

# BURNT ORANGES INC.

---

## RANGER TRAINING MANUAL



---

*LONG AGO, ON A PLAYA FAR, FAR, AWAY,  
A CONCERNED PERSON MADE IT HIS BUSINESS TO RESCUE THE LOST.  
AS THE YEARS PASSED, OTHER PEOPLE BEGAN TO HELP HIM.  
THEY CALLED THEMSELVES "RANGERS"*

---

# RANGER TRAINING MANUAL

## OUTLINE

---

Ranger Training Manual.....	2
1. Ranging Overview .....	3
2. Ranger Organizational Structure .....	6
3. Review of Ranger Roster and Shift Schedule.....	6
4. Training.....	7
5. Review of Burn Rules.....	7
6. Gate Operations .....	8
7. Communications.....	9
8. Ranger Resources .....	11
9. Ranging – The Art of Being Rangerly “ <i>Riding the Edge of Chaos</i> ” .....	11
10. Relationship with Law Enforcement.....	20
11. OFF LIMITS!! .....	20
12. Special Considerations at Burnt Oranges Events.....	21
13. Ranger Role Playing .....	22
14. Credits .....	24

# 1. RANGERING OVERVIEW

## WHY DO BURN ORGANIZATIONS WANT RANGERS?

WHY DO WE EVEN NEED RANGERS? THAT IS A VERY GOOD QUESTION. SOME BURN TYPE EVENTS DO NOT HAVE RANGERS. THERE ARE A NUMBER OF REASONS WE CHOOSE TO HAVE RANGERS. THE PRIMARY REASON IS THAT WE NEED TO ASSURE THE SAFETY OF PARTICIPANTS. AN UNSAFE EVENT WILL NOT CONTINUE, AND WE HOPE THIS EVENT WILL FOR MANY YEARS. SECOND, MOST PEOPLE FEEL THAT RANGERS ADD TO THE ENJOYMENT OF THE EVENT – THEY ARE “GOODWILL AMBASSADORS” UNIQUE TO BURN TYPE EVENTS. THIRDLY, AS WE BUILD A SENSE OF COMMUNITY OVER THE YEARS MAYBE WE WILL NEED RANGERS LESS, BUT THROUGH GROWTH AND AN INFLUX OF NEW PARTICIPANTS RANGERS WILL BE NEEDED LONG TERM. RANGERS ARE NOT “EVENT SECURITY” IN THE WAY YOU THINK OF EVENT SECURITY AT A CONCERT - BIG, BEEFY, MEAN, WEIGHT LIFTERS JUST WAITING FOR AN EXCUSE TO BUST SOMEBODY UP.

***VISION: TO MAXIMIZE THE ENJOYMENT OF THE EVENT BY THE TOTALITY OF PARTICIPANTS.***

***MISSION: TO PROMOTE SAFETY AWARENESS, MEDIATE DISPUTES, AND ASSIST IN EMERGENCIES, AND GENERALLY AID THE SAFE, SMOOTH FUNCTIONING OF THE EVENT.***

"Responding to the fluid and continuously evolving nature of the event, we address within our community situations that would otherwise require outside intervention."

"As a non-confrontational mediating agency, the Rangers help to resolve disputes within our community, but they also bridge the gap between the ethos and the culture of our citizens and the needs and responsibilities of law enforcement. As first responders, we are often able to effectively mediate disputes and interpret our city's rules in ways that avoid larger and sometimes negative results which might ordinarily result in more negative consequences for the individuals or groups involved. To that end we have been very successful in carrying out our mission since the Ranger's inception back in 1992. Rangers also promote awareness of potential hazards, from sunstroke, dehydration, fire and safety issues, personal injury, illness, evictions, potential structural hazards associated with structural design, camp layout, camp location, as well as dealing with lost and disoriented individuals."

"[...] Rangers are the core infrastructure for the community during the event. Their strength comes from the diversity of backgrounds and experiences; they are communicators, medics, firefighters, counselors, educators, technicians, activists, lawyers, doctors, housewives/husbands and concerned citizens. We are the mediators of public safety and providers of information. The key to the organization's success is that the Rangers are not the "other" guys: they are the participants, and work throughout the city and its perimeters to ensure the collective survival of the community." (source: BRC website)

## THE MODEL RANGER:

A “Participant” who has volunteered his or her time to Ranger as their contribution to the community, and their form of participation.

- “Participant”
- Safety concerned
- Helpful / informative
- Egoless
- Sober
- Friendly
- Good communicator
- Creative mediator / problem solver
- Knowledgeable
- Community focused / Community trusted
- Interested in making friends and building relationships

## NOT A MODEL RANGER

A Ranger would NOT be described as:

- Tough
- Ego Driven
- Self-superior Attitude
- Aloof
- Loud
- Attitude
- Militant
- Violent / Aggressive

## RANGER QUALITY ASSURANCE

How do we assure Ranger quality? It is primarily a “self selection process” supported by mentoring and teamwork. And individuals not exhibiting Ranger qualities will be asked to seek other participation routes.

