



Healing with Horses Ranch

Risk Management Procedures



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HEALING WITH HORSES RANCH

Risk Management Plan

Copies of this document should be easily accessible to all staff and volunteers at Healing with Horses Ranch. This document will be placed in a three ring binder and placed in the front office next to the insurance manual. Training for staff and volunteers is conducted periodically at least 4 times a year to insure that everyone knows what to do in case of an accident, incident, or emergency.

First Aid Equipment –

1. First aid equipment is located in a cabinet in the main office and in the tack room.
2. An injury to any staff member, volunteer, student, family member, or visitor should be reported to the main office, as soon as possible, and an incident report prepared.
3. Should it be necessary to call for emergency medical assistance, ask when making the call that the responding agency turn off their siren when approaching Healing with Horses Ranch to avoid spooking the horses.

Prevention is the first line of defense.

1. Staff members are trained in CPR/First Aid.
2. Training and random safety drills will occur quarterly to help avoid problems and reduce the risks for everyone involved.
3. As a general reminder, all bodily fluids should be considered to be infectious.
 - a. Gloves should be worn when treating any injuries to prevent contact with other's bodily fluids.
 - b. General Good Hygiene will be maintained by washing hands or disinfecting hands in between each client, after using the bathroom, or even after sneezing and coughing.
 - c. Disinfecting toys with a bleach water solution after each clients use will be standard policy.



Section I. Hazards Specific to the Use of Equines

The safety of all individuals working near or on a horse is the first priority. Protecting the animal from injuring itself comes next. Anyone having questions or concerns about his or her ability to ensure the safety of themselves or other individuals in a situation with a horse should move away from the horse and ensure that others do likewise.

1) Falling off a Horse

- a. Avoid a client fall off of a horse by attempting to do an emergency pull-off.
- b. The Instructor should evaluate the situation and move the injured participant away from horse or the horse away from the injured participant.
- c. Instruct the fallen rider to NOT get up until the situation has been assessed. Call 911 if necessary.
- d. Instruct someone to get the injured participants file.
- e. Ice the injury. Make sure that ice does not go directly on the skin. Ice on/off for 15 minutes for 24-48 hours.
- f. Direct the injured participant to the go to the emergency room or see their doctor if injury worsens.
- g. Fill out an Occurrence Report, including the environmental factors, and return to the Executive Director.

2) Kick by a Horse

- a. Avoid getting kicked by a horse, talk to it, especially when you are near its rear quarter. Place a hand on its rump as you walk through its kick zone. **NEVER** approach a horse from the rear. Walk toward the front or side and let the horse know you are there. Avoid loud noises and sudden movements.
- b. Staff should evaluate the situation and move injured participant away from horse or horse away from the injured participant.
- c. Assess the situation and call 911 if necessary.
- d. Instruct someone to get the injured participants file.
- e. Ice the injury. Make sure that ice does not go directly on the skin. Ice on/off for 15 minutes for 24-48 hours.
- f. Direct the injured participant to the go to the emergency room or see their doctor if injury worsens.
- g. Fill out an Occurrence Report, including the environmental factors, and return to the Executive Director.
- h. Remove horse from service until the horse has been evaluated to determine if there is an injury that needs to be addressed or if the horse is experiencing burn out.
 - i. If the horse is injured, a staff member will evaluate the needs of the horse and address them.
 - ii. If there is burn out,
 1. The horse will be permanently removed from service.
 2. Prior owner will have the right of first refusal.
 3. Adoption or selling of horse will occur if prior owner cannot retake ownership.
 4. Auction will not be an option.
 5. Release of Horse document will be filled out.

3) Bite by a horse

- a. Staff should evaluate the situation and move injured participant away from horse or horse away from the injured participant.
- b. Assess the situation and call 911 if necessary.



