



T E M P L E  
G U A R D I A N S

# Temple Support Training 2019

# SUPPORT TRAINING PART 1:

## Welcome and Introduction

Welcome to Temple Support Training!

You are most likely to be reading this for discussion as a group and not in a formal training environment, so why don't we start with that.

Temple Support is a small group and more likely to collaborate on how things are run in order to hold space for the Temple through the Voices and Guardians than be officially trained or told what to do. We've come to these guidelines on consensus and conversation. It will evolve... because Burning Man.

This training is meant to be a way for those who are willing to step up when it all hits the fan and to be on the same page with what that even means. While it would be great if there was one way to handle everything, let's be realistic - there isn't. So this is just in case you are the one who is on when something goes down and it is nice to have thought about possibilities in advance.

1. The Role of a Temple Voice
2. The Role of a Temple Support
3. Working with Voices & Guardians
4. Working with Rangers
5. A. What is an Emergency  
B. Must Report Situations  
C. Handling the Must-Reports
6. Managing Shift Changes  
Appendix A: How to Use the Radio

*There's probably more in the actual writing that needs to be added here... Perfectly imperfect.*

**Please comment in line as you have questions, ideas, or notice things so that they can have their proper attention. (Ctrl+Alt+M or Insert-Comment)**

## **The Role of a Temple Voice**

Temple Voices are the shift leads for the Temple Guardians. Voices are there primarily to support the Guardians on your shift and to ensure that any issue at the Temple is handled and communicated appropriately. This represents a division of work, Guardians hold space for the Temple and Voices hold space for the Guardians.

It is important that Voices keep in touch with all their Guardians. While it is good to have the team stationed evenly throughout the Temple site, we also want to take care of our people, making sure to rotate people for shade, bio breaks, and water refills as needed.

*It is your responsibility to ensure that the Guardians on your shift are behaving consistent with the principles we introduced and trained this year and any interaction with them is also consistent with the principles.*

[\[Handout - 10 Principles of Temple Guardians - A Practice\]](#)

We also need the Voices' help in making the shift a cooperative space from which Guardians see themselves as a critical contributor. They are not a boss, they are a leader. They set the direction and allow their Guardians to express themselves in their service. Don't push or try to stand on authority. Create the conditions for the team to win, and the team will win. Escalations around behavioral standards and volunteer management can be done via Support.

The Voice's shift will be looking to them when they don't know or can't handle something. Give them the generosity of being a patient and present listener, and if they need more help than you can provide, bring it to Support.

Part of holding space for their shift is helping their Guardians transition from the city to the Temple. Walking out with them is their opportunity to get to know each Guardian, and to help them through that process of transitioning, getting them present to the Temple and their upcoming time with it. After shifts are complete, they use their remaining time with the team returning to the Outpost to hear any concerns or distress that their Guardians might be carrying off shift with them.

## **The Role of a Temple Support**

Temple Supports are the leadership representative for the Temple Guardians. When you are in your Support role you are the LOD (Leader on Duty). While this does mean that you can pop back to your camp to grab something that you forgot, it also means that you need to be prepared to NOT have the time to do that. Your role while ON is to be there for the Voices so that they can support the Guardians, to be available to the Temple to make sure that things are running smoothly, and to be the point person for anything emergent. You are not the GOD. You are just helping to give the Temple a voice. The Temple speaks through us.

Because Support shifts are looong (8.5 hours) there is a max of one shift per two days you are on playa or the equivalent of four hours per day. This is a total to include all shifts. The idea is that self care is necessary and we each often end up helping out more than we plan, so we need the flexibility. You can't be a good Support if you are properly hydrated, rested, and as sane as one can be in Black Rock City. On top of that while sometimes you will be able to slip back to camp if you need to, you can not guarantee that will be possible. Please arrive to shift prepared to be away from home through a wide range of weather and with enough food that you can be ok for several meals.

Qualifications to become a Support:

- Ideally 1+ years successfully and effectively being a Voice or 6 Voice Shifts
- Ideally at least 3 years at Burning Man
- Knowing and committed to what we are doing at the Temple

- Off playa volunteering & training
- On playa service

Discussion:

What brought you to the Temple in service?

Why are you on the Support Team?

What do you envision as being an appropriate role as a Support?

