



Helping children and their families  
one hoof beat at a time!



Building character  
Restoring hope  
Empowering relationships

## Volunteer Information & Training Package

Revised: 2015-Jul-16

Since 2008, the leadership at Valley Trotters Youth Ranch has focused on molding and shaping the lives of youth. In everything we do, it's our mission to be leaders in:

**Building Character... Restoring Hope... Empower Relationships...**

The vision that keeps us laser focused on our mission:

**Making a difference in the lives of valley youth, connecting the needs of equine (horses) with the undiscovered potential in every child & youth.**

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### Welcome to the VTYR family

We want your experience to be safe, rewarding, therapeutic and fun. It is essential for our participants, volunteers, and horses that we uphold consistency in VTYR activities, procedures and policies. As a new VTYR family member it is important that you understand how and why we ask for your commitment to respect the basics of our operating system, which are explained in this training manual. If you have questions, please don't hesitate to ask. We look forward to sharing the VTYR experience with you.

This packet contains information about

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## 1. EQUINE INTEGRATED ACTIVITIES

*“There is something about the outside of a horse that is good for the inside of a man.”  
~ Winston Churchill ~*

**More Than Riding at Valley Trotters Youth Ranch** - VTYR is continually exploring services that will benefit youth and families of the Rio Grande Valley, we are helping children and their families one hoof beat at a time! The following is a brief description of each activity that VTYR offers and the proper definition of each.

**Focused Riding Program (FRP)** may be a single or series of mounted activities including traditional riding disciplines or adaptive riding activities conducted by our instructors. At VTYR these activities are taught using a unique one horse/one rider/one instructor method, some students however, respond well to group lessons where they can accomplish specific goals. Mounted activities are designed to meet each participant's individual needs and may focus on the improvement of; fine and gross motor skills, cognitive, emotional, social, behavioral, balance, strength, coordination and tactile senses, team work, communication, and much more. All lessons in the focused riding program are scheduled by appointment.

**Horsemanship Development Program (HDP)** may be mounted and non-mounted equine activities conducted by our instructor. Those who benefit from this program are the typically developing or people with disabilities or diverse needs who wish to develop their skills in horse care, stable management, and riding. Most students progress in riding and horse care skills while improving cognitive, emotional, social and behavioral skills.

**Equine Rescue Program (ERP)** is non-mounted equine activities lead by our instructors. Those desiring to participate in our rescue program have the opportunity to learn and practice the science skills necessary to care for mild -to- moderately abused or mistreated horses. While we cannot provide a clinical environment or direct in-house veterinary care we can and do supply a comfortable setting and excellent care for our angels in horse hair while they recover. Throughout the restoration process our goal is to return each horse to its useful and beneficial state. The children, youth and families of the Valley Trotters Youth Ranch develop broad expertise when caring for recovering horses including, but not limited to; proper equine nutrition, disease prevention, wound care, parasite control, grooming techniques, rehabilitation methods and conditioning of the equine mind and body. Many horses recover completely and can be placed into service here at the ranch.

**Therapeutic** - An activity is therapeutic if a participant derives benefit, shows improvement or feels better once engaged. An activity can be therapeutic without being considered as therapy. In general, EAAs may be described as therapeutic, but they are not therapy and are not considered treatment without fulfilling specific requirements. (See Therapy, defined below)

**Therapy** - VTYR does not offer, nor makes any claims of providing therapy or treatment, or billing for services with a third party, this may be done only by a licensed/credentialed professional such as a PT, OT, SLP, psychologist, social worker, or MD, among others.



## 2. VOLUNTEER POSITIONS

*“I shall pass through this world but once. Any good therefore that I can do or any kindness that I can show to any human being, let me do it now. Let me not defer or neglect it, for I shall not pass this way again.”*

**Administrative Volunteers:** We rely heavily on our volunteer staff to fulfill ongoing needs at Valley Trotters Youth Ranch. A volunteer application or liability release form must be on file in the office.

