



Volunteer Training Manual

Revised edition 11/2019

Welcome to Mane Stream!

Our mission is to improve the quality of life for individuals with physical, developmental, emotional and medical challenges through a diverse program of equine assisted activities, therapy services and educational initiatives.

Thank you for your interest in becoming a volunteer at Mane Stream. This manual will start you on the right path with the information and tools you will need to be an effective and productive volunteer. Our hope is that by reading this manual and attending our orientation and training, you will be provided with a solid foundation that will enable you to become an important part of the Mane Stream team and that your time spent with us will be safe, fun, and rewarding. Mane Stream appreciates all of our volunteers. Without you and the gift of your time, energy, and skills, we would not be able to offer these valuable services to our community.

Mane Stream's History

Mane Stream was originally called the Somerset Hills Handicapped Riding Center (SHHRC) and was founded in the early 1970's by Octavia Brown on her farm in Bedminster, New Jersey. In 1994, twelve acres were purchased in Oldwick and SHHRC moved to its new home. In 1999, renovations began on the existing structure to include a fourteen stall barn, an indoor ring, offices, and a classroom. In 2012, SHHRC's name was changed to Mane Stream to reflect person first language, the variety of programs and services offered, and our current Hunterdon County location.

Professional Association of Therapeutic Horsemanship, International

All of our instructors are PATH certified riding instructors. For more information visit the PATH International website at www.pathintl.org.

American Hippotherapy Association (AHA)

Mane Stream is a member facility with AHA and all of our therapists receive education and training through this organization to be able to use the horse as a tool for OT, PT, and SLP. For more information visit the AHA, Inc. website at www.americanhippotherapyassociation.org

Mane Stream's Participants

Mane Stream serves over 200 participants each year. Each participant is unique in their abilities and come to Mane Stream for any number of reasons.

Programs and Services at Mane Stream

Adaptive Riding is a recreational program in which riders learn riding and horsemanship skills. Lessons are taught by a PATH Certified Instructor with the assistance of trained volunteers for sidewalking. Riders may have physical or developmental disabilities.

Therapy services are provided by NJ licensed occupational therapist, physical therapist, or speech-language pathologist to address clients' needs. Therapists are trained in the behavior and movement of the horse and how that movement can impact people with special needs. The therapy sessions are assisted by volunteers trained to assist the therapist in transfers, sidewalking, and prompting in the clinic and in the arena.

Summer Camp is an inclusive day camp for children of ALL abilities. The camp has obtained full approval as a youth summer camp from both the state and county health departments. In addition to daily riding lessons and learning horsemanship skills, campers participate in games, crafts, and other equine themed activities. Volunteers act as camper buddies, craft helpers, sidewalkers, junior counselors and set-up/clean-up each day.

Horses for Healing is an adaptive riding program for those impacted by cancer. Adaptive horseback riding provides beneficial physical activity and emotional benefits through learning new skills, interacting with horses, peers and volunteers, all while being immersed in nature. This program goal is to empower the participant diagnosed with cancer and the caregiver to take an active role in their journey with, through, and beyond the cancer diagnosis. Volunteers who have experienced cancer or the role of caregiver are encouraged to help with Horses for Healing as horse leaders, sidewalkers, spotters and in supportive roles.

Other School Based Programs This includes field trips, girl and boy scout troops, Matheny school, Montgomery academy, etc.

Volunteering at Mane Stream

Accidents and Occurrences

All accidents must be reported immediately to Mane Stream staff and an occurrence form must be completed by all involved. Please request an occurrence form from staff.

Attire

Wear outdoor clothes suitable to the season, including comfortable, waterproof footwear. Open toed shoes are **prohibited**, if you wear open toed shoes to the orientation and training you will be unable to participant in the hands on portion and go into the barn. Due to temperature variations, layering of clothing is a sure way of being comfortable. High socks can offer some protection against ticks and overgrowth on the trails. Avoid wearing loose, baggy clothes and jewelry, which may get caught in the tack. Long hair should be pulled back. Avoid wearing any perfumes- this may irritate the horses, participants, or other volunteers.

Commitment

Regardless of the service you perform it is your commitment that needs to be stressed. A program without strong commitment from its volunteers will not survive. If you have made a commitment to volunteer at Mane Stream, we rely on you to follow through.

