



VOLUNTEER POLICY MANUAL

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Table of Contents

	Page
Welcome to STAR!	2
Lesson Volunteer Job Description	3
Junior Volunteer Job Description	4
STAR Volunteer Policies	5
a. Safety at the Facility	5
b. Attendance	5
c. Attire	5
d. Barn Chores List	5
e. Behavior	5
f. Class Cancellation	6
g. Dismissal Policy	6
h. Junior Volunteer Dismissal Policy	6
i. Injuries and Occurrences	6
j. Name Tags	7
k. Off Limits Areas	7
l. Pet Policy	7
m. Signing In/Out	7
n. Smoking	7
o. Substitutes	7
p. Visitors	8
q. Volunteer Lounge	8
Barn Policies	8
Guidelines for working with Horses	9
a. Approaching	9
b. Equipment and tacking	9
c. Grooming	10
d. Leading	10
e. Lessons	11
f. Stall	12
g. Treats and Feeding	12
h. Turn out and bring in	12
STAR Frequently Asked Questions	13
Emergency Action Plan & Procedures	14
a. Information	14
b. People Related	14
c. Horse Related	14
d. Fire	15
e. Tornado	15
f. Severe Thunderstorm – Lightning	15
Appendix I: Handout – Leader & Sidewalker	
Appendix II: Grooming Supplies	
Appendix III: Diagram of Barn	
Appendix IV: Tack Room Equipment Guide	

WELCOME TO STAR !

Shangri-La Therapeutic Academy of Riding (STAR) is a grassroots 501(c)(3) corporation with Premier Accreditation status granted by the North American Riding for the Handicapped Association (NARHA), www.narha.org. All STAR instructors are NARHA certified. Our program operates year round serving children and adults from multiple counties.

Our Mission: To foster personal achievement by providing therapeutic experiences using horse related activities for persons with disabilities and those with other special challenges.

Our Values are:

STRIDES...Safety, Trust, Respect, Integrity, Dedication, Excellence, Sensitivity

We achieve this mission and live out STAR's values by partnering with the horse to teach individuals with special needs to push themselves physically, mentally, psychologically and socially - to try new things in a controlled environment filled with dedicated, caring helpers...our *volunteers*. You, as STAR Volunteer, are an integral part of bringing these values to life and making a difference in lives.

The physical benefits clients receive from our unique program include improved balance, posture and coordination, and increased muscular development and tone. Psychological benefits are increased independence, personal motivation, self-esteem and self-control. The recreational component of STAR proves invaluable for these people who normally cannot participate in conventional sports. We strive to make our riders as independent as possible enabling them to reach their fullest potential. They not only learn to ride horses, but are also responsible for grooming and preparing their horse for riding with the assistance of our volunteers. Our clients gain self-confidence from the new skills they learn as well as from the social interaction.

To learn more about specific disabilities log onto our web site—www.rideatstar.org, click on Disability Information Resources.

LESSON VOLUNTEER JOB DESCRIPTION

(13 years and up)

RESPONSIBILITIES

Assist the STAR instructor in enabling our riders to grow in mind, body and spirit.

A STAR Volunteer must be able to:

- Understand and follow the requests of the instructor without interference
- Commit for the entire session
- Call your own substitutes if you are unable to make your assigned time
- Abide by the policies of STAR
- Provide for your own transportation
- Keep track of your service hours (if applicable) and bring form to instructor for signing

QUALIFICATIONS

All volunteers must attend volunteer training and have the ability to commit to at least 1 hour a week for the session you are serving in.

You also must:

- Possess a positive attitude and willingness to work.
- Be respectful of riders and other volunteers.
- Take care of the safety of the rider and other volunteers by following instructor's directions and from what you have learned from your training.
- Be able to walk/jog intermittently for up to 30 minutes and/or walk on uneven ground.
- Be able to lift your arm shoulder height for up to 30 minutes.
- Have adequate body size, strength and experience for the specified task.
- Sign a liability release, confidentiality forms and turn in all required paperwork.
(*those 13-18 years of age must have parent co-sign all forms*)
- Update all forms annually.
- Sign in and out to record your volunteer hours and for insurance purposes.
- Find a SUBSTITUTE if you must miss a class using the SUB list provided.**
- Let the Instructor know who will be subbing for you.
- Wear your name tag.

