



Horsemanship for Heroes

Volunteer

Handbook

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WE VALUE OUR VOLUNTEERS

WELCOME TO HORSEMANSHIP FOR HEROES

We are happy to have you on board!

Volunteers are the backbone of the Horsemanship for Heroes equine-assisted services program. Their continued efforts and commitment are crucial to the success of our program. They not only help with the physical need for horse leaders, but provide the students with the best learning and therapy environment - as role models and an extension of the instructor. Most importantly, volunteers provide the safety needed to conduct a program such as this. Horsemanship for Heroes relies on the participation of dedicated volunteers to help facilitate daily lessons in a safe and supportive environment. Each of our participants requires the assistance of a volunteer in order to achieve their goals. In addition to lesson/therapy session volunteers, we need people to work “behind the scenes” helping with facility maintenance, fundraising, marketing, volunteer recruitment and coordination, office management, and other vital functions. If you’d like to be part of our “behind the scenes” team, please send an inquiry to heroes@horsemanship4heroes.org.

We hope your experience at Horsemanship for Heroes will bring you satisfaction, personal growth, and fulfillment. Your spirit of volunteerism is a valuable asset and a “thank you” is just not enough to express our appreciation for your time and talents. We welcome you as a member of the team! Please do not hesitate to share your opinions and questions with us to help our volunteer program be an enriching experience for you.

Please note, the minimum age for volunteering at Horsemanship for Heroes is 16 years old.

HOW TO CONTACT US



75 McCabe Dr. #18546 Reno, NV 89511



775) 462-8445



heroes@horsemanship4heroes.org



<https://www.horsemanship4heroes.org>

ABOUT HORSEMANSHIP FOR HEROES

Horsemanship for Heroes (H4H) is a 501 (c)(3) non-profit organization that provides equine-assisted psychotherapy (EAP) and Learning (EAL) for Veterans and Emergency Responders suffering from PTSD and other trauma-related conditions. Horsemanship for Heroes is a member center of the Professional Association of Therapeutic Horsemanship Int'l. (PATH Int'l). We are located in southwest Reno, Nevada.

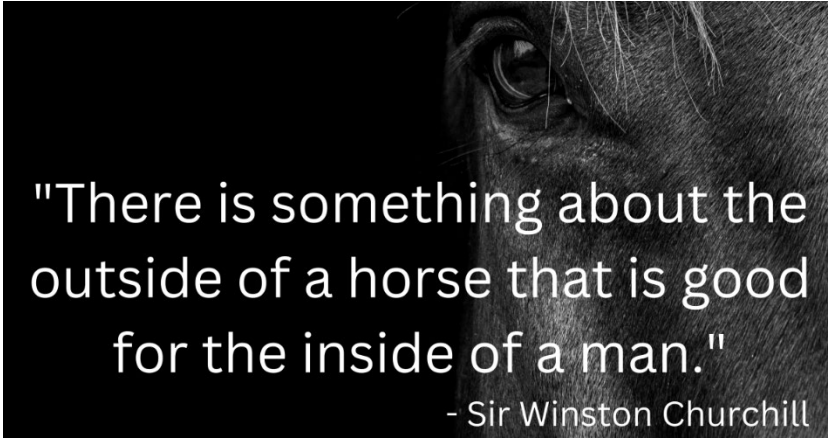
Our motto is: "Helping Heroes Heal."

MISSION STATEMENT

Horsemanship for Heroes promotes the healing and well-being of veterans, emergency responders, and their families through equine-assisted psychotherapy and learning, empowering them to build resilience, self-awareness, and personal growth.

OUR VISION STATEMENT

Horsemanship for Heroes was created to empower and support veterans, emergency responders, and their families in their journey toward healing and well-being through equine-assisted psychotherapy and learning. We strive to create a safe and nurturing environment where our participants can build meaningful connections with our horses, volunteers, and experienced mental health professionals. Our goal is to promote resilience, self-awareness, and personal growth, helping our heroes to thrive in their personal and professional lives.



