enforcement
 may choose to self-deploy even if not requested.
- For sexual assault incidents, CIT-SAT and Law Enforcement will always be deployed, along with a Troubleshooter or Shift Lead. Medical will deploy if requested.

Document all information in the IMS. Include any needed information for finding the participant in the future, the names of all responders, and the situation resolution.

Potential Outcomes: Your priority is to ensure the participant feels safe, supported, and heard. You should also ensure that all needed resources (CIT-SAT, Medical, Law Enforcement) have engaged and finished. Make sure the participant is aware of future available resources (such as the Temple, Green Dot Rangers, Sanctuary, etc.), and is comfortable coming to the Rangers if they need further assistance. If the participant chooses to leave the event, assist them as needed. Consider what follow-up support services will be available to them when they get home.

Often, CIT-SAT is only available for a short duration and will focus on urgent counseling needs. CIT-SAT may already be on-site, arrive after requested through Khaki, or may not be available until the participant is in a support location such as Sanctuary. The Green Dot Rangers on the scene are the consistent, steady support resource for as long as needed by the participant.

More Information on <u>Sexual Assault and Sexual Violence</u> is available in Green Dot Ranger Situations.

Suicidal Ideation (Active or Passive)

Definition and Overview: Participants, whether altered or not, may experience extreme emotions at an event. This may lead some to experience suicidal ideation (suicidal thoughts), when they think about, consider or feel preoccupied with the idea of death and suicide.

Passive suicidal ideation is where suicidal thoughts occur without any desire to make a plan of action to harm themselves. For example: a person expresses thoughts like "I wish I were dead" or "I just want to go to sleep and not wake up."

Active suicidal ideation is where thoughts are strong enough to motivate a person to create a plan of self-harm.

Observation and Engagement: If the participant is in a dangerous situation (high up on a structure, near a knife, or other type of danger), do your best to calmly convince them to move to a safer space. Talk to the participant in a nonjudgmental manner about their current situation, and what is leading them to think about suicide. It is okay to ask someone if they intend to die by suicide and if they have the means to do so. You can ask without causing them to be at further risk. These questions are important for establishing if someone is, in fact, at risk, and to what degree. However, this conversation should only be started if the Ranger feels confident and capable of having such discussions. If not, kick it sideways to another available Ranger.

You can assess active suicidal ideation with SLAP:

- **Specific Plan**: how many details has the participant worked out? What is the intended timing?
- **Lethality**: how quickly would the participant die from the plan (fast versus slow)?
- **Availability of Means**: does the participant have ready access to the intended way to end life, such as a gun, rope, fire, or substances?
- **Proximity of Help**: the farther away from help and support, the greater the risk.

Must-Report: Suicidal ideation (SI) is a must-report. Contact Khaki to determine if CIT, Law Enforcement, or other services are also needed. Document all information in the IMS. Include any needed information for finding the participant in the future, and the situation resolution.

Potential Outcomes: In talking to the participant, it's helpful to understand their underlying issues. Is there something at the event that has caused these thoughts? Or is there a past event or situation that is presenting as an issue? A person in an altered state may be feeling more depressed than normal – are there signs that the participant is altered in any way? Let the participant know why you are concerned and explain that you have a responsibility to get help (this protects the participant's physical health and also provides legal protection for you).

Remember that someone seriously intent on attempting suicide may also be a danger to others, including Rangers. Ensure your and your partner's safety in the situation.

More Information on **Suicidal Ideation** is available in Green Dot Ranger Situations.

Witness and Secondary Survivors

Definition and Overview: Witnesses to traumatic events may also request assistance to process what they have experienced. Secondary survivors, such as the partners of survivors of a traumatic incident, may also require assistance. They may approach Rangers on scene or seek assistance at a later point in time. Offer help where you can and respect their agency. It may be true that witnesses and secondary survivors don't realize their condition or don't believe they deserve help. Guilt is a common feeling to experience as a survivor. Actively look for these participants at traumatic incidents.

Observation and Engagement: You may find that observers of an incident are more mentally affected than participants in the incident itself. These participants can be engaged as needed, while maintaining privacy for the primary incident. Reassurance that the situation they witnessed is being handled may be all they need, though they may require engagement for anxiety, guilt, or grief issues. If there are more than a couple of witnesses, you may want to engage them as a **group**.

Potential Outcomes: Listen to the concerns of the participants that have witnessed a traumatic situation. Assure them that the situation is being addressed in an appropriate manner. Also be aware that witnessing a traumatic event may bring up memories of previous events for the witness. The concerns they are expressing in the moment may be related to outside events.

While you cannot share <u>confidential information</u>, talking for a moment, thanking them for reporting, or letting them know things are under control, can help a lot.

Sometimes, observers may want to help in a non-helpful way, while you're working an incident. Your partner can run interference as needed, keeping a perimeter to allow you to hold space for the primary incident.

With secondary survivors, feelings of guilt that they were unable to prevent an incident is often an issue that may need to be addressed. Guilt can be treated much like grief, by

listening and holding space. You can also help them understand that it may have been impossible to stop whatever happened with the information they had at the time.

More Information on <u>Witnesses and Secondary Survivors</u> is available in Green Dot Ranger Situations.

Sanctuary

What Is Sanctuary?

The Sanctuary mission is to provide a space where participants can find safe haven. It is a space for rest, reflection, and to recover after an overwhelming or challenging emotional experience. Participants checked in to Sanctuary are considered <u>Sanctuary guests</u>. Sanctuary provides peer-to-peer support as needed for Sanctuary guests.

Sanctuary in Black Rock City consists of several structures behind Ranger HQ. These are managed and used by Green Dot Rangers with a mission to provide *primary needs* for a guest, including shelter, sleeping facilities, water and nourishment, and a place to recover from overwhelming experiences. Sanctuary facilities include:

- **Sanctuary Dome**: A quiet, covered space with cots and comforts suitable for holding space, counseling, and rest.
- **Sanctuary Hut**: A separate space with cots to accommodate special circumstances, storage for snacks, water, bedding, clothing, biohazard waste, and other supplies.
- **Dottie**: Green Dot Office Container with a computer terminal for recording Sanctuary activity, looking up IMS entries, filling out Green Dot forms, etc. This is usually locked the Green Dot Lead and Ranger Shift Command should have the access code.
- **Burn Barrel**: Open space with a fire that can be used as a space to relax or chat (shared with Ranger Shift Command).
- Portos: Ranger and Sanctuary guest use; located between Ranger HQ and Sanctuary.

Sanctuary guests can be in any of these areas and are monitored by Sanctuary Green Dot Rangers. Sanctuary's services are confidential, and staff are happy to help all participants and Rangers who need a friendly ear.

If a Ranger thinks a participant could benefit from some time in Sanctuary, they contact Khaki and request Sanctuary. Remember that Sanctuary is a limited resource and, in most Green Dot incidents, not a necessity. Rangers should use discretion when recommending Sanctuary as a resource.

Engage Sanctuary Guests

Guests can arrive at Sanctuary in Black Rock City in several ways:

- By invitation from Green Dot Rangers in the field (who should confirm with Khaki and/or the Green Dot Lead beforehand that there is sufficient capacity).
- From <u>ESD Medical</u> or <u>Zendo</u> or similar resource if available, when Sanctuary is deemed a better option for providing care.
- From potential walk-ups to Ranger HQ, after being vetted by a Green Dot Ranger for the participant's situation.

Sanctuary Rangers will gather existing information from those already engaged and FLAME the situation with the guest to determine a course of action.

Guests Entering Sanctuary

Sanctuary Rangers should evaluate the guest's primary needs upon arrival. Consider medical, food, water, heat/cooling, clothing, and sleep requirements. Rangers should record the guest's arrival in the <u>Sanctuary Guest Log</u> and related <u>IMS</u> entries. Sanctuary facilities are provisioned to meet the primary needs of most guests.

If Sanctuary Rangers believe that a medical response is needed for a guest, contact Khaki and request a medical evaluation.

While in Sanctuary

Once the guest's primary needs are met, Sanctuary Rangers can engage with the guest using the same skills as any other <u>Green Dot Ranger situation</u>. Sanctuary guests will typically be in place for longer periods of time than field incidents. This will allow Sanctuary Rangers to connect with guests over the course of their stay. Sanctuary Rangers can engage the guest to work towards potential solutions and plan for any recommended follow up.

Guests Leaving Sanctuary

Plan for the participant for reintegration to the community. Sanctuary Rangers can work with a participant to **create a positive outcome plan**. This may include:

- Getting the participant back to their camp.
- Options for the participant if they cannot or will not go back to their camp.
- Engaging campmates or other social support that may be available.
- Recommend available resources both during and after the event.

Rangers do not detain or <u>restrain</u> anyone. Sanctuary guests are free to leave at any time. If the Green Dot Rangers in Sanctuary believe that a person may benefit from continued monitoring, contact Khaki to get additional assistance.

Transportation may be available through the Green Dot Lead to get participants to or from the Sanctuary dome. If it is not an emergency situation, it may take some time for transportation to become available.

Make sure guest departures are recorded in the Sanctuary Guest Log and the appropriate IMS entries are updated or closed.

Peer Support in the Field

Rather than transporting a participant to Sanctuary it may be better to get them to their camp, or another safe place, and sit with them there. Once a Green Dot incident has been identified, it may be more appropriate to send Mobile Sanctuary Rangers to the incident and create a "Sanctuary in the Moment". This will allow the on-site Rangers to continue © 2025 Black Rock Rangers. Supplemental materials to the Black Rock Ranger Manual.

Rangering. Having Mobile Sanctuary Rangers work with participants at their location also reduces the time needed with the participant. The participant can stay in place, rather than going to Sanctuary and then returning to camp.

With the participant's consent, Rangers can also tell campmates and friends about the situation and educate them on how to offer support.

Maintain the Sanctuary Space

When you are not actively engaged with guests, ensure that the Sanctuary space is clean, safe, and orderly. Replenish supplies as needed, such as snacks, water, drinks, sheets. Clean up as needed, including disposing of trash or biowaste.

