



**THE ZENDO PROJECT  
TRAINING MANUAL**



*The following manual details standard procedures for Zendo volunteer services.  
Please read thoroughly!*

## TABLE OF CONTENTS

|  |              |
|--|--------------|
| <b>1. The Zendo Project Mission Statement</b>                              | <b>p. 3</b>  |
| <b>2. Principles of Psychedelic Harm Reduction</b>                         | <b>p. 3</b>  |
| <b>3. Ethics</b>   | <b>p. 5</b>  |
| <b>4. Difficulties Requiring Additional Assistance</b>                     | <b>p. 7</b>  |
| <b>5. Self Care</b>  | <b>p. 7</b>  |
| <b>6. Volunteers' Roles</b>  | <b>p. 9</b>  |
| <b>7. Shift Meetings and Transitions</b>                                   | <b>p. 12</b> |
| <b>8. Feedback Forms</b>   | <b>p. 12</b> |
| <b>9. Admitting and Discharging Guests</b>                                 | <b>p. 13</b> |
| <b>Appendix A: How to work with difficult psychedelic experiences</b>      | <b>p. 14</b> |
| <b>Appendix B: Integrating a Psychedelic Experience by Sara Gael Giron</b> | <b>p. 18</b> |
| <b>Appendix C: Medical Guide</b>   | <b>p. 20</b> |
| <b>Appendix D: Interacting with Law Enforcement</b>                        | <b>p. 22</b> |
| <b>Appendix E: Radio protocol</b>  | <b>p. 22</b> |
| <b>Appendix F: Décor and space keeping</b>                                 | <b>p. 26</b> |
| <b>Appendix G: Suggested reading</b>                                       | <b>p. 28</b> |



## **THE ZENDO PROJECT MISSION STATEMENT**

It is our mission to:

- 1) Provide a supportive space for Guests undergoing difficult psychedelic experiences or other psychological emergencies in order to help turn those experiences into opportunities for learning and personal growth, and to reduce the number of drug-related psychiatric hospitalizations;
- 2) Create an environment where volunteers can work alongside one another to improve their harm reduction skills and receive training and feedback; and
- 3) Demonstrate that safe, productive psychedelic experiences are possible without the need for law enforcement-based policies.

### **Being a Zendo Volunteer**

The Zendo fulfills its mission to provide harm reduction services through the dedication and commitment of its many volunteers. Thank you for offering your time and care to the Zendo and our guests! By signing up as a volunteer you commit to show up on time, sober and alert for the volunteer training and all of your scheduled shifts. If an emergency or crisis arises and you are not able to uphold your commitment, notify a Zendo organizer as soon as possible. This manual will help you understand the principles of Harm Reduction, how the Zendo operates, and what you need to know for your shifts.

## **PRINCIPLES OF PSYCHEDELIC HARM REDUCTION**

Every year millions of people will use psychedelics, many for the first time. Some of these psychedelic experiences will be difficult ones. Even though society has termed these experiences "bad trips," a difficult psychedelic experience is not necessarily a bad one. The challenging situation can be seen as an opportunity for transformation.

A psychedelic experience is influenced by the set and setting. Set refers to the drug as well as the mindset of the person taking it. What is the dose, duration, and purity of the drug? What is the person's intention, their emotional state, and their previous experience with the substance? Setting refers to the physical environment: noise, lighting, other people, familiarity, safety. Changes in set and setting can radically shift a psychedelic experience.

**There are four basic principles of harm reduction:**

1. **Create a safe space** – Try to create a calm environment, most importantly, be being a calm presence. Ask what would make them most comfortable. Offer blankets and water. Ask permission before touching someone in any way. Keep personal information in confidence.
2. **Sitting, not guiding** - Be a calm meditative presence of acceptance, compassion, and caring. Promote feelings of trust and security. Let the person's unfolding experience

## The Zendo Project Harm Reduction Manual



be the guide. Don't try to get ahead of the process. Explore distressing issues as they emerge, but simply being with the person can provide support.

3. **Talk through, not down** – Without distracting from the experience, help the person connect with what they are feeling. Invite the person to take the opportunity to explore what's happening and encourage them to try not to resist it.
4. **Difficult is not the same as bad** – Challenging experiences can wind up being our most valuable, and may lead to learning and growth. Consider that it may be happening for an important reason. Suggest that they approach the fear and difficult aspects of their experience with curiosity.

### **Provide Compassionate Listening**

When providing service in the Zendo, volunteers should remain calm and open to the needs of Guests without fussing over them. Guests should be greeted warmly and welcomed by volunteers who refrain from any patronizing, or judgmental approach. Guests will often feel better by simply having a quiet conversation with someone who will truly listen to them and talk about whatever they are going through.

When we say "listen", we mean really listen to the Guest. Think carefully about what Guests tell you, and avoid any instinct towards being dismissive or belittling of their experiences and concerns. Guests in an expanded state of consciousness are often exquisitely sensitive to the reactions of those caring for them. Remember that some Guests who visit the Zendo may appear to be altered, but may not need or desire any care except basic hospitality. Sometimes it may be best to do nothing but be present. Remember that Guests are coming into an area where they may not know anyone. Some degree of self-disclosure may be appropriate when you are working with them.

- Let Guests know that you are listening and that you care about them.
- Guests may want to discuss sensitive or personal topics; Sitters should give Guests permission to explore these issues in confidence, while maintaining their own emotional and physical boundaries.
- Encourage Guests to explore their self-awareness and ask them to confirm or clarify your understanding of their situation.
- Respond to Guests in a way that shows that you understand, or are genuinely trying to understand what they are saying.
- Be honest about your feelings concerning their suggestions for resolution of their distress.
- Encourage Guests to discuss their own perceived emotional strengths and resources.
- Explore what they would consider a good outcome to their situation.
- Ask Guests to think about the consequences of their actions, not just for themselves, but also for others.

## The Zendo Project Harm Reduction Manual



- If a Guest indicates that they may do something that impacts their well-being and safety, invite the Guest to explain the situation as clearly and calmly as they can. Seek help if needed.
- Suggest to Guests that they may want to wait until after their psychedelic experience has resolved to assess their decisions in a clearer light.
- Giving a Guest the time to talk about their concerns will often help them feel less fearful.
- Encourage Guests to engage in forms of artistic self-expression: writing, drawing, etc.
- If a Guest feels anxious or tense, you might encourage them to take deep, slow breaths or engage in some form of movement that releases tightly wound energy.
- Guests should be given the opportunity to express themselves and/or release excess energy by whatever means they feel is necessary - such as making noises, crying, singing, chanting, or moving around in whatever way is useful to them without disturbing others.
- Sometimes, inviting the Guest to take a walk with you may be calming, especially if the Zendo is crowded.
- Sitters should also be open to a variety of approaches that can help shift the Guest's experience of distress to a positive outcome.
- Sitters should feel comfortable utilizing self-disclosure.
- Making jokes and having a sense of humor can often be very helpful.

