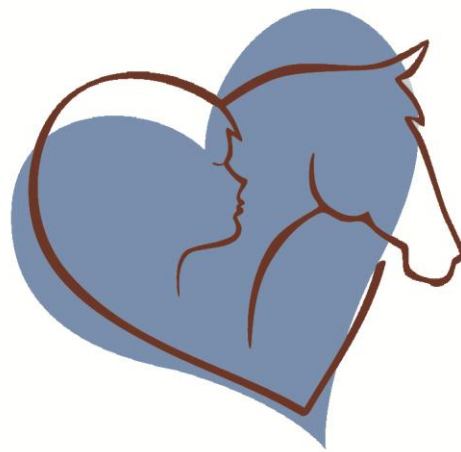


WISH UPON A HORSE

THERAPEUTIC RIDING CENTER



Volunteer Policy Procedures and Manual

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Thank you!

For becoming a volunteer at Wish Upon a Horse, Inc. (WUAH). You are a needed and essential part of this program's success; after all, there would be no program without our talented volunteers.

Wish Upon a Horse Therapeutic Riding Center is an adaptive riding program for people with disabilities. We seek to provide equine assisted activities including horseback riding lessons, ground and vocational lessons for individuals with disabilities. We also work to train volunteers to assist in the program and to engage in other equine activities that improve the quality of life for the disabled. Our services are offered without regard to race, color, ethnic origin or creed.

Our goal is to provide a volunteer team for each rider, so both the riders and volunteers can benefit from continuity and establish a lasting relationship of trust with one another. Moreover, volunteers will be able to share knowledge, guidance, patience, and love with the rider. A professional, safety-conscious and encouraging manner brings feelings of boundless joy and accomplishment for all those involved.

Wish Upon a Horse is an operating member center of the Professional Association of Therapeutic Horsemanship (PATH) International. We follow all standards and guidelines set forth by PATH. All riders and volunteers are insured as recommended by PATH.

IMPORTANT PHONE NUMBERS:

Office Phone Number: 843.671.2586
Emergency Office Number: 843.671.2686
Office Fax Number: 843.671.2582
Email: info@wishuponahorsehhi.org

WISH UPON A HORSE, INC. STAFF

Executive Directors: Ali Pauluhn and Didi Summers
Head Instructor: Erin Sullivan

Our postal address is
Wish Upon a Horse, Inc.
190 Greenwood Drive
Hilton Head, SC 29928

Wish Upon a Horse, Inc. is a registered 501(c)(3) corporation.

GENERAL INFORMATION

Mission	To provide quality, professional equine assisted activities for both children and adults with special needs in a beautiful, safe and friendly setting.
Purpose	Wish Upon a Horse provides therapeutic horseback riding lessons to children and adults with physical, mental and emotional barriers. We offer equine assisted activities to the individuals without regard to race, color, creed or financial need. Therapeutic riding offers many benefits to individuals with disabilities. The horse's constant rhythmical movement stimulates the student's whole being, causing them to react with all their senses to a live animal. In the area of physical benefits, sitting on a horse provides a broad base of support combined with subtle input that can be regulated according to the student's needs. The horse's movement tends to relax tight muscles and stimulate muscle tone, allowing for improved posture, coordination, balance and range of motion. Specific cognitive and socialization skills improve through the use of therapeutic riding when the focus is on education and behavior. The psychological effects for individuals who participate are demonstrated by increased motivation, heightened self-esteem, stronger confidence and obvious joy.
History	Wish Upon a Horse opened its doors in April 2011 after Didi and Andrew Summers offered the facilities of Lawton Stables and its horses and resources towards the therapeutic riding center. It operates solely on donations; all students receive tuition-free services.
PATH	Wish Upon a Horse is a non-profit member center of the Professional Association of Therapeutic Horsemanship International (PATH). This means that the program follows strict safety guidelines for the protection of students, horses, volunteers and staff.
Farm Rules	<ol style="list-style-type: none">1. No running2. Close all gates behind you3. Return things to where you found them4. If something is broken notify someone so it can be repaired5. Be respectful of everyone and remember our purpose
Safety Rules	<ol style="list-style-type: none">1. Staff and volunteers should act in the best interest of the students in terms of safety, respect and privacy.2. No smoking is allowed in the barn area, clubhouse, arena or while classes are being conducted.3. All children should be supervised by an adult when on the premises.4. Teachers and volunteers should not bring their children or dogs.5. ALL mounted persons MUST wear helmets at all times.6. Horses must be properly tacked with all safety equipment.7. Only authorized personnel (instructors, volunteers, and staff) are allowed in the stall area and teaching ring.8. Unauthorized personnel are not allowed in the pastures.

9. Observe and obey all safety signs posted.
10. All gates should remain closed during classes.
11. No illegal activities will be tolerated on the grounds of Lawton Stables or at any WUAH event, including but not limited to: smoking, drinking by minors, illegal drug use, sexual misconduct or harassment, assault, physical or verbal abuse, animal abuse, etc.
12. Volunteers should report anything that seems unusual about riders, horses, the facility, the equipment, etc. to the instructor or any WUAH or Lawton Stables staff member.

