

# 2024 HWH VOLUNTEER HANDBOOK



**Horses with Heart**

**A PATH Intl. Premier Accredited Center**

Horses with Heart is where special-needs individuals, veterans, and first responders experience the healing power of the horse to gain confidence, increase independence and improve social skills with the support of caring and credentialed instructors and dedicated volunteers.

Mailing Address: Horses with Heart, P.O. Box 2427, Chino Valley, AZ 86323

Property Address: 2705 S. Highway 89, Chino Valley, AZ 86323

Website: [horseswithheartaz.org](https://horseswithheartaz.org)

Office Phone: 928.533.9178



Accreditation is a voluntary process that recognizes PATH Intl. Centers that have met established industry standards. The accreditation process is a peer review system in which trained volunteers visit and review centers in accordance with PATH Intl. standards. A center that meets the accreditation requirements based on the administrative, facility, program and applicable special interest standards becomes a PATH Intl. Premier Accredited Center for a period of five years.

Horses with Heart obtained this premier accredited status in 2017. Our center was reevaluated and passed with a 100% compliance score in 2023.

To learn more about PATH Intl., please go to <https://www.pathintl.org>.

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# 2024 CALENDER

Returning Volunteer Orientations: Friday, February 23 & Saturday February 24

SST Training for returnees: Saturday February 24

New Volunteer Orientations: Friday, March 1 & Saturday, March 2

SST Training for new volunteers: Saturday, March 2

**Session I:** March 18 – April 19 Weather Make-ups April 22 – 26

Break: April 29 – May 3

## **CHA IRD Certification Clinic: May 5-10**

**Session II:** May 13 – June 17 Weather Make-ups June 18 – 21

Break: June 25 – July 5

**Session III:** July 8 – August 9 Weather Make-ups August 12-16

Break: August 19 – August 23

**Session IV:** August 26 – Sept 30 Weather Make-ups Oct 1 - 7

Break: Oct 8 – Oct 11

**Session V:** October 14 – Nov 15 Weather Make-ups Nov 18 – Nov 22

## **Competition Team**

Spring Session: Begins March 9<sup>th</sup>

Fall Session: August 31<sup>st</sup> – November 2<sup>nd</sup>

# VOLUNTEER POLICIES

## **Non-Discrimination Policy:**

Horses with Heart (HwH) is committed to treating everyone with dignity, respect, and courtesy. Horses with Heart prohibits, and will not tolerate, harassment or discrimination by anyone affiliated with those who do business with HwH. All complaints of harassment or discrimination will be thoroughly, promptly, and objectively investigated.

## **Confidentiality Statement:**

Volunteers, HwH staff, participants, and families have a right to privacy that gives them control over the dissemination of their medical and/or other sensitive information. Horses with Heart shall preserve that right of confidentiality for all individuals in its program.

## **Illness Policy:**

We want to make sure that our participants and volunteers stay healthy. For the well-being of all, it is important that everyone adheres to our illness policy.

Participants and volunteers must be free of the following symptoms and/or conditions for 48 hours before arriving at Horses with Heart:

- Temperature of 100 or higher\*
- Vomiting
- Two or more cold symptoms\*
- Undiagnosed rash on the body
- Colored mucus
- Cloudy discharge from the eyes
- Any communicable disease

*\*Symptoms and/or fever must remain absent without the use of medication for a minimum of 48 hours.*

If you have any of the above symptoms and/or conditions, please contact the SST Substitute Coordinator or your Instructor ASAP.

Horses with Heart reserves the right to ask you to leave if you, or someone accompanying you, arrive exhibiting symptoms of illness.

## **Dismissal Policy:**

Horses with Heart reserves the right to dismiss volunteers who violate the guidelines listed in this handbook and/or their signed volunteer agreement.

# VOLUNTEER INFORMATION

## Volunteer Training:

All new and returning volunteers are required to attend a volunteer orientation each year. Safety Support Team members (horse leaders, coaches, and sidewalkers) are also required to attend Safety Support Team training at least once a year. It is recommended that volunteers attend additional trainings throughout the year to stay current on new techniques and safety procedures.

## Volunteer Paperwork:

Volunteer paperwork must be completed prior to volunteering at Horses with Heart or any Horses with Heart event. All volunteer paperwork must be updated annually.

## Volunteer Sign In:

It is important for volunteers to log into **Wranglr**, our volunteer software program, when coming to HwH or to an HwH event. Maintaining records of volunteer hours is a requirement of PATH Intl., helps with fundraising and receiving grants, and provides an accurate record of volunteer time for those who need verification of hours. You may use Wranglr on our HwH office laptop, your home computer, or your smartphone. If you need assistance, please check with the Volunteer Coordinator.

## Name Badges:

Name badges are in the main office. Please wear your name badge each time that you volunteer.

## Volunteer Levels:

- **Volunteer-in-Training:** less than 25 hours logged.
- **Volunteer:** 25 or more volunteer hours logged; given HwH volunteer shirt.
- **Mentor Volunteer:** demonstrates expert knowledge of all aspects of HwH and follows all safety practices and rules when working with participants and horses. Mentor volunteers show enthusiasm and passion for our mission. Mentor volunteer status is granted at the discretion of the Program Director.
- **Junior Volunteer:** Volunteers ages 8-11 must always have supervision by a parent or guardian. Those ages 12-13 must be supervised by an HwH Instructor or adult/teen mentor level volunteer. Youngsters ages 14-18 can be teen mentor level volunteers.

## Arrival and Departure Times for Volunteering in Mounted and Unmounted Classes:

Horse leaders and sidewalkers: Please plan to arrive at least **45 minutes prior** to lesson time.

Coaches: Please plan to arrive at least **30 minutes prior** to lesson time.

All should plan to stay 15 minutes after the conclusion of the lesson. Classes may be held during inclement weather; please call or text your instructor to confirm if unsure.

## Absences For Those Volunteering in Class:

For the program to be consistent and successful, **SST volunteers commit to a specific lesson time for the entire 5-week session.** We realize that emergencies and illnesses occur. It is your responsibility to contact the **SST Substitute Coordinator** at least 24 hours in advance OR, if an emergency comes up, to **contact the Instructor as soon as possible before lesson start time. Remember, participants depend on you!** (*Contact information can be found on the last page of the handbook.*)

**Attire:**

Proper clothing is required: long pants or modest shorts, closed-toe, hard-soled shoes or boots, and modest shirt (no scoop necks or V-necks, halter tops, or spaghetti straps). Dangling jewelry should not be worn. Please do not wear perfume or cologne. A well-fitting hat is optional but recommended.