"There is something about the
outside of a horse that is good
for the inside of a man."

- Sir Winston Churchill

OUR VALUES

- **Service:** We are committed to serving our nation's heroes and their families with excellence, compassion, and respect.
- **Integrity:** We act with honesty, transparency, and accountability in all of our interactions with our participants, partners, and stakeholders.
- **Empathy:** We listen and respond to our participants' needs and emotions with empathy, kindness, and understanding.
- **Excellence:** We strive for excellence in our programs, services, and operations, continuously improving and innovating to meet our participants' evolving needs.
- **Collaboration:** We value collaboration and teamwork, working together with our participants, partners, and volunteers to achieve our mission.
- **Safety:** We prioritize the safety and well-being of our participants, staff, and horses, maintaining high standards of safety and risk management in all our activities.
- **Diversity and Inclusion:** We embrace diversity and inclusivity, respecting and valuing the unique backgrounds, experiences, and perspectives of our participants and staff.
- **Stewardship:** We are responsible stewards of our resources, using them wisely and efficiently to achieve maximum impact and sustainability.

NONDISCRIMINATION POLICY

Horsemanship for Heroes (H4H) does not, and shall not, discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include but are not limited to, hiring, and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, and vendors.

Horsemanship for Heroes is an equal-opportunity employer. We will not discriminate and will take action to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.

SAFETY

In order for everyone to get the most out of their experience at H4H, we strive to provide the safest possible conditions before, during, and after your sessions. Please review the following important policies:

1. Upon arrival, during a session, and upon leaving, please remain quiet and respectful of sessions in progress.
2. Visitors should remain outside of the riding area, and only in designated locations.
3. Participants should wait for their instructor or volunteers prior to approaching and beginning work with their horses
4. Ranch hours are: Wednesday – Saturday from 7 am to 2 pm; exceptions are made for late sessions, clinics, or workshops.
5. Please do not ‘visit’ the ranch without permission.
6. Drive slowly (20mph or less) while in the Cottonwood Estates area.
7. Students are to park in the driveway. Volunteers, please park on the street (on the same side of the street as the facility, or as close to the property as practical).
8. NO WEAPONS, no exceptions.
9. DO NOT leave horses unattended when tied; the only places you may tie your horse(s) are at the cross ties, hitching posts, and in the wash rack.
10. Clean up after yourself and your horse(s).
 - a) This includes the workshop /garage, all common areas and cross ties, hitching posts, trailers, arenas, round pen, driveway, and parking area.
 - b) The arena and round pen should be cleared of all obstacles/ props, and cleaned of manure.
 - c) Trash should go in the trash or recycling containers provided.
11. Keep all gates closed at all times.
12. Please turn cell phones to silent and refrain from answering them during an ongoing class. If an emergency, please notify an instructor or volunteer of your need to make a call.

Horsemanship for Heroes

BARN RULES & SAFETY

Attention! The following rules apply to everyone who visits, participates, volunteers, or works at the Horsemanship for Heroes (H4H) Equine Therapy Center. Please read and familiarize yourself with all rules and relay information to anyone who may come with you to the barn.

1. All participants must have an annually updated and fully completed application to participate.
2. No running, screaming, or boisterous behavior on the property.
3. Participants' pets are not allowed at H4H, other than service dogs (if service dogs are present, there must be someone to supervise the dog while the client is working around the horses).
4. Participants and Volunteers will park in the Center's driveway or on the street. Please park on the same side of the street as the property.
5. Please do not hand feed horses or reach through the bars of the stalls to pet them.
6. All equipment areas and off-limits areas are labeled or located on one of several maps located around H4H. Please do not visit the house or other off-limit areas at the facility.
7. Participants are not to open stall doors, handle horses or work with a volunteer unless the instructor is present.
8. Participants are under the direction of their instructor during the session. Any participant that willfully disobeys an instructor's direction may be asked to dismount or stop participating in the activity and wait outside the arena for the session to conclude. If you have suggestions for the Instructor, please wait until after the session – your input is very important to the instruction staff but may be distracting during the session.
9. H4H certified Volunteers are provided for session assistance.
10. Participants who arrive with medication to take or use (epi-pen, for example) must let the instructor know where it is upon arrival.
11. Participants who arrive at H4H under the influence of alcohol or illegal drugs or who bring weapons to H4H will be asked to leave immediately, and their association with H4H may be terminated.
12. Absolutely no smoking is authorized in the H4H Equine Therapy Center.
13. Participants and volunteers are only authorized to visit the center when scheduled. Please do not "drop-by" without prior coordination/approval.
14. No Guests are allowed on the property without prior coordination.

