

**TIANVICA RIDING ACADEMY,  
INC.**

**VOLUNTEER  
HANDBOOK**

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Welcome to TiAnViCa!

Thank you for your interest in TiAnViCa and Equine Assisted Activities. We are dedicated to enriching the physical, emotional, mental and social well-being of our clients, in an environment that is safe, nurturing, challenging and fun. Our mission statement says it all:

*“TiAnViCa Riding Academy’s mission is to share the love of Christ to disabled individuals and their families through equine assisted activities..”*

Volunteer training is an ongoing process. What you learn in our volunteer training course will start you off on the right path with the information and tools you need to be an effective and productive volunteer. Our hope is that this training will provide you with a good foundation for your association with TiAnViCa, and that your time spent with us will be safe, rewarding and fun. We want you to experience those positive gains, too! Many of our volunteers tell us that they feel they are getting as much therapy as the clients by being here and helping.

TiAnViCa is deeply appreciative of our volunteers. Without you and the gift of your time, energy and skills, we would not exist to offer our services to our community. Whether you clean a stall, assist during therapy sessions, staff fundraising events or hold a horse for the farrier, your service is valued. My door is always open to you, and I am never more than a phone call away to give you the support you need.

Warm regards,

Roger O. Meadows  
TiAnViCa Executive Director

Sara Lizzette Meadows  
Volunteer Coordinator

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## **TiAnViCa's General Rules and Guidelines**

TiAnViCa is a member center of the North American Riding for the Handicapped Association (NARHA), and we follow their rules and guidelines, and use their forms and procedures in all aspects of our activities. NARHA was founded in 1969, and their focus is on safety and appropriate conduct, and outstanding service to equestrians with disabilities.

We believe that NARHA has developed an outstanding system of keeping equine assisted therapy sessions safe, challenging and satisfying for everyone involved. If you have a question about any of our rules and guidelines, please do not hesitate to ask a staff member for an explanation. We also have books and videos available, including the NARHA Standards and Guidelines, for you to check out to read.

Because our horses could be handled by up to 15 people every day, it is essential that everyone follow the same procedure for activities, including haltering a horse or grooming, saddling and leading. Whatever methods you employ at home may or may not be the same as the ones we request that you use at TiAnViCa– but for the well being of our horses, we insist on consistency so that they do not become frustrated or sour.

Other rules, like our dress code, are for your safety and comfort during a session. We do not wish to restrict personal style or individuality – we just want to keep you free of injury, harm or frustrations. As with everything in this handbook, if you have a question about why we ask you to do something a specific way, please ask. Remember that you are leading by example for clients and other volunteers, and follow the rules to keep yourself and everyone around you as safe as possible.

### **Dress Code**

Wear comfortable shoes that protect your feet and ankles. Waterproof is preferred for walking outside, especially in the spring and winter. No sandals, open toed shoes or open backed clogs or slides.

Long pants to protect your legs. Shorts are accepted but can not be “short-shorts” and they will not provide you with protection from the elements.

You may want to have gloves if you are doing stable work (muck boots too if you have them) or leading a horse. No mittens as you will need to use your fingers.

Hats and sunscreen are advised during the summer. However, some of our clients may remove your hat without warning – be prepared.

Please be aware that dangling jewelry can get caught in manes, tails, or be snatched by a client or distract them during a session. Jewelry can also distract clients.

No clothing with offensive or suggestive messages or slogans or that promote alcohol or drug use. Some of our clients are here to learn to cope with addictions.

Dress for the ever-changing weather in Florida – layers in winter, and sometimes in the summer!

Everyone on a horse **MUST** wear a helmet. No **EXCEPTIONS!**

## **Barn Etiquette**

Please leave the parking closest to the barn for clients.

No running, screaming or boisterous behavior.

Please leave pets at home, therapy animals are allowed with prior permission. Please do not bring dogs to the barn as it may spook the horses.

Please practice courteous behavior with staff, clients, horses and each other.

The telephone is available for brief use by volunteers for pick up, etc. Please avoid lengthy personal calls. If the office is closed, the telephone and emergency contact information is located outside the office by the tack room door.

The computer is for TiAnViCa staff only unless you are providing office support. No online shopping or Internet surfing for information other than equine assisted therapy, please.

If a gate is closed when you need to go through it, make sure it is closed when you have passed through. If it is open, leave it open. When I doubt, ask, if no one is around to ask, shut the gate.

Gates to the outside turnout areas are to be kept shut and latched at all times. NO EXCEPTIONS! Don't plan to go back and shut them later – shut them right away!!!

If you use the hose to wash or water horses, be sure to shut it off when you are done.

The bathroom is located near the entry gate. Please report any problems to the Volunteer Coordinator.

There are two human first aid kit they are located in the office and also in the tack room. Please alert the Volunteer Coordinator or Instructor if it is needed for any reason. If someone is injured in a way that is beyond what can be cared for by the first aid kit, the Volunteer Coordinator or Director will call for emergency medical treatment.