**Helmets:**

All riders must wear ASTM-SEI approved safety helmets when riding. All riders have assigned helmets. All participants and volunteers under the age of 14 must always wear helmets when inside the fenced area. Helmets are in the Rose Shed. Please use disinfectant spray after each use and store in numerical order.

**Feedback:**

Our Instructors welcome any questions, concerns, or ideas that you have about a particular class or participant, but never in front of the participant or family members. Please wait until the participant has departed to discuss it, or write it down and put it in the Instructor's folder in the office.

**Cell Phones:**

Cell phones should be silenced during lessons. It is important that you keep your attention on the student or horse for which you are responsible. This is for your safety and the safety of the participant. If you are working in other volunteer capacities, please carry your cell phone for safety purposes.

**Speed Limits and Parking:**

All vehicles must follow the five-mph speed limit. All vehicles must park in the designated area. **Do not park in the fire lane.** The handicapped parking areas are reserved for those plates or tags.

**HORSES WITH HEART ACRONYMS (Our Lingo)**

HwH = Horses with Heart	SST = Safety Support Team	TO = Turn Out Horse
TR = Therapeutic Riding Lesson	IT = Instructor-in-Training	GR = Groom Horse
CT = Competition Team	VOM = Volunteer of the Month	GW = Groundwork with Horse
SS = Silver Saddle	VOY = Volunteer of the Year	SC = School Horse
SC = Silver Carriage	BOD = Board of Directors	FS = Fly Spray Applied
MM = Marvelous Minis	PATH Intl. = Professional Association for Therapeutic Horsemanship, International	
ED = Executive Director		
PD = Program Director	PAC = Premier Accredited Center	
VC = Volunteer Coordinator	CHA = Certified Horsemanship Association	
EC = Event Coordinator		

# COMMITTEE OPPORTUNITIES

Our committees meet once per month at a minimum; additional meetings are held as needed. If you are interested in serving on a committee, please contact the Volunteer Coordinator.

## **Volunteer Committee:**

Committee members help plan special events including volunteer appreciation events, volunteer orientations, and National Volunteer Appreciation Week in April.

## **Event Committees:**

These committees provide leadership, planning, and implementation for Horses with Heart's major events such as:

- Bowl-a-Thon
- Have a Heart Barrel Race
- Sequins and Saddles
- Frontier Days Parade

# HwH PROGRAMS AND SERVICES

## Therapeutic Programs

### **Therapeutic Riding Lessons**

For riders with special needs ages 4+. Therapeutic riding lessons are given in five 5-week sessions per year. Group lessons held by certified instructors are offered throughout the week.

### **Veterans and First Responders Program**

For veterans/active-duty military members and first responders ages 18 to 80+. Lessons are offered in five 5-week sessions per year at no cost to the participant.

## Recreational Programs

### **Silver Saddle**

For able-bodied riders age 45+. One-hour group lessons are offered in five 5-week sessions per year.

### **Non-Mounted Horsemanship**

Participants ages 8+ will learn about horse behavior, safe horse handling, groundwork and more, at the discretion of the program director.

## Outreach Programs

### **HwH Competition Team**

For HwH riders who wish to compete. 90-minute practices are held on Saturdays. The Competition Team rides during two 10- to 12-week sessions each year.

### **Marvelous Minis**

Our miniature horse, Rocky, and his friends can be scheduled to visit schools, nursing homes, and other facilities.



# WHY WE DO WHAT WE DO – MAJOR BENEFITS OF THERAPEUTIC RIDING

## PHYSICAL BENEFITS

- Improves posture, balance, and coordination.
- Stretches tight or spastic muscles.
- Increases range-of-motion of the joints.
- Strengthens muscle tone and fine and gross motor control.
- Reduces abnormal movement patterns.
- Improves respiration and circulation.
- Improves appetite and digestion.
- Improves sensory integration.

## PSYCHOLOGICAL AND BEHAVIORAL BENEFITS

- Improves self-confidence and self-esteem.
- Increases interest in the outside world.
- Increases interest in one's own life.
- Improves motivation.
- Develops patience.
- Aids in emotional control and self-discipline.
- Fosters independence.
- Expands focus of control and levels of achievement and expertise.
- Fosters independence.
- Promotes sense of normality and success in meeting measurable and achievable goals and objectives.
- Encourages responsibility.
- Builds empathy.
- Promotes healthy relationships between rider and horse.

## SOCIAL BENEFITS

- Develops friendships and social connections.
- Promotes teamwork.
- Increases experiences.
- Improves communication skills.
- Fosters enjoyment.

## EDUCATIONAL BENEFITS

- Improves memory and cognitive skills.
- Aids in remedial reading and math.
- Builds sequencing, patterning, and motor planning skills.
- Improves eye-hand coordination and spatial perception.
- Aids in differentiation (finding differences and similarities).

# GROUNDS SAFETY RULES

## ➤ GENERAL EMERGENCY INFORMATION

- Alarms are in the barn, tack building, and office. Instructors will also place an alarm button on the arena rail for each class.
- An AED unit is in the main lobby of the HwH office with directions to operate.
- Instructors and other staff members are first-aid and CPR certified, including AED training.

## ➤ FIRE – PREVENTION AND PREPARATION

- Our address is on the back of your nametag: **2705 S. Highway 89, Chino Valley, AZ 86323**
- Halters and lead ropes are located outside of horses' stalls.
- Front and back stall gates are always latched.
- Fire extinguishers are in the barn, Rose Shed, tack room, tack store, hospitality shed, well pump house, and office.
- Proper use of extinguishers is PASS (pull pin / aim / squeeze / sweep); instructions are placed by all extinguishers.



- Flammable items are not to be stored in barn / hay storage / tack room.
- **No smoking is allowed on property.**
- Emergency phone numbers are posted in the office, barn, and tack building.