Sanctuary Roles

Sanctuary can be a complicated place to work. Preparing and managing space for guests most in need of emotional shelter can be intense. More information on the Sanctuary operations is in the **Sanctuary Lead's Guide**.

Green Dot Lead

- The <u>Green Dot Lead</u> is responsible for managing Sanctuary facilities and ensuring guests are taken care of through their stay. While the Green Dot Lead is responsible for Sanctuary operations, the Lead may not be a full-time presence.
- If a Green Dot Lead is not available for a shift, a senior Sanctuary Ranger will be designated as the lead for Sanctuary.
- The Green Dot Lead will also be responsible for ensuring the mentorship of Sanctuary Novices. This includes providing an overview of Sanctuary and Sanctuary operations.
- The Green Dot Lead should ensure all physical supplies are available (snacks, water, beds, etc.).
- The Green Dot Lead should ensure that the Sanctuary Guest Log and the IMS are updated with appropriate information on Sanctuary guests. Incoming shifts should

- expect a thorough debrief of each guest's stay, condition, and release plan. They should expect to do the same for the next incoming shift.
- The Green Dot Lead can redeploy and recall Sanctuary Rangers as available when not needed in Sanctuary (working in conjunction with the Ranger Shift Leads).

Sanctuary Rangers

- Green Dot Rangers can sign up for Sanctuary shifts in the Clubhouse. While in Sanctuary, we are considered Sanctuary Rangers.
- <u>Sanctuary Rangers</u> are responsible for receiving guests, determining current needs (food, water, rest, etc.), and providing those needs as available in Sanctuary.
- Sanctuary Rangers will monitor and evaluate guests throughout their stay, and determine when other support services (ESD, CIT, etc.) may be needed.
- Sanctuary Rangers will provide peer support as appropriate to assist guests in their journey.
- Sanctuary Rangers should create an exit plan for guests, defining what criteria need to be met to end the engagement, where the participant will go, etc.
- Sanctuary Rangers may be asked to assist with Sanctuary Novices. If they have serious concerns about a Novice and there is no Green Dot Lead, they should send an email to the Green Dot Cadre documenting the concerns at: ranger-greendotcadre-list@burningman.org.
- **Mobile Sanctuary Rangers**: Green Dot Rangers in Sanctuary may be sent to incidents in the field that need Green Dot support. If resources in Sanctuary permit, the Green Dot Lead and Khaki may add to or replace Rangers in the field.

Sanctuary Novices

- Rangers applying to join the Green Dot Ranger Team are required to sign up for a 'Green Dot Sanctuary Novice' shift as a part of their training experience.
- Working with Sanctuary Rangers, Sanctuary Novices will provide peer-to-peer support to guests. Sanctuary Novices should expect to learn and perform all the roles and responsibilities expected of Sanctuary Rangers. Sanctuary Novices will receive support and guidance from the Sanctuary Rangers.

• Sanctuary Novices on a shift with no Green Dot Lead or other Sanctuary Rangers should contact Khaki for redeployment.

Sanctuary ESD/CIT Support

- Medical requests for Sanctuary support go through Khaki.
- CIT may also be available for consultation in Sanctuary.
- ESD/CIT will provide preliminary medical or psychiatric insight and may recommend transferring a Sanctuary guest to an ESD facility.
- ESD/CIT may monitor Sanctuary guests to ensure their care plan is addressing medical or other complications.

How to Invite a Participant to Sanctuary

Only Green Dot Rangers should invite participants to Sanctuary. Others can invite participants to Ranger HQ and request a Green Dot Ranger to evaluate whether the participant is appropriate for Sanctuary's mission and capacity.

After checking with the Green Dot Lead and/or Sanctuary Rangers, Green Dot Rangers may make the decision to invite someone back to Sanctuary. A Green Dot Ranger should be the one to escort the participant back to Sanctuary or send them in that direction with a Ranger after a field consultation.

Who are Candidates for Sanctuary?

Sanctuary is a limited resource – most situations can be and should be handled outside of Sanctuary.

Sanctuary IS appropriate for participants who need:

- close observation.
- isolation from the stimulation of the event.
- removal from other external adverse circumstances.
- highly focused peer counseling attention.
- a place to recover from an altered state if they cannot self-care or are vulnerable.

Sanctuary IS NOT appropriate for participants who:

- are violent or rowdy.
- need to sleep off their altered state.
- have other, more pressing needs (such as medical).

A very important function of Green Dot Rangers is to provide support to volunteer staff across all departments. Green Dot Rangers are there for staff who may have been in a traumatic or difficult event, are experiencing burn-out, or who just want to vent or share. Sanctuary is a place where Rangers can get support.

Post-Incident Actions

Participant Follow-Up

In general, we do not offer follow-ups with participants. Once we have closed an incident, we want to allow the participant to regain their own agency. Following up with participants may not always be appropriate or possible.

If the participant requests a follow up, first discuss it with Khaki or the Green Dot Lead. Do not commit to a follow up without first getting agreement from Khaki. Khaki needs to be aware of the request and ensure that it can be supported.

You may also recommend to the Green Dot Lead that a follow-up with the participant be conducted by Green Dot Rangers on duty. The follow-up could include a wellness check to see if you or another Ranger believe that the situation is not resolved. Discuss options for a participant follow-up visit with Khaki, and if you believe it is appropriate to do it yourself during your shift.

Post Incident Debriefs

Before leaving an incident, debrief with those on the scene. This may be Rangers or other First Responders, campmates and those around the incident, and your partner. Be sure

that you have collected all relevant information for writing Incident Reports. Information should include names (either nickname or legal name) of the participants if known, information on the First Responders and others assisting the incident, and any follow up information needed.

Debrief with Witnesses and Camps

The "E" in FLAME applies not just to the directly involved participants, but also those who witnessed the incident. We cannot share <u>confidential information</u>, but we can still <u>debrief</u> with others and assure them that an incident has been addressed.

As an example, a participant reports that their neighbors seem to be assaulting each other in their trailer. On approach, you get information from the reporting participant, then go to handle the fighting neighbors. After the situation is concluded, it's wise to go back to the reporting participant and thank them for bringing you in and for their help with the situation. Let them know it's now on the Rangers' radar, and how to report again if the situation re-ignites. You can do all this without sharing any specific information about the incident that should be kept private.

The purpose of the witness debrief is as follows:

- Reassure witnesses that the situation is being handled.
- Ensure they feel comfortable contacting the Rangers again, should it be needed.
- Ensure they understand that bringing this to Rangers did something useful.
- Learn if there was more information you missed.
- Address any mental or emotional issues the <u>witnesses</u> may have had as a result of the event.

What we do not do with a debrief:

- Share confidential information about the incident.
- Make the situation worse.
- Make any promises (time and circumstances may not allow you or other Rangers to keep any promises made).

Debrief with Rangers and Other First Responders

Before wrapping up a situation, debrief with other Rangers and First Responders (ESD, LE, CIT-SAT, etc.) on scene. Ensure everyone involved has the same information on the incident, including relevant time, location, and personnel information. If Rangers have a different perspective from LE or others on the scene, it's helpful to write those down for entry into an Incident Report in case there are further investigations on or off site. Some involved personnel may view the situation in a different way. Try to ensure that the basic facts are understood and shared with relevant personnel.

If a Ranger Shift Lead or Troubleshooter is on scene, they should lead this cross-team discussion. Whether requested or not, it is up to each Ranger to capture their own information and enter it into the IMS.

Debrief with Your Partner

After an incident, talk with your partner about what happened. This is a good time to compare notes for your IMS Incident Report, see how they're feeling, and review if there were other ways the situation might have been handled. There might also be additional actions - discuss and determine what else may be needed to close out the situation. If the incident was particularly intense, your partner may also require a Green Dot debrief and it's fine to take time to do that. It's also fine to take some time to relax together before agreeing to respond to a new incident. Did you get a chance to drink water, eat food, and use the portos? Has your partner? Are you both feeling refreshed enough to take more Green Dot Ranger situations this shift? You don't need to rush into the next situation. When you are ready, contact Khaki to report you are available for redeployment.

Incident Reports in the IMS

Green Dot incidents should be logged in the <u>Incident Management System</u> (IMS) or event reporting system as an Incident Report when there is relevant or useful information that did not go out over the radio. The information should be factual and objective. Refrain from adding assumptions or opinions based on the circumstances.

When the incident is initially reported over the radio, the Ranger Operators will assign an incident number. When you return to Ranger HQ to make the report (usually at the end of the shift), get that number from the Operators. Next, go to one of the kiosks located at the *ROC*, and possibly Tokyo or Berlin, and fill in the Incident Report using the incident number in the title. Be sure to include your Ranger handle and your partner's handle as well. If you have a quick update or a detail to add to an Incident you may be able to find a free Operator at the ROC to enter it for you rather than creating a new Incident Report.

<u>Incident Reports</u> should contain all information other Green Dot Rangers, Ranger Shift Leads, or Officers of the Day (OODs) might want to know should the incident reappear in the future, or should there be a future Ranger interaction with the involved parties. These reports should contain the following:

- Names (nickname or legal name) of relevant participants.
- Names and locations of relevant Camps or other places of interest.
- Why you were requested at an incident.
- What you did at the incident with the time of day of significant events.
- Any other resources/departments involved.
- Any relevant responders.
- Status of participants at the end of the incident.
- Future agreements made or follow-up recommendations.

Keep your notes! You may be asked to file an Incident Report or expand on something you said at a much later time.

If the situation or participant requires a follow-up, inform Khaki so that notes can be shared. Inform Khaki of the requirement, proposed time of the follow-up, and any relevant details for Rangers that engage.

Additional information may be found in <u>The Art of Incident Reporting</u> (2023). Copies of the <u>Green Dot Incident Report</u> form will be available in Sanctuary and may help guide you with information needed for an Incident Report.