- c. Instruct someone to get the injured participants file.
- d. Ice the injury. Make sure that ice does not go directly on the skin. Ice on/off for 15 minutes for 24-48 hours.
- e. Direct the injured participant to the go to the emergency room or see their doctor if injury worsens.
- f. Fill out an Occurrence Report, including the environmental factors, and return to the Executive Director.
- g. Remove horse from service to evaluate if there is an injury that needs to be addressed or if the horse is experiencing burn out.
 - i. If the horse is injured, the Equine manager will evaluate the needs of the horse and address them.
 - ii. If there is burn out,
 1. The horse will be permanently removed from service.
 2. Prior owner will have the right of first refusal.
 3. Adoption or selling of horse will occur if prior owner cannot retake ownership.
 4. Auction will not be an option.
 5. Release of Horse document will be filled out.

4) Bucking

- a. Remove rider from the horse as soon as it is safe to do so.
- b. Fill out an Occurrence Report, including the environmental factors, and return to the Executive Director.
- c. Remove horse from service to evaluate if there is an injury that needs to be addressed or if the horse is experiencing burn out.
 - i. If the horse is injured, the Equine manager will evaluate the needs of the horse and address them.
 - ii. If there is burn out,
 1. The horse will be permanently removed from service.
 2. Prior owner will have the right of first refusal.
 3. Adoption or selling of horse will occur if prior owner cannot retake ownership.
 4. Auction will not be an option.
 5. Release of Horse document will be filled out.

5) Getting stepped on by a horse

- a. Participants are instructed to wear closed toe protective footwear to reduce the risk of injury should a participant get stepped on.
- b. Ask horse to move off of stepped on foot by pushing him gently away from the injured participant.
- c. Staff should evaluate the situation and move injured participant away from horse or horse away from the injured participant
- d. Assess the situation and call 911 if necessary.
- e. Instruct someone to get the injured participants file.
- f. Ice the injury. Make sure that ice does not go directly on the skin. Ice on/off for 15 minutes for 24-48 hours.
- g. Direct the injured participant to the go to the emergency room or see their doctor if injury worsens.
- h. Fill out an occurrence report.



Section II: Natural hazards specific to the Healing with Horses Ranch site/location

1) Heat Exhaustion

- a. Strenuous exercise during the hot summer months can cause dehydration in both humans and horses. The simplest prevention is to drink plenty of water.
- b. Healing with Horses Ranch's temperature policy is that horses will not be ridden if the National Weather Service Heat Index is in the Danger Zone (see attached chart).
- c. **Symptoms** – Excessive sweating, paleness, dizziness, severe headache, and nausea are observable symptoms of over-heating.
- d. If someone is observed with the symptoms, move them to a cooler location, such as an air-conditioned office.
 - i) Apply cool, wet towels or mist with water.
 - ii) Drink water
- e. Fill out an occurrence report.

2) Snakes

- a. If you see a snake in the arena or near areas where staff and students are likely to walk, contact a member of the staff immediately.
- b. DO NOT attempt to handle the snake, even if you are certain it is non-poisonous.
- c. Move students and families away from the snake.
- d. Move horses to the farthest area away from the snake if it is in the arena, stop and await directions from instructors.
- e. A staff member will remove the snake from the arena using a long handled rake and shovel and dispose of appropriately.
- f. If bitten by a snake,
 - i) Try to be aware of what the snake looked like and be prepared to describe it to medical professionals.
 - ii) Call 911.
 - iii) Keep as calm as possible.
 - iv) Instruct someone to get the injured participants file.
 - v) Transport to the nearest hospital as quickly as possible. DO NOT attempt to treat the bite. That is a job for professional medical personnel.
 - vi) Fill out an occurrence report

3) Spiders

- a. Avoid spider bites by not sticking hands into unknown areas like under saddle pads or deep into storage containers without looking first
- b. If bitten by a spider,
 - i) Try to be aware of what the spider looked like and be prepared to describe it to medical professionals.
 - ii) Call 911.
 - iii) Keep as calm as possible.
 - iv) Instruct someone to get the injured participants file.
 - v) Transport to the nearest hospital as quickly as possible. DO NOT attempt to treat the bite. That is a job for professional medical personnel.
 - vi) Fill out an occurrence report.



