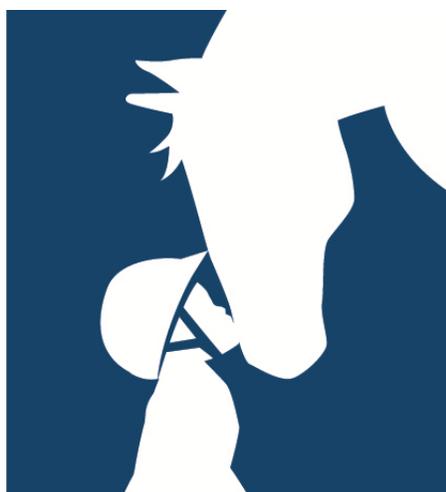


Volunteers Handbook



VTRA

**VICTORIA THERAPEUTIC
RIDING ASSOCIATION**

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2. Role Of The Instructor And Support Team

The team approach is very important to the success of our riders. The team creates a support system, which provides a safe ride. Each member of the rider's team is important.

The team will always include an Instructor, a horse and a rider. An Assistant Instructor, Horse Handler, Side Walker or Therapy Consultant may be added depending on the needs of the rider.

The Instructor is in charge of the class and does not lead or side walk except in an emergency. It is essential to have an experienced and qualified person instructing the riders and directing the volunteers and horses at all times.

The Assistant Instructor (AI) is under the supervision of the Instructor.

The Horse Handler is in charge of controlling the horse at all times in the arena and out on the trail and may help to prepare the horse for the lesson.

The Side Walker is responsible for looking after the rider, providing support (either physically or emotionally) and relaying instruction to the rider from the Instructor. There can be one or two Side Walkers depending on the needs of the rider. The more senior (or experienced) Side Walker will be the person that does most of the talking. New Side Walkers in the program are mentored by more experienced Side Walkers.

3. Basic Requirements For A Volunteer

1. Minimum 16 years old to work in the classes.
2. A desire to assist riders with disabilities to fulfill their goals and realize their potential
3. Attend an orientation and training before starting. Commitment to regular attendance for the entire session is very important in providing continuity for the rider.
4. Attend brush up training sessions during the session breaks if continuing for more than one riding session.
5. Volunteers who Side Walk should be comfortable around horses.
6. Volunteers who Horse Handle must have a reasonably high level of horsemanship skills.
7. Volunteers should have a reasonable level of fitness. Able to walk briskly for 45 minutes to an hour and able to jog for short distances (length of the arena) with arm at shoulder height.
8. Clothing: Footwear is very important. Shoes should have low heels and closed toes, be sturdy so that they protect the feet from horses' hooves and should provide good stability on rough surfaces. A pair of waterproof boots may be required for wet weather as we trail ride for much of the year. Volunteers should wear long pants. Walking shorts are acceptable in hot weather (Skirts and dresses are not suitable) short jackets for cold weather (buttoned or zipped up while in the arena), no long coats; gloves, not mittens.
9. Jewelry such as earrings and bracelets, can get caught in tack or by a rider and create a dangerous and painful situation. Perfume and aftershave should not be worn due to environmental sensitivities.
10. Long hair MUST be tied back

4. Rights Of A Volunteer

1. The right to be interviewed by a responsible and informed person.
2. The right to orientation and regular training sessions.
3. The right to supervision.
4. The right to be involved in planning some aspects of the program, and evaluating the program.
5. The right to be involved in evaluating their own performance
6. The right to be regarded as a person and accepted as an individual
7. The right to have a written job description
8. The right to be provided with the opportunity for varied experiences
9. The right to recognition

5. Responsibilities Of A Volunteer

We ask each volunteer to:

1. Regard their volunteer time as a job. We ask that you be on time and email or phone in with as much lead time as possible if it is necessary to be away (it takes time to find replacements).
2. Put the program and clients first, and for the needs of the volunteer not to exceed the needs of the clients.
3. Be sincere in the offer of service and believe in the value of the assignment, and to give more to the program than you expect to take away.
4. Understand the requirements of the job and ask questions if not sure.
5. Be willing to learn and to participate in orientation, training sessions and meeting, and to be cheerful and enthusiastic and willing to share ideas.
6. Respect confidentiality when assisting a person with special needs.
7. Work alongside our participants. Volunteers are not expected to supervise or counsel participants, but simply be that extra set of eyes and ears.
8. Have read and understood the Volunteer Handbook including Emergency Procedures and to know the emergency exits, and location of telephones and fire extinguishers.

We value your time, dedication and enthusiasm and hope that you derive satisfaction from your time with us. If you have **any concerns** regarding your volunteer assignment, please let us know. In the clubhouse you will find a copy of the **volunteer questionnaire**. We would appreciate if you could try and fill out one per riding year. Should you want or need to end your time as a volunteer with VTRA, we have prepared an Exit Questionnaire that we would need you to fill and return. Both of these documents have been created so that we can provide the best service possible and make sure that our volunteers feel that their needs and concerns are addressed.