## ➤ EMERGENCY, FIRE AND NATURAL DISASTER EVACUATION POLICY

**REMEMBER: HUMAN LIFE TAKES PRIORITY OVER EQUINE LIFE.**

### HORSE EVACUATION INFORMATION:

Offload location is determined by Executive Director or designated staff member. All HwH equines are registered with Large Animal Shelters and Emergency Readiness (LASER).

## ➤ PARTICIPANT EVACUATION PROCEDURE DURING CLASS

- Halt the horses. Assist riders with dismounts.
- Walk rider out to parent/guardian near picnic tables.
- The Instructor designates someone to call 911.
- The address is posted in the office, barn, and tack building, and on the back of your name tag.
- Once riders are secure, volunteers will secure lesson horses.

Note: Horses may be frightened. Keep calm, using a reassuring voice. If the horse is unmanageable, just leave its stall gate or door open and move to the next pen.

# HORSE SAFETY

We have the Horses with Heart way of doing things. This is to ensure consistency and safety around the horses and with our participants. We ask that you follow these procedures when working at our riding center. The Instructors are responsible for safety at all times. If at any time Instructors see anything that might cause an accident, they will correct it.

## Please...

- Treat horses kindly, but firmly when necessary.
- Do not hang, lean, or rest on the horse. Use only gentle strokes when petting, not pats.
- Do not pet horses while they are working in class.
- Parents/caregivers and siblings of riders are not allowed in horse pens or riding arena.
- Do not run, move quickly, or make loud noises around the horses or the arena area.
- Never approach a horse from the rear or walk under a horse's neck.
- Do not walk or stand in front of the hitching rails while horses are tied to the rail.
- Walk around the horse while talking to and touching it.
- Use a halter and lead rope whenever leading a horse.
- Never wrap a lead rope around your hand – butterfly wrap the excess.
- Never hand-feed the horses.

## In addition:

- **NO** horse is to be tied by the bridle/reins or working string halter. Bridles are to be removed before the horses leave the arena or before tying up the horse with a nylon halter.
- **NO** horse is to be left tightly girthed while not being used. Once class is finished, please loosen the girth. If an English saddle is being used, please make sure the stirrups are run up.
- **NO** horse is to be tied to either arena fence or enclosure. When necessary to secure a horse inside the covered arena, wrap the lead rope around the post, not the rails.
- **NO** horse is to be returned to the stall "hot", sweaty, or ungroomed. In warmer weather, please rinse their legs to remove dirt and dried urine.

## Horse Sense

Our horses are tremendously willing and patient animals. Horses are like humans; they have good days and bad days and their own quirks. If you are working with a horse that is new to you, please ask the Instructor for any special information about the horse. Have confidence when around the horses and be firm when necessary.

For the safety of our riders and volunteers, please be aware of your horse's behavior. Stay vigilant while handling the horses.

# GROOMING TIPS

## Grooming is a very important part of a horse's health.

A good workover with a curry comb and brush will remove dirt and dandruff which can cause saddle sores. Grooming also gives the horse's coat a shine – most horses love to be groomed.

Horses with Heart has its own way of grooming for consistency for our horses and participants. While grooming, please always keep your other hand on the horse. This lets the horse know that you are there and will also give you an indication of when he or she is about to move.

- Start grooming on the left side going through the whole process.
  - Curry comb
  - Hard brush
  - Soft brush
  - Hoof pick
- Repeat this process on the right side.

Note: When the rider grooms, please don't let it take more than 10 minutes.

## GROOMING TOOLS

**CURRY COMB:** Used on horse's body in a circular motion to bring the dirt to the surface. Curry comb should not be used on the horse's face, legs, or any bony area.

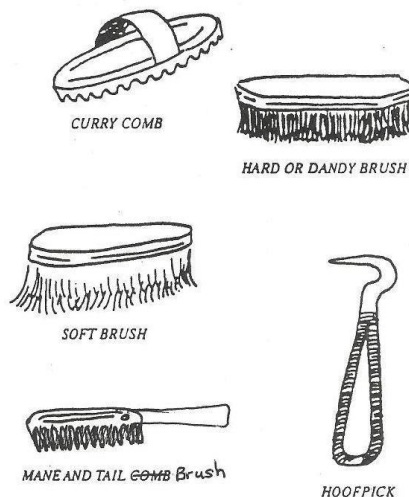
**HARD BRUSH:** Going in the direction the hair grows, brush in firm strokes to remove dirt. Do not use this brush on their faces.

**SOFT BRUSH:** Used on the horse's face and body to remove surface dirt and put a shine on the coat.

**HOOF PICK:** Used to remove dirt, rocks, and manure from the horse's hooves. The hoof pick is held in the palm of the hand with the point away from your body. Always clean the hoof working away from yourself.

NOTE: When picking hooves, please do not lift back hooves up high, as many of our horses are older and their joints are stiff.

GROOMING TOOLS



# PARTS OF THE HORSE



Goody, John (2000) *Horse Anatomy* (2<sup>nd</sup> ed.), J A Allen [ISBN: 0.85131.769.3](#). and (2007) *Complete Equine Veterinary Manual*, David & Charles [ISBN: 0.7153.1883.7](#).

# THERAPEUTIC RIDING LESSONS: SAFETY SUPPORT TEAM JOBS CHART

<p><b>Instructor: Teaches classes, oversees safety</b></p> <ul style="list-style-type: none"> <li>• Puts bridles on and takes bridles off horses (or assigns this task to specially trained volunteers).</li> <li>• Doublechecks all tack for fit and safety; checks helmets for proper fit.</li> <li>• Mounts and dismounts riders (or assigns this task to specially trained volunteers).</li> <li>• Plans the lesson and instructs the classes.</li> </ul>	
<p><b>Horse Leader (HL): Horse handler</b></p> <ul style="list-style-type: none"> <li>• Checks planning sheet. Halts, walks, and trots horse in arena before tacking – lets instructor know ASAP if horse is not sound.</li> <li>• Grooms horse. Works with sidewalker to tack horse. Warms up horse before class.</li> <li>• If needed, helps participant control the horse during class.</li> <li>• Stands near the horse’s head and faces the rider when at a halt during class.</li> <li>• Grooms and puts away horse after class.</li> </ul>	<p><b>Coach (C): Bonds with rider</b></p> <ul style="list-style-type: none"> <li>• Meets the rider at the gate to put on helmet and ensures that participant is wearing proper attire.</li> <li>• Checks whether rider needs to use the restroom before class.</li> <li>• Always stays with the participant! Waits with participant in the spectator area until instructor is ready for riders.</li> <li>• After class, returns participant to caregiver, if one.</li> <li>• Disinfects helmet and stores in Rose Shed.</li> </ul>
<p><b>Sidewalker (S): Silent Partner</b></p> <ul style="list-style-type: none"> <li>• Checks planning sheet and helps Horse Leader get equipment for the horse.</li> <li>• Places tack on saddle rack, not on fence.</li> <li>• Helps with grooming before participant arrives.</li> <li>• May help with tacking the horse.</li> <li>• Brings reins and/or bridle to instructor before class.</li> <li>• Puts tack away after class.</li> </ul>	

