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www.risingstarrhorsescue.org

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The Mission of Rising Starr Horse Rescue is to save horses and ponies from cruelty or slaughter. Our goal is multifaceted: we provide care and retraining to our rescued equine friends; we educate the public to understand the cruelty of the horse slaughter industry . While we cannot not save every horse we WILL decrease the number of unwanted horses in the United States. RSHR will bring to each rescued horse to optimum health through rehabilitation or do what is best for each individual horse. Rehabilitated horses will be re-homed to carefully screened new homes. RSHR is a rescue organization and not a sanctuary. Every horse deserves a fighting chance. RSHR simply can't do it without you, the volunteer. A volunteer can be a horses most valuable asset.

Our volunteers play a role in numerous activities at the barn, These activities include chores and maintenance required to keep the barn safe and welcoming, working with the horses to restore trust and improve their training, helping with awareness events and performing administrative duties. RSHR has a need for both younger and older volunteers. All you need to have is a will to want to help and love a horse.

Please take some time to read through this packet. It is intended to help you get the most from your volunteering experience. You will find information about our organization, the roles and responsibilities of our volunteers, and policies and procedures intended to keep you and the horses safe. You will also learn about our training methods and you will find a study guide for assessments. I hope that you find the Iwork you do for the horses fulfilling and that your overall volunteer experience with us is rewarding and positive. We hope you learn the reality and responsibility of horse ownership.



About RSHR

Volunteers like you are the heart and stars of what we do here at Rising Starr Horse Rescue (RSHR). Our dedicated volunteers spend time with the horses developing trust with them, grooming them, mucking stalls and/or fields, filling and cleaning water buckets, sweeping, working in the office, doing odd jobs around the property, building things, fixing fences, and much, much more. Volunteering with us can be hard work, but it is rewarding as well. Please read through our volunteer packet, and if it sounds like a good fit for you, submit the Volunteer Application to RSHR.

Since 2015, we have taken steps to save horses from the slaughter industry. We care for their physical and mental health issues, provide training for them, and then focus on finding them forever homes.

About this Handbook



This Handbook is designed to introduce you to RSHR and to provide a basic overview of the policies and procedures that provide volunteer staff with guidance and direction.

We identify the expectations with regard to the work environment, necessary job training, supervision, evaluation, and recognition. In return, we expect you to honor your commitment to Rising Starr Horse Rescue, respect others at the barn (clients of Moonlight Farm and Fox Hill Farm, visitors, staff members, and volunteers), and perform your assigned duties to the best of your abilities.

RSHR is a new organization as it grows and changes there may be a need to modify the policies, practices and other information described in this Handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your Handbook current and to be informed about policies and changes that affect you.

If you have questions or need clarifications of any information contained in this handbook, please contact the Volunteer Program Manager.



Volunteering Basics

We want to work with you to make sure you have a safe and rewarding experience with Rising Starr Horse Rescue. We offer different opportunities for volunteering depending on your goals and abilities. There is always plenty of work!

Getting Started

- Fill out and send in a Volunteer Application _____
(www.Risingstarrhorserescue.org).
- Attend a New Volunteer Orientation which will include a tour of our facility. Scheduled orientation meetings are posted on WWW.Risingstarrhorserescue.org.
- Agree on a mutually acceptable time for training activities. You will need to coordinate times where a supervisor can be present until you are trained. Email is sent regularly to all volunteers.

All volunteers start with barn chores appropriate for your physical abilities. Expect to spend time each visit helping keep the barn clean, unless you sign up for administration duties.

After your initial training and completion of our [volunteer assessment program](#), schedule your regular hours and tasks with the Volunteer Program Manager.



What to Wear / Bring When You Come to the Barn

This is the Northeast – which means you'll want to wear layers. The weather in this area can be unpredictable. The temperature can change quickly depending on the season, and the temperature in the barn can be warmer or cooler than outside.

Dress comfortably for the type of activities you will be doing. Oh, and you will get dirty!