- 4) Stinging Insect** - Wasps, bees, fire ants and scorpions may be encountered at Healing with Horses Ranch.
- a. A sting by any of these insects can be treated with ointments or creams found in a first aid kit.
 - b. Oral Benadryl may be administered if swelling starts.
 - c. Ice the injury. Make sure that ice does not go directly on the skin. Ice on/off for 15 minutes for 24-48 hours.
 - d. Direct the injured participant to the go to the emergency room or see their doctor if injury worsens.
 - e. The victim should be observed for 30 minutes for any sign of hives, unusual swelling, or difficulty in breathing.
 - i) These symptoms indicate a potentially dangerous reaction, and the person should be transported to an emergency room.
 - ii) Call 911.
 - f. Fill out an occurrence report.
- 5) Feral Animals at Healing with Horses Ranch**
- a. If any animal that acts strangely or appears sick or injured is seen at Healing with Horses Ranch, keep everyone away from it and call Animal Control.
 - b. If an animal suspected of being rabid bites or comes in contact with any staff, student, or volunteer, immediate medical attention is needed.
 - c. If possible to safely do so, contain the animal for future testing by authorities. However, do not risk a bite from the animal. Avoid handling it without gloves or other protective devices.
 - d. Fill out an incident report.
- 6) Creek and Pond**
- a. Signs are posted near each about the potential danger and that children must be accompanied with and adult at all times when near the water sources
 - i) Volunteers and staff are trained to escort unsupervised children from these areas and back to the family viewing area.
 - b. Drowning
 - i) Remove victim from water.
 - ii) Assess the situation.
 - iii) Direct someone to call 911.
 - iv) Trained personnel should perform CPR until emergency personnel arrive.
 - v) Direct someone to get participant's file, blankets, and first aid kit.
 - vi) Fill out an incident report.



SECTION III: Man-made hazards at Healing with Horses Ranch

- 1) **Watering Troughs** - Large watering troughs are located in each of the pastures to provide drinking water for the horses. All of these are in the “Authorized Personnel Only” areas.
 - a) Observation of non-authorized personnel in any of these areas
 - i) Volunteers and staff are trained to escort non authorized personnel from these areas and back to the family viewing area.
 - b) Drowning
 - i) Remove victim from water.
 - ii) Assess the situation.
 - iii) Direct someone to call 911.
 - iv) Trained personnel should perform CPR until emergency personnel arrive.
 - v) Direct someone to get participant’s file, blankets, and first aid kit.
 - vi) Fill out an incident report.
- 2) **Power Lines** - A high-voltage power line crosses the Healing with Horses Ranch property over the west pasture.
 - a) If power lines are broken and the ends are observed on the ground.
 - i) Keep all people and horses out of the West pasture.
 - ii) Immediately call 911.
 - b) If a horse has come into contact with a downed power line and is lying on the ground,
 - i) **DO NOT** attempt to assist the animal or remove the line. These are very high voltage lines and are instantly fatal to humans and animals.
 - ii) Immediately call 911.
 - iii) Call Healing with Horses Ranch veterinarian (Elgin Large Animal Hospital and ask them to immediately come to Healing with Horses Ranch and describe the scene.
- 3) **Highways/Freeways** - FM 973 provides access to the Healing with Horses Ranch property. Hwy 130 is on the west side of the property.
 - a) Emergency vehicles (fire, police, sheriff, EMT) with sirens on may pass near Healing with Horses Ranch.
 - i) If horses are “spooked” by the sound of a siren, dismount students and move to the family viewing area.
 - ii) If a horse becomes “spooked” an experienced Horse handler should take control of the horse until it calms down on instructor or therapist request.
 - b) Vehicle accidents are possible on the nearby roads. The sound of a crash may startle a horse and cause it to be difficult to handle for a short time.
 - i) If horses are “spooked” by the sound of a crash, dismount students and move to the family viewing area.
 - ii) If a horse becomes “spooked” an experienced Horse handler should take control of the horse until it calms down on instructor or therapist request.
 - c) Hazardous materials into the air, and wind conditions can blow them into the Healing with Horses Ranch area. Emergency personnel will warn Healing with Horses Ranch if this danger is present.
 - i) If evacuation of people is requested, follow directions of the emergency personnel.
 - ii) Should evacuation become necessary, the horses will be trailered by designated staff or volunteers.
 - (1) The primary evacuation location would be the Travis County Show Barn East of Healing with Horses Ranch.
 - (2) The backup location would be Tracee Colvin’s home at, Manor, TX 78653 which is North of Healing with Horses Ranch.
 - (3) All negative coggins paperwork will go with each horse.