### ETHICS

In order to provide a consistent level of compassionate care, Zendo volunteers must embrace impeccable ethical standards while providing service. Guests who visit the Zendo may be in a vulnerable state, and they must be treated with care and dignity.

- Volunteers must be calm, compassionate and alert as they hold space for Guests.
- Remain focused on the needs of Guests and remain attentive to changing conditions while providing assistance.
- Keep all discussions and events in confidence.
- Ask senior volunteers for advice and assistance if needed.
- Do not provide care while excessively fatigued.
- Request permission from a Guest before touching them in any way.
- Request permission from a Guest before using any special techniques in your peer counseling and avoid pressuring them into accepting.
- Sexual advances from Guests should be tactfully deflected.
- Sexual advances from volunteers towards a Guest are forbidden.
- If you provide any form of care to a Guest, remain with that person for the duration of their visit unless another volunteer or medical staff takes over their care or relieves you.
- Respect your fellow volunteers and strive to be helpful.

## The Zendo Project Harm Reduction Manual



- Seek assistance from senior volunteers to resolve any disputes or disagreements with other volunteers or outside services.
- Treat Guests with the care you would want for yourself or your own family.
- Act with integrity.

### **Accept and Work With Difficult Experiences**

- If there is any doubt that their condition may require medical care, have the Guest checked out by a medical professional.
- Any difficult or powerful experience - whether involving an altered state or not - can be considered an opportunity for personal evolution.
- Not all such encounters are easy, but volunteers can help Guests remain calm and reassured.
- Reminding the Guest that their experience is an opportunity for growth can be helpful.
- Remember to ask the Guest about their immediate history such as when they last slept, ate, and hydrated; as well as what substances they may have consumed, especially alcohol. Ask them to describe their physical and/or mental state.
- It may also be helpful to ask them if they take prescription medication and if so, if they have kept on their regular medication schedule.
- Ask Guests if they want to lie down and rest or take a nap.
- Offer to accompany Guest to outside care, if necessary, if you have already established a rapport and if enough volunteers are present.
- If possible and appropriate, remain with the person while they are being cared for and continue to reassure them.
- If Guests do not require medical care but are distressed, remember that emotional struggles may be prompted by an effort to fight the experience in an attempt to maintain control.
- Guests may be confronted with their fears or unresolved issues from the past. Some may attempt to avoid this experience because it makes them feel afraid, threatened and uncomfortable. For others, such states may simply be a case of sensory overload.
- Guests may feel panicked or overwhelmed. Fear can quickly escalate, aggravating and magnifying the very thoughts and feelings that the Guest is trying to avoid. Helping to remove or reduce resistance and fear can help shift the Guest's mental perspective. Such reassurance can help the Guest focus on the personal growth that can be gained from these experiences.
- Confirm with Guests that they are in a safe space where they will be treated with compassion and without judgment.
- Everyone's experiences are unique. Be kind, attentive and reassuring.
- Some Guests may have preexisting mental disturbances that may remain when their distress has subsided.

## The Zendo Project Harm Reduction Manual



- If it appears that the Guest is experiencing substantial mental or emotional difficulties after the immediate crisis, summon mental health professionals or encourage the Guest to seek such care.

### DIFFICULTIES REQUIRING ADDITIONAL ASSISTANCE

#### **Mental Illness**

Not all visitors in the Zendo can be treated with a safe place to reflect. We try to have at least one Medical Volunteer on the staff during each shift. Many psychedelic and spiritual emergencies can masquerade as more serious psychiatric ailments. If the Medical Volunteer and/or Shift Lead believe a Guest should have medical care, please contact a medic on the radio. Consult with the Pilot first, if time permits. This most often happens after a day or more of symptoms that do not appear to be improving.

#### **Violence**

If a visitor displays violent behavior towards him or her self, try to stop the behavior without putting yourself in danger. If a visitor displays violent behavior towards others, move yourself and guests to safety. The Shift Lead should contact the Pilot and the designated festival contact (as described in the training and on the radio channel list). When individuals become a danger to themselves or others or act in ways inappropriate to their surroundings, attempt to deescalate the situation while providing boundaries for individuals for their safety and the safety of those around them. Tools for de-escalation include remaining calm and centered, involving only the least amount of people to address the situation (more people=more energy), guiding the individual to a quiet, less-populated space, and remaining un-argumentative with the individual. In situations where security personnel are present or restraint becomes necessary, work as a team with security, continuing to provide a compassionate presence and limiting fear response.

#### **Medical Emergencies**

**If a visitor is believed to be experiencing a true medical emergency, the Shift Lead should notify the Medical Volunteer, who will decide whether to notify the festival's medic via the radio.**

### SELF-CARE FOR VOLUNTEERS

During their time in the Zendo, volunteers will be exposed to the extreme and expansive states of guests. It is important to have awareness around the potential effects of this exposure on the sitter and develop tools to avoid burnout and compassion fatigue, otherwise known as secondary traumatic stress. Zendo sitters may witness pain, difficulty, distress, and the reemergence of traumatic memories of guests. It is important to monitor your self closely and continue to attend to your own needs while caring for others. Effects on the sitter can be classified as physical, mental, emotional, and energetic and are connected and interrelated.

## The Zendo Project Harm Reduction Manual



Some signs that you may need to take a break or otherwise attend to your personal well being include:

- Exhaustion
- Fogginess, numbness, dissociation
- Difficulty focusing
- Irritability
- Feelings of sickness or physical pain
- Extreme upsetting emotional response
- Feeling triggered by a guest

Volunteering in the Zendo can be demanding work. It is essential that volunteers take good care of themselves in order to be fully present to serve others. During your shift in the Zendo, don't forget to drink water, snack, breathe, and stretch. If you feel that your calmness, patience, or positivity is slipping, take a break and ask another volunteer to take your place. Introduce your replacement volunteer to the Guest before you depart. You cannot be fully present for others if you do not treat yourself with respect. Check in with the Shift Lead on your shift before leaving the Zendo for any reason.

Some tools for self-care include:

- Carefully monitor your own fatigue and emotional state.
- Recognize your personal limitations and ask for help if needed.
- Bring needed personal supplies with you for your Zendo shift including hydration, snacks, and warm clothing.
- Do not try to apply skills you do not possess.
- If you become ineffective while caring for a Guest, kick it sideways and ask another volunteer to replace or assist you.
- Be open to suggestions from your fellow volunteers.
- Allow yourself to be the grounded energy that helps the Guest transition toward their calm, unaltered self.
- Help promote harmony among the volunteers.
- Seek the assistance of a Shift Lead to promptly settle disagreements.
- Share your expertise with fellow volunteers and encourage them to develop their skills.
- Honor yourself and your fellow volunteers.



# The Zendo Project Harm Reduction Manual



## VOLUNTEERS' ROLES

### Pilots and Co-Pilots

The Pilot and Co-Pilots manage all components of the Zendo. It is our job to make sure that volunteers have what they need. We will coordinate shifts, attend some pre- and post-shift meetings, and attend to any special situations. During busy times, we may take the role of Sitter. Either the Pilot or Co-Pilots will have one of the radios at all times.