Be on Time	Please be on time and remember to sign in and out in the office.
Cancellation Policy	If you cannot come on your assigned day, please call the office on 843.671.2586, option 7 as soon as possible. WUAH will conduct classes in a light drizzle; please call the office to check on uncertain weather conditions.
What to Bring	Please be sure to bring water and a snack if you wish (please label all water bottles). You may keep them in the refrigerator in the barn.
Off-Limits	The following areas are off limits to all WUAH students <ol style="list-style-type: none"> 1. Hay barn 2. Trail barn 3. Saddle Club area (unless specifically approved) 4. Paddock areas (unless specifically approved)
Attire	We ask that you dress neatly and wear closed-toe shoes (boots are preferred but not necessary). Avoid loose clothing and dangly jewelry; they can obstruct your work. Remember to bring sunscreen, a hat and sunglasses, as most activities occur outside.
Inclement Weather	If bad weather appears likely, WUAH staff will notify you of any cancellations, but if you have questions, please call the office at 843.671.2685 or 2686 to confirm the status of your class.
Cell phones	We ask that you leave your cell phone outside of the arena; they can be distracting while working with students. It is best to put the phone on silent or vibrate for the time you are at the barn.
Feeding of Horses	Please do not feed a horse by hand or allow a student to do so.
Smoking	Is not allowed anywhere on the premises at any time.
Keeping Busy	If you have a long break there are plenty of things to do. Clean up the tack room, assist with stall chores or groom a horse for the next lesson. Please ask us for something to do!
Minimum Age, Insurance, Liability Release	No one under the age of 14 is allowed to work directly with our horses and riders due to insurance restrictions; however, youths under the age of 14 are welcome to clean tack, clean the stable area, help at horse shows, etc. Additionally, working with horses can cause potentially dangerous situations, so we ask that all prospective volunteers sign the liability release on the volunteer form.

Safety Around Horses

1. Respect the horse, he's a big animal.
2. Introduce yourself by letting them sniff your hand and petting them gently on the neck.
3. Always approach a horse where they can see you, a horse cannot see directly behind it, or under its nose.
4. Don't run near or around horses, sudden movements can scare them, especially around young/ inexperienced horses.
5. You can be hurt by a horse even if they don't mean to hurt you.
6. Pet the horse by stroking him on the shoulder or neck.
7. Don't duck under the horse's neck or lead rope.
8. Don't walk directly behind the horse or stand directly in front of them.
9. When leading a horse, walk beside them on their left side.
10. Remember to go through doors/gates before the horse.
11. Keep lead ropes and reins off the ground.
12. Don't wrap a lead rope around your hand/arm/body.

Confidentiality Policy

1. Riders and their families have a right to privacy that gives them control over the dissemination of their medical and other sensitive information.
2. Wish Upon a Horse shall preserve the right of confidentiality for all individuals in the program.
3. The staff and volunteers of WUAH shall keep confidential all medical, social, referral, personal and financial information regarding a person and his/her family.
4. All staff and volunteers of WUAH shall be bound by this policy. This includes but is not limited to:
 - a. Full time staff
 - b. Part time staff
 - c. Temporary employees
 - d. Volunteers
 - e. The Board of Directors

We know you are excited about what we are a part of here at WUAH and want to share the experiences with other but please respect the rider's privacy and do it in a way that does not identify them.

Personal Conduct

Inappropriate Personal Conduct --- At all times, while participating in WUAH related activities at Lawton Stables, the Instructor is responsible for providing appropriate responses to inappropriate rider and/or volunteer behavior in the riding ring during the lesson. The barn manager and/or other designated individuals are responsible for attending to the behavior of observers and others not in the ring.

Emergency

There is more information in this manual, but basically follow the instructions of the instructor, program director or barn manager.

Riding of Horses

This is a question many volunteers ask! Because we focus on the needs of our participating riders and providing a meaningful experience for them, offering lessons or riding time to volunteers would be a strain on the horses and staff. Unless instructed by a WUAH employee, volunteers should not get on a horse before, during or after a lesson.

Parking	If volunteering, please park your vehicle along the pasture fence lines along the rear of the driveway to allow our disabled students closer access to the facility.
Bathroom Facilities	The main bathrooms are located behind the main office/Welcome Center. There is a smaller, limited bathroom in one of the tack rooms. There is a shower that may be used under special circumstances; please check with WUAH staff.
Questions	Please do not hesitate to ask questions or make suggestions. This is a team effort and we encourage your participation in every way!

Characteristics of a Good Volunteer

Reliability - Regular attendance, adequate notice, or the provision of a reliable substitute.

Punctuality - Late arrival is frustrating to a student who is looking forward to his or her weekly ride.

