



Locust Lane
Riding Center

**VOLUNTEER
HANDBOOK**

Mission Statement

“Our Mission is to provide the opportunity for all people, particularly those with special needs, to participate in equestrian activities, to cultivate a deeper love and understanding of horses, to teach horsemanship in a safe, nurturing environment; emphasizing the value of the human-equine relationship in our goal to help promote physical, mental, emotional and spiritual well-being.”

Locust Lane Riding Center is a non-profit community organization specializing in Equine Assisted Therapies and Equine Assisted Learning. Our goal is to educate, enrich, and empower young people to reach their full potential.

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BENEFITS OF THERAPEUTIC RIDING AND THERAPEUTIC HORSEMANSHIP

The benefits of therapeutic riding are available to individuals with all forms of disabilities. Research shows that students who participate in therapeutic riding can experience physical, emotional, and mental rewards. For individuals with impaired mobility, horseback riding gently and rhythmically moves their bodies in a manner similar to a human walking gait. These riders can experience increased balance, muscle control and strength. Individuals with learning or mental disabilities are motivated by riding to increase concentration, patience and discipline. If a psychological or emotional disability is present, the unique relationship formed with a horse can help improve interpersonal relationships. As is expected all riders experience increased self-esteem, confidence, and independence.

BENEFITS OF EQUINE ASSISTED PSYCHOTHERAPY (EAP) and EQUINE ASSISTED LEARNING (EAL)

Equine Assisted Psychotherapy (EAP) incorporates horses experientially for emotional growth and learning. It is a collaborative effort between a licensed therapist and a horse professional working with the students and horses to address treatment goals. Because of its intensity and effectiveness, it is considered a short-term or "brief" approach.

EAP is experiential in nature. This means that participants learn about themselves and others by participating in activities with the horses, and then processing (or discussing) feelings, behaviors, and patterns. This approach has been compared to the ropes courses used by therapists, treatment facilities, and human development courses around the world. But EAP has the added advantage of utilizing horses, dynamic and powerful living beings.

Not all programs or individuals who use horses practice Equine Assisted Psychotherapy. For one, licensed (in the U.S.) and properly qualified (outside the U.S.) mental health professionals need to be involved. The focus of EAP is not riding or horsemanship. The focus of EAP involves setting up ground activities involving the horses which will require the student or group to apply certain skills. Non-verbal communication, assertiveness, creative thinking and problem-solving, leadership, work, taking responsibility, teamwork and relationships, confidence, and attitude are several examples of the tools utilized and developed by EAP.

EAP is a powerful and effective therapeutic approach that has an incredible impact on individuals, youth, families, and groups. EAP addresses a variety of mental health and human development needs including behavioral issues, attention deficit disorder, PTSD, substance abuse, eating disorders, depression, anxiety, relationship problems and communication needs.

Equine Assisted Learning (EAL) is similar to EAP but where the focus is on learning or educational goals. EAL still involves the team of mental health professional and horse professional working with the students and horses. The focus however is on education and learning specific skills as defined by the individual or group, such as improved product sales for a company, leadership skills for a school group, or resiliency training for our military warriors.

LOCUST LANE RIDING CENTER'S (LLRC) VOLUNTEER POLICYS AND PROCEDURES

Volunteers are vital to the growth and health of our organization. Locust Lane Riding Center (LLRC) defines a Volunteer as a person who gives of his/her time and emotional commitment towards a cause without compensation (to include students/interns). LLRC is committed to developing and maintaining a “Volunteer-Friendly Culture” by providing an environment where volunteers enhance the team by exercising their giftedness. Furthermore, volunteers provide a broader range of services and supports for both the individuals we serve (consumers) and our staff than could otherwise exist. Volunteers serve as a key link between LLRC and the community. We must however, ensure the safety and well-being of our consumers and therefore the following information has been compiled to provide a guideline for working with people who are interested in volunteering with our organization.

Every applicant will complete a volunteer application, orientation, and approval process.

The success of the volunteer program hinges on matching the needs of LLRC and those we serve with the gifts, talents and needs of the volunteer. LLRC is interested in creating a “win-win” situation between the needs of the students and those we serve, along with the needs of the volunteer.

GENERAL ASSUMPTION OF RISK

Volunteers are covered under LLRCs’ general liability insurance. Volunteers are expected to use common sense and good judgment at all times.

PROCEDURE

LLRC volunteers include people in their retirement years, school and college students, members of service clubs, people from the business community, as well as religious groups, consumer and staff friends and family. We do not discriminate based on age, sex, race, color, national origin, marital or veteran status, religion, or the presence of a medical condition or disability which does not affect the performance of the agreed upon volunteer assignment.

APPLICATION PROCESS

In order to provide for a positive match for the volunteer and the agency, LLRC has established the following application process.

- Application
- Interview and Availability

Upon completion of these, the volunteer will be contacted regarding his/her acceptance into LLRC’s Volunteer Program and meet with the volunteer coordinator or the director to review the volunteer assignment and training needs. After the necessary paperwork and training is complete, an introductory session will be scheduled with the volunteer, supervisor, and students.

In keeping with the requirements of the Commonwealth of Pennsylvania, volunteers who will serve in the area of direct care may also need to complete the following screenings prior to working with students:

- Criminal History and Child Abuse Check
- FBI Fingerprint Clearance for any volunteer who has not lived continuously in Pennsylvania for the previous two years.

NOTE: The above bulleted items must be redone once every five years. We will supply you with further information on how to obtain these documents.

ORIENTATION AND TRAINING

All prospective volunteers will meet with the volunteer coordinator or the director for an interview and orientation. The orientation will include the following information: The history, mission, philosophy of care, and programs of LLRC, overview of the Volunteer Program, matching process, files needed, and training requirements.

VOLUNTEER ASSIGNMENT SUMMARY

The volunteer assignment summary is the agreement between LLRC and the volunteer concerning the type and amount of service the volunteer will provide. Each volunteer assignment has its own description indicating specific objectives, responsibilities, qualifications, supervision, training, benefits and time of commitment. During the initial interview, the prospective volunteer's 'areas of interest' will be noted on the summary form. The volunteer coordinator is responsible for the initial training requirements, making sure that the volunteer is properly supervised, and ensuring that the experience is enjoyable. The volunteer coordinator and/or the director will complete the volunteer assignment summary form. The volunteer coordinator and/or the director and the volunteer will develop objectives and assess additional training needs. Volunteer coordinator and/or the director will provide the identified training resources.

The volunteer coordinator and/or director may or may not serve as the direct supervisor to the volunteer on the work assignment. This is dependent on the type of assignment. The volunteer coordinator and/or director, however, will be available to the volunteer at all times for support, encouragement, clarification and training on a scheduled basis.

NOTE: If a volunteer wants to change to a different assignment, he/she, along with his/her should contact the volunteer coordinator and/or director to ensure that all regulations have been met in relation to the new assignment. Additionally, a new volunteer assignment summary documentation will be made.

STANDARD OF CONDUCT, INVESTIGATIONS AND THE BAN OF USE OF ALCOHOL, DRUGS AND TOBACCO

All volunteers, while serving on behalf of LLRC, will conduct themselves in a reasonable manner. This includes obeying laws, exercising common courtesy to everyone they are in contact with and dressing in a modest, appropriate manner. Volunteers should avoid using offensive language. Volunteers should keep in mind that at all times they are modeling acceptable behavior for our students/clients.

Any volunteer suspected of neglecting or mistreating a student/volunteer/staff member/animal will be subject to an immediate investigation. If the abuse charges are substantiated, the volunteer will be dismissed, and appropriate authorities notified of the situation.

Volunteers may not use alcohol or illegal drugs while serving with LLRC or while in the company of LLRC, students. It is the policy of LLRC to foster an environment free from the effects of the use of illegal drugs and alcohol. LLRC does not allow smoking in and around any facility buildings.

ATTENDANCE

Volunteers are asked to establish a schedule with the volunteer coordinator and/or director. Accountability to this schedule is important for all involved. If it is impossible to fulfill your volunteer commitment, at least 24-hour's notice or as much advance notice to the volunteer coordinator and/or director is requested.

FREEDOM FROM HARASSMENT

As part of the nondiscrimination policy supported by LLRC, it is illegal for any person associated with LLRC, male or female, to sexually harass another person associated with LLRC. Management will not tolerate any indecent behaviors. Situations should be reported to the volunteer coordinator and/or director immediately.