### Medical Team

We strive to have at least one Medical Volunteer on each shift. Medical volunteers will take a supportive approach to intervention, providing fundamental backup support and supervision to Sitters and the Shift Lead. While Medical Volunteers may choose to be Sitters, they should remain available to answer any medical-related questions. **The medical team will not provide major medical care in the Zendo. They will triage Guests who need medical attention to the designated medical care facility onsite.**

### Shift Lead

Each shift will be assigned a Shift Lead. The Shift Lead is the primary person in charge of leading the Zendo space during the shift. The Shift Lead is someone who has past harm-reduction experience and has demonstrated that they understand the Zendo mission and the principles of peer psychedelic therapy. All volunteers, no matter what role, should be open to receiving feedback from others on the team; this is a learning experience for everyone involved.

- Lead a pre-shift meeting.
- Appoint a log-keeper for the shift.
- Designate a Sitter or Sitters for each Guest.
- If staffing permits, the ideal situation is a male/female co-therapist team.
- Supervise the team of Sitters and assist and answer questions as necessary. Pay close attention and offer extra support for more difficult visitors.
- Remain mobile and engaged in the entire vibe of the Zendo (sometimes it may be necessary to step in and assist with a visitor for an amount of time, but generally try to be available and supervising everyone in the space).
- Provide feedback to Sitters, or facilitate feedback between Sitters.
- Lead a debriefing meeting at the end of shift (this is re-assigned to the Logkeeper if the Shift Lead is not ready to leave)
- Make judgment calls and notify medical staff if additional intervention is required
- **If a visitor is believed to be experiencing a true medical emergency, the Shift Lead should consult the Medical Volunteer in the Zendo and notify the festival's medical team on the radio.**

### Logkeeper

A Logkeeper will be designated for each shift. The Logkeeper will gather valuable information that will be referenced both during and after the event, to analyze areas of

## The Zendo Project Harm Reduction Manual



improvement. The Logkeeper should make sure that the Zendo itself is clean and stocked with supplies. The Logkeeper may be assigned by the Shift Lead to assist with visitors.

- Keep records of each Guest that comes in to the Zendo (forms will be provided).
- Pay attention to what is happening with each Guest.
- Try to collect information about each Guest's camp location and friends' names.
- During the shift, clean up the space and make sure that necessary supplies are stocked and orderly. Remove trash from Zendo.
- Check in with Sitters near the end of each shift to receive necessary information to update incoming Sitters from next shift.
- At the end of the shift, attend upcoming shift's pre-shift meeting to inform the new sitters about the status of current Guests.

### Sitter

The Sitter's main responsibility is to assist Guests in the Zendo. The Sitter should strive to be a calm and helpful presence. When staffing permits, ideally we will assign a male/female co-therapist team for each Guest. Many Guests that arrive in the Zendo are NOT undergoing a psychedelic experience, but it is not always clear. It is important to treat all Guests with the same respect, kindness, and helpfulness—whether they have arrived because they are drunk, tired, lost, cold, having relationship problems, off their medications, or undergoing a psychedelic experience. It is not the Sitter's job to distract a visitor who is undergoing a psychedelic emergency, but instead to hold a safe space for them to allow their experience to unfold. The Sitter should utilize any skills that they feel comfortable using in helping their Guests to feel safe to explore their experience. The Sitter is encouraged to call upon another Sitter or the Shift Lead if they feel that additional assistance or a second opinion is useful in serving the Guest. The Sitter should consult with the Shift Lead if there is any question of a Guest having a true medical emergency or a mental illness requiring outside assistance.

- Maintain a calm, compassionate, and loving presence.
- Attend to Guest's physical needs for comfort and warmth; e.g. blankets, water, food, a hug, etc.
- Attend to Guest's psychological needs by listening, reminding them that they are in a safe space, and encouraging them to go into their experience
- Conduct yourself in accordance with the principals of harm reduction that are provided in this manual and will be expanded upon in the training.
- **If a visitor is believed to be experiencing a true medical emergency, the Sitter should tell the Shift Lead and the Medical Volunteer immediately.**

### Space Keeper

The role of the space keeper is to maintain the cleanliness, organization and good feeling of the Zendo. This role can be filled by a sitter but needs to be tended to intermittently. If the space keeper is with a guest, requesting the help of a free volunteer may be necessary. The details of important tasks can be found in the Zendo Cleanliness section of the manual.

## The Zendo Project Harm Reduction Manual



- Keep an overall eye on the Zendo space, and attend to any needs of cleanliness and organization.
- Ask for help on tasks needing completed.
- Look over the task list in the Zendo Cleanliness section and make sure each item has been cared for.
- Encourage any volunteers who are not sitting with Guests to help spiff up the space during the last 30 minutes of the shift.
- Keep the altar fresh.
- Sage the space occasionally, if needed.
- Help keep the space feeling good!

### **Greeter**

The Greeter, as the title implies, will be stationed at the door and will greet anyone who approaches the Zendo. Often, people are just curious about the purpose of the space and this is an opportunity for the greeter to inform people about the Zendo and psychedelic harm reduction. Other times, you will direct Guests (and the friends that are with them) to the Logkeeper or Shift Lead, who will assist the Guest from there.

- Introduce Guests to the Zendo
- Make sure you or another volunteer is always at the door.
- Welcome Guests kindly and with compassion.
- Inform curious passers-by about the purpose of the Zendo.

### **Roamer**

The Roamer's responsibility will be to go out into the festival community and share the Zendo mission. This could include telling people about the Zendo's presence, or directing people who are in need of support to the Zendo.

- Begin your shift in the Zendo with all the volunteers and familiarize yourself with the Shift Lead and Greeter.
- Go out into the festival with your assigned radio and be alert for people in need of support. It is important that only you use the radio and that you don't give it to any non-Zendo personnel.
- If you come across someone in need of support who cannot make it to the Zendo, take the opportunity to offer compassionate care, as you would if you were a sitter in the Zendo. If you need additional support, radio to see if any available volunteers can come to your location.
- Escort any Guests who need support back to the Zendo. Please radio the Shift Lead to let them know that you are on your way with a Guest.
- Return at the end of the shift for the shift meeting and inform the volunteer team of your experience in the community.

# The Zendo Project Harm Reduction Manual



## SHIFT MEETINGS AND TRANSITIONS

### PRE-SHIFT MEETING

Volunteers should arrive 15 minutes before the start of their scheduled shift to conduct a pre-shift meeting led by the Shift Lead of the upcoming shift. Each volunteer should introduce her/himself to the group and share what special skills they have to contribute, what qualifications they have, and where they're at. At this meeting it will be confirmed that the shift has a Logkeeper. The Logkeeper from the previous shift should be in attendance for this meeting to debrief everyone on the status of current Guests, and show the new Logkeeper what to do.

### SHIFT TRANSITION

After the pre-shift meeting, the Shift Lead of the upcoming shift will assign Sitters to work with current Guests. **It is always preferable that Sitters remain with their Guest for the duration of the Guest's stay, but we understand that this is not always possible.** The Sitter from the previous visit should introduce the new Sitter to the Guest. The Logkeeper from the previous shift should update the Logkeeper from the upcoming shift on the current status of the log.