Physical Fitness - Within reason!

Be Relaxed - An anxious volunteer contributes to a nervous rider and a tense mount.

Alertness - Despite your outward relaxation, always anticipate an unexpected emergency.

Empathy - Avoid false sentimentality. It is important to have empathy and genuine regard toward riders.

Horse Knowledge - Knowledge of horses is helpful, but many excellent volunteers have little previous experience.

Patience - Endless patience is necessary to adjust to the often very slow movements and reactions of individuals with severe disabilities.

Sensible & Comfortable Clothing - High-heeled shoes or sandals are not acceptable. Short boots are protection from mud or the deep footing of the arena.

COMMON SENSE - Always!

WISH UPON A HORSE EMERGENCY ACTION PLAN

(a full copy of the Emergency Procedures Plan is located
in the Head Trainer's Office, Main Office and available upon request)

GENERAL INFORMATION:

The keys to handling almost all emergencies are:

1. Remain calm at all times
2. Be prepared for action ahead of time
3. Work as a team
4. Maintain communication

Being familiar with Wish Upon a Horse's Emergency Action Guide will help personnel be prepared in an emergency situation. Participation in periodic drills of emergency procedures will also enhance an individual's ability to handle a crisis. WUAH will perform emergency drills a minimum of once a term.

Location of all phones

Phones for emergency actions are available at the following locations in the event that an onsite cellular phone is not accessible:

1. **A red Emergency Phone is located just inside the Boarding Barn on the right.**
2. **If a cellular phone is available it can be used at any location at Lawton Stables to enact the EMS by dialing 911. Reception may be increased *outside* of the barn or welcome center office.**
3. **Boarding Barn:** access to a phone is located in the Head Trainer's office. If the office is locked, the Head Trainer, Assistant Trainer and Boarding Barn manager have the key.
4. **Main Office/Welcome Center:** access to a phone at the main office is ***always available during opening hours***. The main office is located across the driveway from the Beresford Barn up the ramp and stairs.

Cell Phone Requirements for Lawton Stables and Wish Upon a Horse Staff

1. All staff will have the telephone numbers of the Main Office, General Manager, Office Staff consisting, all trainers and Trail Barn Managers programmed into their cell phones.
2. All staff will have their cell phones with them and operational at all times. In the event a member of staff does not have a cell phone (either in general, or on any particular day or time), he or she will have to "check-out" a walkie-talkie from the office.
3. Cell phone usage is not permitted on the premises except for general business or emergency purposes, with the exception below.
4. Personal cell phone usage is not allowed except in exceptional circumstances or during a volunteer's or employee's break or lunch periods.

MAJOR ILLNESS OR INJURY PROCEDURES

In case of major illness or injury, staff or volunteers are responsible for the following procedures:

1. The instructor will appoint a staff member or volunteer to get the First Aid Kit (in Store Room of Boarding Barn or Main Office/Welcome Center).
2. The Trainer-in-charge will delegate someone to contact 911, or will contact 911 herself if necessary. The person calling 911 must
 - a. Provide information pertaining to the emergency including the nature of the emergency, number of victims and their conditions and the help being given.
 - b. Stay on the line – DO NOT HANG UP until the dispatcher tells you to.
 - c. Remember that horses spook easily. Ask that sirens be silenced prior to arrival.
3. If the injured is a participant in a Wish Upon a Horse program, the instructor will appoint a volunteer to get the injured person's Emergency Medical Release Form from the files and give it to the instructor.
4. The instructor will appoint a volunteer to go to the road and wait for the emergency vehicles. The volunteer will stop the driver and have the lights and sirens turned off, and direct the medical attendant to the individual needing medical attention.
5. The instructor will appoint a volunteer to stay with the injured individual once they have been stabilized.
6. The instructor will direct the horse leader/handler and side-walkers to remove the other riders to a safe area for dismounting, and remove the horses and riders from the arena, if appropriate.

GENERAL EMERGENCY

If an emergency occurs in another area (i.e. the stall area), the instructor or other trained personnel will direct the uninjured parties to the **SADDLE CLUB** and appropriate action (as indicated in “emergency in the ring section”) will be taken to assist the victim. If an emergency occurs in the clubhouse, the WUAH staff facilitating the activity will direct volunteers, students, caregivers, *etc.*

When an emergency occurs, **REMAIN CALM. SURVEY THE SCENE** to assess any other potential dangers. Call 911 whenever the situation is more than you can safely handle or if you are unsure about what to do. Telephones are located in the WUAH office and each staff has a cell phone. Emergency information is posted near the telephone in the office.

Please note that all WUAH staff must have First Aid and CPR certifications.