Please keep in mind:

- Come each week on your assigned day
- Arrive at the scheduled time
- **Going to be absent?**
 - PLEASE **call** the office **and either** text or email to ensure your absence is noted in the volunteer schedule. Give as much notice as possible so the Volunteer Coordinator has time to find a substitute.

Conduct and Behavior

Volunteers are expected to conduct themselves in a cooperative and appropriate manner at all times. Please notify staff immediately if you are subject to any inappropriate behavior, or you notice inappropriate behavior occurring. Individuals exhibiting inappropriate behavior may be requested to leave the property immediately and additional assistance may be called if deemed needed. Inappropriate behavior may result in termination from Mane Stream. Make sure you do not use inappropriate language around participants and other volunteers.

Please notify staff immediately of any concerns regarding the behavior of program horses such as biting, kicking, etc.

Reassignment & Termination Policy

Mane Stream policies have been determined to serve the best interest of the entire Mane Stream community. Safety and respect for riders, participants, volunteers and horses are of utmost importance in order to provide and maintain a high quality program, and are the primary reasons for the strict adherence to these policies and procedures. Volunteers who are not able to perform their volunteer role, or maintain a reasonable level of commitment, or fail to observe the policies and procedures of the program will be given an opportunity to discuss the situation that is perceived to be in violation of the Mane Stream policies and may be provided with job re-assignment. Because of the nature of these service provided, Mane Stream reserves the right to make the final determination as to the appropriateness of volunteers for our organization and may determine that it is in the best interest of the program to terminate a volunteer's involvement with the program.

Confidentiality

Mane Stream maintains a strict policy of confidentiality. All volunteers are asked to respect our participants' privacy in any setting away from Mane Stream. This includes avoiding discussion of participants' by name or in any way that might disclose their identity or their disability. Mane Stream preserves the right of confidentiality for all individuals in its programs.

Social Media Policy

We love volunteers who want to spread the word about Mane Stream but we **DO NOT** allow volunteers to take pictures of clients/participants for any reason even if it does not go on social media. In addition to participants, volunteers and occasionally staff may not have given photo consent. We ask that you keep your phone in your car or the tack room so that when you are grooming & tacking you are focused on completing your task safely and quickly. This policy governs the publication of and commentary on social media of Mane Stream, Inc. and its related companies ("Mane Stream"). For the purposes of this policy, social media means any facility for online publication and commentary, including without limitation blogs, wiki's, social networking sites such as Facebook, Instagram, LinkedIn, Twitter, Flickr, and YouTube.

Experience

Volunteers at Mane Stream are required to be 14 years and older, and horse experience is not necessary. Many volunteers have no horse experience, while others may have years of experience. We strive for a team approach to volunteering. Everyone is here to learn and to share his or her knowledge in order to make it a great experience for every volunteer and participant involved.

- We urge you to speak up if you are unsure of any situation
- We encourage everyone to lead by example and share their knowledge
- Do not feel intimidated if you do not know something, just ask- we love questions!
- We ask all volunteers, even those with horse experience, to do things a specific way to maintain consistency for our horses and participants

Facility Operations

Please respect posted off-limit areas. Volunteers are only allowed on the property when Mane Stream staff are on site.

Physical Fitness

Volunteers assisting in our programs need to be able to lift, carry objects in the barn and walk with and keeping up with the horse for 30 minutes to an hour, and in many cases will be asked to run along slowly as the horse trots. If you have physical limitations that prevent you from meeting these requirements, please notify our Volunteer Coordinator so that we may find you a less strenuous job.

Visitors

Please make an appointment and check in at the office when bringing any visitors to Mane Stream. We enjoy having visitors and are happy to guide you through the facility.

Volunteer Input

Your comments about participants, staff and/or horses are very valuable to us. If you have any observations, concerns, suggestions, or comments, please speak with the Mane Stream staff member and always feel free to contact the Volunteer Coordinator. All conversations will be held in confidence. We are grateful for your willingness to share insights and information regarding our participants and programs.

Additional Mane Stream Policies

- Please do not perform a volunteer role you have not been assigned
- **Cell phones should be left in your car or tack room or turned off on your person as they disrupt lessons/therapy and startle horses**
- Please DO NOT hand feed treats to any of the Mane Stream herd as they may develop bad habits.
- The consumption of alcohol prior to and/or while at Mane Stream is prohibited. The use of illegal substances prior to and/or while at Mane Stream is strictly prohibited.
- Smoking/vaping is not permitted on the property
- Please refrain from offering food or other gifts to participants without permission as they may have a medical condition such as food allergies, diabetes, etc.
- Under no circumstances are volunteers permitted to assist any participant in the restroom. Only the participant's parent or care provider is permitted to assist the participant, **DO NOT** put yourself in a situation where you would be alone with a participant.
- Dogs are **NOT** permitted in or around the barn and if you do bring your dog it must remain in the car.