SECURITY

LLRC cannot assume responsibility for the personal belongings of a volunteer. A volunteer may choose to utilize personal possessions or equipment at his/her own risk. Furthermore, any damage to LLRC'S property that is found to be from negligence on the volunteer's part will require repair or replacement by the volunteer.

USE OF LLRC PROPERTY

Property belonging to LLRC such as the horses and ponies, equipment, vehicles, buildings, etc., may be used by volunteers during scheduled hours under direct supervision and for center duties only. Other actions or personal use of property owned by LLRC or its boarders will not be tolerated.

FILES

Files for all volunteers are kept in the LLRC'S office in the domain of the director. All files should contain the application, signed volunteer assignment summary, training records, signed acknowledgements/agreements and clearance information. These files are the possession of LLRC. Under no circumstances should files be shared with unauthorized people or be taken out of the LLRC office. Volunteers may view their file in the presence of the director but may not copy, alter or remove any documents.

CONFLICT OF INTEREST

Occasionally volunteers may find that contacts they have with people in other organizations may present a conflict-of-interest situation. If a volunteer thinks this may be the case, it is his/her responsibility to discuss the situation with the volunteer coordinator and/or director. Certain potential conflicts must be disclosed to the LLRC's Board of Directors for consideration before the volunteer can continue serving within the program. If a conflict of interest exists, the volunteer should not act on or use personal influence in the matter. Actions taken on such matters should be reflected in the minutes of any meetings where the matter is addressed.

TERMINATION

The center/volunteer relationship will be at will and for no definite period. Either the volunteer or LLRC may terminate the volunteer relationship at any time and for any reason.

EXCLUSIONS

Volunteers must be age 13 or older. Direct supervision must be provided for 13 to 17 year olds.

In accordance with Pennsylvania Fair Labor codes, LLRC employees, hourly or salaried, cannot provide volunteer services. A salaried employee is not considered a volunteer since the compensation they receive is to cover all time spent in the service of LLRC. Hourly employees cannot provide a service without being compensated by LLRC. There are no exclusions for students and providers to volunteer as long as they are able to comply with the application process.

LLRC may grant approval to Community service groups and children of employees to be excluded from this policy. Other exclusions will be considered based on the nature and duration of the volunteer service to be performed. Requests for exceptions to this policy are to be brought to the attention of the volunteer coordinator and/or director.

CONFIDENTIALITY POLICY AND PROCEDURES

It is the policy of LLRC to hold absolutely confidential all LLRC communications (oral or written) made by and between or about LLRC staff, board members, and volunteers. It is required that all staff, board members and volunteers sign a confidentiality agreement. All of these persons are accountable for maintaining the confidentiality policy. Information will be disclosed only with the permission of the individual involved (for exceptions see Section 4).

1) DEFINITION OF CONFIDENTIAL COMMUNICATIONS

Confidential Communications is any information that is either written or spoken, and shared between student and/or family/guardian/and staff, volunteers, and board in the course of service delivery and/or in the relationship. The information that is exchanged is considered confidential and it is to be kept as such by staff, volunteers, and board, and disclosed only to those people who are:

- A. Present at the time the information is shared and working to further the interests of the students.
- B. Working for LLRC. The center maintains records of students for informational purposes (i.e., to aid in evaluating program and facilitating communications between staff/volunteers, as well as, for medical and psychological documentation). Statements of evaluation or opinion are to be avoided.
- C. Not associated with LLRC, but working on behalf of the student, such as an attorney, counselor, housing worker, or other social service agent.
- D. In cases where information is disclosed by LLRC, a signed release of information must be obtained by the student prior to the release thereof.

2) ACCESS TO RECORDS

- A. Specific staff members only (those in direct contact with the student), have access to student's records.
- B. A student's request to examine their files will always be honored. The student also has the right to copies of their file.

3) RELEASE OF INFORMATION

The student makes the decision about all the disclosure. student must sign a release of information form, detailing the information to be released, to whom and the purpose thereof. The student has the right to revoke this consent at any time. This must be submitted in writing.

4) EXCEPTIONS FOR THE RELEASE OF INFORMATION WHICH DO NOT REQUIRE CONSENT

- A. Where a staff member or volunteer has the reason to suspect that a person has been either physically or sexually abused, a report must be made to the appropriate forum. If a volunteer suspects abuse, they should notify the volunteer coordinator and/or director who will be responsible for the reporting. If the student is willing to report the abuse themselves, LLRC will have complied with the requirements for reporting if they assist that individual with making the report.
- B. In criminal proceedings, when the court had determined, through the procedure explained in RSA 173-C, that the information contained in the record or testimony is admissible under Chapter 173-C.
- C. Where medical emergency exists and the information from the file is required and the student/family/guardian is unable to authorize the release, information limited to the medical emergency will be disclosed to the medical institution treating the student/staff member or volunteer.

GENERAL VOLUNTEER GUIDELINES

1. **Reliability**
Regular attendance is important because the riders and instructors rely on the volunteers. Volunteers help the program run smoothly. Please call the volunteer coordinator and/or director and/or instructor you were to work with and let us know as early as possible if you are going to be absent.
2. **Punctuality**
Volunteers should arrive 30 minutes before the lesson to assist with tacking up the horse and greeting riders. The instructor teaching will be there to instruct what horse(s) will be used and what equipment will be utilized. Before you leave, please fill out your volunteer hour sheet. Write down the entire time you were at the facility to volunteer, not just the time spent in the ring. This record allows us to keep track of all the time and talents you have donated to us and helps with fundraising. Let us recognize your efforts.
3. **Physical Fitness**
Assisting with lessons shall include being able to walk with and/or support a rider for at least an hour, in some cases you may be asked to run along slowly as the horse trots for a few minutes at a time. If you have physical limitations that prevent you from meeting these requirements, please notify your instructor or another staff member so that we can find you a more appropriate job.
4. **Clothing**
Clothes should be comfortable, durable, appropriate for the weather, and modest. Wear comfortable clothing that will allow you to move freely, but will not interfere with or get caught in the horse's equipment. As with baggy clothing, long hair and jewelry tend to get caught in the equipment. For your safety, please refrain from wearing jewelry and keep long hair tied back. Boots provide protection from the footing of the indoor ring or the mud outdoors. Loafers, sandals or other loose fitting footwear should not be worn. Remember that you will be working around horses. **Open toed shoes and flip flops are not permitted in areas where horses are located.**
5. **Willingness and Language**
The riding instructors count on your calmness and willingness to help in a variety of situations. To aide a nervous rider the volunteer must remain calm and reassure the rider. The volunteer leading the horse also needs to be calm and aware to keep the horses relaxed. Language should be positive; slang or foul language should never be used.
6. **Alertness and Anticipation**
The volunteer must be alert to any unexpected situations when working with the horses and riders. They also must be aware of the rider's position on the horse, the rider's feelings, and the horse's disposition including reactions to changes in the environment.
7. **Patience**
Patience is required to adjust to the often painfully slow movements of the severely handicapped person. The rider needs firm, positive encouragement by avoiding false sympathy that implies pity.
8. **Volunteer Training**
All volunteers will attend a Volunteer Training Session. Sessions will also be available and required on an ongoing basis and as refreshers. The volunteer coordinator and/or director will assess where you are and what positions you would be suitable to fill as a volunteer. There will always be opportunities to build your skills through our ongoing training sessions.

MAJOR AREAS OF VOLUNTEER RESPONSIBILITIES

At times one person may be asked to do more than one job within a lesson. We would hope that you would be willing to learn to do many different jobs. We schedule volunteers to meet particular needs and we do count heavily on their services. Responsibilities of volunteers working with therapeutic lessons or other operations of LLRC fall into five general areas: Leaders, Side Aides, Special Events Volunteers, Barn Help and Builders/Handy Persons. Definitions of each of these positions will be outlined below. Please also refer to any following section that is applicable to the volunteer role you will be filling at LLRC.

LEADER

You will lead the horse with a lead shank that is attached to both sides of the bit in front of the reins. Always lead the horse standing from his left side, your right, with your hand under the horse's chin. The left hand holds the excess lead. **NEVER WRAP THE LEAD ROPE AROUND YOUR HAND.**

It is important to keep the horses apart enough that they cannot come in contact with one another. Line up facing the main entrance, towards the middle of the arena when waiting for the rider to arrive. While waiting, the leader should stand in front of the horse slightly off to one side, facing the horse.