The following is a list of situations during which 911 should be called before any other action is taken:

- Cardiac arrest / chest pain / possible heart attack
- Respiratory arrest / breathing difficulty
- Unconsciousness
- Drowning
- Electrocution
- Head / Neck injury
- Severe bleeding
- Choking
- Paralysis
- Seizures of unknown origin or of a prolonged nature
- Critical burns
- Obvious fractures
- Multiple injuries
- Poisonous snake bite

When 911 is called, be prepared to give the dispatcher the following information:

- location of the emergency-**Boarding Barn at Lawton Stables, 190 Greenwood Drive**
- the telephone number you are calling from (**671.2686**) and your name
- the nature of the emergency (*i.e.*, heart attack, possible spinal cord injury)
- the victim’s condition (*i.e.*, conscious, breathing) and the First Aid measures which are being administered (*i.e.*, CPR, pressure to control bleeding)

An appointed person should locate a copy of the victim’s **Authorization for Emergency Treatment** form and any other pertinent health-related forms to accompany the victim to the emergency room/hospital. The instructor will notify the parents/ caretakers indicated on the forms or will designate another staff member or volunteer to do the notification. After appropriate action has been taken, an **Incident Report** should be filled out by the instructor or staff member who was involved. Details of the incident, actions taken and interviews with 3 witnesses should be included.

MOUNTED EMERGENCY PLAN

WUAH's main focus in providing services is to make sure everyone involved (students, volunteers, staff and horses) are afforded the safest conditions possible. Protection of the rider is always the first priority. In the event of an incident occurring in the ring, it is left to the discretion of the instructor to decide whether or not to dismount riders. If an emergency occurs which affects an individual rider and the sidewalker feels that he/she cannot wait for the instructor's call, he/she may execute an emergency dismount.

If there is an emergency while a lesson is in session:

1. All horses will be halted. Any time a horse is loose inside or outside the ring, all other horses must be halted.
2. All horse leaders will assume the halt position in front of the horses.
3. All sidewalkers will stabilize their riders.
4. The instructor will appoint (if needed) someone (usually the sidewalker NOT in charge of the rider) to:
 - i. telephone the emergency number and give directions to the center
 - ii. get the Emergency Medical Release Forms of the rider and give them to the instructor
 - iii. direct the emergency vehicle to the accident site, asking that **all lights and sirens be turned off to avoid frightening the horses.**
6. Initial response: First Aid will be administered to the injured/ill rider by the instructor or other qualified personnel until more advanced medical care arrives, if needed.
7. If the rider is injured, the instructor may ask all others in the ring to leave quietly, placing one person in charge.
8. The instructor will supervise dismounting procedures verbally or personally.
 - a. Safety dismount:
 - i. Instructor or horse leader may call for a dismount.
 - ii. Left sidewalker tells rider he/she is going to dismount.
 - iii. Left sidewalker then asks the rider and right sidewalker to clear the rider's feet from the stirrups.
 - iv. Left sidewalker wraps his arms around the rider's waist, pulls the rider from the horse and moves with the rider to a safe place.
 - v. Horse leader makes every effort to hold the horse.
9. The sidewalkers will escort the riders and their caregivers to the WUAH office.
10. The horse leaders will be responsible for returning the horses to their stalls or other assigned area.
11. NO ONE, even a parent, is allowed in the arena unless summoned by the instructor.
12. There will be no excessive talking.
13. Sidewalkers in charge of riders are to explain the situation and calm the riders.

* This plan may need to be modified due to the individual circumstances of a particular situation.

FIRE PROCEDURES

Fire Alarm

1. In the case of fire, smoke or any other reason for you to suspect there may be a fire, immediately pull a fire alarm located at one of the four main exits of the barn.
2. Then tell the office personnel in the Main Office/Welcome Center (843) 671-2686 that you have notified the fire department of a fire, and tell the office staff exactly where the fire or suspected fire is located.
 - a. Call the office on your cell phone (843) 671-2686; if it is after hours, call the General Manager or an Office Manager,
 - b. Call the office, General Manager or Office Manager from anybody else's cell phone or from the Head Trainer's office,
 - c. Go directly to the Main Office/Welcome Center and let them know, or
 - d. Find a staff member, volunteer or other personnel to let the office staff know.
3. Personal safety has to be your priority. Early detection of fire is fundamental to you and your horses' safety. With just a few breaths, toxic smoke could easily incapacitate you and your horse.
4. Avoid exposure to smoke by staying low to the ground where the air is cleaner.
5. Never let fire get between you and your way out.
6. It should never be considered safe to enter a burning building.

Containing a Fire

In the event of a small contained fire, staff may, if done safely, attempt to extinguish the fire (that is, fire on a stove, in a trash can, etc.).