Volunteer Requirements

1. Due to NJ State Labor Laws, insurance regulations and our PATH center accreditation standards, all volunteers must be at least 14 years old. No exceptions to this policy are possible.
2. Volunteer Application, Statement and Release forms must be completed and submitted to Mane Stream.
3. Volunteers must attend the orientation and training session(s) provided by Mane Stream
4. Volunteers should be available a minimum of 3 hours per week. New volunteers will receive their assignment and schedule following attendance at the Volunteer Orientation and Training. Volunteer assignments and schedules are based on interest, experience and availability.
5. Volunteers must be able to work independently with minimal staff supervision. Volunteers must have a positive attitude and be able to adapt to change and be flexible. Volunteers must possess the ability to follow directions and take instruction.
6. Because of the nature of the programs and services provided, Mane Stream reserves the right to make the final determination as to the appropriateness of volunteers for our organization.

Terminology

Participant: A participant is any person participating in a Mane Stream program. A participant in therapy program is called a client. Participants in the adaptive riding program are called riders. Participants involved in a school based program may be called students.

Programs and/or services: description for all of what Mane Stream offers

Screening: free intake process for all participants

Therapy (occupational, physical, speech/language, mental health)

Client/patient: a person receiving therapy services

Sessions: weekly appointment time with therapist

Evaluation/discharge: the process of beginning/ending medical services

Therapist: person in charge of the therapy session

Play: what happens in a therapy session for children only

Clients in therapy **do not** ride the horses, the horse is merely a tool in their session as the client is never in control of the horse.

Special therapy equipment:

Boppy Pillows- These may be used to support a client with poor sitting balance

Clinical Equipment- The Unbridled Possibilities Therapy clinic has a wide variety of therapy equipment including swings, trampoline, fine motor table, crash mat, climbing wall, Theraplate and mat table. This equipment is used to work in conjunction with the horse portion of the session and improve the clients' skills outside of Mane Stream.

Helmets- All therapy clients are required to wear a helmet when around the horses for safety. Helmets are ASTM/SEI certified or are covered under the PATH guidelines for Alternative helmets and may be used in therapy only.

Safety belts- Waist belts are used for all participants in therapy. It is important to remember not to pull down on the belt while sidewalking, as this may unbalance the client.

Adaptive Riding

Rider/student: a person taking riding lessons

Lesson: weekly instruction by riding instructor

Session: time period of several weeks that a student pays for, labeled by numbers (Session #3)

Instructor: person in charge of the lesson

Ride: what happens in a riding lesson

Words NOT to use:

Therapy horses • Hippotherapist • Modality

Say this, not that...

Occupational, Physical, Speech/Language Therapy, **NOT** Equine Assisted Therapy or Hippotherapy

Adaptive Riding, **NOT** Therapeutic Riding, Riding Therapy

Because...

While those terms are correct, we ask that they are not used because Occupational, Physical, Speech/Language Therapy are licensed services whereas Equine Assisted Therapy or Hippotherapy are just descriptions of the services. We like for everyone to be informed of the difference.

General Horse Do's and Don'ts

- **DO** remove the lead rope after the horse is secure on the cross ties
- **DO** make sure stall doors are closed during program
- **DO** allow leaders to put the bridle on last and take it off first
- **DO** alert a Mane Stream staff member if you find a piece of tack that is broken or needs repair
- **DO** allow the horses to have "quiet time" in their stalls. Groom and tack all horses on the cross ties
- **DON'T** change the bridle- if you have a concern with the way a bridle fits, bring it to the attention of a Mane Stream staff member
- **DON'T** put a horse in the stall with a bridle on
- **DON'T** attach cross-ties to the bit, always attach them to the halter
- **DON'T** play with the horses' faces or mouths
- **DON'T** change assignments
- **DON'T** talk about horse behaviors in front of the participants or comment in a negative way to others
- **DON'T** hand feed the horses

General Mane Stream Guidelines

Interacting with People with Disabilities

Don't make assumptions about people or their disabilities. Don't assume you know what someone wants, what they feel, or what is best for them. If you have a question about what to do, how to do it, what language or terminology to use, or what assistance to offer, ask them.