The leader walks forward beside the horse's head without pulling. Always maintain a distance of two horse lengths between the horse you are leading and other horses in the arena. Do not look back if he stops. Most horses refuse to move if you stare at them. The leader is responsible for controlling the horses pace to the instructor's direction.

If your horse does not easily adjust his pace to the one in front, the leader can slow down, circle or pass a horse accordingly. Sometimes the instructor will have the rider steer and control the horse, as much as she/he is able. When this happens, it is very important to follow the directions of the instructor and wait patiently for the rider to try each activity.

When outdoors, be ready for the horse to attempt to eat grass. To handle this just keep his head up with the lead. Remember that the surroundings outside are very different from inside the arena, so be prepared for the horse to be more energetic and responsive.

IF YOU ARE NOT CONFIDENT OR IF YOU DO NOT FEEL IT IS SAFE AT ANY TIME....

DO NOT DO IT!

SIDE AIDES

A side aide walks along-side the horse to offer the rider support as needed, but does not hold them on, unless this is deemed necessary in an emergency situation. Being a side aide is extremely important. This means that the instructor does not have to act as the side aide and can walk around the horse to work on the rider's position.

The side aides are present to assist the riders with support while riding, NOT to hold them on the horse. Depending upon the disability, the instructor will tell you which "hands on" method to use. When a very severely handicapped rider needs considerable support the side aides may need to change sides during the lesson. Many riders do not require "hands on" at the walk, but may need assistance at the trot.

Your first reaction to the unexpected is to keep the rider on the horse. Conversation should be kept to a minimum

and ALWAYS for the benefit of the rider. You can encourage them to follow directions, BUT AVOID AIMLESS CONVERSATION with the other volunteers, the rider, or the instructor during the lesson.

SPECIAL EVENTS VOLUNTEERS

Assist with organizing fundraisers, horse shows, help with clinics, and other events held throughout the year. LLRC t-shirts should always be worn during any volunteer event dealing with the public.

BARN HELP

Assist in the barn with the daily care of LLRC's horses and our boarders. Tasks include, but not limited to, feeding, watering, turning out, bringing in, cleaning stalls, grooming, and other miscellaneous barn tasks.

BUILDERS/HANDY PERSONS

Builders/handy persons are asked to use their giftedness towards the upkeep and maintenance of the LLRC premises. Including, but not limited to, rebuilding fences, painting, yard work, general clean-up and other miscellaneous maintenance that might be necessary.

HORSE PREPARATIONS- BEFORE AND AFTER SESSIONS

The relationship with the horse starts with your initial contact in the barn. Firm and gentle treatment is the best way to gain the horses respect. Once you arrive at Locust Lane, your first responsibility is to find out what horses are needed and prepare them with the appropriate equipment. The instructor responsible for leading the lesson will provide this information. Getting the horses ready includes entering the horse's stall, taking the horse out of the stall, grooming the horse and tacking up the horse.

Often horses will be used for more than one shift and will remain in the arena. Others may need to be readied for a following lesson upon direction of the instructor. Some of the horses will need to be taken back to their stalls at the end of a lesson. If you are comfortable working with horses, be prepared to be versatile.

When returning the horses to their stalls, be sure to remove all the tack and follow up with grooming. Sponging and blanketing the horses will be asked of you when needed. Once this is complete, please place the horse back where you found them, unless told otherwise by the instructor, volunteer coordinator or director.

THE STALL

1. ENTERING THE STALL

We are visitors in the horse's space. Be respectful when entering their home. Always approach the horses from the front where they can see you. As you approach the horse, speak to them in a quiet voice. Never surprise the horse by running or shouting loudly. If you have to approach the horse from behind, talk to the horse and place your hand lightly on the horse so that he knows you are present.

2. TAKING A HORSE OUT OF THE STALL

When taking a horse out of the stall always use a halter with the throat latch secure and a lead shank attached. Keep a horse length between the horse you are working with and other horses. Crowding a horse may cause them to kick or bite. A LLRC representative will be on the premises if there are any questions or if assistance is needed. Be sure to look up and down the aisle before exiting a stall.

3. PUTTING A HORSE IN THE STALL

When putting a horse back into the stall, always use a halter and lead rope. When entering the stall make sure to walk ahead of the horse, stand at the corner of the door, allow the horse to swing around in a circle back to you, then remove the halter before leaving the stall. Close the stall door and latch it. Again, a LLRC representative will be on the premises if assistance is needed.

4. PLACING A HORSE IN CROSS TIES

When attaching the cross ties to the horse, always make sure to attach the snaps to the sides of the halter, NEVER to the bridle. When placing the bridle on the horse, slide the halter from the horse's head and place it on the horse's neck. Leave the cross tie attached to the halter during this transition; only removing the cross ties once the bridle is completely secured.

GROOMING

Each horse shall be groomed before and after each lesson. The grooming items needed are located in bins hanging

over the dividing wall in the main barn.

1. First use a curry comb in a circular motion to loosen the excess dirt on the fleshy parts of the horse, excluding the legs and the head.
2. Then use a hard brush to clean and loosen the dirt away by brushing in the direction of the hair. You may use this brush on the legs, but use caution with the pressure that you use. Horse's legs are sensitive, you may need to use very light pressure.
3. Use a soft brush to give a shine to the coat after removing all the dirt. This brush can be used all over the horse's body.
4. Use the hoof pick to clean out the hooves. Use caution on and around the fleshy triangular shaped center portion called the frog. When you are finished with the foot place it gently on the ground, never drop the hoof.
5. Please remember to watch for cuts, scrapes, sores, foreign objects and other problems. Please report your findings to the LLRC representative who is present on the property.
6. Please return all grooming equipment to the appropriate bins and place them back in the tack room. Also, sweep the floor and clean up the debris in a flat shovel at the conclusion of your grooming session.

*****AGAIN, IF AT ANY TIME YOU DO NOT FEEL COMFORTABLE, PLEASE ASK FOR HELP!*****

TACKING

The instructor will advise you on the equipment needed for the lesson. All the tack is kept in the tack room. Each horse has its own bridle which is labeled with the horse's name. If you see equipment in ill repair please advise the instructor you are working with or another LLRC representative.

When placing the saddle on the horse, please put the girth only tight enough to hold the saddle on. The girth does NOT need to be tight at this point. There will be multiple times that the girth will be tightened prior to the rider mounting. This process is much more comforting for the horse and will make for happier horses.

INSTRUCTIONAL LOCATIONS

The primary area used for all lessons will be in the riding ring. Riders shall mount from the mounting block or ramp. If multiple lessons are going on at the same time, it is best if the therapeutic lessons remain towards the middle of the arena. The faster moving lesson has the track along the rail; slower moving lessons are towards the middle, off of the track area.

MOUNTING AND DISMOUNTING PROCEDURES

1. The instructor shall assist the rider in finding a properly fitted ASTM-SEI horseback riding approved helmet.
2. The instructor will check all the equipment for safety.
3. If you do not feel comfortable leading in the ramp, tell the instructor and they will make the necessary adjustments.
4. When you are holding the horse **THAT IS YOUR ONLY JOB.**
5. A side aide shall be present on the mounting block to assist the instructor.
6. Do not enter the ramp area until the rider is at the top of the ramp and the instructor confirms they are ready. Time in the ramp should be kept to an **ABSOLUTE MINIMUM.**
7. Hold the horse with one hand on each rein, **NEVER** put your fingers in the bit rings.
8. The horse should stand quietly in a square position until it is time to go forward.
9. If the horse really jumps backwards, let him go to the end of the lead shank. Speak softly to the horse and do not pull on the lead rope. Slowly invite the horse to come back into the ramp area and attempt to situate him again.
10. When the rider is mounted, the instructor will tell you they are ready to walk forward. Bring the horse straight forward and gradually turn towards the middle of the arena. Do not make sharp turns.
11. Continue to the middle of the arena past the track area and stop for adjustments.
12. Riders are dismounted to the ground or at the instruction of the instructor.
13. The instructor shall offer specific directions to the leader and side aide throughout the lesson.

LOCUST LANE EMERGENCY PROCEDURES

In the event of an emergency, the LLRC representative with the most seniority is responsible for all directions. During a lesson all leaders must stop horses, leaders assume the halt position in front of the horse they are leading, and side aides assume the arm lock (or over the thigh hold) on the rider.

THINGS TO KEEP IN MIND

- It is most important for NECESSARY COMMUNICATION with all people who are working in the emergency situation.
- Stay calm and eliminate unnecessary talking.
- If a horse suddenly pulls backwards, DO NOT pull against him, instead, slowly and calmly follow the movement of the horse until he stops.
- Always be prepared.