Section IV: Natural Disasters

In the aftermath of a serious incident at Healing with Horses Ranch, members of the press may arrive to gather and report news. ONLY the Executive Director, or in her absence the senior staff person at the site, should talk to the press.

1) Severe storms

- a) Severe weather can interrupt activities at Healing with Horses Ranch and cause damage to the facility. Some warning is usually provided when bad weather is approaching the area. www.wunderground.com is used as a resource to determine the proximity of storms.
- 2) With high winds and hail a possibility, the senior staff person present will make a decision on stopping activities in the arena.
- 3) If the Emergency Broadcasting System indicates the need, all people will be encouraged to leave or to go into the Garage on the West side of the property if it is not safe for evacuation.
- 4) The horses will be moved to the west side of the creek if flooding is probable.
- 5) **Fire** - Extinguishers are located at the tack room and in the farm truck. They are bright red and clearly labeled.
 - a) Remove an extinguisher and follow the printed instructions to put the fire out.
 - b) Call 911. Even if fire is small and has been put out, the fire department should be notified and asked to verify there is no residual fire that is not visible.
 - c) If the fire is growing larger and cannot be contained, move all people to a safe area outside of westside entry gate.
 - d) Should evacuation become necessary, the horses will be trailered by designated staff or volunteers.
 - i) The primary evacuation location would be the Travis County Show Barn. The arena is located East of Healing with Horses Ranch.
 - ii) The backup location would be Tracee Colvin's home at, Manor, TX 78653 which is North of Healing with Horses Ranch.
 - iii) All negative coggins paperwork will go with each horse.
 - e) **Equipment Fire**
 - i) Remove an extinguisher and follow the printed instructions to put the fire out.
 - ii) Remove the equipment from service until it has been inspected and repaired if needed
 - f) **Fuel Storage** -
 - i) Gasoline and diesel fuel for power equipment is highly explosive.
 - (1) It is kept in approved containers (red=gasoline; yellow=diesel) and stored in an area away from the arena.
 - (2) Access to the containers should be limited only to staff or volunteers who have been certified to use the equipment.
 - ii) Gasoline Explosion
 - (1) Call 911.
 - (2) Assess for human injuries.
 - (3) Remove horses from area.
 - (a) If horses are agitated only experienced horse handlers should remove horses from pasture.
 - (b) Do not chase horses.
 - (c) Close front gate and leave someone at gate to open it and direct emergency vehicles to scene.
 - (d) When horses can be safely handled, put horses in their designated pasture or in the arena.
 - g) **Field Fire**
 - i) First insure the main gate is closed to contain the animals.