When horses are wearing a halter and lead rope or bridle, they are not allowed to graze, put their heads down to sniff the floor, or rub their faces on their front legs. To allow them to do so will teach them that it is acceptable. For safety reasons, when horses are under tack or halter and lead, they are at work and must have their heads up.

Clean up your area at the end of sessions:

- ❑ After last session of the day, please take all therapy props and equipment out of the arena and place them in the proper place.
- ❑ Make sure all tack, brushes and equipment is returned to its proper place after each session unless the next session requests that you leave it out for them. There are labels indicating areas for all tack and equipment.
- ❑ After cleaning stalls, check with the Barn Manager to find out where the current dumping area for manure is.
- ❑ When sweeping the aisle, please pick up paper, rubber bands and strings and throw them in the trash.

- ❑ Please do not leave food wrappers, plates, etc. out. We are not aware of mice – don't advertise for any!
- ❑ If you borrow a helmet, sanitize it and put it back.

### **Stall and Barn Safety**

Always approach a horse from the side or front, speaking to them to alert them to your presence. Never approach them from the rear. Encourage them with your voice or by holding your hand out to get them to turn towards you.

When haltering a horse, first place the lead rope over its head, then standing with your right shoulder by their head, place the halter on. Take the lead rope down, and hold it in a figure 8 pattern with your left hand, with your right hand app. 8" from their chin. You are ready to lead them now.

Always lead on the horse's left side, unless you are asked to change sides by the therapy Instructor during session.

When leaving a stall or walking through a gate, make sure that the gate is opened all the way. Stall doors should be opened completely. Pen gates should be opened far enough to comfortably move the horse in or out, but not wide enough for other horses to escape. If you are not comfortable turning out or bringing in horses when they are in a group, ask for help. Make sure the horse you are leading is all the way through the gate before turning them so that they do not hit their hips on the door.

When using the cross ties, always face the horse towards the front entrance so that if they pull back they do not leave the barn.

Always groom and tack horses in the cross ties unless otherwise instructed by the instructor.

When walking behind a horse, always keep a hand on them so that they know you are there. Do not walk under a horse's neck – always go around the front of their head. Do not crawl under a horse's belly. Reach under from a standing position facing the front or go around.

Do not leave horses alone in the cross ties. **Set out grooming equipment and tack before you get your horse.**

If a tied horse pulls back on the cross-ties, they should break off and free the horse. Go to the horse and make sure they are not injured, then walk him back up and have someone either hold him while you retie the cross tie to the eye-hook, or hold him while they retie it. If you, another volunteer or client or the horse is injured, alert the Barn Manager or the Volunteer Coordinator..

Never leave a halter or tack on a horse unattended in a stall unless the horse has been prepped for a lesson. In that case, tie the horse by the halter to keep it from lying on the tack.

When releasing a horse, turn them around so that they are facing you and your back is to the door or gate before taking the halter off. Shut the door or gate before you begin to release the horse so that they will not escape. If you are unsure of the horse or if they are being troublesome, place the lead rope over their neck to give you something to hold onto while you remove the halter. After releasing them, turn and walk calmly away. Do not encourage them to take off as soon as the halter is off.

Do not drag the lead rope (or reins) on the ground at any time. When hanging them up, make sure they are not hanging on the ground. Please do not lay tack on the ground. Use racks and hooks provided in the aisle. Do not allow girths or cinches, etc., to drag on the ground.

Do not tie a horse with a bridle and reins.

Do not hang halters where a horse can reach it. Be aware of items left in their reach and remove them to a safer location.

When grooming, do not kneel on the ground – bend over instead so that you can leave the area quickly if the horse becomes agitated.

Clean up manure immediately if your horse soils the aisle. Return shovel and broom to the feed room when done.

Last person out at night does a safety check:

- Are all gates securely shut?
- Do the horses have ample water (full buckets or at least ½ full tank in the pen, or full water trough at barn)
- Are the horses behaving normally? Eating, not rolling excessively or stretching, exhibiting symptoms of colic or injury? Did they finish their food? Are they coughing or appear to be choking? Breathing heavily?
- All outside doors or gates to the barn aisle shut
- All lights out
- Office locked and telephone set outside for emergencies by the tack room.

Notify the Instructor or Volunteer Coordinator immediately if you notice anything out of the ordinary on a horse (swelling, cuts, blood), facility (broken door or gate, leaks, fire or other damage) or tack (broken or worn straps, frayed girth/cinch, missing pieces).

### **General Rules**

No smoking anywhere on the property except in your vehicle. Please do not throw butts on the ground. Please leave all tobacco products at home, as some of our clients are working to overcome nicotine addiction.

All phones **MUST BE TURNED OFF OR LEFT IN THE BARN** when working with a client or horse. **NO EXCEPTIONS.**

No personal stereos or music, as they may distract a client or keep you from hearing something important.

No weapons, alcohol or illegal drugs. Only medications that are prescribed and that the Instructor and or Volunteer Coordinator are aware of. If you require an epi pen for bee stings, please let the staff know and show us where it is when you are at TiAnViCa.

No unattended children.

The session is to be under the control of the Instructor at all times.

