



...horses healing human hearts

Volunteer Manual

2019





Mission Statement

Mane Support provides a ministry through equine assisted grief counseling services to reach children, youth, teens, adults and families who have experienced a death, who are anticipating the death of someone they know, or who are experiencing trauma related to the loss.

Vision Statement

Through the healing power of horses, Mane Support is dedicated to broadening the continuum of grief counseling for those who have experienced a death or other types of loss. Equine assisted grief counseling services, community education and collaborative efforts with other individuals and organizations, work together within Mane Support to achieve the highest standard of care and compassion for those who are hurting in our communities.

Values

- Uphold a commitment of compassion and support to those who are hurting through a ministry of healing.
- Maintain the highest ethical and moral standards of professionalism.
- Ensure the integrity of Mane Support through actions of faith.

Objectives

- Establish and maintain a standard of excellence for equine assisted grief counseling.
- Provide equine assisted grief counseling services to individuals regardless of race, religion or economic standing.
- Encourage community organizations and leaders to become a part of Mane Support to broaden support for our communities.
- Promote community awareness and collaboration efforts of Mane Support through education, sharing of information and community outreach.

History

Mane Support is a nonprofit ministry that provides equine assisted grief counseling to those who have experienced a death, who are anticipating the death of someone they know or who have experienced other trauma related to their loss. Unlike therapeutic riding, 100% of the activities are conducted on the ground, as participants learn communication and coping skills, problem solving techniques, relationship building and self-esteem...not from the counselors but from the different personalities and attributes of the horses. Because of the individuality of grief, participants are encouraged to do the activities in ways that work for them. There is no right or wrong way to complete the tasks, just as there is no right or wrong way for them to grieve. It is the end result that matters, allowing them to accomplish their goals in mannerisms that pertain to their own needs, thoughts and feelings of loss within a safe and supportive environment. It is through these interactions with our "equine counselors" that healing and understanding begin to take place.

Location and Programs Offered

Mane Support's services originated in Blount County, and are now offered locally, nationally, and internationally with a Blount County Facility and a Rockwood satellite. There are groups for children, youth and teens, families, in addition to adult groups. Each group is developed for

specific needs: bereavement (following a death), anticipatory grief (prior to a death), breast cancer survivors, widows, Military and First Responders, children diagnosed with cancer and their families, and camps that address specific trauma associated with a death. Along with groups, Mane Support also offers individual sessions, workshops and community education.

Funding

Because Mane Support is a nonprofit/501(c)3 organization, the funding for our program comes primarily from grants and private donors. Fees per session or per group is a set amount with scholarship funding available. It is the goal of this ministry that no one be turned away due to financial difficulties; therefore we depend on our resources to ensure that children, families and organizations receive the support that they need.

Qualifications of Mane Support Staff

Both the therapists and equine specialists of Mane Support are certified through EAGALA (Equine Assisted Growth and Learning Association). In addition, experience, degrees and certifications are held in the fields of equine training and management, child development, mental health counseling, social work and thanatology (grief counseling).

EAGALA AND WHY WE USE HORSES

Founded in July 1999, the Equine Assisted Growth and Learning Association (EAGALA) is a non-profit 501(c)(3) organization developed to address the need for resources, education, and professionalism in the field of Equine Assisted Psychotherapy. Creating a more professional field and promoting it to the general public is a large task. EAGALA strives to educate the public that EAP is more than horsemanship and riding classes.

EAGALA aims to get professionals in the clinical and human development fields to accept EAP as a valid and effective approach, and to actively use it with their clientele. This benefits those in the equine fields by opening up greater possibilities for doing what they love, namely working with horses. This benefits those in the clinical and human development fields by providing a powerful, effective, interesting, and fun therapeutic alternative. Most of all, it benefits the clients and participants, because, as those of us working in the field see all the time, it works!

EAGALA is the organization that certifies Mane Support to combine horses and counseling. EAGALA maintains that at least two people are to be present during each session. One person is the counselor/therapist and the other person is the equine specialist. The reason for this is so that there is always one person focused on the client and one person focused on the horse(s). This decreases safety risk and increases the amount of information gained from the session. EAGALA has a high standard of how sessions should and should not be conducted. Mane Support believes in the EAGALA model, thus requiring all counselors/therapists and equine specialists to be individually certified. This increases consistency with our clients and ensures that all staff is following the same set of standards.



Some people ask, “Why horses?” Horses are magnificent creatures that demonstrate strength, power, and beauty, but that is not why we use them. We use horses because they are extremely sensitive and intuitive. They communicate through body language that is so subtle that many times even the humans that love them do not hear their message. Moreover, they are insightful and respond to how people are feeling on the inside instead of what their words are saying on the outside. These characteristics allow the counselor to gain insight into how the client is feeling. Counselors and equine specialists facilitate activities with the horses that allow the clients to draw metaphors about life and real situations or problems. The clients can practice confronting/working through challenges and obstacles in their lives in a safe and non-judgmental atmosphere. Horses are also more forgiving than most people. The clients can try different techniques or methods for accomplishing their therapeutic goals in a setting where it is okay if it is not right or perfect the first time or even the first fifty times.

GUIDELINES FOR VOLUNTEERS

Horses are independent living beings with their own minds and as such, can never be entirely predictable. There are always elements of risk in equestrian activities, including permanent disability or death, that common sense and personal awareness can help reduce.

VOLUNTEER REQUIREMENTS

- Volunteer applicants must be of at least 12 years of age unless participating in the Barn Buddies Program with a parent and/or guardian.
- Volunteer applicants over the age of 18 must submit to a background check. The Mane Support Board of Directors, Executive Director, and/or the Volunteer Coordinator reserve the right to either accept or deny a volunteer application based on the findings of the background check.