6. Benefits Of Therapeutic Riding

1. Educational:

- Remedial reading: Before one can read, it is necessary to recognize the difference in shapes, sizes, and colors, These can be taught more easily on horseback, as part of games and activities
- Sequencing, patterning and motor planning: knowing which comes first in a sequence of events is an important part of most activities.
- Improved eye-hand coordination: this is necessary for skills such as writing.
- Visual spatial perception: this includes our awareness of form and space. Included are directionality (knowing right from left); space perception, which allows us to differentiate between items close in shape but spatially different (“h” versus “b”); figure ground (picking out an object from the background).

2. Social:

- Friendship: although riding can be a solitary activity, it is normally performed in groups of people who share a common love of horses.
- Increased experiences: from tacking and grooming to trail riding, from going to horse shows to learning the parts of a horse, the rider is constantly experiencing and growing.
- Enjoyment: there is no doubt about it, riding a horse is fun. Riders experience excitement and pleasure every time they come for a lesson.

3. Psychological:

- General sense of well-being: exercising in the fresh air of a ranch, away from hospitals, doctors’ offices, therapy rooms, or home help to promote a sense of well-being.
- Improved self-confidence: confidence is gained by mastering a skill normally performed by able-bodied people.
- Increased interest in the “outside world”: For those confined by a disability, the world tends to shrink in size. Riding increases interest in what is happening around the rider, as the rider explored the world from the back of a horse.

4. Physical:

- Improved balance: as the horse moves, the rider is constantly thrown off-balance, requiring that the rider's muscles contract and relax in an attempt to re-balance. The three-dimensional rhythmical movement of the horse is similar to the motion of walking, teaching rhythmical patterns to the muscles of the legs and trunk. Stopping and starting the horse, changing speed and changing direction increase the benefits.
- Strengthened muscles: muscles are strengthened by the increased use involved in riding. Even though riding is exercise, it is perceived as enjoyment, and therefore the rider has increased tolerance and motivation to lengthen the period of exercise.
- Stretching of tight or spastic muscles; sitting on a horse requires stretching of the adductor muscles of the thighs. Gravity helps to stretch the calf muscles as the rider sits on the horse without stirrups. Riding with stirrups helps to stretch the heel cords. Stomach and back muscles are stretched as the rider is encouraged to maintain an upright posture against the movement of the horse. Arm and hand muscles are stretched as part of routine exercises on the horse and by the act of holding and using the reins.
- Decreased spasticity: spasticity is reduced by the rhythmic motion of the horse. The warmth of the horse helps to break up extensor spasms of the lower limbs.
- Increased range of motion of the joints: as spasticity is reduced, range of motion increases.
- Sensory integration: riding stimulates the tactile senses both through touch and environmental stimuli. The vestibular system is also stimulated by the movement of the horse, changes in direction and speed. The olfactory system responds to the many smells involved in a stable and ranch environment. Vision is used in control of the horse. All of these senses work together and are integrated in the act of riding. In addition, proprioceptors (receptors that give information from our muscles, tendons, ligaments, and joints) are activated, resulting in improved proprioception.

7. VTRA Program Information

VTRA holds four riding terms which run from the **end of September until early June**.

Orientation/training sessions are held prior to the first week of fall classes and in the breaks between riding terms. If for some reason you are joining us in the middle of a riding term, we will provide some “on the spot” training for you.

We strongly recommend that **returning volunteers attend a “brush up” training session**. If you have horse experience and are interested in the position of horse handler, please note that you must attend a side walking training session first and then attend a horse handling evaluation and training session.

Class times are:

- Monday from 9:30 – 12:30
- Tuesday, Wednesday, and Thursday from 9:30 – 12:30 and 2:00 – 5:00

Ideally, we would like a 3 hour, once a week commitment from our volunteers to ensure that we have enough people to support the riders and create continuity and a relationship between the volunteer and the rider.

If for some reason you are **unable to attend your shift**, please give as much notice as possible (either by phone: [\(778\) 426-0506](tel:7784260506) or preferably by email: volunteer@vtra) so that another volunteer can be found to replace you. **If we do not have enough volunteers, the rider cannot ride**. If you are feeling unwell, but hope to be better, it would probably be wise to stay home. Please try to give at least one day’s notice if possible.

The gift of your time and support is very important and greatly appreciated by the Board and Staff at VTRA and most importantly by the riders. **On behalf of all of us, thank you**. This is truly an amazing program and we hope that you find it as rewarding as we do.

8. Stable Rules

The VTRA kindly request that you observe the following polices while participating in activities at the Centre.

Please:

1. Only staff and authorized volunteers may enter the barn.
2. Dogs should remain in your vehicle whilst at the facility.
3. All riders **must** wear approved safety riding helmets (all pupils, coaches and volunteers).
4. Children and clients to be supervised at all times while in the yard.
5. For your safety do not feed or touch the horses.
6. Please do not smoke on the property.
7. Drive slowly in and out of the driveway.
8. As much as possible please recycle (bins are located in the clubhouse and containers for recycling are located in the grey bins at the front of the clubhouse).

These rules are in place for the safety and enjoyment of all involved parties. They will ensure a harmonious relationship between our organization and the property owner.

9. Safety Procedures

9.1. Earthquake Drill

During a major earthquake, you may experience a shaking that starts out to be gentle and within a second or two grows violent and knocks you off your feet.