Care for Rangers

After an incident is resolved, Rangers on the scene may have experienced trauma themselves. Rangers holding the perimeter or providing support to ESD and other First Responders may have witnessed a significant incident and have not had the time to process what they saw. As Green Dot Rangers on the scene, we can debrief with them as they are released from the incident to determine what they may need to process their emotions. If the Rangers are not able to talk to Green Dot Rangers at that time, they can head back to Ranger HQ and debrief with the Green Dot Lead and/or Ranger Shift Command. Another option could be to have the Rangers talk with Sanctuary Rangers if any are available. Green Dot Rangers can offer to meet up at a Ranger camp or some other location to work with the Rangers. We can help other Rangers find the resources they need, provide feedback and insight, and/or help them process their experiences.

And YOU are also a participant. Decompress with other Rangers and ensure that you have processed situations you encounter. By modeling this behavior, you will encourage other Rangers to get help as well.

Self-Care

It's important for Green Dot Rangers to practice self-care after an incident. Before returning to duty, do a personal check to make sure that you are ready to go back into the field and another incident.

- Are you physically OK? Do you need water or food, rest, a change of clothes, medical attention, or something else?
- Are you emotionally OK? Do you need to talk to someone, meditate, grieve, pause your Green Dot activity, or something else?

If you need support after an incident, talk to your Green Dot Lead or Khaki to discuss options for assistance and next steps.

You may also need support after the event. Resources for post event self-care are available in the **External Event Resources** section.

Logistics and Resources

Green Dot Rangers

Rangers are encouraged to develop their skills in handling psychologically or emotionally charged incidents. This is referred to as "Green FLAME." While most Rangers can handle most incidents, any Ranger can kick any situation sideways to help the participant get to a resolution. If an incident becomes more challenging than a Ranger thinks they can handle, they can contact Khaki for "Green Dot Support".

- Green Dot Rangers are encouraged to not immediately take over an incident, but to provide coaching to the initial responding team.
- 'Dirt Green Dot' Rangers will usually be partnered with non-Green Dot Rangers. 'Green Dot Sanctuary' Rangers will work in pairs when deployed by the Green Dot Lead in the field.
- Green Dot Rangers and the original Ranger responding team may switch partners so the Green Dot Ranger stays with the original primary responding Ranger and the other new pair can return to their Dirt shift.

Because we often engage with participants in very personal ways, it is important that we can ensure their confidence and trust. As with all Ranger interactions, you are expected to keep personal information to yourself. Only share those details necessary to comply with medical requests or legal requirements.

Green Dot Ranger Shift Operations

Green Dot Rangers on Dirt shifts will likely be partnered with non-Green Dot Rangers. Green Dot Rangers may be sent to specific incidents in the field that need Green Dot Ranger skills.

Responsibilities

- Act as peer counselors for participants and staff.
- Provide just-in-time mentorship for Dirt Rangers.

Signing Up for Shifts

As Dirt Ranger:

- There are a number of slots reserved for Green Dot Rangers each shift in order to ensure there are enough Green Dot Rangers on every Dirt shift. These are available as 'Dirt Green Dot'.
- If available, please sign up for the reserved 'Dirt Green Dot' shifts.
- Even if you have signed up in the Clubhouse for a 'Dirt' shift, you may sign in at HQ as 'Dirt Green Dot' and be available for deployment to Green Dot incidents.
- If you sign in to a 'Dirt' shift and not a 'Dirt Green Dot' shift Ranger Shift
 Command should not intentionally deploy you to Green Dot incidents for that shift.
- Rangers on the same shift get the same shift credit when signing in as 'Dirt' or 'Dirt Green Dot'.

As Sanctuary Ranger:

- Green Dot Rangers can sign up for 'Green Dot Sanctuary' shifts.
- Rangers who sign up for Sanctuary shifts will be deployed in Sanctuary and will work with participants arriving, in, or leaving Sanctuary.
- Sanctuary Rangers may become Mobile Sanctuary Rangers and sent into the field for specific Green Dot Incidents. They may add to or replace Rangers already at the incident.
- If Sanctuary is not at capacity, Sanctuary Rangers may be deployed by the Green
 Dot Lead to other areas, such as the front of Ranger HQ, Zendo or similar resource
 if available, or the Temple.

Switching positions:

- Dirt and Sanctuary shifts have very different tempos, take different temperaments, and are not considered interchangeable.
- If the staffing levels in the field or in Sanctuary are stretched thin, you may be asked
 if you would be willing to change positions. This will be a request and NOT an
 expectation. Do not change roles unless you are comfortable doing so.

Costuforming for Green Dot Rangers

Costuforming is when you change your Ranger uniform to reflect your personality. It can also improve your approachability. What different personas do you want to be able to present? How can your costuforming choices and options help you with that?

Costuforming requires some advance planning. Think about how your outfit can be flexible in a Green Dot Ranger situation. Your likelihood of a positive exchange may improve if you can appear as approachable and non-threatening as possible. And even though Rangers have no legal authority, wearing a uniform may give the appearance of representing Law Enforcement or another legal authority.

Kicking it Sideways

Why Kick it Sideways?

There are many reasons for us to disengage from a specific situation, or to kick it sideways. If any of the following are true you may want to consider asking for help:

- **Participant Discomfort**: Their extreme discomfort with some unalterable attribute of you. Be careful about making assumptions here. Just because you're working with a female survivor of male aggression and you present as male doesn't automatically disqualify you, but tread carefully and watch for signs.
- **No Connection**: It happens sometimes you just can't find a connection. Learn what you can about the cause and communicate it to any incoming replacement.
- **Multiple Situations**: There may be multiple situations occurring together. Contact Khaki if additional Green Dot Rangers or other resources are needed.
 - Note that resources are often in short supply or may not be timely. Request them if you need them, but be prepared to get creative while awaiting their arrival.
- **Your Emotional** *Triggers*: Sometimes, often unexpectedly, we discover we are severely distracted by our emotional response to some aspect of the situation. If you can't remain calm, focused, and engaged, consider your alternatives.
- **Your Present Condition**: If you are exhausted, hungry, or have something pressing on your mind, you're not doing the situation any favors by engaging or remaining engaged.

- Outside Your Areas of Expertise: We all experience <u>imposter syndrome</u>, but sometimes a situation starts or develops into something for which you just aren't prepared. Learn what you can about the cause and communicate it to any incoming replacement Rangers.
- **Advice**: You can always request advice from your Green Dot Lead, a Green Dot Mentor, another Green Dot Ranger, a Troubleshooter, or a Ranger Shift Lead.
- **Local Solution**: Often there's a local solution. Hand off to participants willing to accept the responsibility or ensure a suitable environment for resolution.
- **Not a Green Dot Incident**: Sometimes it's not a Green Dot incident. Even if it's not a Green Dot incident, you can still engage as a Ranger.

Available Resources

The following resources may be close by and available when needed. Consider these resource options when you need to kick a situation sideways:

- Your partner or another Ranger: Another trained resource who may be able to proceed with your support and guidance.
- **A participant**: Someone who is familiar with the participant or the situation may be able to sit in, again with your support and guidance.
- A participant with professional experience: Burning Man and other events have many people with amazing skill sets. Ask the camp or passersby to find out if any suitable responders are available.
- **Religious Camps:** Camps such as Religious AF and Milk and Honey or others may have resources available for those who are seeking spiritual guidance from someone of their religion.
- **Anonymous Village:** For those involved in Alcoholics Anonymous, Narcotics Anonymous, or similar groups, Anonymous Village may be able to help.
- **The Temple:** The space itself, the people there, or the Temple Guardians can often help people experiencing grief or needing to feel a connection.

Additional Ranger Support

Other Rangers on the scene can provide additional support as needed, including:

- **Perimeter/Scene Management**: Ask for additional Rangers to help with setting up a perimeter, complex scene management, etc. Consider using local participants if Ranger availability is limited or untimely.
- **Transportation**: Khaki can often find available transportation if that becomes necessary. Consider alternatives before requesting limited resources but ask if that's what you need.
- Troubleshooter: If the incident is complicated or requires management of many responders, consider asking for a Troubleshooter. If you are also a Troubleshooter, but currently acting as a Green Dot Ranger, request the Troubleshooter. It's rarely possible to effectively handle both the Troubleshooter and Green Dot roles concurrently.
- **Sanctuary**: If the participant could benefit from **Sanctuary**, contact Khaki to check availability and make the request.
- Additional Green Dot Rangers: Some situations will involve many participants who need assistance from Rangers. It's advisable to request additional Green Dot Rangers so that each participant's needs can be addressed.

Non-Ranger Departments / Groups / People

Additional support teams outside of Rangers can assist.

- <u>Emergency Services Department</u> (ESD) / Medical: If you have any concerns or suspicions of a medical or psychiatric condition, contact Khaki to request ESD, even if it's just for an evaluation. Rangers that have medical training are not authorized to make field diagnoses of medical issues; ESD is the only responder team authorized to make medical diagnoses.
 - It is always a <u>medical emergency</u> if someone is unconscious or appears to have a seizure.
 - Ask for ESD if a participant seems to be experiencing a <u>medical emergency</u> <u>overdose</u>.
 - Continue to monitor the participant's medical needs throughout an engagement; even if a participant has been cleared by ESD early in a situation, be aware of medical issues that may develop.
 - Always ask for ESD if a participant's physical or mental condition deteriorates.