VOLUNTEER TRAINING

- All volunteers are required to attend a volunteer training class prior to working a shift with Mane Support.
- Volunteer training classes are held on the last Sunday of the month of January, April, July, and October from 1-3PM.

VOLUNTEER EDUCATION

- Volunteers are REQUIRED to attend volunteer education on the last Sunday of the month of January, April, July, and October from 3-4:30pm. If the volunteer is unable to attend the education for an emergency or illness, it is the VOLUNTEER'S responsibility to set a meeting with a member of the leadership team to acquire the information from the education.
- Education topics will vary from month to month dependent on the seasons, weather or other circumstances. If you want to submit a topic for education, please notify any member of the Leadership Team.

GUIDELINES

- Be alert and respectful of horses' intentions signaled with their ears and eyes and carried out with their teeth (bite) and hooves (kick/step).
- Speak in a reassuring tone when approaching a horse or horses and avoid sudden movements or noises.
- Never leave horses unattended with their stall doors open.
- Always lead horses properly.
- Always wear appropriate clothing including durable, close-toed shoes.
- Pick up and put back equipment you have used in the barn or arena.
- Never smoke, or allow others to smoke, while in the barn, hay area or around the horses. If you must smoke please do so in your vehicle and do not throw butts on the ground.
- Never be intoxicated while on the property or while acting as a Mane Support representative.
- Read and follow all posted information and warnings and ask questions if you are not sure.
- Comply promptly with all verbal directions of Mane Support staff unless you believe that by doing so it would endanger yourself, other people, or horses.
- Refrain from acting in any manner which may cause or contribute to your injury or the injury of other people or horses.
- Be on time for the work shift you have been appointed. If you are unable to make your shift because of an emergency or illness, PLEASE call/text the Facilities Coordinator

AND the Volunteer Coordinator as soon as possible. Please use the call list to find a replacement. If after you have called three people on the list and are unable to find a replacement notify the Volunteer Coordinator. The horses rely on us to be fed and watered.

- If you have a problem, PLEASE let us know so that we can be aware if corrections needed.
- All volunteers must chart their hours on the Volunteer Sign-in Sheet, and team leads must check off shift checklists/notes.
- Be up to date on your tetanus shot.
- Please Keep ALL gates closed.

Barn Buddies Volunteers

- This program is for families with children ages 6-12 that would like to volunteer with Mane Support as a family.
- Barn Buddies will have the opportunity to learn about the horses, brush the horses, and care for the horses.
- Families will be paired with Barn mentors who will teach them how to brush the horses, general horse care, and talk about each horse and help you decided which horse to make your Equine Barn Buddy!
- Once the family has chosen their Equine Barn Buddy, each shift after that the family will then care for their specific Equine Barn Buddy. Their barn mentor will teach them all about their horse's life story, history of the breed of horse as well as any further horse related facts.
- Guidelines for the Barn Buddies Program:
 - Parents MUST be present with child in the barn at all times.
 - Anyone that be with the children in the barn must sign a liability form before coming into the barn with the child.
 - Families MUST wear closed toed shoes.
 - Families MUST be accompanied by trainer or Barn Mentor at all times.
 - If your family is unable to make a Barn Buddies session, please notify your barn mentor first, then notify the Volunteer Coordinator.

ANYONE found to be endangering themselves, other people, or our horses will be asked to leave immediately with volunteer privileges revoked.

All volunteers must sign a Liability Waiver Form. This information will remain on file with Mane Support. Any changes to personal information or medical changes must be updated as needed. If you do not know, or are not sure what to do about something that you see or hear, always ASK.

IMPORTANT BARN PROTOCOL

Because Mane Support wants to promote a family friendly environment, it is important that certain rules and regulations be followed regarding behavior in the barn. Please pay attention to the items listed below. We want everyone to have a fun experience here.

- There is NO SMOKING in or around the barn.
- There is NO RUNNING in the barn or around the horses.
- There is NO CLIMBING on any of the horse corral panels or gates.
- ANYONE who is not a volunteer is not allowed on property without a signed liability form and is to never be alone in the barn or pastures.
- Refrain from running, jumping, yelling or screaming near the horses.
- When leading a horse in or through the barn, please alert others around you by announcing loud and clearly that you are doing so. If you are a bystander, please move immediately to clear a way for the horse's path.

THE "MANE SUPPORT WAY"

Many of you have had experience with horses and the knowledge you have is valuable. However, when you are volunteering at Mane Support, we ask that you follow the rules we have set up for the correct handling of our horses and the operations of our facility.

Because we consider the safety of our volunteers and horses to be a priority, please follow the rules. This applies to EVERYONE.

STALL:

- When getting a horse from the stall, go inside with the horse and close (but do not latch) the door behind you. This will keep a horse from rushing the door to get out. If the horse seems distressed, leave the stall IMMEDIATELY and get help. Otherwise, put on the halter and lead the horse out.
- Make sure the stall door is fully open when leaving or entering the stall with the horse.
- When returning a horse to the stall, allow the horse to go in and pull him back around to face you at the door. Remove the halter and lead rope. (It's always nice to praise your horse at this time). Close and latch the door securely. Leave the halter with lead attached hanging outside the designated stall door.

APPROACHING:

- When approaching a horse, speak in a low, calm voice and walk slowly toward its shoulder. Never approach from behind or directly in front of the horse; these are two of its blind spots and your actions can startle the animal.
- Make sure you have the halter and lead rope ready to put on the horse. When you have approached the horse and are at its shoulder, place the lead rope over the horse's neck and put on the halter.
- We ask that you never go into a pasture alone. Always get help when you are bringing a horse in from an area with other horses in it.

EQUIPMENT:

- Always use the correct size halter for the horse.
- Make sure all tack is in good repair before using.
- Return all tack to its proper place so it can be found again by others.