OR

You may be jarred first by a violent jolt – as though a truck hit your house. A second or two later, you will feel the shaking and you will find it very difficult to move from one area to another.

If Indoors

1. **Side Walkers** dismount rider from Horse in the safest way possible and remain with the rider.
2. Move to the center of the riding ring or the walls; kneel with back to wall; place head close to knees; cover sides of head with elbows and clasp hands firmly behind the neck. “Duck and Cover!”
3. Protect the rider, place him or her in the crouch position and stay with the rider at all times.
4. Avoid windows, Mirrors, overhead lights, coffeepots etc.
5. If the rider is in a wheelchair, leave him or her in their chair duck forward and cover the rider’s head with your body while protecting yourself.
6. **Horse-handlers**, try to calm the horses, and keep them away from the people on the ground.

If Outdoors

7. **Side-walkers** dismount rider from horse in the safest way possible and remain with rider.
8. Move to open space away from buildings and overhead power lines.
9. Lie down or crouch to the ground. Keep looking around and be aware of any dangers that may demand relocation to another area.
10. **Horse-handlers**, in all cases, try to calm the horse and hold on IF at all possible.

After The Shaking Stops

11. Wait!
12. If inside – move outside and gather at the side of the parking lot on the grass.
13. If Outside – move to the side of the parking lot on the grass.
14. Administer any First Aid that may be required. Stay with the riders, Calm and Comfort them as best you can.

15. **Horse-handlers:** Under the direction of the Assistant Instructor, move horses to the back pasture, untack (if possible) and turn loose.
16. **Barn Coordinator** turns off electricity and water. Coordinate the turnout of all the horses in the barn.
17. Be prepared for After Shocks. Follow all directions of the Instructor/Barn Coordinator

9.2. Fire Evacuation Procedures.

1. Do not panic! You will have lots of time.
2. Whoever first notices the fire will immediately notify the instructor
3. Do not attempt to tackle the fire yourself.
4. The instructor is in charge at all times.
5. The instructor will designate someone to call 911. This person will make the call and then report back to the instructor.
6. First: **side-walkers** (under the supervision of the instructor) will dismount riders in the safest way possible and will then escort their respective riders to the exit furthest from the fire. Stay with your rider and meet at the side of the parking lot on the grass.
7. Second: **horse-handlers** will then take the horses at a walk out the safest exit furthest from the fire(s) and proceed to the back pasture. If safe to do so, un-tack, and then turn the horses loose in the paddock. Horse handlers return to the meeting area at the side of the parking lot on the grass.
8. **Barn Coordinator** to evacuate the portable and barn.
9. **Grooms** under the Barn Coordinator's direction: if safe to do so, any horses in the stalls to exit through stall doors or lead to the back pasture. Outside stall doors to be closed.
10. No one may re-enter the building without the permission of the fire department.
11. The instructor will remain in charge at all times. If incapacitated to do so, the Assistant Instructor will take over.
12. Barn Coordinator to do a head count.

9.3. Procedure In The Event Of An Incident/Accident (Fallen Rider or Rider Attempting to Dismount).

1. Instructor to call entire ride to a halt.
2. Each Horse Handler and all side walkers to stay with their own horse and rider.
3. Instructor to go quickly to the fallen or dismounting rider.
4. Assistant Instructor to manage the rest of the class
5. Instructor to determine which side walkers should assist and only he/she to give direction and instructions. Parents or spectators may be used to help at the request of the instructor.

For a fallen rider:

6. Instructor to send for a blanket and First Aid kit (located in corner by gate)
7. Depending on the severity of the incident, an ambulance may have to be called. The instructor will direct one individual to make the call and report back.
8. The instructor should stay with the injured rider and if this is more than a minor injury, the remaining riders should be dismounted (Assistant Instructor to supervise dismounting).
9. For falls that do not require medical attention, the rider may sit out for a while and the lesson be continued. The rider may be mounted again before the end of the lesson if they wish to do so, at the discretion of the instructor (and physio-therapist if in attendance).
10. If a rider has fallen it is most important to recommend that they be checked either by the family doctor or at the hospital.
11. Always complete an incident report. If parents or a rider refuse a visit to the hospital, this should be recorded on the incident form.
12. The most important points to remember when an incident of any kind occurs is,
 - Stay with YOUR rider and horse at all times.
 - Follow the Instructor's directions.
 - A calm, controlled atmosphere is essential.
13. Reporting Party to follow up by phone that evening, or the next day to check the condition of the rider.

An Incident drill will be carried out with each class so that the volunteers know and can practice the procedures.

10. Job Descriptions

10.1. Assistant Instructors / Ring Spotters Duties.

Training Requirement: 1 Ring Assistant Training + 1 Emergency Procedures Training to be taken at least once a year.

Recommended Training: Because of the central position of Ring Assistants, it is strongly recommended they attend the groom training, the horse handling training and the side walker training sessions once a year.

