

RANGER TRAINING

WHAT IS A RANGER?

- We are members of the community.
- We are non-confrontational mediators.
- We are a calm voice of reason with a caring attitude.
- We provide helping hands, often by helping people help themselves.
- We are the first point of contact for emergency services.
- We are a source of solid information.

WHAT A RANGER ISN'T

- We are not your mom.
- We are not dictators.
- We are not cops, rent-a-cops, or any kind of security force.
- Our only “authority” is based on the social capital that Rangers have earned.
- Our social capital extends to the broader community including law enforcement and first responders.

WHAT IS EXPECTED OF A RANGER?

- Rangers are 18+ and trustworthy members of the community.
- On shift Rangers are sober (and stay that way!).
- On shift Rangers wear Ranger shirt and/or Ranger Vest and cover their genitalia.
- On shift Rangers are approachable and trustworthy.
- Rangers report to their shifts 15 minutes prior to the start of the shift, fed, hydrated, and well rested.
- Rangers work in pairs! If your partnership isn't working, let your Ranger Lead know.

EQUIPMENT

- Ranger Shirt or Ranger Vest (for use during shift - do not take home)
- Radio (provided)
- Comfortable Footwear

Other good things:

- Event Map & Copy of WWW
- Notebook/pen
- Weather appropriate clothes/gear
- Sturdy belt for radio
- Water/Snack (some to share too)
- Sunscreen, sunglasses
- Way to tell the time
- Flashlight / headlamp

FIRST, DO NOTHING.

Our gift is to appear when needed, and disappear when all is well.

- Be a HELPER
 - Provide directions and information
 - Mediate (arguments, noise complaints, etc).
 - Help participants deal with theft and lost and found (our primary responsibility is to people, not property).
- Be the eyes and ears of the event.
 - Missing or lost wristbands.
 - Vehicles being operated unsafely.
 - Fire - unattended fires, dangerous operations of flame effects.
 - Consent Violations
 - First Aid calls, missing person calls.

MEDIATION - RANGER APPROACH

- **F**ind Out what happened. Ask open-ended questions.
- **L**isten first, and earn the right to be heard
- **A**nalyze restate in your own words what you heard
- **M**ediate so that parties can move on
- **E**xplain using "Yes, AND....."

ACTIVE LISTENING

- Don't contradict -. use "Yes, and...", not "Yes, but..."
- NEVER say "calm down". Instead, demonstrate calm
- Successful mediation doesn't always mean a solution for all involved, but they should have new understandings and be able to move on.
- Everyone involved in a conflict is also dealing with stress, and we all deal with stress differently.
- Help others solve their own problems through mediation.
- Try to help people see from each person's point-of-view.
- You don't have to agree, but need to understand.
- Find what you can identify with.
- Don't placate people, really listening is often enough.
- Acknowledge that you understand how someone has developed their perspective.
- Do not assign blame.

MEDICAL EMERGENCIES

- If life threatening, call 911!
- Radio “BREAK, BREAK, BREAK” for Ranger Lead and/or Board on Call
 - Nature of Emergency
 - Location
- Stay with the person(s) until Emergency Services or MASH arrives.
- Make sure the scene is safe for you and your partner.
- Gather and write down information about the involved participants (approximate age, nature of injury, whether they are conscious, breathing, etc. Find out who knows the individual and get as much information as possible.
- Do not attempt to treat beyond your certifications.
- Assist Emergency Services and/or MASH until explicitly released. Set up a perimeter. Guide in emergency vehicles, etc.
- Write down all the information for your Shift Report.

LAW ENFORCEMENT

- Report any Law Enforcement Officers (LEO's) on site ASAP to Ranger Lead or Board on Call (BOC).
- You are not expected to interact with LEOs, but if you have to, be cooperative and stay out of their way. Treat with caution and deference, but be friendly.
- Remember that our radios use public frequencies and are unencrypted.

LOST CHILD PROTOCOL

- **Report immediately to Ranger Lead and BOC** - “Break Break Break” needed, “Ranger Lead, we have a lost child situation. Stand by for more info”.
- Gather information and relay:
 - Name, age, weight/build, hair/skin/eye color, clothing description
 - Last known location & time
 - Location of camp & last time seen there
 - Name of parent/guardian
 - Relationship of person reporting
- Stay with parent or person reporting or with child if you’ve found the child but lost the parent. Remain calm, let your partner do the radio work.
- Never be alone with found child - keep partner or participant with you.
- All Rangers on shift listen to info & assist in the search.
- Gate will be closed to outgoing traffic.
- All available volunteers will assist with the search.
- Once found, the child will only be released to the parent/guardian after meeting with Board and Ranger Lead.
- LEO may be called if necessary.
- Once the child is found, make sure anyone you told/recruited to help is made aware to stop searching.

DRONES NOT allowed. If you see or are told about a drone operating, kindly inform participant that drones are not allowed, and ask that they delete any pictures or video and secure the drone for the remainder of the event. Include in shift report.

TRAMPOLINES NOT allowed. Kindly inform any participants with trampolines about the rule and ask them to disassemble and secure the trampoline. Include in shift report.

SWIMMING NOT allowed after dark (or before sunrise). Kindly ask participants to exit the pond.

MUST REPORT INCIDENTS

(Ranger Lead and BOC must be notified, and incident documented)

- Lost or found child
- Child or elder abuse
- Domestic violence
- Sexual assault
- Non-consensual physical violence
- Medical emergencies
- Death
- Psychiatric emergencies (including talk of suicide)
- Any situation likely to put a volunteer in harm's way
- Any situation likely to put a participant in non-consensual grave danger

WHEN IN DOUBT, CALL IT IN.

EJECTION FROM EVENT

- Rangers are not authorized to eject a participant. Situation must be escalated to Board on Call for handling.
- Participants without a wristband must get a replacement or leave the property. Notify Ranger Lead or BOC.
- Do not leave a participant without a wristband until they get a new one or leave the event.

SANCTUARY provides a physical place where participants going through stress can relax in a quiet, supportive environment.

MASH provides basic first aid and is also on-site support for medical emergencies. Life-threatening emergencies - CALL 911!

SCENARIOS

UN-RANGERLY BEHAVIOR

- Losing control
- Abusing special privileges
- Misusing community trust
 - Sexual harassment
- Any act of violence
- Sexual misconduct
- Being intoxicated while on duty
- Failing to report an emergency or must report situation
- Knowingly neglecting your Ranger responsibilities
- Knowingly misleading participants, staff, or law enforcement
- Failing to keep confidential information confidential
- Wearing Ranger logos/gear while not able to Ranger

IN CLOSING

- Rangering is our art, our gift to the event.
- If Rangering isn't for you, that's okay, just let us know.
- Questions?