BRUSHING:

- Have a second person hold the horse while brushing, and do so outside of the stall (in the aisle or arena).
- When brushing, be very gentle around the horse's flank area. (This is where the hind leg joins the body). Some horses can be ticklish and prone to kick.
- Make sure a horse is standing square before attempting to pick up a hoof. Always pick away from yourself. (NOTE: Additional training is needed to pick hooves.)
- During fly season, spray the horse before brushing the mane and tail or picking the hooves. DO NOT spray the face; use a sponge or rag to gently apply repellent around the eyes and in the ears.

LEADING:

- NEVER wrap a lead rope around your hand, wrist or body. Hold the rope 6 to 10 inches from the snap in the right hand, letting the rope droop between you and the horse. Fold the remaining rope into a "figure 8" and hold it with your left hand. Keep both hands on the lead rope.
- DO NOT let the lead rope drag on the ground. You or the horse you are leading could trip, causing injury to yourself or the horse.
- Ask the horse to walk with you by moving forward. You should walk next to it by staying near its shoulder. Never walk in front of the horse or pull it.
- When asking a horse to stop, stop your feet .
- If a horse is being pushy and invading your space, push against its shoulder. It should be an arm's length away from you.
- If a horse is nippy while being led, step further back by its shoulder and keep your hand away from its muzzle.
- Mane Support does not condone loud, rough discipline of our horses. It could frighten the horse or the other horses and endanger other handlers. We do recommend a firm voice when disciplining.
- If a horse steps on your toes, count to five while pushing your weight into its shoulder. It should step off. The horse does not step on toes purposely so there is no need to yell at, hit or otherwise scare the horse. This is a very good reason for wearing protective shoes.
- Watch the horse's basic attitude when you get it from its stall or pasture. Just like people, it can sometimes have a grumpy day. Ask for help when handling a case like this.
- ALWAYS take off the halter when turning a horse out to pasture or putting it back in the stall. A horse can get its foot stuck in the halter or get the halter stuck on the fence, causing injury or damage.
- Leave the halter and lead rope hanging on the stall door for easy access in the event of an emergency.
- When bringing a horse in, walk the horse to its stall.
- Never lead more than one horse at a time.

******There are fenced areas for the horses to be held securely while outside. Each pasture has a gate with a locking or latching mechanism. PLEASE always leave a gate as you found it. When in doubt, close and lock the gate. If there are two latches, please latch both. Gates keep the property safe and horses kept where they are supposed to be.***

FEEDING, TREATS AND KISSING!!:

- Feeding from the hand encourages nipping and biting. Treats such as apples, carrots and cookies should be cut up and fed from feed tubs laid on the ground, only with permission from Executive Director or Facilities Coordinator.
- When feeding hay, be sure all bale strings are thrown away and not left in the stalls or fields. If a horse ingests a string, it could cause it to colic which could be deadly.
- Place hay away from water buckets to keep the water clean. Sweep shavings away from under hay racks so horses are not eating shavings along with their hay.
- Kissing a horse on the nose can be DANGEROUS, believe it or not! It would be best to kiss the horse on the side of its face. Remember that horses have blind spots and right in front of a horse's face is the biggest one. It cannot see you when you are trying to kiss it and boom....there goes your nose.

SHIFT NOTES:

- ALL volunteers should sign in AND out on the shift notebook and read all notes left from previous shift on the communication log.
- Read White Boards every shift to watch for changes.
- Note any animals that require special instructions such as medications, hand walking, treatments, etc.
- Never feed grain until all animals have been placed in their stalls.
- Place feed into buckets from outside the stall by pouring through opening in the stall grate. If a stall doesn't have an opening, use caution when entering a stall to place food in bucket. Instruct the horse to get back or have one volunteer hold the animal while the other dumps grain in bucket.
- Have all stalls cleaned with fresh water and hay (if required) for the next shift.

HORSE SAFETY

- ***Ears:*** Moving around means they are listening but not concerned. Both forward means something has their full attention. Straight back, flat (pinned) against their head means they are annoyed.
- ***Eyes:*** Horses' eyes are on the sides of their heads. This means that everything that is in our peripheral that we do not see very well, horses see really well. This also means that horses do not see very well directly in front and directly behind themselves.
- ***Feet:*** Watch your feet and the horses' feet. Be aware of where they are in relation to each other.
- ***How to walk around:*** When walking around horses you want to go directly behind them, so close that your legs almost touch their legs. Talk to them and keep a hand on them at all times.
- ***Be Aware:*** Be aware of all horses and all people in your environment at all times, even those you are not directly working with.
- ***How to make them move:*** Our horses are taught to give in to pressure. So if you ever need to make them move, just put your hand on their shoulder and push. They are very big and you need not worry about hurting them. Push them until they move.

VOLUNTEERS OUTSIDE OF THE BARN

OFFICE VOLUNTEERS

- Arrive to your shift on time and log your time in the book.
- Answer the phone when it rings by addressing your name, that this is Mane Support, and asking what you can help with. If you do not know the answer to a question, write down the caller's contact information in the phone log and he/she will be called back by the appropriate staff member.
- When on the phone, speak in a welcoming, professional manner.
- Write down phone messages in the phone log and email it to the appropriate staff member.
- Organize and clean around the office when needed.
- Finish tasks that have been requested to be completed in the office.
- Attend/help with Mane Support events when possible.
- If you have a question, ASK. If you need something to do, ASK. There is always plenty of work to be done!
- When around the horses, follow the same guidelines as barn volunteers.

VOLUNTEERS IN COMMITTEES

- Attend meetings as regularly as possible, and be on time. If you cannot attend a meeting, contact the director/leader of that committee and let him/her know that you cannot attend as well in advance as possible.
- Respect and listen to other committee members' ideas. **WORK AS A TEAM!**
- Remember Mane Support's mission in committee and event planning, and always strive to work for the betterment of Mane Support and our community.
- When around the horses, follow the same guidelines as barn volunteers.