Morning Shift: arrive **45** minutes before the classes begin

Afternoon Shift: arrive **30** minutes before the classes begin

1. Before Class Begins:
 - Introduce yourselves to the HH and SW
 - Help bring in all the horses for the morning classes (in bad weather i.e. rain, this should be done first)
 - Put out, or supervise the putting out of tack
 - Put tack changes in the arena
 - Check the black board for cancellations and notify HH of changes
 - Check the black board in the barn for notices for each horse and notify HH
 - Begin to groom, tack up and handle if HH or groom is late or not there
 - Help set-up arena, put out games etc.
 - Lunge horse if necessary (instructor will ask)
 - Make sure the horses are in the arena and being warmed up 15 minutes before the first class and 10 minutes before the next two classes.
 - Give the HH the stirrup lengths.

2. During the class:
 - Supervise the ring and spot during mounting.
 - Change incorrect stirrup lengths.
 - If asked by instructors, mount riders who arrived late.
 - In an emergency Instructor takes the emergency, AI takes the class if necessary.
 - Be prepared to take over class if required.
 - On trail rides, walk with front horse, checking the ride is staying together, and checking for wild life that could scare the horses.
 - Supervise class during dismount
 - Pick up manure as required

3. Between classes:
 - Assist with tack change in the arena
 - Hold horse for handler taking a break
 - Warm up fresh horse if handler needs a break
 - Make sure HH is getting into the arena with fresh horse in time

4. End of shift:

- Supervise and assist with untacking and putting horses away.
 - Put tack in the arena away.
 - Have horses put out if not used in the next shift.
 - Make sure horse have hay (morning shift only).
5. End of day:
- Supervise tack cleaning and putting away.
 - Make sure the manure in the arena is dumped.

10.2. Horse Handlers Duties.

Training Requirements: all horse handlers must have attended at least one training session before being allowed to lead a horse in a lesson.

Training Recommendations: we strongly advise all our horse handlers to attend horse handlers training refreshers and emergency procedures training at least once a year. Our practices and policies will change over time, and attending these sessions is the only sure way to ensure proper communication of these changes.

THE PRIMARY RESPONSIBILITY OF THE HORSE HANDLER IS THE CONTROL & CARE OF THE HORSE!

1. Before Class Begins:
 - arrive ½ hour early to tack up; horses must be in the ring 15 minutes prior to the start of class.
 - check in with volunteer coordinator, sign in attendance register, put your name tag on.
 - check horse assignment board (help bring out tack if necessary).
2. Grooming:
 - bring in assigned horse from paddock/field if necessary.
 - ensure that aisle and outside doors are pulled shut while grooming and tacking.
 - during grooming and tacking, horse should be tied to the strap attached to the wall.
 - if you must leave the stall, make sure the stall door is closed and latched.
 - clean the horse's hooves thoroughly with the hoof pick.
 - make note of any damage or unusual conditions (eg. strong smell could indicate thrush).
 - groom horse: to minimize the impact of many people handling the horses each day, we will groom only the area where the saddle will sit and where the girth will be touching; rubber curry comb for body, dandy brush for body; please do not brush the face, mane and tail ; (plastic curry comb is only used for cleaning the other brushes).
 - check legs for any injuries (heat, swelling, cuts, etc) and inform the instructor, assistant instructor or barn manager before the classes begin.
 - tack up (the stirrups can be adjusted now or in the ring).
3. Tacking up
 - The horses are handled frequently throughout the day, by many different handlers. **It is imperative that all tacking up is completed very gently and considerately.** The instructor will check all tack and tighten girths before the classes begin.
4. Saddle:

- The saddle should have the rider's leather handle attached in front of the pommel and 'quick release' stirrups (release facing forward).
 - The elastic end of the girth should be on the horse's left (near) side. For initial tightening, the girth should only be tightened to "snug"– the instructor will finish tightening the girth once the horse has had a chance to walk around in the ring.
 - PULL GIRTH STRAPS GENTLY AND SLOWLY. The horses are tacked up frequently during the day and will get both sore and grouchy if treated roughly.
 - DO NOT wrench on the stirrup straps when adjusting the stirrups – support the saddle with your other hand when you are pulling down the stirrups, this will avoid unnecessary strain on the horse's back.
 - NEVER leave horses untied when they have their saddles on.
5. Bridle:
- Bridles are not usually used in classes. In the occasional cases where one will be necessary, bridling and unbridling will be done by the Instructor or Assistant Instructor in the ring.
 - The reins should be knotted over the handle on the pommel of the saddle.
6. Leaving the stall and entering the arena:
- Always ensure that the aisle is safe and clear of people before bringing horses out: announce 'horse coming through' to alert everyone.
 - Bring horses into ring to warm up no less than 10 minutes before the beginning of the class; horses should be walked and/or trotted around the ring to warm up.
 - The lead rope should be held 6 to 8 inches from the horse's head, your elbow to the horse's nostril, unless otherwise specified by the Instructor.
 - Maintain a distance of 1 to 2 horse lengths between horses at all times.
 - Adjust stirrup lengths if not already done; the instructor will check all tack and tighten girth as necessary.
 - Line up and listen for mounting order of horse and rider.
7. Mounting:
- *It is crucial that the horse handler is extremely focused on the horse during both mounting and dismounting. This is a potentially dangerous time as the riders are sometimes very tense and/or nervous.*
 - The horse handler should give the horse enough room to come through the ramp in a straight line. The horse must be standing straight and square in preparation for the rider to mount. The horse handler must ensure that the horse walks out of the ramp in a slow and straight line.
8. Leading:
- *The horse handler's primary responsibility is for the horse and not the rider.*
 - All transitions and turns, etc. must be executed slowly and carefully.