Ask before you help. Before you help someone, ask if she would like help. In some cases a person with a disability might seem to be struggling, yet she is fine and would prefer to complete the task on her own. Don't be offended if someone declines your offer of assistance.

Speak normally. Some people have a tendency to talk louder and slower to people with disabilities; don't. Don't assume that because a person has one disability, that he also has a cognitive disability or is hard of hearing.

Use "people-first" language when referring to people with disabilities. A person is still a person with or without a disability but they are not the disability in itself. People-first language means put the person first and the disability second.

Be aware of personal space. Some people who use a mobility aid, such as a wheelchair, walker, or cane, see these aids as part of their personal space. Don't touch, move, or lean on mobility aids. This is also important for safety.

Volunteering for Adaptive Riding

Head Barn Volunteer (HBV)

The Head Barn Volunteer ensures that the lessons run on time, horses are tacked correctly and that other volunteers understand their assignments. The HBV arrives before the rest of the volunteers and meets with the instructor to determine the plan for the day. They help new volunteers find their nametags, log in/out of Volgisitics and provide mentoring to new volunteers. These experienced volunteers are the stars of the barn.

Leader

Volunteers who come to our program with horse handling experience may be asked to be horse leaders. As a leader, the volunteer is responsible for handling the horse. Horses are extremely aware of and sensitive to the person leading them. A leader's manner of walking on briskly or just sauntering along can greatly affect how the horse will respond and how effective the rider's lesson will be.

Methods of Leading

Active leading - The leader is totally responsible for the horse. The horse is getting all aids from the leader, not the participant. This type of leading is primarily for participants doing exercises, or participants that are unable to control their horse. Program horses are trained to look to the leader for directions if none are coming from the participant.

Supportive leading - The horse is still on lead, but the leader is not actively giving the horse aids. The participant will be giving the horse aids for walk-on, halt, and steering, but may not be proficient enough to be completely independent. In this way, the participant can practice skills while the leader makes sure the horse is following the cues given by the participant.

Passive leading, on or off lead - The leader continues to stay by the horse's head, but does little to control the horse. When the participant is ready, the lead line will be removed. This is a big step for many participants. It's their first big move to independence yet the leader is still close by to help out when necessary.

Spotter - The leader is asked to take the horse off lead and stand in the center of the ring. Spotters watch one rider/horse at all times during the lesson. While it may seem a non-active job, spotters are extremely important to independent riders. They must be ready to assist instantly if the rider or instructor needs their help.

The primary responsibility of the Leader is the horse, and:

- Making sure the horse is groomed and tacked properly
- Putting the bridle on
- Warming up the horse in the ring before the lesson
- To control and calm the horse in an emergency situation
- ***To help the horse follow the cues from the rider***

Do's and Don'ts of Leading

- **DO** alert a staff member immediately if the horse is being difficult, making you uncomfortable, or if you see **ANY** unsafe situation
- **DO** lead the horse as close to the mounting ramp as possible and help him to stand squarely. Stand in front of the horse to keep him still while the participant is mounted
- **DO** stand in front of and facing the horse whenever the horse is asked to stand still for any period of time
- **DO** allow the horse's head to move in a natural rhythm
- **DO** use short quick forward snaps of the lead to get the horse to move quicker
- **DO** lead from between the horse's head and shoulder, on the side of the horse nearest the center of the ring
- **DO** have one to two horse lengths between you and the horse in front of you
- **DON'T** drag the horse behind you
- **DON'T** wrap the extra lead rope around your hand, instead hold the lead rope in two hands with the extra lead folded in your hand
- **DON'T** have a "death grip" on the lead rope too close to the horse's head-hold the lead rope "softly"
- **DON'T** pick up balls, cones, poles etc. - remain focused on the horse during activities
- **DON'T** pull against the horse if they are scared and backing up in a panicked state. Instead follow them slowly and calmly while speaking to them in a calm voice until they stop

Sidewalker

Sidewalkers are volunteers who directly assist the participant during the lesson. A sidewalker's responsibility is the safety and well-being of the participant at all times. Sidewalkers can be actively involved in maintaining the participant's balance, reinforcing the instructor's directions or giving the participant moral support. Some participants do not require any sidewalkers, others may be assigned 1 or 2 sidewalkers depending on their needs. The sidewalker's attention must at all times be focused on the participant. Communication between sidewalkers should not interfere with the instructor's directions. Sidewalkers may communicate with the horse leader or each other in regard to the participant's needs. In an emergency situation, the sidewalker stays with the participant unless otherwise directed by the instructor.