The first rule is to know the rules!

VOLUNTEER BASICS

Volunteering Requirements

- ✓ The minimum age for volunteering at Horsemanship for Heroes is 16 years old.
- ✓ Volunteers must be in good health and able to be physically active, mentally alert.
- ✓ Volunteers must have a positive attitude and be able to adapt to change and be flexible.
- ✓ Volunteers must be able to tolerate heat, cold, dust, and wind.
- ✓ Volunteers may be asked to help with barn work, getting horses ready for class, and other duties around the center.
- ✓ Volunteers must be able to work independently with minimal staff supervision.
- ✓ Volunteers must possess the ability to follow directions and take instruction.
- ✓ Horsemanship for Heroes will conduct a background check on every new volunteer.

Before you get started:

We require all volunteers to sign the following documents during the orientation training:

- Volunteer Release of Liability
- Photo Release form
- Confidentiality policy
- Barn Rules

Volunteers will need to:

- **Work cooperatively with staff, instructors, therapists, and other volunteers.**
- **Accept full responsibility for any task you undertake and follow it through to its conclusion**
- **Grow, learn and HAVE FUN!**
- **Be honest about your feelings and sensitive to others' feelings. Above all – be yourself!**

GUIDELINES FOR WORKING WITH PARTICIPANTS

- Be mindful of safety and do not hesitate to ask for help at any time.
- If you feel there is something amiss with the participant or horse, tell your therapist/instructor immediately. You are often the first person to become aware of a problem.
- Help the participant you are working with if they need it, but give them plenty of time to perform independently. Take your cues from the instructor/therapist, and allow participants to perform at their own pace.
- Participants are mounted and dismounted under direct supervision of the instructor.
- The participant should be focused on the instructor/therapist during sessions and riding lessons, so please keep your verbal interaction with them at a minimum. Be friendly and answer direct questions from the participant but keep your primary attention on the instructor. This helps the participant to focus in the task at hand.
- If another participant has a problem or fall, do not rush to assist. Stay with the participant you are assigned to and follow instructions from the instructor/therapist.
- If for any reason you are uncomfortable working with the participant, let the instructor know. We can discuss the situation and make the appropriate changes.
- Know the location of the nearest phone and first aid kit.
- When riding, horse handlers should wait for the participant to give commands to the horse. Always let participants do as much on their own as possible.
- Treat your horse gently. If a horse misbehaves, tell the instructor. Retraining and reprimands are generally done during schooling/conditioning and not during sessions/lessons.

When to Arrive for Class:

We require our volunteers to arrive a minimum of 15 minutes before your scheduled class begins, in order to have the horses and facility ready for the class, unless told otherwise by your instructor.

Before class:

Please arrive no later than 15 minutes prior to the start of the class in order to get the horse in from the pasture (if required) and conduct basic grooming (instructors might have the participants groom again as part of the therapy class).

After class:

Please untack the horse unless told differently by the instructor, clean and store the tack, then take the horse to his/her designated area.

Please assist in area cleanup as required (i.e. help remove ground poles or cones used in class from the arena, remove manure, sanitize helmets used by clients, etc.).

Name Badges

Please always wear your name badge while working at the facility.

Volunteer Sign-In/Out

Upon arrival, volunteers are required to sign in with our Volunteer Hours Log Book, put on their name badge, and check the daily schedule for their assignment. At the end of their service, name badges are returned and volunteers sign out.