### POST-SHIFT MEETING

Volunteers should plan on staying 15 minutes after the end of their scheduled shift for a debriefing meeting. This meeting will begin as soon as the new shift has finished their pre-shift meeting and been introduced to visitors. The Shift Lead should lead this meeting. The purpose of the post-shift meeting is to debrief and share information among the Zendo volunteers. This is a time for each volunteer to share what their experience was in the Zendo and provide each other with feedback on their work. This meeting should be held at a distance far enough away from the Zendo as to not be audible to current visitors.

## FEEDBACK FORMS

### 1. GUEST REPORT FORM – completed by Logkeeper, Shift Lead, and Sitter(s)

When the Guest arrives, after the Shift Lead has assigned the Guest with a Sitter, the Logkeeper and Sitter should complete the first page of the Guest Report Form. While the Guest is resting, or right after the Guest leaves the Zendo, the Sitter(s) should complete the remaining parts of the Guest Report Form. It is the Logkeeper's responsibility to make sure the Guest Report Form is completed.

### 2. ON-SITE GUEST FEEDBACK FORM – completed by Guest before leaving

When the Guest is preparing to leave the Zendo, the Sitter should collect as much information with the Guest in order to complete the On-Site Guest Feedback Form. If possible, the Guest should fill out the chart and essay, not the Sitter.



### **3. TAKE-HOME GUEST FEEDBACK FORM – completed by Guest after Burning Man – Sitter gives to Guest**

Before the Guest departs, the Sitter should give the Guest their Take-Home Guest Feedback Form. This form will be enclosed in a stamped, addressed envelope. Guests are encouraged to mail this feedback form to the Zendo Team after reflecting on their Zendo experience, up to a month after their visit. Guests who mail in their form will receive one free MAPS-published book that will be mailed to them or to a friend.

### **4. VOLUNTEER FEEDBACK FORM – completed by Zendo Volunteers during their last shift**

At the end of your last shift, please take a few moments to write about your experience volunteering in the Zendo. We'd like to hear about your general impressions and way we can improve in future years. You're also encouraged to share one or more of your more meaningful interactions with Guests or other Volunteers.

## **ADMITTING AND DISCHARGING GUESTS**

### **ADMITTING A GUEST TO THE ZENDO**

At the time of admittance, the Shift Lead should meet with the Guest or the person bringing the Guest to the Zendo to gather information about the Guest's current psychological status, reason for coming to the Zendo, and drugs they have taken. The Medical Volunteer will greet each Guest and evaluate whether their condition is medical. If possible, the Logkeeper should acquire as much information from the Guest as possible for the Guest Report Form.

If there aren't many Guests in the Zendo, the Zendo Volunteers should feel welcome to discuss their experiences together and reasons for wanting to volunteer in the Zendo.

### **GUEST DEPARTURE FROM THE ZENDO**

All Guests are free to leave any time they wish. The best way to discharge a Guest is into the company of his or her friends or campmates. If a friend or campmate arrives to visit someone, try to arrange for that person to return to walk the Guest home when they are ready. Alternately, try to have a volunteer walk a person home if the visitor is still feeling shaky. Please ask each Guest to complete the on-site feedback form and give them one feedback form enclosed in the stamped, addressed envelope to take with them.

**If the Sitter and the Shift Lead believe it is in the person's best interest to stay, but the person wants to leave, the Sitter and Shift Lead should gently encourage the Guest to stay. For some Guests, it may be appropriate to go on a walk together, returning if the person is not yet ready to leave alone. If the Sitter and Shift Lead believe that leaving the Zendo may pose an immediate threat to the visitor, they should explain this to the Guest, consult with the Medical Volunteer and contact the festival's medical team. Do not attempt to physically restrain anyone. At time of**



**discharge from the Zendo, the Logkeeper should be certain that all paperwork has been completed on that visitor.**

## **Appendix A: HOW TO WORK WITH DIFFICULT PSYCHEDELIC EXPERIENCES**

A true psychedelic experience, even a so-called bad trip, is sacred. In earth-oriented, shamanic cultures, even a psychotic breakdown, induced by a psychedelic, is part of the initiation.

So remember the way of the ancients: this is a process, a process of awakening, healing, and ultimately celebrating life.

To avoid psychologizing the psychedelic experience I have avoided medical or traditional therapeutic language.

Overview of what we will cover:

- 1. Role of the Sitter or Facilitator**
- 2. Varieties of Psychedelic-Induced Crises**
- 3. Working and Being with Psychedelic Emergencies**
- 4. Aftercare**
- 5. Related Readings**

This is a short overview of the material we will cover in this hands-on training. It is based on 30 years of experience sitting for people. It has therapeutic value, but goes beyond therapy and moves into transpersonal and spiritual realms.

The manual is based on training, schooling, teachings and hands-on work with the leading people in the psychedelic movement, and on in-depth work with healers/shamans from Nepal, Ecuador, and the Navajo nation. It is based on my own healing and therapeutic work, using psychedelics, western psychology, bodywork, breathwork, art, and different eastern tools, like meditation, Zen koan study and nature work.

### **1. ROLE OF THE SITTER OR FACILITATOR**

The work with psychedelics, entheogens, and plant teachers is an area of the healing arts that is ancient and has been rediscovered in the last 100 years. There are many different ways to work with and understand the psychedelic experience. When we work and sit with a person going through a psychedelic-induced crisis, it is important to understand that in a certain way this is a dialectic relationship, a way of relating that is ancient.

Every person is a psychospiritual system, meaning there is no separation of body, mind, emotion, soul, imagination and energy. Therefore it is very important to see each person as a unique individual.

# The Zendo Project

## Harm Reduction Manual



There is always the tendency to overpower the other with our knowledge, wisdom, and insight. So let go of all knowledge regarding the experiences that the person is having. Just be with, listen, and observe. This brings us back to the dialectical relationship, paying full attention, allowing the other to express and communicate whatever they want. Just being, without a putdown or judgment.

It is important for the healer/sitter/helper to believe in her/his way of working. The belief in the method is important for the results.

The healer/sitter therefore is someone who has had their own psychedelic experience and has had some experience sitting for people, guiding her/his friends. Without any experience, it is impossible to just be with someone having a psychedelic experience or guiding someone having a psychedelic crisis. It is good to know that we all have blind spots and there is the danger that we might stop the experience if we have not explored this material or are afraid.

Rule #1, under any condition, is that we honor and respect the person having the crisis.

Even if we don't understand what's happening (the person having the crisis might be much more developed than we are, lost in worlds unknown to us, or reliving a drama we can't comprehend), we serve as an anchor, a resting place, and a quiet center. We know that our presence is helpful. At this moment we don't have to solve all the problems and answer all the questions that the experience or the person's life presents.

We have to remember that tens of millions of people have used psychedelics, in many different, sometimes not very supportive, environments, and returned home safely. With support, knowledge, and integrative work there is very little danger in the psychedelic experience itself. Even the most frightening and bizarre behavior, when explored and worked with, will turn out to be beneficial and enlightening.