- |  |   |
|--|---|
| ❖ Instructors                                    | ❖ Office help                           |
| ❖ Mentors  | ❖ Staff Assistant                       |
| ❖ Lead Walker <i>(see section 3 for details)</i> | ❖ Photography                           |
| ❖ Side Walker <i>(see section 3 for details)</i> | ❖ Videography                           |
| ❖ Wrangler <i>(see section 3 for details)</i>    | ❖ Maintenance and facility improvements |
| ❖ Fund Raising                                   | ❖ Landscaping and decorating            |
| ❖ Newsletter                                     | ❖ Trainer                               |

If you have other talents you would like to share with VTJR, please let us know.

## 3. ROLES, RESPONSIBILITIES AND QUALIFICATIONS

*“If a man for whatever reason has the opportunity to lead an extraordinary life, he has no right to keep it to himself.”*

*~ Jacques Yves Cousteau ~*

**Side Walker:** The side walker’s primary responsibility is the rider. A side walker walks or jogs alongside a mounted rider and acts as a “bridge” between instructor and rider. Side walkers are present to assist the rider when needed and to help ensure the rider’s safety.

### Qualifications & Responsibilities:

- Q** Minimum age of 16.
- Q** Ability to adapt to change.
- Q** Attendance at VTJR new volunteer orientation.
- Q** Previous horse experience is preferred but not required.
- Q** Adequate vision and hearing to ensure safety of the rider.
- Q** Strength and ability to assist rider during emergency dismount.
- Q** Ability to hear, speak and understand instructions in the English language.
- Q** Commitment to attend session, for the whole duration of the session.
- Q** Walk / jog alongside the horse for duration of the lesson, occasionally on uneven surfaces.
- Q** Ability to hold your arm slightly raised and out to the side for extended periods of time.
- Q** Comfortable with physical contact with horses and children/adults with disabilities and special needs.
- R** Demonstrate patience.



- R** Not responsible for the horse
- R** Assist the rider with putting on their helmet.
- R** Assist the rider during lessons, and mounting and dismounting processes.
- R** Meet and greet riders. Remain with your rider ensuring their safety at all times.
- R** Act as the “bridge” between the instructor and the rider. Repeat instructions, redirect attention, and assist the rider with tasks as needed or directed.

**Tips for the side walker...** (applies to riders with disabilities or special needs)

- ❖ Side walkers are directly responsible for the riders.
- ❖ Side walkers can be great help to the instructor. They will help the student focus attention on the instructor, assist spatial orientation, and help riders understand and implement the instructor’s directions.
- ❖ It’s easy to get a bit too involved, and help too much. Try to allow the rider to process and execute instructions and try to leave teaching to the instructor. Too much input from too many directions is very confusing to anyone, and to riders who already have perceptual and attention problems, it can be overwhelming.
- ❖ Try to avoid unnecessary conversation with either the rider or other volunteers. Do not discuss the rider in front of him or her except as necessary. Address the rider directly. (For example, ask the rider if his foot is in the stirrup, before you ask the other side walker to check.)
- ❖ When a rider is mounting, the side walker acts as a spotter for the rider. The side walker should stand on the off side of the horse (opposite side from the rider) to assist the instructor and make sure the rider gets safely aboard. If a saddle is used, the side walker should pull down on the off side stirrup to help prevent the saddle from slipping.
- ❖ Once in motion, it is important to maintain a position at the rider’s knee. If you are too far forward or back, it will be very hard to provide security if the horse should trip or shy.
- ❖ The most commonly method to help secure the rider is the “arm-over-thigh” hold. The side walker grips the front of the saddle or pad with the hand closest to the rider. Then the fleshy part of the forearm rests gently on the rider’s thigh. Do not press too hard – you are only there to help with balance. Avoid wrapping an arm around the rider’s waist. It actually pulls the rider off balance, and makes riding more difficult.
- ❖ If the rider should start to fall, ask the lead walker to halt the horse. Usually the rider can be gently put back into position. If there is no way to prevent a fall, try to soften the fall, and protect the rider from being stepped on by the horse. Wait for directions from the instructor.
- ❖ If the side walker is experiencing any physical discomfort (shoulders often start to ache if you are going in the same direction for too long), tiredness from walking or jogging, or difficulties with the rider – notify the instructor immediately. If you are not comfortable in any way, an accident is more likely to happen.
- ❖ If you have observations about your rider that you wish to share with the instructor, save them until after the lesson is over (unless you have an urgent safety concern). If the tack needs adjustment, alert the instructor and the lead walker will bring the horse to the center of the arena.