- ii) Open the pasture gate(s) so the animals can escape the fire.
- iii) Someone should remain at the main gate to direct fire department equipment into the premises
- iv) Call 911. Even if fire is small and has been put out, the fire department should be notified and asked to verify there is no residual fire that is not visible.
- v) Remove horses from pasture.
 - 1. If horses are agitated only experienced horse handlers should remove horses from pasture.
 - 2. Do not chase horses.
 - 3. Open pasture gates if it is safe to do so and encourage horses out of the field either by shaking a can of grain or if possible by catching the calmest horse and having it lead the others to safety.
 - 4. When horses can be safely handled, put horses in their pasture or in the.
- vi) If the fire is growing larger and cannot be contained, move all people to a safe area outside of westside entry gate
- vii) Should evacuation become necessary, the horses will be trailered by designated staff or volunteers.
 - (1) The primary evacuation location would be the Travis County Show Barn. The arena is located East of Healing with Horses Ranch.
 - (2) The backup location would be Tracee Colvin's home at, Manor, TX 78653 which is North of Healing with Horses Ranch.
 - (3) All negative coggins paperwork will go with each horse.

6) **Flooding -**

- a) With heavy rains predicted or imminent, the senior staff person present will make a decision on stopping activities in the arena and moving animals and people to designated safe locations.
 - i) The primary evacuation location would be the Travis County Show Barn. The arena is located East of Healing with Horses Ranch.
 - ii) The backup location would be Tracee Colvin's home at, Manor, TX 78653 which is North of Healing with Horses Ranch.
 - iii) All negative coggins paperwork will go with each horse.

7) **Tornado -**

- a) With a tornado warning issued, steps should be taken to protect both people and horses at the facility. The warehouse building is the designated safe room for people to move into.
- b) If time is available, the horses should be moved from the pastures to the eastside pasture.
 - i) Should evacuation become necessary, the horses will be trailered by designated staff
 - (1) The primary evacuation location would be the Travis County Show Barn. The arena is located East of Healing with Horses Ranch.
 - (2) The backup location would be Tracee Colvin's home at, Manor, TX 78653 which is North of Healing with Horses Ranch.
 - (3) All negative coggins paperwork will go with each horse.

8) **Lightning Strike -**

- a) During severe thunderstorms, it is possible that lightning could strike the facility.
- b) Older wooden buildings and trees are not protected, and a strike may cause damage and/or a fire.
 - i) Should lightning start a fire, refer to section 2 above.
- c) The immediate problem will be panicked horses from the noise. They should quickly recover from the fright. If it is necessary to handle a horse during such an event, only experienced horse handlers should do it.



Section V: Operation of Facilities and/or Equipment

- 1) If there is only one person at the facility
 - i. They should call the Executive Director (if feeding horses) to inform that they are at Healing with Horses Ranch by themselves and when they leave.
 - ii. Shut and latch the front entry gate.
 - iii. Call 911 if an unfamiliar vehicle comes on to the property.
- 2) **Equipment Operation -**
 - a) Use of power equipment near the arena such as the Gator utility vehicle and gasoline powered lawn mowers, line trimmers, blower, and industrial vacuum is discouraged when lessons are underway in the arena.
 - b) If it is necessary to start an engine, warn the instructors in the arena, and wait for their OK before starting equipment.
 - c) **Manure spreader, tractor, and other power equipment -**
 - i. The facilities/property supervisor is responsible for training and certifying individuals to use this equipment.
 - ii. Training is noted in the volunteer file.
 - iii. Those operating power equipment must be 16 years of age or older or under the supervision of trained personnel.
 - iv. The operator should not use the equipment until people and animals are at least 50 feet away.
- 3) **Frozen or Broken Water Lines -** Water lines within the pasture watering tanks may freeze during cold weather.
 - a) The individual horse stall watering systems are wrapped to protect against freezing.
 - b) Should the automatic stall watering system freeze, it will be necessary to manually fill buckets and place in each pasture.
 - c) Hoses will be drained so that they will be usable should automatic waterers freeze
 - d) During freezing weather, the exposed lines to the pastures are shut off and drained.
 - e) In case of any water leaks,
 - i. The appropriate staff should be notified.
 - ii. Main shut off valves to the property are located at the middle of the property near the FM 973 road should be shut off.
 - iii. Notify Manville Water.
 - f) Localized shut off valves are located at various parts of the facility. A map of these valves is located in the main office.
- 4) **Helicopter Landing Zone -** In case of an injury to a staff member, volunteer, student, or visitor to Healing with Horses Ranch that requires medical evacuation by helicopter, EMS, the Fire Department, or law enforcement personnel will call for the helicopter. They will also direct it to the landing zone on the Healing with Horses Ranch property.
 - a) With an injury of this severity, all riders in the arena will have already been dismounted.
 - b) Because the approaching helicopter will cause panic among the horses, all horses should be moved to their pasture as quickly as possible.
 - i. Only trained staff or volunteers should move the horses.
 - ii. As soon as the emergency is declared, an appointed staff member or volunteer will close and monitor the main gate (into the property from FM 973) and stand by the gate until the emergency is resolved.
 - (1) During the emergency, access into the property should be limited to staff members, family of the injured person, emergency response personnel, and such other individuals named by either the Executive Director or the senior staff person present.