- The sidewalkers must be given enough room to walk comfortably beside the rider.
 - The horse handler must give the rider adequate time to receive, process and perform all instructions.
 - Allow riders to make “safe” mistakes (for example if they are working on stopping and they don’t say “whoa” or pull the reins, if it is safe to do so carry on walking until rider makes attempt to stop).
 - During stretches and exercises at the halt, stand to the side, facing the horse in the “parked position”.
 - Listen to the lead sidewalker who will relay information (such as “walk on” when with non verbal riders).
9. Trail rides:
- Pay extra close attention to the horse’s reactions – head up, ears forward, nose flared, etc. Again, be considerate to the side walker’s space on the far side of the horse.
10. Dismounting:
- *During dismounting, stand to the side of the horse in “parked position”, as in exercises. Ensure that the horse stands quietly while rider is on the ground moving around the horse. Riders and Sidewalkers are only to pet the horse on the shoulder.*
 - Wait for instruction at the end of the class; if the horse is being used in the next class, stay in the ring and be ready for any necessary stirrup and/or tack changes.
 - If the horse is not being used in the next class, **wait until all riders have left the ring** and, once the reins have been removed, return the horse to its stall.
11. After the class:
- Take the horse into the stall, attach the halter to the tie in the stall and **leave the horse for the groom to untack.**
 - At the end of a morning or afternoon shift, untack and groom the horse: pick hooves, brush saddle area and turn loose; during the winter, blankets may also need to be put on.
 - Return tack to the appropriate tack room. If the horse’s own saddle has been substituted with another saddle, please put the substitute saddle back in the correct position in the tack room but return the saddle pads and girth to the horse’s own saddle to prevent mix ups in tack.

10.3. Side-Walkers Duties.

Training Requirements: all side walkers must have attended at least one training session before being allowed to assist riders.

Training Recommendations: we strongly advise all our side walkers to attend side walker training refresher and emergency procedures training at least once a year. Our practices and policies will change over time, and attending these sessions is the only sure way to ensure proper communication of these changes.

The primary responsibility of the side-walker is to ensure the **safety of the rider** at all times. The side walker can help the instructor in many ways (eg. keeping the rider's attention on the lesson and help to communicate or explain directions).

The side walker is an extension of the instructor.

1. On arrival:
 - Arrive 15 – 20 minutes early
 - Sign-in on attendance registry book and put on your name tag.
 - Ask coordinator for assignment of rider.
 - Determine whether you are the 1st or 2nd side-walker. The first side walker will be the person who will be doing the communicating with the rider. Please defer to that person to ensure that the rider is not hearing too much talking from too many sources (occasionally, the instructor may designate a sidewalker to relay information to the rider – this will be for specific rider requirements).

2. When your rider arrives:
 - Introduce yourself to the rider and ensure that jackets are done up properly, that the rider is wearing proper boots or shoes and clothing, no loose accessories and has no gum, candy, food or drink.
 - Help rider put on belt and correct helmet (ensure that helmet is done up properly).
 - Stay with rider until it is time to mount, then escort rider to ramp (one sidewalker will stay with the rider on the ramp).

3. Mounting:
 - When waiting to be called for mounting, spend some time getting the rider focused on their lesson – for example review the horse words for “go” and “stop”, or ask the rider to identify their horse etc.
 - If there are two sidewalkers decide which person will be going to the far side of the mounting ramp – THAT person will go through the gate first and hold the gate open for the rider.
 - Please ensure you are focused on the instructor once you get to the mounting gate so that you can hear immediately when your rider is called.
 - **Please refrain from speaking, either to the rider or each other, during the mounting procedure** – the rider must be focused only on the horse and instructor at this time.
 - ALL riders leave the ramp with a thigh hold.

- Instructor will inform side walkers of the hold required for each rider once they have cleared the mounting area (ankle, thigh/knee or lower back/thigh hold) and give any necessary information regarding the rider's disability.
4. During the lesson:
- Once the rider has mounted the horse, the side-walker must stay with the rider at all times and maintain physical contact.
 - Maintain a position beside the rider's knee and be aware of the rider's position and moods at all times.
 - Do not hold onto the rider's belt (this could pull the rider off balance or put extra pressure on the rider) or lean on the horse (this is uncomfortable for the horse).
 - Avoid unnecessary talking with either the rider or the other volunteers, not only is this distracting for the rider, but it can also distract everyone from their jobs.
 - Keep directions short and to the point.
 - *allow the rider sufficient time to receive, process and complete the instructor's direction. Help the rider perform the applicable task (but do not do it for them). If the rider cannot perform the task, you may encourage them verbally or hand-over-hand. Take small steps in assisting – try a little at a time.*
 - *When practicing STEERING – start by using verbal cues, if this does not work take the next step and tap the relevant hand that needs to steer, if that still does not produce a response then go to full hand-over-hand. NEVER PULL THE REINS YOURSELF. The hands should always go back to the middle after steering.*
 - If you need to change sides, advise the instructor (or Assistant Instructor) and wait until you are replaced before you leave the rider's side; move into the new position from BEHIND the person already there. Always walk in front of the horse
 - During trail rides, the side walker should be supporting the rider at all times.
5. Dismount and after the lesson:
- During dismounting, one or more side walkers may be required to assist the instructor as necessary depending on the type of dismount require (eg. Crest or wheelchair dismount). The instructor will explain the applicable procedures at that time. When wheelchairs or canes, etc. are being used during mounting and dismounting, it is important not to move them quickly or too closely to the horses.
 - After dismounting, the side walker on the LEFT side must stay with the rider and assist in running up the stirrups on both sides; the side walker must ensure that the rider does not run around or behind the horse.