**Lead Walker:** The lead walker's primary responsibility is the horse. A lead walker pays close attention to the horse and all that is happening around the horse before, during, and after a lesson. A leader walker focuses on safety and maintains control of the horse while allowing the rider to execute aids and cues requested by the instructor during a lesson.

**Qualifications & Responsibilities:**

- Q** Minimum age of 16.
- Q** Previous horsemanship experience required.
- Q** Walk / jog with the horse for the duration of the lesson.
- Q** Ability to lift up to 20-pounds (saddle) above his or her head.
- Q** Ability to read a horse and to calmly prevent / avoid unsafe situations.
- Q** Commitment to attend session, for the whole duration of the session.
- Q** Ability to hear, speak and understand instructions in the English language.
- Q** Adequate vision and hearing to ensure the safety of both the horses and participants.
- R** Demonstrate patience.
- R** Primary responsibility is horse safety.
- R** Help the horse follow the rider's cues.
- R** Listen and respond to the instructor's directions.
- R** Lead horse during the lesson and maintain safety spacing between horses.
- R** Remove tack and ensure the horse is properly cared for after the lesson.
- R** Ensure the horse is groomed, tacked and in the arena 10-minutes prior to the lesson start time.

**Tips for the lead walker...** (applies to riders with disabilities or special needs)

- ❖ The main responsibility of the lead walker is to control the horse. Side walkers are responsible for the riders; the lead walker concentrates on the horse. Most riders in our program are not fully in control of the horse. It is the lead walker who must help in guiding; stopping and starting the horse, yet without making the rider feel he or she is simply being led. The rider must be allowed to do as much as he or she is capable of doing, with the lead walker stepping in only when necessary.
- ❖ When the rider is mounting and when the horse is halted, the lead walker stands in front of the horse. This makes a physical barrier and the horse will stand more quietly. Stand far enough away that the horse will not knock you if it tosses its head. You may wish to lightly hold the side pieces of the halter while standing.
- ❖ Horse lead walkers should stand/walk on the side of the horse closest to the instructor – inside the arena. Lead walkers walk next to and even with the horse's head, holding the lead rope about 6 to 8 inches from the clip at the halter. The rest of the line is gathered in the far hand and **NEVER COILED AROUND THE HAND.**
- ❖ Do not drag the horse. Try a series of short tugs to keep a lazy horse moving. A horse will usually adjust its gait to yours, so if you walk faster the horse usually will walk faster too. (Follow the instructor's lead – some riders will need a faster pace, some slower.) If possible, the rider should help keep the horse moving.



- ❖ Lead walkers and side walkers should communicate; and lead walkers must be careful not to push side walkers into walls. With smaller horses it is hard to avoid getting stepped on by a side walker, but sometime adjusting your stride will help.
- ❖ When the horse is asked to trot, the lead walker will have to jog alongside. Keep to a slow pace so the horse does not pick up too much speed. An elbow pushing in the horse's chest can be a useful gentle "brake."
- ❖ When the instructor gives an instruction, please wait for the rider to process the information and attempt to cue the horse before you step in – assist, don't "do". Count to at least 30 before you step in: our riders need a lot of time to process directions.
- ❖ Take the horse to the center of the ring to adjust tack or have a discussion with instructor, rider or side walkers. If you need to stop, try and get out of the way of the other riders.
- ❖ Sometimes horses in the arena have different paces, if you need to pass, do so on the inside and make sure the other riders and lead walkers are aware of your intentions.
- ❖ If a fall occurs, your job is to stay with the horse. Calm the horse as best you can and move it away from the rider, volunteers and other horses. Check the horse for injury and report any problems to the stable staff. You may need to complete an occurrence report.