- Closed-toe shoes, preferably boots with low heels, No open toe/back sandals, crocs or flip flops; it can get muddy during winter, so waterproof boots are best for winter months.
- Weather-appropriate layers; minimize loose clothing that could get caught during activities. Tie long hair back.
- Water and snacks appropriate for how long you will stay. There is a refrigerator, full bathroom and microwave.
- Work or riding gloves appropriate for the activity and weather.
- Prepare for the weather as appropriate: Sunscreen, hats, rain jackets, mosquito repellent, etc.



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Time Commitment, Attendance & Absences

As a volunteer staff member, we depend on you to complete your scheduled shifts. We ask for a minimum commitment of one day/time frame per week for at least three months. A volunteer session is typically 2-3 hours per visit. Your volunteer program manager will help you coordinate available times for joining us at the Barn.

We will need to have consistent schedules to avoid having too many or too few people at the barn at one time.

There are three different levels of volunteers:

Head of the Herd/Black(HOH):

HOH must be able to handle all horses, mentor volunteers and complete the Forever Foundation training.

Yearling/White:

Yearling can lead horses and groom, still needs guidance from the HOH but can work independently.

Foal/ Red:

Foal's needs to be with the Head of the Herd all the time.

In addition to your regularly scheduled hours, volunteers can participate in the following events:

- **Volunteer Meetings:** Intended to provide opportunities for learning, to ensure volunteers have the latest information about policies and procedures, and to provide an opportunity to discuss improvements and changes to the volunteering program. Meetings will typically last 1-3 hours.
- **Volunteer Assessment/ Program Clinics.** Any volunteers interested in learning new skills, working with horses, practicing skills with new horses can attend these supervised group clinics to earn approval to perform new activities with horses. The emphasis will usually be on groundwork, specifically areas where the rescue horses need attention. We work with the Forever Foundation and The Carter Ranch. We have a on line and hands on training. RSHR gives a free hands on training course every week.

Project Day Parties: Scheduled throughout the year to get together as a group for a focused effort to make improvements to the facilities and property. Work parties are typically from 10 am to 3 pm, with lunch provided.

- Plan to attend at least 1 work party per 3-month commitment (4 times a year).
- This is a great time to invite family and friends to the barn.

General schedule is posted on our website

Absences. We do understand that from time to time certain situations may arise that prevent you from coming to the barn. Please alert the Volunteer Program Manager of any scheduled absences as far in advance as possible so that an appropriate substitute can be found. In the event of an unscheduled absence (illness, emergency, etc.), please let the Volunteer Program Manager know as soon as possible. If absenteeism becomes excessive, your volunteer relationship with RSHR will be reevaluated.



Setting Expectations about Riding

Generally speaking, RSHR does not offer general riding opportunities with rescue horses. Most of our horses are not yet fully trained, and many of them have physical or emotional scars from their neglect. Our first concern as volunteers at RSHR is to help ensure that the horses are safe, comfortable, and cared for.

Therefore riding may not be part of your volunteer experience. Some horses are not rideable due to their medical and training circumstances. Due to the amount of work needed to support the horses, most of our volunteer time is focused on barn chores, grooming, fundraising and groundwork.

Depending on your skills and volunteering goals, your trainers can work with you so you can participate in the rehabilitation of the horses. Spending time with horses and grooming them is a great way to help them learn to trust people. We often have horses that need exercise and some require riding to complete their training. If you are interested, as your skills grow and approve, you may be able to participate in these activities.



Who Can Volunteer?

Anyone!

Volunteers under 13 must be accompanied by a parent/guardian. Volunteers need to have reliable transportation. Volunteers under 18 require two adult parents/guardians to sign the Volunteer Application and hold harmless form .

Volunteer hours for school, work, or community service can be completed with RSHR with a minimum 3-month commitment.



Although we need lots of help, we ask that you do not drop in randomly at the barn to help with whatever needs to be done, especially if you still require supervision at the barn. Drop-in volunteering can interfere with other activities going on and, unfortunately can be more of a disruption than a benefit. If you would like additional shifts, work with the Volunteer Program Manager to identify options.

We also request that volunteers do not bring friends or family along on your scheduled shifts. If you have friends or family interested in volunteering, we can schedule a visit to the barn or they can attend any of the scheduled work parties where they can come for a day to help.