Highly Recommended:

- To be up to date on your tetanus shot.
- Dress weather appropriately.(*i.e. Gloves, hat, coat in winter and hat, sunscreen in summer*)

DUTIES

- Assist rider in grooming and tacking or totally preparing horse for class
- Leading horses - only those who have successfully completed the horse handling clinic
- Side walk with rider
- Assist with barn and equipment maintenance
- May involve bringing horses in/turn out, feeding
- Help with special events, shows, and/or demos

JUNIOR LESSON VOLUNTEER JOB DESCRIPTION

(10 to 12 years old)

RESPONSIBILITIES

To assist the STAR instructors and other volunteers in their jobs of enabling our riders to grow in mind, body and spirit.

A STAR volunteer must:

Commit for entire session

Provide for your own transportation: arrange to be dropped off and picked up at the scheduled times.

Abide by the policies of STAR

Keep track of your service hours (if applicable) and bring form to instructor for signing

Always wear a name tag

QUALIFICATIONS

All Junior Volunteers must attend volunteer training. Parents must attend with their Junior Volunteer to reinforce job duties and responsibilities and safety items they learn in training.

You also must:

Possess a positive attitude and willingness to work

Listen to instructor and or lesson volunteers with instructions

Have the ability to follow directions

Stay on task

Be able to work and complete assigned tasks independently

Be **willing** to do tasks as assigned

Be able to work quietly, without disrupting class

Sign a liability release, confidentiality forms and turn in all required paperwork. (Parents must be willing to co-sign forms)

Update forms on an annual basis

Have permission from the instructor before handling horses

It is highly suggested to be up to date on your tetanus shot

DUTIES

Preparing horses for lessons and/or untacking horses

Getting out/putting up tack and equipment

Cleaning stalls and watering horses

Barn chores: e.g. raking, sweeping, dusting, cleaning bathrooms, tack room and feed room or other tasks as may be assigned (Job chart is located by the blue shelves outside the tack room.)

Running errands around the facility

May include feeding or bringing horses in/ turn out

STAR VOLUNTEER POLICIES

Thank you for giving your time to volunteer at STAR. Working with people with disabilities and horses is a unique combination which often results in special bonds being formed with the riders, other volunteers, staff and of course, the horses. We have an open door policy and will be willing to listen to any input you might have.

SAFETY AT THE FACILITY

It is our top priority to provide a safe environment at STAR for all of those involved. Working with horses is a risk activity and policies have been developed to minimize the risk. Safety at STAR is everyone's responsibility we take it very seriously.

ATTENDANCE

It is very important to attend your assigned class time(s). A pre-determined number of volunteers are needed for each class time depending on the riding level of the riders. To ensure the safety of the riders, each volunteer is counted on to be there during that time. There have been instances when the entire class has not been able to ride due to volunteers not showing up and/or not having substitutes (if there are not enough volunteers for all the riders, no one rides) – it is difficult and embarrassing to explain to the riders and their parents why they cannot ride that day. **If you cannot come at your lesson time, you must find a SUB.** If you have to drop out of the session, please let the Volunteer Coordinator know so that a permanent replacement can be found. Please be prompt, if you are running late, call the barn and let the instructor know – this saves everyone a lot of anxiety.

ATTIRE

Volunteers must wear comfortable, sensible clothes. Wear boots/shoes that you can comfortably jog and work in. Do NOT wear sandals, clog type shoes, short shorts, crop tops, spaghetti strap tops, dangling jewelry, or pants that drag the ground. It is easy to lose jewelry at the barn and nearly impossible to find, so please leave anything that you value at home. Weather can change quickly so be prepared for all ranges of temperatures – keep a pair of gloves with you during late fall, winter, and early spring.