**Wrangler:** Wranglers help our lessons run smoothly, they bring in our lesson horses and have them groomed before lessons begin. Wranglers are beneficial in maintaining barn safety by ensuring cleanliness and orderly state of all tack and equipment throughout the lesson activities. At the end of class, wranglers ensure that our equine partners are properly "tucked in" for the night, all equipment and tack is put away, and the barn is clean and ready for the next day's activities.

**Qualifications & Responsibilities:**

- Q** Minimum age of 16.
- Q** Ability to adapt to change.
- Q** Understand and apply horse safety.
- Q** Previous horsemanship experience required.
- Q** Commitment to attend session, for the whole duration of the session.
- Q** Ability to read a horse and to calmly prevent / avoid unsafe situations.
- R** Lead horses to and from the pastures.
- R** Groom and bathe horses before and after lessons, as needed.
- R** Clean and organize tack.
- R** Clean stalls.
- R** Maintain general barn cleanliness.



#### 4. TIPS FOR WORKING WITH DISABILITIES

*“Kindness is the language which the deaf can hear and the blind can see”.*

*~ Mark Twain ~*

If you have never had the opportunity to meet people with disabilities, you may feel insecure or uncertain about how to interact with the people you meet while working in this program. What do you say? What is the best way to help? These kinds of questions are perfectly OK and we have prepared these tips to help you feel more comfortable.

Don't worry about making mistakes when meeting and talking with a person who has a disability. Relax and take your cues from the person. With time, you will find ways of relating to our riders as individuals, and will come to know them as individuals and friends without dwelling on their disabilities or how to act around them. You also will find you value and celebrate their abilities more than their disabilities.

**Here are some basic suggestions for relating to people who have disabilities.**

- ❖ A person with a disability is an individual first and should not be defined by their disability. He or she is entitled to the same dignity, respect and consideration expected by anyone.
- ❖ Treat adults as adults. Address an adult in the same manner that they introduced themselves. If a rider introduces himself as James, address him as James (not Jimmy).
- ❖ Do not “pat” people with disabilities on the head or shoulder, or any other part of the body.
- ❖ Only help a person with a disability if they ask for assistance. You may offer assistance but if it is declined do not be offended.
- ❖ When assisting a person with a disability always ask how best to help; do not take over. When the person gives you specific directions, follow their instructions.
- ❖ Always address a person with a disability directly. Do not speak about them as if they were not present. Do not ask an aid or caregiver a question when the person can answer it themselves.
- ❖ Do not shout. Hearing aids make noises louder, not clearer. Blindness does not affect a person's hearing.
- ❖ If a person has difficulty speaking, allow them to finish their sentence. If you do not understand what they are saying, tell them so. Do not pretend to understand if you don't.
- ❖ When meeting a person with a visual impairment, always identify yourself and tell them you are leaving before you walk away.
- ❖ Do not make assumptions that limit people. A person with a disability is the best judge of what he or she can do or try to do (unless they are substantially impaired cognitively).
- ❖ Do not push a wheelchair, grab an arm, or provide physical assistance unless requested or without asking permission.
- ❖ When speaking to a person in a wheelchair, stand upright, making eye contact, do not crouch down to be at their eye level.