We have various options for volunteering that are not physically challenging, but if you want to work with horses, you must be safe around the horses.

Many activities related to caring for the horses requires that you be able to lift 50 pounds or more. You need to be able to be on your feet for long periods and maneuver over uneven and sometimes muddy ground. Barn chores will often require you to be able to push a loaded wheelbarrow, carry full water buckets, etc. It is the volunteers or the legal guardians responsibility to let the volunteer program manager know if you are not able to preform a task.



More Options for Helping Horses

Many of our volunteers ask about additional ways to help the rescue horses. If you have friends, family, or colleagues who ask how they can help, we have a number of initiatives to which anyone can contribute . If you know of other opportunities to raise funds, please contact :

Kelly Stackpole at risingstarr100@gmail.com or 203 257 8345 with information.

Helping Raise Money

To raise the funds needed to keep RSHR in operation, we rely on the generosity of our community. The RSHR website makes it easy to submit donations of any denomination – and every little bit helps! In addition, we coordinate fundraising and outreach activities such as Dine Out Nights, auctions, and selling calendars, tee shirts, glasses, magnets and the Annual Starry Night Gala.

We also will bring our spokes pony Pixi Stick to events, offices, schools for educational purposes and team building.

Information will be available on the website under [Events](#).

Adopting a Rescue Horse

If you fall in love and can support a horse, volunteers can apply to adopt a horse,. Adoption applications and agreements are on our website. The adoption process does require you to demonstrate the ability to care for the horse per the RSHR policies and procedures. If you would like more information, contact Kelly Stackpole.

Sponsoring a Horse

RSHR has a sponsorship program enabling individuals to contribute a monthly donation to help with the cost of caring for a specific horse. If you find there is a special horse, please consider sponsoring it to play a significant part in that horse's rehabilitation and training.

The great thing is that you don't have to make a huge monthly contribution to help. Even a small contribution can make a difference for that horse who needs help!

Working at the Barn

Please arrive early enough to be prepared and ready to go at your scheduled start time. You can park along the driveway, but please make sure your vehicle does not block traffic for horses or cars/trailers. Do not park in front of gates or throughways.

Check in/out at the barn and sign in. It's easiest if you enter your name and start/end time in the Volunteer Hours Log when arrive at the barn you leave the barn. We also encourage you to sign up at the EQUUS Foundation website to log hours that can be used for scholarships.

Find Work to Do. There are endless chores to do at the barn and plenty of work for everyone! There are big whiteboards in the Tack Room. On the right side of the board is a list of Chores with a date indicating when each was last done.

Pay Attention to Posted Notes on Horses' Stalls. If you see a note indicating a horse is sick, *take special care to avoid spreading disease*. Often new horses to the barn are kept in quarantine to avoid the potential spread of disease, even if they do not show signs of sickness. In general, do not touch sick or quarantined horses. If you must touch a horse with a cold or other illness as part of your volunteering activities, it is important to always wash your hands thoroughly between horses to avoid spreading sickness.



Do not allow sick horses to interact with others. It is also a good idea to clean any grooming or other equipment after working with a sick or potentially contagious horse.



You will find the **Horse Activity Log** in the *Volunteers* binder in the Moon Cottage. When filling out the forms, enter enough info to help us track the item easily.

Reporting Issues

If you notice a problem with a horse, the barn or the property, please alert the staff of issues to be addressed. Examples: a horse seems to have an injury, a light is out, a fence post has fallen over, a stall or turn out has issues, etc.

Note: If it is urgent, please respond according to the urgency. If a horse's life is in danger, there are emergency contact numbers on the whiteboard, including vets. If a person's life is in danger, call 911 immediately. Then contact your supervisor or other staff listed on the whiteboard. Always contact Kelly Stackpole after calling 911(if needed) and before calling the vet.

Work Items. When you see other work that needs to be done, tell your manager.



Expect that in your first three months you primarily will be performing barn chores and helping with other activities that may not involve working directly with horses. You will be trained to perform a variety of barn duties. You will be given opportunities through our volunteer assessment programs to be introduced to working with horses and have your skills assessed as you progress.