BARN CHORES LIST

If you have idle time during classes, check the barn chore list is located above the blue shelves in the grooming areas for tasks such as sweeping, dusting, tack cleaning, etc. Cleaning supplies are located in the bathroom closet in the Volunteer Lounge.

BEHAVIOR

As a representative of STAR, volunteers must display appropriate behavior at all times. This includes around the facility or at special functions. For the safety of all involved, there is to be no horseplay, running, shouting, or loud noises around the facility, especially in lesson areas. Volunteers are expected to treat riders, parents, instructors and other volunteers with respect and courtesy. Crude language, inappropriate behavior or the consumption of alcohol is not tolerated (see Dismissal Policy).

CLASS CANCELLATION

Classes are rarely cancelled. If the temperature drops below 32 degrees or exceeds 100 degrees, the instructor will call you and leave a message that class is cancelled for that day. If you are out of reach on a day when the weather is questionable, please call and check with the instructor or office. **CLASSES WILL BE HELD** when it is raining.

DISMISSAL POLICY

A volunteer may be dismissed from the program if he/she exhibits behavior that is unacceptable, creates an unsafe situation through careless behavior, shows a disregard for rules, ignores instruction from STAR staff and/or instructors, displays aggressive or inappropriate behavior toward people or animals, refuses to follow directions or complete assigned tasks, is smoking, drinking, rough-housing, and is unable to get along with others. **We reserve the right to conduct background checks on all personnel.**

Should correction be necessary, the volunteer will first receive a warning and may at that time be assigned to a different task. If another infraction occurs, the volunteer will be asked to resign and his/her name will be removed from all STAR volunteer lists. If the infraction is of a serious nature, the volunteer will be dismissed immediately and will be reported to the appropriate authorities.

JUNIOR VOLUNTEER DISMISSAL POLICY

A Junior Volunteer may be dismissed from the program if he/she exhibits behavior that is unacceptable. This includes but is not limited to rough housing, foul language, bullying others, not completing assigned tasks, socializing rather than helping and interacting with horses without permission. If a Junior Volunteer is found behaving inappropriately by a supervising volunteer, instructor, or staff member, then the following procedures will be taken:

1. The Junior Volunteer will be given a verbal warning by the Supervising Instructor on the day of the incident.
2. If a second warning is necessary on that day or subsequent days, the Supervising Instructor or staff member will then make a phone call to the parent of the Junior Volunteer in an attempt to solve the problem and it will be suggested to the parent that the child review the volunteer policy manual.*
3. If a third warning is necessary then the Junior Volunteer will be put on probation for the remainder of the session and not be allowed to return until the following session at the discretion of the Volunteer Coordinator.
4. After a Junior Volunteer has been put on probation for one session, if another incident occurs then the Junior Volunteer will be asked not to return to the program and his/her name will be removed from all STAR volunteer lists.

* Instructors that give a second warning will call the parent to report the incident AND fill out a Junior Volunteer Incident Report that will be filed with the Volunteer Coordinator kept for STAR records.

INJURIES AND OCCURRENCES

Please inform the instructor or a staff member of any injuries or occurrences (human or horse) no matter how small. Some examples include being nipped by a horse, a rider displaying rough behavior, and behavioral issues with horse or rider. Your communication will help us address

these issues. The instructor will determine if a report needs to be filed. Please be discreet in your method of reporting so as not to alarm the riders or others.

NAME TAGS

Volunteers are to wear their nametags at all times and in a spot that is clearly visible (ex. Not at the bottom of your shirt.) This helps the instructors, riders, parents and other volunteers learn your name.

OFF LIMITS AREAS

The storeroom above the tack room, the equipment building, the mounting ramps and upstairs in the Administration Building are off limits areas unless otherwise instructed by a staff person. The Gator is to be driven by licensed drivers only and both Gator and golf carts can only be used with permission of a staff person.

PARKING

Parking for the volunteers is located in the main parking lot next to the Education Building. Please do not park in the designated handicapped spots unless you have a permit. The speed limit on the main driveway is 20 miles per hour. Driving around the buildings is prohibited.