## **SUPPORT TRAINING PART 2:**

### **Working with Voices & Guardians**

Guardians Support works with Voices during shift changes as just described. Support is also there to answer any questions or resolve any issues Voices can't handle themselves during their shift. The primary role of Support for Voices is to empower them to solve issues on their own. As TopHat likes to say "Never do for them what they can do for themselves." Support needs to keep a record of problems and escalations (even if they are taken directly to Rangers on site or go through Black Rock dispatch) so that off-duty Support can be kept in the loop and can address issues off-playa as necessary.

Calls to Support follow standard radio protocol:

Voice: Support, Support, Temple

Support: Temple, go for Support

Calls from Support:

Support: Temple, Temple, Support.

Temple: Support, go for Temple.

Inserting "Over" prolifically will cause some to cringe and some to laugh. Choose your words wisely \*wink.\*

\*\*\*INSERT RADIO TRAINING HERE\*\*\*

### **Escalations**

We have an escalation path [here](#).

What the Heck?!

OK so most escalations don't *start* here, but they can occasionally get to this point. So what do we do? How do we keep our interactions fair for all involved?

Primarily, while support is 'at the top' of the hierarchy, there is no hierarchy, and this needs to be taken into account when problems come up. ???!?! Yeah, the thing is we all have jobs that we do for the Temple and Support are those people who are willing to deal with the shit hitting the fan if and when it happens. But back to the topic at hand. Support is not there to necessarily fix all the issues. But let's get specific:

#### Interpersonal Issues

Burning Man, the place where if you've got an issue it will come up, and be shoved in your face - and the faces of those around you -- over and over -- and over.

While many of the things that Support gets called for require direct intervention and a "taking over" approach, interpersonal dynamics need to be more carefully modulated. We expect Guardians to use non-violent communication in order to share their thoughts and feelings and it is not the role of Support to stand in when someone is unwilling to use their words. In the case of harassment, Support will always play a role alongside the Rangers on duty to de-escalate, with the Rangers taking lead and when appropriate Marcia or another manager from the org will get involved. Like what? Don't worry too much about that, just report all the stuff that happens and we'll figure it out from there.

#### Example:

Guardian 1 saw Guardian 2 climbing on the Temple.

What are some of the different ways for Guardian 1 to handle this situation?

(feedback on possibilities)

If the solution they choose is to go to the Voice or Support then here is a potential response...

Option A: Help G1 sort out how to talk to G2 about it. Talk through some of the options remembering the G training piece of empowering speech. Owning own behaviors.

#### Avoiding Prejudices

We all have delusions or illusions we walk around with which influence how we see the world.

Whether nature or nurture, they are influential in how we interact with others. Denying someone's experience is unrealistic because your experience is not theirs and no matter what you try, you probably can't influence them entirely. So how do you deal with accusations of sexism, racism, etc.?

1. Assume the accusation is correct.

2. Treat the person who is upset with compassion.
3. Expect them to behave according to the 10 Principles.
4. Take down any details.
5. No one individual should ever decide what to do, find another Support/ Manager

### Playa amplification

Remember that emotions and triggers are amplified in Black Rock City and this will apply not only to participants but Voices and yourself. We must identify and suspend these emotions and triggers while we are engaging as Support, and then please make sure you're able to process them as needed with someone afterwards when you have time and space to dedicate to that rather than your Support role.

### Working with Rangers

There should be (but is not guaranteed there will be) Black Rock Rangers stationed in pairs at all times at the Temple. They are there to handle emergencies and work as our partners at the Temple. They will not hold space as guardians do, but will be available as Rangers to all at the Temple.

When your Voices arrive on Shift they should, identify and get to know the Rangers stationed there. *They should have two radios (one per Ranger), if so make sure that one of their radios is switched to the Temple channel and the other remains on the Ranger channel. Voices should know to contact Support immediately if there is any problem here (like they don't know how to change the channel or there's only one Ranger radio). Do not change the channel that your radio is on if the Rangers do not know how to change to yours.* Support will assist with this problem.

While the radio zones and channels change from year to year, typically the Rangers will be on a different zone than the Temple channel. The general steps to take that are consistent year to year are:

1. Change the zone from the Ranger zone to whatever zone Temple is on. There usually is a convenient "Kitchen Sink" zone with all channels on it as a back-up
2. Change the channel to whatever channel Temple is on.

If the Voice does not call you by the time you are done checking out the previous shift call them on the radio and find out if the Rangers are there. Note the Rangers on duty at the Outpost.

