

Hooves for the Heart, LLC



Volunteer Handbook

- Welcome to the Hooves for the Heart, LLC! We offer a program where you can learn equine assisted activities through volunteering- Our program is a place for learning, playing, growing and nurturing. It's a place for people like you, that love horses and want to work with 'high-risk' youth using non-violent, compassionate techniques. Our progressive program can produce spectacular results with children suffering from Tourette's Syndrome, Autism, Bi-polar Disorder, Attention Deficit (Hyperactive) Disorder, Asperger's, low self-esteem, sexual misconduct and attachment issues to name a few.
- Please plan to arrive as required as a volunteer. This means showing up at training sessions on time, meeting the standards for any given exercise, following dress and behavior codes and participating in in a positive manner. All of these are designed to help you have a safe, rewarding experience while providing a nurturing, enriching and structured interactions with the children we work with.

- Some of the policies outlined in this student handbook will seem obvious while others may appear excessive, but each is included with your safety in mind and the goals for each of the children we serve. Please abide by all rules and guidelines at all times.

If you have questions regarding any item within this manual, simply contact the Head Instructor for more information.



Contact Information



Our mailing address for Hooves for the Heart, LLC is:

- ☐ Hooves for the Heart, LLC
14503 Colorado River Road
Gypsum, CO 81637
970.524.8724.
- ☐ The local vets of choice are:
Sylvia Stocker at 471-horse.
Glenwood Veterinary Clinic
at 970.945.1212.
- ☐ Our farrier is Curt Kuester
970.309.3275
- ☐ Emergency Contacts Include:
Nancy & Jerry Thomas
970.524.2555
Dave Shultz 970.524.4444

Program Considerations

- Introduction & Training
 - Written policy of eligibility requirements for participants/ Volunteer
 - Written intake and interview questionnaire.
 - Documentation that each volunteer has received the following trainings:
 - Orientation to the facility
 - Equine assisted activities and therapies in general
 - Preparation and wrap up of volunteer duties
 - Volunteer and personnel responsibilities
 - Emergency procedures
 - Confidentiality issues
 - Safety rules and regulations
 - Introduction to types of disabilities seen in the program
 - Tack care & cleaning
 - Grooming for a lesson
 - Side walking
 - Mounting
 - Schooling
 - Horse leader
 - Property maintenance
 - Nutrition and feeding
 - Management & husbandry

Admission and Discharge Policies

- **Eligibility requirements for participants/ Volunteers:** experience with horses and / or our population of children. Equestrians that are advanced in skill may ride and school the horses as seen by program staff. Otherwise volunteers may do the activities in which they've been trained.
- **Policy for the dismissal of volunteers and guests from center activities:** Individuals who become disruptive, threaten the safety of others or are no longer suited for, but not limited to, volunteer activities and animal interactions will be dismissed from the program and the grounds. Misconduct with personnel, participants, guests or animals such as inappropriate and or abusive behavior towards others, failure to follow established safety procedures, incidents due to the use of drugs or alcohol or allegations of mistreatment/ abuse of animals of any kind including those on the property shall be asked to leave the premises and cease involvement in the program in the future.



Emergency Procedures

- Dial 911 in the event of a people emergency.
- If it's an animal emergency, contact the head instructor for further information.
- Numbers are posted near the phone.
Call the vet as necessary: Sylvia Stocker at 471-horse or Glenwood Veterinary Clinic at (970) 945-1212.
- If it's a loose animal, follow the previously mentioned protocol for a loose animal (use grain to lure them back).
- If it's a fire, we are the only options for putting it out. Fight it fast and fight it NOW!! People First, then Animals then Stuff. Allow penned animals out first to escape to a safe place!! If it gets bad get out and let it burn to the ground. Work on preventing it spreading to other buildings.
- Read and follow the included FIMA recommendations for any weather event we're likely to have in this area. Review action steps annually.
- The nearest landline for local calls is at the South Derby Junction near Burns.
- Cell phones work along the I-70 Corridor only.
- If we're evacuated:
 - Take the companion animals in crates. Take backpack with cables and tethers in the dog closet.
 - Turn livestock out with identification (spray paint them, shave it into their coat, put a halter or collar with ID on them, braid a ribbon with ID into their manes if necessary).
- We have three options in an evacuation:
 - Go South (down stream) to I-70 East to the Fairgrounds in Eagle,
 - Head North (upstream) to hwy 133 then South to Walcott then West to Eagle/ Fairgrounds.
 - Hunker down and prepare for the worst.