- CIT-SAT: The <u>Crisis Intervention Team</u> (CIT), or its specialty group the <u>Survivor</u>
 Advocacy Team (CIT-SAT), will be dispatched in response to <u>must-reports</u>. They are
 also available to you upon request; contact Khaki when appropriate. Be prepared
 for lengthy response times as they often need time to activate.
- **Zendo**: Operated by a separately staffed participant group, Zendo specializes in emotional care for substance or trauma fallout. Zendo is not appropriate for violent or drunk participants or those in need of medical care. As Zendo is a volunteer organization, they may not always be at Burning Man or other events.
- **Security**: The Burning Man Project has hired a private security company with agents who are licensed and equipped to handle violent or potentially violent participants or situations. They are dispatched by Khaki, usually along with Troubleshooters. This private security team is not Law Enforcement.
- Law Enforcement: Law Enforcement in Black Rock City will be dispatched for some must-reports and is available upon request. Law Enforcement includes federal, state, and local agencies and can include officers and deputies from the Bureau of Land Management (BLM Rangers), Nevada State Police, and the Pershing County Sheriff's Office (PCSO). LE makes their own decisions about which incidents to get involved with respect their choices.
- **The Community**: Burning Man and other events have an awesome assembly of talents and spaces. Often surveying the camps, structures, and folks in the immediate area will be able to provide resources of value. The nature of the event and the mindset of attendees is very conducive to assisting. Often a simple request or suggestion will result in the support you seek.

External Event Resources

Green Dot Rangers have resources available outside of the event, including the following:

- Join the <u>ranger-greendot-list@burningman.org</u> email list by sending an email to <u>rangers-greendot-list+subscribe@burningman.org</u>.
- Contact the Green Dot Cadre at ranger-greendotcadre-list@burningman.org.
- Anyone can complete a <u>Ranger Feedback Form</u> to leave positive or constructive feedback.
- Black Rock Ranger Personnel Issues: ranger-personnel@burningman.org

- Black Rock Ranger Mental Health Resources:
 https://docs.google.com/document/d/16oGtgssqv1jfjxkoKg8Js13m-mzqDTc1cp
 YT-uCljt0/edit?usp=sharing
- Burning Man Org Volunteer Counseling Resources: https://www.brcaid.org/
- More resources available for all Black Rock Rangers are in <u>Ranger Mental Health</u> <u>Resources</u> (2022).

Jargon Alert! A Green Dot Glossary

Rangers, like many groups, have a unique language to communicate specific situations or topics. We want to ensure that all Green Dot Rangers understand some of the terms and concepts that are used at and outside of the event.

Ranger / Green Dot Ranger Jargon

Altered

Altered is a term used to indicate that a participant's perception of reality, or reactions to it, is different from normal. This can be due to drugs, medical conditions (including inadequate sleep, physical exhaustion, heat exhaustion, and low blood sugar), extreme emotions, or mental illness. Unless a participant makes an explicit statement, Rangers may need to have a medical evaluation to assist in options for the participant. The key reminder for Green Dot Rangers is to not make a judgment until the facts are known, and that Rangers do not diagnose medical or mental conditions. Altered is an acceptable term to use over the radio regardless of cause of condition or substance used.

More Information on <u>Altered</u> is available in Green Dot Ranger Situations.

Advanced Ranger Training (ART)

An **Advanced Ranger Training**, or ART, is additional training used to train Rangers for special teams. The ART of Green Dot is required yearly for all Rangers who wish to act as

Green Dot Rangers that year at Burning Man. The ART of Green Dot includes this **Green Dot Ranger Manual** and a Green Dot training session, traditionally held either on the same day as the Ranger Orientation Meeting (ROM) during the morning session, or the day before or after.

Available Ranger Gig (ARG)

An **Available Ranger Gig**, or ARG, is a Ranger opportunity for positions (both paid and volunteer) within the Ranger Community. ARG's have role descriptions and requirements for the position.

- Available Ranger Gig for <u>Green Dot Rangers</u>.
- For more ARGs, see Ranger Special Teams and How to Join Them (2024).

Biohazard

Biohazards are bodily excretions including vomit, diarrhea, urine, saliva, blood, and other waste. Biohazards are also items that have come in contact with bodily fluids such as hands, clothing, and needles. Biohazard waste should be disposed of properly.

OSHA: Worker protections against occupational exposure to infectious diseases

More Information on **Biohazards** is available in Green Dot Ranger Situations.

Brief / Debrief

We **brief** other people in preparation for something upcoming, such as the way a Green Dot Lead might tell the Sanctuary Rangers details about an incoming guest. We **debrief** after an event to discuss what happened, such as when an outgoing Ranger debriefs with the Green Dot Lead on an incident of particular note or emotional weight.

Shift briefing: A chance for Dirt Rangers and the Shift Command Team to check in and communicate about event-wide issues at the beginning of a shift. Shift debriefing: A chance for Dirt Rangers and the Shift Command Team to check in and communicate about shift issues after a shift is over.

Clubhouse

The **Clubhouse** is the website for all Black Rock Rangers to access information, sign up for shifts, and communicate with other Rangers.

Clubhouse: https://ranger-clubhouse.burningman.org/

Confidential Information

Confidential Information means all materials and information received by a Ranger while working at the event. This includes information about a participant interacting with Sanctuary and its staff and operators. Such materials and information may come directly from the participant or another Ranger. Information may also be observed by a Ranger during regular duties. All information recorded during a visit to Sanctuary is confidential. This includes, but is not limited to:

- Participant name and identifying information
- Contact information
- Associate names and identifying information
- Participant demographics
- Apparent condition
- Injuries
- Medication use
- Drug or alcohol use
- Personal activities
- Assistance provided
- Disposition

Consent

Consent means *agreeing to or giving permission for something*. For consent, two (or more) people agree to engage in an interaction (sexual or otherwise) voluntarily, without coercion or force. Activities may include touch, physical or sexual activity, substance use, or other activities. Communication of consent is when one person informs another whether or not they agree to an activity or action.

Any report of non-consensual sex, non-consensual acts of violence, or dosing is a must-report, requiring you to report the incident to Khaki immediately. This can be based

on survivor or witness reports. The Ranger Shift Command will determine the appropriate next steps.

More information on **Consent** is in the Appendix.

Costuforming

Costuforming is how Rangers modify their apparel and how they present to participants. Rangers should have an awareness of how they present to others, as our appearance can range from official Law Enforcement to silly and clownish. Green Dot Rangers are encouraged to express their identity, while at the same time, reflect on how they will appear to participants at some of their most vulnerable points.

Crisis Intervention Team (CIT)

Emergency Services Department **Crisis Intervention Team** focuses on interacting with mental health emergencies in the field. This team is made up of mental health professionals who are requested by Khaki to respond to instances of Suicidal Ideation, Mental Health Emergencies, Death, Domestic Violence, and Sexual Violence (a specialist team within CIT, known as CIT-SAT, handles the latter two). If CIT has not arrived within 30 minutes, let Khaki know.

• Burning Man ESD: Crisis Intervention

Cruise Director

The **Cruise Director** is a member of the Ranger Shift Command Team responsible for pairing up shift teams and deploying them to an area of the event. The Cruise Director may help pair Green Dot Mentors with Green Dot Mentees.

Delta Unit from ESD

A **Delta Unit** is an ambulance dispatched by ESD for more serious medical incidents when needed.

Domestic Violence

Domestic violence is a non-consensual violent act committed in the context of an intimate, familial, or cohabitation relationship.

Domestic violence is different from other crimes because a perpetrator and victim are not strangers. Instead, they are intimate partners, family members, or parents of common children. This relationship connects a victim to their perpetrator. For example, the victim may rely on the perpetrator for economic support or child support. Ongoing domestic violence is a pattern of escalating abuse. This abuse occurs when one partner in the relationship controls the other through force, deprivation, and/or the threat of deprivation or violence. Domestic Violence is a must-report.

For reporting purposes, the definition of domestic violence is:

- Physical violence or force must have been used.
- A domestic relationship must exist between the participants. Two people are in a domestic relationship if they are (or ever were):
 - married, living together, sleeping together, or dating; or
 - o family.

As of August 2023, domestic violence no longer includes roommates, campmates, or platonic tent mates at Burning Man. It is considered non-consensual violence and is a must-report.

More Information on **Domestic Violence** is available in Green Dot Ranger Situations.

Dottie

Dottie is the Green Dot Container that houses a computer and resources for Green Dot Rangers. It is located between Sanctuary and the ROC. It is generally used for filling out Green Dot Mentor/Mentee forms, accessing the Sanctuary Guest List and other online documents, storing Sanctuary supplies, and otherwise storing things Green Dot Rangers need. Dottie is generally kept locked. The code should be passed down from the Green Dot Lead to the incoming Green Dot Leads and the Sanctuary Rangers.

Emergency Services Department (ESD)

The **Emergency Services Department** is made up of fire, medical, and mental health professionals who handle emergency situations at the event. Green Dot Ranger situations will primarily need medical and mental health (<u>CIT-SAT</u>) support (although if you see a fire emergency, report it.

Medical personnel address both physical and mental health issues. They are located at 5:15 on the Esplanade (a.k.a., **Rampart**), as well as at Station 3 (at 3-C) and Station 9 (at 9-C). They have yellow-shirted volunteers who handle basic medical needs. Blue-shirted paid professionals handle more serious incidents at Rampart. When contacting Khaki to request ESD, be clear about your needs so they know whether to send yellow shirts in a golf cart or blue shirts in an ambulance. Their version of Khaki is called Black Rock, and can be reached directly on the **BRC911** channel if Ranger channels are too busy. (**ESD 911** is a synonym for Black Rock / BRC911.)

• Burning Man ESD: Medical

YouTube: <u>LOVE Project: Emergency Services Department</u>

Emotional Flooding

Emotional flooding is when we get so overwhelmed with emotion that the emotions take over. We lose access to the logical part of our brains when our sympathetic nervous system detects a threat to our safety. Our fight, flight, or freeze response is then activated.

It's important to be aware of what situations or stimuli might cause you to become flooded. Talk to your partner at the beginning of a shift about any anxiety-producing situations or stimuli that may cause you to be flooded. If you have a specific type of situation, you will be unable to handle on shift, let the Cruise Director or Khaki know before you leave Ranger HQ.

SheKnows: What is Emotional Flooding?

YouTube: Emotional Flooding | What to do when emotions feel overwhelming

Empathy

Empathy is the ability to sense other people's emotions and imagine what someone else might be thinking or feeling.