- Side-walkers escort riders safely from the ring – ensure that they do not remove their helmet or belt until they are outside of the ring; once outside, help the riders remove their helmets and belts
- any feedback you can provide is always helpful – things that went well (or not), differences in the rider from one week to another etc.

10.4. Grooms Duties.

Training Requirements: all grooms must have been supervised by an instructor or an experienced groom before working directly with our horses. Additionally, grooms are required to have previous experience with horses before volunteering as groom with VTRA.

Training Recommendations: it is recommended that all grooms attend Grooms' training refresher, horse handler training and emergency procedures training at least once a year. Our practices and policies will change over time, and attending these sessions is the only sure way to ensure proper communication of these changes.

1. On arrival:
 - Arrive 10 minutes before the start of classes.
 - Check-in with barn co-ordinator, sign-in on attendance registry book and put on your name tag.
 - Check with barn coordinator for absent riders and update the barn board.
 - Check horse assignment board and help bring the tack out if necessary.

2. Grooming, tacking and un-tacking:
 - Groom and tack the horses in preparation for the next class. The horses must be ready 15 minutes before the start of the class.
 - Please refer to the **Grooming, Tacking Up, Saddle and Bridle** Sections of the **Horse Handlers Job Description** for correct procedure.
 - At the end of each class the horse will be brought back into their stalls by the horse handlers.
 - If a horse is not used again, the groom will untack him/her, brush in the saddle and grith areas, pick his/her feet and put his/her blanket back on if and when needed. The halter is then removed and hooked back outside the horse's stall, and the back door to the paddock open. Put away all tack and grooming kits in appropriate locations.
 - If a horse is used again, the groom will check the clip board for equipment changes and change tack as required. If no tack change is required, the girth needs to be loosened a couple of holes.
 - Horses may be left tacked up and untied in their stall if both the front and back door of the stall are latched shut and all grooming tools are removed from the stall.

3. Groom Extras:
 - On the chalk board at the entrance to the barn, please note:
 - Any abnormalities in the horses: **swelling, scrapes, or strange behaviors**. If it seems urgent, do not hesitate to tell the Instructor or Barn Coordinator.
 - Anything needing maintenance or attention, such as broken fences, or tack needing repair, etc.
 - Extra help with other barn chores is always greatly appreciated:

- Manure can be picked from stall and paddocks. It is then dumped into the manure bin located on the north side of the arena. Tools are kept in the far stall and the manure bin is around the side of the arena. **Please be cautious when traveling past the arena door during lessons, go slowly.**
- Horse handlers will untack their horses from the last class.

10.5. Barn Team Volunteer Duties.

The Barn Team Volunteer works in collaboration with the Barn Coordinator and /or the Instructor. He or she assists with horse and barn related chores. Barn Team Volunteers are asked to commit to at least one 4-hour shift per week from Monday to Thursday.

Training Requirements: Tour of stables and supervision by the Groom.

Training Recommendations: Previous horse experience and successful completion of Groom Training is preferred but not necessary.

Tasks Include

- Ensure Tack Rooms area is neat, clean and organized. Tack room door is left closed and locked when not in use.
- Ensure feed room is swept and tidy.
- Ensure area in front of all stalls is kept clean and swept.
- Ensure Lead lines and halters are properly hung outside of stalls when not in use.
- Ensure feed bins and automatic waterers are clean.
- Ensure Laundry is done -saddle pads, girths, coolers and blankets are done as needed, towels are done regularly.
- Ensure Horse's paddocks are free of droppings and bedding swept neatly.
- Ensure arena (indoor and outdoor) and trail is free of droppings
- Ensure tack is put away and clean and record of when it was cleaned up to date.
- Full garbage is taken to the trailer.
- Ensure washroom is clean and tidy and that toilet paper, paper towel and soap are stocked.
- Ensure hallway is swept and all wheel barrows are empty at the end of shift.
- Make sure horses are fed lunch or dinner.
- Pay attention to details of barn, stall and pen maintenance and report concerns to Coordinator of volunteers.

10.6. Administrative Team Volunteer Duties.

The Administrative Team Volunteer supports VTRA's mission by assisting in administrative functions. This position may be project based and therefore vary in number of hours involved over time. Business hours of the VTRA are Monday to Thursday, from 9am until 5pm. The Administrative Team Volunteer reports to VTRA staff.