As stated earlier, the positive outcome of our work requires trusting the wisdom of the ancients, trusting the wisdom of our modern teachers and healers, and trusting the built-in wisdom of our bodies, minds and souls.

We frequently pick up emotions and feelings and energies from others. We will cover ways of clearing, cleansing, and purification.

## 2. VARIETIES OF PSYCHEDELIC CRISES

This is a vast area, so we will just touch on it. For a more in-depth study, see the reading list.

There is no clear manifestation of any substance or mixture of substances. But there are some generalities. It is very important to know the active duration of the different substances. All psychedelics have a similar pattern: there's the doorway with different physical, mental and emotional manifestations. There is a buildup, then an extended stay on a plateau, then the coming down, re-entry.

## The Zendo Project Harm Reduction Manual



The most common felt threat to sanity is the feeling/experience that one is going crazy, losing one's mind, or that this will never end. This feeling/experience is supported by changing mental states and powerful (sometimes) changes in perception. Major shifts in ego/personality structure, regarding one's belief and understanding of oneself, the world, and god, are common.

Old traumas can be remembered and relived. These memories can be of a physical nature (reliving one's birth, childhood abuse and/or illness, memories of famine and/or war, accidents, rape are some of the possibilities of re-emergence). These memories can also be of an intellectual, emotional nature (reliving verbal abuse, a lack of basic emotions, body contact, love, nurture, or a disassociation due to a traumatic experience).

These traumas can also be of a transpersonal nature, meaning phenomena that go beyond our personal identity or biographical understanding of the universe. These could be experiences from another life, becoming one with the earth or other life forms, or experiencing the life cycle of an animal. One could leave one's body, have the experience of merging with an archetype, or experience the world of a god or a goddess. The memory of a violent death can be a most traumatic experience.

There can be many different, sometimes never experienced, sensory, energy, and body sensations. These can range from hearing colors to seeing music. It could be an extremely heightened sense of smell, taste, hearing and vision. Some of the most frightening manifestations of the psychedelic experience are energetic. People go through powerful releases, rendering their bodies out of control, shaking, twisting and vibrating. These energies, being activated by the psychedelic substances, could be related to birth, an opening of a frozen body pattern, bioenergetic, neo-Reichian type of release, or be a reconnecting with the universal life force. The life-force is called the kundalini and it manifests in a powerful opening of the body's energy center. It could also be an intensive sexual or other emotional release.

The body sensations also cover a wide range of sensations and feelings. This can be the feeling (for the first time in one's life) of coming home into the body.

Here's a small list of other possible experiences:

- Reliving birth
- Remembering different deaths
- Reliving accidents
- Reliving illness
- Reliving drowning, torture, and many other physical experiences from this and other lives
- Reliving mystical states
- Identifying with and reliving in detail the victimization of humans throughout history.
- Leaving the body and traveling in the spirit realm



## The Zendo Project Harm Reduction Manual



- Merging with rocks, animals, plants and experiencing the pollution and death of the planet and different species
- Merging with people, reading their minds, feeling their emotions
- Being caught in a certain experience
- Being overwhelmed by feelings and emotions

In a psychedelic experience and crisis the person may react to the healer/sitter and project her/his own feelings and experiences onto the healer/sitter. This could be a sexual, demonic, godlike or fearful transference. When this takes place it is important just to be with, not to defend the transference.

### 3. WORKING WITH THE PSYCHEDELIC CRISIS

The experience of the person's crisis is, many times, one of letting go on all levels of one's being. So we have to create a space where it is possible to be open, a space that's quiet, warm, safe, and beautiful. This space is as important as the sitting/facilitating itself. If possible, have flowers, candles, art and writing supplies, blankets, quiet music and soft light.

Pay attention to the body language while you listen to what's being expressed verbally and emotionally. Follow the expression of the person. If they have a lot of energy, let the energy move, let it express itself (we provide a safe space) in whatever form: uncontrolled shaking, yoga postures, dancing, ritualistic type of movements, hyperventilation, kundalini type release.

If the person wants to speak, if sounds come out uncontrolled, support the expression. This might be: a different or dead language, prayers from the different spiritual traditions, far-out stories and memories, jibberish, animal sounds, looping sentences (repeating over and over the same words), lamenting, cries, or screams.

Respond when needed, do not take over, try to (if appropriate) engage in a calm conversation, responding to fear and anxiety.

The most appropriate response to a powerful psychedelic crisis might be to just sit quietly with the person, making them feel safe.

If the person is stuck there are several different ways to respond:

- Wait and calm them down through talk, knowing the duration of the substance taken
- Walk with them, talking or not, until they calm down
- Have them express the experience through sound
- Have them move through it, through a physical expression, holding a certain posture or letting the body go
- One could do some deep, focused bodywork, just hold someone (meeting their needs) or gently massage them. Always ask for permission regarding any kind of physical contact.

## The Zendo Project Harm Reduction Manual



- Have appropriate sitter regarding male/female, important when recall of sexual abuse takes place.
- The person could recline, eyes closed or blindfolded, being in a safe place, listening to comforting music and grounding the experience.
- If their emotions are overwhelming them, encourage their expression.
- When the person is calm enough or has come back from their difficult psychedelic experience, have art supplies and writing material available.

Reassure them:

1. This will pass, this is a process.
2. This is an experience other people have had.

There will be support afterwards.

#### 4. AFTERCARE

There are many ways to integrate the experience and to continue working with the opening that took place. It is important to complete any unfinished gestalt. Further reading should be encouraged, and the person should work with a trained practitioner to complete the experience. This could be:

- Transpersonally-oriented psychotherapy
- Holotropic Breathwork
- Shamanic Integration work
- Different forms of bodywork
- Different forms of energy release work
- Work with archetypes
- Different art forms, making music, dancing, painting, sculpting
- Meditation and other spiritual practices (following the images or insights of the experience)

There are certain medical conditions that should be treated by the medical management. There can be medical pre-existing conditions that are adverse to the taking of psychedelics. Some of the most common are: pregnancy, mental illness, cardiovascular problems like abnormal blood pressure or other heart problems, recent surgeries and/or accidents, and epilepsy.

### **Appendix B: INTEGRATING A PSYCHEDELIC EXPERIENCE**

By Sara Gael Girón

A psychedelic trip does not end after a substance wears off, rather it continues on through the process of integration. Integration is the phase within which an individual assimilates and incorporates an experience into their psyche, body, and life. In psychotherapeutic terms integration is a process of making the subconscious conscious. After a psychedelic

## The Zendo Project Harm Reduction Manual



experience, integration is the process of reorganizing the self to include the material experienced during the altered state. The integration phase has no definitive time frame. In fact, it can be said that once one has ingested a psychedelic substance, they will be integrating the experience for their entire lifetime!