*Not all riders require three safety support team members. The goal is for the rider to become as independent as possible.*

Please notify the SST Substitute Coordinator of any scheduling conflicts at least 24 hours prior to the start of the start of the class. Contact information can be found on the weekly SST schedule emailed to you. If a last-minute emergency comes up, please call or text the instructor as soon as possible to let them know that you are not available. **Your rider, horse, and instructor count on you!**

# GUIDELINES & QUALIFICATIONS FOR SAFETY SUPPORT TEAMS

## General Qualifications for being on a Safety Support Team, volunteers must:

- Be at least 14 years of age.
- Commit to the same lesson schedule(s) for the entire 5-week session (plus weather make-up week).
- Attend at least one SST refresher or training class at HwH each year.
- Be able to walk and jog for short periods of time during a lesson.
- Be able to lift 20 pounds.
- After training, be able to perform tasks with minimal supervision.
- Be able to accept constructive feedback.
- Communicate effectively and appropriately with staff, other volunteers, participants, and caregivers/family members.

## Horse Leaders must:

- Recognize signs of illness, injury, and lameness and identify other factors that might impact the performance of a horse during class.
- Be aware of environmental factors which might affect the horse.
- Be able to groom, tack, and un-tack (except bridle unless approved by instructor) and effectively lead a horse during class.
- Be able to perform duties during class **without speaking** to the rider.

## Coaches must:

- Be able to fit and adjust the rider's helmet before going through the gate to the lesson area.
- Effectively assist the rider in all phases of the lesson without "teaching" the lesson. They should give the rider ample time to respond to instructions.
- Effectively communicate with the rider, SST team, and Instructor.
- Perform the different holds that might be used for a rider and always use appropriate contact.

## Sidewalkers will:

- Assist in the tacking and untacking of the assigned horse.
- Effectively assist the rider in the offside position during mounting and dismounting.
- Be the silent partner and **not communicate with the rider**, speaking only in an emergency.
- Effectively communicate with SST members and instructor before and after the lesson.
- Perform the different holds that might be used for a rider and always use appropriate contact.

## LOCATION OF TACK AND EQUIPMENT

- In the tack building, each horse has its own labeled set of saddle racks that hold saddles, saddle pads, two working bridles and halter hangers, and a place to store its grooming bucket.
- Rainbow reins, bareback pads, rubber pads, therapeutic saddles, extra girths, and surcingles are also stored in the tack building.
- Toys and games are stored in the toy shed in front of the barn.
- Equipment such as barrels, ground poles, cones, and standing poles are stored on the north side of the covered arena.
- Helmets are in the Rose Shed near the gazebo, as are boots and clean socks for riders who have improper footwear.
- Please make sure to close the windows of the tack building when bad weather is impending or when classes are over for the day.
- Please put all items away properly when you are done.

## TYING A HORSE TO THE HITCHING RAILS

Always use a flat, nylon halter with lead rope to tie to the hitching rails. Please use a quick-release safety knot to secure a horse. These kinds of knots can be easily released if the horse should spook or sit back.

**NOTE: if you need assistance learning how to tie these types of knots, please ask the Instructor or mentor volunteer to demonstrate.**

For safety purposes, always secure your horse to the top welded rail of the hitching rails near the arena. The lead rope should only go through the horseshoe after going around the top rail. **The horseshoe should not be used to tie the rope.** The horseshoe only keeps the rope from sliding. Daisy chain the excess, please do not lock the knot by putting the loose end through the top loop.

Tie your horse with enough slack that they can hang their head at a natural level without pressure of the rope, but not long enough that they can get their head to the ground.





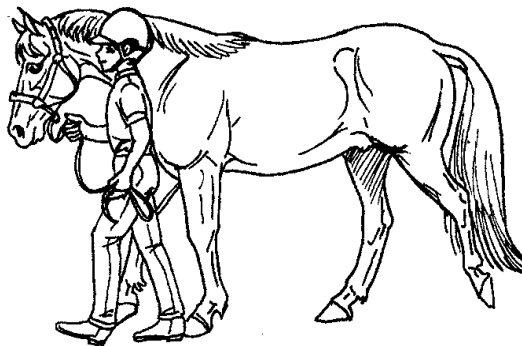
## TIPS FOR BEING AN EFFECTIVE HORSE LEADER

A horse leader's first responsibility is the horse, but you must also constantly be aware of the rider, Instructor, and any potential hazards in or around the arena. In addition, you must also consider the coach and sidewalker, making sure there is enough room along the fence and around obstacles for them to pass.

An effective horse leader pays close attention to the horse. The horse leader needs to give the rider a chance to process directions from the instructor.

Do not talk to the rider and/or other safety support members. A rider may get confused by too much input and not know who's in charge. Only Instructors and coaches speak to the rider. (Note: many Instructors may include a chat lap to start the lesson; this is when you may say "Hi.") Talk to the horse; most of them know "whoa," "walk on," "back," and "trot," or can learn the words. Watch where you're going and what's happening around you. Do not walk backward to look at the rider. It's dangerous for everyone and the horse isn't eager to follow someone who can't see where he/she is going.

The picture below shows the correct position for horse leaders. The lead rope is held with the right hand, six to 12 inches from the snap, allowing free motion of the horse's head. This position is more therapeutic to the rider and less irritating to the horse.



*LEADING SAFELY*

Use short tugs, rather than a steady pull, to keep a lazy horse moving. The horse can set himself against a steady pull, but tugs keep him awake. Move out at a brisk walk to provide the most therapeutic benefit.