Cognitive empathy is the ability to understand and recognize another person's
emotion from their perspective without necessarily feeling the emotion yourself.
This is primarily a learned ability, gained from life experience and from listening to
others. This should be the focus of a Green Dot Ranger.

• **Emotional empathy** is the ability to share an emotional experience with another person and truly feel how they feel in the moment. This is often the primary driver of compassion. It may be overwhelming when interacting with a person in a deep emotional crisis or experiencing serious anger.

Sympathy is a feeling of sincere concern for someone who is experiencing something difficult or painful. It is different from empathy. Empathy involves actively sharing in the person's emotional experience.

More Information on **Expressing Empathy** is available in Green Dot Ranger Skills.

Gator

A **gator** is a four-wheeled vehicle used by Ranger teams to get around the event when pedal power isn't enough. They are a part of a motor pool managed by the Shift Command Team. There is (typically) a gator assigned to the Green Dot Lead.

Green Dot Incidents

Green Dot Incidents typically relate to how a participant is mentally and emotionally responding to circumstances around them. This may be a result of physical, medical, or emotional distress. Green Dot Rangers specialize in situations with participants who are feeling overwhelmed by grief, disorientation, fear, confusion, sensory or psychedelic overload, and a wide range of related mental states. Rangers who don't feel comfortable or have the background to respond to a situation can kick it sideways to a Green Dot Ranger. Green Dot Rangers may also be requested as the initial responders when Khaki is alerted to a specific incident.

In our Green Dot documentation, we refer to **Green Dot Ranger Situations** as different types of circumstances in which a participant may find themselves. We refer to a **Green Dot Incident** as a specific instance in the field (or in Sanctuary) to where Green Dot Rangers may be sent. An incident may have multiple situations at the same time, each of which may require different (and potentially conflicting) responses. Green Dot Rangers may need to request additional resources to address the different situations within a single incident.

Green Dot Ranger

Green Dot Rangers focus on a participant's mental state and how they are processing the world around them when they may be overwhelmed by their current situation. We refer to the individual peer counselors as Green Dot Rangers. We use **Green Dot** as a generic term for an overwhelming emotional or mental health situation that we state on the radio to avoid panic in participants (e.g., "I've got a Green Dot situation.").

The **Green Dot Lead** is the primary Green Dot Ranger during a shift. The Green Dot Lead works with Khaki in identifying resources for incidents, providing guidance and advice for Green Dot Rangers in the field, working with Sanctuary Rangers, and other duties.

A "Green Dot" may also refer to a cocktail made with vodka and limeade frequently served at the 10-7 Lounge in Tokyo.

Grounding

Grounding means putting someone into a calm enough state that they are connected with their body, reality, and the present moment. It is useful for anxiety, disassociation, panic, and similar issues.

More Information on **Being Grounded** is available in Green Dot Ranger Skills.

Holding Space

Holding space is the practice of creating an area that is physically, mentally, and emotionally safe for a person to express themselves and process their experience. Holding space for someone just means:

- Being with them and making it clear that you want to be there.
- Creating a safe space for them.
- Not judging them.
- Allowing them to have whatever experience they are going to have.

More Information on **Holding Space** is available in Green Dot Ranger Skills.

Imposter Syndrome

Imposter Syndrome refers to people having feelings of inadequacy and doubt in a situation. This may be more apparent when just starting out in a new role. As a rule, it'll be fine, so long as you listen to the person with whom you are working with empathy and intent to understand them.

If you are invested enough to do Green Dot training, you are likely a good Green Dot in the making. Not all Rangers want anything to do with this work. So, relax, be yourself, listen to feedback, and grow.

YouTube: What is imposter syndrome and how can you combat it? - Elizabeth
 Cox

• YouTube: Michelle Obama explains imposter syndrome

Incident Management System (IMS)

Black Rock Rangers use the **Incident Management System** (IMS) to record and track various situations that occur at Burning Man. Using the IMS allows Rangers and Ranger Command to share and track information over the course of Burning Man and refer to situations outside of the event as needed.

Incident Report

An **Incident Report** is a report attached to an Incident in the IMS. As Rangers, it's important to capture as much information as possible while on the scene of an incident. We then enter that information into the appropriate Incident Report in the IMS.

Anytime you contact Khaki using the radio, the Operators log the incident in the Incident Management System (IMS). The IMS is how the Ranger Department tracks information and incidents during the event.

To give your take on what happened at an incident you will be writing an Incident Report. Incident Reports are great for getting important or useful information that did not go over the radio into the IMS. Check in with the Operators and ask for the IMS number so you can include it in the report. Also be sure to include your Ranger Handle and your partner's handle.

Specific information on an incident may later be used for ongoing legal or medical requirements as defined by law.

- Ranger content: <u>The ART of Incident Reporting</u> (2023)
- Green Dot Ranger Form: Green Dot Incident Report

Joint Operations Center (JOC)

The **Joint Operations Center** is a compound that is used as a base station for Law Enforcement as well as ESD's dispatch center. The JOC is located at the edge of the playa near the 12-mile playa entrance. The WESL, a Ranger who connects Khaki to ESD and LE, works at the JOC for the duration of the shift.

Burning Man ESD: <u>Communications Center</u>

Khaki

Khaki is the call sign for Ranger Shift Lead on every shift. Khaki operates out of the *Ranger Operations Center* (ROC) at the back of Ranger HQ.

Law Enforcement (LE)

Law Enforcement (LE) comes in several flavors at Burning Man, including Federal, Nevada State, and County personnel. The most common groups include Bureau of Land Management Rangers and Pershing County Sheriff's Deputies. A **LEO** is a Law Enforcement Officer including undercover officers from any agency.

More details and a list of active agencies: <u>Black Rock City Guide: Law</u>
 Enforcement

Legal 2000 (Mental Health Crisis Hold)

Legal 2000 (or L2K) is the Nevada code for an involuntary psychiatric hold due to danger to self or others.

- Nevada State: Nevada's 72-Hour Mental Health Crisis Hold
- Nevada State: <u>Navigating Your Way Through A Mental Health Crisis Hold in</u> Nevada

Looping

Looping is when a person's story, actions or statements keep going around in a circle, saying or doing the same things over and over and over and over and over. This is usually an indication that the person is having trouble expressing themselves or isn't feeling heard. They are trying again and again to express themselves using the same strategy. It is often wise to try to get to the "center" of the loop, i.e., the thing they're trying to get across. Consider that it's likely you're not correctly understanding their intent when they speak. You can also try telling them they've said that part before and ask if there's something you're missing.

Looping in the participant's train of thought and speech is quite common. They are processing a set of thoughts in order, but the complexity of the processing leads them to take repeated "passes" through the set of thoughts. This causes them to end up saying the same thing over and over (and over again).

Mental Health Branch (MHB)

The **Mental Health Branch** of ESD includes licensed mental health professionals.

The Crisis Intervention Team (CIT) is a part of the MHB team working in the field.

Mindfulness

Mindfulness means maintaining a moment-by-moment awareness of our thoughts, feelings, bodily sensations, and surrounding environment, through a gentle, nurturing lens. Mindfulness involves acceptance. It means paying attention to our thoughts and feelings without judging them. We do this without believing that there's a "right" or "wrong" way to think or feel in a given moment. Being Mindfully Present with a participant is the ability to focus on the current situation and limit outside distractions.

More Information on <u>Mindfully Present</u> is available in Green Dot Ranger Skills.

Must-Reports

Must-Reports remain the same for Green Dot Rangers as with all Rangers. When Green Dot Rangers arrive at an incident, check in with the initial responders to see if a must-report has been made to Khaki (there is no need to make a second report). In some

situations, you may be uncertain if it's a must-report; if so, state it as a "potential" must-report.

Must Reports

$Must\ Reports \quad \hbox{[edit]edit source]}$

MUST REPORT	LE Response?	SAT Response?	OOD	Medical Response?
Medical	No	No	No	Yes
Sexual Assault	Yes	Yes	No	If Needed
Sexual Violence	If Asked	Yes	No	If Needed
Domestic Violence	Yes	Yes	No	If Needed
Child Abuse	Yes	Yes	No	If Needed
Elder Abuse	Yes	Yes	No	If Needed
Non-Consensual Violence/Doseing*	Yes	No	No	If Needed
Lost Child	Yes	No	After 45 Minutes	No
Found Child	Yes	No	After 45 Minutes	If Needed
Death	Yes	Yes	Yes	Yes
Dog Bite	No	No	No	If Needed
Ranger Danger**	No	No	No	No

^{**} Ranger in danger or Participant in non-consensual grave danger

- Medical Emergency the following are always medical emergencies:
 - Unconscious / unresponsive
 - Seizure
 - Difficulty breathing
 - Significant bleeding (more than a scratch)
 - Rapid change in physical condition
 - Deterioration in physical condition
 - Multiple simultaneous medical issues (vomiting, cold or hot skin, etc.)
 - o Psychiatric Emergency / Mental Health Crisis, including Suicidal Ideation
 - REQUEST MEDICAL ANY TIME YOU THINK IT'S NECESSARY
- Non-Consensual Violence includes:
 - Non-Consensual Dosing

^{*} Doseing is considered assault

- Grave Danger for Participant or Ranger (non-consensual)
- o Physical Violence (non-consensual)

Participant

In this documentation, a **participant** is a citizen of the event that needs a Ranger, Green Dot Ranger, or other specialized services due to an overwhelming situation at the event.

Partner

In this documentation, your **partner** refers to your Ranger partner on a shift or otherwise engaged on a shift. Green Dot Rangers may partner with other Green Dot Rangers but will most often partner with non-Green Dot Rangers.

Primary Needs

Primary needs refer to the basic elements a person needs to function. Hydration level, blood sugar, temperature, and basic physical safety are all examples of primary needs. Ensuring a person's primary needs are met will reduce their stress level and allow them to better process things around them.