Methods of Sidewalking

Single Armlock - the sidewalker places their forearm closest to the participant over the participant's thigh, grasping the front of the saddle, pad, or surcingle with their fingertips. Don't use too much or too little pressure when performing an armlock; allow the weight of your arm to rest on the participant's leg

Double Armlock - The sidewalker places their forearm closest to the participant over the participant's thigh and the other hand holds the front of participant's ankle in place.

Ankle Hold - The sidewalker holds the back of the participant's ankle to stabilize the participant's lower leg.

Passive Sidewalking - The sidewalker walks alongside the participant and is available for moral support, reinforcing directions, or physical assistance when needed.

If a participant has two sidewalkers and the instructor asks for his/her instructions to be reinforced to the participant, only one sidewalker should do the talking so the participant does not get confused.

Don't talk to the participant or other volunteers during the lesson while the instructor is talking, but do reinforce the instructor's directions if necessary, and do give appropriate praise to the participant.

Do's and Don'ts of Sidewalking

- **DO** an immediate armlock on any participant if an unexpected incidence arises
- **DO** alert a Mane Stream staff member immediately if you see **ANY** unsafe situation with your participant or another participant
- **DO** keep your focus on the participant at all times
- **DO** stay next to your participant at all times
- **DO** redirect the participant's attention back to the instructor if they are not paying attention.
- **DO** have only one sidewalker assist the participant verbally.
- **DO** give only as much support as the participant requires, both physically and cognitively.
- **DO** allow the participants to attempt to perform each activity as independently as possible.
- **DON'T** rest your arm on the horse's side or hindquarters or lean into the horse with your elbow
- **DON'T** hit the horse or "tickle" the horse in the flank to get him to trot
- **DON'T** stop to tie your shoelace without warning
- **DON'T** allow the participant to dismount until a Mane Stream staff member is at their side.
- **DON'T** remove the participant's feet from the stirrups until the instructor has asked you to
- **DON'T** talk about inappropriate subjects or use inappropriate language. Be mindful of making your conversations appropriate for the participant and to include the participant
- **DON'T** reprimand a participant; bring any behaviors to the attention of a Mane Stream staff member

If a participant loses his/her balance during a lesson:

- Leader stops horse.
- Sidewalkers try to keep participant in the saddle by stabilizing participant with arm-locks over the participant's thighs.
- If possible gently push the participant back into the saddle.

Volunteering for Therapy

Therapy Team: The volunteer therapy team consists of a long liner, header and sidewalker. Generally, three or four volunteers compose the therapy team preparing the horses, selecting tack from the tacking list, cleaning in the barn and clinic, assisting the therapist in the session (arena and clinic) and working with the horses. Volunteers are assigned by the therapist for each client appointment during the volunteer shift.

Long Liner: Long lining is a way to control the horse while a client is mounted for therapy. Long lining is an advanced horse handling skills used in therapy sessions. Long lining encourages the horse to use his back and haunches correctly providing improved movement and a stable platform from which the client works. Long lining provides an increased sense of independence to the client.

Header:

The header is the forward safety person in the team.

The header leads the horse and is in charge of the horse during mounting even though the horse handler/long liner is there.

The header clips the lead rope on:

- during mounting
- during dismounting
- when outside an enclosed arena
- during long pauses
- in an emergency as directed by the therapist

Outside, the lead rope is used to keep the horse from eating grass. The header should not direct or interfere with the horse in any way. The header should FOLLOW the horse outside. The horse handler/long liner is in control of the horse.

Inside, the header watches the team, notifies the long liner of the horses' moods, stands in front of the horse during extended stops, opens and closes gates and controls the horse during mounting and dismounting.

The header needs to be close enough to hear the therapist, but not so close as to distract the horse. Generally, the middle of the arena or the same end of the arena is best.

Therapy sidewalker: The therapy side walker is the therapist's helper. They assist with transfers on/off the horse and in the clinic, sidewalking during the horse portion of the therapy session and assisting during the clinical portion of the session. The therapist communicates the client's needs to the therapy sidewalker including communication styles, sidewalking hand holds, and sensory issues or behaviors.