## 5. FUNDAMENTALS OF WORKING WITH HORSES

*“He knows when you are happy. He knows when you are comfortable. He knows when you are confident and he always knows when you have carrots.”*

**Horse Behavior:** It is important to understand how horses think, how they use their senses and interact in their environment. To be safe around horses, volunteers must understand horse behavior. Our horses are kind and well trained, but do not let your guard down. They are horses, and have instinctual behaviors that you must understand, anticipate and react to in a calm and confident manner.

- ❖ Horses are herd animals. They like to stay in a group and establish a pecking order among the herd. Horses look to the dominant leader for confidence and guidance.
- ❖ Horses have a flight or fight instinct. They would much rather flee a perceived danger. If flight is not possible, then a horse will fight for survival by kicking, rearing, charging, striking and biting.
- ❖ Horses use all their senses to interact with their environment.

**Horse Safety:** The following must be followed by all who will be present for lessons at VTJR:

- ❖ **Think of the horse as having a 6-foot DANGER ZONE surrounding it...** You or a participant can be seriously injured by a horse kicking, striking or biting. Approach the danger zone with caution.
- ❖ Don't yell, run or make sudden movements near a horse. Be slow and gentle.
- ❖ Speak softly as you approach a horse to let them know that you are coming. Like people, horses do not like being surprised by loud noises or unexpected encounters.
- ❖ Approach a horse from the side, never from the rear or directly in front of a horse. A horse cannot see what is directly in front or behind them.
- ❖ When standing next to a horse, stand very close. If the horse kicks, he can't kick very hard if you are close.
- ❖ If you must walk behind a horse, approach from the side, speak softly, and gently touch the horse on the shoulder. Keep your hand on the horse and stay close as you move by.
- ❖ Never walk under a horse's neck. Never walk under a horse. You might not be that short, but some children are.
- ❖ It's easy to get your feet stepped on, so be aware of where your feet are in relation to all four of the horse's hooves.
- ❖ Hand feeding is an invitation to have your fingers bitten. Please keep your hands away from the horse's mouth. We do not want to encourage nibbling.
- ❖ If a tied horse rears or pulls back, or otherwise acts upset, stay away. Let the instructor or horse leader handle the problem. A panicked horse is very dangerous.





## 6. TIPS FOR A PROPER HELMET FIT

*I do the very best I know how - the very best I can; and I mean to keep on doing so until the end.*

*~ Abraham Lincoln ~*

- ❖ Proper helmet fit is the responsibility of the instructor, however you may be asked to help.
- ❖ First, make sure you have the back in back – the manufacturers name usually is in the back and the brim, if any, goes in the front.
- ❖ Ask the rider to remove or adjust hair clips, hats, caps, ties, and other items that might make the helmet fit uncomfortably.
- ❖ Once on the head, there should be no more than 2 fingers (width) and no less than one between the eyebrow and the helmet.
- ❖ The helmet should be snug enough to be secure. When you move it up and down, the skin on the forehead should move with it. Some models allow adjustment from outside the helmet, for others you will have to remove it.
- ❖ The harness clips under the rider's chin and the strap should be snug but comfortable.

## 7. TREATMENT OF CONFIDENTIAL INFORMATION

*"No one cares how much you know until they know how much you care"*

**As a volunteer who works with the riders** - You will be given enough background information so you may be sensitive to the riders' needs. Occasionally, more detailed information might be given to you or you may become aware of it indirectly or even inadvertently.

**All circumstances** - of the rider's life, condition, disability, actions or behavior are considered confidential. Under NO circumstances are you to divulge this information to anyone other than VTJR personnel, and then only as necessary to aid the rider.

If you have questions, please feel free to ask your Instructor, Volunteer Coordinator, or Executive Director.

## 8. EMERGENCIES, HAZARDS AND SAFETY PROCEDURES

*Do not be anxious about tomorrow, for tomorrow will be anxious for itself. Let the day's own trouble be sufficient for the day.*

*~ Jesus Christ ~*

### First Aid

- ❖ Complete human and equine first aid kits are kept on site in the horse trailer adjacent the arena.
- ❖ A completed Emergency Information Sheet is posted on the information center.