IF A RIDER BECOMES UNBALANCED

- Leader stops horse
- Side aides try to keep the rider on the horse by stabilizing the rider with arm locks (or over the thigh hold).

IF A RIDER MUST BE REMOVED FROM THE HORSE

- The instructor will notify the rider, leader, and side aides that an emergency dismount will take place.
- Leader shall stop the horse, side aides shall remove the rider's feet out of the stirrups and the instructor will dismount the rider to the ground quickly and quietly.
- The instructor shall tell the offside (right side) side aide to "let go, I have the rider" or something similar to this. If the horse will not stand quietly, the instructor shall hug the rider around the waist from the side and slide the rider off and away from the horse.

IF A RIDER FALLS FROM THE HORSE

- The side aide on the side closest to where the rider is falling shall try to soften the rider's fall.
- The leader shall halt the horse and very carefully move the horse away from the fallen rider.

TRAIL RIDES

- When going on a trail ride, all instructors are required to have at least a leader, in addition to themselves present.
- All instructors are required to take a communication device with them. In an EMERGENCY, the instructor MUST stay with the rider until help arrives. The volunteer will go for help.

FIRE POLICY

- The LLRC representative with the most seniority is responsible for all directions on the premises.
- All riders, parents, volunteers, guests and staff shall exit the barn and meet outdoors

- The LLRC representative with the most seniority is responsible for all directions in the barn. Designated individuals will begin evacuating horses when all participants are out of the barn. Lead horses through the nearest door to the nearest paddock beginning with the horses closest to the fire. Frightened horses may not want to leave their stalls. Talk to them in a reassuring tone of voice. It may be necessary to cover their eyes with a towel. If a horse is unmanageable or refuses to leave its stall, leave the door open and move to the next horse. Be prepared that a horse may try to run back to the barn from outside.

SEVERE THUNDERSTORM OR LOSS OF ELECTRICITY

- All lessons in the ring shall stop; riders dismount and return the horses to their stalls.
 - All riders outside the property shall dismount, untack, and return the horses to their fields.
 - *If time does not permit, untack the horses and turn them out in the riding ring.
 - The LLRC representative with the most seniority is responsible for all directions for all horses, guests and staff.
 - All personnel, instructors, riders, parents, volunteers and guests, shall proceed to the barn.
 - If there are horses outside, leave them in the pastures.
-

EMERGENCY PROCEDURES WHEN A 911 CALL IS PLACED

A) PERSON SENT BY INSTRUCTOR TO CALL FOR HELP

- 1) Call 911, Quickly inform the LLRC representative with the most seniority of the situation
 - a. Tell the operator your name
 - b. The location is: West Caln Township

**Locust Lane Riding Center
814 W. Kings Hwy.
Coatesville PA 19320**

- c. The phone number you are calling from
 - d. What happened
 - e. The injured person(s) condition
 - f. The help being given
 - g. Stay on the phone until Emergency Medical Services (EMS) arrives
- 2) Stay calm

B) PERSON(S) SENT BY INSTRUCTOR TO WAIT FOR EMS

- 1) Open all gates to location of injured person(s) if necessary
- 2) Obtain the injured person(s) medical form from the filing cabinets in the farmhouse office to give to the EMS crew
- 3) Go to the end of the driveway and wait
- 4) Explain to EMS the exact location of the injured person(s)
- 5) Ask the EMS to shut off emergency lights and sirens

C) PERSON(S) SENT BY INSTRUCTOR TO OBTAIN NECESSARY SUPPLIES

- 1) Obtain the First Aid Kit from the Feed Room drawer
- 2) Locate the parent/guardian of the injured person(s)
- 3) Follow additional instructions from instructor



BASICS OF HORSE BEHAVIOR

- Horses are friendly sensitive animals. Reward them by voice and firm strokes on the neck and shoulder.
- Just like humans, horses have good days and bad. Treat them with confidence, firmness and friendship.
- Be calm and quiet around horses.
- Approach a horse calmly, talking quietly, especially if you must approach from the rear. They may startle at moving objects and when frightened they may try to pull away and run.
- When moving from one side of the horse to the other, walk around the front whenever possible, instruct students to do the same. NEVER walk under the horse's neck.
- If you must walk around the back of a horse, keep a hand on the horses' rump and talk to him. If you are in doubt of his temperament, walk well behind him, out of the kicking range.
- Horses are creatures of habit. They are suspicious of anything new, unusual and/or different. If they shy, they are alarmed by something.
- Horses are herd bound animals. A loose horse tends to run into a group of horses to find safety and comfort.
- Keep tight hold of your horse if a loose horse is present.
- To catch a loose horse wait until he is standing still, approach slowly, openly, with hand outstretched, talking soothingly. Do not chase a horse; they will only continue to run away.
- Never tie a horse by his bridle reins or hook anything to the bridle. This may severely injure the horses' mouth and/or break the bridle. Put the halter over the bridle; tie the horse with a lead preferably with a quick-release or safety knot.
- When leading a horse, keep his head just ahead of you, so you can observe his expression out of the corner of your eye. Hold the lead approximately 6-8 inches from the bit, with the end folded in your other hand. For your own safety, never wrap the lead around your hand or body.
- Some horses feel frustrated and throw their heads if held too tightly. Give them more lead or rein. When leading through narrow doorways or gates, stop the horse, go through the opening then let the horse follow you.
- A horse may kick and squeal when close to another horse with whom he is unfamiliar. Keep them separated.
- An empty saddle should always have dressed or run up stirrups.
- Allow your horse to keep himself comfortable by stomping at flies, scratching knees with their nose etc., when the rider is not mounted.
- If the horse is not behaving as you wish, ask yourself why.
 - -If his ears are pressed down, if his tail is swishing rapidly, if his eye is wide and he looks alarmed, he is annoyed.
 - -Is he getting mixed signals from the leader, rider or side aide? A horse responds to voice, reins and body signals, if each sends a different message, the horse may sour.
 - -Do not punish a horse unnecessarily. NEVER strike a horse. Bring the negative behavior to the attention of the instructor. They will handle the situation.
- When halted for long periods of time, hold the horse loosely. Many horses prefer you to stand back a step or two. This allows them to rest and relax.

VOLUNTEER TIME TRACKING GUIDE

Thank you for your service to Locust Lane Riding Center (LLRC). Winston Churchill once said: “*We make a living by what we get, but we make a life by what we give.*” The services you give to LLRC help to positively impact the lives in your community; both human and equine, and your efforts are sincerely appreciated.

Why We Track Time...

LLRC values your time and accounting for the time you give to our center is an essential part of volunteering. We need to be able to report on the number of hours you provide as we strive to obtain non-profit status. After we obtain non-profit status these volunteer hours are often reviewed by potential donors and grant offering entities as they evaluate our center for funding. Tracking your time and mileage is also a benefit to you as it may have tax benefits after we become a non-profit.

We provide several time tracking options to make it as easy for you to log your time as possible:

| <i>How We Track Time...</i> | <i>What We Track...</i> |
|--|---|
| <p>There are several methods for tracking your volunteer time at LLRC:</p> <ol style="list-style-type: none"> 1. The Barn Volunteer Log Sheet (manual) 2. The LLRC Website Form * 3. The OurVolts Website * 4. The OurVolts Mobile Website * <p>*Free OurVolts.com account required for use.</p> | <p>At a minimum we need you to record:</p> <ol style="list-style-type: none"> 1. Your first and last name 2. The date you volunteered 3. The time you started (<i>if using manual Barn Volunteer Log Sheet only</i>) 4. The activities you performed (e.g. barn work, grooming, riding assistant, etc.) 5. The time you stopped (<i>if using manual Barn Volunteer Log Sheet only</i>) |