Do's and Don't's of Sidewalking

- **DO** keep your focus on the client at all times
- **DO** maintain the hold that the therapist instructs you to do, even if the therapist changes their own hold or support to the client
- **DO** stay next to the client during position changes
- **DO** redirect the client's attention back to the therapist if they are not paying attention
- **DO** allow the client to attempt to perform each activity as independently as possible.
- **DON'T** rest your arm on the horse's side or hindquarters or lean into the horse with your elbow
- **DON'T** talk about inappropriate subjects or use inappropriate language.
- **DON'T** reprimand a client; allow the therapist to manage client behaviors

EVERY volunteer position is just as important as the other!

Emergency Procedures

- *In the event of an emergency, all leaders/horse handlers must immediately stop horses and assume halt position in front of horse (leader/header). Sidewalkers must assume the arm-lock position on all participants. The safety and well-being of all individuals is a priority. By following basic safety procedures most emergencies can be avoided. However, if an emergency does occur, please try to remain calm. Take a deep breath*

If a participant must be removed from the horse (emergency dismount):

- Leader stops the horse and the participant will be dismounted to ground quickly and quietly
- Participant's feet should be removed from the stirrups, if stirrups are being used
- The leader/horse handler should circle the horse around him/herself as the person performing the emergency dismount bear hugs the participant around the waist and slides the participant off and away from the horse
- Once the participant has been dismounted, leader/horse handler should circle the horse away from the participant (so hindquarters are NOT towards the participant) or back the horse away from the participant

If a participant falls from the horse:

- Make sure both of participant's feet are out of the stirrups
- Try to catch or soften the participant's fall if possible

- Leader should halt the horse and move the horse away from the fallen participant by either circling so that hindquarters are not towards participant, or backing the horse away
- **Never move a fallen participant;** wait for the instructor or therapist

Things to keep in mind in the event of a medical emergency:

- Communicate with everyone involved in the emergency in a calm and concise manner
- All of those involved with an emergency situation should stay calm and do the best that they can to keep the rider as safe as possible
- In all emergencies, only a trained individual may apply first aid (a staff member who is certified in first aid and CPR is always on site during program activities). A volunteer may be called upon to assist

Guidelines to follow during an emergency:

1. Survey the scene for safety.
2. A staff member trained in First-Aid/CPR attends to the injured person.
3. A volunteer may be asked to retrieve the First Aid kit, AED unit, and the blanket from the box in the barn aisle or from outdoor shed beside the outdoor ring, or the office.
4. If other participants are present, they may be asked to stop what they are doing and leave the scene if possible. The Mane Stream staff member will decide on a plan of action.
5. If further assistance is needed, a designated person will be instructed to call 911 and tell the dispatcher what happened, the condition of the injured person, what help is being given, the location of the injured person, and directions to Mane Stream (83 Old Turnpike Rd -just south of Hill & Dale Rd in Oldwick). Emergency information is posted near the barn phone.
6. A designated person will retrieve the emergency binder from the office.
7. A person will be designated to open all gates to the accident site after all horses have been secured. This person will wait at the bottom of the driveway to tell EMS to turn off lights and sirens and to direct them to the location of the injured person.
8. The Mane Stream staff will notify the parent/guardian.

What to do when there's a Loose Horse

If a Horse is Loose

- DO NOT CHASE IT!
- Announce, "Loose horse!" and inform a Mane Stream staff member
- Walk slowly and approach the horse from the side
- Talk in a low, soothing tone of voice
- Look at the ground when approaching the horse, so you are not a "threat"
- A small amount of grain may encourage the horse to wait or come to you
- Put the lead rope over the horse's neck first, then put on the halter with the leadrope attached
- Do not lead the horse with just the halter and no lead rope, you could be injured if the horse bolts

Loose Horse in the Ring

- All horses are halted with lead ropes attached
- Leaders/horse handlers stand in front of the horse's head
- Sidewalkers should remain with their participant and use an armlock and prepare to assist with dismounts if the Mane Stream staff member decides this is appropriate
- If necessary, horse leaders will be asked to lead horses from the ring and sidewalkers or designated volunteers will be asked to assist the participants to a safe location

