



Volunteer Guidelines

Thank you for choosing to volunteer at Carousel Ranch. We are sure that you will find that your time spent here is not only rewarding to you, but plays a very important role in the lives of the students who come here for their sessions.

Because of the nature of our work, it is imperative that you understand and follow the guidelines we have outlined for you.

These standards were set for not only the safety of our students, horses and staff but more importantly for you. At this time we do not have a scheduled volunteer training session, so we ask that you review & understand what is being asked of you before you start your volunteer time here.

- 1) **Dress Code**... Please refer to the Dress code sheet.
- 2) **Parking**... Please be considerate and aware of neighbors, animals and others on the road. Drive slowly and carefully as you drive towards and into the ranch and the "posted volunteer/staff" parking area.
- 3) **Scheduling**: You must sign up to volunteer for a specific day & time. Scheduling allows us to not only keep organized, but allows for a more efficient workplace. We typically are unable to use volunteers who just show up to work. You must call the office to sign up. If you are unable to work on the day you signed up please contact the office during regular business hours to cancel & reschedule.
- 4) **Personal belongings should be kept in either your car or in the volunteer office.** *Cell phones are to be kept in your car. You should never have your cell phone on you during a lesson or working around horses. Personal calls should be made in or near your car unless you have an emergency.*
- 5) Please take a minute to introduce yourself to staff and other volunteers. We have many volunteers helping out and we'd all feel better knowing who you are.
- 6) **Safety**... Our #1 goal is to prevent any injuries that could occur during our operating hours. The safety of our students is always our first priority. YOU are however ultimately responsible for your own safety and well-being. The activities that you participate in can be fun, but keep in mind safety and common sense. Everyone is expected to set an example for the *children* and other workers around you by following common sense rules and guidelines.

- 7) **Practice safe and useful habits around the ranch:** Be observant ... picking up rakes, shovels, etc. and storing them in their appropriate place. Remember to chain all stall gates when entering or exiting. Keep an eye out for students or siblings who may have wandered into the tacking, loading, or other horse areas. **Do not** walk directly behind any horse, go into any stall without a staff member unless it is empty, or stick your hand into any of the horses' stalls.
- 8) It is best to always play it safe with all the horses at the ranch. Ask before doing anything, even if you have been around horses your entire life.
- 9) ****If you are spotting in a lesson please refrain from small talk with the instructor, leader and especially the student, as it is disruptive to the student's lesson plan.*** Each of our Instructors has a specific lesson plan for their students, and it is imperative that they are able to conduct the lesson without interruptions. If you should have a question regarding a student please refer it to the instructor after the lesson, ***away from students and parents.*** Suitable encouragement and praise for the child's efforts are usually acceptable.
- 10) If a staff person feels confident in your horse skills, and you are leading a horse during a lesson, do so only if you are 100% comfortable with this responsibility. You will be solely responsible for the horse's behavior & speed. We require all leaders to follow specific guidelines when "Walking" and at the "Whoa". You will be instructed as to the method that we use here.
****Again please refrain from interrupting a student's lesson by engaging in conversation with others.***
- 11) If you are not working in a lesson or have not been given an assignment, ***please be seated in the bleachers*** until a staff member asks for your help. For safety purposes we require that you do not wander the premises, pet or feed the horses or ever go into any of the horse stalls.
- 12) **Sign in & out...** Always remember to sign in & out of the volunteer book located just inside the office. This is the only way we have to keep track of the hours you have volunteered. Any hours not logged in cannot be counted towards your Community Service hours.

Job Responsibilities

Please let us know prior to beginning work if there is a job you cannot physically manage, or simply prefer not to be involved with. Some volunteers would rather not work in a lesson, but rather concentrate on the horses' needs.