## RANGER REWARDS

The primary reward in Rangering is your pride in maximizing the overall enjoyment of the event and safety of participants. If history holds true, Rangers will be seen as “Goodwill Ambassadors” and a unique feature of the event.

## **WHAT RANGERS DO: “EYES AND EARS OF THE COMMUNITY”**

- 1) We are the eyes and ears of the community; we are not outside of it, but a part of it.
  - a) Rangers interact with community, have a good time, participate, (remember, it’s not about YOU!).
  - b) We are available, not interfering. We mediate, rather than “tell.”
  - c) Honoring your commitment to the Rangers and the larger community develops you as a Ranger.
  
- 2) Work for and within the community.
  - a) It still isn’t about you...
  - b) Our authority comes from the community
    - i) Participants agree to abide by the will of the community when they buy a ticket
    - ii) Rangers respect and enact the will of the community
  - c) Rangers must earn the respect of the community by honoring it
    - i) Being non-confrontational
    - ii) Mediating, not dominating
    - iii) Deferring to partner or participants
    - iv) Display a caring attitude
    - v) Provide a helping hand
    - vi) Being a source of information
    - vii) Authoritative; not authoritarian
  
- 3) Have fun! What a great excuse to walk into people’s camps and start up a conversation!

***A GOOD GUIDE TO REMEMBER IS “RANGERS TALK, THEY DON’T TOUCH”.***

***WE ARE SOURCES OF INFORMATION AND MEDIATORS, NOT EVENT SECURITY. IF YOU THINK YOU NEED SECURITY HELP, ALL YOU HAVE TO DO IS CALL FOR SECURITY ON YOUR RADIO.***

## 2. RANGER ORGANIZATIONAL STRUCTURE

Rangers try to operate without a hierarchical system, and truly believe that all Rangers are on the same level. That being said, there are some times when actual structure is needed. The general breakdown is as follows:

### SHIFT LEAD/“KHAKI”

Shift Lead, also known as “Khaki”, the most senior Ranger on the shift may have the knowledge or experience you need. The Shift Lead oversees Ranger activities and delegates duties during their shift. Any situation that requires a more experienced Ranger should be passed on to the Shift Lead. There is a Shift Lead for every shift on the schedule. You must have Rangered at least twice at previous events.

All Shift Leads should read the Ranger Log before starting their shift so that they are aware of any potential situations, and when ending their shift to ensure that everything noteworthy that occurred during their shift has been recorded.

### MENTORS

Experienced Rangers that show the new Dirt Rangers the ropes, give them insight on what to expect and be there for questions and support. They are open, fair, informative, and resourceful and will have invaluable experience and great stories.

### DIRT RANGERS

Experienced Rangers not in a Mentoring situation.

### ALPHAS

New Rangers. Not everyone is cut out for Rangering, and after their first shift, not every applicant will feel that Rangering is right for them. Each new prospective Ranger will walk a shift and be Mentored on the grassy playa in a setting similar to what they will face on a full Ranger Shift.

The most valuable Rangers are the participants you would think least likely to Ranger. Provided they adhere to the principles of Rangering and operate in a Rangerly manner.

## 3. REVIEW OF RANGER ROSTER AND SHIFT SCHEDULE

### COMMITMENT

We will be looking for Rangers to complete two four-hour shifts during the event. We also desire to have as many Rangers “On Duty” during “Burn shift”, one hour before and one hour after the Effigy burn and the Art Burn. Rangers will also be required to attend a training session. Dates and times will be announced prior to each event.

***“ON DUTY” IS DEFINED AS IN SASH, SOBER, AND WORKING A FULL SHIFT.***

## REVIEW RANGER ROSTER

Check roster and see who is signed up and where we need help covering shifts.

## BURN DETAIL

We all work the Effigy Burn and the Art Burn! (or be nearby) There will be a multitude of roles, and it will be fun, but plan on gathering at sundown prior to the burn for a burn detail meeting, where you'll be assigned. Fire Response Team(FRT) will handle fire safety and we will hold the perimeter.

## 4. TRAINING

Rangers should know gate policies, parking policies, pet policies, emergency procedures, who's in charge of what, what equipment is available, and who has what skills. Rangers should know how to recognize a potentially problematic situation (e.g., lit, unattended lantern in the brush) and be able to use their mediating skills to avert or defuse it. Rangers should be able to recognize a real problem (e.g., someone face-down on the field) and take appropriate action. Some of this training can happen with every interaction among the Rangers during the year, but in the weeks before the event will take the form of official training sessions.

## 5. REVIEW OF BURN RULES

### LEVEL 1 - NO WARNING VIOLATIONS/EVICTION

---

Violence - rape, assault, battery, spousal abuse or domestic violence, stalking, selling drugs, firearms, or use of a deadly weapon against another participant. Also, gate crashing, theft, and destruction of property. Basically any serious offense that a person may get arrested for is cause for immediate eviction, whether or not there is an actual arrest.