Loose Horse in the Barn

- If participants are in the barn a Mane Stream staff member or designated volunteers should take them out of the barn to a safe location or into the tack room
- Remove any horses from cross ties
- Close all barn doors leading to open areas
- Attempt to catch the loose horse or herd the loose the horse into an empty stall

In the Event of a Fire:

- Evacuate all participants; the Mane Stream staff member will give directions and will take responsibility for evacuating participants. Volunteers may be assigned to help participants to a safe area
- Instructors/staff will designate someone to call 911
- A Mane Stream staff member will survey the scene to make sure it is safe to enter
- A Mane Stream staff member will designate persons to begin evacuating horses when all participants, volunteers and staff are out of the facility
 - Evacuate horses through the nearest door beginning with the horses closest to the fire
 - Lead horses to the nearest paddock/pasture, if possible
 - Frightened horses may not want to leave their stalls, talk to them in a reassuring tone of voice (it may be necessary to cover their eyes)
 - If a horse is unmanageable or refuses to leave stall, leave door open and move to the next horse
 - Be aware of the possibility that once outside, a horse may try to run back into the barn

In the Event of Extreme Weather

In the event of a ***rapidly approaching thunderstorm or extreme high winds:***

- Dismount all participants immediately under the direction of the Mane Stream staff member
- Sidewalkers should take participants into the waiting area outside the office, sit near the walls and away from windows and doors.
- In the ***indoor ring***, leaders/horse handlers should return horses to stalls and proceed to the waiting area outside the of the bathroom, sit near the walls and away from windows and doors
- In the ***outdoor ring***, leaders should return horses to barn; if time does not permit this, untack horses in ring and turn out in pasture or ring and then proceed to the waiting area outside the of the bathroom, sit near the walls and away from windows and doors

In the event of ***extreme weather*** and there are no programs taking place:

- If horses are outside, leave horses in pasture. Close barn doors and take shelter in the waiting area outside the bathrooms, sit near the walls and away from windows and doors
- If horses are inside, close barn doors and proceed to the waiting area outside the bathrooms, sit near the walls, and away from windows and doors.

Preventing Disease Transmission

The risk of getting a disease while working with or caring for a participant is extremely small. The following precautions should be taken to further reduce the risk:

- Before you begin volunteering, cover any cuts, scrapes, or skin irritations you have in order to avoid contamination
- Notify a Mane Stream staff member immediately if the participant you are working with has any sudden health issue, such as a bloody nose or other bodily fluids

- Avoid contact with blood and other bodily fluids
- If contact is unavoidable, use protective equipment, such as disposable gloves (located in the first aid kit)
- Thoroughly wash your hands with soap and water immediately after giving care

The Horses at Mane Stream

All program horses are evaluated before being accepted into the program and are trained to accept new equipment and props that they may encounter at Mane Stream. They receive regular schooling and conditioning, and are re-evaluated on a regular basis to ensure that they remain appropriate for the program.

Horse Sense

- Horses are herd animals with a distinct pecking order
- Horses, being a prey animal, react to danger by fleeing
- Horses cannot see directly in front of them or directly behind them
- Horses are creatures of habit and learn best by repetition
- Horses move away from pressure and resist force
- Horses show their moods by their ears and by their body language
- Horses are inclined to take cues from an identified leader, whether horse or human
- Horses learn to trust and follow the lead of the one in the herd that has earned their respect
- Horses are highly social animals
- Horses not only respond to voice commands, they also respond to “tone of voice”
- Horses instinctively know when another horse (or human) is their equal, their superior, or one that can be dominated
- To the horse, you are just another animal in the Mane Stream herd

Body language

Horses communicate with each other using body language. Humans can also communicate with horses using body language. In a herd, horses will take their cue from the lead horse and react accordingly. In our situation, the person leading the horse should be the “lead horse”. A strong and confident leader will tell the horse that he or she should be following the cues of the human leader. Precise and consistent cues from the leader will keep the horse alert and responsive to what is being asked of them. There must be no confusion over who is in charge. It is not about physical size and strength, it’s about confidence.

Humans ask for respect from horses, just as horses ask for respect from humans. It starts by respecting their space. You can show respect by not being in their face, not reaching into their stalls, and not grooming them in their stalls. Firm and consistent handling in the ring allows horses to respond in calm and respectful way. It is mutual respect that provides the best relationships between horses and humans!

Horse Lingo

A big part of being consistent with the horses is using the same language. If everyone uses the same terms and phrases during all handling, the horses will better understand what is being asked of them.