Some Guests stay in the Zendo until after they come down from a trip and are with us through the acute integration phase. Some people come seeking support with the integration of a previous experience. In either case, helping an individual process and integrate their experience can be hugely helpful, especially if the experience was difficult, extremely mind altering, or disruptive to their life or relationships. The following tools can be used to support the integration process:

### INTENTION

The psychedelic experience really begins when we choose to ingest a substance. Intentions for taking a psychedelic medicine affect the entire experience, all the way through integration and are the threads that tie the whole experience together. Having a clear intention (ex. to access my creativity, to help heal my relationship with my family, to explore stuck life patterns, to connect with others, to play, etc.) sets the stage for a positive experience. When possible, we encourage people to develop clarity around intentions before taking a substance. However, in the Zendo we most often see people after the fact. Intention is still just as important during integration as it is in the pre-journey phase.

Helpful questions you can ask include:

- Now that you have had this experience, what would you like to remember/carry forward/complete?
- What visions/information are you bringing home to your community?
- How can you manifest these visions on the physical plane? In your life? Work? Relationships?
- What was your intention before taking the substance? (There is always some intention, even if it wasn't consciously considered at the time). How did your experience reflect your intention?
- How does your experience affect your identity? Who is the person you want to become in your life and how can this experience contribute to your growth and expansion?
- What are your intentions in life and how did this experience contribute to your larger goals and desires?

Focusing on the experience as a positive life-changing event (even if it didn't feel like one) can help the Guest focus on potential outcomes and help them connect with how to use the experience as a catalyst for change and transformation in their lives. Intention setting helps an individual use what they have learned during the journey to manifest change in their lives.

# The Zendo Project Harm Reduction Manual



## COMMUNITY

One of the most difficult aspects of integration is returning to a society that doesn't understand or support psychedelic exploration. In fact, re-entering society can feel like a stark contrast between the interconnected, transpersonal state of the psychedelic experience. Therefore, one of most important tools for successful integration is a supportive, understanding community.

The Zendo is a community space where Guests can come to feel this supportive connection with others who can hold their stories with respect and reverence. Listening, mirroring, and reflecting someone's story helps them feel seen and understood and incorporates the experience into their psyche and life. Stories are sacred. Remind an individual that their stories are important, not just for them, but also for the collective. Creating a community culture where we share our visions and revelations with each other is profound and necessary not just for the individual but also for their community. We encourage our Guests to connect with and build supportive communities around themselves when they return home from the event. We support them in seeking professional help if necessary.

## EMBODIMENT

It is relatively easy to ingest a substance and have a mind-altering experience. The real work begins when we try to carry what we have learned back to our daily lives and communities. Embodiment is the process of integrating knowledge, wisdom, and experience into the fabric of one's being. It is the process whereby ideas become actual beliefs, practices, and behavior. One thing that can be helpful is to remind the Guest that the ego mind cannot possibly comprehend and make sense of the totality of a peak experience. When we try to mentally understand every aspect of the experience, we can become anxious, depressed, etc. The body and the heart have the capacity to hold our most intense life experiences including the grief, trauma, ecstasy, overwhelming emotions, and revelations that can come with psychedelic use. Tools for embodiment include: art, movement, talking, music, dance, poetry, writing, the language of symbols and archetypes, spending time in nature, bodywork, somatic therapy, etc. It is never too late to begin this process.

## Appendix C: MEDICAL GUIDE

### MEDICAL VOLUNTEER RESPONSIBILITY

The Medical Volunteer will be responsible for assessing the medical status of each Zendo guest upon their admittance, keeping an overall idea of the current condition of each guest during their stay.

Members of the Zendo Team may provide basic life support, regardless of their medical experience. This involves maintaining a patent airway, rescue breathing and CPR. The Medical Volunteer will be responsible for contacting Emergency Services when necessary, using the MURS radio (see radio manual for specific instructions).

## The Zendo Project Harm Reduction Manual



As the Medical Volunteer it is your decision to contact ESD. First, take necessary steps to get the guest into a private controlled space where you will be able to transfer care to ESD appropriately and without disrupting other guests as much as possible. Make sure you have other volunteers with you and dictate the help you need to them while you make the ESD call. In the field, the ambulance is used for this type of private controlled space. At the Zendo, it could be just outside the door or in one of the other more private spaces.

### **Emergency medical attention is required for a patient showing signs of:**

- Fever higher than 103°F
- Confusion
- Sluggishness (lethargy)
- Headache
- Seizures
- Difficulty breathing
- Chest or abdominal pains
- Fainting
- No urine in the last 12 hours

### **DEHYDRATION**

Volunteers should be aware of the symptoms of dehydration:

- Increased thirst
- Dry mouth and swollen tongue
- Weakness
- Dizziness
- Palpitations (feeling that the heart is jumping or pounding)
- Confusion
- Sluggishness fainting
- Fainting
- Inability to sweat
- Decreased urine output
- Urine discoloration; if highly concentrated and yellow or amber

### **SKIN TURGOR**

Decreased skin turgor or “doughy skin” is a late sign in dehydration that occurs with moderate to severe dehydration. To determine skin turgor, grasp the skin on the back of the hand, lower arm, abdomen, or front of the chest between two fingers so that it is tented up. Hold the skin up for a few seconds, then release. Skin with normal turgor snaps rapidly back to its normal position. Skin with decreased turgor remains elevated and returns slowly to its normal position.

### **ESD**

The Emergency Services Department (ESD) coordinates all professional emergency resources on the playa 24 hours a day, including requests to outside agencies. ESD

# The Zendo Project Harm Reduction Manual



responsibilities cover all responses in the field including but not limited to fire, medical, or psychiatric emergencies. ESD and LEAL (Law Enforcement Agency Liaison) together provide the primary interface between all outside health and safety agencies and the Burning Man organization, both on the playa and year-round. It operates as a Unified Command Post coordinating all emergency responses within Black Rock City for the ESD and allied agencies, such as Humboldt General Hospital (HGH), the Bureau of Land Management (BLM), and law enforcement.

ESD provides four branches of service -- Fire, Medical, Communications, and Mental Health.

## **RAMPART (Burning Man only)**

Rampart General is the field hospital for Burning Man. The employees of Humboldt General Hospital make up the staff of both its comprehensive on-site medical clinic and a high performance ALS ambulance service over the course of the event.

## **Appendix D: INTERACTING WITH LAW ENFORCEMENT**

If law enforcement organizations arrive at the Zendo, the Pilot, Co-Pilot, or Shift Lead should be the point of contact. Please remind them that it is a safe space where people in vulnerable states are seeking rest. Suggest that any law enforcement activities or discussions take place outside the Zendo. None of the Zendo team should have any illegal substances in their possession when they are inside the Zendo.

## **Appendix E: RADIO PROTOCOL**

### **ZENDO RADIOS**

For team communication on the playa, the Zendo has been provided with 15 handheld UHF business band radios and one mobile radio station, as well as MURS radios for the emergency contact of ESD. Radios will be assigned to key members of the Zendo Team including both the Medical Volunteer and Shift Leader on every rotation.