On volunteer days, we also strive to leave the barn cleaner than we found it. Please put away all equipment and tack back in its rightful location, sweep the grooming areas, pick up any poop. Clean the lounge/bathrooms if necessary .

A sample of activities typically performed by volunteers include:

- Barn chores
 - Sweeping the Barn, removing cobwebs
 - Mucking/raking the arenas/turnouts, emptying mucking buckets
 - Feeding, measuring feed, supplements, medications
 - Filling/cleaning water buckets in stalls and turnouts, removing ice in winter
 - Manual labor chores
- Working with horses
 - Grooming and loving
 - Basic manners (leading, desensitizing, boundaries)
 - Intermediate and advanced groundwork
 - Riding
 - Trailering/hauling
- Maintenance/Construction
 - Maintenance, repair of stables, fences
 - Landscaping, gardening, mowing
 - Painting
 - Hauling rock, leveling turnouts, raking
- Scheduled project parties
- Behind the scenes
 - Office work, administrative help, computer work, filing
 - Planning, coordinating, working at fundraising



Working with Horses

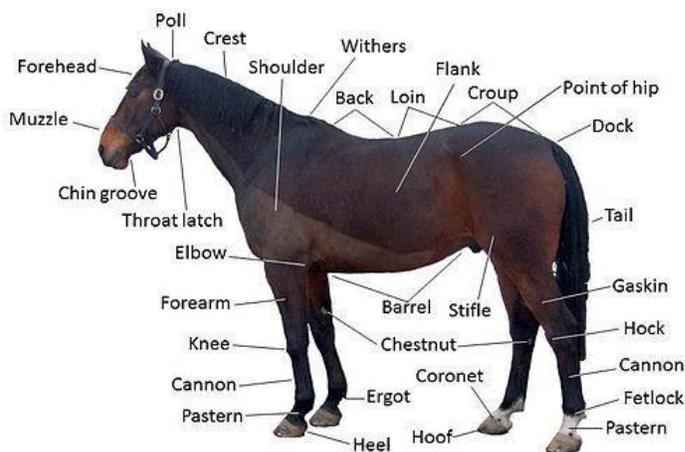
As you progress through your training as a volunteer, you will be able to work more directly with horses. Rescue horses are at various levels of rehabilitation and training, the Volunteer Assessment Program will help you know which horses are safe for you to work with.

Horses are animals of prey, (meaning they are not the predators), and their instincts are honed to help them escape predators and perilous situations.

The natural approach is to understand that the key to a successful partnership with a horse is mental, not physical. Physical pressure will only result in more resistance which ultimately leads to resentment and defiance. Rather than using rigid rules or force, the natural horsemanship approach focuses on seeking to understand each individual horse and what works for him or her.

When working with horses in a rescue environment, it is important to be able to think like a horse and understand how they view the world. Many rescue horses have been abused and have lost trust in humans. They have learned that interactions with humans can lead to harm. Prey animals have a long memory to help them stay away from things that are threatening to them.

Horse Anatomy



Credit: [Wikipedia](https://en.wikipedia.org/wiki/Horse)



Grooming

Your first activities with horses will most likely involve grooming which provides a great opportunity to spend time getting to know the horse and helping the horse get comfortable with being touched all over, especially the ears and face. It is also a time to check the horse for injuries, weird bumps, or other issues. If you notice a problem with a horse, report to the supervisor ASAP.

You can find the grooming supplies in a bucket on each stall. Each horse has it's own grooming tool bucket.



Always be sure to put grooming supplies back in their proper place. Clean the hair out of brushes before putting them away.

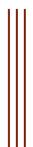
After working with the horse, be sure to clean up the area where you did the grooming especially if it was in the tack area. If the horse shows any signs of illness or contagious conditions, be sure to clean the grooming equipment thoroughly and notify supervisor immediately.

Retrieving & Putting Away Horses

Having many horses on the property requires a lot of moving the horses around each day. We always need help making sure horses get time outside their stalls. We refer to the daily process of moving horses from their stalls to their outdoor areas as “turn out.” They spend time outside where they can stretch their legs and interact with each other. The process of bringing them back in for the night is called “turn in.”