PET POLICY

Due to legal liabilities, **no dogs or pets are allowed** at the STAR facility or STAR events. For the safety of your pet, please do not bring them and leave them in your vehicle.

SIGNING IN/OUT

All volunteers are to sign in and out each time they volunteer with STAR. The sign in sheet is on the shelf directly across from the rider waiting area. This sheet is for insurance purposes and in case of an emergency to ensure that all persons are accounted for. Volunteers can also keep track of their volunteer service hours on these sheets.

White Sheet: All volunteers including junior volunteers during lesson times.

Orange Sheet: Volunteers helping with barn work, feeding, maintenance or special events during non-lesson times.

SMOKING

STAR is a smoke free facility, therefore is not allowed **anywhere** in or near the buildings. If you must smoke, please do so in the privacy of your vehicle being sure to leave no litter.

SUBSTITUTES

Lesson volunteers are required to find a substitute (from the list of trained volunteers found by the sign in sheets and available at your first lesson of each session) if you are going to miss your assigned class(es). Junior lesson volunteers generally do not have to get a sub – check with the instructor. **Please find a substitute as soon as you know you are going to be out.** The best people to try are those either before or after your assigned time(s). Also, let the instructor know which volunteer is filling in for you just in case we have to cancel lessons. Be sure to note the training level of the volunteer you are asking to sub for you. If you need a horse leader, please find another horse leader. Also, please do not call a Junior Volunteer to sub for you if you are a regular lesson volunteer, they will not be able to perform your duties. If you have agreed to substitute for someone, please show up! The instructor and riders need you. If an illness or

emergency comes up at the last minute and you cannot get a sub, please call the barn and let the instructor know.

VISITORS

While we encourage people to come out to see the program, **friends of volunteers cannot participate in classes or help out with barn chores until** they have been authorized to do so by the Volunteer Coordinator and **have all forms completed and on file**. This is for their safety and protection as well as STAR's. Visitors are welcome to observe from the rider waiting area. Encourage them to come to a volunteer training session offered four (4) times annually.

VOLUNTEER LOUNGE

The volunteer lounge with a bathroom is located behind the tack room for your convenience. Because it has air conditioning and heat we must keep the door closed at all times. Please feel free to store your keys, water bottles, jackets, or any personal items there while you are working. Be sure to clean up after yourself! Cleaning supplies are located in the bathroom closet. Cats are not allowed in the lounge.

BARN POLICIES

GATES

Please leave gates as you find them. If you are ever in doubt if a gate should be opened or closed – close it.

MANURE PIT

Please be careful around the manure pit when emptying the wheelbarrow due to the depth of the pit. Be sure to clip the chains back after you are through.

SHAVINGS and STALL CLEANING

The stalls are fully matted to provide a soft floor for the horse to lie on and make cleaning easier and reduce the amount of shavings used. There is no need for shavings around the water and feed buckets, directly in front of the stall door or along the stall edges. When cleaning the stall, scrape out all the soaked wet shavings as well as the manure piles. Gently shake the fork to sift dry shavings from the manure. Rake up any shavings that fall into the aisles back into the stalls. When cleaning stalls after turnout, rake the shavings away from stall walls and out from under buckets. Do not cover the wet areas of the mat with dry shavings.

When cleaning stalls with a **horse in it**, you must:

- Have two people, one to hold the horse with a halter on and one to clean the stall. The horse can be held right outside the stall – do not walk the horse around.
- **or**
- Move the horse using a halter and lead to an empty stall and clean the dirty stall.
- **or**
- Halter the horse and tie it in the barn hall on existing ties or a quick release knot only.
- **Never tie the horse to the stall bars or door.**
- **Never put a wheel barrow in front of the stall door without have someone hold the horse.**

TOOLS & EQUIPMENT

Be sure to return manure forks, wheelbarrows, hoses, brooms, etc. to their proper places when you are through with them. Nothing should be left in the barn hallways.