Fire Extinguishers

There are four Fire Extinguishers in the barn: three are at the main exit points, and one is upstairs in the Saddle Club on the staircase wall. An ABC Fire Extinguisher is a dry powder extinguisher and is used on all fire types. When operating a fire extinguisher, remember the acronym:

"PASS: Pull Aim Squeeze Sweep"

Evacuation of Personnel

Make sure the barn is empty of all personnel, including riders, visitors and volunteers. Only staff of Lawton Stables and/or Wish Upon a Horse, or their designees, may remain to evacuate the horses from the barn *only if it is safe to do so.*

1. Make sure Tack Rooms # 1 and # 2, feed room and storage rooms are empty and close the doors.
2. Make sure the upstairs Saddle Club Lounge is empty.
3. Any individual rider over the age of 18, visitor and/or child with a parent or guardian present may leave the Premises if it is safe to do so. The Head Trainer or Assistant Trainer must be sure that all individual riders and/or visitors are accounted for.
4. Any rider under the age of 18 must be escorted to the Main Office and his or her parent notified.
5. Any participants in the Wish Upon a Horse program, including all riders, participants and their support staff are to meet on the porch of the Main Office/Welcome Center if it is safe to do so.
 - a. The WUAH Head Trainer or her designee will ensure each participant, staff member and volunteer staff is accounted for.
 - b. Arrangements will be made for the safe departure of the participants and the support staff.
6. The Head Trainer, Assistant Trainer or her designee will report to Office Personnel that all people in the Boarding Barn vicinity have been accounted for and provide a list of the names of all persons evacuated.

TORNADOES, HIGH WIND, LIGHTNING, HAIL

WUAH staff will monitor all weather conditions and follow Staff Emergency Procedures to cancel all activities should the need arise. If a tornado, hurricane or bad storm is predicted, all classes and activities will be cancelled. If a storm arises somewhat unexpectedly and there is time to travel to a safe shelter, all nonessential personnel should be directed to go home or to the closest designated shelter. Other personnel should meet in the Saddle Club for further instructions from the head staff member.

If a storm occurs suddenly while students are riding or are in the ring, the instructor will direct the leaders to “hold hard” to their horses and speak reassuringly to them while the students are dismounted. Everyone will seek appropriate shelter. People will be directed to the clubhouse, trying to minimize exposure in open high places and trees especially if lightning and high winds are involved. If it is necessary to use the covered area as shelter, stay in the center of the arena and away from the metal structure. Leaders will try to separate the students from the horses as well as possible when having to share the same shelter.

SITUATIONS THAT FRIGHTEN HORSES

If low flying planes, road traffic, insect bites or stings, or other events frighten horses while students are mounted, the instructor will have the leaders “hold hard” to the horses and speak reassuringly to them. Everyone should be prepared to dismount students if an emergency arises and the instructor does not have time to come and dismount the rider.

VEHICLE / EQUIPMENT ACCIDENTS

If someone is struck by a vehicle, anyone approaching the scene should assess the scene for safety before proceeding (*i.e.*, all vehicles in the area are in “park” with brakes set and engines off, front end loaders on tractors should be placed in lowered position, traffic in area should be stopped, *etc.*). Victim should be assessed using standard First Aid/CPR procedures. Activate EMS if necessary.

DISEASE PRECAUTIONS

Universal precautions should be employed when contacting all blood and bodily fluids-see included procedures. **Please be familiar with the following emergency procedures:**

STANDARD UNIVERSAL PRECAUTIONS INCLUDE:

1. Avoid direct contact with blood or other body fluids. Use latex gloves and/or other protective clothing as a protective barrier. Wash hands and skin surfaces immediately and thoroughly after potential exposure incidents. Remove and launder contaminated clothing.
2. Wash hands frequently, using soap, warm water, and a fresh paper towel to dry. Lather hands with soap for 10-15 seconds before rinsing. Wash hands before eating, after visiting the restroom, and before and after donning gloves.
3. Cover open cuts, sores, or abrasions with sterile dressing or bandage, or other protective barrier.
4. Clean up spills in a timely fashion, using appropriate disinfectant solution found in the Store Room.
5. Decontaminate mops, brooms and towels used in cleaning up blood or body fluid spills by soaking in health code standard cleaning solution, towels should then be laundered.
6. Decontaminate bathroom facilities and other high-risk exposure areas with appropriate health code standard cleaning solution.
7. Maintain individual personal hygiene items, they should not be shared.
8. If it is necessary to perform CPR, it is advisable to use a mouthpiece or mask.

RESPONDING TO AN INCIDENT

Incidents may arise during classes that may put us at risk of possible exposure to blood and body fluids. Instructors are expected to respond to any instances that may occur and provide First Aid assistance until a more qualified individual arrives. There are First Aid Kits in the Store Room. These kits have more extensive first aid supplies - make sure you know the contents and report any usage.