All information that you are privy to concerning clients and their disabilities, other volunteers or staff members is confidential. Please do not discuss – other than in

general terms – the content of session to the general public. Do not divulge client names, history, or the names of other volunteers to the general public.

Please do not make derogatory statements about the clients, staff, volunteers, horses or other aspects of the program. If you have a complaint, please take it up with the therapy instructor or director.

No foul language – refrain from cursing or lewd, racist, or insensitive comments or remarks.

Do not represent yourself as an agent of TiAnViCa to request money or funding without first speaking to the director. Please join the fundraising committee if you are interested in helping TiAnViCa raise money for the program.

## **Emergency Procedures**

### **Stable Emergencies**

- ❑ Never leave a client alone in the barn during an emergency. Have them wait in the office or in the parking area, depending upon where the emergency occurs (keep clients at farthest possible point from the situation for their safety) with another volunteer or staff member, or caregiver that comes with them.
- ❑ If a horse gets loose, alert other staff, take a halter and lead rope and bucket of grain and attempt to head the horse back towards the barn and away from other people. If the horse enters the highway, attempt to coax him back with a bucket of grain. Do not risk your life to get the horse back. Never allow clients or their caregivers to help catch a loose horse (unless the caregiver has completed the volunteer training and has signed a liability release). Have clients wait in the barn by or in the office in a safe location where they will not be run down by a running horse.
- ❑ Keep in mind that horses are herd animals and would prefer not to leave their companions. Try to allow the horse to circle back to the barn by going out and around them, blocking their exit to the driveway and beyond.
- ❑ If a horse falls in the aisle or is cast in a stall do not attempt to get them up alone. Alert other volunteers or staff. Try to let the horse get up alone in the aisle, move any obstacles out of the way. If they are cast in the stall do not try to grab their legs. Let the Instructor or Director direct the rescue efforts, do not go in the stall alone. If you are alone when this happens, call the director or other emergency contacts on the telephone list.
- ❑ If a horse becomes agitated and bites or kicks a client, staff member or volunteer, help that person to a chair or safe location away from the horse and alert the Instructor and or Director. Allow them to perform any first aid necessary.
- ❑ You may be asked to call for emergency assistance. The directions to TiAnViCa from St Road 60 are posted by the phone and other locations for you to give to 911 operators. Follow any directions given to you by the Instructor, Director and 911 operator.
- ❑ Fire: Get out of the building, take your client with you, and use any available cell phone or go to one of the houses on the property to have them call 911. Do not attempt to save belongings or items. Do not attempt to save horses. Your life and the client's life are the priority.
- ❑ Building emergencies – broken equipment, such as gates or doors breaking, fences down, etc.: Alert a staff member to the problem, make sure you and the client are safe, then assist the staff member if asked.

- Every 6 months, we will have emergency preparedness drills at TiAnViCa.

#### Mounted Emergencies

- Client has a seizure or loses consciousness: Side-walkers alert the Instructor, follow emergency dismount procedures to remove the rider from the horse. Follow direction from Instructor. Leader stops horse for dismount and takes horse to the center of the arena.
- Rider falls from the horse: Leader stops the horse, make sure the client is clear of the horse, takes horse to the center of the arena and wait for instructions from the Instructor. Side-walkers get client out of the way of the horse, either by leading them or pulling them. If the client is caught on the tack or stirrup, make sure the horse stands calmly while the Instructor and side-walker(s) free the client.
- Horse attempts to run away with the client: Attempt to safely stop the horse. If the horse has left with the rider, attempt to calmly pen the horse in a corner of the arena, catch him and remove the rider if instructed to do so by the Instructor. **Side-walkers should always be alert to the possibility that they will have to perform an emergency dismount.** Listen carefully for instructions from the Instructor at all times, not just when the horse misbehaves.
- Horse pulls backwards with rider: Leader follows the horse and speak to them calmly, attempt to stop the horse with gentle tugs, not a steady pull. Do not hang back on the horse or attempt to out-pull them. Side-walker(s) remove the client from the horse with an emergency dismount if instructed to do so by the Instructor.
- Horse bites leader: Alert the Instructor, then follow their directions.
- Horse kicks side-walker: Alert the Instructor and follow their directions.
- Client has outburst, agitated episode or other unusual or excited behavior: Leader stops horse, stands at their head to calm them if needed, side-walkers may be asked to help remove the client from the horse.
- Client bites or otherwise injures side-walker: Alert Instructor and follow directions.
- Client slips to the side, losing balance: Alert Instructor and other volunteers, leader stops or slows horse as directed by Instructor, attempt to help client regain balance with help of other side-walker and Instructor. **Side-walkers should always have an eye on the client.**
- In any emergency with more than one horse in the arena, all horses come to the center or corner of arena as indicated by Instructor and wait for further directions.