Quick Response Vehicle (QRV) from ESD

A **Quick Response Vehicle** (QRV) is a gator or smaller vehicle dispatched by ESD with medical personnel. ESD may dispatch a QRV when the nature of the incident does not require the resources of an ambulance.

Radical Inclusion, Diversity, and Equity (R.I.D.E.)

Radical Inclusion, Diversity, and Equity (R.I.D.E.) is a Burning Man Project initiative for prioritizing, managing, and advocating for radical inclusion, diversity, and equity (R.I.D.E.) across Burning Man Project staff, Black Rock City, and Burner communities in the US and internationally.

More Information: R.I.D.E. - From Dust

• YouTube: Building a City of Radical Inclusion

Ranger Operations Center (ROC)

The **Ranger Operations Center** is where the **Ranger Shift Command Team** runs operations during the entire event. At Burning Man, it is located at the back of Ranger HQ.

RSL: Ranger Shift Lead. **RSCI**: Ranger Shift Command Intern (pronounced "risky"). **Khaki** is the radio call sign for Ranger Shift Lead on every shift.

Ranger Orientation Meeting (ROM)

The **Ranger Orientation Meeting** (ROM) is the primary Black Rock Ranger training that must be completed annually before anyone can serve in any capacity as a Black Rock Ranger at Burning Man. Green Dot training sessions and other ART modules are often taught either during the first half of the ROM or the day before.

Rangers Talking S(tuff) (RTS)

Rangers Taking S(tuff) (RTS) are events at and outside of the event where Rangers can gather and share stories, memories, and friendship.

Reality Anchor

Being a **Reality Anchor** for a participant is providing a basis of reality in situations where they may not recognize their current situation. Feeling disconnected from reality is often an awful experience. Participants may not feel connected to their body or thoughts, and they may feel like they are not in control. In other words, they may feel like they can't trust their senses or surroundings. Some clinical terms used to describe these types of experiences include:

- Depersonalization: An internal feeling of disconnection from oneself, i.e., self-estrangement.
- Derealization: An external feeling of disconnection from one's surroundings.
- Dissociation: A sense of detachment from one's physical and emotional experience.

More Information on **Reality Anchor** is available in Green Dot Ranger Skills.

Restraint

Restraint of participants at the event is limited to authorized personnel. At Burning Man, only <u>Security</u> is authorized to physically restrain participants. ESD Medical is authorized to chemically restrain participants (sedatives or other drugs).

Sanctuary

Sanctuary can be a designated physical space or a "Sanctuary in the Moment" in the field where participants can find safe haven. It is a space for rest, reflection, and to recover after an overwhelming or challenging emotional experience. Sanctuary Rangers provide Green Dot support to Sanctuary guests to enable them to rejoin the community.

At Burning Man, the physical location of Sanctuary is behind Ranger HQ.

Sanctuary Guest / Sanctuary Ranger

A **Sanctuary guest** is a participant that comes into Sanctuary for assistance and may stay in Sanctuary for an extended period.

A Sanctuary Ranger is a Green Dot Ranger that is working in Sanctuary.

A **Mobile Sanctuary Ranger** is a Sanctuary Ranger that has been sent to the field to assist or relieve other Rangers in a Green Dot Ranger situation.

• For more information: Sanctuary Lead's Guide

Sanctuary Guest Log

The **Sanctuary Guest Log** is currently an online spreadsheet to track guests that have used Sanctuary during the Burning Man event. The Sanctuary Guest Log includes relevant information about the guest, including name (playa and/or real name), camp and location, circumstances around the incident that lead to the guest coming to Sanctuary, and when the guest left.

This is not a substitute for the IMS. All guests should also be in the IMS with the specifics of the circumstances around their admittance to Sanctuary. The Sanctuary Guest Log is used by the Green Dot Cadre after the event to gather information and statistics on the use of Sanctuary.

Sanctuary Guest Log: <u>Sanctuary Guest Log Template</u>

Security

Private **Security** is provided by High Rock Security or another private security organization. They are authorized by Burning Man and are trained, equipped, and may physically restrain a participant that has become dangerous. Security is located at the back of Ranger HQ, next to the ROC, and is known as the Casbah.

More details: <u>Black Rock City Guide: Law Enforcement</u>

Self-Care

Self-Care the practice of taking an active role in protecting one's own well-being and happiness, during, and after periods of stress. As Green Dot Rangers, we are exposed to some of the most traumatic situations at the event. These can be internalized and can cause us to experience our own overwhelming concerns.

While Self-Care may seem obvious, it's a concept that requires attention and awareness. Self-Care is an awareness of your own state, body and mind, to be able to help participants when they need assistance. Green Dot Rangers need to be rested, hydrated, and fed. Hungry Rangers may not be able to focus on the situation. The mind is also important. If there are other pressing concerns for a Ranger, they may be distracted and unable to assist.

Sexual Assault (SA)

Sexual Assault has a specific legal and criminal definition in Nevada, meaning the same thing as rape and specifying penetration. If someone says they have been sexually assaulted, raped, non-consensually penetrated, or you suspect that has happened, contact Khaki and report a sexual assault (SA). This will dispatch both the Survivor Advocacy Team (CIT-SAT) as well as Law Enforcement, along with a member of the Shift Command team.

In April 2023, Burning Man Project and Pershing County Sheriff's Office revised the sexual assault reporting protocols. Under these new protocols, sexual assaults (as defined by

Nevada law) will automatically dispatch both Law Enforcement (LE) and a Survivor Advocacy Team (SAT); incidents that do not rise to the Nevada definition of sexual assault, will continue to be called sexual violence, and will not automatically dispatch law enforcement.

• Black Rock Rangers FAQ: SA FAQ (2023)

More Information on **Sexual Assault** is available in Green Dot Ranger Situations.

Sexual Harassment

Sexual Harassment is any inappropriate behavior involving the use of explicit or implicit sexual overtones. This includes repeated requests for sexual or romantic connection after being turned down, catcalling, stalking, retaliatory behavior after being turned down, inappropriate sexual comments, and unwelcome touching of a sexual nature.

Sexual Violence (SV)

Sexual Violence is any unwanted sexual act, achieved or attempted, by force or coercion. This includes trafficking, sexual assault, incest, and child sexual abuse.

Sexual violence is a must-report. If someone reports a non-consensual sexual encounter that does not involve penetration (e.g., groping, non-penetrative contact, etc.), contact Khaki and request an Advocate for an SV that is NOT a sexual assault. This will dispatch CIT-SAT and a member of the shift command team. Law Enforcement may also come, and the participant can also request LE involvement. If you have any doubts, report it as a "possible sexual assault."

More Information on **Sexual Violence** is available in Green Dot Ranger Situations.

Suicidal Ideation

Suicidal ideation, or suicidal thoughts, is the thought process of a participant that is having ideas about dying by suicide.

Passive suicidal ideation is when the participant thinks or talks about wanting to die or imagines what it would be like to be dead. **Active suicidal ideation** is when the participant has a plan and a means to kill themselves.

More Information on <u>Suicidal Ideation</u> is available in Green Dot Ranger Situations.

Survivor / Victim

Law Enforcement will typically refer to a participant that is a target of violence as a **victim**. This is the legal term used both as an incident occurs and during any subsequent legal proceedings.

As Rangers, we will more often use the broader term of **survivor**, as this provides more agency to the participant. Survivors also include witnesses that may be impacted by a traumatic event.

The participant who allegedly commits violence will typically be referred to as a **perpetrator** or **assailant**. Note that in some cases, the assailant may also be a survivor and need Green Dot support.

Survivor Advocacy Team (CIT-SAT)

A specialized team within CIT, the **Survivor Advocacy Team** (CIT-SAT) focuses exclusively on survivors of sexual violence. This is the team that is sent out whenever a Ranger requests a Sexual Violence response from Khaki to support the survivors of sexual and domestic violence, and related situations.

Transfer Station Authority (TSA)

The **Transfer Station Authority** at the DPW Outpost will take biohazard waste (usually) as long as the bags are bright orange or marked with orange tape.

Trigger

In general, the Ranger community is moving away from using the word "**trigger**" in reference to responses where participants or Rangers may become emotionally unable to engage.

The term "Trigger" and "Triggered" entered trauma counseling jargon years ago to describe the things that activated a PTSD event. It generally meant something that caused someone to become completely overwhelmed, unable to function, and/or have a serious overreaction. The Rangers recently took the term to mean "unable to maintain a Rangerly demeanor and act objectively". In current colloquial usage it now means 'upset', 'irritated', or 'outraged'.

Instead of using "trigger", we now use "emotional activation" to describe the direct emotional reaction in a situation that brings up past events and "*emotional flooding*" to describe the point at which Rangers may become unable to engage.

W-Emergency Services Liaison (WESLs)

The **W-Emergency Services Liaison** (**WESL** - pronounced "weasel") team monitors Ranger radio traffic and acts as an interface between Ranger Shift Command and non-Ranger resources, such as the Emergency Services Department (ESD) and Law Enforcement (LE). Being in the dispatch center allows WESLs to reduce emergency response time.

ARG: WESL - Available Ranger Gig (2024)

Zendo

The **Zendo** Project provides professional comprehensive harm reduction education and support for communities to help inform and transform difficult psychedelic experiences into opportunities for learning and growth. As a volunteer organization, Zendo may not always be available.

At Burning Man, Zendo typically has two spaces, near ESD at 3:00 and 9:00.

- The Zendo Project: https://zendoproject.org/
- Zendo has provided their own <u>Training Manual</u>, which you can view or download.

Appendix: Additional Resources

More about Black Rock Rangers:

- YouTube: LOVE Project: Black Rock Rangers
- YouTube: Burner Service Announcement #3: The Black Rock Rangers
- YouTube: **Burn Brightly Rangers**
- Department of Institutional Memory: **Black Rock Rangers**

Why "Green Dots"?