WATER BUCKETS

Empty water buckets directly into the drain to prevent puddles in the barn hall. When using the water system, check to see that the bucket is in the proper place and that the hose is in the bucket before turning on the water. Fill buckets only 2/3 full to make emptying them easier. Bucket scrubbers with handles are located at most water spigots. Monitor the bucket when you are filling it to prevent overflowing.

GUIDELINES FOR WORKING WITH HORSES

Horses and ponies are wonderful creatures, but they are living, breathing animals and do not act the same at all times. They are creatures of habit and must be worked with in a consistent manner. To keep the STAR environment safe, everyone handling horses must follow these guidelines.

APPROACHING

When approaching a horse, speak in a low voice and walk slowly toward the shoulder. Never approach from directly behind as they may not see you and startle. Carry the halter and lead rope over your shoulder instead of in your hand. Stand on the horse's left side, place the lead rope over the neck (do not allow it to lay on the ground) and then put the halter on using the buckle not the snap.

Prevention is the best way to avoid accidents. Be aware of your environment and the horse's attitude. If the animal seems unusually distressed, irritated or sensitive, notify the instructor or a staff person.

EQUIPMENT & TACKING

Halters are to fit fairly loosely and each has been sized for the horse that wears it. Be sure you have the correct halter for classes. **Do not** tuck the tab in after buckling the halter for safety reasons.

When pulling tack, set the pads and girth on top of the saddle in the opposite order that it goes on the horse. Stack the pads neatly on the saddle.

Always set the stirrups before taking the saddle out of the tack room. Double check saddles already out to make sure they are set correctly. Not setting the stirrups before the rider mounts takes up unnecessary time at the mounting ramp.

Stirrups on all English saddles are to be run up whenever the rider is not in the saddle.

Western girths are to remain attached on the off (right) side of the saddles. The loose end of the girth can be buckled up or tied to the same side (right) to keep it from dragging. The stirrups on Western saddles do not run up (be careful when setting it on the horse) and are not to be removed.

Girthing a horse too quickly/harshly will cause them to try to avoid this activity (for just reason). They may end up trying to bite. ALWAYS girth slowly, just a hole at a time to allow them to adjust. It is not necessary to pull and tug on these animals. Walk the horse down the hall and then tighten the girth **before** going to the mounting block.

Do not attempt to bridle a horse if you do not have experience doing so. The bit should NEVER touch the teeth.

Use the rope halters over bridles unless told otherwise by the instructor.

Wipe bits off with a rag after use. Keep bridles in the heated tack room until needed during cold weather.

Return all tack to its proper place so it can be found the next day. Be sure to check the markings to see if the reins are horse or pony. (Green tape indicates pony. Red tape indicates extra long.)

GROOMING

When grooming, be very gentle around the horses' flanks (area where hind leg joins body). Some horses can be a bit ticklish in that spot.

Make sure the horse is standing square before attempting to pick up their hoof. You may need to walk them forward or back one step to achieve this. Keep the hoof pick in your hand next to the horse and pick up the foot with the **other** hand. This will enable you to gently lean into them to distribute their weight onto the other three feet. Stretch the hind leg straight back and place on your bent leg for stability and safety. Always pick away from yourself.

During fly season, fly wipe the horse **before** brushing the mane and tail and picking the hooves. The volunteer should apply the fly wipe, not the rider. Do not spray the face, but use the sponge (detached from the bottle) to gently apply the wipe around the eyes and in the ears. Do not apply to the muzzle or nostrils.

If you need a horse to move over, apply little pokes on the horse's side (barrel) and say "over." **Never shove or lean against a horse to make them move over.** Even the little ponies greatly outweigh a human and should never be moved in this manner. All this does is teach them to push back and resist moving over when asked properly.

LEADING

Never wrap a lead or reins around your hand, wrist, neck or body. Hold the lead 6-10" from snap in right hand leaving a droop between you and the horse. Fold the end of the rope in a figure 8 and hold in left hand. Keep both hands on the lead. When leading a horse by the reins, hold both reins in the right hand 6-8" below the bit and hold the excess rein in the left.