Recording attendance is necessary for awarding volunteer riding incentives, writing recommendations for schools and employers, applying for grants, board of director reports, and most importantly being accountable for all individuals on the property in the event of an emergency. Volunteers may track their own volunteer hours if desired. Please allow up to 5 days to fulfill requests for a record of service or written letter of recommendation.

Attendance & Cancellations

Commitment and consistency are vital to the success of our programs. We cannot emphasize enough the importance of your commitment and consistent attendance as a volunteer at Horsemanship for Heroes.

If you are unable to attend assigned classes, please inform Horsemanship for Heroes via email at heroes@horsemanship4heroes.org as soon as you know you will be absent from class. If an emergency arises, please call or text the center right away at 775-462-8445.

Please also notify the Horsemanship for Heroes staff about future planned absences (i.e. vacation) as soon as possible.

Cancellations:

If your instructor needs to cancel a class for any reason (emergency, weather, etc.), they will send out a text to all scheduled volunteers as soon as possible. Please let us know if you cannot receive text messages. Horsemanship for Heroes reserves the right to cancel lessons based on the availability of instructors, volunteers, and/or horses. Further, any factor or situation considered by Horsemanship for Heroes staff to be a threat to the safety of participants, volunteers, staff, or horses is a reason for cancellation.

Weather Cancellation Policy

Lessons will be canceled if any of the following conditions occur:

The low temperature or wind chill for the scheduled time is 25 F degrees or lower

The high temperature or heat index for the scheduled time is 95 F degrees or higher

The following conditions exist one hour prior to lesson time:

- Winds exceeding 25 MPH
- Fire warnings, severe rain, hail, snow, or thunderstorms
- Hazardous driving conditions
- Arenas are unsafe due to poor footing

*In the event of extended closures, lessons will be canceled until the Equine Manager determines the suitability of the horses to return to work.

Please note: Our volunteers come from near and far, so if driving is hazardous in your area, please do not feel obligated to attend your regularly scheduled volunteer shift and let us know immediately.

When in doubt about whether or not to attend your volunteer shift you may email heroes@horsemanship4heroes.org.

Horse Safety

Horses are large animals – we trust them with our own safety when riding and handling them. It is important that we handle them properly to ensure our own safety, as well as the safety of our participants and the horses themselves.

Important note: Only volunteers who have attended the H4H Volunteer Horse Leading training are allowed to handle our horses. Detailed instructions on horse handling, leading, and tacking /grooming will be given in the dedicated volunteer training for horse leaders.

Confidentiality:

Horsemanship for Heroes takes the confidentiality of our participants very seriously. We expect you to be careful about the confidential nature of many things in our program. Never discuss our participants with outsiders. Please be considerate and do not talk about a participant's lesson in front of other Volunteers. Our instructors welcome questions and will happily speak to you after the day's lessons have finished.

Dismissal Policy:

All volunteers and guests must obey the rules of the Horsemanship for Heroes Riding Center. Instructors and staff enforce these regulations. Guests who violate H4H rules or who pose a safety hazard to participants, staff, and horses will be asked to leave. If a volunteer is unable to perform their task safely and appropriately, the instructor will talk to the volunteer to ascertain the scope of the problem and find a resolution. We will try to redirect the Volunteer to a different job where they will be successful, but if that does not work, they will be asked to leave the program. **Horsemanship for Heroes has a policy of mutual respect for all individuals and animals and zero tolerance for disrespectful behavior toward others. Such behavior will result in immediate dismissal.**

DRESS CODE & APPEARANCE POLICY

Why does dress code matter?