Horses are typically turned out every day after they have breakfast and while their stalls are mucked . The map identifying which horse is in which turnout is kept up to date on the whiteboard near the tack room.

Horses are typically turned back into their stalls for the night around 3-4 pm.



Do not work with horses you have not been approved to work with. If you are approved to work alone with specific horses, you can retrieve and put them away as you work with them. If you are not approved to do so, please find other chores to do until an approved staff member or supervisor can help you. This request is for both your safety as well as the horse's.

Halters. Horses typically have two halters – one they use day-to-day for leading to/from turnouts and around the Barn; the second is used only for training. Day-to-Day halters are always hung on hooks near the horse. When the horse is in the stall, the halter is hanging right outside the stall. In turnouts, it is typically hanging on a post near the gate. Training halters are the rope halters with long leads with the swingers on the end used for groundwork. Please do not attempt to halter horses on your own until you have been trained and approved by a supervisor.

Barn Doors, Gates & Electric Fences. Do not open or close gates/doors with horses until you have been trained properly. Always close doors/gates that you've opened. If others are in the area you are entering, make sure they are aware that you are opening a door/gate. If you are the last person in the barn, close all doors and turn off lights.

The white tape around turnouts is electric! Be careful not to get shocked or to touch the horses to the white tape, its an electric fence. It is important to always reconnect electric gates so the rest of the fences stay active.

Approaching a New Horse. It is best to have someone who already knows the horse introduce you to it. Always approach calmly, with a calm voice, from an angle that allows the horse to see you clearly. Put your hand on its neck or shoulder instead of the face. Some horses are not comfortable with unknown hands touching its face. Keep an eye on the horse's body language and be prepared to respond as appropriate.

Leading Horses through the Barn. Always choose the safest and most clear path through the Barn when moving a horse.



- User proper leading techniques, walking calmly beside the horse's neck, holding the lead instead of the halter itself. Never wrap excess lead around your hand (fold it to avoid loops) and don't let it drag on the ground.
- Avoid letting horses touch each other while walking through the Barn, especially avoid interaction with boarding horses.
- Horses can easily spook if there is something new in their view. When you see possibilities for spooking, go slow and let the horse sniff before proceeding.
- Horses can easily slip on the cement, so take care to guide them carefully.



Putting Away Horses. Horses are typically returned to their stalls from their turnouts around 3-5 pm. If you complete working with a horse during this timeframe, return the horse to its stall rather than taking it back to its turnout. If you are done working with a horse before 3 pm, return the horse to its turnout.

Always make sure all gates and doors are securely closed and the halters are stored properly on the hooks.

Groundwork Training

When you start working with horses, you will be introduced to working with the horse with a halter on a lead – often referred to as “in hand.” We follow the natural horsemanship techniques of establishing trust and respect through a series of exercises that are performed from the ground. There will be volunteer clinics offered where you can learn more about these methods. Because working with horses can be dangerous, it is recommended that you wear a helmet when doing groundwork.

For volunteers serious about improving their horsemanship skills, it is recommended that you take additional lessons on your own time.



Working in the Arena

The arena is for use by all in the barn and is only exclusively reserved on specific times. You can see the calendar near the whiteboard that indicates groups using or reserving the arena. When the arena is reserved, please find other locations or ways to spend time with the horses until the reserved time is up. Please be considerate of others when together in the arena. Use common sense above all else. 😊 Follow the rule of the road:

- Communicate with others so no one is caught off guard. You want to avoid collisions. If you are working with a green horse, you might want to warn others.
- Pass on coming horses to your left
- Keep the gates closed. Always announce by saying “GATE” loudly enough for all to hear when you enter the arena when others are using it. But again, avoid startling anyone.
- Avoid working in locations that block others from normal use of the arena. Take up only the space you need and perform exercises that can be safely performed with others in proximity.
- If someone falls off or has a problem – everyone should stop. Offer assistance. Help catch a loose horse. If someone gets injured, follow emergency procedures.



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Tack.

