



Ranger Training Manual

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1. Introduction

What Is A Ranger?

Rangers function primarily as non-confrontational community mediators who are aware of potential situations and encourage communication to alleviate or prevent them. Rangers have to wear many hats that include, but are not limited to, non-confrontational mediator, counselor, security, and advisor. Much of a Ranger's job consists of walking around the grounds and participating in the event's various activities, providing information and making participants aware of potential issues. We are not your mom, and we are not the police. Ideally, a skilled ranger can help people avoid the need for police contact. =] It is the primary responsibility of Rangers to preserve the safety, welfare, and quality of experience of our community.

All available Rangers will be asked to help with fire perimeter for the effigy burn.

Requirements for a Ranger

Before you can Ranger, you must have been to at least one previous burn, and you must have gone through training. Ranger Training takes place on Friday night at 8:00 pm. Please meet at the Command Station (Ranger HQ). We strongly recommend that new Rangers work with a seasoned Ranger for their first shift. All Rangers should select a two syllable code name to use over the radio. For example, the Safety Core Liaison uses 'Ranger Painter'.

2. Ranger Resources

If Dirt Rangers need assistance, or are unsure of any situation, they radio their Shift Lead, an Event Lead, or the Board member on Call (BOC), in that order of precedence. If the situation involves seeking outside help or asking anyone to leave POrtalBurn, the Board on Call must be notified immediately. The Board on Call must also be notified during any situation that involves interaction with the landowners, neighbors, or anyone else who is not a PortalBurn participant. Some of the Board Members have Ranger experience and some do not.

A Board On Call list will be posted at the Command Center.

Ranger Shift Leads

Each shift may have a Shift Lead, who has Rangered at two prior burns. Due to their higher level of Rangering experience, more difficult situations can be kicked sideways to a Shift Lead.

Ranger Event Leads

Outsider (John Cholewa) and Asher (Asher Kory)

Board of Directors

*Ranger/Safety Core Liaison: Painter**

Bird, Bonus*, Dusty, Sheck*, Damien, Dom, MegO**

**=Has ranger experience*

3. Ranger Conduct

Rangers should:

- Do nothing first! The best solution is often no solution!
- When approaching someone, become physically level with them. If they are standing, stand a few feet from them, face them squarely (if not agitated), keep a 45 degree angle for a less intimidating pose (if agitated), and address them non- confrontationally. If they are sitting, you should sit down as well (it's a good idea to ask them if you can sit down first). Don't cross your arms as that will make you come across as closed off. Remain open – actively listen, and be prepared to help them or find help for them (think of a superhero/akimbo pose).
- Avoid physical contact unless necessary – but, by all means, offer a hug to an emotionally distraught participant. Especially for emotionally distraught (upset or angry) individuals, let them know what physical actions you're going to take before doing so (e.g. "I'm going to stand up").
- Participate in the event during their shifts.
- Provide information and serve as a community communications conduit.
- Mediate situations and/or disputes between participants.

- Inform participants of potentially hazardous situations or conditions.
- Have a general knowledge of the physical layout of POrtalBurn
- Watch for unauthorized cameras and/or pictures taken without permission.
- Be a sober voice of reason regarding sound at the event. You are not the sound police, but you can offer suggestions if you feel that a camp is being inappropriately noisy.
- Whenever possible, approach situations with another Ranger nearby in the event that you need assistance.
- Write all incidents in the Log Book, which is located in Ranger HQ (Command Center), as soon after the incident as possible while the details are still fresh in your mind.
- Observe interactions between participants and outside agencies as needed.
- Maintain safety perimeters and scene control as needed.
- Know your triggers (see Conflict Resolution Synopsis below).
- Treat everyone with equal respect.
- Assist new participants in acclimating to the Portal environment.
- Kick it sideways when you need to (ask for help).
- Use “we” and “us” to generate a connection with people.
- Stay in radio communication.