OTHER VOLUNTEERS

- Respect any other volunteers that you are working with.
- Strive to make Mane Support a positive and uplifting place to be in whatever work you are doing here.
- When around the horses, follow the same guidelines as barn volunteers.

No matter what volunteer work you do at Mane Support, know that you and your unique gifts, talents, and hard work are appreciated. Strive to work as a team and to make Mane Support a joyful place to be!

GRIEVANCE POLICY

VOLUNTEER

Mane Support aims to resolve problems and grievances promptly and as close to the source as possible with graduated steps for further discussions and resolution at higher levels of authority as necessary.

Statement of General Principles

- Complaints must be fully described by the person with the grievance
- The person(s) should be given the full details of the allegation(s) against them
- The person(s) against whom the grievance/complaint is made should have the opportunity and be given a reasonable time to put their side of the story before resolution is attempted
- Proceedings should be conducted honestly, fairly and without bias
- Proceedings should not be unduly delayed.

PROCEDURES

The following is a three level process:

- The volunteer attempts to resolve the complaint as close to the source as possible. This level is quite informal and verbal.

If the matter is not resolved

- The volunteer notifies the Facilities Coordinator AND Volunteer Coordinator first, then Executive Director (in writing or otherwise) as to the substance of the grievance and states the remedy sought. Discussion should be held between volunteer and any other relevant party. If the issue involves the Executive Director, address the issue with the President of the Board.
- This level will usually be informal, but either party may request written statements and agreements.
- This level should not exceed one week.

If the matter is not resolved

- The Executive Director must refer the matter to the Board of Directors.
- A grievance taken to this level must be in writing from the volunteer. The Executive Director will forward to the Board of Directors any additional information thought relevant.
- The Board of Directors will provide a written response to the volunteer.
- The Board of Directors will also communicate with any other parties involved or deemed relevant. This level should not exceed one week following the next scheduled meeting.

If the matter is not resolved, the volunteer will be advised of his/her rights to pursue the matter with external authorities if they so wish.

EMERGENCIES

As much as we try to be safe around our horses and to provide a safe environment for them, accidents can and will happen. As you proceed with your volunteer training, you will be learning some basic first-aid procedures for use on the horses, but listed below are some actions you can take in the event of an injury/sickness.

There is no public phone on site, so please keep your cell phones with you at all times.

HORSE:

- Horse first-aid items are located in the tack room.
- If possible, try to get the horse in a stall as quickly and as safely as you can.
- Try to remain calm and keep the horse as calm as you can.
- **Notify** the Facilities Coordinator or Executive Director immediately.
- Horses can bleed huge amounts of blood. Do not panic.
- If you think the horse has signs of colic (laying down and rolling, biting or nipping at its flank areas, sweating and general discomfort, straining but unable to have a bowel movement, no gut sounds) try getting the horse up to walk using a lead rope. Walk the horse slowly and steadily. Try to prevent it from lying down. Do not tire the horse out. It will need its energy and strength when the vet arrives. Colic is VERY SERIOUS. If in doubt, call the Facilities Coordinator or Executive Director. It's better to be safe than sorry!!!
- There are many warning signs that a horse might not be well. Please try to observe each horse when you are here and note anything you think should be brought to the attention of the staff member in charge. Pay close attention to diarrhea, runny, swollen or watery eyes, lameness, or drooling saliva from the mouth.
- It's very important that you note anything unusual that you see regarding the horse(s) basic health or condition and notify/call the Barn Manager or Executive Director as soon as possible.

Possible Symptoms of Critical Illnesses in Horses

All of these symptoms require IMMEDIATE attention. If any of these symptoms are observed they must be reported IMMEDIATELY!

- Not eating or eating oddly (with head tilted/or neck extended)
- Not drinking normal amount of water (check every shift!)
- Biting at sides or looking at sides repetitively
- Rolling for more than a few minutes
- Laying down at odd times or laying down in odd locations (try to get them up and then observe to see if they lay back down before reporting)
- Sweating when other horses are not, or sweating while at constant rest
- Restlessness in stall or paddock
- Lameness (any degree needs to be reported)
- Swelling on any part of the horse's body
- Discharge from eyes or nostrils. (can be critical and not a cold)
- Coughing consistently (for more than a few minutes)
- Any and all lacerations/rubs/burns etc. (what may not look very bad upon inspection can actually be critical if proper treatment is not given in a timely manner)

These symptoms may be seen alone or in conjunction with other symptoms, if any of these are present they need to be reported IMMEDIATELY.

EVERY day look at each animal and whenever possible get your hands on them!

PEOPLE:

- First-aid items are located in the tack room.
- All volunteers should alert the Facilities Coordinator or Executive Director of ANY injuries. These include, but are not limited to; falls, bites, kicks, other horse related, equipment related, facility related accidents/injuries. Mane Support DOES NOT provide health or accident insurance for its volunteers. In the event that you get hurt, Mane Support will notify the Emergency Contact Person you've listed on your Liability Release Form and assist in getting medical attention for you. We will call 911 or provide transportation to an emergency room for you. Mane Support will not, however, be responsible for charges incurred by these actions. Incident report forms are in the tack room file cabinet.

Facility Fire:

- Keep the facility clean. Cobwebs and loose hay can help fuel a fire.
- Never fuel any equipment within 50 feet of the barn.
- In the event of a fire always call the fire department first!
- In the event of a fire be sure when dialing 911 to state "We have a HORSE STABLE fire at: 2919 Davis Ford Road, off of Sevierville Hwy." By saying "HORSE STABLE FIRE" instead of barn fire, you are letting emergency personnel know that living creatures are involved.
- Once the fire department is called start evacuating all nonessential personnel from the barn (visitors, etc.). Ask them to move vehicle that may be parked close to the barns away from the area, but ensure they do not hinder emergency personnel entrance.
- Only after 911 is called and all people are evacuated from the area, should you begin to evacuate the horses. Only do so if time allows.