- **Spotting/Sidewalking** - Walking along side the horse, assisting the instructor and child during the lesson.
- **Grooming/tacking** - Assisting in grooming and tacking horses for lessons under the supervision of a staff person.
- **Ranch chores, including but not limited to:**
 - Cleaning stalls and/or filling water tubs, basic cleaning inside and around tack rooms, bleachers, Western town buildings and other property maintenance.
 - Grooming buckets can be cleaned out (wiped clean or hosed out) and brushes cleaned of loose hair.
 - Weeding is always a must...both in and around the property.
 - Hoses around the ranch can be rolled up if not in use.
 - Trash cans emptied into the dumpster.
- **Occasional Office Work** - Assisting with mailings, filing, storage, etc.
- **Special Events** - Assist in organizing or preparations during the actual day of a special event.

Please keep in mind that throughout the day most of the staff will be busy working with horses and in lessons. Observe, ask questions, listen, and learn. Be proactive and assertive. There are many ways you can help if you just look around. Check the to-do list on the white board. Sweeping off horse mats in the stalls, always need to be done, as well as raking up and rock removal in the arenas.

**We will attempt to include you in as many suitable lessons as we can. If there is a specific need we will have staff doing the spotting / sidewalking in particular lessons, otherwise you will be asked. If you aren't able to find a job to do, ask a staff member who is not involved in a lesson. The grooming and tacking area gets very congested with the staff and horses, and so we ask that all those who are not actively participating in grooming or tacking need to step away from the tackroom and/or grooming area. This is also a safety issue. If for some reason you are not being utilized and you can not find anything useful to do, please sit down on the bleachers until we can assign you a task.*

"Rules of Conduct"

When people work together there are certain rules of conduct which must be observed to protect the rights and safety of all concerned. More importantly we expect all volunteers to be aware of & reflect a professional appearance at all times. This not only applies to your dress code, but to your work ethic as well. Please be aware of & refrain from the following actions when you are volunteering @ C.R.

- 1) Disorderly or immoral conduct, horseplay or practical joking.
- 2) Reporting to work under the influence of drugs or alcohol.
- 3) Loitering around the tackroom or prep. area.
- 4) Insubordination and/or refusing to carry out a job assignment or instruction.
- 5) Using insulting language towards or around children, parents or fellow workers.
- 6) Using uncivil or insulting language in contempt of authority.
- 7) Taking on tasks that you have not been trained for at Carousel Ranch, even if you feel that you have the expertise to do so.
- 8) Violating a child's Personal Rights.

Carousel Ranch is a non-smoking environment, you are not allowed to smoke on or near the premises at any time!

Schedule

Lesson Schedule:

Tuesday	1:30pm-5:30pm
Wednesday	1:30pm-5:30pm
Friday	1:30pm-5:30pm
Saturday	9:00am-1:00pm

Volunteer Dress Code & Appearance

The following is a guideline for Carousel Ranch volunteers.

**Our ultimate goal is to appear professional and to be dressed modestly.*

**Clearly in working outside with horses you will be getting dirty, but please keep in mind that despite that we all need to reflect a professional appearance.*

-Pants	<ul style="list-style-type: none">-jeans, khaki, casual work pants-pants must be worn at the waist-no sweats/gym pants-no holey or torn pants
-Shirts/tops	<ul style="list-style-type: none">-work shirts before lessons for "dirty work" are OK-no "spaghetti" straps (no bra straps showing)-tee-shirts with inappropriate logos or advertising are not allowed-tops should not show cleavage or midriff-tight fitting shirts are not allowed-button down shirts or tee-shirts <u>are recommended</u>
-Shorts	<ul style="list-style-type: none">-casual shorts (i.e. khaki, jean, etc.)-shorts can not be tight fitting-shorts must be mid-thigh length or longer-shorts must be worn at the waist
-Shoes	<ul style="list-style-type: none">-Closed toed shoes only-boots or tennis shoes preferred-think comfortable not style
-Miscellaneous	<ul style="list-style-type: none">-appropriate hats are acceptable-sunglasses are recommended-make-up should be modest-SUNSCREEN & more SUNSCREEN