Rangers should not:

- PANIC
- Lose self-control or react violently to a situation.
- Order someone to “CALM DOWN!” Calm them down by your performance. If you remain calm, they will eventually calm down.
- Act in a parental nature.
- Get suckered into debates.
- Consume substances while on duty (must be able to speak with outside authorities if necessary while on duty).
- Be naked while on duty (must be wearing enough clothes to speak with outside authorities if necessary). Khaki Ranger “costume” is not mandatory but is greatly preferred.
- Attempt to handle a situation where they could become part of the

problem (If a specific situation gets you very emotional, kick it sideways).

- Run to a situation as it can generate fear and unwanted crowds.
- Misuse the community trust.
- Fail to report an emergency.
- Knowingly neglect Ranger responsibilities.

4. Equipment

We require all on duty Rangers to carry a radio and we highly recommend the following items:

- A t-shirt that has the words Ranger on it to easily identify yourself to others and/or a safety RangerVest
- Small flashlight & spare batteries
- Knife or utility tool
- Matches or a lighter
- A first aid kit and an extra bottle of water for emergencies.
- A sturdy belt for carrying your radio. Even better, a Camelback or backpack so that you can anchor the radio near your ear. POrtalBurn may be noisy, and even at full volume it's difficult, often impossible, to hear radio calls if it's on your belt.

5. Starting Your Shift

- Make sure you have everything you need for your Ranger shift (see Equipment list above).
- Pick up your radio from Ranger HQ/Command Center)!!
- Show up a little early so you can be debriefed on any ongoing situations you may need to know about.
- Find your partner! We will ideally have two rangers for each shift and you two will be working as a team.
- Identify your on-call shift lead. The shift lead has a higher than average level of experience and can help you with more difficult issues.
- Sign on with your handle and position. For example: *Allcom, allcom: This is Painter signing on as dirt ranger.*

6. During Your Shift

FLAME

- FLAME: F.L.A.M.E. is an easy way to remember how to approach and mediate an encountered problem.
 - F stands for 'Find out'. First, always assess any situation. Stand back, observe, and be aware of safety issues - both your own and the participants'. Then find out what is really going on in the situation. There will always be at least three sides, both of the individuals involved and of course an impartial third perspective. Add this to your perspective.
 - L is for 'Listening'. Listen to all parties, ensure that all involved have had a chance to be heard. Be aware that at times you may have to use your judgment as to who is really involved. Concentrate on the parties who need your direct assistance, and make time for everyone who has legitimate input.
 - A is for 'Analyze'. Once you have gathered all the information that you can, analyze it. Active deliberation on your part is required, and is backed by the Ranger organization. You have come forward and have been trained, and are an integral part of our team. We have faith in ourselves and in you. This is at the core of Rangering.
 - M is for 'Mediation'. Determine which participants involved may have room to budge, and those whose interests are such that they cannot give in. This is often not based on right and wrong. The best way to effectively mediate is to let people come to their own solutions. Your job, as mediator, is to help them process without providing new information or suggestions. Most people know what they want and how best to solve a situation, but are too caught up in the moment to think clearly. Mediation will be discussed in more detail at Ranger Training.
 - E is the 'explanation', and completes your 'FLAME-ing' of the situation. Explain only what is necessary to participants, write details in the Log -Book, and update the other Ranger on duty. After that, stop talking about it. If you keep explaining to every person who asks, you'll inadvertently fuel the rumor mill.

Do nothing first!

It is important to respect all participants. While you may not agree with their decisions, Rangers are not here to control anyone's behavior, except when it comes to preventing immediate, serious harm to themselves, others, or the future of our event.

Radio Guidelines

Our radios are on open channels. That means that we need to exercise some caution with what we say over the radio and avoid saying anything that police could interpret as probable cause for search and anything that makes our event sound too fun to potential gate crashers.

- Do not ever mention any kind of drug use over the radio. You can say that someone is distressed or disoriented.
- Do not use full participant names over the radio.
- Do not ever say that someone is dead over the radio.
- Do not make mention of any potential criminal activity over the radio.

Keep it simple! Sometimes it's easier to arrange a face-to-face than it is to convey a lot of information over the radios.