Do not let lead or reins drag on the ground because the horse may trip, break the equipment or escape. This also gets the tack dirty.

Ask the horse to walk with you by saying "walk" as you lean forward to take your first step. If they don't start, try it again. Do not turn and look at them or they will stop. They should walk next to you with your body between their nose and shoulder. Never walk in front of a horse,

they do not appreciate being pulled. If they are refusing to walk, pull them sharply to the left or right to get them to move one leg, and then proceed forward.

Always use a lead rope to lead the horse with a halter or bit lead. Never lead from the halter alone because the horse could pull away, you could lose control or you could injure your shoulder. Do not lead horses with crossties, they are to remain attached to the wall/post.

NEVER LEAD HORSES IN FRONT OF THE RIDER WAITING AREA. If you need to take a horse to the other grooming area, lead them around the volunteer lounge side.

Be careful when leading horses in front of other horses in the grooming area. Sometimes horses tied in the grooming area will try to reach out and nip passing horses.

If the horse is being nippy while you are leading, step further back by its shoulder and keep your hand away from the muzzle to eliminate its target.

Avoid loud, rough discipline of the horse when riders are present, it may frighten the rider or the horse. Some riders may mimic you and try to punish the horse themselves. Tell the instructor about behavior so that it can be addressed through the proper channels.

If a horse steps on your toe, count to five while pushing your weight into his shoulder. He should step off. A horse does not step on toes purposely so there is no need to yell, hit or otherwise scare the rider or horse.

Keep at least one horse length between your horse and the horse in front of you. **Do not lead a horse closely behind another horse at any time**, particularly at the mounting block. There is always the potential for a kick.

Do not allow the horses to sniff noses at any time! They can be very aggressive toward each other.

Do not play with or rub on horses' noses. This is VERY irritating to them and will cause them to nip. Keep your hands away from their mouths – especially when leading.

Watch the horses' basic attitude when you get them from the stall. Sometimes they might be having a grumpy day (mares especially) and we might need to address that.

LESSONS (Please read the Leader & Sidewalker handout.)

For the safety of the riders, only people with horse experience and who have successfully completed the Horse Handling Clinic or were recommended by the instructor may lead a horse during a class.

Do not hold the horse by the halter or too tightly when a rider is mounting. Watch the horse closely and make sure they don't drop their head, turn it around or take a step.

Stand in front of the horse during mounting, dismounting and when the rider is stopped for a period of time (ex. during exercises). For horses that tend to bump with their nose, stand slightly

off to one side. When approaching the block for mounting, pivot in front of the horse at the end of the barn door and as you walk backward bring them on slowly and flush with the block.

Keep talking to a minimum as riders can be easily distracted and instructors cannot be heard. The horse leader should not talk to the rider if there are sidewalkers present. The leader's focus needs to be on the horse. Stop when the stirrup reaches where the instructor is standing.

If you do not feel comfortable leading a particular horse, tell the instructor when assignments are made.

STALL

When getting a horse from the stall, go inside with the animal to halter him closing the door behind you. Make sure the stall door is open fully when removing or returning a horse to its stall so they don't scrape themselves.

When returning the horse to the stall, allow the horse to go in and turn to face the door which is slid shut with you inside. Remove the halter and lead. Leave by opening the door only wide enough for you to fit, then close and latch. **Hang the buckled halter back on the holder by the stall with the nose band facing out and the lead rope off the floor.**

TREATS & FEEDING

Never feed from the hand as it encourages nipping. Treats such as carrots and apples can be cut up and placed in the feed buckets.

When feeding hay, be sure all bale strings are thrown away and not left in the stall or field. If a horse ingests a string, it could cause them to colic which can be deadly. Place hay in the stall along a clean edge away from the water bucket. A "flake" of hay is approximately 4" wide and doesn't need to be fluffed or spread.

TURN OUT/BRING IN

Read the turn out board to see where each horse goes.

Be sure to fill out the Volunteer/Staff Feed Room Log Sheet hanging on the feed room door.