## Reasons for Volunteer Dismissal

Volunteers are subject to rules and regulations to help produce a safe experience for everyone involved with activities at TiAnViCa. While it is not pleasant to think about, there are 'zero tolerance' instances that call for dismissal:

- ❑ Creating an unsafe situation through careless behavior, disregard for rules, or ignoring the needs of the client.
- ❑ Arriving at TiAnViCa for volunteer duties under the influence of alcohol, illegal drugs, or abuse of medication.
- ❑ Bringing a weapon – firearm or knife (except a small pocket knife), hunting tools, etc. to TiAnViCa. If you carry a sidearm for your profession (sheriff, police officer, etc.) please leave the weapon locked in your vehicle.
- ❑ Breaking confidentiality. If you are found to have distributed confidential information about clients, incidents occurring at TiAnViCa, financial information regarding clients or TiAnViCa activities, or any information that you have been instructed by TiAnViCa staff as being confidential, you will be asked to retire from the program.
- ❑ Physical or emotional mistreatment or abuse of a client, horse, staff member, volunteer or visitor to TiAnViCa.
- ❑ Acting as an agent or representative of TiAnViCa to request money or fundraise without prior consent of the Director or Board of Directors.

In extreme cases where a client is put in an unsafe situation or is harmed due to the behavior of a volunteer, legal action may be taken.

Less serious infractions of rules, such as failure to hand in signed releases, tardiness, failure to attend mandatory volunteer classes or seminars/meetings, dressing inappropriately, use of foul language, etc. will be dealt with first with a verbal warning, then written, and then possibly dismissal. Volunteers who are late or disruptive during sessions may be reassigned to other activities.

## **Volunteer Duties and Standard Operating Procedures**

### **All Volunteers:**

Please sign in to record your hours at the sheet by the information table. Keeping track of volunteer hours helps TiAnViCa apply for grants and other funding.

If you are unable to make your shift, please call the center as soon as possible to let the staff know and plan accordingly.

### **Job Duties for Session Assistants – Session Preparation**

Arrive 15 - 20 minutes before your client is due to arrive for their session.

If you are assisting with a session, check the client board to see who they are riding and with what tack. Set out grooming equipment even if the client does not groom or saddle as part of their session. If the client is unable to participate in tacking, please set out tack as well before you bring the horse to the cross ties. Take the horse from their stall or pen to the grooming area, crosstie your horse and groom thoroughly, including picking out feet. Make sure the horse is clean and has no burrs or dirt on their coat, mane or tail. If the client grooms as part of their session, you must still groom the horse to make sure they are in good condition – shoes on tightly, no cuts or health concerns – before the client arrives. If there is a problem alert the Instructor as soon as possible in case a change of plans needs to be made. If the client is able to perform part or all of the grooming and tacking, please replace the items you have used and put the horse back in it's stall before the client arrives.

Use the currycomb to raise loose dirt to the surface, and the dandy brush to flick it off and smooth the coat. Use a towel to wipe eyes, ears and muzzle, and a comb to untangle mane, forelock and tail and to remove burrs or stickers. Return the horse to the stall to wait for the client after grooming if they are able to halter, lead and tie the horse themselves.

As the client arrives, you may bring the horse out and tack them up if they are unable to do so as part of their session. If leading, grooming and tacking are part of their session, the therapy instructor will assist them or may instruct you to do so. Wait for further instructions from the Instructor.

If you are to tack the horse, place the saddle pad up app. 6" ahead of the withers and slide back slightly to smooth the hair. Then place the saddle on the horse, lifting up the front of the saddle pad to meet the bottom of the pommel to keep it from pressing on the horse's withers when the client is mounted. Do not tighten the girth immediately, slowly increase the pressure in stages. In most cases, the Instructor will bridle the horse. If you are-asked to bridle the horse, first place the reins over the horse's head, then undo the x. The instructor may ask you to put the bridle on over the halter to lead the client and allow them to steer with the reins. If the horse uses a bit, make sure it does not bang on their teeth with bridling or unbridling. If they have a curb chain or strap you may need to unbuckle one side of it before bridling or unbridling. To untack, remove bridle after attaching the lead rope to the halter or leave the reins over the neck until a halter is on the horse's head. Place the lead rope over the neck until the cross-ties are in place. Then remove the lead rope. Remove the saddle after the bridle is off. You may put the tack back in the tack room immediately if there is someone to stay with the horse, if not, use the rack in the barn aisle until the horse has been put away.

When the client is ready to go to the arena, the horse handler/leader will either take the horse in or may assist the client if instructed to do so by the instructor. The leader may

be asked to walk or trot the horse around the arena first to warm up. Before going in the arena, the tack should be checked to make sure the girth is snug and that the tack is fitted properly, either by the Therapy Instructor or by a designated volunteer. Another safety check should be done at the ramp before the client mounts, and another on in the arena. There should be no less than three safety checks each session:

- ❑ Properly fitting tack
- ❑ Stirrups are at correct length and safety stirrups, if used, are on the foot correctly
- ❑ Helmets are properly fitted
- ❑ Girth is the appropriate fit and tightness

### **Mounting Procedures**

Safety first! Never mount the client without the Instructor, or before the safety check. All riders mount from the ramp or block for safety and comfort of the horse.

Always use the ramp or block for mounting. Do not mount under trees, building overhangs, on concrete or from a fence.