Volunteer Information

- Opportunities** We are always in need of volunteers to help in other aspects of our program. We have several committees where your service would be greatly appreciated. If you are interested in participating in one of these committees, please contact the Executive Director.
- Fundraising Committee:** Help with WUAH annual fundraiser; assist with other fundraising events. If someone approaches you regarding raising funds for WUAH, please direct them to an Executive Director or our website, www.wishuponahorsehi.org.
- Public Relations Committee:** Help with generation of monthly newsletter, including administrative task such as data entry, labeling for bulk mail. There are many non-related horse chores that are part of an equine assisted activities program; such as filing, data entry, copying, telephoning, etc. If you believe you possess organizational skills and want to 'work behind the scenes' to assist the Executive Director, please call.
- Wish List** Our daily needs include:
- | | |
|------------------------|---|
| Fly Spray | Laundry Detergent (HE-high efficiency; non-organic) |
| Show Sheen | Paper Cups |
| Horse Shampoo | Pitchforks |
| Hoof Dressing | Push Brooms |
| Tack Cleaning Supplies | Wheelbarrows |
| Toilet Paper | Trash Bags (large kitchen and 55 Gallon) |
| Paper Towels | |
- Spreading the Word** If you know of an organization that may be interested in learning more about Wish Upon a Horse, the Executive Director would be pleased to present the program. Please let the Executive Director or a board member know of the organization and someone will contact the group to arrange a presentation.
- Take Initiative** If there is a project you are aware of and feel that you are qualified to complete the project please let the Executive Director know and the necessary information will be given to you. Please be sincere in your offer of services.

Donations

As a non-profit organization, we will always be in need of donations to operate our program. A unique way to honor someone's birthday, anniversary or to remember someone's passing is to make a donation. If you are interested in making a donation please call the Executive Director. You can also support a horse for a month, six months, or a year. Any and all donations are greatly appreciated. We are a 501(c) (3) organization. All donations are tax deductible. Corporate sponsors and individuals who are interested in helping the center should contact the Executive Director

More Training

Training for sidewalking and horseleading are offered to volunteers that are interested. Contact Erin for more information on upcoming classes. We also need experienced volunteers to assist in training new volunteers.

Volunteer Hours

If you are a high school student or know of one who needs community service hours, volunteering for WUAH would help generate those hours. Please call for further information.

The Barn

Tack Rooms	The tack rooms are organized for easy access to everything you need. Please keep it that way. Return things to where you found them. If you find yourself with some down time, cleaning up the tack room is always helpful.
Stalls	Cleaning stalls is very important to the program's success, without happy horses we can't conduct lessons. It is best to find an experienced volunteer to help you with this.
Water	When assigned to water it is best to find an experienced volunteer to help you. Water must be emptied, buckets cleaned, and refilled.
Work station	Be careful when bringing horses in and out of the wash racks (work station) when people are around. When grooming a horse in the wash rack remember to not walk behind the horse and not under the horse's neck. Please keep our wash racks neat and tidy, to prevent injury.
Pastures	Catching a horse in the pasture can be tricky, take an experienced volunteer with you to catch a horse. Students and parents are not allowed in the horse pastures unless accompanied by an experienced volunteer.
Helmet Fitting	All riders must wear a helmet. <ol style="list-style-type: none">1. Helmet should rest about two fingers above the eyebrows2. It should be centered correctly3. It should be snug4. It should sit securely<ol style="list-style-type: none">a. No rockingb. No moving5. To check, have the rider bend at the waist and shake head6. Chin strap should be fastened tightly enough so that the helmet will not slip off in a fall.
Equipment	All of our equipment is labeled. Each horse has their own bridle. The lesson plan for the day has a saddle and bridle listed for each student.

Disabilities

When you meet a person with disabilities:

1. Remember that a person with disabilities is just like everyone else, except for the limitations of his or her disability.
2. A disability need not be ignored or denied, but until your relationship is one of friendship, show interest in the person as you would any other person you have just met.
3. Be yourself.
4. Talk about the same things you would with anyone else.
5. HELP HIM OR HER ONLY WHEN THEY REQUEST IT. If a person falls down, he/she may wish to get up on his/her own. Ask for permission to give help.
6. Be patient. Let the person set their own pace walking or talking.
7. Don't be afraid to laugh with them.
8. Offer a person with disabilities the same courtesy that any other person would receive.
9. Be supportive and encouraging. If a person wants to talk about their disability, he/she will bring it up.
10. Showing pity or charity does not help. Each person wants to be treated as an equal. He/she wants the chance to prove himself/herself.
11. The rider may feel insecure when his/her aids (crutches, wheelchair, etc.) are too far away. Be sensitive to this and remove aids only when asked.
12. Keep an open mind.
13. Enjoy yourself and your friendship with rider. His/her philosophy and good humor can be as inspiring to you as yours is to the rider.

Please note that volunteers are asked NOT TO HANDLE STUDENTS unless requested to by a member of the staff. Handling a student without knowledge of his/her disability could be very harmful to the rider.