When you halt for more than a few seconds, stand near the head of the horse (on horse's left side) facing the rider while loosely holding the lead. Standing near the head is a psychological barrier to the horse, and he will stand more quietly than if he has an easy chance to move out. Don't put your thumbs through the bit or halter rings; they could be broken with a toss of the horse's head.

If the worst happens and the rider comes off, stay with the horse – moving it safely away from the rider – and allow other people to care for the fallen rider. The situation can easily become more dangerous if there are loose horses running around the arena. Move your horse as far from the fallen student as possible and keep calm. Listen for the Instructor's directions.

These suggestions can help you control your horse, be a good aide to a rider, and be a valuable assistant to an Instructor. You will provide real therapeutic input to your rider, as well as make it safe for them to have fun riding. In short, if you lead, we'll be happy to follow.

# Tacking: Horse Leader's Responsibility

## Western Saddle Use:

- Tighten cinch snugly, but not overly tight. **Instructors will do the final tightening.**
- When possible, fasten the cinch with the buckle. If not possible, tighten the cinch and tie off with a cowboy (latigo) knot.
- Make sure the stirrup hobble (keeper) is around all layers and the buckles are on the inside of fender (toward the horse).
- Loosen cinch after the rider dismounts.

## English (Hunter and Dressage) Saddle Use:

- Make sure girth goes through the keepers (or Velcro keepers are placed around girth) on both sides of the saddle pad.
- Tighten girth snugly, but not overly tight. **Instructors will do the final tightening.**
- Keep the stirrups run up until ready for rider to mount.
- Loosen girth after the rider dismounts.
- Run the stirrups up after the rider dismounts (unless Instructor asks riders to perform this task).

## Natural Ride and Saddle Pad Use:

- Place rubber pad on horse first.
- Put natural ride pad on next. Make sure latigo keeper loops are on the sides.
- Place the natural ride so it clears the withers and shoulders. The metal rings should be in front of the handle.
- Use an appropriately sized rubber cinch. Make sure latigos go through the keeper loops of the natural ride pad. The middle ring on the cinch should be centered between the horse's legs.

## Working String Halters:



The correct way to tie a string halter is shown on the left. The tail end faces away from the horse's face. Instructors and mentor volunteers can show you how to tie this knot.

These halters are more instructive to the horses as the knots go over the pressure points on their faces. This is why these halters are **NOT** used to tie horses at the hitching rail but are put on just prior to the class.

## Additional Tips for Horse Leaders

- Halter horses properly, not around the neck.
- You should be on your horse's left, leading between his head and shoulders.
- Butterfly the tail end of the lead rope (see photo below).
- Never hold on to the halter or any part of the bridle other than the reins. Neither will give you control of your horse if he pulls away.
- If the reins are tied or buckled, bring them gently over the horse's head.
- When halting during the riding lesson, the horse leader will stand facing the horse just off to their left side.
- At the end of the lesson, the horse leader will line up the horse as directed by the Instructor and keep the horse in the halt position while the rider dismounts.
- Bridles will be removed by the instructor or assigned special volunteer.
- All horses are to remain in the arena until all riders have been dismounted. All exit the arena at the same time.
- Once the horse is back in its grooming area, horse leaders will remove saddle and pad, then groom and check the horse's hooves for packed material and rocks.
- Once a horse is led to its stall and the gate is secured, face the horse before removing the halter and turning the horse loose in the stall.
- The horse leader will hang nylon halter and lead rope outside the horse's stall.

### How To Butterfly the Lead Rope

The tail end of the lead rope should be looped in a butterfly-wing shape in the left hand to avoid tripping on it. For safety, never coil the rope around your hand.



## Turning The Horse

### When turning the horse:

Turn his head away from you by moving your hand under his chin to the right. Look in the direction you want to turn and point with your right hand. Your body language can help move the horse in the direction you want to go. Your left hand can also help to direct the horse when turning or moving into your space. Continue moving around your horse as he turns to prevent him from stepping on your feet.

### If you must turn the horse towards you:

Keep him at arm's length away from you.

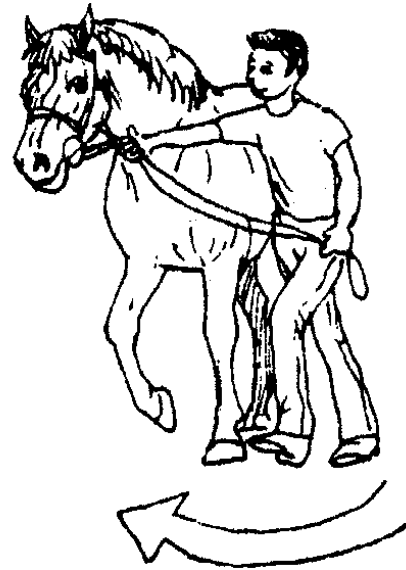
### Other tips ...

Always look ahead to where you want to go, not at the ground or the horse. Keep a safe distance from the rail and other horses.

When leading a horse, use a halter with lead rope or, in class, the bridle with reins. If leading a horse with the reins always take them over his head.

Always be alert and in full control of the horse.

Any issues with the horse should be brought to the Instructor's attention.



**RIGHT**  
*PUSH HIM AWAY FROM YOU TO TURN*



## TIPS FOR BEING AN EFFECTIVE COACH AND SIDEWALKER

- Sidewalkers and coaches are directly responsible for the rider. It is important to keep your position by the rider's knee.
- The coach should help the student focus his/her attention on the Instructor. Avoid unnecessary talking with either the rider or other volunteers.
- When the Instructor gives a direction, allow your student plenty of time to process it.
- If holds are indicated, there are two ways to support the rider:
  - **Thigh hold** – Grip the front of the saddle (flap or pommel depending on the horse's size) with the hand closer to the rider. Then the forearm rests gently on the rider's thigh. Be careful that the elbow doesn't accidentally dig into the rider's leg.
  - **Calf/Ankle hold** – Hold the calf or ankle as directed by the Instructor.
- Avoid wrapping an arm around the rider's waist.
- Encourage your students to use their own trunk/core muscles to the best of their abilities.
- Many of our riders do not require any holds; please defer to the Instructor for guidance and direction.
- A safety gait belt may be used for mounting and dismounting. If the Instructor chooses to use a safety gait belt on your rider for mounting and/or dismounting, be very careful not to pull down or push up on it. As your arm tires, it's hard to avoid these movements; so, rather than gripping the handle firmly, just touch your thumb and finger together around it. This way you can assist the rider if needed, but you will neither give unneeded support nor pull them off balance.
- During exercises, pay attention to your student. Sometimes volunteers forget that the riders are to do the exercises and the sidewalker and coach are to reinforce and assist. The same applies to games. Don't get so competitive that your rider doesn't get to use his skills because you do it for him in an all-out effort to win.