Tasks Include:

- Provide general administrative assistance to VTRA staff.
- Organize volunteer/student information files and records.
- Prepare name tags for volunteers.
- Attend outreach events to provide information related to volunteering/program with VTRA.
- Assist with volunteer recruitment as needed. Help put up flyers in barns or tack shops, ads on line.
- Assist with volunteer recognition. Birthdays, testimonials, (ie. Volunteer of the month).
- General Data entry
- Assist with determination of value for significant gifts in kind for receipting purposes (online and/or other sale of gifts in kind/donated items including "in house" silent auctions).
- Newsletter content development.
- Run VTRA errands; eg. mail pickup, office supplies etc.
- Open mail & prepare cash receipts summary.
- Website updates.

10.7. Facility Manager Duties.

The Facility Manager works in collaboration with the Executive Director.

Tasks Include:

- Secures quotes for capital projects
- Ensures that capital improvements are completed as needed, including obtaining suppliers, supervising work whether conducted by volunteers or paid contractors. Position involves coordination of improvement needs by both VTRA and property owner.
- Ensure that minor repairs and maintenance needs for facility are met. This may also involve coordination of repair needs with property owner.
- Supervise facility volunteers in completion of minor repairs and maintenance as needed.
- Work collaboratively with Coordinator of Volunteers to identify and obtain facility volunteers.
- In collaboration with ED participate in outreach to service clubs and businesses in communication of VTRA facility needs.

10.8. Maintenance/Grounds Team Duties.

The Maintenance/Grounds Team works in collaboration with Staff and Facility Manager. He/she ensures that the VTRA facility is safe, clean and running smoothly, and that grounds are beautiful and inviting. (1 day month?).

Tasks Include:

- Complete tasks from list to be determined by staff and facility manager
- Procure supplies as needed for minor improvements and repairs
- Complete landscaping/ grounds improvements as needs/ ideas identified by monthly list prepared by staff
- Keep recycling shed organized and notify recycling pick up volunteer when full.

10.9. Clubhouse Volunteer Duties.

The Clubhouse Volunteers ensure our clubhouse and family waiting area are clean and welcoming to our riders' families. Shifts are morning, Monday through Thursday and last around one hour. The position can involve activities that can be done off-site, such as baking cookies to share or buying supplies.

Tasks Include:

- Greet & assist visitors, volunteers, students and caregivers
- Make sure cookies and coffee are available
- Ensure clubhouse and washrooms are clean and supplied
- Attend outreach events to provide information related to volunteering/program with VTRA
- Give new or potential volunteers or clients tours of the facility and some information about the program/different volunteer positions
- At the end of each riding term – check all helmets and rider boots (wear & tear, padding, transfer belts for wear and tear and the condition of each) and report concerns to Barn Coordinator.
- Periodically check and restock contents of first aid kits

10.10. Group Opportunities.

Group volunteer activities are an exciting way to support VTRA. Group opportunities are open to schools, companies, scout troops, alumni, or any group that would like to spend some time helping VTRA.

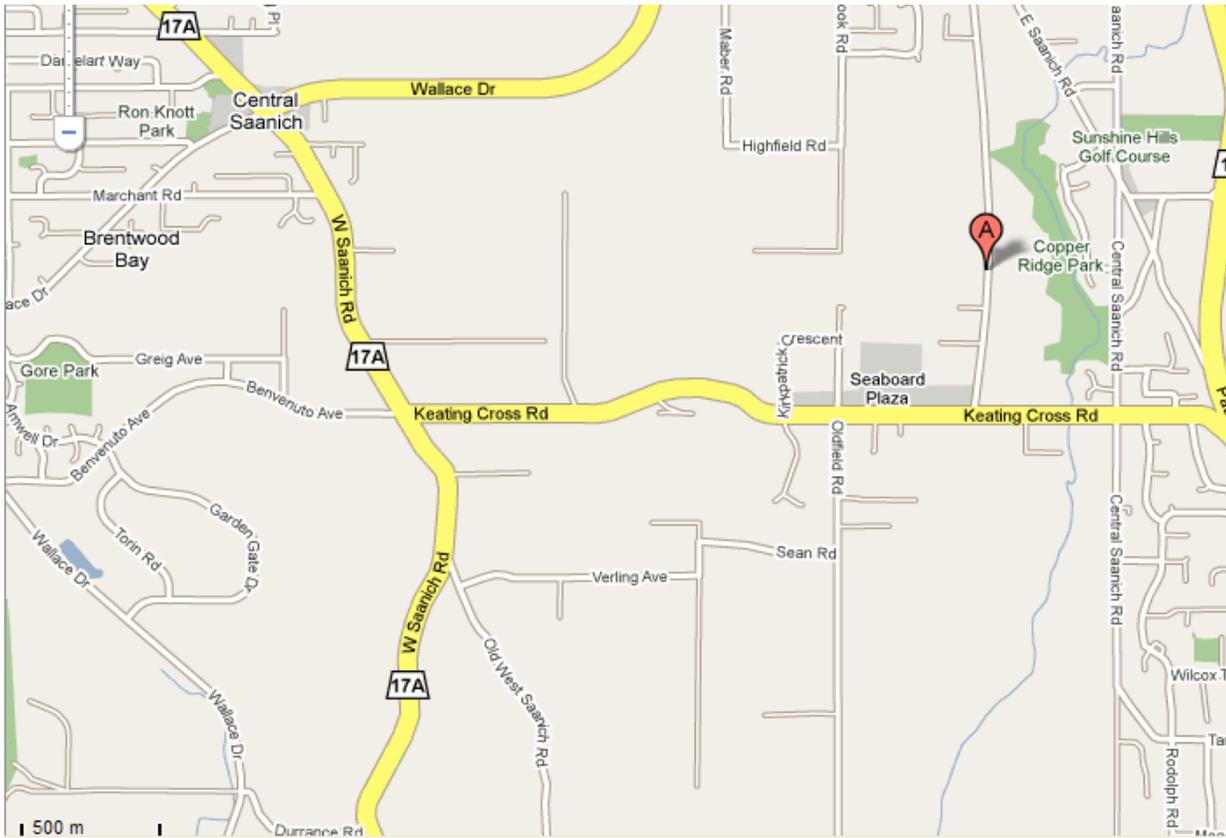
There are a variety of ways groups can volunteer with us::