Method 1: Barn Volunteer Log Sheet

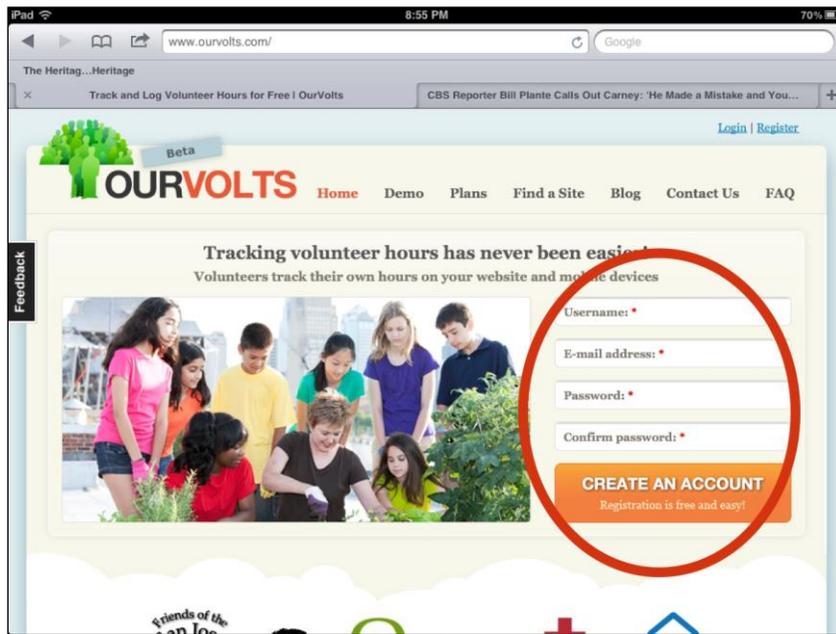
1. When you arrive to volunteer simply locate the Barn Log notebook and fill out your name, date and time you started.
2. When you are finished, complete the notes/activities you worked on and the time you completed.
3. An LLRC staff member will then record the time you provided in the OurVolts website, generally on a weekly basis.

LLRC has registered with OurVolts.com to help us report on and manage volunteer time. Their service provides a systematic way for LLRC to manage and report on volunteer time. It also provides convenience and flexibility to the volunteers and LLRC staff when they record volunteer time. ***If you are NOT interested in using the on-line time tracking websites, read no further.***

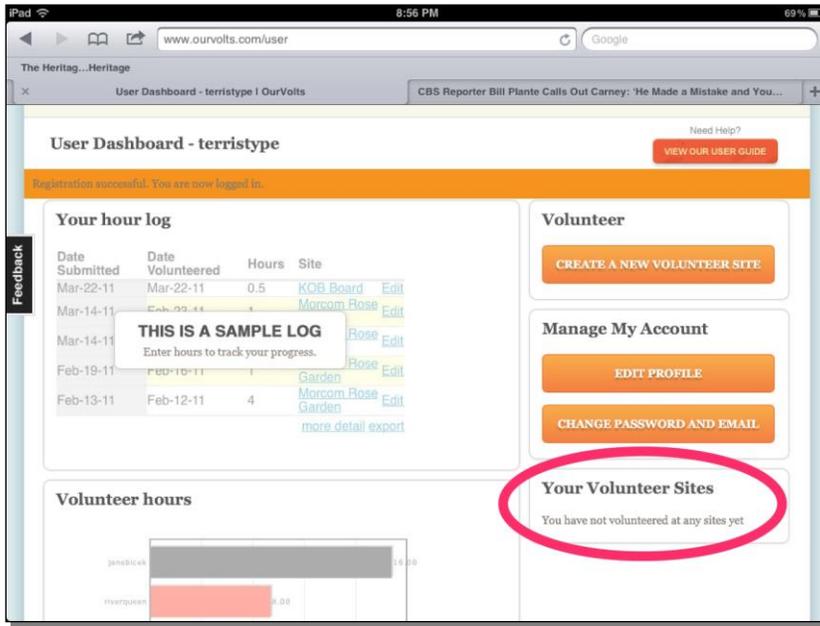
There are three options for entering time into OurVolts.com, each requires volunteers to register for free at OurVolts.com and create a user account. Once your account is established you can search for “Locust Lane Riding Center” and add it to your volunteer sites (if you have other places that you volunteer for that are using OurVolts, you can also add those to your user profile and track time for them too).

Create OurVolts.com User Account

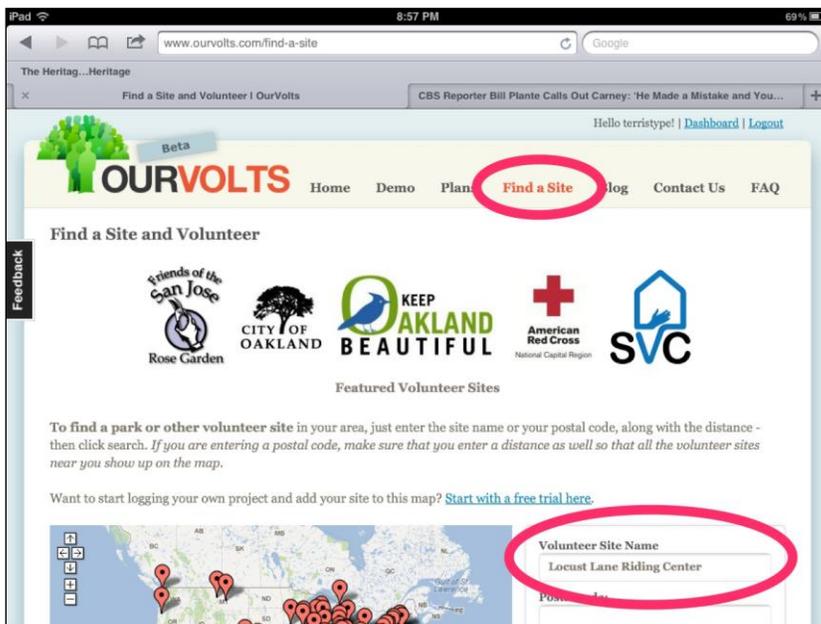
1. Open your web browser and go to www.ourvolts.com.
2. Fill in the “Username”, “E-mail address” and the “Password” fields.
3. Click the orange “CREATE AN ACCOUNT” button:



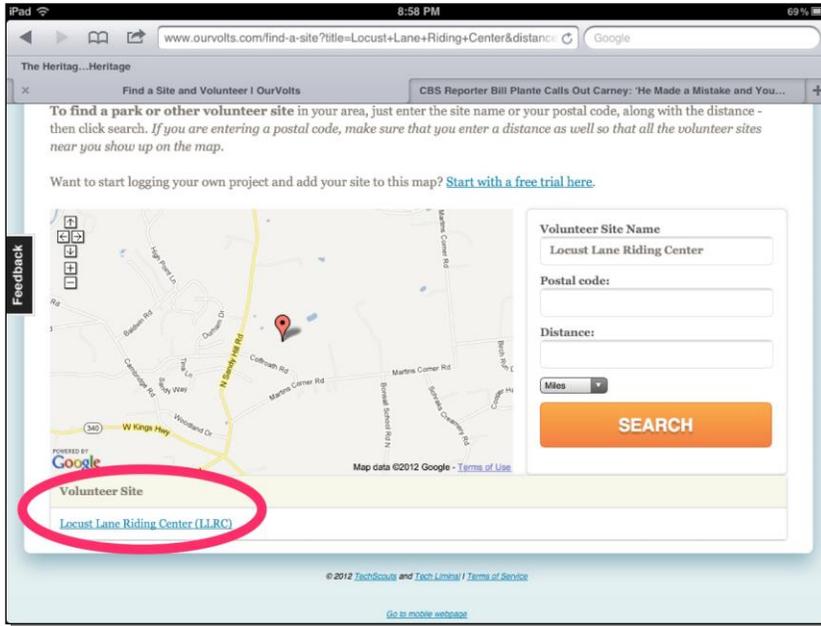
- The site then sends you to your “dashboard” for your user account, you will see “Your Volunteer Sites” near the bottom of page and that “You have not volunteered at any sites yet” status:



- To add the LLRC site, click the “Find a Site” button at top of screen and in the “Volunteer Site Name” box, type “Locust Lane Riding Center” and press orange “SEARCH” button (you can leave other fields blank):



- You should see the “Locust Lane Riding Center (LLRC)” site listed in the results at the bottom of the page:

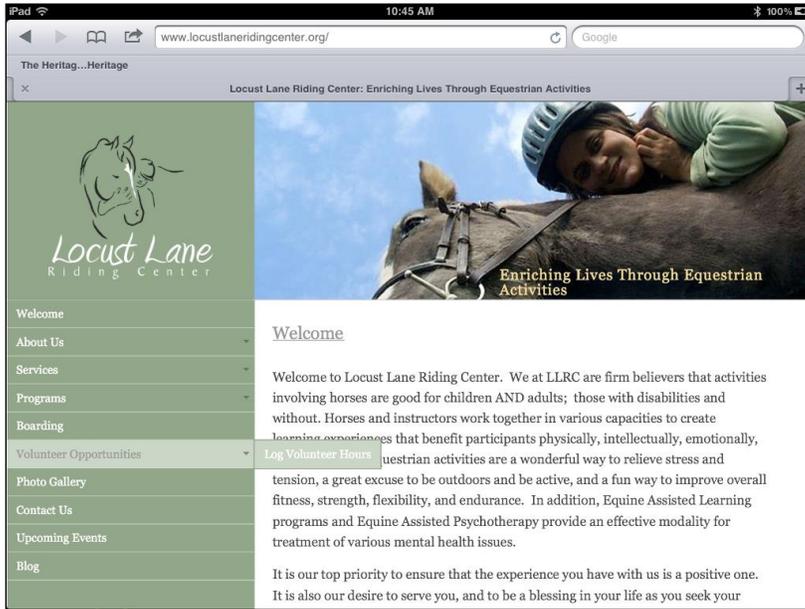


- Click on the site and it will be added to your user profile. Now you can use your OurVolts account to start logging your hours for LLRC! On the following pages, just pick which on-line method you want to use and follow the instructions for entering your time.