### LEVEL 2 - ONE WARNING VIOLATIONS/EVICTION

---

1. Fireworks
2. Un-permissioned photography
3. Driving vehicle in vehicle free zone
4. Drunk/unsafe driving/drug use
5. Public safety, including a participant harming themselves
6. Vending
7. Trespassing
8. Sanitation
9. Un-permissioned ground Fires or performance outside of a designated Fire Arts Area

## DUE PROCESS / MECHANISM FOR EVICTION

1. A Ranger observes or has reported to him by a credible source a Level 1 or second Level 2 violation of the rules.
2. Have your Ranger Partner confirm your observation and interpretation of the rules.
3. The Rangers then request an Event Coordinator and Ranger Coordinator to respond to the situation, Only Board Members have the authority to evict participants; they are known as 007s in Black Rock Ranger terminology.
4. Request sufficient backup and the Event Coordinator or Board Member will request the participant leave the event. Sufficient time will be allowed for the participant to make an orderly exit (break camp, load vehicle, etc.). DO NOT USE PHYSICAL FORCE. No refunds will be given for evictions.
5. Warn the participant that they have committed a crime (if they have) and may be charged by Law Enforcement (LE) when they arrive.
6. Inform the participant that they may be barred from future events. A hearing will be held by the Board of Directors to make such a determination within 30 days of the event.
7. If the participant still refuses to leave the event, the coordinators or Board Member will call 911.
8. When LE arrives. The victim may request charges, but it is not our policy to request charges. They may be charged with disorderly conduct and trespassing if they still refuse to leave when LE arrives. Every effort should be made to support LE, which may be as simple, as staying out of the way once LE has decided on a course of action.

## APPEAL

The resulting decision to evict may be appealed to the Board Members present at the event. The decision of the Board Members present is final.

## 6. GATE OPERATIONS

Maddox gates will operate during the hours set forth prior to the event and will close (permanently) at 9pm on Saturday so we can experience the Burn as a community (gates will not reopen and you will not be allowed to come and go during the duration of the event).

We strongly discourage participants from arriving after the announced gate hours, but if someone does arrive outside these hours and the gates have not been permanently closed they will be instructed to call a designated number to request a Ranger arrive and process them. This will NOT be available during the effigy burn. In addition, if the gate has been permanently closed and the person has not made prior arrangements, they will not be allowed entry and no refund will be given.

At the gate, participants will be required to show their ticket and sign a waiver, then they proceed (DRIVING SLOWLY) to the Greeters station. Greeters will educate participants about the event, including parking policy.

Outside of an emergency, people are not permitted to leave the event and return. We hope to keep traffic on the surrounding roads to a minimum. Without prior permission and a gate pass, no re-entry will be allowed.

## 7. COMMUNICATIONS

### TWO WAY CB RADIO USE

---

1. Do not chatter on the Radio
2. Think about what you're going to say. Do not use profanity as the transmission may be monitored by the FCC.
3. Always speak clearly and calmly
4. Listen before you speak
5. Key mic for about 2 seconds before talking
6. Don't yell into mic even with loud background noise or wind, shield mic and speak in a normal tone (don't over Modulate)
7. Listen for open mic
8. High volume of traffic use "Break, Break, Break" (emergency only)

*FOR A LONG EXPLANATION OR SERIES OF QUESTIONS, YOU MAY BE ASKED TO GO TO A DIFFERENT CHANNEL OR RETURN TO HQ*

### TO CALL SOMEONE:

---

- To initiate radio traffic with another Ranger, wait until traffic is clear, press mic, wait 2-3 seconds, and then say "<their radio handle> <their radio handle again> - <your radio handle>" (e.g. "Sassy, Sassy – This is Mayhem").
- To initiate radio traffic with all Rangers, wait until traffic is clear, press mic, wait 2-3 seconds, and then say "Allcom, Allcom - <your radio handle>." Allcom means "everyone".
- Your radio calls should end with "OVER" (or nothing) if you are expecting a response.
- If your communication is complete and you do not need a response, then end your radio call with "<your radio handle> OUT" or "<your radio handle> CLEAR".
- To answer a call to you, simply respond "This is <your radio handle>, go ahead".

#### EXAMPLE

---

"Sassy, Sassy – This is Mayhem"

"This is Sassy, go ahead."

"Blah blah blah, over." - Mayhem

"Yadda yadda, over." - Sassy

"Ok, Mayhem out."

#### RADIO LINGO

---

10-4: I understand you.

On Comm: Available by radio.

Off Comm: Turing off radio and not available.

All Comm: Attention Everyone!

Stand-by: Hang on while we handle your request. Monitor the channel and wait for a call.

Radio Check: Somebody let me know this thing is on, and where you heard it from.

Preparation H: All sober & willing Rangers are requested to go to the following location to provide backup for a potential situation (act casual).