### **Fire**

- ❖ Paddock Master\* will call 911 (if stable staff has not done so)
- ❖ Instructor\* will require that all horses stop
- ❖ Instructor will supervise dismounting
- ❖ Volunteers (side-walkers) will escort riders and visitors out (through rear exit or front exit)
- ❖ Paddock Master will find wheelchair and bring to exit
- ❖ Lead walkers will move horses away from dismounted riders and then lead horses out of stable
- ❖ All personnel\* and participants\* will assemble in clear area designated by Instructor
- ❖ Paddock Master and Volunteer Coordinator\* to count heads and if possible conduct sweep of premises for stragglers
- ❖ Instructor will complete Occurrence Report (See Section 3)
- ❖ Fire extinguisher is located in the barn

### **Loose Horse**

- ❖ Instructor will require all horses to stop
- ❖ Volunteers will stabilize riders or assist in dismounting as advised by instructor
- ❖ Volunteers will escort participants and other horses from area if advised by Instructor
- ❖ Instructor will complete Occurrence Report

### **Rider Fall**

- ❖ Instructor will require all horses to stop
- ❖ Volunteers will stabilize riders or assist in dismounting as advised by Instructor
- ❖ At Instructor's direction, lead-walker will move horse away from fallen rider
- ❖ Instructor will determine whether arena is to be cleared
- ❖ Instructor or volunteer trained in first aid will check the scene and fallen rider and determine if 911
- ❖ Paddock Master will call 911 if necessary
- ❖ Instructor or volunteer trained in first aid or CPR will administer care and/or CPR as necessary
- ❖ Instructor will complete Occurrence Report

### **Slip and Fall**

- ❖ Instructor or volunteer trained in first aid will check the scene and fallen person and determine need to call 911
- ❖ Paddock Master will call 911 if necessary
- ❖ Instructor or volunteer trained in first aid or CPR will administer care and/or CPR as necessary and clear area if necessary
- ❖ Instructor will complete Occurrence Report

### **Medical Assistance**

- ❖ Paddock Master will call 911. Directions to our facility are prominently posted on information center.



- ❖ Instructor or Paddock Master will look up patient's medical authorization in rider form book and call parent or caregiver (if applicable) and physician. Paddock Master will show form to ambulance and hospital personnel. Paddock Master will accompany patient to hospital if necessary.

#### Off Limits

- ❖ Offices are off limits to all participants and personnel.
- ❖ Stable aisles are off limits to all participants and personnel except Instructors, and volunteers designated by Instructors.
- ❖ The arena is off limits to all except Instructors, volunteers and riders.
- ❖ Parents, caregivers and other observers are not permitted in the arena unless they are acting as a volunteer and have completed necessary paperwork.

#### Weather Emergencies

- ❖ In case of weather that the instructor determines is dangerous – for example thunder or high winds, or downpours that upset the horses – the horses will be halted and the riders dismounted.
- ❖ Riders will be assembled in an area to await transportation.

#### Horses Adjacent to Arena

- ❖ Whenever a horse is being moved in or out of the arena, all riders will halt until the horse is safely in or out of the arena.

## 9. GENERAL OPERATING POLICIES

*Flaming enthusiasm, backed up by horse sense and persistence, is the quality that most frequently makes for success.*

*~ Dale Carnegie ~*

**When Arriving Remember:** *Safety is our overriding priority* – Please limit your vehicle speed to 5 MPH.

- ❖ Horses and people have the right of way.
- ❖ Please park to conserve as much space as possible in our small lot.
- ❖ Sign-in and out, it's important for us to know who is at the ranch.
- ❖ Please arrive on time. If you are running late, call to let us know.
- ❖ For the safety of all, people traffic around the riding arena should be kept to a minimum.



**Dress Code for Volunteers:** In order to minimize risk of injury to person or horse we ask that you conform to our dress code policy.