It is expected that if you use any RSHR tack, it will be returned clean to its proper location when you finish using it. The tack room has grooming and medical supplies as well as bridles and saddles. For any items that are assigned to a specific horse, there is a label indicating the horses name. Please be sure not to mix up the horses' tack.

Volunteer Training Program

Training program details depend on the type of volunteering you plan to do. Typically for barn chores and manual labor/construction activities around the facility, you will work directly with a staff member or experienced volunteer to learn on the job. Until you are deemed adequately proficient in any tasks or activities, you will work with supervision.

To keep both you and the horses safe, volunteers are not allowed to handle horses directly or without supervision until assessed to do so through the volunteer assessment program. This program is intended to help make it easier to know which activities and horses are safe for you and enables you to progress through skills in an orderly way. Assessment clinics include training on specific skills to help you achieve your volunteering goals safely and at your own pace.

The best way to learn new skills is to attend scheduled "Supervised Volunteer Times" and Assessment Clinics (you can



find a detailed schedule on the RSHR Volunteers Facebook group).

When possible, we also make other clinic opportunities available to our volunteers. These clinics range from RSHR clinics working on specific skills to special clinics with professional trainers.

Note that you are not required to take on additional responsibilities, but your activities will be limited to those available in your approved assessment level.



Finding Trainers

If RSHR trainers do not fit your needs please feel free to ask. We know and work with many other professionals.



Tax Benefits for Volunteering & Donating to a 501(c)(3) Charitable Organization

RSHR is a qualified charitable 501(c)(3) organization. As such, you are eligible to deduct contributions and out-of-pocket expenses related to your volunteer service as allowed under the law. RSHR will provide you with a receipt for donations as requested (A receipt is required to deduct contributions over \$250).

Although you can't deduct the value of your services given to a qualified organization, you may be able to deduct some amounts you pay in giving services to a qualified organization. Because RSHR typically cannot reimburse you for out-of-pocket expenses, it is possible to deduct such eligible expenses such as mileage for travelling to/from RSHR events or sessions.

You are responsible for keeping appropriate records and receipts to meet IRS requirements. Turbo Tax asks questions about volunteering and mileage to make this easier.

You can find more information online and we recommend you contact your tax professional as this information here is for your awareness and is not intended to be tax advice.

RSHR is a Platinum Guidestar member since 2017.



Policies & Procedures

Volunteers are expected to be polite and respectful to our boarders, staff, fellow volunteers, and horses at all times.

Only perform tasks you are trained and qualified to perform.

Training and volunteer assessment program clinics will provide the opportunity to demonstrate your skills and get approval to perform tasks.

RSHR is not liable for any personal injury and or illness to Volunteers, Volunteer's family, or anyone that may be accompanying them during their volunteer time. Please read the liability form you sign carefully.

Any volunteer in contact with horses must have appropriate health insurance coverage. Signing the Hold Harmless contract as part of your agreement to volunteer indicates that RSHR does not cover volunteer injuries.

We all have one goal at RSHR save horses responsibly. Please leave drama out on the road. RSHR is a non complete safe place for all.



Parking – be considerate when parking .

Smoking – In response to state and local laws and building code, smoking is not permitted on the property. This includes private offices and other common areas.

Visitors (friend's or family of volunteers) – must be supervised by an adult volunteer or staff member and sign a release.

Pets – Pets are not allowed on the property unless approved by Kelly Stackpole.

Giving treats to horses – Do not feed any horses without permission. You are welcome to bring carrots and apples to share with the rescue horses, but before providing any food to a rescue horse, check with staff to ensure it is OK for that horse.

Use of common facilities (IMoon Cottage, tack areas, arena, bathrooms, etc.)

- Clean up after yourself and your horse.
- Put away tack and equipment after use.
- Food should not be left for more than a week in the Moon Cottage refrigerator. All food should be put away properly before leaving.
- See a problem, fix a problem. If paper towels or toilet paper is running low, replace it. If the garbage is overflowing, empty the trash, if tack or equipment is in the wrong place, put it away properly.

Privacy – Emails, texts and anything else generated or stored on RSHR computers/ devices, accounts, and servers are the property of RSHR. Whatever you put on a RSHR computer or cloud location, including email



you send and receive, could have been seen/read by someone other than yourself or your intended receiver.