#### OTHER CONSIDERATIONS

---

- Radios are annoying to those who aren't using them. They squawk, they crackle, they chirp. They import strange bodiless voices from the netherworld. If you're trying to talk to someone face-to-face, turn the radio down or off. (Make sure your partner is in radio contact.)
- Radios can be threatening. Radios occasionally remind people of cops. Don't let your radio make a bad impression for you.
- Be careful how close your mouth is to the microphone. Too close and you will be unintelligible; too far and no one can hear you. You don't need to shout.
- Don't hold extended conversations without allowing other people to break in. Their situation may be more urgent than yours.
- Be discrete about radio communications. Remember, others can overhear on your end, the intended recipient's end, and at every other radio onsite. Never provide details of an injury over the radio.

#### RADIO CHANNELS

---

Check the log on site for the radio channels in use.

## RADIO BATTERY LIFE

---

At full charge, the radios will last anywhere from 20-40 hours.

At the end of your shift, swap out your battery with a fully charged battery and put your used battery in the charger to prepare it for the next Ranger to use.

## 8. RANGER RESOURCES

### WHERE DO I GO WHEN I NEED HELP?

---

#### KICK IT SIDWAYS

**Partner** - your most logical reference for any decision.

**Another Ranger Team** - called when you simply need more help, more brains, different experience, or just sheer numbers such as crowd control. Depending on the need, calling the Shift lead or Ranger Coordinator may be the best move.

**Participants** - a great resource, use them as much as possible. A Ranger responds to a call of someone ill, the participant checks out OK and says they are OK, ask friends, or find their friends, or someone sitting nearby to keep an eye on them for a little while. They agree. The Ranger checks back periodically until the participant is absolutely confirmed to be in good shape. In the mean time the Ranger is available for other calls.

#### KICK IT UP

**Shift Lead**, known as “Khaki”, the most senior Ranger on the shift may have the knowledge or experience you need. When you don’t know what to do, bump it up.

**Officer of the Day(OOD) & Event Organizers**, the coordinator for Ranger activities may have what you need or know how to get it. If the Ranger Coordinator is not available to make a decision, an Event Organizer is the next resource.

**911 - Law Enforcement (LE), Fire, or EMS**, under ALL circumstances it will be the decision of either the landowner and/or a Board Member to call 911.

## 9. RANGERING – THE ART OF BEING RANGERLY “RIDING THE EDGE OF CHAOS”

Remember that just as other folks spend all year making art and bringing it to events, this is OUR art... It's what we contribute. We are also Rangers the year round, not just for this one weekend.

### WHAT RANGERS DON'T DO (WHAT COULD GET YOU KICKED OUT OF THE RANGERS)

- A. Losing self control
- B. An act or threat of violence
- C. Sexual misconduct

- D. Abusing the Ranger Authority invested in you
- E. Knowingly neglecting duty
- F. Failing to report an emergency

***DO NOT ACCEPT FOOD OR DRINK FROM PARTICIPANTS WHILE ON SHIFT. BRING YOUR OWN WATER AND ANY SNACKS. SOME PEOPLE AT SOME BURN EVENTS THINK IT IS FUNNY, OR CHALLENGING, TO TRY TO GET A SOBER RANGER MESSED UP! BRING YOUR OWN WATER! THERE SHOULD BE WATER AT THE RANGER/MEDICAL STATION.***

## SIGNING UP AND STARTING YOUR RANGER SHIFT

SERVICE TO THE COMMUNITY INCLUDES THE RANGERS AS A GROUP

Rangers count on each other

- i) Show up if you signed up for a shift
  - (1) Notify HQ or Shift Leader if you can't make a shift
- ii) Be on time for shift
  - (1) Show 15 minutes early ready to go
- iii) Consequences
  - (1) Other Rangers must cover your shifts
  - (2) Shift lengths must be extended
  - (3) Available Rangers are stretched too thin to cover city

## SIGNING UP

---

You can sign up for shifts at the Schedules section of the Afterburn/Preheat web sites at a link provided or at the Ranger/Med Station after the on-site Ranger training. Signing up for a shift after Ranger training will be covered during training. Write down your own shift schedule and keep it with you. The other Rangers are relying on you to be on time for your shift, so don't be late. Please try and be early so we can get you prepared and out on shift in a timely manner.

***Honor the Commitment to*** yourself, fellow Rangers, and the community

Remember, honoring your commitment to the Rangers and the larger Burnt Oranges Community is what makes you as a Ranger.

## SHIFT LEADS

---

- Checks-in with prior shift lead 30 minutes prior to start of shift
- Briefs incoming shift; include safety issues/recently mediated or ongoing disputes/issues (Ranger Log)
- Signs-out radios and conducts radio checks
- Maintains shift log and de-briefs incoming shift lead
- Elevates mediation or emergency notification to the next level

- Acts as the community interface and point of contact with emergency services such as fire, medical, landowner, and Event Board Members.