Our History

In the mid-90s, the department that is now the <u>Emergency Services Department</u> (ESD) was a function within the Black Rock Rangers. It was useful at the start of a shift to quickly identify Rangers with specialized skills for certain situations. Each of these specialized skills got a sticker on their laminate:

- Red sticker: Volunteer fire experience.
- Blue sticker: Wilderness First Responder medical certification or above.
- Green sticker: Peer counseling experience.

In the late 90s, a structure called **Sanctuary** was established behind Ranger HQ. It is a shelter to provide participants a safe space to find rest, care, and to collect themselves.

In 2001 the "Red Dot" and "Blue Dot" functions were moved to ESD, along with mental health professionals in a *Crisis Intervention Team* (CIT) within ESD.

This left a role for peer counselors within the Rangers, which kept the use of the Green Dot name.

Green Dot Rangers at Burning Man

Green Dot Rangers in Black Rock City are active Black Rock Rangers and meet all requirements to be a Ranger at Burning Man. Green Dot Rangers go through additional training each year to continue to grow skills in peer counseling and meet the needs of the Burning Man community.

The following positions refer to Green Dot Rangers at Burning Man. Other events may or may not have similar roles.

Plus 2 Years Black Rock Ranger (1 year) Green Dot Manual Green Dot Mentor **Green Dot Training Green Dot Trainer** Green Dot Sanctuary Mentee Shift **Novice Shift** Green Dot Lead Mentor Mentee **Green Dot Cadre** Self-Evaluation **Evaluation** Cadre Member Sign Off Green Dot Dirt -Requirements for each position Green Dot Sanctuary are listed below in **Green Dot Ranger Positions.** Green Dot Ranger

Green Dot Ranger Experience Requirements

Green Dot Ranger Positions

Below are Green Dot Ranger positions both in the field and throughout the year. All Green Dot Rangers at Burning Man must be active Black Rock Rangers in good standing and meet yearly requirements for Black Rock Rangers.

All Green Dot Positions must attend a yearly Green Dot Training to remain as a current Green Dot Ranger.

Green Dot Mentee / Green Dot Sanctuary Novice

Green Dot Mentees / Green Dot Sanctuary Novices are qualified Rangers who have taken the Green Dot Ranger Training and can sign up for "ride-along" shifts with experienced Green Dot Rangers.

After attending a Green Dot training session, potential Green Dot Rangers can sign up for 'Green Dot Mentee' and 'Green Dot Sanctuary Novice' shifts.

At the end of the 'Green Dot Mentee' shift, Mentees will complete a Green Dot Mentee Self-Evaluation form that includes writing a sample <u>Incident Report</u>. This will be reviewed by the Green Dot Cadre during the approval process.

After a shift as a 'Green Dot Mentee', a shift as a 'Green Dot Sanctuary Novice', positive evaluation by a Green Dot Mentor, and approval of the Green Dot Cadre, the Ranger will become a Green Dot Ranger. They will then be able to sign up for 'Dirt - Green Dot' and 'Green Dot Sanctuary' shifts in the <u>Clubhouse</u>.

'Green Dot Mentee' shifts will become available in the Clubhouse as 'Green Dot Mentors' sign up for Mentor shifts. Check the Clubhouse to view shifts as more become available.

Requirements:

- Minimum one completed event and 3 Dirt shifts as a Black Rock Ranger.
- Attend an annual Green Dot Ranger Training.
- May sign up for 'Green Dot Mentee' shifts to walk a shift with a Green Dot Mentor.
- May sign up for Green Dot Sanctuary Novice' shifts to work in Sanctuary.

Green Dot Ranger

Green Dot Rangers are Rangers who work out of Sanctuary and in the field, acting as peer crisis counselors and peer support for participants and fellow Rangers.

Dirt - Green Dot

Green Dot Rangers on 'Dirt - Green Dot' shifts may be partnered with non-Green Dot Rangers. These pairs may be requested for Green Dot specific incidents in the field. Green Dot Rangers who are willing and able to take Green Dot incidents should sign in as

'Dirt - Green Dot' for their Dirt shift. *'Dirt - Green Dot'* shifts and *'Dirt'* shifts are credited the same in the Clubhouse.

Green Dot - Sanctuary

Green Dot Rangers who sign up for a 'Green Dot Sanctuary' shift will work in Sanctuary with Sanctuary guests and support the guests until they leave Sanctuary. Sanctuary Rangers may also be deployed by the Green Dot Lead and/or Khaki to other Green Dot incidents and become Mobile Sanctuary Rangers. Mobile Sanctuary Rangers may also be deployed by the Green Dot Lead to other areas such as the front of Ranger HQ, Zendo or similar resource if available, the Temple or other near-by areas at the event. Sanctuary Rangers may be asked to help with transportation requests, such as bringing someone from the field to Sanctuary or taking someone from Sanctuary to their camp.

Requirements:

- 1 shift minimum as a 'Green Dot Mentee'.
- 1 shift minimum as a 'Green Dot Sanctuary Novice'.
- After Green Dot Mentors assessment, self-assessment, Green Dot Lead approval of a report about a Green Dot type experience (on shift or personal life), may join the Green Dot Ranger team.
- May work 'Green Dot Sanctuary' and 'Dirt Green Dot' shifts.

Green Dot Mentor

Green Dot Mentors act as troubleshooters in the field and are often assigned to "deeper green" calls. They take Green Dot Mentees on ride-along shifts to offer their experience and advice to help Mentees determine if they're a good fit for Green Dot Rangering.

Requirements:

- Minimum 2 events completed and over 36 hours of 'Dirt Green Dot' and 'Green Dot Sanctuary' shifts as an active Green Dot Ranger.
- Minimum 1 shift working in Sanctuary as a Sanctuary Ranger.
- Have a thorough understanding of Sanctuary operations.
- Have thorough knowledge and understanding of all Green Dot policies and procedures.

- Active Ranger in good standing.
- Has experience with, and can handle, advanced Green Dot Ranger situations.
- Complete the yearly Green Dot Mentor training.
- Approved by the Green Dot Cadre.

More information on **Green Dot Mentors** is available in the Green Dot Ranger Advanced Position Guides.

Green Dot Trainer

Green Dot Trainers run the annual Green Dot Ranger training sessions at *Ranger Orientation Meetings* (ROMs), virtual events, and during the event.

Requirements:

- Minimum 2 events completed and over 36 hours of 'Dirt Green Dot' and 'Green Dot Sanctuary' shifts as an active Green Dot Ranger.
- Minimum 1 shift in Sanctuary as a Sanctuary Ranger.
- Have a thorough understanding of Sanctuary operations.
- Have thorough knowledge and understanding of all Green Dot policies and procedures.
- Active Ranger in good standing.
- Complete the yearly "Train the Green Dot Trainer" prior to training other Green Dot Rangers.
- Approved by the Green Dot Cadre.

More information on **Green Dot Trainers** is available in the Green Dot Ranger Advanced Position Guides.

Green Dot Lead / Green Dot Lead Intern

Green Dot Leads and Green Dot Lead Interns work within the *Ranger Shift Command Team*. They are responsible for tracking and logging Green Dot incidents, acting as an escalation point for Green Dot Rangers, and managing Sanctuary. Green Dot Leads also act as support and problem solvers for Rangers in the field.

Green Dot Lead Interns act as an Assistant Green Dot Lead and Green Dot troubleshooter in the field, and help with managing Sanctuary and tracking Green Dot incidents.

Green Dot Leads and Interns take a management role across Green Dot incidents during a single shift and ensure knowledge transfer between outgoing and incoming shift leaders. Their responsibilities include working with Shift Command to assist in supporting field Green Dot Rangers, monitoring Sanctuary capacity and staffing, pairing up and supporting Green Dot Mentors and Mentees, and maintaining knowledge of incidents that go beyond one shift.

Requirements:

- Minimum 2 events completed and over 36 hours of 'Dirt Green Dot' and 'Green Dot Sanctuary' as an active Green Dot Ranger.
- Minimum 1 shift working in Sanctuary as a Sanctuary Ranger.
- Have a thorough understanding of Sanctuary operations.
- Have thorough knowledge and understanding of all Green Dot policies and procedures.
- Active Ranger in good standing.
- Read / complete the <u>ART of IMS Operator</u> (2022) (self-guided) and the <u>ART of Ranger Shift Command</u> (2018) (RSCI) (self-guided).
- Complete the yearly Green Dot Lead training.
- Approved by the Green Dot Cadre.

More information on <u>Green Dot Leads and Lead Interns</u> is available in the Green Dot Ranger Advanced Position Guides. Green Dot Leads may also be <u>Sanctuary Leads</u>.

Green Dot Cadre

The Green Dot Cadre works off playa year-round to update documentation and respond to changes to Ranger policies and practices. The Cadre is also responsible for the Green Dot budget, After Action Report items, staffing levels, and organizing set-up and tear-down of Green Dot facilities.

The Cadre schedules Green Dot Trainings, approves Leads, Trainers, and Mentors, and supervises documentation creation and updates.

The Cadre is also represented on the Ranger Operations Team, which meets year-round to collaborate and plan the event.

See <u>Ranger Cadres: Organization, Processes, and Best Practices</u> (2024) for more about how Cadres support the mission of the Rangers.

Requirements:

- Minimum two events as an active Green Dot Ranger.
- Available to work year-round, attend regular meetings, answer emails, and work with online documents.
- Invited by Cadre or Ops Manager; approved by the Ranger Council.

What's in your backpack?