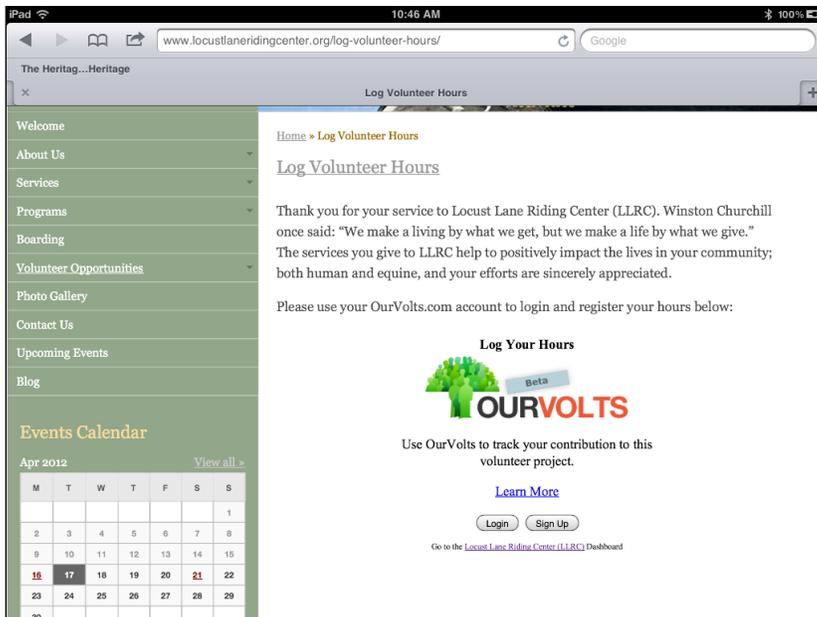
Method 2: The LLRC Website Form

Note: To use this method, you must first create your OurVolts.com user account before you can log your hours.

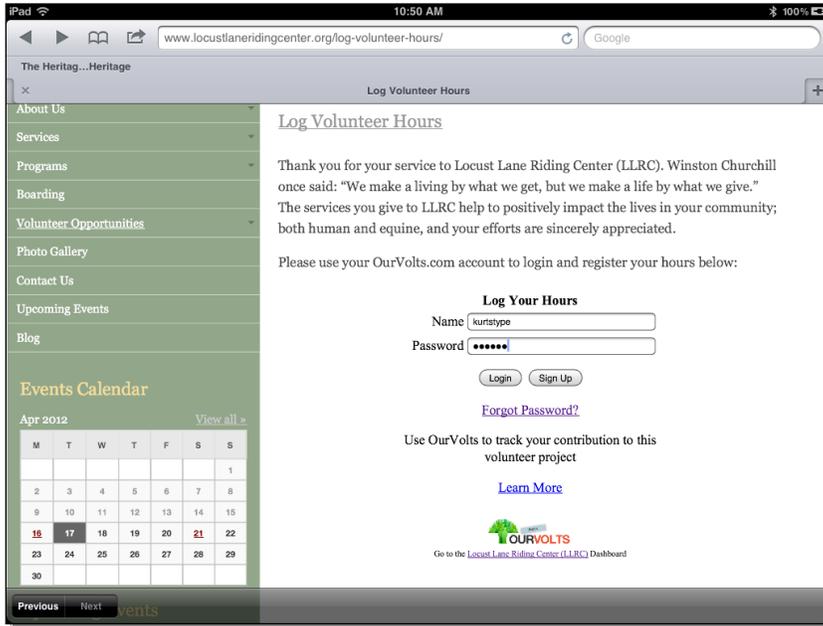
1. Open your web browser and goto <http://www.locustlaneridingcenter.org/>.
2. Place your mouse over the “Volunteer Opportunities” menu and the “Log Volunteer Hours” menu will appear, click on it:



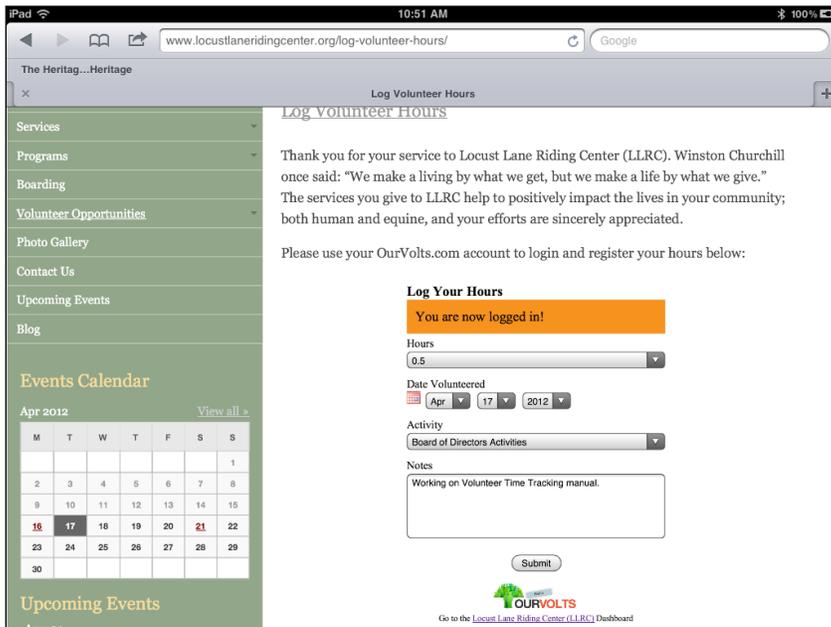
3. On the “Log Volunteer Hours” page, you will see the OurVolts logo, click the “Login” button:



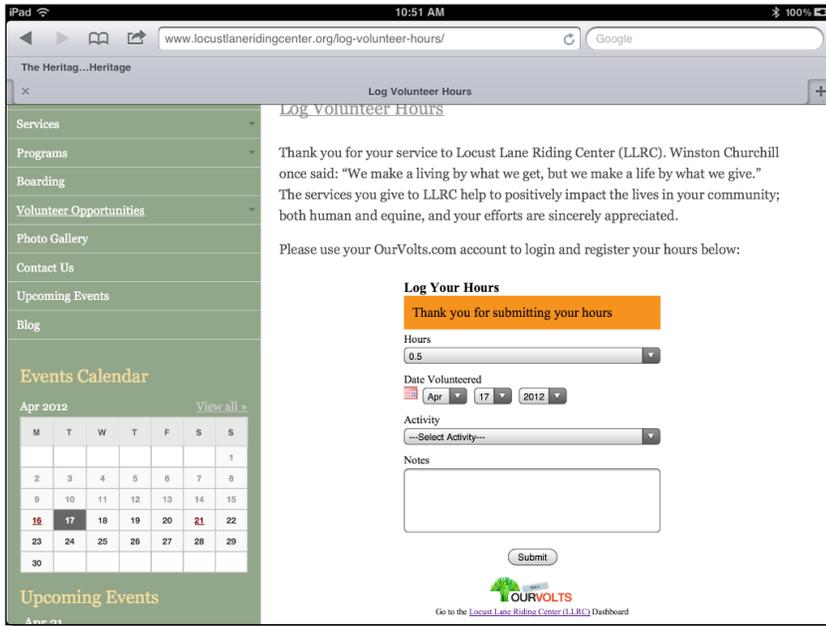
- On the login form, enter your OurVolts.com username and your password, then press the “Login” button:



- You should see “You are now logged in!” if your login worked (if it did not work, follow the help link that OurVolts provides). Simply pick your hours; the date you volunteered and the “Activity” type. You can also add notes if you want to provide details. Then press “Submit”:



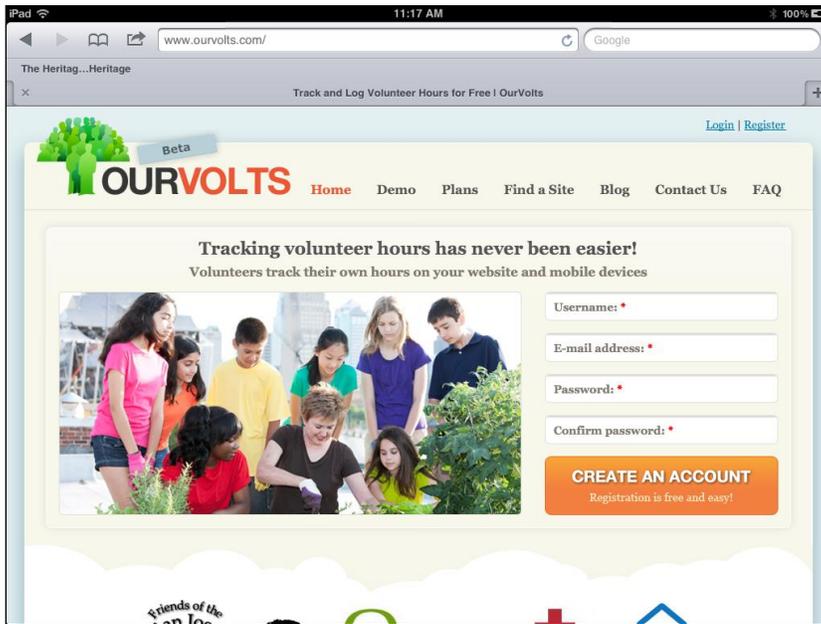
- You should see “Thank you for submitting your hours” in the status. You will remain logged in so you can enter additional hours if you desire.



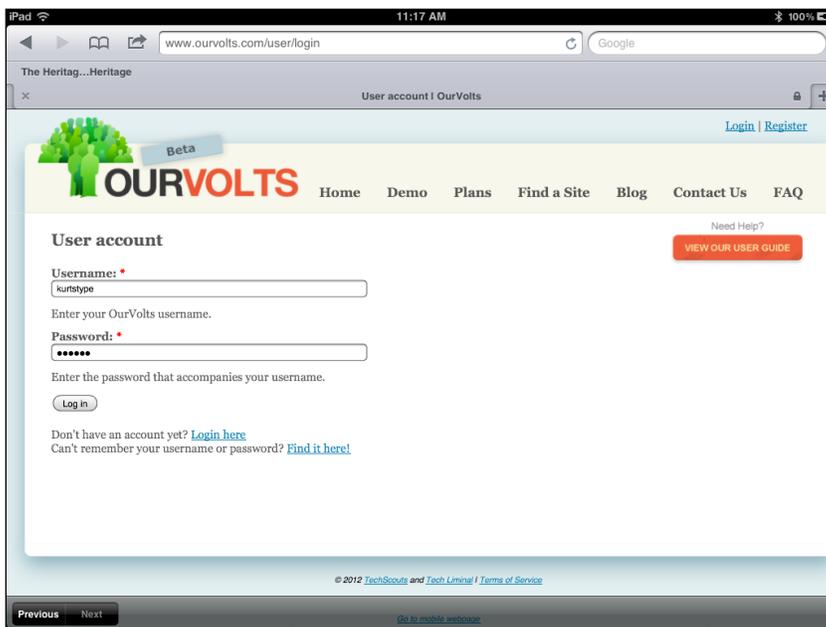
Method 3: The OurVolts Website

Note: To use this method, you must first create your OurVolts.com user account before you can log your hours.

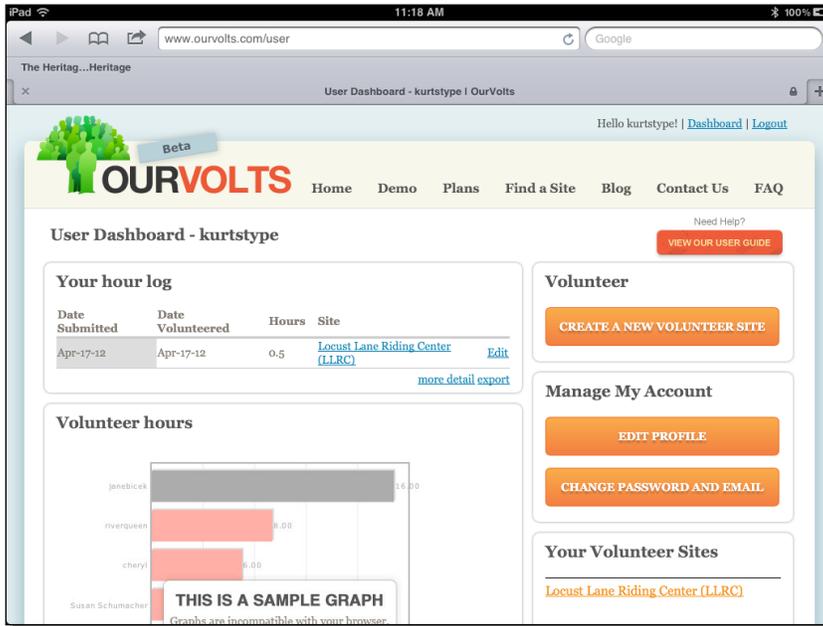
1. Open your browser and go to <http://www.ourvolts.com/>.
2. In the upper right corner, click the “Login” link:



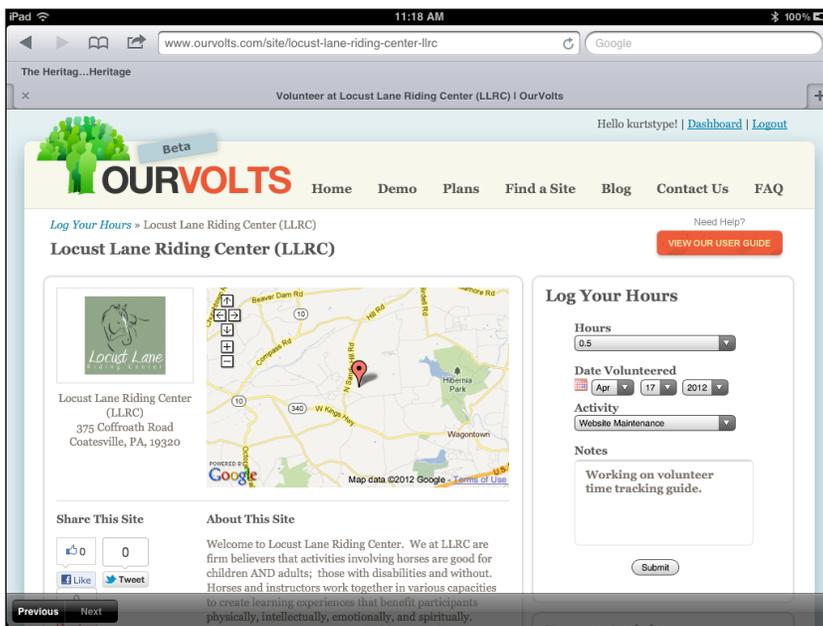
3. Enter your OurVolts username and password, then press the “Log In” button:



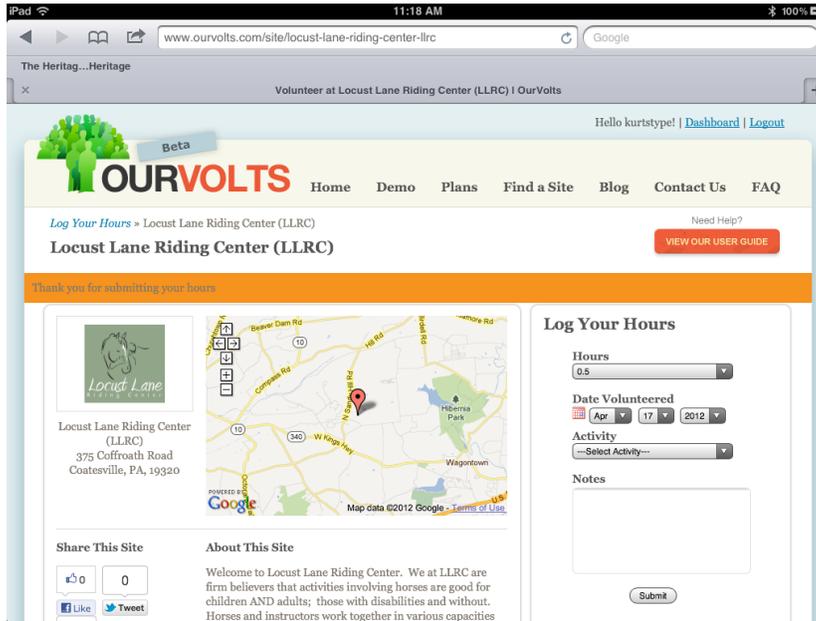
- You will now be on your “dashboard”. In the “Your Volunteer Sites” section; locate the “Locust Lane Riding Center (LLRC)” link and click on it:



- In the “Log Your Hours” section; fill out your hours worked, the date and the Activity. You can also provide more detail if desired in the “Notes” field. When you are finished with the form, press the “Submit” button:



- After you submit your hours you will see “Thank you for submitting your hours” message. The LLRC staff will be notified that you entered hours and will review and approve them. They may also revise them if they find mistakes:



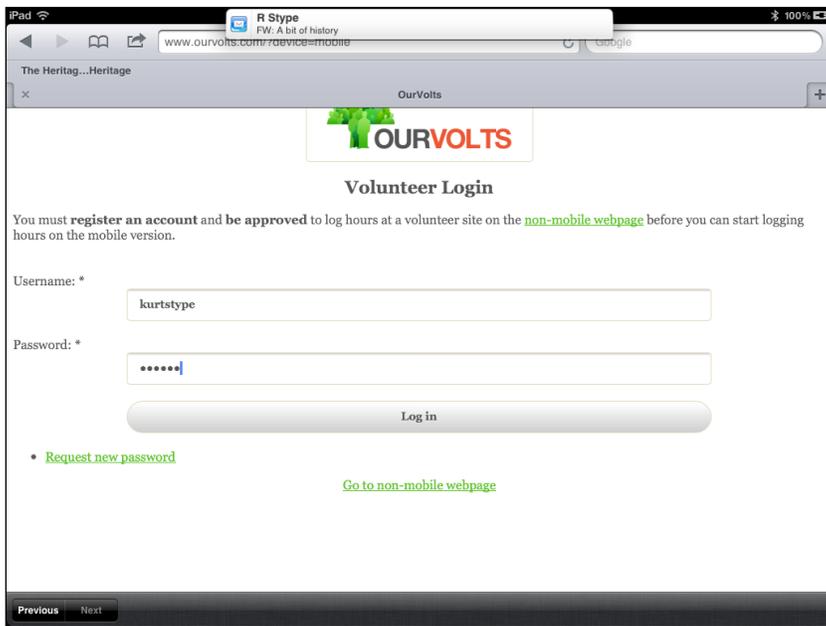
Method 4: The OurVolts Mobile Website

Note: To use this method, you must first create your OurVolts.com user account before you can log your hours.

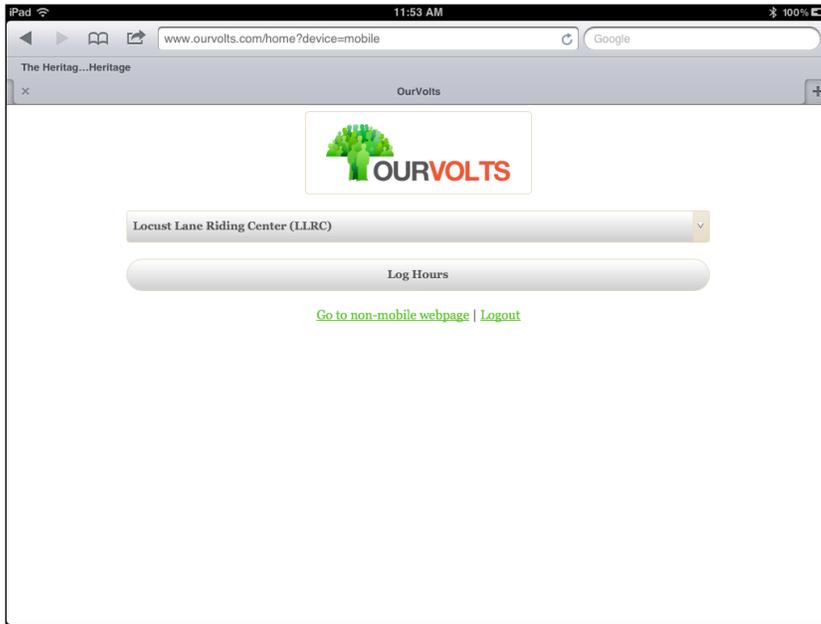
1. From your Smartphone web browser, go to <http://www.ourvolts.com/?device=mobile>



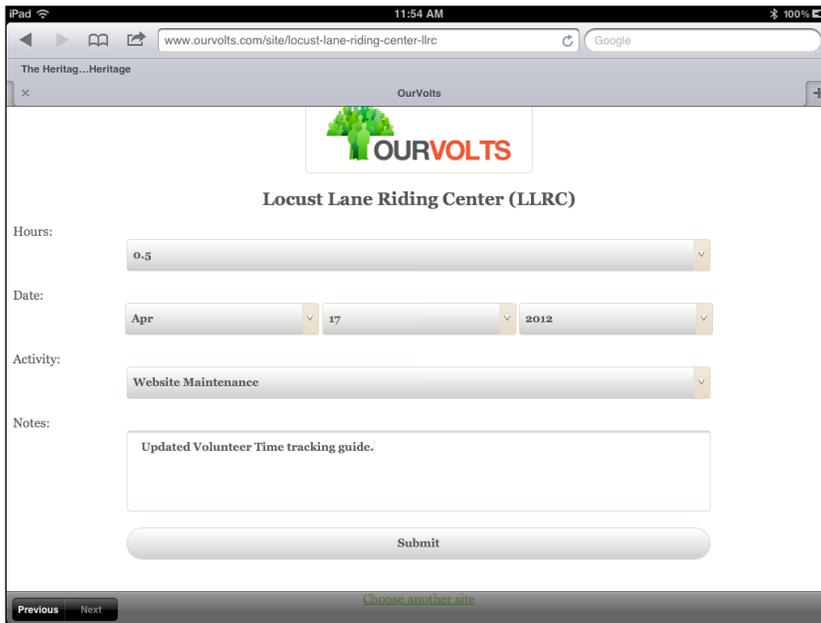
2. You should see the OurVolts login screen, enter your OurVolts username and password and press the “Log In” button:



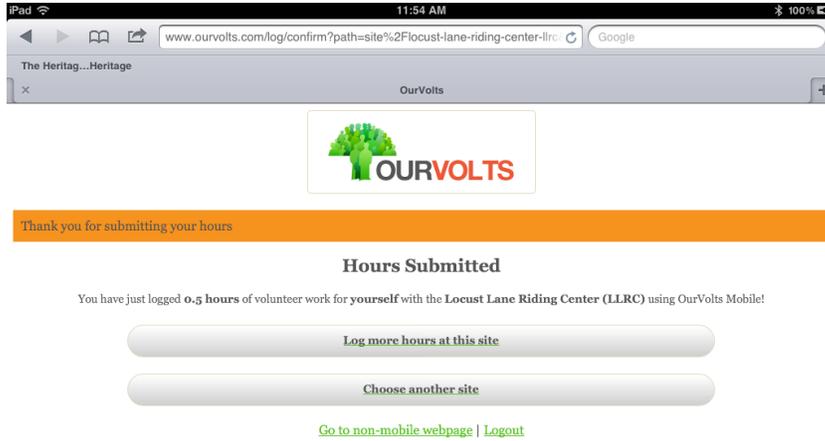
- The next screen will be your mobile “dashboard”, you will see a dropdown menu, select “Locust Lane Riding Center (LLRC)” if it’s not already selected and then press the “Log Hours” button:



- On the hours screen, fill out your hours worked, the date and the Activity. You can also provide more detail if desired in the “Notes” field. When you are finished with the form, press the “Submit” button:



5. You will then see “Hours Submitted” message. The LLRC staff will be notified that you entered hours and will review and approve them. They may also revise them if they find mistakes:



If you have any questions on the information in this guide, please e-mail kurt@locustlaneridingcenter.org.