Phone, Email, Voicemail, Social Media Usage – RSHR’s phones, applications, email, texts, cloud servers, and social media accounts are intended for business use. Personal correspondence should not be abused. Like email, voicemail can be listened to by someone other than yourself or your intended receiver. Anything you put or receive on RSHR voicemail is also the property of RSHR.

Staying Safe

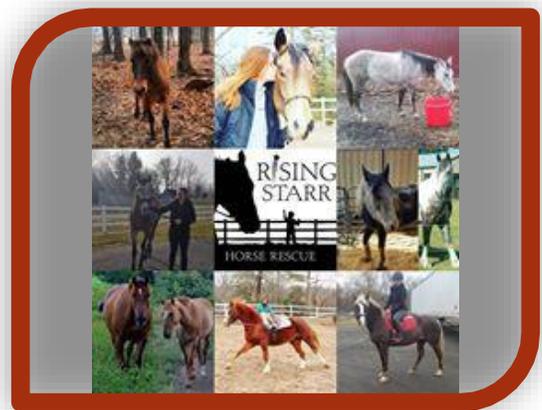
Safety is vitally important – both your safety and the horses’ and everyone is expected to follow the barn’s safety procedures at all times. For your own protection, new volunteers will only be able to come to the barn when supervision by RSHR staff is available. Your trainer will introduce you to safety procedures and good habits to be safe with horses.

Use common sense and constantly think about safety.

ALWAYS DIAL 911 in case of fire or human medical emergencies.

Safety when Working with Horses

Horses can be unpredictable, and there is always inherent risk in equestrian activities. It is your responsibility to be alert and respectful when working with horses. Work with your trainer to ensure you are aware of a horse’s body language and behavior. Rescue horses are often anxious and need special care and attention. Avoid sudden movements or noises that can startle horses.



Volunteers and visitors should only handle horses or engage in activities that align with their approved skill level.



Check all equipment and tack before use for signs of wear, potential issues, and proper adjustment.

When working with or near horses, anticipate and be able to avoid other horses, people, and obstacles. When riding, ride in control and follow the rules of etiquette in the arena.

Helmets are required whenever you are working directly with horses. Rescue horses can be unpredictable, and wearing a helmet is a good habit to develop. Ensure your helmet fits properly and the chin strap is fastened at all times.

Children under 8 should not be without supervision by a parent or guardian. It is your responsibility to keep your child safe and reinforce safety procedures that we teach you. Children must be supervised by parent or guardian at all time, they are not to be left alone with horses at any time. Parents must sign a Hold Harmless Form for their children to participate in RSHR activities.



Fire. Call 911 immediately. Get people to safety first and then work to evacuate the horses. There are fire extinguishers in the Barn, get to know where they are.

Medical Emergencies – People. If a person requires medical attention, call 911 immediately. Otherwise find the staff person on site. If appropriate, call the person's emergency contact.

Medical Emergencies – Horses (or other animals). If a horse is involved in an emergency, contact a staff person immediately. If life threatening, call the vet on the horse's stall label, or contact a vet listed on the whiteboard and contact a staff member as soon as possible.

Representing RSHR

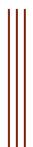
Volunteers are only authorized to act as a representative of RSHR if specifically tasked with this responsibility in your volunteer job description. Please consult with, and receive permission from, the Volunteer Program Manager before engaging in any actions which may affect or hold RSHR liable including but not limited to, public statements to the press, signing contracts, entering into financial agreements, or lobbying, forming partnerships with other organizations.

Volunteer Personnel Data

Any information collected by RSHR about volunteers will be treated as confidential, with the exception of emergency contact information. The data stored will consist of basic contact information provided in your application and records about your volunteer service with RSHR. In addition, in the case where disciplinary actions are required, those will be documented and stored as appropriate. You can request to see any of this information by contacting a RSHR staff member.

Disciplinary Practices

The following guidelines may be used as deemed appropriate by RSHR. These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as the previous warning. A copy of any documentation will be stored in the individual's personnel file.