### **KEY MEMBERS & CALL SIGNS**

| <b>Call sign</b>  | <b>Volunteer member</b>           |
|-------------------|-----------------------------------|
| <b>CORD</b>       | Zendo coordinator                 |
| <b>PEDALS</b>     | Art car driver                    |
| <b>MED Zendo</b>  | Zendo Medical Volunteer           |
| <b>LEAD Zendo</b> | Shift Lead Volunteer at the ZENDO |

### **RADIO USE PROTOCOLS**

**1. Presence of Rangers, ESD, LEO, or other party representing the L.L.C.,**  
Contact **COORD**, followed by **STAFF ZENDO** and **STAFF TEA** if **COORD** does not respond.

# The Zendo Project Harm Reduction Manual



## 2. STAFFING PROBLEMS

If a volunteer is unable to make a shift or has to leave early, or if a volunteer does not arrive for a scheduled shift and they are a **KEY MEMBER**, then contact should be made by either **LEAD** or **MED** to their corresponding **STAFF** member. Also, if the space is particularly busy and our ability to properly serve guests cannot be adequately helped by transfer requests, contact should be made to the corresponding **STAFF** member followed by **COORD** to assist.

## 3. GUEST TRANSFERS

This year we will have an art car, Cloud9, and we will be collaborating with the Tea House at Soft Landing at 9:15 & B. Overflow transportation for guests will be possible via radio requests. We can transport guests from space to space, or from Cloud9 to the Zendo or Tea House. The request transmission should be made between **LEAD** and **PEDALS**. Initial contact should be made from **LEAD** to **LEAD** requesting for the admittance of guests, making sure to include a number and an idea of the guest's state (making sure to remember the NO-NO's). Once a Transport has been agreed upon between **LEADS**, the **LEAD** is responsible for contacting **PEDALS** and requesting a transfer.

**PEDALS** will be bringing guests to both spaces throughout the burn. It is the responsibility of **PEDALS** to coordinate the arrival of guests to a space before a drop-off is made. **PEDALS** will initiate contact with the **LEAD** at the closest space.

There will be a red yurt near the main Zendo where guests needing further attention or privacy can be helped. **PEDALS** and **LEAD** should keep this in mind when deciding to make transfer requests and use this as a tool to appropriately accommodate guests.

## 4. ADVICE

Use the radios for contact between Key Members when advice is needed. For example, **MED** may need advice before making a decision to call ESD. **MED** and **LEAD** may need assistance helping a guest who requires more attention. Use the radio with discretion and remember the NO-NO's, if conversations are extended, go Direct via one of our admin channels.

## 5. TECHNICAL

Small tasks, such as getting more water or basic supplies, should be handled by volunteers on shift and should not require radio communication. Any technical issues, including the solar-powered cooling system in the Zendo can be directed towards **TECH**. There will be two assigned tech volunteers on radio support. Anyone can initiate a technical request by calling for **TECH 1** followed by **TECH 2**. If no response from **TECH 1** or **TECH 2**, tech problems can be directed towards **COORD**.

## Radio Operation

Our radios are Motorola Business band Push To Talk radios capable of broadcasting on 12 pre-selected frequencies. Handheld radios will be labeled and will be kept on the charging station. Select the proper radio for your position at the beginning of your shift and return it to the charging station at the end of your shift.

# The Zendo Project Harm Reduction Manual



## Controls

There are two knobs at the top of each radio, one turns the unit on and controls volume. The second knob selects one of the 12 pre-programmed channels. We will function on one PRIMARY channel for all use, and one ADMIN channel for extended messages. The channel numbers we are using will be on a marker-board next to the radios and may be changed at anytime by TECH 1.

There is one button on the side of the radio. *Push and hold to talk* and *release to listen*. Each radio will also have one extension lapel speaker/mic that can be clipped onto the shirt for easier use. The lapel also has one large button that you push and hold to talk and release to listen.

## INITIATING A CALL

To make a radio call to another Volunteer, wait until the channel is clear and then clearly name their Call Sign twice followed by your Call Sign. For example, if COORD wants to get a hold of TECH 1 he should say, "CORD, CORD, TECH 1." Tech 1 will respond, "COORD, go for TECH 1."

## LISTEN

Listen to make sure the channel is clear and that you are not interrupting something important. Only one person can talk on the channel at a time, so if you transmit when somebody else is talking, you both lose. Similarly, do not interrupt emergency radio traffic with low priority messages.

## PUSH

Push and hold the button on the side of your radio or shoulder mic to let the system know that you want to transmit.

## PAUSE

Wait until you hear the beep from your radio that tells you it's ready for you to talk.

## TALK

Speak calmly, slowly, and clearly.

The Zendo Team will function on one PRIMARY channel for all use, and one ADMIN channel for extended messages. The channel numbers will be displayed next to the radios and may be changed at anytime by TECH 1.

## Common Phrases

### ALLCOM

Allcom is a call for "all stations" and is a clue to you that something important is about to follow. For example, TECH 1 might say, "Allcom this is TECH 1. We are moving ADMIN to 4." This would mean that our admin channel is moving to channel 4 and the radio channel key should be changed.



## The Zendo Project Harm Reduction Manual



### **BREAK BREAK BREAK**

Sometimes a channel can get busy. If you need to use the channel and there is an extended conversation blocking your use, continuously call “Break Break Break” to clear the channel. If you hear “Break Break Break” cease all communication until the “Break Break Break” call has stopped.

### **Open Mic**

If the talk button of the radio is locked on or depressed it will block any other transmissions from coming through the radio. If you hear an open mic, check your radio and anyone else around you who has one.

### **Use Discretion**

Know what to say and what not to say. All radio traffic is monitored by law enforcement or other outside agencies, as well as Guests (fellow burners) and other departments. A general rule is that we don’t say anything on the radio that we wouldn’t want to see on the front page after the burn. Avoid saying any of the following on the radio:

### **PROFANITY**

Of any kind

### **DEATH or DEAD**

“DEATH” OR “DEAD,”—this may draw unwanted attention. Instead request an immediate face-to-face with COORD and MED 1 MED 2.

### **SEXUAL ASSAULT, CHILD ABUSE, ELDER**

ABUSE: If someone reports to you, or you suspect a sexual assault, child abuse, or elder abuse, report to COORD STAFF 1 and STAFF 2 that you have a situation and would like assistance. If COORD asks for more information be discreet but give any information requested.

### **DRUGS, Pharmaceuticals, Psychedelics, Entheogens**

(by name or generically), “overdose,” or “high.” Again, do not try to diagnose; instead describe a guest as “altered”, “disoriented”, “unresponsive”, or “unconscious”, as appropriate. (severely, slightly use a 1-10 scale)

### **FULL LEGAL NAMES OR IDENTIFYING INFORMATION**

INFORMATION of Guests, real world names, camping areas or any other personal information.



## **Appendix F: DÉCOR AND SPACEKEEPING**

### **SUPPLIES:**

- Staple guns
- Thumb tacks
- Decorative fabrics
- Christmas lights
- Cloth lanterns
- 3-outlet splitter with short extension cords
- Power strips
- Extension cords
- Alter table
- Alter cloth
- Alter pieces
- Carpets and rugs
- Blankets
- Pillows
- Carpet foam – bench padding
- 2 Tables
- Supply shelf

### **FABRIC:**

Fabric drapes from ceiling center circle to top of wall and then down to benches. Fabrics should overlap significantly at ceiling circle because the ceiling widens as it goes out. This will provide full coverage with the fabric on ceiling and walls.