Animal Evacuation:

- It is VERY IMPORTANT to place human safety first over the safety of the animals.
- NEVER go into a burning barn without taking extra precautions.
- What we suggest as a safety net, only try and remove the animals furthest from the fire source. Starting with the stalls furthest from the fire source, begin to remove as many animals as possible to fields as far away from the barn as possible.
- Halter and lead the animal while talking in a reassuring tone to a pasture as far away from the barn and emergency traffic as possible.
- If an animal seems overly frightened and you feel its actions will put you in harm's way, close its door and leave this animal, and go onto the next stall. Too much time spent trying to rescue one horse could keep many others from being rescued.
- If any animals must remain in the barn, we recommend you remove yourself from the scene as far away from the barn as possible. Keep in mind you are only human and can only do so much. Your physical and mental wellbeing must be your first priority.
- Once emergency personnel arrive on the scene the fire chief is in charge. If they feel they can contain the fire to allow more animals to be removed, do so only under their instruction.

Tornado Procedures:

- Evacuate all horses from the barn (same as fire evacuation procedure) - if time allows.
- Open all barn doors to allow wind flow - if time allows.
- Remove yourself from the barn and get to a safe, enclosed space (if no time, go to the basement garage of the house next to the small front paddock).
- If stuck inside: close yourself in the bathroom and crouch, hands over head.

SKILL LEVELS FOR MANE SUPPORT BARN VOLUNTEERS

Volunteers are chosen to help with activities based on their ability to learn and progress through levels of competence.

Listed below are the three skill levels we will be using. The responsibilities outlined are the basic ones that we ask you to practice while you are on Mane Support property. Above all other things, SAFETY for you and our horses is the most important thing we want you to understand. If, at any time or in any skill level, you are asked to do something that you feel you are not ready to do or are not comfortable with doing, please say so. We want you to ask questions if you are not sure. And, we want you to have fun while helping our wonderful Equine Counselors.

It is expected that all skill levels will assist each other with the chores and work to their fullest capability using the lessons they will be learning while volunteering. All volunteers will be placed into a certain level by the experience they bring with them by the Volunteer Coordinator AND Facilities Coordinator. When you feel you are ready to move on to the next level, let your Volunteer Coordinator know and arrangements will be made for a personal evaluation to see if you are ready to proceed to the next level.

LEVEL ONE RESPONSIBILITIES:

- Be on time for your work session.
- Be properly dressed; wear durable shoes and have a happy, positive attitude.
- Scrub water buckets, troughs and feed pans when needed.
- Clean brushes and other horse tack when needed.
- Muck stalls and the turn out areas when they are empty and when needed.
- Help keep the barn clean by picking up trash and making sure the rakes and other tools are put back in their proper places.
- DO NOT go into any field or stall alone. You are NOT ready to do this yet.
- Understand and use the SAFETY rules for working with and around horses!!!
- Be available to assist with special events.

LEVEL TWO RESPONSIBILITIES:

- Be on time for your work session.
- Be properly dressed; wear durable shoes and have a happy, positive attitude.
- Check the appearance and behavior of each horse upon arriving for your shift and Alert Facilities Coordinator if you notice anything unusual.
- Scrub water buckets, troughs and feed pans as needed.
- Know the horse(s). Become familiar with each horse's behavior (kicks, bites, etc.).
- Prepare the feed/grain. Make sure all vitamins and supplements are given correctly. Give each horse its correct hay allotment.
- Make sure each horse has fresh water.
- Clean brushes and other horse tack when needed.
- Muck stalls and the turn out areas when needed.
- Help keep the barn clean by picking up trash and making sure the rakes and other tools are put back in their proper places.
- Be able to move a horse(s) from one area to another safely.
- Brush horses when needed.
- Understand and use the SAFETY rules for working with and around horses.
- Be available to assist with special events.
- Help LEVEL ONE Volunteers with their tasks. *Be a friend and a mentor.*

LEVEL THREE RESPONSIBILITIES:

- Be on time for your session.
 - Be properly dressed; wear durable shoes and have a happy, positive attitude.
 - Check the appearance and behavior of each horse upon arriving for your session and Alert the Facilities Coordinator if you notice anything unusual.
 - Scrub water buckets, troughs and feed pans as needed.
 - Know each horse personally. Become familiar with each one's behavior (kicks, bites, etc) and personality.
 - Prepare the feed/grain. Make sure all vitamins and supplements are given correctly. Give each horse its correct hay allotment.
 - Clean brushes and other horse tack when needed.
 - Muck stalls and the turn out areas when needed. You should know how to do these chores safely with the horse(s) in the stalls or turn out areas.
 - Help keep the barn clean by picking up trash and making sure the rakes and other tools are put back in their proper place.
 - Be able to move a horse(s) safely from one area to another.
 - Must be able to identify each horse correctly by color, sex and markings.
 - Brush horses when needed.
 - Clean feet/hooves on a horse using proper safety procedures.
 - Exercise a horse when requested, using the Parelli training.
 - Help hold or restrain horses for the veterinarian or farrier.
 - Be able to provide basic first-aid to a horse in the event of an injury.
 - Be responsible for the general condition/security of the barn and safety of our volunteers.
 - Understand and use the SAFETY rules for working with and around horses.
 - Be able to assist with special events.
 - Help LEVEL ONE & TWO Volunteers with their tasks. *Be a friend and a mentor.*
- ❖ **Each one of us, regardless of our skill level, is responsible for using safe practices when working with the horses here at Mane Support**
- ❖ **Never go into a pasture alone.**
- ❖ **Think about the things you have learned and follow the rules.**
- ❖ **No job is too small for any of us to do regardless of our skill level.**
- ❖ **ALWAYS, ALWAYS remember to help each other so that we can all help our equine friends**