Horses should be turned out starting with those closest to the door. All horses must be led with a halter and lead rope to the gate at a walk. Close the gate behind you and turn the horse to face the gate before releasing them.

No horse is to be turned out in the field with a halter on. Return all halters to the hook by the appropriate stall, buckled back, hanging up straight with noseband facing out.

Never take feed or treats into the field with the herd of horses!

When bringing horses in, always bring in the horse that is closest to the gate first. Do not lead a horse through a group of horses, especially at the gate. Always open the gate inward versus outward. Keep an eye on the loose horses and never turn your back to the herd while you are inside the gate. The horses have their own pecking order and you do not want to bring a lower ranked horse by higher ranked loose horses. Always lead horses in with a halter and lead rope. Have horses walk to their stalls.

STAR FREQUENTLY ASKED QUESTIONS (FAQs)

Do STAR Volunteers ride the horses?

No and Yes. STAR therapy horses work seven (7) days a week and are schooled to behaviors that are appropriate for disabled riders and others with special challenges. There are volunteers who assist the Equine Manager with schooling after passing a riding proficiency test.

How many volunteers does it take to do lessons at STAR?

It takes more than two hundred (200) volunteers most sessions to help instructors to provide a safe and educational lesson for riders using our therapeutic horses. We greatly value you!

How can I be an effective volunteer at STAR?

Attend as many trainings as you can. We offer other trainings during the year, such as Horse Handling, Barn Helper, and information on disabilities

I had a friend spend the night. Can she come and volunteer with me?

No, because all of our volunteers must go through a volunteer training and have signed volunteer paperwork on file with the Volunteer Coordinator. Guests can sit in the rider waiting area and observe. Encourage them to come to the next training.

It is raining – do we still have classes?

Yes, we do not cancel classes due to rain.

Can I eat and drink at the facility?

We discourage eating during the class time that you are volunteering. You can keep your food and drink in the volunteer lounge for in between classes if you are not needed immediately. We do encourage you to drink water between classes, especially in the summer. You may not bring food or drink into the arena.

My address/phone number/e-mail has changed. Who do I need to inform?

Always give the Volunteer Coordinator any updates. If you have a new address, you will need to refill out some of your forms.

I saw another volunteer doing something that was not safe. Who do I need to tell?

Always inform the instructor in charge during that time if you see anything that is questionable or unsafe.

I am going not going to be there for class, how do I get a sub?

Make sure on the first day of class that you pick up a sub list – you never know when you will need it. If you know well in advance, the best thing to do is to look at the schedule posted in the barn and see who volunteers either before or after your class and see if they can fill in for you. Remember that someone currently in the class you work in cannot sub for you. If you need a sub at the last minute, try to find a sub. You can also call the instructor and see if any riders are going to be out. Always let the instructor or Volunteer Coordinator know who is subbing for you.

EMERGENCY ACTION PLAN & PROCEDURES

INFORMATION

Telephones are located in the front entrance of the Education Building, in the barn above the nametags (near volunteer sign-in), by the volunteer lounge, by the feed room, in the equipment shed and in the office. Emergency numbers and directions to the facility are located by each phone. Take messages, if the instructor is in the arena.

PEOPLE RELATED

Human first aid supplies are in the marked drawer of the credenza where the volunteer sign-in is located.

All injuries, especially those needing first aid treatment, need to be reported to the instructor or staff person. Completed Emergency Medical Treatment Release forms for both volunteers and riders are in the office.

If an accident such as a fall, seizure, etc. happens while the students are mounted, all riding STOPS until the instructor gives further notice. If such an emergency arises during lessons, volunteers may explain the situation quietly and reassure the other students.

Volunteers (leaders/sidewalkers) are to stay with their own student and/or horse. Leader will stand in the halt position or remove the animal if necessary.

NO ONE, (including parents), is permitted in the arena if an accident occurs. Only those summoned by the instructor may enter.