### **LIGHTS:**

Christmas lights (white) will hang around the top of the wall. Cloth lanterns can hang from the ceiling near the center circle on the ceiling.

### **POWER:**

There will be one primary source of power coming into the Zendo, with one outlet. This will be expanded using a large power-strip. Additional extension cords can be plugged in here, if needed, and run to necessary locations within the Zendo. All cords should be under the carpet to prevent tripping. The power-strip should be accessible but out of the way and away from potential liquid spills.

Connect three lanterns together electrically with 3-outlet six-foot extension cord- then connect that with a single longer extension cord to run to the floor power source. Check

## The Zendo Project Harm Reduction Manual



that lanterns are switched on and that the light bulbs are working before hanging is considered complete.

ZENDO PAPERWORK ORGANIZATION:

PAPERWORK:

- Blank feedback forms can be found in the large, clear file box. Each will be in its own file, labeled.
- **Finished paperwork will be given to the Shift Lead**- and they will place the forms into a smaller black file lock-box. There will be a file called: ***Current Shift Paperwork***. The Teamer Leader will file all paperwork for the current shift in that file, in case it needs to be accessed again. More specific instructions for Shift Leads – see section on Filing Paperwork.
- Both file boxes will be stored on the shelf.

FEEDBACK FORM DETAILS:

- It is essential that there be a **GUEST REPORT FORM** for every Guest. Please fill out this form before your shift ends. If your shift ends while the Guest is still present, but you need to depart, please pass the form onto a Sitter on the next shift.
- If a Guest is willing and able to fill out the **ON-SITE FEEDBACK FORM**, that is great. If not, don't force it, its okay if they don't want to or if it doesn't feel correct for you to ask.
- Please remember to give each Guest the **TAKE-HOME GUEST FEEDBACK FORM** when they leave. There will be instances when a Guest leaves and is not able or willing to take the form with them. In these instances, that fine.
- At the end of your last shift, please fill out the **VOLUNTEER FEEDBACK FORM** and file it in the file labeled: ***Volunteer Feedback Form- Final Shift***.

FILING PAPERWORK; *Shift Lead*:

At the end of the shift, the Shift Lead will go through the logged paperwork from the current shift and make sure there is completed paperwork for all Guests who used the space during that shift; they can cross-compare with the Logkeepers entry log to make sure everyone is accounted for. Then the Shift Lead will file that paperwork into the specific files for each individual feedback form, also in the black file lock-box. If a Guest stays between shift switches- make a note on the entry log and don't worry about that feedback forms for that guest. The next Shift Lead on the following shift will take care of feedback forms for remaining guests. Shift Leads can ask the Logkeeper for help with this task, if needed. The Shift Lead will keep the black file box locked for confidentiality purposes.

ZENDO CLEANLINESS:

Supplies:

- Rags

## The Zendo Project Harm Reduction Manual



- Bleach spray
- Paper towels
- Trash containers (collapsible laundry baskets)
- Trash bags

Keeping the Zendo orderly and clean provides Guests with the warm welcome to a glowing safe space. We all feel more comfortable, especially when things are chaotic, in peaceful, orderly, and clean environments. Lets all work together to keep our space feeling good!

### SPIFFING UP:

If you have extra time during a shift and see things that can be cleaned up, please go for it! We will also have do *clean up* in the last 30 minutes of a shift, for any Sitters not sitting with Guests. Shift Leads; please remind your shift volunteers when there are 30 minutes left on the shift, to ensure that the tasks listed below are addressed. Supplies will be in labeled bins. Items will be stacked on shelf. Please keep things in their rightful homes when they are not in use ☺.

### END OF SHIFT CLEAN UP (& during shift, if time allows):

- Straighten blankets and shake outside if needed. Put pillows against walls.
- Empty trash and recycling if needed, replace trash bags.
- Fill 5 gallon water dispenser
- Resupply cup stack & place near water dispenser
- Wash any dishes that have migrated into the Zendo in the camp kitchen & return them to their rightful places.
- Put away extra supplies laying around- use the shelves. Put pens and pencils back into their tray. Put clipboards in a stack. Keep art supplies together and organized.
- Make sure there are tissue boxes dispensed around the Zendo.
- We know it's not the most fun... but please check the status of our personal porta potty- We will all be forever grateful. Make sure that there is TP. Check to see that the small trashcan isn't overflowing and that things haven't gotten too out of control! Isn't it great to have our own!

### Appendix G: SUGGESTED READING

MAPS Psychedelic Harm Reduction:

[http://www.maps.org/resources/responding\\_to\\_difficult\\_psychedelic\\_experiences/](http://www.maps.org/resources/responding_to_difficult_psychedelic_experiences/)

MAPS Treatment Manual

[www.maps.org/research-archive/mdma/Manual\\_MDMAPTSD\\_30Nov11.pdf](http://www.maps.org/research-archive/mdma/Manual_MDMAPTSD_30Nov11.pdf)

Erowid Psychedelic Crisis FAQ

[http://www.erowid.org/psychoactives/faqs/psychedelic\\_crisis\\_faqs.shtml](http://www.erowid.org/psychoactives/faqs/psychedelic_crisis_faqs.shtml)

**The Zendo Project  
Harm Reduction Manual**



**THE SECRET CHIEF REVEALED**

by Myron J. Stolaroff

[maps.org/resources/responding\\_to\\_difficult\\_psychedelic\\_experiences/184](https://maps.org/resources/responding_to_difficult_psychedelic_experiences/184)

Video: How to Work with Difficult Psychedelic Experiences

<http://youtu.be/1aBjoARwlOY>

Video: Zendo Project Volunteer Training 2014

<http://youtu.be/CphDzpr8wL8>

*Psychedelic Reflections*, Ed. Lester Grinspoon & James B. Bakalar

*The Adventure of Self-Discovery*, Stanislav Grof

*LSD Psychotherapy*, Stanislav Grof

*Spiritual Emergency*, Stanislav and Christina Grof

*Green Psychology*, Ralph Metzner

*The Unfolding Self*, Ralph Metzner

*The Healing Journey*, Claudio Naranjo

*The Cosmic Serpent*, Jeremy Narby

*The Ethics of Caring*, Kylea Taylor

*Shamanism*, Roger Walsh

*The Psychedelic Explorer's Guide*, James Fadiman

*Healing with Entactogens*, Torsten Passie

*A special thanks to Annie Oak for allowing us to adopt the following parts of the Full Circle Tea House Manual for the Zendo Project Manual: Code of Ethics, self-care, compassionate listening, and accept and work with difficult experiences. Also, thanks to Linnae Ponté, Chelsea Rose, Sara Girón, Shannon Clare, Zevic Mishor, Darwin Westich, KosmiCare, and everyone whose knowledge of harm reduction contributed to this manual.*