Rules

- Keep your personal affects together in a discreet and regular location. You will be assigned a basket to keep things together in the tack shed.
- Keep all medications, cleaning products and hazardous materials out of the reach of your livestock friends.
- Separate any animal that appears ill and take to the vet if needed and disinfect animal area as needed to halt infection, contamination or further spread of disease.
- Keep all unsupervised or injured animals tied with a quick-release knot at whither height or in a fenced area alone with stable mates nearby.
- Disinfect all helmets with diluted bleach water or rubbing alcohol between uses.
- Disinfect grooming equipment between uses on horses.
- Clean the equine area with baking soda, vinegar or enzymatic cleaners.
- Clean all spills as they occur.

House Keeping

- Behavior issues should be addressed immediately. Please refer problems to the Head Instructor for notation and fill out Occurrence Reports as needed.
- If you smoke you must do it outside and all of your butts must be appropriately disposed of. Do not smoke in front of clients or up wind of any living being.
- Don't enter any area where other animals are present including corrals, fields or fences without prior approval from the Head Instructor.
- Throw rubbish into the dumpster regularly as it is made to eliminate rodents, bears and other hazards.
- It is your responsibility to obtain and understand all local, regional and federal laws.
- Be sure to turn off all lights when not in use.



House Keeping Continued

- Do not enter any pasture or pen without first reviewing the safety information and acquiring the necessary permission from staff. We are not responsible for your safety or legality if you get hurt or ticketed when proper protocol is not followed.
- Smoking is not permitted inside any buildings and all butts should go in the dumpster.
- Please be respectful of the other people and animals around you. Pick-up after yourself. If you get it out, put it away. If you make it dirty, clean it. If you wreck it, get a new one.
- Live in harmony with your fellow humans. Exercise patience and consideration for both other people and the animals.



Environmental Concerns

- Altitude Sickness- shortness of breath, dizziness, vomiting disorientation and fatigue are all signs of altitude sickness. Drink plenty of water, don't over exert yourself until you're used to the elevation and if you begin to feel these symptoms immediately relax, sit down and drink water. IF the symptoms don't go away in 15 minutes, seek a lower elevation or medical care.
- Weather Exposure- weather in Colorado can go from hot to cold, dry to wet in short order. Dress in layers to better regulate your body temperature. If you hike, take a jacket regardless of what the weather looks like. Also take a snack and plenty of water. Wear sunscreen, a hat and gloves.
- Altitude - we are located on a high arid river valley at an elevation of nearly 6250 feet. To the North of us is the Flat Top Wilderness Area, a plateau famous for its elk herds, bears and Mountain Lions. Due to the elevation, we highly recommend that you wear sun protection anytime you plan on going outside; this may include a hat, sunscreen, long sleeve shirts and pants. Elevation sickness is also a viable concern for individuals not acclimated to the environment.



Appropriate Attire

These standards are established for health and safety reasons and to reflect a professional appearance.

- While at Hooves for the Heart, you are expected to maintain a professional appearance. This may be as simple as wearing a clean shirt that is tucked-in with hole-free blue jeans. Sometimes, a jacket will be required.
- All riders must wear a helmet when mounted.
- Shoes with heels or excessive tread are not recommended for side-walking, but heeled shoes are required to ride. Spare boots are available.
- No perfume or after shave should be worn.
- Although jeans aren't considered professional in most industries, they are durable and resistant to most animal stains. We encourage them as long as they are hole free.
- Keep your hair away from your face or tied back.
- Shower and brush your teeth daily.
- Do not wear any clothing or jewelry that dangles or can easily get snagged.
- All piercings must have the jewelry removed and tattoos must be covered.

Keep in mind that you'll be bending over regularly. Wear shirts and shorts that will keep you covered.

Safety in the Environment



Please note that the Hooves for the Heart, LLC has a Zero Tolerance policy for any type of violence, illegal drug use or cruelty. Volunteers will be suspended for committing any of these or other deviant offenses as determined by the Head Instructor.