1. Oral warning with documentation
2. Written warning to individual
3. Written warning with suspension
4. Termination/Dismissal

The use of these disciplinary practices in no way alters the fact that your volunteering with RSHR is “at-will.”

Problem Solving Procedures

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute, or misunderstanding that may arise during the course of your volunteering. The timeframes below are a guideline and all attempts will be made to resolve any issues quickly depending on the urgency of the issue.

Step 1. You may submit a problem in writing using the Report a Problem form to the Volunteer Program Manager within a calendar week after the problem becomes known to you. Your submission will be reviewed and if we are unable to reach a mutually agreed upon settlement, the Volunteer Program Manager will investigate the situation further, and within a week will meet you to discuss the proposed resolution. If you are still not satisfied, you may request a Step 2 meeting.

Step 2. Please submit appropriate detail about the problem in writing to the RSHR Board of Directors within three (3) working days of receiving the Step One response. The President of the Board will schedule a meeting with you and the Volunteer Manager as soon as practical. At this meeting the President will attempt to resolve the problem, and will provide you with a written resolution within one week. This will be the final determination.

Ending your Volunteer Service

You may resign from your volunteer service with RSHR at any time. We request that you notify the Volunteer Program Manager ideally two weeks prior to your departure and request that you complete an Exit Interview to provide feedback to improve the volunteer program.



Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed attempts to reconcile the solution will be made including a meeting between staff and volunteer(s) involved, the Volunteer Program Manager and the President of the Board of Directors. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of the Volunteer Program.

Policy Against Harassment

RSHR is committed to maintaining a work environment free of unlawful harassment. Our policy prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected by federal or state law or by local ordinance or regulation. RSHR policy applies to all persons involved in the operation of RSHR (both employees and volunteers) and prohibits unlawful harassment by any volunteer/employee including supervisors and co-workers.



Glossary

Aids. Artificial – spurs, whips, martingales and so forth. Natural – Legs, hands, seat, weight and voice, as used to control a horse.

Bridle. The entire headpiece (the headstall, bit, chin strap, and reins) is called the bridle.

Buck. When a horse jumps upward and arches his back.

Canter. A term used in English riding for a three beat gait. This is the same as a lope or slow gallop in Western discipline riding.

Colic. Various conditions of the digestive tract in which abdominal pain is the chief symptom.

Cribbing. When a horse chews on wood on a regular basis (i.e. wood stall or fence). Biting or setting teeth against the fence or some other object, arching the neck and gulping or swallowing air into the stomach, not the lungs.

Farrier. This is a blacksmith who does horse shoeing.

Flake. One tenth of a bale of hay.

Float teeth. Filing off the sharp edges of a horse's teeth.

Gallop. The fastest that a horse can run, a three-beat gait.

Grooming. Removal of dirt and other irritants from the horse. Grooming massages your horse's muscles and helps build up a personal relationship, akin to pairing up between two horses in a field.

Groundwork. Lead rope and lunge-line training.

Haul-in or Truck-in. Bringing the horse to riding lessons or events.

Hand. This is the common way to measure horses. One hand is 4 inches, so a horse that is 15 hands is 60 inches tall. Measurement is from the ground to the whiter.

Jog. Western discipline term for a slow trot.

Laminitis. Founder. Noninfectious inflammation of the sensitive laminae of one or more of the hooves.

Lead. Rope connected to the halter used to lead the horse.



Lope. Western term for a three-beat gait, the same as canter.

Lunge line. A long line, about 20 to 30 feet, used to train and exercise a horse.

Saddle rack. Stand to hold your saddle when it's not on a horse.

Sway-back. A concave or sagging back that forms an inward arc.

Tack. Horse tack is all the gear that comes with owning a horse. The bridle, saddle, bit, girths, cinches, saddle pads, lead ropes, halters, whips, stirrup irons and stirrup leathers, horse boots, and most other horse things are tack.

Thrush. A disease of the frog (in the hoof) in which a black discharge and foul smell are emitted.

Trot. A two-beat gait.

Turnout. When a horse is let out of its stall into a pasture or arena or corral.

Walk. In the walk the horse moves his legs one after the other so that four hoof beats may be