At the ramp for mounting, the leader will stand to the front and one quarter to the side of the horse's head to keep them still. Make sure your horse is standing with all four legs squarely under them for the client to mount. The horse should be stopped close enough to the ramp that the client cannot get their leg or foot in between the horse and the edge of the ramp, no more than 2-3 inches. The leader is not responsible for helping the client mount or dismount – just the behavior of the horse. Keep the horse relaxed by not restricting their head. If he attempts to back up, encourage the horse to walk forward, and reposition.

If the horse pulls back or swings his hips away from the ramp, and the client is not ready to mount yet, walk forward, make a circle and come back and reposition him. If the rider is mounting and the horse attempts to move, keep the horse calm and still. The side-walker on the off side should help by gently pressing on the horse's hip to keep them aligned with the ramp. If at all possible, avoid backing the horse out of the ramp area.

A side-walker is to stand on the off side of the horse to help the client position their leg with the instruction of the Instructor. A second side-walker for the near side would wait at the end of the ramp. The Instructor is responsible for mounting the client and adjusting stirrups, checking girth, performing a safety check before the session begins.

Once the client is safely mounted and balanced on the horse, the Instructor will ask them to tell the horse to 'walk on.' Once the client complies, lead the horse straight out of the mounting block and then halt for the side-walkers and Instructor to get in position, then you will enter the ring. The designated volunteer or observer is responsible for making sure that the gates are shut whenever there is a rider mounted in the arena. If more than one horse/client are participating in the session, volunteers may be asked to walk around the ring with their client or wait at different points until all riders are mounted and have entered the ring.

When approved by the instructor a client may mount from the block. When mounting from the block the same procedure will be followed. In many cases the client will mount in the ring.

### **Dismounting Procedures:**

Leader positions horse as when mounting. Do not allow the horse to charge to the barn. If the horse is overanxious to get to the barn request help from the Instructor. The side-

walker on the near side will walk up alongside the client and then the Instructor will come up to assist the client in dismounting. It is up to the client and Instructor as to whether the client may lead the horse out. Riders will never dismount to the ramp unless approved by the Director.

To the ground: the horse leader will help the client guide the horse to the center of the ring per the Instructor's direction and stand to the front of the horse to keep them still. The off side side-walker will help guide the client's leg over the back or crest of the horse per Instructor's direction. The near side side-walker will assist the Instructor in landing the client safely to the ground.

### **Job Duties for leaders/horse handlers**

Leaders are to stay with the horse at all times and are responsible for controlling the horse's movement and speed, following the direction of the Instructor and client. They are responsible for the safety of the horse and assisting the client in controlling the horse and reinforcing the client's directions.

- ❑ Hold lead rope app. 8" from the snap with your right hand and allow them to move their head naturally
- ❑ Do not allow the horse to nuzzle you or 'invade your space/bubble.'
- ❑ Do not stroke or fondle the horse's head while they are at work unless asked to do so by instructor
- ❑ Hold the remainder of the lead rope in a figure 8 in your left hand
- ❑ The lead rope should hang between the reins attached to the halter, not over the reins
- ❑ Walk by the horse's throat-latch, not in front of them or back by the shoulder. If you are having trouble keeping the horse moving, ask for a riding crop to prompt the horse. If they are moving too fast, use half halts by bumping the horse every other stride with the halter.
- ❑ Wait until the rider initiates action and follow through, offering support at the direction of the therapy instructor.
- ❑ Look up and plan where you are going. Looking up helps you to plan ahead and make smooth turns and corners. Make turns and circles large and sweeping, as sharp turns can unseat an unstable rider.
- ❑ Do not allow the horse to put his head down, graze, sniff the ground or rub their nose on their leg. Keep your horse attentive and on the job.
- ❑ If working with another horse in the arena, stay back 2 horse lengths from their hind legs. Pass well to the inside, not between the horse in front and the wall or fence.
- ❑ Short tugs, sharp snaps and rattling the lead rope work better than a prolonged pull on a horse that is charging ahead or inattentive. The horse will win a tug of war every time.
- ❑ Do not make conversation with the client so as not to distract them. If they attempt to engage you in conversation, be polite, but direct their attention back to the Instructor.
- ❑ The leader's sole responsibility is the horse and its behavior. Leaders should not attempt to correct rider position or make adjustments.
- ❑ If there is a problem with the client and there is no sidewalker, please alert the Instructor in a calm manner.
- ❑ If you have suggestions for improving a session, please feel comfortable about bringing them to the Instructor's attention – after the session. Having too many people discuss activities is confusing to the client.
- ❑ If the horse is nibbling, hold your right hand up in a 'STOP' motion. If you are having an excessive amount of trouble with a mouthy horse, alert the Instructor.

- ❑ Never hit or swat at the horse when a client is mounted or handling the horse. BE PROACTIVE – don't get into a situation that puts you at risk of being bitten or shoved by the horse.

### **Job Duties for Side walkers**

The Side-walker should stay with the client from the time they are mounted until they are off the horse and out of the arena. Your assignment is to assist the Instructor and help the client carry out their instructions.