**The goal for therapeutic riding is to encourage the rider and challenge him/her to the best of his/her ability.**

# Additional Tips

## Coach

- Remain calm and avoid rushing.
- Listen to the Instructor's directions and help the rider stay focused while allowing him/her to do the task independently.
- Allow the rider ample time to process a direction; do not rush a rider into answering or performing the task. Then ask the rider if you can assist.
- Assist your rider in maintaining the order of the activity, the horse spacing, and the position of hands and body, when necessary.
- If you are unable to understand a rider, ask for assistance. Be attentive to signs of rider fatigue and frustration.
- Maximize, not minimize, your rider's capabilities.
- Allow a rider to fail as well as succeed. Allowing riders to feel disappointed helps them to accept their feelings.
- Praise should be given equivalent to the deed accomplished. Praise ideas are on pg. 22.
- Please report any inappropriate behavior by the rider to the instructor. At the discretion of the Instructor, a rider who behaves inappropriately can be removed from the riding session.
- Encourage the rider to thank the horse, hugging or stroking the animal before or after dismounting.
- Only the Instructor or a trained volunteer may dismount a participant.
- After leaving the fenced area, remove the helmet and return it to the Rose Shed for disinfecting and proper storage.
- After removing the participant's helmet, the coach may return the rider to their caregiver and acknowledge their departure.

## Coach and Sidewalker

- Sidewalkers are silent partners. Please refrain from speaking to the rider during the lesson.
- Weakness in the rider's neck and trunk require extra precautions.
- Do not force the rider's body parts into desired positions.
- Bring your positive energy, not your problems, to the rider.
- Refer to the person, not the disability.
- Maintain a professional but friendly relationship with a rider -- allow riders to share their lives and friendship without prying.
- Never become so relaxed or distracted that you forget your rider.
- If using a safety gait belt during mounting or dismounting, don't pull your rider off balance.
- Offer physical support only when needed.
- Stay attentive to the horse, rider, and situation.
- Be sure that the rider's feet are out of the stirrups before dismounting.
- If asked by the horse leader, loosen the girth/cinch two or three holes after the rider dismounts.
- On English saddles, run up the stirrups (some riders will be asked to do this).
- Rinse bits after each use in the bucket designated for that purpose.
- Please return all equipment to where it belongs while the coach returns the rider to their parent or caregiver.

## Praise Ideas for Coaches

**Do you ever catch yourself spouting off, “Good Job,” over just about everything?** You probably already said it 20 times today! Sometimes we get so caught in the “Good Job” trap that we don’t even stop to look at what we are saying “Good Job” about... Soon, “Good Job”, becomes a blanket statement for anything done and it loses its appeal and meaning.

**Praise is extremely important while working with your rider on following directions.** Praise and encouragement should be given often!

**Praise is most valuable when it is specific.** For example, “I like the way you are holding your reins!” or “Wow, you used your legs to back your horse!” Try your hardest to be very specific with praise when your rider has done something you are happy about!

Effective praise generally has these characteristics:

- **Specific** – Descriptive and gives precise feedback about what the student did well.
- **Contingent** – Closely follows the desired behavior and links it to the desired behavior.
- **Sensitive** – Shows an awareness of the student’s preferences (e.g., public or private) and is sincere and non-exaggerated. **It should also be age-appropriate.**

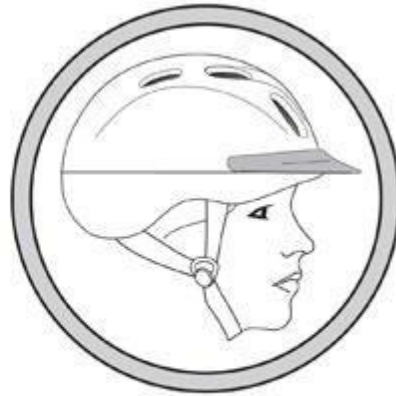
## Helmet Fitting – the Coach’s Responsibility

### STEP 1: FIND THE CORRECT SIZE

To be effective, the helmet must fit firmly but comfortably. A helmet that is too loose may shift position as one rides, possibly reducing its protective potential, while one that fits too tightly may cause discomfort. Before trying on, turn the back dial lightly to the left to loosen.



**INCORRECT**



**CORRECT**

The helmet should sit level on the rider’s head, with the front edge just above the eyebrows (see illustration). If needed, use the back dial to tighten the helmet by turning slightly to the right. Don’t over-tighten as dials can break easily. Dials are only used to make minor adjustments, not to change the size of the helmet needed.

The helmet should not easily roll forward or backward. When you do move the helmet, it should move the skin around the rider’s eyebrows. If the skin doesn’t move, the helmet is likely too large. The helmet should feel snug around the entire head without pressure points. If the helmet still feels too loose, consider a smaller size.

### STEP 2: ADJUST THE FIT

After the helmet fits the crown of the head snugly, it is time to adjust the retention system. Proper adjustment of the fit pads and retention system should be checked each time the rider wears the helmet. Make sure that the side sliders fit right under the ear. Carefully buckle the strap under the chin – inserting your finger between the buckle and the rider’s chin to avoid pinching the skin. Once fastened, two fingers should fit between the buckled strap and the rider’s chin.