### SHIFT BASICS

---

1. Show up on time for shift change (15 minutes early). Be alert and ready to go.
2. Find your partner or mentor.
3. Your Shift Lead will update you & assign you.
4. Be equipped.
  - a. h2o
  - b. sunscreen
  - c. "costume" (sash; avoid para-military appearance)
  - d. laminate
  - e. flashlight / glow sticks
  - f. good shoes
  - g. radio - test the radio & check the battery
  - h. optionally, anything that could help you help others (trash bags, earplugs, etc.)
5. Be connected & informed. Listen to your radio. Communicate with other Rangers and your Shift Lead frequently. Again, you are the eyes and ears.
6. Be responsible, but have fun! Rangers are known and loved (mostly), and this ain't no jobby job, it's your gift to the Community. Enjoy your walks. Take your time.
7. Be diplomatic & mindful of your impression. Don't march around like a cop on patrol. Talk to people, check things out, get acquainted with everyone. This is more fun, and puts you in a better position to anticipate problems before they arise, and to solve them.
8. In the event of an emergency or incident, or even just a prescient observation, call it in. Communicate!
9. Send an Allcom to the other Rangers to let them know you are signing on and that your radio works
10. If you are new to Shift Lead, take a roll-call/radio roll call to see who else is on comm and review the Ranger Log.

### RANGER LOG

---

Rangers should look at the Ranger Log to be informed of what previous issues or concerns there may be, Shift Lead should make Rangers aware of any previous shift issues or concerns

## DURING YOUR RANGER SHIFT

---

### PATROL

---

The art of wandering through the event meeting people, helping people, building relationships, and watching for risks to safety. Rangers always patrol in pairs. This is where personal ego goes out the door and community service takes over.

### PERIMETER TEAM

---

This is a night-time Ranger Shift. Two Rangers will be given a golf cart and be responsible to watch the perimeter of the event. This includes the Bella Vista Rd property line. It is suggested that the Rangers on shift rotate out each hour as to which team will handle this responsibility. This team will be watching for the gate jumpers and so on. If a gate jumper is caught, alert the organizers and Ranger Lead immediately via radio. Maintain a visual of the gate jumper until they arrive.

### DOING NOTHING/MEET AND GREET

---

Most of your on-duty time will be spent doing nothing. That is to say, not responding to calls and not coming upon situations requiring action. Doing nothing means something different to each Ranger, yes, you are not responding to a situation but every minute of your shift you should be building community relations. Greeting people in a polite manner, smiling profusely, getting to know people, and most importantly building relationships. This kind of relationship is absolutely vital when you return to a camp in the evening to ask them to turn their music down. The same camp you stopped at when on patrol earlier in your shift and introduced yourself, where you are from, asked them how they are enjoying the event, and talked to them about their art and the kind of art you do. You have built a relationship that will be invaluable to you in mediating a dispute, asking them to help, or however you may need assistance. Patrol time is relationship-building time. If you are getting tired, you are walking too much, sit with the camps/people that you meet so you don't wear yourself out. Be sure you get out and meet new people/camps you don't know so you can let them know we are there to help, if needed.

### AWARENESS

---

As you move through the city, "Trust Your Gut". If something doesn't feel right, pay attention and follow up. If you think that an intervention may be necessary, but are not sure, contact Khaki. Remember, always err on the side of safety. Attempt to get the "Big Picture". This is an awareness of citizen dynamics, safety issues, Ranger resources, and objectives that are shift specific. Develop an overview in your mind's eye of where the other patrol teams assigned to your area are and what they are involved in, adjusting your patrol pattern for maximum coverage area.

## FLAME: FIND OUT, LISTEN, ANALYZE, MEDIATE, EXPLAIN

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, and observe, and be aware of safety issues, your own, and the participants. Then, find out what is really going on in a given 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, which encompasses the general opinion of all the participants and the ideology of the Burning Man Project.
- L** is for **'listen'**. Listen to all parties, ensure that all have had a chance to be heard, and give their input. 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 with your partner. 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 Ranging.
- M** or **'mediation'** then becomes the act of allowing the participants involved to come to the best way to resolve their situation, and for you to make suggestions as a neutral third party. 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. Work with the parties involved until an outcome is reached that would seem to function well.
- E** is the **'explanation'**, and completes your 'FLAME-ing' of the situation. This actually is not the end. Within the event, while things change constantly, the explanations you give will be repeated and re-requested not only by the parties involved, but by other participants later on. The Rangers find themselves as walking town criers of old reborn on the Maddox landscape. While maintaining the confidentiality of the individuals involved in any given situation, you will be asked by neighbors to explain the outcome, later that day probably again, that evening, the next morning.

### APPROACHING A SCENE

---

Approaching a scene is a very active endeavor, either responding to a call or on patrol. As you approach a scene your senses should be on heightened awareness; taking in the whole scene.

### ASSESSING THE SCENE

---

Assessing the scene includes determining how many people, what is the issue, what is going on, and everything you can feel. Foremost in your mind as you approach a scene should be is this "scene safe".

Can I enter this scene without putting myself at risk? If the scene is not safe due to fire risk, violence, whatever, practice the three R's.

#### **THE THREE R'S**

Retreat – Radio – Reassess. If called to an unsafe scene retreat to a safe distance, radio for help, and reassess the situation to see if the danger has diminished or increased, and should you get further back or is it now safe to approach.