If a rider has a seizure while mounted, stop the horse. Many seizures are very mild and will not negatively affect the rider once it is over. If it is a grand mal type (major shaking, losing consciousness) support the rider on the horse with an over the thigh hold until the instructor can dismount the rider or assist you in dismounting them. Place the rider on their side on the ground away from the horse or any obstacles. All other horses will remain stopped until given directions by the instructor.

The type of accident or result of any mishap will determine whether the instructor dismisses or resumes class.

HORSE RELATED

Horse first aid items are located in the wash rack area. Use only when directed by the instructor or Equine Manager.

When removing a horse from an accident scene, back the horse away from the accident. Do not lead the horse forward or turn the horse sideways to leave. The horse could become nervous, bolt forward, jump or kick, causing further injury.

If a horse bolts during a lesson, **KEEP HOLD OF THE LEAD ROPE!** Try to settle the horse with pats and calm voice. **If a horse pulls back, move with the horse – not against.** Avoid turning the horse in a tight pivot as you may unseat the rider. All other horses are to stop. Sidewalkers should grab the front of the saddle in an over-the-thigh hold to secure the rider. This positions you in the safest place to move with the horse and the rider. Try to determine what caused the problem so it can be avoided if possible.

If there is a horse emergency while it is being ridden, it may be necessary to pull the rider off. If the instructor cannot get over to dismount the rider, they will tell you to do an emergency dismount, make sure the rider's feet are clear of the stirrups, put your arm around their waist and pull them to your hip.

FIRE

****Call 911 as soon as fire is detected. Directions to the facility are by each phone. There are heat detectors in the barn. A sprinkler system and alarm pulls are in the Education Building.**

1. If students are in the arena: Dismount students immediately and escort them to the parking lot/parent. If students are in the grooming/mounting area: Volunteers escort students to the parking area for the parents to pick up before moving horses. Exit by mounting area or through waiting area, whichever is safest. Dismount all riders who are already mounted. If the fire is in the Administrative/Education Building: all activities will stop immediately and riders will dismount (if mounted) and escorted to their parents.
2. Remove reins and lead ropes and release horses into A or C1 fields – make sure paddock gate is open to larger field. Saddles/surcingles may be left on. Secure gates.
3. Volunteers and instructor may remove horses from the barn **if the stall area is not on fire.**
4. Remove horse from stall closest to fire first. Some horses may refuse to leave their stall-leave their door open and go to the next horse. Leave halters on all the horses.

PARENTS & RIDERS NEED TO LEAVE THE FACILITY IMMEDIATELY TO MAKE ROOM FOR EMERGENCY EQUIPMENT AND VEHICLES

ALL VOLUNTEERS ARE TO MEET IN THE ARENA FOR A HEAD COUNT. DO NOT LEAVE THE FACILITY UNTIL TOLD TO DO SO.

**FIRE EXTINGUISHERS AND WATER HOSES ARE LOCATED THROUGHOUT THE FACILITY.
(Fire extinguishers are to be used in a sweeping motion along the base of the fire.)**

TORNADO

If a tornado is sighted:

1. Dismount riders and go to ***Designated tornado areas.**
2. If horses are in the arena, release horses to closest field removing lead ropes and reins but leaving halters and tack on. Close the gate.
3. Have everyone go to a **designated tornado area.**

*****Parents – take immediate cover, the staff will get the riders to a safe place.**

***Designated tornado areas – get to the cover that is closest to you immediately.**

- ◆ Storage Room A by rider waiting area
- ◆ Volunteer lounge, bathroom, or tack room
- ◆ Manure pit or culvert near the pit
- ◆ Bathrooms in Education Building
- ◆ Storage room at the back of the Great Room in the Education Building

If there is a tornado warning in the immediate area:

1. Dismount riders and have volunteers escort them to parents.
2. Release all horses to C1 or A fields leaving halters on and close gate.
3. Have riders, parents, volunteers, and instructors take cover.

SEVERE THUNDERSTORM – LIGHTNING

1. Dismount riders and escort them to the parents/care providers.
2. Put horses in their stalls.
3. Close barn doors.
4. Have everyone go to the volunteer lounge, tack room or Education Building.