Brief the Rangers on any relevant situation at the Temple and make sure they know where the fire extinguishers are.

Rangers will most likely change pairs stationed at the temple. Make sure the rangers know to include a Voice in their handover to the new Ranger pair.

Make sure that both Voices and Support know the names of the Rangers and that the Rangers know the Voice's names.

## **SUPPORT TRAINING PART 3:**

### **Managing Shift Changes**

Shift changes will be different this year. You will be working as a team with the Voices on either side of your shift as well as Guardians Support.

Here's the timeline and who does what:

- 30 minutes before the temple shift change
  - One outgoing voice meets the incoming Voices at the Outpost. The other voice stays at the temple until called on radio.
  - Incoming voices are briefed by the outgoing voices along with Guardians Support
    - What should be in the pass down?
      - General mood of the Temple
      - Safety concerns identified on the shift or passed down from previous shifts
      - Anything else of note that is/has been going on during the last shift
- 15 minutes before the temple shift change
  - Incoming guardians arrive for shift
    - Support checks them in to babalooey
    - Incoming voices welcomes and briefs them as needed and sends them to the temple (you can allocate any required placement once you arrive later)
    - Incoming Voices - it is your responsibility to get a sense of where your Guardians are and lead their transition from city to Temple
- At shift change time
  - Outgoing voice leads guardians to the outpost. This is an opportunity to ask about how the shift went for your Guardians and help them transition back toward being in the city. You can also use this time to spot out anyone who may need additional attention and bring that information to Support.



- Support checks guardians out in Babalooey.
  - Support gathers all feedback and documents everything in Babalooey .
  - Support arranges any additional debriefing as required by guardians and/or voices (e.g. “Is there anything that happened on your shift that you would like to talk about?”)
  - Once all the above is handled (not necessarily complete, but managed), the outgoing voices complete their shift.
- 15 minutes after shift change
    - Any guardian not checked in is marked a no-show and voices proceed to the Temple
    - Should guardians show up later than this, radio support to check them in, marked as late.

*Who does what when:*

*Sample Check-in Interaction between 2 returning Support*

**Chart**

	<b>-30 mins</b>	<b>-15 mins</b>	<b>@ shift change</b>	<b>+15 mins</b>	<b>+30 mins</b>
<b>Outgoing Voice #1</b>	● Brief support and incoming voices at Outpost	● Support as needed with check-out, feedback and debriefs			● Check out with support
<b>Outgoing Voice #2 &amp; 3</b>	● Stay at the temple		● Let Rangers know there is a shift change happening ● Return to outpost with guardians	● Support as needed with check-out, feedback and debriefs	● Check out with support
<b>Support</b>	● Check in incoming voices at outpost ● Get briefed by outgoing	● Check incoming guardians in at the outpost	● Check out outgoing guardians at outpost ● Identify feedback	● Last check-in for late guardians ● Handle feedback	● Check out outgoing voices ● Complete any debriefs ● Complete

	voice		and debrief needs	and debriefs with outgoing voices	docs in Babalooney ● Deliver roster printout to voices
<b>Incoming Voices</b>	<ul style="list-style-type: none"> <li>● Check in with support at outpost</li> <li>● Get briefed by outgoing voice</li> </ul>	<ul style="list-style-type: none"> <li>● Greet incoming guardians at the outpost</li> </ul>	<ul style="list-style-type: none"> <li>● Receive radios from prior shift and replace batteries if below 50%</li> <li>● Proceed to the Temple with guardians</li> <li>● Locate fire extinguishers</li> <li>● Connect with Rangers</li> </ul>	<ul style="list-style-type: none"> <li>● Receive final roster printout from Support</li> </ul>	
<b>Outgoing Guardians</b>	<ul style="list-style-type: none"> <li>● At the temple</li> </ul>		<ul style="list-style-type: none"> <li>● Check-out at outpost</li> </ul>	<ul style="list-style-type: none"> <li>● Debrief as needed with voices or support</li> </ul>	
<b>Incoming Guardians</b>	<ul style="list-style-type: none"> <li>● Fully prepared for shift and on the way to the outpost</li> </ul>	<ul style="list-style-type: none"> <li>● Check in with support at the outpost</li> <li>● Meet the temple voices</li> </ul>	<ul style="list-style-type: none"> <li>● Proceed to the Temple with Voices</li> </ul>	<ul style="list-style-type: none"> <li>● Late check in at the Outpost</li> <li>● Later than 15 minutes is a no-show</li> </ul>	<ul style="list-style-type: none"> <li>● Check in later than 15 minutes at the discretion of Support</li> </ul>