#### **ACTIVE LISTENING**

1. Listen first (you must earn the right to be heard)
  - i. This is what Rangers do
  - b. Use reflection
    - i. Repeat back exactly what is said
    - ii. Especially with upset participants
2. Use restatement
  - a. Repeat what you believe the participant said in your own words
    - i. Gives participant chance to correct if necessary
    - ii. Gives feeling of being heard (demonstrate active listening)
3. Tips for Active listening
  - a. Write down what participants say
    - i. Slows them down (so you can get all down)
    - ii. Has calming effect (be careful, some folks perceive this as “coplike”, be aware, and sensitive.)
  - b. Don't contradict, if possible
  - c. Use “Yes, and...” (Not “yes, but...”) (Demonstrate.)
    - i. “But” negates what you just said. (I love you, but...)
  - d. Never say "Calm down" use actions to calm

#### **TRIGGER ISSUES: WHAT SETS YOU OFF**

- A. Be aware of your trigger issues
  - 1) Words "stupid," "pig," "Bitch"
  - 2) Actions. Seeing something that bothers you.
  - 3) Resemblance reminds you of other situations
- B. Recognize the feeling even when you don't recognize the cause
- C. Anger makes you ineffective as a Ranger

- D. Step away defer to partner
- E. Recognize anger in your partner, take over discretely
- F. Take care of your partner

#### ENTERING THE SCENE

---

You have approached the scene, assessed the scene, now you are ready to enter the scene. Entering the scene is the point where your presence becomes felt. Your assessment of the scene should drive how you enter a scene. One ranger always stands back at a distance with a radio. The approaching ranger should turn their radio down to avoid an authoritarian appearance.

Entering the scene may vary from:

- Standing at a distance and watching discretely
- Standing at a distance and watching obviously
- Standing closely and watching
- Standing close enough to listen
- Standing close enough to listen and enter into the interchange
- Standing between the participants
- Separating the participants

The simple presence of a Ranger sometimes will apply enough pressure to resolve a dispute or change behavior. Other times a Ranger listening will be sufficient. A Ranger entering the dispute and mediating a solution may be required.

If the parties are successfully negotiating a solution just listen. The best and longest lasting solution is one the disputants can broker themselves. If this is not being successful or likely to be successful, mediate. As a Ranger, you may be aware of unique or creative solutions to many problems.

Mediation is successful if both parties are interested in a solution and the situation is not out of hand and is not escalating out of hand.

#### MEDIATE OR SEPARATE

If the situation is out of hand – tending toward violence, or headed that way it may be best to separate the disputants. One Ranger talks to each disputant. However before the second Ranger enters the scene help must be called and have arrived so at least one Ranger is outside the scene with a radio.

#### MEDIATION

Mediation - the art of creatively resolving human disputes. There are an infinite number of approaches to every situation.

Mediation starts with your scene size up. Perceiving that the scene is safe, who is involved, what is the issue, the level of conflict, everything your senses can pick up as you approach the scene.

If you could not determine from your scene assessment now determine by interacting with the disputants

- Who is involved?
- What is the issue?
- What do the two parties want?

Mediate a solution that will not necessarily satisfy both parties but at a minimum one that they are both agreeable to. A solution that asks each party to sacrifice equally may be a lasting solution. If you can creatively mediate a solution that makes both parties happy, you might consider a career in diplomacy. Unequal solutions or solutions that make both parties angry are not likely to last. See attached case for do's and don'ts of mediations tactics.

If an issue makes you uncomfortable or a disputant is pushing your hot buttons it may be best to ask your partner to step in or to ask for additional help. You are not an effective ranger when your emotions become entangled in the situation. Use the least amount of intervention that will yield a satisfactory result.

#### LEAVING THE SCENE

---

Thank everyone involved, make sure there is a feeling of thankfulness. You do not want them feeling frustrated to the point of giving up, or thumping of chests.

#### FIRST AID

---

- 1) What can I do?
  - a. Provide first aid to the level of your training and certification
  - b. Treat & Release
    - Limited to type of injury "Mom" would treat at home
    - Minor cuts, scrapes, abrasions, blisters
    - Will heal by itself in a day or two
- 2) Call for advanced medical care.

Call EMS or Khaki on a Ranger channel

If you start any sort of first aid (CPR, etc) then you MUST continue care until relieved by EMS

**NEVER PROVIDE DETAILS OF AN INJURY OVER THE RADIO**
- 3) You must remain on scene until relieved by EMS

- 4) Maintain scene/crowd control if required
- 5) Provide complete report to Shift Leader

#### **MEDICAL CONSIDERATIONS FOR EVERY RANGER**

---

1. Medical Consent: Participants cannot be treated without their permission, unless they are unconscious or a minor by themselves. Do not attempt to hold or restrain anyone. This could be considered a criminal assault, battery, or unlawful imprisonment.
2. Patient Privacy: Federal and state laws prohibit giving out any medical information about people receiving care. The fines can be quite high. Don't give out the details about any people or situations treated. It is nobody else's business!
3. Body Substance Isolation: There are times when you could come into contact with blood, urine, feces, saliva, etc. It is impossible to tell by looking at someone if they carry an infectious disease. Avoid coming into contact with these materials, unless you are appropriately trained. In the event you are exposed, report it immediately to the shift lead and get assistance from the medical staff to decontaminate you.
4. Protection: You may want to carry latex or nitrile gloves. These will be provided at no charge at Ranger HQ. If you are CPR trained, consider using a barrier device. Also think about getting your vaccinations up to date, especially Tetanus-diphtheria.
5. Liability: The law, the Rangers, and BOI will protect you from liability, PROVIDED you act in ways that do not exceed your training. For liability reasons, almost all medical incidents will have some report generated, so be prepared to spend a little time providing information, if you are involved with an incident.