- ✓ We want to be professional
 - Your appearance can create a positive or negative impression that reflects directly on you, our culture, and our organization as a whole
- ✓ We want to be safe and protect ourselves from injury
 - While volunteering at the Center, you may encounter biting insects, ground wasps, snakes, uneven terrain, horse hooves, and more
- ✓ We want to be comfortable, but practical
 - All clothes must be appropriate for working in a ranch/outdoor environment and with horses
- ✓ We want to be respectful of the sensibilities of others

Jeans, long pants, riding pants, or modest length shorts	Low-cut/revealing tops
Polo shirt, button-up shirt, or t-shirt	Spaghetti-strap tank tops/tank tops, or cut-off shirts
Hard-soled, closed-toe, and closed-heel shoes/boots	Short shorts (above mid-thigh)
Work/riding gloves are recommended	Baggy clothing
	Non-sturdy footwear (such as TOMS or Crocs)
	Loose, long, dangling jewelry

	Perfumes, colognes, etc.
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- All clothes must be clean, neat, and non-revealing. Discernible rips, tears



or holes, and offensive or inappropriate designs/images are not allowed

Please remember to dress appropriately for the weather:

Bring warm layers, hats, and gloves in winter

Bring sunglasses, hats, and sunscreen in the summer

This is northern Nevada – be prepared for any and all-weather events

Remember to bring water!

Communication and Questions

While you are volunteering...

If at any time, you are unclear regarding your volunteer role or responsibilities, please direct questions to the instructor or staff member. During lessons, the instructor is responsible for each participant, horse, and volunteer in the lesson. All directions from the instructor should be followed, including the assignment of participants, horses and volunteers, mounts/dismounts and lesson structure. For the safety of all, it is crucial to adhere to the instructor's decisions. In the barn, the barn staff is responsible for each horse and volunteer. All directions from the barn staff should be followed including preparation of the horse for lessons, assignment of volunteers, and tasks to be completed. Always ask if you are unsure of anything or do not feel comfortable completing a task.

EMERGENCY PROCEDURES

In the event of an emergency, everyone needs to be familiar with the proper procedures. All Instructors are CPR and First Aid certified.

1. Listen to the instructor for directions! This is very important to prevent further chaos. Do not take matters into your own hands. Stay focused on your job.
2. Emergency information will be provided in the arena and outdoor classroom. This will include a human First Aid kit, an equine First Aid kit, and a list of phone numbers, facility address, and directions to provide to the emergency dispatch. A designated person will be sent to call 911, if needed.
3. In the event a rider falls, do not panic. Stay calm and listen for instructions. Keep other students on their horses if in a group lesson. Horse leaders will lead all horses to “parking places” at the end of the arena farthest away from the rider who has fallen. In the event that emergency vehicles need to be called, all participants will be dismounted and escorted back to the outdoor classroom area.
 - a. If you are leading the horse that a rider has fallen from, make sure the rider is not entangled in the tack and the tack is not impeding the horse’s movement. Once the rider is cleared and unsafe equipment removed, immediately move the horse away from the fallen rider and away from any other participants and horses.
4. In the event of severe storm or weather emergency, participants will be dismounted if riding is deemed to be unsafe. Participants will be asked to move to the outdoor classroom area and released. The instructor will un-tack the horse quickly and quietly. Horse leaders will keep horses in-hand. DO NOT TIE horses in this case. As soon as all tack is removed and participants are safe, horses will exit the arena and be put away.



First Aid kits are at the end of the hallway leading to the bathroom



Fire extinguisher is next to the side entrance door leading to the bathroom



IMPORTANT CONTACTS

In an emergency call **911**

Horsemanship for Heroes

Physical Address:

7850 Kevin Circle

Reno, NV 89511

Horsemanship for Heroes Contacts:

Scott Hooper (828) 2140497

Karolyn Hooper (775) 462-8445

EMAIL: heroes@horsemanship4heroes.org

Horsemanship for Heroes proudly provides Equine Assisted Services to Veterans, Emergency Responders and their Families.

Our PATH Intl certified riding instructors, Equine Specialists in Mental Health and Learning, and certified and licensed Psychotherapists and Counselors work directly with our participants and their referral agencies to design goal-oriented lesson plans and plans of care. We are also happy to work with outside therapists, teachers, and counselors so that we can ensure consistency and goal alignment for each and every rider.