**NOTE: THE INSTRUCTOR WILL DO THE FINAL HELMET CHECK.**



# RIDER EMERGENCY PROCEDURES

*During a rare emergency or stressful situation, please remember to remain calm and continue to do your job.*

*If you are afraid or apprehensive, the rider and horse may know it.*

**Be aware of the emergency phone numbers list and first-aid locations (tack building, barn, and HwH office).**

**Alert the Instructor\* immediately if ANY medical emergency is taking place.**

**Any form of injury to yourself or others must be reported to the Instructor\*.**

## **During Any Riding Emergency, Please Note the Following:**

- Should there be a need for an emergency dismount, the Instructor or coach may call “emergency dismount.” Emergency dismount procedures will be followed. Horse(s) will be safely moved away from the dismounted rider(s). Everyone must **STOP** right where they are and wait for the Instructor’s instructions.
- Should one of the riders fall from a horse, the “rider down” warning will be sounded, and everyone must STOP right where they are and listen for instructions from the Instructor. If a rider has fallen, never move them, defer to the Instructor\*. The horse must be moved safely away from the Rider. All other Riders can remain mounted and halted until the instructor gives the command to dismount.
- For rider down or any other medical emergencies, if medical treatment is deemed appropriate by the Instructor and parent/caregiver, 911 will be called. Instructor will designate a person to physically direct emergency responder onto property and then to rider. ALL: Please remember that our physical address is on the back of your name tag: 2705 S. Hwy 89, Chino Valley, AZ 86323.
- Directions to Horses with Heart are listed on the emergency phone numbers list in Tack Bldg. and in the HwH Office.
- Safety support team members/volunteers will be asked to meet afterward with the Program Director and Instructor to evaluate the occurrence and write a short statement about it.
- A written Occurrence Report will be completed by appropriate witnesses and the Instructor and be kept permanently on file. This blank form can be found on the clipboard near the desk in the Main Office lobby.

NOTE: \*Should something happen to the Instructor, the Class Assistant will need to follow the procedure described above.

## HORSE TERMS

**Bedding (Ex., Shavings)** – Wood shavings are often used as a soft padding in the horse's stall.

**Bell Boots (Over-Reach Boots)** – Boots are worn over the coronet and hoof to protect the horse's front feet from over-stepping (hitting) with the hind feet.

**Bit** – A piece of metal, rubber, or plastic which goes into the horse's mouth and attaches to the reins and headstall.

**Bit Rings** – The rings on each side of the bit where the bit lead or reins attach.

**Bolting** – The horse makes a sudden move to run away.

**Bridle** – Part of the tack or harness of a horse which holds the bit for guiding a horse while riding. Usually consists of a headstall, bit, and reins. See right graphic.

**Canter or Lope** – Three-beat gait, the second to fastest gait of a horse.

**Cavaletti** – Poles suspended on two crossbars or blocks -- sometimes a very small jump.

**Ground Poles** – Poles laid on the ground.

**Change of Rein (Change of Hand)** – Change of direction in the arena.

**Colic** – Mild to severe pain in the digestive system of a horse.

**Contact** – The amount of "feel" in the reins linking the hands to the bit.

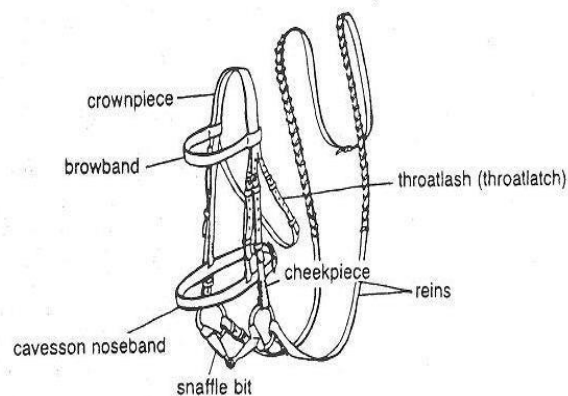
**Cribbing** – The horse anchors his teeth into a horizontal, fixed surface and arches neck and inhales air – a bad habit due to boredom.

**Downward Transition** – When the horse changes, or transitions, from a faster pace to a slower one. Examples of direct downward transitions include canter to trot, trot to walk.

**Equitation** – The art of riding a horse.

**Farrier** – The person who cares for a horse's hooves.

**Gait** – A gait can be defined as a particular way of going, either natural or acquired, which is characterized by a distinctive rhythmic movement of the feet and legs. The horse's five natural gaits include the walk, trot/jog, canter/lope, gallop and back.



**Girth/Cinch** – A strap that secures a saddle.

**Halter** – Used to lead a horse without a bit. See right graphic.

**Headstall** – That part of a bridle or halter that surrounds the head of an animal.

**Haunches** – Hindquarters of a horse.

**Lame** – The horse moves unevenly or limps.

**Lead Line** – A rope with which to lead a horse.

**Mounted** – Sitting on a horse.

**Natural Ride** – A therapeutic saddle that consists of padding and a special withers' arch for the rider to hold. Allows for better rider contact with the horse.

**Near Side or On Side** – The left side of a horse.

**Offside or Far Side** – The right side of a horse.

**Overreach** – The horse's hind feet striking the forelegs while moving.

**Posting Trot (Rising Trot)** - The rising and sitting of a rider with the rhythm of the trot.

**Safety-Release Knot** – A quick-release knot for tying horses. Always tie with the halter rope (not the reins or string working halter) to the hitching rail or top rail of the horse's pen.

**Schooling** – Training a horse for what he/she is intended to do.

**Sitting Trot or Jog** – The rider sits deep in the saddle and maintains contact with the saddle while trotting.

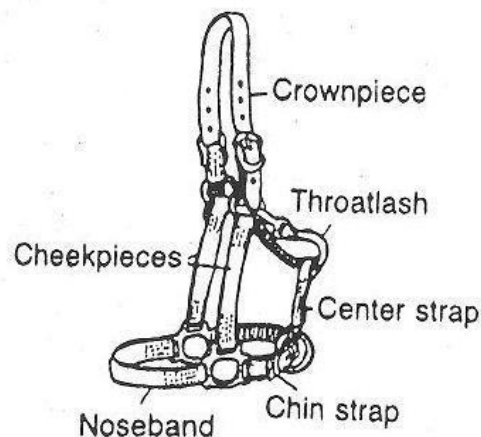
**Stirrup** – A flat-based loop or ring hung from either side of a horse's saddle to support the rider's foot in mounting and riding; a stirrup iron.