Position yourself by the client's leg at the hip and keep pace with the horse so that you can look up and observe the client regularly. Alert the Instructor if there is any change in the rider's behavior or health.

The side-walker is responsible for helping the client maintain balance and follow directions of the Instructor. A variety of holds may be used:

- ❑ One hand cupping or holding the ankle for a fairly stable client that needs help holding their legs still on the horse
- ❑ Over the thigh hold for a client that shifts weight. This hold should only be practiced with two side-walkers so as not to throw the client's balance off
- ❑ One hand on the small of the client's back – to support forward and back balance
- ❑ One hand on the client's hip to support side to side balance

It is important to always ask the client if it is ok to touch them. This gives the client respect and an opportunity to decline your help. Always follow the Instructor's directions over the client – however, make the Instructor aware if there is a problem with the client's balance, consciousness, wishes, etc. Give only as much support as the rider requires. Use as light a touch as possible, but be firm with your hand so as not to tickle.

The client may not follow the direction of the Instructor, and you may be asked to reinforce directions by helping them hold their arms up or out, reaching for ears and tail, tapping on or indicating which hand to use for steering, reaching, etc. Give the client time to process the therapy instructor's directions before stepping in to help. It is important to let the client attempt to perform the activities as independently as possible.

Limit conversation with the client, attempt to redirect them to listen to the Instructor if they get off track or engage you in conversation. If you are waiting for another rider in the arena to complete a task or activity, please do not 'chat' with the client you are working with. Redirect their attention to the other rider working in the arena, or to the Instructor if they are speaking. The time for visiting is AFTER the session.

Don't lounge against the horse or lean on them or expect them to support your weight as well as the client. If your arm gets tired alert the Instructor and ask to switch sides. Change sides ONE AT A TIME. Do not leave your client without assistance.

After the session, the client will dismount to the ramp or to the ground depending upon their abilities. Follow the directions of the Instructor to safely dismount the client. Some clients may lead their own horses out – the leader would switch to the horse's off side to assist the client and make sure they are safe by keeping the horse controlled. The side-walker may be asked to help with the door or gate, or walk on the client's left side.

### **Job Duties for Session Support Staff.**

Many sessions cannot be held without volunteers, and your input and presence is very important not only to the Instructor but also to your client. It is essential to develop a team atmosphere with a clear-cut leader, the Instructor. If you have questions or

concerns, suggestions or issues with the way session is conducted, your opinions and ideas are valued. Please save comments or questions for after the session unless it is a matter of safety requiring immediate attention.

Being part of a team at TiAnViCa is a special feeling. Please respect your Instructor's authority, as they will respect your contribution to the client's safety and well being. The Director is always available to hear suggestions, complaints or ideas as well.

### **Stable Duties**

Morning stable duties include bringing horses in for feeding and watering, or feeding, watering and turning out depending on the season. Horses should be fed by 7:30 AM each morning. If horses are to go out in the pen or field for the day, set hay out while they are eating their grain. In the summer, when horses are out for the night, set feed (and hay if indicated) in stalls, fill water, and bring the horses in. Morning duties typically last 1 – 1 ½ hours.

During the winter, after horses are fed in their stalls and turned out to eat hay in the pen or outdoor arena, stalls can be cleaned. In the summer, stalls should be cleaned before the horses come in to eat and stay in for the day. A schedule is posted for stable volunteers to follow and updated as needed by the director. The stalls and barn aisle should be clean on session days by 8:00 AM.

PM Stable Duties include feeding, watering, turn out and occasionally stall cleaning. Depending upon the season and weather/temperatures, instructions will be found on the stable schedule located on the feed room wall in the aisle.

Always check each horse's feed chart to be aware of feed changes or medications each time that you feed. Don't rely on your memory to give the horse's their feed and meds.

Always empty, wipe out and fill water buckets at feed time to keep grain, hay and shavings from accumulating in the bottom of the buckets. When horses are out, check the outside water source to make sure it is filled or working. A brush for wiping out the buckets and tanks is located on the shelf in the feed room.

Horses are fed in the evening at 5:00 PM and stable duties in the evenings last approximately 1 hour.

Persons feeding or performing barn maintenance duties will find directions on the staff board outside of the feed room. Always check the board first before feeding for changes in instructions. Turn out, stall assignments, etc. can change occasionally and this is where you will find that information.

### **About our Four-footed staff...**

#### **April**

April is our greeter. She is a 16 year old Spotted Saddle Horse. April loves to say hi by licking your hand or arm. You need to be careful with her because she will also lick your food or drinks if they are near her. April was a barrel and trail riding horse who loves to be around people. She enjoys going fast because of this she is not a good candidate for independent riders but is being trained for our assisted riders.

### **Dootle**

Dootle is a sweet horse and well natured. He won the 2006/2007 Horse of the Year Award at Tianvica. He was donated to Tianvica by the Miami Police Department. He is a 18 year old Tennessee Walking Horse who was #8 in the world in 1994 15.2/Under and in 1992 the 8<sup>th</sup> overall TWH. Dootle is great with our independent riders and he enjoys the obstacle course, when needed he also helps with our assisted riders. Dootle is sensitive when it comes to his ears and should not be cross-tied in the barn.