Volunteer Roles

Horse Leader

Main Responsibility:	To focus on the horse, leading and controlling the horse in the lesson. The Leader must also be aware of the rider, instructor, side-walkers, and any potential hazards in and around the arena. Report any horse related problems to the instructor.
Before the lesson:	Arrive at the barn at least 45 min to one hour before lesson to groom and tack up the horse. Check lesson plan or consult with instructor to understand the pattern and purpose of the day's lesson.
Horse preparation:	Collect tack first then collect horse, cross-tie it for grooming and tacking up. Groom horse.
Tack:	Check lesson schedule for list of tack for each lesson/horse. Tack the horse up, saddle pad first, then lift the saddle on gently, ensure that the saddle is in the correct position, gently tighten the girth, ensuring that no one is near the horse's head while tightening. Wrap legs if required for lesson (receive this training before attempting), put on bridle if used for the lesson, leave halter on if a sidepull. Put on reins and recheck girth before approaching the mounting block/ramp.
Take horse to mounting area:	Please be aware of your surroundings. Many parents, family members and volunteers gather around the wash stalls and mounting areas. This is not permitted. Ask them to relocate to safer area.
Mounting Procedure:	Check the girth and run down stirrups if necessary before approaching the ramp; ask the instructor to re-check. Lead horse from the right side to push horse as close as possible to the mounting side of the ramp. Stand directly in front of the horse, holding gently by both sides of the bit or halter so the horse cannot change positions. (Halt position) Ask permission of rider and sidewalkers to walk away from the ramp. Leave the chute walking one step at a time straight out of the chute.
In the Arena:	Begin with a direct lead and release to a passive lead if instructed to do so. Keep a light touch on the lead unless restraint is required. Always keep two horse lengths from the next mount. Provide assistance only such assistance as is necessary; only lead the horse forward or turn it if the rider cannot perform the instructions on his/her own. Some of our riders need extra time to process an instruction, so be sure to give them that time. Assume the halt position if the instructor requests a halt. When standing in the halt position, please keep far enough in front of the horse to avoid being hurt if the horse should throw his head up.
After the lesson:	Help put the horses and equipment away. Rinse the bit off before putting it away. Report observations to the instructor.
Emergency procedure:	The horse leader REMAINS WITH THE HORSE AT ALL TIMES even if a rider falls off.

Qualifications

1. Previous experience with horses, including riding and/or stable management
2. Knowledge of good leading technique and a willingness to demonstrate it
3. Knowledge of a horse's moods and behaviors and the ability to demonstrate that knowledge
4. Knowledge of how to safely guide horse through the ramp or mounting block
5. Attentiveness to input from instructor and rider is essential
6. Ability to walk briskly for 1 hour over uneven footing
7. Must attend a volunteer training session and demonstrate abilities required

Sidewalker

Main Responsibility:

To focus on the rider, listening to the instructor, relaying and interpreting commands to the rider and other support team members as necessary while ensuring the overall safety of rider during mounting and lesson. Usually a rider has two sidewalkers. One sidewalker is directly responsible for the rider; the second sidewalker will be the person called upon in an emergency situation. The sidewalkers walk on either side of the horse (one on each side) at the rider's knee, and give the rider support. The support the sidewalkers give is either at the joints, a light pressure on the thigh with the hand, or their forearm over the rider's thigh with the side-walker's hand holding the saddle or surcingle. The side-walker must be aware of the rider, instructor and any activities in and around the arena. He/she will be responsible for aiding the rider in traditional mounting at the ramp or mounting block.

Before the Lesson:

Arrive at the barn 45 minutes to one hour prior to class session. Check lesson plan and assignment board. Consult with second sidewalker to determine who will be in charge of the rider.

After rider arrival:

Greet rider if designee, help rider with helmet as needed (consult assignment clipboard for helmet size), stay with the rider until the lesson is over and the rider is returned to their caregiver, especially if rider is a small child. The sidewalker not in charge of the child can assist in setting up the arena for the lesson or help the barn manager/horse leader with the horses.

Check rider's equipment:

Helmet on properly (with special adaptive equipment if used for the rider). After mounting, adjust the stirrups to the proper length, in the ring, instructor will re-check.

Mounting procedure:

Assist rider from mounting block/ramp as necessary, off side sidewalker should hold saddle secure while rider is mounting by holding stirrup down. Insure that the rider is squarely in the saddle before exiting the chute. Exit using a thigh hold.