**Tacking Up** – To put tack on a horse.

**Trot or Jog** – A two-beat gait with legs moving together in diagonal pairs.

**Upward Transition** – When the horse changes, or transitions, from a slower pace to a faster one. Examples of direct upward transitions include walk to trot, trot to canter.

**Walk** – A four-beat gait.



## HORSE TURNOUT POLICY

- On lesson days, no horses are to be turned out without first checking with the instructor of the day.
- No horses are to be turned out once the outside air temperature reaches 90 degrees.
- Do not turn out horses unless you will be here to put them back in their pens or you have arranged with someone else to put them up.
- Mares and geldings are not to be turned out together.
- A list of turnout partners is posted in the tack building.
- Prior to turning out anyone in the back turnout, please be sure all front and back gates are latched.

## HORSE QUARANTINE POLICY

*Horses on trial which come onto HWH property are in quarantine for two weeks. Also, occasionally a horse which may have contagious illness will be quarantined.*

- Horses in quarantine are to have no nose-to-nose contact with any other horses.
- Horses in quarantine should be the last horse turned out and the water bucket is to be dumped and cleaned before another horse goes into that turnout.
- Horses in quarantine should be the last horse you groom, muck, or feed to avoid any potential contamination. Please sanitize any common area (ex., rails) the horse has come into contact with.
- Horses in quarantine may be hand-walked around the property.
- Please sanitize your hands and any part of you that made contact with bodily fluids once you are finished with the horse in quarantine.

## HORSES WITH HEART BARN RULES

### GENERAL SAFETY RULES

1. Emergency phone numbers are posted in the office, inside the track building and in the barn. The 911 policy must be displayed and followed.
2. Please report any injury or medical concern to a Horses with Heart Instructor or team member.
3. Closed-toed shoes must be worn at all times in the fenced area.
4. All observers are asked to remain in the seating area next to the covered arena unless accompanied by a team member or volunteer.
5. Only certified companion or working therapy support animals are allowed on Horses with Heart property and only with advance permission given. Animals must stay on a leash and be outside the fenced horse area.
6. NO SMOKING is allowed on Horses with Heart property. Smoking is only permitted in visitors' vehicles.
7. All tools (rakes, shovels, manure rakes, brooms, etc.) must be returned to their designated storage area when not in use.
8. Motor vehicles (ex., trucks, tractor) are to be operated by designated certified operators only.

# HORSE SAFETY RULES

1. All riders, participants, and schoolers must wear ASTM-SEI approved safety helmets when riding. All participants under the age of 14 must wear safety helmets at all times inside the fenced area.
2. There must be at least two volunteers on site when working with horses.
3. There will be NO hand feeding of horses at any time. No treats may be given without prior permission of instructor or team member and only when there are no horses working.
4. Do not run or make loud noises around the horses or the arena area.
5. Never approach a horse from the rear. Approach from the front or towards the shoulder. Never walk under a horse's neck or tied lead rope.
6. Do not hang or lean on horses, rails, fencing, or riders. On Safety Support Teams, only the horse leader urges the horse to move faster.
7. All horse pen gates and stall doors shall be closed and latched, with back gates secured with clip and chain after opening and closing (even when participants or volunteers are in horse pen).
8. Always use a halter and lead line whenever leading a horse. Never wrap a lead line around your hand; butterfly fold the excess. One person leads and handles the horse at a time.
9. Horses will be tied using their flat nylon halters (not the string halter) and lead ropes. A safety slip knot should always be used.
10. No horse is to be returned to the stall hot, sweaty, or ungroomed.
11. No horse is to be left tightly girthed while not being used.
12. All bits must be dipped and cleaned in prepared solution and returned to tack building. All tack and equipment must be also returned to the proper storage locations.



# HORSES WITH HEART CONTACT INFORMATION

Horses with Heart Office: 928-533-9178

**\*\*Please call the office before calling the staff directly\*\***

TITLE/NAME	EMAIL	PHONE
<b>Executive Director</b> Anne Spiess	hwhexecdir@gmail.com	(c): 785-230-0733
<b>Program Director</b> Clarissa Donnelly	hwhprograms@gmail.com	(c): 424-477-4921
<b>Equine Assisted Learning Director</b> Jan Grise	ealhwh@gmail.com	(c): 928-308-1353
<b>EAL Facilitators</b> Rhonda Hensley Debbie Marcus Dusty Spitler	rah1032@aol.com debbiemarcus11@gmail.com dustyspitler@gmail.com	(c): 926-715-3539 (c): 608-293-2063 (c): 928-925-3911
<b>Instructors</b> Kate Adams Patty Alberg Trudy Chapman-Radley Clarissa Donnelly Marcia Gagnon Sherry Hoover	akate48@gmail.com pattyalberg@yahoo.com trudyhwh@msn.com hwhprograms@gmail.com marciahwh@gmail.com sherryhwh@gmail.com	(c): 928-600-4319 (c): 425-356-7476 (c): 928-713-4016 (c): 424-477-4921 (c): 805-610-4851 (c): 928-420-5343
<b>Competition Team Head Coach</b> Pam Berry	hwhcompteam@gmail.com	(c): 928-899-4759
<b>Marvelous Mini Coordinator</b> Mary Smith	hwhminis@gmail.com	(c): 480-540-1664
<b>Marvelous Mini Program Scheduler</b> Laura Schaefer	lauraschaefer@ymail.com	(c): 951-414-5613
<b>Volunteer Coordinator</b> Sherry Hoover	hwhvolcoord@gmail.com	(c): 928-420-5343
<b>Equine Health Coordinator</b> Marcia Gagnon	marciahwh@gmail.com	(c): 805-610-4851
<b>Barn Volunteer Scheduler</b> Teresa Franco	tlknight7@hotmail.com	(c): 602-321-0981
<b>Lead Groomer</b> Bonnie Moreau	bchere58@hotmail.com	(c): 360-421-7166
<b>Financial Coordinator</b> Chelsea Barth	chelseabhwh@gmail.com	(c): 520-831-1339
<b>Office Coordinator</b> Kate Adams	akate48@gmail.com	(c): 928-600-4319
<b>SST Substitute Coordinator</b> Laurie Walker	laurie.walker13@gmail.com	(c): 928-713-3440
<b>Tack Shop Coordinator</b> Kris Dockum	jdkdockum@gmail.com	(c): 928-308-5861