Equine-Assisted Psychotherapy and Learning:

Our mission at Horsemanship for Heroes is to empower and support veterans, emergency responders, and their families in their journey toward healing and well-being through equine-assisted psychotherapy and learning. We strive to create a safe and nurturing environment where participants can build meaningful connections with our horses and experienced mental health professionals. Our goal is to promote resilience, self-awareness, and personal growth, helping our heroes to thrive in their personal and professional lives.

The Horsemanship for Heroes © curriculum is a two-phased program that introduces Veterans and Emergency Responders (Heroes) to the fundamentals of natural horsemanship, both on the ground and in the saddle. The program curriculum is presented as equine-assisted psychotherapy (including a Nevada Board Certified Therapist) and equine-assisted learning (life-coaching model). The program leverages an experiential therapy model that partners a Veteran or Emergency Responder with a horse. Therapy horses help people cope with feelings, communicate better in relationships, overcome fears, and learn to trust. A wonderful bond is established between the horse and the participant, as horses have high communication capabilities and respond to behaviors around them - they recognize emotions and can help reveal how a participant feels. There is a unique relationship between humans and horses. Horses, by nature, are prey animals and humans are the predators. When we domesticated horses, it changed the rules. Horses have the option to co-exist or resist the relationship with a human. Horses respond to our body language, our energy, and our intention. People learn through relationships, observations, and feedback. Horses provide all three.

H4H's organizational values demand exceptional equine care and management and environmentally friendly practices.

PROGRAMS

HOW TO GET INVOLVED AS A VOLUNTEER

Please be aware that all volunteers must attend the respective volunteer training before starting in a specific role. Here is an overview of all volunteer positions we offer at Horsemanship for Heroes:

VOLUNTEER POSITIONS

Horse handlers

Horse handlers are an integral part of every riding lesson and therapy session provided at Horsemanship for Heroes. Horse handlers are responsible for catching, grooming, warming up, and tacking the horse before the student arrives, or assisting the students with grooming and tacking in some cases. The horse handler controls and guides the horse during the lesson, ensuring the safety of the students and volunteers. The horse handler must be able to take direction from the instructor or therapist, allow the student to guide the horse when appropriate, and still maintain control of the horse at all times. Horse handlers must be safety-minded at all times. Volunteers with horse experience are preferred for this position, however, horse handler training is available periodically for volunteers wishing to learn and move into this role.

Age Requirement: 18 years and older

Physical Requirement: walk 60 min, jog short distances, and control horses at all times.

Time commitment: 2 hours per lesson

General Leading – Be your horse's partner and advocate!

The main responsibility of a horse handler is safe control of the horse. This requires the handler's undivided attention. He/she should always be alert, and have a constant awareness of the horse, the instructor/therapist, the rider, and the surrounding environment, including other horses.

In a riding lesson, the handler assists in guiding, stopping, and starting the horse without making the rider feel like simply a passenger. With the intent of building self-confidence and

independence, participants may “fire” the horse handler, at which point, horse handlers will move into an “overwatch” position.

Equine Conditioning

Volunteers interested in conditioning the horses must notify the instructors and participate in advanced horse-handler training. Conditioning may include round penning and riding.

Landscaping and Ranch Maintenance

We always welcome dedicated volunteers who are willing to help with barn chores and general ranch maintenance.

Volunteer Recruitment & Administration

Everyone is needed to help with volunteer recruitment. This is not a specific position in and of itself but something all volunteers (and supporters) can help with. Go and tell others about the wonderful experiences you have at Horsemanship for Heroes! For information and tools to help spread the word about Horsemanship for Heroes, please email heroes@horsemanship4heroes.org.

Fundraisers

Like most smaller nonprofit organizations, we always have room for people interested in helping with our marketing and fundraising efforts. This may include:

- Special event planning, preparation, and facilitation
- Grant writing
- Assisting in marketing and community outreach
- Researching and implementing new fundraising activities
- Donor relationship management

Special Events Support

Volunteers serve on event committees and assist with various fundraising events held throughout the year to benefit Horsemanship for Heroes.