Section VI: Risk Management Procedures for Horses

1) Loose horse

- a) Instruct someone to shut the front (east) entry gate to reduce risk of horse getting out on the road.
- b) Keep students and parents by the arena.
- c) An experienced horse handler or staff member should get a halter and lead rope and a small amount of feed in a feed pan.
- d) Approach the horse from the front of the horse at a 45 degree angle to its shoulder. – DO NOT chase the horse.
- e) Put the lead rope around the horse's neck and then halter the horse.
- f) Proceed to return the horse to his field or grooming stocks.

2) Treating an injured horse - An injured horse is potentially a dangerous horse. You may be attempting to help it, but it is hurting, anxious, and suspicious.

a) If there is profuse bleeding

- i) Contact a staff member.
- ii) Apply pressure until bleeding stops.
- iii) Wrap the injury without taking off wrap that stopped the bleeding.
- iv) Call the veterinarian and either have a farm visit or trailer horse to the Equine Clinic
- v) Equine records will be noted with ailment, diagnosis and treatment plan.
- vi) Horse will be marked as unavailable on Horse Availability Chart by staff member until vet recommendation to go back into service.

b) Colic

- i) The staff member or appropriately trained volunteer will check pulse, respiration, heart rate, temperature, and capillary refill time.
- ii) The veterinarian will be contacted to give status.
- iii) Paste Banamine will be given upon vet recommendations amount to be determined by vet according to horse's weight.
- iv) Observation of the horse will continue for up to 1 hour.
- v) Horse will be transported to vet by a staff member or appropriately trained volunteer.
(1) If there is no staff or specified person available to trailer the horse a farm visit will occur.
- vi) Prior owner will be contacted to let them know that we do not have colic surgery performed and to see if they want to retake ownership should surgery be recommended.
- vii) Equine records will be noted with ailment, diagnosis and treatment plan.
- viii) Horse will be marked as unavailable on Horse Availability Chart by an appropriate staff member until vet recommendation to go back into service

c) Swelling and lameness

- i) Inform the staff.
- ii) A staff member or a trained volunteer will hydrotherapy the affected area for 15 minutes.
- iii) Call the veterinarian and either have a farm visit or trailer horse to the equine Clinic.
- iv) Equine records will be noted with ailment, diagnosis and treatment plan.
- v) Horse will be marked as unavailable on Horse Availability Chart by the appropriate staff member until vet recommendation to go back into service.



- d) **Poisonous snakebite to a horse** - Visible evidence of a bite on a horse will be a swollen area with two puncture wounds near the center. A bite on the nose, head, or neck area of a horse is particularly dangerous, and medical attention should be provided as quickly as possible. Dogs or cats will show similar symptoms. Because of their smaller size, the bite is more dangerous to dogs and cats, and medical attention from a vet is needed.
- i) Inform the Appropriate Staff member.
 - ii) Call the veterinarian and either have a farm visit or trailer horse to the equine Clinic.
 - iii) Equine records will be noted with ailment, diagnosis and treatment plan.
 - iv) Horse will be marked as unavailable on Horse Availability Chart by an appropriate staff member until vet recommendation to go back into service.