## What is an Emergency

The following **EMERGENCIES** must be reported directly to **Black Rock 911** dispatch:

- Climbers that meet one or more of the following:
  - Someone who is above 10' and don't immediately come down on request
  - Someone who appears altered and doesn't immediately come down on request
  - Someone with intent to harm self/others
  - Someone who would endanger others if they fell from their position
- LOST (parents without child) or FOUND (child without parents) child
- Child or elder abuse
- Domestic violence (includes violence among campmates)
- Sexual assault
- Non-consensual physical violence (assault)
- Death
- Medical emergencies
- Psychiatric emergencies
- Any situation that is likely to put a Participant in non- consensual, grave danger

## What to do in an Emergency

1. **The First Responding Guardian calls for the nearest person with a radio:** Voice or Ranger
2. **First Responding Voice immediately radios **Black Rock**** on ESD-911 (If it's a Ranger who first responds, let them follow Ranger Protocol and go to step 4).
3. **Explain the situation to **Black Rock**** - ESD has an automated system that will send them down the right decision tree and will have them ask the questions that need answering.
4. **Contact Support.** While the First Responding Voice remains on ESD-911, guardians arrange for the other voice call Support, who will immediately come to the Temple. The other voice remains as shift lead for the guardians.

## When Help Arrives:

5. The **First Responding Voice meets incoming assistance** - Rangers or ESD, those teams will determine who is taking the Incident Commander (IC) position. From this point on, all instructions come from the IC. An Incident Command Post (ICP) will be established.
  - a. The **First Responding Voice remains at the ICP** and is the Temple Guardian **Point of Contact (POC)** for the IC until Temple Support arrives.
  - b. **Temple Support arrives, reports to the IC and gets briefed** by the First Responding Voice, who will then no longer be required at the ICP.
  - c. **Temple Support becomes the Temple Guardian Point of Contact** for the IC, **will stay at the ICP** and **communicate out any instructions** to guardians on shift (usually via Voices).
  - d. **Temple Support calls Temple Guardian Manager** (Cherub) and informs them of the situation.
  
6. The First Responding Guardian, First Responding Voice and Temple Support will **stay at the temple until they are released** by the IC.
  
7. **All guardians on shift remain at the temple** until released by Temple Support. This is to ensure that any guardian needing support get it and we know they are taken care of.
  
8. **Temple Support will speak with all Guardians** who assisted with the incident and, if needed and following being released from the scene, call for Critical Incident Stress Management on the HR channel
  
9. **Temple Support ensures all guardians are debriefed** to uncover any hidden upset or trauma at the end of shift and take appropriate support actions (e.g. taking some time off, green dot support)
  
10. **Temple Guardian Manager (Cherub) calls PandO** on HR Channel to notify of incident.
  
11. **Temple Guardian Manager briefs Support Team and Communications Manager** and arranges for how best to communicate this incident to guardians on play (and if needed after the event).

12. **Temple Support documents the incident** at The Temple Guardian Outpost (building B08 at Outpost Zero)

### **Must Report Situations**

**The following situations must be reported immediately to Guardians Support:**

- The names of Rangers stationed at the Temple
- If there are no Rangers stationed at the Temple
- If you have a problem with Rangers having one radio on the Temple channel

Here's what you are to do about it: Go to Ranger HQ and ask to speak with Khaki (their shift lead). Ask if/when Rangers can be stationed at the temple. Share the info with the voices.

**The following situations must be reported immediately to both Guardians Support AND Black Rock Rangers (If no Rangers are available at the Temple - Report directly to Black Rock 911 dispatch ):**

- LOST (parents without child) or FOUND (child without parents) child
- Child or elder abuse
- Domestic violence (includes violence among campmates)
- Sexual assault
- Non-consensual physical violence (assault)
- Death
- Medical emergencies
- Psychiatric emergencies
- Any situation that is likely to put a Guardian in harm's way
- Any situation that is likely to put a Participant in non- consensual, grave danger

Here's what you are to do about it:

Go to the temple. Make yourself known to the Rangers. Assist as needed working with Rangers. Keep voices informed and involved. Ensure all guardians are supported as needed.