- ❖ You will be in a barn environment. Dress appropriately for the environment, forecasted weather, and outdoor activities.
- ❖ When selecting your attire, please consider clothing appropriate for a child and family environment.
- ❖ Wearing appropriate shoes or boots is very important. Shoes need to be comfortable and safe. Please, no sandals, open toe, open heel or high heel shoes.
- ❖ If you wear a hat make certain that the hat fits securely on your head. A flying hat could be scary to an unsuspecting horse.
- ❖ Long hair is best controlled when gathered into a pony tail.
- ❖ Bulky jewelry, large belt buckles, and electronics are unnecessary burdens while volunteering at the ranch.
- ❖ Sunscreen or insect repellent is strongly recommended.
- ❖ Minimize the perfume. Heavy perfume can attract bees and other insects and may be a sensory overload for some people.
- ❖ Please do not use open umbrellas around the horses.

**Ranch Rules:** are developed for the benefit of all who visit

- ❖ Do not bring pets to VTJR.
- ❖ Gates and doors should remain closed unless requested otherwise.
- ❖ All riders must wear a helmet.
- ❖ All visitors must have a completed release form.
- ❖ Riding is not allowed without a completed release form.
- ❖ Closed toe /heel shoes are required around horses.
- ❖ Clean up after yourself.
- ❖ All children **MUST** be supervised at all times.
- ❖ Do not allow children to climb on fences or gates.
- ❖ Do not feed the horses and do not allow participants to feed the horses.
- ❖ Do not run around the horses. Horses can be startled by fast movements.
- ❖ Participants should not enter paddocks or stalls unless accompanied by an instructor or mentor.
- ❖ For the benefit of our horses and participants, please be calm and tranquil on the VTJR premises.
- ❖ Please do not pet horses while they are “at work”. Our angels in horse hair are “at work” during lesson activities and should not be distracted.
- ❖ Horses are to be treated with respect from staff, volunteers, and participants. If a horse is being mistreated in any way, the offending party will be removed from the area.
- ❖ This is a smoke free environment thank you for extinguishing cigarettes in your vehicle ashtray.
- ❖ Photos or video of participants should not be taken without permission from VTJR staff.
- ❖ VTJR is required by law to report any suspected cases of child abuse or neglect. VTJR is committed to ensuring the safety of all program participants and volunteers.
- ❖ A parent or designated adult must be on the premises at all times unless prior agreement has been made with Program Director and Instructor.



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one hoof beat at a time!



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**Cancellation Policy:** What you need to know

- ❖ Program participants are depending on you... If you must miss a lesson, please let us know ASAP so we can make the necessary adjustments. Please call and speak to Greg Bozard at (956) 369-9278.
- ❖ If you think weather conditions threaten a safe riding environment or you are unsure that lessons are being held, please call to check.
- ❖ Because consistency is so important for our riders, we rarely cancel a lesson. If VTYR triggers a cancellation, you will be contacted at the phone numbers listed on your application.

**10. VOLUNTEER DISMISSAL POLICY**

*“Anger is an acid that can do more harm to the vessel in which it is stored than to anything on which it is poured”.*

*~ Mark Twain ~*

**In order to maintain safety and excellence in our programs** - we reserve the right to dismiss a volunteer if we determine that the volunteer cannot safely and effectively perform the duties assigned to them. This decision will be made by the Instructor, the Volunteer Coordinator and the Executive Director as a committee. The decision is in the full discretion of the committee. If any one of these three people determines that a safety issue is presented, that person may ask the volunteer to immediately stop work.

**If violations to this policy are verified** - we may attempt to retrain or reassign the volunteer, but may dismiss the volunteer without retraining if the committee determines it is appropriate.

**Failing to disclose** - a felony or misdemeanor conviction or a health or fitness issue on the volunteer forms will be grounds for immediate dismissal. To ensure the highest level of precaution, any volunteer exhibiting signs of intoxication chemically impaired will be dismissed without delay.