

Guide Checklist / Daily Protocol:

Top of Day:

- Help Outsider prep -
 - List players with special cards on the whiteboard (News, In Memoriam, day before and after each of those, etc.)
 - Put admin stickies in dossiers for players with special cards
 - Make sure all dossiers and whiteboard are reset
- Do the below Top of Shift tasks:

Top of Shift:

- Enter quietly - someone might be doing a phone prompt or in an intense convo.
- Read Announcements whiteboard
- Check in with Outsider for updates or with any questions
- If active guides have time/brainspace, check in with them about the previous shift/active players
- Log into theendguide Drive
- Open Day Scripts and Card Scripts and Card Lessons Learned (cheat sheets) on your computer, or get binders
- Log into Textline
- Take a deep breath
- Mark yourself Active
- If you have free time while you wait for players to come in, read up on that day's Active players and their cards (look at binders or scroll through conversations) so you know what to expect from people when they come back

Note: You should be actively in GUIDING mode 15 minutes after your official call time.

Draw Phase:

- When you get a player, Claim them on Textline
- Greet player immediately and check their front page, sticky from previous day, and calendar to see if they have required cards
- Make sure you have correct Day script open, if applicable
- Guide them through card draw
- When Card is drawn and player is in the portal, Resolve conversation
- Check to see if there are any internal mid-prompt requirements you (or next guide) will have to respond to, and read Reflection guidelines for that card
- Move sticker of that card to calendar in journeyer's binder
- Make Draw notes on that day's page in the journeyer's dossier
- If you leave for a meal break or end of shift and have players still open, write each one an Active player sticky note and then put the binder under the windowsill
 - Date / Card Number / Card Title / Your name

- → any info that will provide specific context to their Reflection (if applicable)
- OPEN

Reflection Phase:

- If possible, Reflect with the same players you Drew for
- Claim conversation on Textline when it comes up
- If you haven't had time to familiarize yourself with the Active player, read their sticky from the previous day and know the card they're coming back from
- Reflect, remembering to refer to reflection suggestions and the language guidelines around the room. Breathe!
 - Remember, you can always ask and see if others are available to offer a second set of eyes on your conversation, especially if something is "hot" for you and you want to check assumptions.
- If a player has tech issues, offers a bid, uses hateful language, or otherwise is out of the ordinary, alert the Outsider, either to take over convo if necessary, for assistance, or at the least so they're aware what's going on and can watch convo
- When conversation is complete, Resolve it on Textline and inform the Outsider
- Make notes in dossier, including:
 - Post-quest response/word texted, if any
 - Key quotes from conversation (or the whole interaction copy/pasted if it's particularly significant
 - REMOVE FORMATTING when you copy/paste! It saves a LOT of time and energy for the Outsiders to not have to do so individually for every player.
 - Paste any images sent by player into dossier
 - Particularly juicy quotes or keywords added to second page of dossier
- *Pull Narrative line template for that card from Card Scripts and plug in Reflection-specific info on the dossier for that day*
- Write a new sticky:
 - Date / Card Number / Card Title / Your first name
 - → Draw Restrictions (location, time of day/amount of time based on a life thing, traveling, sick, etc.) - if applicable
 - Reflection "Need to know," Quotes, or NTR (nothing to report) to provide context for the next person
 - **Suggestions for front page updates (if applicable)
- Discard previous day's sticky
- When all notes are complete, give the binder to Outsider to print new pages

Meal break protocol:

- Sam (or other Outsider) will include the approximate time of your lunch break on Daily Calls
- Do not take any new conversations within five minutes of when your break is supposed to start.
- If you are mid-conversation when your break is scheduled to start, finish it if possible so that player has continuity. If absolutely necessary, you can hand it off to another guide with an explanation of where you're leaving off.
 - If your break starts a few minutes late due to wrapping a convo, you will still have an hour from whenever your break actually begins.
- Resolve or Transfer conversations as appropriate
- Mark yourself Away
- If you have players you've Reflected with but not done all your notes on, you can leave their binders at your station to finish when you come back
- If you have players you Drew for right before meal, please stay long enough to put their sticker on the calendar, write their Active sticky, and put the binder in the Active spot.
 - You can wait to put Draw notes in their digital dossier until you come back, but if they come back to Reflect while you're gone, the next guide should have the info they need to pick them back up.
- IF YOU LEAVE NOTES UNDONE, do whatever you need to to remember where you left off (i.e. write yourself a sticky for Draw doss notes on Amanda, Reflect doss notes on Sean).

When you come back from lunch:

- Re-enter quietly - someone might be doing a phone prompt or in an intense convo
- Check back in with the Outsider about what happened while you were gone
- Log back in and mark yourself Active
- If you have down time before you get more players, finish any notes on conversations that you left unfinished before lunch

End of Shift:

- Guiding ends half an hour before the end of your shift to allow time for notes.
- Resolve or Transfer all your conversations and mark yourself away
- Do not take any new conversations in the last five minutes of your guiding time (35 minutes before the official end of your shift). If a conversation lingers when you're supposed to be closing out, you can transfer it to someone else or finish it out if you don't mind creeping into your half hour. (This does NOT apply at end of night. 11:30 pm is a hard cut-off of conversations.)
- Use the final half hour to make dossier notes you didn't have time to do mid-shift, and double-check you did everything on ones you did do. (See "Reflection Phase" for specifics)

- Check in with Outsider about how your day went, including any unusual player notes, and for feedback on guiding if there is any
- Make sure you have delivered Complete player binders to the Outsider, Active player binders to their shelf, and any Guide binders you were using that aren't needed by someone else to their home
- Wash any dishes and clean up any trash you accumulated throughout your shift

End of Day:

- All End of Shift tasks, PLUS, if you have extra time, help Outsider with the following tasks as needed:
- Update binders by hole-punching and putting newly printed pages into dossiers
- Note players who are still Active at end-of-day
- Reset all binders to waiting
- Reset everyone on white board to waiting