Appendix A: How to Use the Radio



1. Overview of channel use:  
Channel 5 for Temple  
Channel 1 for 911 (ESD)

2. **The use of your radio by others:** Staff / Rangers may ask to have a message relayed - you may do so at your discretion. Radio policy is that we do not lend out shift radios.
3. **Checking your Radio's volume:** The volume indicator will show on the display if you move the volume knob, this will show you how the radio is set. To do a real time check, take your radio, key up, and call "This is [your name], radio check". Generally someone will respond right away.
4. **How do I use the radio mic?** Radio mics are sensitive to wind! If you are in a windy situation, guard the mic by sheltering it with your hand/body (turn your back to the wind). Hold the mic 1 inch from your mouth and talk in a normal tone of voice, normal conversational volume. The mic will have a button on the side, this "key up" button activates the radio's transmit function. Be careful when receiving hugs that this button does not get pressed, because it does regularly.
5. **Checking the battery level:** Battery indicator is on the screen in the upper left. Make sure that all outgoing Voices have fully charged radios. Do this by switching out the battery between each shift. You can check a battery's capacity by putting it in the slot all the way to the left. Anything less than 75% needs to go to Carousel or Cherub for replacement.
6. **Using the display:** The display will light up whenever you use one of the controls. You can also cause the display to light by pressing the orange button on the top of your mic. The middle of the display will show your channel number and name. A radio that is on the proper channel will say "Ch 8" and "Art Temple" on the display.
7. **What not to say:** Profanity of any kind "Death," "dead," "deceased". Instead call Black Rock on 911 for a participant who is not conscious and not breathing. Have the other Voice request face-to-face with Support. We do not mention drugs or overdose, but instead say "disoriented," "altered," "unconscious," or "unresponsive," as appropriate Our radio traffic is unencrypted and is recorded by the Org and monitored by the FCC, law enforcement, other agencies, and probably even private individuals. You should assume that anything you say on the radio could wind up on the front page of the New York Times – or be quoted in a lawsuit.

## THE BASICS OF GOOD RADIO COMMUNICATION

**THINK** about: who you're going to call, what you are going to say or need from the person you're calling.

**LISTEN** to the channel to make sure that it's clear.

**PUSH** the push-to-talk button and wait for the ready chirp (or busy) tone.

**PAUSE** and wait for one second. [Why do we wait? We wait because the system of repeaters in the city take a moment to pick up your signal and retransmit it. If you begin to speak right away the beginning may not get repeated and your first word or words may be 'clipped'.]

**TALK;** call "<desired party>, <desired party>, <you> " To answer a call to you, simply respond "<you>, <desired party> go."

It might sound like this if Scooter is trying to reach Flywheel:

Scooter: "Flywheel, Flywheel, Scooter."

Flywheel: "Scooter, Flywheel, go."

A practical example, calling the temple:

Temple Support: "Temple, Temple, Support."

Temple Voice: "Go for Temple"

**Ask** for what you need. Black Rock can't generally make use of a lot of details about the storyline of the event. Say what happened, ask for what you need. Voice might want more details, in that case if that ask for more details and it is more of a conversation tell them you are on your way and go to the Temple.

Please keep your traffic relevant and brief - many of us are listening!

Over is entertaining because it annoys people, but is not necessary protocol. Unless you are trying to poke the bull. Then you should pepper your conversation with over as much as possible.

## **How to call 911**

Stop and think about what your situation is and what you need. 911 does not need a long story about the situation, just the relevant facts and what you need done.

What does that mean? It means that Black Rock needs only the details necessary to know who to send to help you. Here is an example:



You are working at the Temple when someone climbs to the top unnoticed. They fall 20 feet and hit the ground hard. Your call:

Turn the radio to: 1-911

Listen to make certain that the channel is not in use.

Call:

Voice: Black Rock, Black Rock, Temple

Dispatch: BRC911

Voice: Black Rock, I have an injured participant at the 3:00 side of the Temple who has fallen 20 feet.

Dispatch: I am sending a delta [full ambulance] unit to your location.

Like 911 at home, don't leave the channel unless Black Rock releases you. If it has been a while and you are uncertain, call for Black Rock and ask if you can go back to your regular channel.

### **What do do if you can't reach the Temple Voice**

Call for Voice two times

Go to the Temple and find them.

Note the outcome in the Incident Report for that shift including player and default names of those involved and what happened.