Rangers typically have a backpack we carry with us. Here are some recommended items to have in your backpack that can be useful as a Ranger / Green Dot Ranger:

- Water / Electrolytes
- Candy Bars / Granola Bars (if the participant is coherent enough to understand the food contents. See the <u>NOTE</u> below.)
- Sickness bags, and dog poo bags to carry used bags
 - Tip: buy orange dog poo bags to hold waste. Sometimes <u>ESD</u> is willing to take biohazard waste.
- Nitrile gloves and baby wipes
- Tissues
- Extra lights, batteries, or headlamp
- City map for participants who can't remember how to get home

These items can also be a good addition to your backpack on a Green Dot shift - every Ranger has a different approach to what they pack. As a Ranger, you are encouraged to find what works for you and allows you to express your Ranger skills in your own way! Consider adding these to your backpack:

- Paper and pencils to give to participants to write out their feelings or make art
- Fidget toys
- Stuffed toys

• Copy of the CHOMP guide (unofficial guide to camps gifting food at Burning Man)

NOTE: While we may carry food or drinks with us, be very cautious about sharing them with participants. We don't always know a participant's food allergies or dietary restrictions. Some participants aren't connected enough to reality to refuse food or drink that could cause health problems. For anything other than water, ensure that the participant is coherent enough to understand the ingredients. Make sure it's clear you are just offering the food, not telling them they must eat it. If the participant is accompanied by friends, you can ask them if they are aware of any food considerations. As alternatives, you can ask their campmates or friends to give the participant something to eat or ask the participant if they already have something in their own pack.

Consent

Consent Definitions

Consent means *agreeing to do something or allowing something to be done*. This is often discussed in relation to sexual activities, but it's relevant to all interactions between people. In this document we separate the internal decision to consent (or not) from the external communication of that decision.

Informed Consent means consenting while also being sufficiently aware of what is being agreed on or allowed. It requires being given sufficient and correct information and being capable of understanding that information.

Capable Consent is a subcategory of informed consent where the person is able to understand the facts, nature, extent, or implications of the situation. This ability could be compromised due to drugs, alcohol, a mental disability, being asleep or unconscious, or based on their age. Intoxication and/or impairment due to drugs are not automatically equivalent to incapacitation, but they may cause it.

Reversible Consent means that any involved party has the ability to change whether they do or do not consent to an action, and that change will be honored.

Uncoerced Consent means consenting due to agreeing to the thing itself, as opposed to agreeing to the thing primarily to avoid a worse outcome such as physical, social, financial, or emotional harm. This applies even if no direct verbal or written threat was made, as a person can fear harm due to power imbalances, past experiences, or the implications of a situation.

When consent is informed, uncoerced, and capable, a person is freely and knowingly agreeing to the action in question.

Consent Violations

When an action occurs without consent, we often refer to that as a **consent violation**. Not all consent violations are considered a problem. For example, a Sandman tackling someone who wanted to run at the fire is violating that person's consent, but we consider that a reasonable trade off. Some consent violations, such as accidentally stepping on someone's foot, are extremely minor, while others, such as sexual assault, cause severe harm. As a rule, Rangers should avoid causing consent violations whenever possible, as we operate almost exclusively with the consent of the participants, with a few specific exceptions. Consent violations involving sexual activities, however, are considered sexual violence, which is a must-report. Non-consensual drug use is referred to as "dosing" and is considered an assault, which is also a must-report. Other consent violations can cause participants significant distress as well, and many Green Dot incidents originate from some form of consent violation. When in doubt as to whether something is a must-report or not, contact Khaki.

Types of Consent Violations with Examples

Force, when talking about consent violations, is the use of physical strength or violence to overcome, restrain, or injure a person; or inflicting physical harm sufficient to compel submission by the victim.

- Responding to a romantic rejection by groping or grabbing the person.
- Pinning someone down and doing something to them.
- Punching a person and then taking their wallet.

Deception means that a person may consent to something, but not to the thing that is actually happening. This includes both lying and giving deceptively insufficient information, as well as claiming there was more to an agreement than there actually was.

- Getting someone to buy a fake ticket, claiming it is real.
- Offering someone a drink without telling them there is another drug besides what's expected within it.
- Getting someone a free ticket and space in an RV, then claiming they now owe sex in return.

Incapacitation means a person lacks the ability to give consent. This may be due to being unaware of what is happening, too young, too chemically altered, or any other instance where a person is not capable of understanding the situation, consequences, and the agreement to which they are consenting.

- "Borrowing" someone's bicycle while they are asleep or unconscious, without having gotten prior permission.
- Having sexual relations with someone too young to consent (statutory rape).
- Having sexual relations with someone who is so far into a psychedelic trip that they don't realize what's happening.

Revoked consent can cause a consent violation if the other person ignores that revocation and continues with the act.

- Continuing with a sexual act after being told to stop.
- Continuing to flirt with someone after the relationship has changed and they have requested the behavior no longer continue.
- Creating reasons to get close to an ex-partner after being asked for distance.

Coercion means using the threat of negative consequences to get an agreement, instead of getting the person to agree to the thing itself. This threat may be direct, or it may be indirect and implied.

- Demanding money from someone while having a visible weapon.
- Keeping someone in a romantic relationship through the threat of making accusations at them if they leave.
- A boss with hiring and firing power insisting a subordinate sleep with them.

- Getting a partner to agree that things happened that they know did not happen, because if they don't, they know they'll be berated, devalued, or otherwise harassed until they agree.
- Bringing someone to an isolated location where they cannot leave without your help and then making requests to which they would not normally have agreed.
- YouTube: It's Always Sunny in Philadelphia The "Implication"

Effects of Consent Violations

Consent violations cause harm in a wide variety of ways, beyond the harm of the non-consensual act itself. Common feelings include:

- Shame due to being unable to stop the act, to feelings of not having resisted enough, or to not knowing how to avoid the violation in advance. This can easily lead to self-blame.
- Confusion and cognitive dissonance due to the difference between what the person
 wanted and what actually happened, leading to reliving the incident as the person
 tries to resolve what happened. This can lead to wanting to repeatedly process the
 memories of the incident, often verbally or in writing, while searching for another
 person to act as a reality anchor.
- A sense of betrayal, especially if the person who committed the violation was a trusted friend, partner, family member, or similar relation, which may lead to long-term trust issues.
- Anger at the unfairness of the situation or at the loss of control over a person's own life or possessions, which may be directed either inward (leading to self-blame, and possibly self-harm) or outward (not always at the person who committed the consent violation in the first place).
- Hopelessness or powerlessness, which can even lead to future consent violations as the person's belief in their ability to safely and effectively defend their own boundaries is eroded.
- Anxiety about potential future violations, which can in particularly bad cases lead to paranoia.
- Denial that the violation ever happened, which may include denying the event happened, or claiming consent that did not actually happen at the time. This may lead to inconsistent descriptions of the event and comes from not wanting to accept what has happened.

Not all consent violations will lead to such feelings, but more severe situations often will evoke at least some. Green Dot Ranger skills such as holding space, reality anchoring, and expression of empathy are likely to be helpful for more serious violations of consent. Touch is a particularly dangerous thing if the consent violation was sexual or violent, and should only be used with extreme caution and care, if at all.

Consent Communication

Communication of consent is the action of one person informing another person of whether they do or do not consent to an activity or action. Such communication may be confused for a variety of reasons, and it is possible for a person to believe they've received consent from another person when such consent was not intended. The violation being an accident is not an excuse, and is still a consent violation, with all the same harm possible (and the same must-report status being relevant). It is also possible for someone to claim something is an accident when it is not. It is not the job of a Green Dot Ranger to determine whether a violation was accidental or not, but rather to provide emotional support and assistance when requested.

Miscommunication around consent may come from cultural differences in how consent is conveyed, mind-altering substances changing perceptions, or other issues. Concepts such as **no means no**, **affirmative consent**, and **enthusiastic consent** have been pushed primarily to try to reduce miscommunications around consent.

Miscommunications of consent can occur in a number of ways.

Differing cultures of politeness: For some people and in some cultures, **it's polite to refuse a gift several times before eventually accepting it**. For others with a more direct approach, their first answer is their real response. But if the other person keeps asking (thinking they must offer several times), then this can cause confusion even if both participants mean well. This can result in either a person trying to say no, but feeling pressured into saying yes, or alternatively in a person trying to say yes by saying no a few times first, and being surprised that they have now turned down the offer.

Trauma from prior violations: In some situations, people who have been coerced or threatened in the past may be afraid to say no, perhaps to avoid perceived conflict or harm. Therefore, even if they are not comfortable, they may still say yes if they think that's the "right answer." This may occur even if the other person is making an effort to

communicate, not intending for them to feel threatened, is honestly asking about their interest, and was not the original person who violated their consent in the first place.

Perceived "sunk cost" or social pressure: A person may have earlier consented to something that they thought they'd like, but later changed their mind, and not know how to tell the other person that they are no longer interested. They may feel it is socially inappropriate to revoke consent after the activity has started, and not know how to "exit" the situation, even if they don't want it anymore. For example, a person might agree to take drugs with their friend, and after the friend takes the drugs out and takes their dose, the person might change their mind... but it would be very awkward not to take them at this point, so they do not communicate that they don't want them anymore.

Mind-altering substances: When people aren't sober, it's easier for there to be communication breakdowns around consent, even when no involved person is actually incapacitated. A chemically altered person may have more difficulty understanding another person's communications around consent, and also may have more difficulty communicating their own feelings about whether or not they want to do something.

B.E.D.

The <u>Bureau of Erotic Discourse</u> (B.E.D.) is now a part of ESD. This provides B.E.D. with ESD resources and access and allows increased community outreach and messaging around issues relating to sexual violence.

The Bureau of Erotic Discourse initiative originated from Burning Man Emergency Services and focuses on sex-positive consent education and sexual assault prevention. To foster a safe and inclusive environment, B.E.D. provides valuable resources and training to camps and participants, helping them navigate conversations about consent, rejection, and supporting one another. As an advocate for consent culture and community safety, B.E.D. has created a program that could greatly benefit participants: the **BEDucator Program**.

Additional Resources on Consent

Black Emotional and Mental Health: Consent Toolkit

• Medium: Navigating 'Ask' and 'Guess' Cultured in a Modern World

- Indiana University: What is Consent?
- The Consent Academy: What Is Sexual Consent?
- YouTube: **<u>Understanding Consent</u>** in Sexual Activity
- CWR University: **Consent, Incapacitation, and Coercion**
- Planned Parenthood: FRIES model of consent
- Intimacy Directors and Coordinators: **CRISP model of consent**