

## IMS Retreat Support Team

Dear Teachers,

Welcome! We are the IMS Retreat Support team, and we are looking forward to supporting you and your yogis during this retreat.

### **To contact us:**

- Pick up the Red Phone. Yogis, staff, and teachers can reach us at any time this way.
- Call us directly: 978-434-6123 (Please do not give this number to yogis.)
- Tell the office staff at either center when and where you'd like to speak with us and they'll contact us.

### **Support we offer to yogis on retreat:**

- We are on call for yogi emergencies—medical and psychological—at all times. We take turns covering the Red Phone twenty-four hours a day, seven days a week.
- We provide practical support, such as accompanying a sick/injured yogi to medical appointments, urgent care centers, or emergency rooms.
- We offer attention and support to yogis to help minimize potential psychological distress. This is normally at the direction of the teachers or assistants.
- We help departing yogis with integration, especially at the Forest Refuge, but also at times for early departing Retreat Center yogis.
- We are involved in greeting and orienting yogis at both centers to establish rapport and presence.
- We do pharmacy runs up to once a day, usually in the late afternoon.
- We meet with all teaching teams and office staff, and check in regularly regarding current or potential yogi situations.
- We attend some instructional sittings and dharma talks, both to establish a familiar presence and to be in touch with the type of practice offered at any given time.

### **Helpful things to remember:**

- If you would like us to meet a particular yogi, it is best to encourage the yogi to reach out to us (via the Red Phone or a note on the bulletin board.)
- After we meet with a yogi, we will send an email update summarizing the interaction. We can discuss yogis in more depth at the daily teacher meeting.

We are happy to offer this support to you and your yogis, knowing that any distress situation requires considerable teacher time and attention, often during very full retreats. Given the nature of our on-call duties, kindly help us use our time efficiently.

Your IMS Retreat Support Team,

Liz Carlson and Matt Owen

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