### **Shaker**

Shaker is a 28 year old Tennessee Walking Horse who was on the Miami Police Mounted Unit. After 13 years with the force Shaker retired and came to work with children. Shaker is also well natured and loving. He enjoys Frosted Mini Wheats and Apples. Shaker does not hold his hooves up for very long when you are cleaning them, you also need to approach him slowly when touching his ears. When Shaker comes out of the stall or is brought back in he likes to rush back in, so control is needed.

### **Roxie**

Roxie is a 28 year old Appaloosa. She was the first therapy horse used at Tianvica. She is the first in the pecking order. Roxie enjoys independent and assisted riders. She loves to be brushed. Does not like it when the girth is being tightened, does not like to be led to close to the bridle and will try to nip when this is being done. Roxie is getting ready to be retired from the program and most probably will only be used for other activities other than riding.

### **Sally**

Sally came to us from a caring home at G & G Farms. She is a 21 year old miniature horse who measures at 32 inches, but don't let her height fool you. Sally loves to be brushed and play. Sally is used to introduce our new riders to horses and enjoys going on visits to schools to introduce Tianvica to them.

### **Buck**

Buck is a 17 year old Quarter Horse who was donated to Tianvica . Buck lost an eye while in the care of previous owners but has not stopped him from being a sweet and tender horse. Buck works with our independent and assisted riders. You should always called out his name when you are approaching him so he know you are there. Buck **does not get cross-tied on the outside of barn**, he can not see on his left side.

### **Twiggy**

Twiggy was donated by English Oaks in Lakeland. She is a 14 year old Thoroughbred Cross. Twiggy enjoys assisting with our independent and assisted riders. Twiggy can sometimes get testy and try to nip.

TiAnViCa Riding Academy, Inc.  
PO BOX 7301  
Lakeland, Florida 33807-7301  
863.581.7859 or 863.581.7861

General Liability Release

The undersigned is aware that all activities involving horses including but not limited to riding, driving, grooming, leading or events involving horses pose many inherent dangers, risks and hazards including but not limited to bodily injury and physical harm to rider, groomer, leader, handler, side walker, photographer, spectator and/or helper. I (the undersigned) freely and fully assume all such risks, dangers, and hazards and the possibility of injury, death, property damage or loss resulting from such risks, dangers and hazards.

I hereby agree as follows (initial each number to indicate that you have read, understand and agree):

\_\_\_\_\_1) To assume and accept all risks, dangers and hazards in connection with my use or my minor child's or ward's use of the facilities at TiAnViCa or any off site activities sponsored by TiAnViCa

\_\_\_\_\_2) To waive any and all claims that I may have against TiAnViCa and the property owners as a result of my, my minor child or ward's use of the facility or participation in any off site activity sponsored by TiAnViCa

\_\_\_\_\_3) To release TiAnViCa, it's employees, board of director members, volunteers, spectators, clients, property owners and all people involved with TiAnViCa from any and all liability, rights of action, or causes of action arising out of contract, tort or otherwise for any loss, damage, injury or expense that I, my minor child or ward, next of kin of myself, my minor child or ward, may suffer or incur as a result of use of the facilities or participation in off site activities sponsored by TiAnViCa due to any cause whatsoever

\_\_\_\_\_4) The undersigned agrees to hold harmless and indemnify TiAnViCa, and any employees, volunteers, board of director members, spectators, clients and or property owners from any and all liability for personal injury, property damage or death suffered by myself, my minor child or ward or by a third party as a result of use of and/or presence at the facility or off site activities sponsored by TiAnViCa

\_\_\_\_\_5) That, in the event of my, my minor child or ward's injury or death, this release and indemnity agreement shall be effective and binding upon mine and my minor child or ward's heirs, next of kin, executors, administrators and assigns in relation to TiAnViCa, it's property owners and any and all people involved.

**WARNING**

Under Florida law, an equine activity a sponsor or equine professional is not liable for an injury to, or the death of, a participant in equine activities resulting from the inherent risk of equine activities.

Adult:

I acknowledge that I have read and understood this release and indemnity. I am at least 18 years of age and am aware that by signing this document, I am affecting legal rights and liabilities of myself, my heirs, next of kin, executors, administrators, and assigns in relation to TiAnViCa, it's property owners and any and all people involved.

Date: \_\_\_\_\_ Name: \_\_\_\_\_ (print legibly)

Signature: \_\_\_\_\_

Witness: \_\_\_\_\_

Minor or ward:

I acknowledge that I have read and understood this release and indemnity. I am 18 years of age or older. I have the authority as the parent or legal guardian of \_\_\_\_\_

(Please print legibly) to sign and release on behalf of the minor/ward so that the minor/ward my participate and use the facilities offered by TiAnViCa. I am aware that by signing this document, I am affecting legal rights and liabilities of the minor/ward, his/her heirs, next of kin, executors, administrators, and assigns in relation to TiAnViCa, it's property owners and any and all people involved.