Photographer

Volunteers who enjoy photography and videography are needed to help capture our story. Pictures and video will be used for social media engagement and outreach purposes. We cannot stress enough the importance of this volunteer position.

General chores support

We are always looking for volunteers who are willing to help maintain our facility.

- Sweeping the floors

- Emptying trash cans (incl. bathrooms)

- Wiping dust off of surfaces

- Sanitizing all door handles (incl. bathroom)

- Wiping down the bathroom sinks



VOLUNTEER TRAINING REQUIREMENTS

Role	Training required
Horse Handlers / Head walker	Trainings 1-3 are to be completed in this order: <ol style="list-style-type: none">1. Ground handling and grooming2. Basic anatomy & common issues3. Saddle fitting & tacking4. Head walker training
Equine Conditioning	Orientation, Horse Handler Training & Advanced Horse Handler Training
Landscaping and Ranch Maintenance	Orientation & OJT
Volunteer Recruitment	Orientation & OJT
Volunteer Administration	Orientation & OJT
Fundraisers	Orientation & OJT
Special Events Support	Orientation & OJT
General chores support	Orientation & OJT



	
Arrive on time to help with lesson/therapy session preparation	Start lessons/therapy sessions without staff
Listen to and follow instructions provided by the instructor/therapist	Mount/ dismount riders
Prompt riders to use physical and verbal cues, as instructed	Attempt to adjust tack
Alert instructor/therapist/horse handler to potential safety hazards	Hang onto/hold riders or tack (unless asked)
Physically help riders when instructed	Distract your rider
Communicate with other volunteers, horse handlers, instructors/therapists if needed	Teach your own lessons or override instructor/therapist
Escort/spot riders at all times	Chat excessively with other volunteers or the rider
Ask if you are uncertain	Touch horse during lesson unless necessary
Clean up arena after class	Leave rider unattended
	Look at or answer texts/calls while with a rider or horse
	Pick up equipment from ground i.e. rings, bean bags used during an ongoing therapy class

VOLUNTEER DO'S AND DON'TS

YOUR FIRST DAY!!!

“Wow! This has been a lot of information to remember!” Once you get used to the routine at Horsemanship for Heroes, it really is quite easy. Always feel free to ask a staff member any questions you may have. This page has been provided as a quick reference to help you get started as a Horsemanship for Heroes volunteers.

WHEN YOU ARRIVE:

REGISTER YOUR ATTENDANCE in the Volunteer Hours Log Book (located on the table in the Outdoor Classroom area). Travel time to and from the center should not be included.

STORE YOUR BELONGINGS. If you leave keys, jackets, or other personal belongings, please remember that Horsemanship for Heroes is not responsible for the loss of those items. When possible, items should be locked in your car.

PUT ON YOUR NAMETAG. If yours is missing, make a temporary one. It is very important to wear your nametag so others can identify you. Notify the Volunteer Coordinator if you need a new name badge so the appropriate color can be assigned.

CHECK WHITE BOARD & CLIPBOARD FOR TODAYS SCHEDULE. Please remember to check for updates by reading Horsemanship for Heroes emails.

HORSE WALKERS: Please arrive no later than 15 minutes prior to the start of the class in order to get the horse in from the pasture and do basic grooming (therapists might have the participants groom again as part of the class).

BEFORE YOU LEAVE:

HORSE WALKERS: Please untack the horse unless told differently by the instructor, clean the tack & store it away, then bring the horse back out. Follow instructions from the instructor (i.e. help remove ground poles or cones used in class from the arena, pick manure from the arena, sanitize helmets used by clients, etc.)

ALWAYS CHECK WITH THE INSTRUCTOR OR BARN STAFF BEFORE YOU LEAVE. If the participant to whom you are assigned is absent, you may still be needed to help with other participants or the barn.

RECORD VOLUNTEER HOURS in the Volunteer Hours Log Book. Collect any personal belongings and return your nametag.

**THANK YOU for your volunteer service and
commitment to Horsemanship for Heroes!**