**We would like to thank you for volunteering at
Mane Support!**

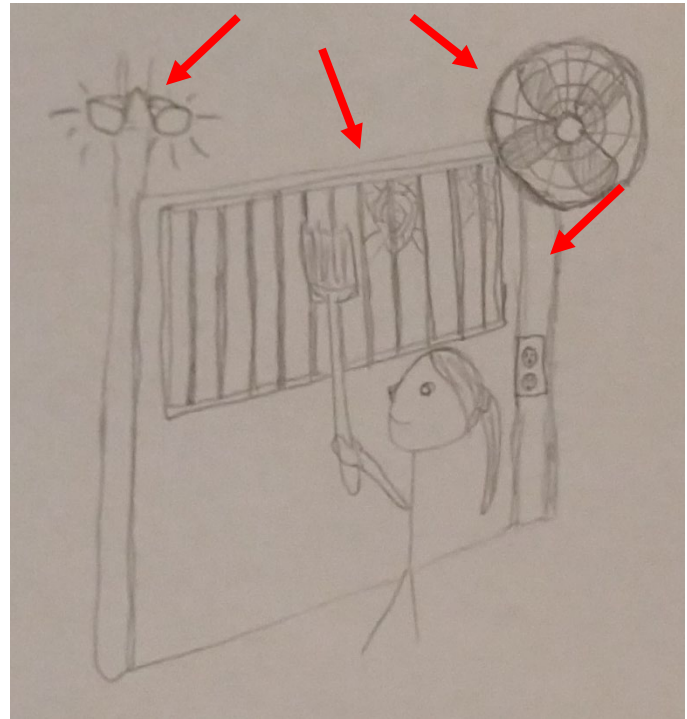
Barn Chores

Stalls:

- Give the assigned amount of hay in the hay feeder (or beside the water bucket in Scout's case) making sure to pull it apart to look for things horses shouldn't eat (foxtail weed, plastic, twine, mold, etc). **Always remove hay twine as soon as you open a new bale!**
- Fill all water buckets all the way to the top (not the lip inside)
- Never clean a stall with a horse in it! If the horse is in first take it out of the stall and put it either out to the pasture (if it is going outside in the morning) or put it in the arena. If putting it in the arena, make sure you only put pasture mates out together (Sophie, Bug, Skylar, and Dakota together, and Scout and Kee together)
- When cleaning the stall make sure to remove all urine and soiled bedding. Make sure to use the back/side of the manure fork or the shovel to scrape up everything
- Replace soiled bedding with new clean bedding when necessary (Sophie needs lots, the minis need the least)
- When finished in the stall sweep back the shavings from the front of the stall and from under the hay feeder.
- Make sure to do a visual check of all stalls before bringing in horses. Look up and down in case of sharp spots on the stall, uneven flooring tiles or holes, etc.
- All horses need to be groomed at least 2-3 days a week and hooves should be picked daily

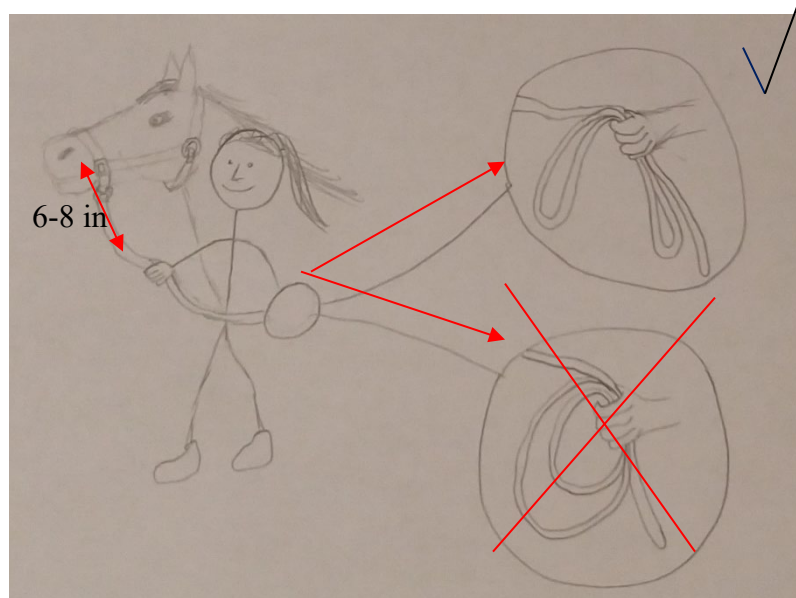
Barn:

- When all the horses are out (in the morning) or in (in the afternoon) and stalls have been cleaned, sweep the aisle between the stalls as well as the walkway along the arena to the group room, and tack room.
- Use a broom or dust mop to dust the stalls, fans, outlets, and lights to remove dust and cobwebs which are fire hazards.
- Make sure all lights are turned off and all gates/stalls properly latched before leaving the barn
- Don't forget about the group room and bathroom. Both need to be swept out and cleaned regularly.



Extra notes:

- ****Any time a horse is acting strangely (limping, bleeding, not eating, laying down and standing back up repeatedly, biting at their stomach, unusually lethargic, etc) notify a staff member AND make a note on the communication log if during a shift.****
- ****Make sure to read the white board on the tack room door at the start of each shift as there may be important instructions that you will otherwise miss.****
- Below is a visual representation of how to and not to hold a lead rope while leading a horse.