Section VII: Conduct of Personnel, Volunteers, Participants, Guests

1) Age and Medical Limitation

- a) Volunteers who work with the riders and horses in the arena must be at least 14 years of age and
- b) physically able to walk and occasionally jog for short distances during the 30-45 minute classes.
- c) Volunteers between 10 and 13 must be supervised by a parent or guardian and cannot be a class volunteer.
- d) Unsupervised children are not allowed at **Healing with Horses Ranch**. Volunteers need to make prior arrangements for child care.
- e) If you have a medical condition that may affect your ability to safely perform your volunteer job, please discuss this with the Instructor prior to entering the arena for the first time.
 - i) Please be aware that some medications (such as allergy medications or muscle relaxers) may cause drowsiness or interfere with your reactions times.

2) Safety

- a) Background Checks: Because we work with children, all volunteers over 18 years of age are required to go through a background check.
- b) No smoking on the premises. We have clients that may be medically fragile and the smoke can compromise their health. Also, with hay, trees and dried leaves and mulch, cigarettes are an obvious fire hazard
- c) Cell Phones: No cell phones are allowed in the arena. If you feel you must carry your cell phone, please turn off the ringer. Volunteers should never take calls in the middle of a class. This is a safety hazard as well as very disruptive.
- d) Name Tags: Always wear your name tag. It is very important that we know who you are in case of an emergency. Your name tag also will show the level of training you have had.

3) Dress Code

- a) Volunteers should dress appropriately for horse related activities around children.
 - i) Wear comfortable, safe shoes for walking in sand. No sandals, open toed shoes or clogs.
 - ii) Wear weather appropriate attire for physical activity (dress in layers).
 - iii) No tank tops, spaghetti straps, bare midriffs or halter tops. No shorts with an inseam of less than 5 inches. No revealing clothing.
 - iv) No dangling jewelry that can get caught or tangled on traps or grabbed by small hands.
 - v) No clothing advertising drugs, alcohol, firearms or other inappropriate subject matter.

4) Be Respectful of Clients and volunteers

- a) Photos: All volunteers, staff and families must receive permission prior to taking photographs or videos.
- b) Attendance: Regular attendance is important. Whether you can commit to one hour or ten hours per week, **Healing with Horses Ranch** is glad you are here and are a part of the team. It is your responsibility to keep track of the days and times you have agreed to volunteer.
 - i) Arrival Times: It is very important that classes begin on time. Side Walkers should arrive no later than 15 minutes before their scheduled class time and Horse Handlers should arrive no later than 30 minutes before their scheduled class time.

5) Child Abuse or Neglect

- a) In Texas, anyone who suspects that a child is being abused or neglected has a legal obligation to report it. Professional reporters are required to report suspicion of abuse or neglect within 48 hours.
- b) **A Professional Reporter** is anyone licensed or certified by the state or works for an agency or facility licensed or certified by the state and has contact with children as a result of their normal duties. By law, professionals may not delegate their duty to report to another person such as a



coworker or family member.

- c) It is the responsibility of professionals to **report** and the responsibility of the Texas Department of Family and Protective Services to **investigate** allegations or suspicions of abuse or neglect.
- d) Texas Abuse Hotline:
 - i) 1(800) 252-5400
 - ii) [Texas Abuse Hotline e-Report Site](#)
- e) Situations involving possible abuse or neglect of a child and the steps taken to report may present themselves in many different ways. When in doubt, you should always err on the side of the child's safety by making a phone or Internet report.

6) Dismissal

- a) Volunteers serve at the request of Healing with Horses Ranch. Volunteers who do not adhere to the rules and procedures of the organization are subject to the Volunteer Dismissal Policy.
- b) Students, parents, and visitors must also be respectful to other students, instructors, volunteers and horses. If the instructor feels like there is an issue with safety to any of the above they may ask the offender to leave the property. Any one asked to leave may request an opportunity to discuss the reasons for dismissal with the Executive Director.