#### **EMERGENCY CONSIDERATIONS**

---

Here is how it works:

When Lead Medical, 1 BOD, and property owner agree injured party is in need of more med care than we agree to provide onsite (which is not much more than a Band-Aid) and, in consideration of an extreme med need = life or death ....

1. Call local pro EMS (made by Lead medical, BOD, or property owner) to either have local EMS come to property to check patient out and/or to remove patient from premises for medical services and treatment
2. Medical personnel arrive onsite and assess medical need.

#### **DISORIENTED VS. SEVERE DEHYDRATION**

---

Participants are engaged in outdoor activities in typically warm or hot weather; some of them are bound to get dehydrated.

If a participant is dehydrated and this is discussed via radio for any reason, you may explain that the participant is dehydrated and is being given water.

If a participant is having too much fun, use the term “disoriented.” This term is standard and is also used by the Black Rock Rangers.

It is immeasurably important that you understand the difference between “dehydrated” and “disoriented”. If you are unclear, ask your Shift Lead or one of the Ranger Coordinators or Leads.

In either case, one of the first things you should do is bring them water or ask another Ranger to do so.

Whenever in doubt call for help. If there is any doubt about a participant's health, or fire safety, or the need for crisis intervention call for help.

### LOCATION

---

It is a Ranger's responsibility to know your location. In case of the need to call for help you can communicate where you need help. Maps are in Ranger HQ in the Center Camp info Book.

### ENDING YOUR RANGER SHIFT

---

- Return to Ranger HQ and sign off via radio call, indicating that it's the end of your shift
- Turn in your radio to the next Ranger
- If you dealt with any notable situations that have not yet made it into the Ranger Log, now is the time to do it. Others who got involved should add their notes when necessary
- “Notable situations” include police, fire, participant gone mental or severely dehydrated, perverted camera guy, etc. – a band-aid on someone's knee doesn't need to be in there, but a theme camp that won't turn down their volume does.

## 10. RELATIONSHIP WITH LAW ENFORCEMENT

Simple, we will work to build excellent relationships with local Law Enforcement, EMS, and Fire Departments. We will cooperate, assist, and inform. Once Law Enforcement has decided upon a course of action, strictly comply and stay out of the way. Law enforcement is welcome at our event and will be treated in a respectful and friendly manner. We will expect them to help us when we need help, we should treat them with the same respect whenever we have contact with them.

## 11. OFF LIMITS!!

### THE HOUSE

The owners' house is off limits. Guests may use the pool area during daylight hours but that is it.

### COW & HORSE PASTURE

Absolutely no guests are allowed in the cow or horse pasture at any time. We also want to discourage any feeding of the livestock at Maddox Ranch.

### THE BARN

The barn is located near the main gate. There is no reason for any guests to be in this area.

## 12. SPECIAL CONSIDERATIONS AT BURNT ORANGES EVENTS

We are holding our event in a very unique burn environment. If we are to maintain good relations with our landowners and also maintain our "Leave No Trace" ethic we need to take special care in this environment. So please respect this environment and encourage other participants to respect this environment also.

### ALCOHOL! NO UNDERAGE DRINKING

If a Theme Camp plans to serve alcohol, they need to be responsible and check wrist bands. Under 21 will be clearly marked. You should be aware, if there are law enforcement or ALE officers around (we are not expecting them, but it is always good to be prepared), and the camp is serving alcohol to minors, it is your camps / your servers that are liable, not Burnt Oranges Inc.

### BUGS & OTHER PESTS

**Fire Ants** are a royal pain, but the property owner does not allow the use of chemical pesticides. Please use natural solutions only. Cinnamon keeps them away, sprinkle some near your tent door. Use boiling water on the mounds to root them out of your neighborhood.

**Brown Recluse, Black Widow, etc.** - have all been found on the property. They hang out near wood piles and rocks lying on the ground. Keep your tent closed as much as possible or you **will** get uninvited guests. If you leave your shoes or clothes outside, **always** shake them out before putting them on. Sandals are a terrible idea, bring shoes.

### FIRE DANGER

Participants should restrict cooking fires to the rock ringed fire pits or grills. There are absolutely no ground fires permitted at the event. Unattended fires (pits, tiki torches, lanterns) should be extinguished if you encounter them. Fire performers must be clear of vegetation and other flammables, and should have a bucket of water handy AND a safety person watching out for them.