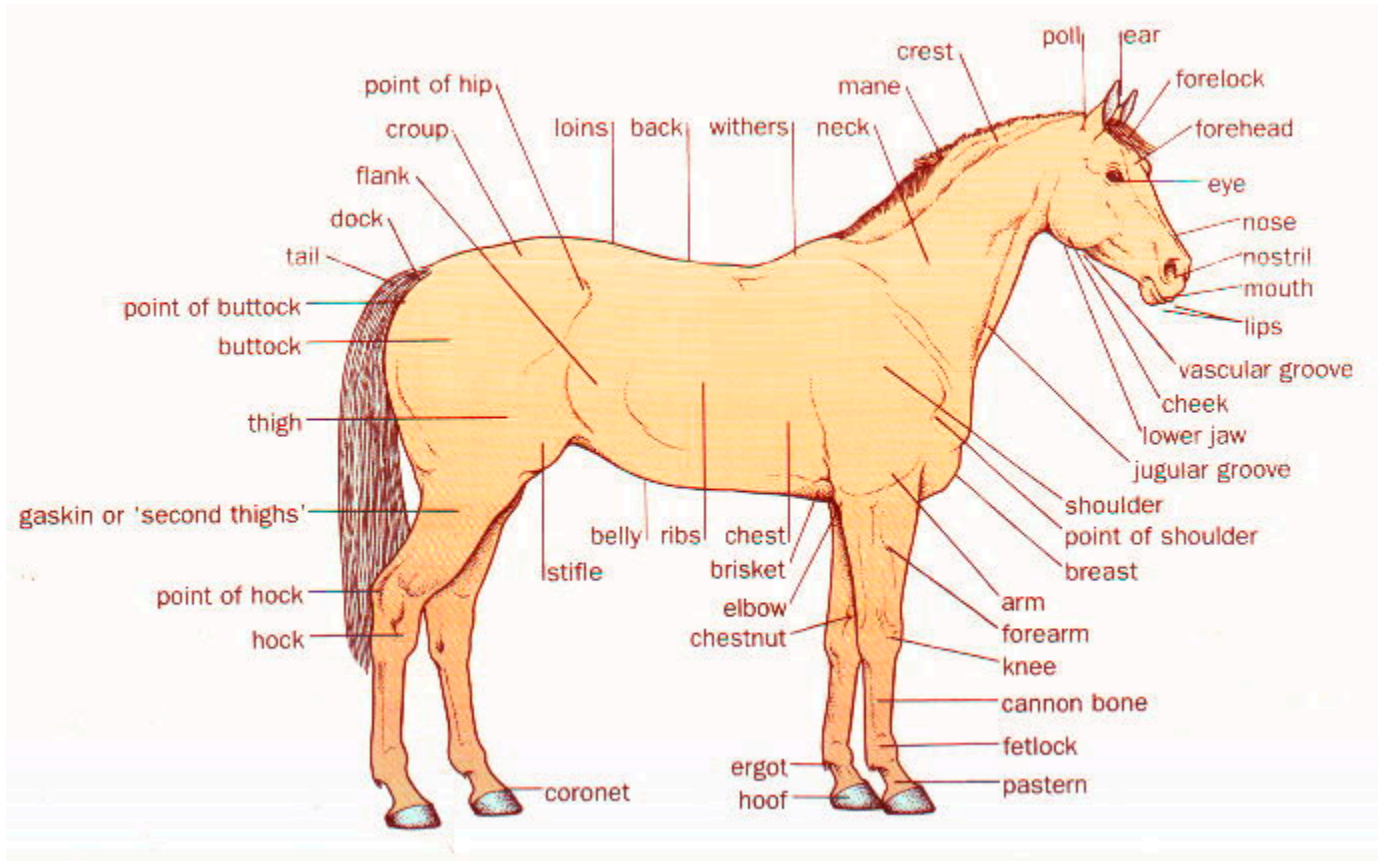
Continuing education will be provided by Mane Support on a regular basis. This is required of ALL volunteers to insure volunteers are interacting with horses correctly and have the knowledge needed.

Due to the confidential nature of the programs at Mane Support, unless requested by Mane Support staff, no volunteer is to be present while individual or group sessions are being conducted.

All barn volunteers are required to schedule their hours with the Volunteer Coordinator.

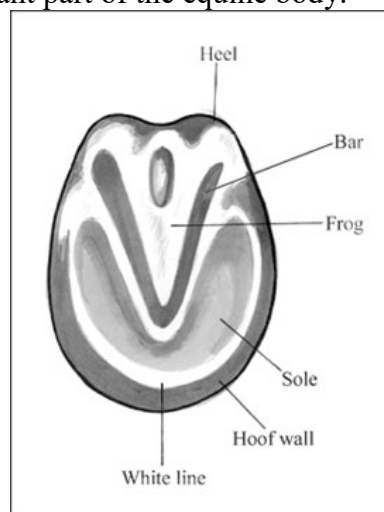
NO ONE IS EVER TO BE ALONE AT THE BARN!

Identifying Horse Parts and Markings



Hoof:

Have you heard the expression, *No hoof, no horse*? Well, it's true. Without healthy hooves, horses cannot function well. Becoming familiar with the parts of the horse's hoof gives you intimate knowledge of this most important part of the equine body.



Identifying Horse Parts and Markings

Colors:

There are many ways to identify horses. Color is usually the most common element used. Below are the most common colors. Colors may vary when dealing with different breeds.

- **Bay:** Bay horses are generally brown but may vary from a light tan color to a dark brown. Bay horses always have black points (Mane, tail, and lower legs).
- **Black:** Actually black without any lighter colored areas, such as the muzzle and flank.
- **Brown:** May look dark brown or almost black. The brown horse will have brown color around the eyes, elbow, muzzle and flank.
- **Chestnut / Sorrel:** Reddish body color. The mane and tail are never black. The coat can range from a light red to a dark red. Sorrel horses are sometimes called such because they have a light body color and often a lighter mane and tail.
- **White:** Are horses that are born white and stay white throughout its life.
- **Buckskin:** Tan or yellow colored horse with black points.
- **Dun:** Orange to light cream in color. The points may be any of several colors. These horses often have a stripe down their back or legs.
- **Gray:** Have a mixture of white and a darker hair colors. Most gray horses are born darker with a few gray areas here and there. They get lighter in color with age.
- **Roan:** Coat color results when a horse has white hairs mixed with hair of a darker color. Red roans and blue roans have white and red or brown/black hairs mixed, respectively.
- **Palomino:** Are 3 shades lighter or darker than a newly minted gold coin. They have a white mane and tail.
- **Pinto / Paint:** Have large spots of white on a darker coat color. These white patches are present at birth, grow from pink skin and do not change over the life of the horse.