- Hooves for the Heart, LLC has a Zero Tolerance policy for any type of violence, illegal drug use or cruelty. Students will be suspended from the program without a tuition refund for committing any of these or other deviant offenses as determined by the faculty
- Animal abuse is NEVER allowed. If you see clients lacking compassion for their equine partners stop it directly and let your Head Instructor know immediately. Violence, intolerance and impatience are never the answer and will not be tolerated!
- If you feel yourself losing your composure, we'd rather see you take time off than lose your temper with an animal or breakdown crying with a client. Simply communicate your needs with your Head Instructor before leaving.

Supplemental Safety

Safety is the highest priority for all horses and humans. To maintain excellent safety practices, implement and consistently follow all guidelines as outlined.

Due to the nature of animal behavior, working with any animal may cause you to be bitten, scratched, pecked, pinched, and stomped-on or kicked, even when all protocols and safety procedures are followed.

With this in mind, it is important to always remain in the present as you work with the various clients and horses. It is also imperative that you follow every safety standard, as well as practice good common sense when animals are present.

It is essential that you follow the guidelines set forth:

- Remain continually aware of the necessary safety and health precautions.
- Recognize unsafe and unhealthy conditions and immediately report detrimental conditions. This includes holes in the arena or fencing that is inadequate.
- Notify your Head Instructor immediately of unsafe and unhealthy conditions. Pools of water, ice, mud, wind, branches down, animals injuries, etc.
- Be aware that safety and health inspections are conducted monthly, but safety and health concerns are addressed immediately.

Supplemental Safety Cont'd

- Report all occurrences (accidents, injuries and illnesses) to the immediate person in charge within 24 hours and fill out an Occurrence Report.
- If a client is injured or an animal acts out, always fill out an Occurrence Report after the issue has been resolved.
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- Be aware of and practice the following safety protocols throughout the school at all times.
- Respect every animal for their power, individuality and need for constant assessment.
- Watch the animal carefully for stress signals, body language and verbalizations which may indicate unhappiness, pain or frustration. If you see or hear any such indications, stop the activity and immediately help the participant. Stay within the safe zone.
- When in doubt, avoid the animal and contact your Head Instructor.
- Be aware that a fire protection plan, emergency evacuation program and disaster readiness plan are used in conjunction with the local authorities and recommendations set forth by FEMA.
- If a client is injured or an animal acts out, always fill out an Occurrence Report after the issue has been resolved.
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- Recognize unsafe and unhealthy conditions and immediately report detrimental conditions. This includes holes in the arena or fencing that is inadequate.
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Protocols to Follow with the Animals

The following protocols are to be followed at all times. This list is by no means complete, and throughout your education here, you will be adding to it. Please feel free to openly discuss the policies with your Head Instructor.

- **Pick up fecal matter ASAP to eliminate disease and parasite transmission and flies.**
- **If you think an animal is ill, immediately and cautiously separate him from the others and contact a Head Instructor or the veterinarian on call.**
- **If you are asked to examine a sick or injured animal, tie him for your own safety before touching him at all.**
- **Do not mix animal species unless authorized to do so.**
- **All animals must be haltered and on lead when outside of the fences.**
- **No person is allowed with the horses or other farm animals unless authorization to be so.**



Protocols to Follow with the Animals

- **All tools used for one animal must be thoroughly disinfected and sterilized before using it on another animal. This includes: curry combs, halters, soft- brushes and dandy brushes. The dishwasher, sun, a soaking in diluted bleach or Novasan and laundry machines are all methods to destroy harmful viruses, bacteria and parasites.**
- **If an animal is injured, do not try to console it. Contact your Head Instructor immediately or the veterinarian on call.**
- **If an animal isn't drinking, has unusual urine or feces habits or misses a meal, contact your Head Instructor.**



Protocols Specifically for Our Animals

- **Horses/ Cows are used for no more than 3 hours any given day. No more than 5 days per week.**
- **When the temperature is either below freezing or above 90, or the wind is blowing more than 10 mph the animals aren't asked to work.**
- **If an animal insists it does NOT want to be a part of the therapeutic team, the handler must identify that and request a mount change.**
- **If an animal's behavior is off, take note and indicate that to the person in charge- it could be important.**