Radio protocols and channels are subject to change, and any updates will be made available at ranger training on Friday, but for now here are the channels of interest at POrtalBurn 2016:

Channels

- 0 MURS 1 (Do not use for transmitting)
- 1 Safety one (Do not use)
- 2 Tactical 1/ICS (For people to switch to in case of handling emergencies)
- 3 Sanctuary/Tactical 2 (Rangers, Medical and Sanctuary)
- 4 Board
- 5 DPW (Do not use.)
- 6 GGGP (Greeters, Gate, Parking, Command Center)
- 7 Wake (Only use if BOC announces they should be reached on this channel)

Protocol

- Make sure you're on the right channel. (Generally Channel 3)
- Listen before you transmit.
- Use the push-to-talk button to speak.
- Hold the radio approximately 6 inches away from your mouth when you speak.
- Identify who you are and the person with whom you need to speak.
- Use ALLCOM to address everyone on the channel.
- Avoid saying anything too interesting and/or incriminating over the radio
- Keep radio chatter to a minimum

Kicking It Sideways

If you come across a situation that you are unable to handle, you can “kick it sideways”, which is effectively asking another Ranger or the BOC to take over that particular situation for you. Don't be afraid to do this.

Ideally, all POrtalBurn Rangers will be working in pairs. Get to know your partner to determine which of you might be best qualified to handle a specific situation. You may also contact the Shift Lead or the POrtalBurn Ranger Leads to help with any questions or issues you may come across.

In section 2, we discussed situations that always require notifying the BOC.

Theft Prevention

Rangers' primary responsibility is to people, not property – as our resources are limited. Private property is the responsibility of its owner/artist(s). Rangers do not guard works of art, and recognize that the quality of art may increase or decrease with interaction of, and modification by, participants. The definition of art is very broad at burning events. Participants should be aware of the potential for property theft from vehicles and campsites.

Participants should secure their campsites and valuable items before leaving the area. Property thefts reported by participants should be directed to Command Center to report it as a Lost & Found.

If the participant wants to call the police, they can, but do not recommend or encourage this. In this case the participant should meet the police out front, and you must notify the BOC.

Lost & Found

No one is lost at Portal. Misplaced children should be brought to Command Center.

Found items should also be turned in at Command Center. Rangers should not take found items from participants for delivery to Command Center; the participant who found the item should be directed to Command Center to turn in the lost item.

Sound

If you are approached by a participant with a sound complaint that cannot be resolved between participants, contact Sound Patrol, Sound Lead, or the Board On Call. If the interaction involves land owners, always contact the Board On Call. Do not take initiative to address what you perceive may be a sound issue if you are not engaged by a participant with a complaint.

From the hours of 2am to 10am, sound is restricted sitewide to 74 dB, and devices capable of producing sound below 100Hz are forbidden. In quiet camping areas, disruptive sounds in general are not permitted between 10pm and 10am. During these times, you may expect a higher likelihood of sound-related issues.

A copy of the Sound Policy is available at the Command Center.

Restricted Areas

The pond and the Nest are both open from 10am to 8pm. Outside those hours, participants should be advised to leave the area. If participants continue to use

them outside permitted times, kick it sideways to a Lead or to the Board member on call.

It is the responsibility of Rangers with shifts ending at 8pm to ensure that participants are aware of these closing times as they approach. It is the responsibility of Rangers with shifts beginning at 8pm to ensure that participants have observed the closing time and have cleared out.

Note that the basement of the Nest contains MASH and therefore is open around the clock. It is the only place in the Nest that has these extended hours.

7. Ending Your Shift and Updating the Ranger Log

1. When your shift is over, return to Command Center and sign off via radio call, indicating that it's the end of your shift.
2. Turn in your radio.
3. Make sure to let the rangers coming on the next shift know about any ongoing situations that may require their attention. If a ranger of the next shift is unavailable, contact your shift lead, one of the Ranger event leads, or the Board On Call and give them the information in person.
4. If you dealt with any notable situations that have not yet made it into the Ranger Log, now is the time to do it.
5. If you had an uneventful shift, please note that as well.

“Notable situations” include police, fire, a disoriented participant who needs Sanctuary, perverted camera guy, serious injury, etc. Please remember to respect the anonymity of your fellow participants and avoid using full names.