Lesson procedure:	Walk or run beside the rider providing physical support as necessary. Be continually alert for the need for immediate help. Monitor the rider's balance; advise other sidewalker and horse leader if rider needs assistance regaining balance. Reinforce the instructor's directions as needed. Keep chatting to a minimum (many riders get overloaded or confused with too much auditory input) Encourage rider with eye contact, simple gestures and directions. Always remember as much as necessary as little as possible. Notify instructor of unusual behavior or continued issues with balance.
Trotting:	Trotting can be stressful on both the sidewalker and the students. It is necessary to jog alongside the horse for brief periods of time; if you feel you are not capable of doing this without injury to yourself, please let us know. For a student's first trot it may be best to use both a thigh hold and an ankle hold. It's very important to do your best to keep the rider in the saddle while letting them experience the sensation of trotting.
Falling:	Emergency procedures are explained in more detail during sidewalker training but to protect yourself and the student turn your back on the rider and use your back to break their fall.
Support Positions:	Thigh Hold --- Sidewalker holds arm over the rider's thigh being careful not to rest your arm on the rider's thigh, this can result in loss of circulation. Ankle Hold – Sidewalker holds the back of the rider's ankle. Thigh and Ankle Hold – the holds can be used together for even more security in the saddle.
Changing Sides:	When the need arises for sidewalkers to switch sides the horse leader will assume the halt position. Sidewalkers will notify each other that they are changing sides; first sidewalker will remain stationary until relieved by other sidewalker. Lesson will proceed only when sidewalkers notify the horse leader that they are ready to continue.
After the Lesson:	Aid rider in dismounting if necessary. Ensure that the rider's feet are out of the stirrups if dismounting in the arena. If dismounting from the mounting ramp; keep the same hold used in the lesson while entering the ramp and assist the instructor as necessary to help the rider dismount. Sidewalker in charge of the rider will accompany them to a safe place, help them remove their helmet and return it to its proper place. Sidewalker not in charge of the rider will help put the horse and equipment away.
Emergency procedure:	Sidewalker in charge of the rider will remain with the rider until the instructor takes over. Other sidewalker will summon assistance as necessary or directed by instructor. Horse leader will move horse away from area, control and hold horse until other instructions are given.
Qualifications	<ol style="list-style-type: none"> 1. Minimum age 14 years old 2. Must be of appropriate size and strength to properly support their assigned rider 3. Attentiveness to input from the instructor and rider is essential

4. Must be able to demonstrate knowledge and ability to assist the instructor with traditional mounting at the ramp or mounting block
5. Ability to walk briskly for 1 hour, over uneven footing with their arms raised
6. Must attend a volunteer training session and be able to demonstrate abilities required

No Experience?

Don't worry we offer a side-walking class that prepares you for the challenges of side-walking; please speak to the instructor if you are interested.

60 ways to be a better volunteer

1. Consider safety first at all times
2. Treat horses and riders kindly but firmly
3. Give instructor feedback about the rider at appropriate times
4. Assist your rider in maintaining the order of activity; the horse's spacing and positions of hands and body when necessary
5. Remain calm in an emergency and do your job
6. Smiles say a thousand words...only louder
7. Acknowledge the efforts of your rider
8. Always inform a rider before touching them
9. Wear sensible clothing and closed toe shoes
10. Minimize distractions for riders who are easily distracted
11. First ask a rider to do the task independently, then assist
12. Always encourage the rider to thank their horse
13. If you are afraid or apprehensive the horse will know it
14. Do not talk through your rider... talk to your rider
15. Support your team, don't criticize or make fun of others
16. Encourage teamwork
17. If you're not sure, don't be afraid to ask questions
18. Notify an instructor immediately if a horse is acting oddly
19. Stay attentive to the horse, rider, instructor and situation
20. If you are unable to understand a rider, ask for assistance
21. Be courteous and respect each person's needs
22. Greet your rider upon arrival and acknowledge their departure
23. Do not prejudice a person's abilities
24. Make new friends while being of assistance to others
25. Make reference to the person first, not the disability
26. To further understand a rider, try to observe them. The eyes, mouth, face and body movements are all key communicators.
27. Accept each individual as they are and respect each person's needs
28. Listen to and help the rider focus on the instructor's directions
29. Respect everyone's right to confidentiality
30. Encourage a rider to be as independent as possible
31. Allow a rider to fail as well as succeed
32. Bring your positive energy, not your problems, to the rider
33. Be attentive to the instructor, keep talking to a minimum
34. Allow the rider's efforts to succeed in games, not yours
35. Allow the rider ample time to process a direction
36. Help maintain a safe and welcoming environment
37. Check clothing under rider's legs after mounting to make sure it's not binding
38. Remain calm and avoid rushing
39. Offer physical support only when needed
40. Be willing to learn and participate in center programs
41. Supervise riders when they are away from their caregivers/parents
42. Treat another as you would like to be treated
43. Never become too relaxed or distracted as to forget your rider
44. Allow riders to share their lives and friendship without prying
45. IF A RIDER HAS FALLEN DON'T MOVE THEM, defer to the instructor
46. Any form of injury to yourself or others must be reported
47. Know your limitations
48. Do not run or make loud noises around horses
49. Be aware of phone and first aid kit locations
50. Do not bring pets, children, or others without permission
51. Respect your coworkers and their responsibilities
52. Sign in and check out every time you volunteer
53. Check the schedule upon your arrival at the center
54. Choose your words carefully, they impact other's lives
55. Be attentive to signs of rider fatigue and frustration
56. Be sincere in the offer of services
57. Do not force a rider's body into desired positions
58. Be sober and drug free every time you volunteer
59. Maintain the dignity and integrity of the center service
60. Have fun, volunteering should be a rewarding and enlightening experience, enjoy it