Date: \_\_\_\_\_ Name: \_\_\_\_\_ (print legibly)

Signature: \_\_\_\_\_

Witness: \_\_\_\_\_

**Authorization for Emergency Medical Treatment**

TiAnViCa Riding Academy, Inc.  
PO BOX 7301  
Lakeland, Florida 33807-7301  
863.581.7859 or 863.581.7861

Name: \_\_\_\_\_

Allergies: \_\_\_\_\_

Medications: \_\_\_\_\_

Primary Care Physician: \_\_\_\_\_ Phone: \_\_\_\_\_

Medical Insurance Provider: \_\_\_\_\_ Policy # \_\_\_\_\_

Consent Plan: In the event emergency medical aid and or treatment is required due to illness, injury or accident during the process of participating in activities at TiAnViCa or at off site activities sponsored by TiAnViCa, I authorize TiAnViCa personnel to secure and retain medical treatment and transportation if needed for myself or for my minor child or ward, \_\_\_\_\_ (print legibly). Authorization includes x-rays, hospitalization, medication and any treatment procedure deemed necessary by the physician or emergency medical personnel. I understand that the Director and Instructor at TiAnViCa is CPR and First Aid Certified, but will defer to emergency medical professionals in any circumstance other than minor illness, injury or accident.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

If for minor or ward, that person's name: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Home phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Alternate Contact: \_\_\_\_\_ Home phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Photo Release

I consent to and authorize the use and reproduction by TiAnViCa Riding Academy, Inc. of any and all photographs and any other audio-visual materials bearing my image for promotional material, educational activities, exhibitions or for any other use for the benefit of the program.

Name: \_\_\_\_\_(print legibly)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

For minor or ward: \_\_\_\_\_(print legibly)

Agreement of Confidentiality

As a participant in activities at TiAnViCa Riding Academy, Inc. , I agree to hold in strict confidence those names, all medical, social, referral, personnel, and financial information regarding clients, staff, volunteers or any and all participants at TiAnViCa at any time and in any capacity. I agree to the above stipulations regarding confidentiality, and further understand that violating this agreement in any way may result in the termination of my association with TiAnViCa.

Name: \_\_\_\_\_(print legibly)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

For Minor or ward: \_\_\_\_\_(print legibly)

Volunteer Pledge

As a volunteer at TiAnViCa, I agree to follow the rules and guidelines in this or any following editions of the TiAnViCa Volunteer Handbook. I have read or have had the Volunteer Handbook explained to me, and I will keep the current edition for reference. I will attend continuing education training/volunteer classes once a year (or more often if required by TiAnViCa) throughout my volunteer service to TiAnViCa. I understand that violating the rules and guidelines at TiAnViCa may result in my dismissal from the program. If my contact information changes, I will notify the TiAnViCa personnel as soon as possible.

I understand that the personnel at TiAnViCa, including Instructors and Administration, are in control of the activities that I participate in at TiAnViCa and I will follow their direction. I understand that from time to time the guidelines or rules may change and that it is the responsibility of the personnel at TiAnViCa to inform me of those changes and provide me with those changes in a timely manner.

Name: \_\_\_\_\_(print legibly)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

For Minor or Ward: \_\_\_\_\_(print legibly)

Volunteer Information

Client Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Home Telephone: \_\_\_\_\_ Work: \_\_\_\_\_

Cell Phone: \_\_\_\_\_ Email: \_\_\_\_\_

May we add you to the TiAnViCa Volunteer information email list?    Yes    No

Can you:  
Lift 50 – 75 Lbs.? \_\_\_\_\_ If not how much comfortably? \_\_\_\_\_

Walk briskly for 50 minutes? \_\_\_\_\_ Jog for 10 minutes? \_\_\_\_\_

Bend over for 2-3 minutes while picking feet? \_\_\_\_\_

Ride a horse for 50 minutes \_\_\_\_\_ English style \_\_\_\_\_ Western style \_\_\_\_\_

What hours are you available? Darken in squares that you can volunteer:

	Sunday	Monday	Tuesday	Wednes	Thurs	Friday	Sat
7 AM							
8 AM							
9 AM							
10 AM							
11 AM							
12 PM							
1 PM							
2 PM							
3 PM							
4 PM							
5 PM							
6 PM							
Other?							

TiAnViCa is closed for sessions on Sunday and Monday, open Tues – Fri 3 – 6 and Saturdays 8 – 1 (by appointment). Feeders are needed every day regardless of sesison schedule.

Check which activities you are interested in:

- Leader
- Exercising Horses
- Sidewalker
- Cleaning tack
- Stable help
- Fundraising/event staff
- Instructor\*\*
- Facility Maintenance
- Publicity/Marketing
- Feeding
- Collecting donations

\*\* For more information, see the Director about requirements

TiAnViCA Riding Academy

I have read and/or have had the volunteer handbook gone over with me, and understand the rules and regulations at TiAnViCa Riding Academy, Inc.. I understand that from time to time there may be addendums or changes to the handbook, and I will be apprised of those changes. I also understand that I may be asked to attend other volunteer classes or read additional material pertinent to my duties as a volunteer at TiAnViCa.

Print name:

Sign name:

Date:

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