8. Emergencies

POrtalBurn Medical

Medical volunteers will be on call around the clock. It will be the volunteers' choice to either stay in MASH Camp or roam around. If needed, call a current medical volunteer, another ranger, or the coordinator over the radio for assistance with any participant experiencing any issue that you think might apply (if you're not sure, then call anyway). If the participant in need can walk to

MASH, arrange to have a medical volunteer meet you there. If the participant cannot get there, tell medical where you are and that you need a medical volunteer with their bag. (When in doubt don't move the patient!) You can give the medical volunteer a basic description of the injury or problem but avoid saying anything over the radio that would give probable cause for a search. **We never say that anyone is dead over the radio.**

Once the medical volunteer arrives on the scene, stay until they dismiss you. They may need help moving a participant or keeping the area clear.

Basic first aid supplies will be available in medical tent on a self serve basis. Scrapes, bumps, and other minor ailments can be handled without calling the on-shift medical volunteer.

The medical facility, or MASH Camp, is located in the basement of the Nest.

Sanctuary

Sanctuary volunteers will be on call during most hours. If no volunteer is present at Sanctuary, further instructions will be made available on-site, and the safe space that Sanctuary provides can be used respectfully.

As with Medical, you can call a current Sanctuary volunteer, another ranger, or the coordinator over the radio for assistance with any participant who is having difficulty processing any aspect of their experience at POrtalBurn. Sanctuary volunteers act as peer counsellors and non-judgmental listeners for distressed participants with the ultimate end goal of allowing them to return back to the playa at their own pace.

Sanctuary is located in a double EZ-up in the field right beside the pavilion.

911: Police, Fire, Ambulance Procedures

If you find yourself rangering a situation where you absolutely know that 911 needs to be called, **do it**. Trust yourself. If at all possible, call it in yourself immediately, then use your radio to call the BOC. The BOC will likely take over, and they may ask you to stay with them since you are now the lucky First

Responder. Always stay on Comm and encourage others to breathe. Lead by example.

If an upset or injured participant wishes to call the police or an ambulance, always respect their right to do so. In the case of police or ambulance, radio the BOC, who will then kick it to all relevant coordinators and collectively, who will help escort said participants to the Front Gate whenever possible (or wherever they may best receive external support), and assist with the logistics of gate closures, should the BOC deem it necessary.

The BOC will have a charged cell phone available at all times.

Hospital

Directions and information for a nearby hospital can be found at the Command Center. The closest hospital is approximately a 10 minute drive from POrtalBurn.

St. James Mercy Hospital

411 Canisteo St,
Hornell, NY 14843

The Black Rock Rangers' 11 Points of Rangering

Who are the Rangers?

1. Rangers are participants in their regional community, and in some cases more than one community.

How does one become a Ranger?

2. Rangers attend a training, wear a visual RANGER designation and while volunteering agree that "It is not about the Ranger, it's about the participant."

What is the focus of any Ranger Organization?

3. Rangers are primarily concerned with life safety issues, maintaining the community's standards, and resolving conflicts.

With whom do Rangers interact?

4. Rangers spend most of their time interacting with participants, but also act as a liaison between the community, event organizers and external agencies.

What is the Ranger's first response to a non-emergency situation?

5. The default action of a Ranger is to do nothing.

What is a primary Ranger skill?

6. One of the Ranger's greatest skills is being a generous listener.

What is a positive outcome of a Ranger interaction?

7. Rangers help participants solve their own problems using non-confrontational mediation.

How do Rangers uniformly deal with situations throughout "Burn" communities?

8. Rangers F.L.A.M.E. situations: Find Out, Listen, Analyze, Mediate (or move along), and Explain.

What do Rangers not do?

9. Rangers are neither cops, enforcers, nor security guards, they are participants who have agreed to help as participants in the community.

What do Rangers do?

10. Rangers rise out of the dust/forest/shadows/crowd when needed and recede when things can be left to ride the edge of chaos on their own.

What is the Spirit of Rangering?

11. Rangers ride the edge of chaos.