- Holiday Decorating
- Major Landscape/Gardening Project
- Painting
- Event Support - assist in our identified events such as Ride a thon and Horse Show. Tasks may include set-up, registration, and tear-down. Scheduling is done on an as-needed basis.

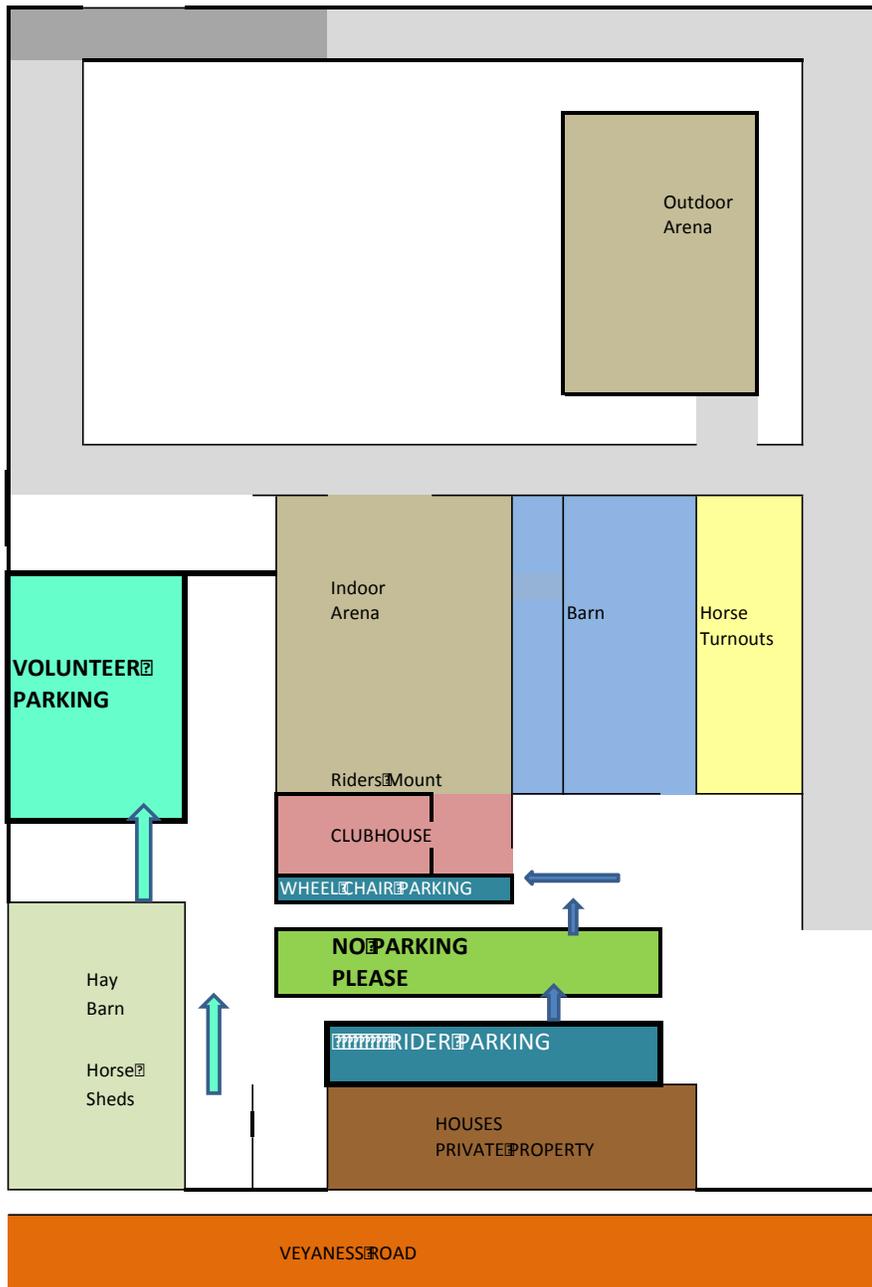
11.Map

Address: 6917 Veyaness Road

Phone: (778) 426-0506



12. Map of Facility



13. Patterns