Burnable Art may be banned in the case of inclement wind or burn restrictions laid out by local fire officials.

### SWIMMING

The land owners have been very generous and allow us to use their swimming pool. Use of the pool is at the participant's own risk.

## NOISE

Noise complaints from the neighbors are a primary cause for visits by LEO to the property. If you feel that a camp is violating BOI noise policies there is a decibel meter available. Verify your suspicions with the meter and if there is a violation request the camp turn down its sound level. Repeated violations of BOI sound policy are cause for the camp to lose its right to amplify sound.

## THE LAW AND BURNT ORANGES RANGERS

Possession, sale, and/or consumption of illegal drugs is a violation of federal law. Please remember that even though we've got our own rules, and this event is held on private land, all participants are still subject to federal, state, and local laws and the event it is still within county, state, and federal jurisdictions. Please be aware of and observe all pertinent regulations at all times.

Although not expected, local law enforcement may need to enter the property at some point. We don't expect to see them, but if they do arrive, please show them hospitality and respect. The event organizers will cooperate fully with the land owner, their representatives, and the authorities.

## FIREWORKS AND SIDEARMS

No fireworks or firearms are allowed on the site and are cause for eviction from the event.

## CARS AT MADDOX

No vehicles will be allowed in the event area except during unloading and loading of camps. Each vehicle will be marked on the windshield by the greeters at its arrival time. Guests have 2 hours to unload vehicles. For the remainder of the event, only registered vehicles (golf carts and camp support vehicles) will be allowed. Vehicles may return to the event field for Exodus only.

## SURVIVAL GUIDE

Please refer to the Burnt Oranges Event Survival Guide for additional event guidelines.

# 13. RANGER ROLE PLAYING

Participant Contact, (A) "Rangers talk, don't touch"

A ranger out on patrol notices a participant soaking his poi out of a 5-gallon container and then leaving the container open while he practices.

1. Extreme bad example to make a point.

Ranger sees open container and runs into camp.

R: "Hey Asshole, you need to cap that container"! "Cap it"! "Cap it"!

P is taken back by charging intruder.

P: "Fuck You!"

R: "Cap it"! I said Cap it"!

R pushes P, P pushes back, R throws P with a Judo shoulder throw.

R on top of P

R: "I told you to cap the containers, if I see it again I'm really going to kick your ass!"

R and P stare at each other, P looks away, then R gets up and walks away.

R (to himself, walking away): "Wow! That was great! Ten years of martial arts training and I finally get to use it. Let me see... where is somebody else screwing up... Oh Ya, Over there!"

P (to himself, sitting on the ground watching the ranger walk away): "I hope you do come back, I'll have my crew here next time, asshole."

## 2. Rangering

R: Hi. My name is Gandhi. How are you doing today?

P: I'm Smelt. I'm doing great, my first event and I'm really digging it.

R: First time, that's great. I hope you really enjoy it. This is my fourth event.

P: So you're a ranger?

R: Yup. Last year I volunteered to be a ranger, I liked it and I'm back again.

R: We try and help everybody have a good time and be safe.

P: That's cool.

R: Which is one of the reasons I stopped to talk to you. I was walking by and I noticed you are soaking your poi right from the 5-gallon container and then leaving the container open.

P: Ya, I always do it that way.

R: Doing a couple of things would help you be much safer. Pouring your fuel into a small container and then capping the large container.

P: Never been a problem so far. (As he continued to do it.)

R: Could you do it for me as a favor, I'm really worried about you getting hurt. I'm just a burner like you, who just happened to volunteer as a ranger. I finish my shift in 45 minutes, but I will be worried all night about you getting hurt.

P: Yaa?

R: Yes, I really don't like to see anybody getting hurt. If you could find a little container to pour into and then cap your large container it would really make me feel a lot better. I can't tell you what to do, but could you, I'd feel better? That way I'll be able to enjoy myself once I get off and

not have to worry about you. And you'll see all the other fire twirlers are doing the same thing. Just so we can all have a great time and nobody gets hurt. OK?

P: OK, if that will make you feel better, I never really thought about what could happen.

R: Great! Will you be twirling on the field tonight?

P: Yes, over by the Stick.

R: After my shift ends I'll come over and check you out.

P: That would be great, and thanks for the advice. What was your name again?

R: Ranger Gandhi, what was your name?

#### ROLE-PLAY WITH PARTNER.

---

A participant gives ranger on patrol a wild flower for their hair. Goal is to educate the participant in a Rangerly manner. (Note. It is strongly preferred at this site that wild flowers are not picked.)

1. One partner plays participant and one partner plays Good Ranger.
2. Reverse roles but this time Ranger plays Bad Ranger.

Discuss feelings with partner, and then whole group will discuss.

## 14. CREDITS

Much credit and thanks to Playa Del Fuego, SynchroniCity, 3SidedWhole, Burning Flipside, Burning Man, Transformus, Ranger Burbon, Ranger Mayhem and the many other people who contributed material who I don't even know.