At Mane Stream, the terms and phrases that our horses are familiar with are:

“Walk on-“ used to ask the horse to move forward at the walk

“Whoa-“ is used to stop the horse

“And...whoa-“ can be used to stop the horse but to also give them time to “prepare” to stop

“Easy-“ is used when you want the horse to slow down

“Stand-“ is used when a horse is fidgety and not standing quietly

“Trot-“ is used to ask a horse to trot

Tone of voice is also very important. A quiet gentle, tone can be used to soothe a nervous horse. A firm and assertive tone can command a quick response from the horse. These words should be used while grooming and tacking, in the warm-up, and during the lessons. Consistency is the key to success with any herd.

READING HIS EARS

The horse's ears and actions are the key to his emotions. He can tell you what he is paying attention to and how he feels by the way he uses his ears and the way he acts. Following are some tips to his emotions.



Ears forward but relaxed
interested in what's
in front of him.



Ears turned back but relaxed
listening to his rider
or what's behind him.



Ears pointed stiffly forward
alarmed or nervous about what's
ahead. Looking for danger.



Ears pointed left and right
relaxed, paying attention
to the scenery on both sides.



Ears stiffly back
annoyed or worried about what's
behind him; might kick if annoyed.



Droopy ears
calm and resting,
horse may be dozing.



Ears flattened against neck
violently angry, in a fighting mood.
May fight, bite or kick.

OTHER SIGNS YOU SHOULD NOTICE ARE:

- **Tucking the tail down tightly.**
Danger to the rear.
Horse may bolt, buck or kick.
Watch out if ears are flattened, too!
- **Switching the tail.**
Annoyance and irritation:
at biting flies, stinging insects or
tickling bothersome actions of a rider or another horse.
- **Droopy ears and resting one hind leg on toe.**
Calm and resting, horse may be dozing.
Don't wake him up by startling him!
- **Wrinkling up the face and swinging the head.**
Threatening gesture of an angry or bossy horse.
Watch out for biting or kicking.

VOLUNTEER MANUAL QUIZ:

PLEASE BRING YOUR COMPLETED QUIZ WITH YOU TO THE ORIENTATION.

We will review these questions and answer any questions you may have at that time.

1. Fill in the blanks with the following Horse Lingo
 - a. _____ is said to ask the horse to walk forward
 - b. _____ is used to stop the horse
2. T or F: Leave some slack in the leadrope and allow the horse to move his head while walking.
3. T or F: It is okay for the leader to pick up a fallen toy or ball and to hand props to the participant.
4. T or F: Always leave 1-2 horse lengths between horses.
5. T or F: It is okay to put a horse back into the stall with the bridle on.
6. T or F: The sidewalker can bridle the horse in his stall.
7. Adaptive riding is:
 - a. A riding lesson for people with special needs.
 - b. A therapy session with a horse.
 - c. A fun activity for a person with a disability who likes horses
 - d. A and C
 - e. B and C
8. Therapy is:
 - a. A riding lesson for people with special needs with a therapist
 - b. An occupational, physical or speech therapy session that may include horses
 - c. A fun activity for a person with a disability who likes horses
 - d. A and C
 - e. A and B
9. If you are going to be absent you should:
 - a. Not worry about it- we have plenty of volunteers
 - b. Email Emily, Mane Stream's Volunteer Coordinator
 - c. Call and leave a message in voice mailbox #5 as soon as possible
 - d. Call and speak to a staff person to let them know you will be absent
 - e. both b & c
10. To prevent disease transmission, you should:
 - a. Cover cuts or scrapes you may have
 - b. Notify the instructor if the person you are working with has a runny nose
 - c. Wash your hands after touching every horse and every participant
 - d. All of the above
 - e. None of the above
11. If you want to know about a specific participant's' disability:
 - a. Just ask the participant
 - b. Ask another volunteer in the class
 - c. Avoid discussing disabilities
 - d. Ask the instructor but know that Mane Stream cannot tell you due to confidentiality, but will help you understand how to work with the participants
12. You had a great experience at Mane Stream; you want to tell everyone about it! You should remember:
 - a. to keep it to yourself, remember confidentiality
 - b. spread the word, tell everyone the good news that you are volunteering
 - c. tell only your close friends and family the story
 - d. tell others, but leave out details, such as names, age or any personal information
 - e. b and d