Gender/Age Identification:

- **Stallion:** Uncastrated males (Colt–Male babies)
- **Gelding:** castrated males
- **Mare:** Female horses (Filly–female babies)
- **Weanling:** Horses that have just been weaned from their mothers. Usually between 6 months and 1 year.
- **Yearling:** Horses between 1 and 2 years of age.

Other means of identification:

- **Brands:** Hot iron or freeze marks made with copper brand heads and something to super cool the head such as carbon dioxide or liquid nitrogen. Brands may be anywhere but are most commonly seen on the jaw, the neck and the horses outer rear leg.
- **Tattoos:** are seen primarily on the inside of the upper lip.
- **Microchip:** Radio frequency electronic identification makes use of a rice grain size electronic device that is implanted in the upper part of the horse's neck, generally under the mane. The microchip contains a unique ID number, which must be read with a microchip reader.

Height & Weight

- The horse's height is measured from the highest point of the withers to the ground. Horse height is expressed in hands. A hand is 4 inches. A horse that is 62 inches high at the withers would be 15.2.
- Weight can be measured with scales or using various body measurements. Weigh tapes use the diameter of the horse's chest (heart girth) to estimate weight.

Identifying Horse Parts and Markings

Looking at markings

Leg and facial markings are great for helping to identify individual horses. Each marking has a name, and each name is universal. Keep in mind that the following patterns often have subtle variations.

Facial Markings:

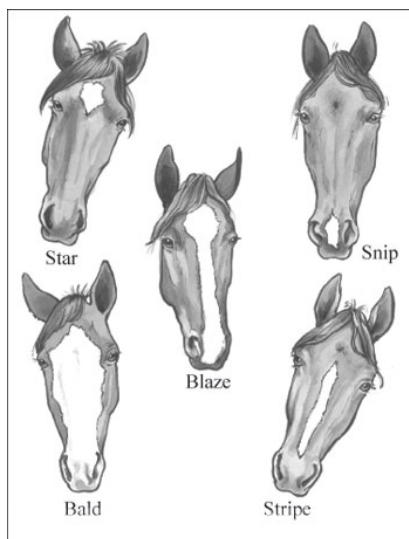
Bald: White that starts above the forehead, goes to the muzzle, and extends beyond the bridge of the nose to the side of the face

Blaze: Wide white area that runs along the bridge of the nose

Snip: White spot located on the muzzle, between or just below the nostrils

Star: White spot on the forehead

Stripe: Narrow white stripe down the center of the face, on the bridge of the nose



Leg markings:

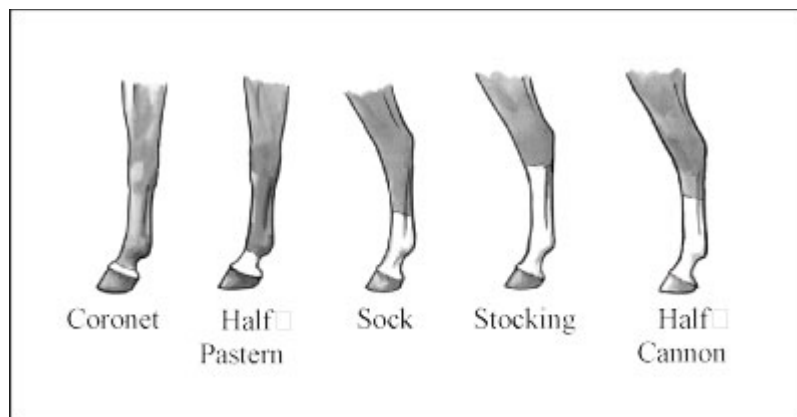
Coronet: A small white band just above the hoof

Half cannon: A white marking that extends from the edge of the hoof halfway up the middle of the leg

Half pastern: A white marking that extends from the edge of the hoof halfway up the pastern

Sock: A white marking that extends from edge of the hoof two-thirds of the way up the leg

Stocking: A white marking that extends from edge of the hoof to the knee or hock



**WITHOUT VOLUNTEERS LIKE YOU, MANE SUPPORT COULD NOT CONTINUE
TO GROW AND REACH OUT TO OTHERS.
THANK YOU FOR ALL YOU DO AS A PART OF OUR TEAM!**

*~ Volunteers are not paid -- not because they are worthless, but because they are priceless. ~
Unknown*

~ Volunteers do not necessarily have the time; they just have the heart. ~ Elizabeth Andrew

~ You make a living by what you get. You make a life by what you give. ~ Winston Churchill

*~ Don't ever question the value of volunteers. Noah's Ark was built by volunteers; the Titanic
was built by professionals. ~ Unknown*

*~ "The ultimate expression of generosity is not in giving of what you have, but in giving of who
you are." ~ Johnnetta B. Cole*

*~ "I want you to remember that if you can dream it, you can probably make it come true. Build
creative bridges to get where you're going. Appreciate all the special qualities within you.*

*"Don't let worries get in the way of recognizing how great things can be. Always keep moving
ahead. Live to the fullest and make each day count. Don't let the important things go unsaid.*

*"Don't just have minutes in the day; have moments in time. Balance out any bad with the good
you can provide. Know that you are capable of amazing results. Discover new strengths inside."
Douglas Pagels*