



Good Hope Equestrian & Regenerative Farm  
 1108 Wild Turkey Run | Halifax, VA. 24558  
 (305) 297-4729      www.gherf.org



# VOLUNTEER HANDBOOK

| GOOD HOPE EQUESTRIAN & REGENERATIVE FARM

Name: \_\_\_\_\_

Start Date: \_\_\_\_\_

GHERF Volunteer



# THANK YOU

Dear Friends of Good Hope,

From its beginning, GHERF has centered its mission and practice on fostering equity and inclusion across the realms of physical, mental, and socio-economic characteristics. Participants are representative of diverse populations ranging from veterans returning from active duty with physical and emotional scars, including paraplegics, quadriplegics, and amputees, to children with health-related conditions, at-risk youth, and children and adults diagnosed with various other physical, intellectual, and emotional disabilities (i.e., autism, cerebral palsy, multiple sclerosis, etc.).

Thanks to team GHERF, our Equine Assisted programs have rejuvenated the body, mind, and spirit of our riders! Using the horse as the tool, our staff members have led our participants in physical improvements in one or more of the following areas: muscle tone, strength, speech, balance and/or coordination (based on each rider's disability or medical condition), as well as improvements in self-esteem, skill development and/or quality of life. The participation of our riders with diverse abilities has encouraged unity, minimized deconditioning, augmented physical functioning, and improved their overall psychological well-being.

As you know, Good Hope Equestrian & Regenerative Farm (GHERF) has over two decades of experience in serving the recreational, educational, and rehabilitative needs of individuals with various physical and intellectual disabilities, including Autism, Attention Deficit Disorder, Cerebral Palsy, Multiple Sclerosis, Post-Traumatic Stress Disorder (PTSD), Traumatic Brain Injury, Spinal Cord Injury, visual and hearing impairments, as well as emotional and learning disabilities. Using the healing powers of the equine to increase their independence, personal well-being, and overall quality of life, GHERF served over 8,200 children, youth, and adults ages 3 to 80 individual within South Florida. In July of 2021, Good Hope Equestrian & Regenerative Farm, Inc. became a domesticated Virginia-based not for profit organization where the hope of healing the soul and the soil come together! GHERF expanded its mission to include "preserve the environment by partnering with families to improve or instill healthy living practices through sustainable organic farming."

The following excerpt from the poem "I Saw a Child" is a poetic visual of anticipated results: *"I saw a child, who couldn't walk, sit on a horse, laugh and talk. Then ride it through a field of daisies and yet he could not walk unaided. I saw a child, no legs below, sit on a horse and make it go. Through woods of green and places he had never been to sit and stare, except from a chair. I saw a child who could only crawl mount a horse and sit up tall."*

Thanks to the leadership continuity of our board of directors and our amazing staff members, volunteers, and horses, GHERF continues to strive to meet the rehabilitative needs of the community.

Warm wishes,  
Debby Koenigsberg  
BOD President



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## VOLUNTEER/PERSONNEL TRAINING WILL CONSIST OF THE FOLLOWING COMPONENTS:

- A. FACILITY LAYOUT & ORIENTATION OF THE FACILITY
  
- B. GENERAL APPROACH AND INTERACTION WITH CHILD, YOUTH AND ADULT WITH VARIOUS DISABILITIES/CONDITIONS
  
- C. CONFIDENTIALITY/HIPPA PROCEDURES
  
- D. EMERGENCY PROCEDURES
  
- E. REVIEW OF VARIOUS DISABILITIES (REVIEW OF POWER POINT PRESENTATION)
  
- F. SAFETY PROCEDURES WHILE WORKING WITHIN STABLE
  
- G. VOLUNTEER GUIDELINES FOR SIDEWALKING AND HORSE HANDLING
  
- H. ROLES OF A SIDE WALKER, HORSE HANDLER & SPOTTER
  
- I. TASKS AS A SPOTTER
  
- J. ASSISTING WITH MOUNTING ON GROUND, RAMP, ..ETC.
  
- K. HOW TO GROOM & PREPARE THE HORSE/PONY FOR THE LESSON AND AFTER COOL DOWN
  
- L. TACKING UP AND UN-TACKING THE PROGRAM HORSE/PONY
  
- M. UNDERSTANDING HORSE BEHAVIOR/NATURE OF THE HORSE



## GHERF

The mission of Good Hope is to provide an inclusionary model for children, youth and adults with and without disabilities and conditions quality equine assisted and regenerative farming practices designed to enhance their independence, personal potential and quality of life.

Commented [PB1]: Can not get the logo to work





# OUR MISSION

## GHERF VOLUNTEER PROGRAM LEVELS

Good Hope Equestrian & Regenerative Farm has three levels of volunteers:

**LEVEL 1 (RED)** • **LEVEL 2 (YELLOW)** • **LEVEL 3 (GREEN)**

Upon completion of Orientation, you will receive a Level 1, red rubber bracelet when you volunteer. You must wear your special level rubber bracelet whenever you volunteer. The rubber bracelets are provided for free, but donations are appreciated to help defray costs. The purpose of the levels is to ensure that volunteers are safe and have mastered barn chores and horse handling skills. The time spent on each level allows the staff to work with you and observe you as you master various skills. Once you have put in the appropriate time and mastered the required skills, you will be assessed and promoted to the next level. Moving up levels means you have demonstrated dedication, reliability, safety, and strong horse knowledge. And moving up means that you will have increased access to the horses and the equestrian facility!

### LEVEL 1: RED RUBBER BRACELETS

All volunteers start out at Level 1, Beginner's Level. This first level is the most important as it is a time for GHERF staff to get to know you, assess what you know and how much you are willing to learn. All new volunteers will stay at Level 1 for at least 90 days. To qualify for Level 2 assessment, you must complete 20 hours of volunteer work at the ranch. After 90 days and the completion of 20 hours, you will be assessed for Level 2 placement. The skills required to master Level 1 are set out below:

X	DATE	PROGRESS ITEMS	COMMENTS
FACILITY RULES:			
		Keep All Gates, stalls and paddock gates Locked	
		Use of tools, pitch forks, rakes, etc.	
		Return tools to proper	

		locations	
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X	DATE	PROGRESS ITEMS	COMMENTS
		Allowed Only During Designated Volunteer Hours	
		Allowed Only With Team Leader	
		Stay With Your Group, NO Wandering	
		Return Directly To Team	
		Boots or Muckers Only	
		Sign In & Out	
		Park In Designated Parking Area	
		First Aid Location	
<b>FACILITY SKILLS:</b>			
		Clean Paddocks	
		Clean Stalls	
		Clean Water Troughs	
		Clean Water/Feed Buckets	
		Clean Water Buckets	
		Identify Repairs Needed & Report to Staff	
		Identify Supplies Needed & Report to Staff	
		Return tools to proper locations	
<b>HORSE SKILLS:</b>			
		Be Alert! Safety First!	
		Report Injuries, Illness & Bad Behavior	
		No Hand Feeding, In Buckets ONLY	
		Identify Grooming Tools	
		Picking Feet	
		How To Bathe Horses	
		Leading Horses Properly	
		How To Bring Horse Out of Stall/Paddock	
		How to Put Horse in Stall/Paddock	
		Halter On & Off	
		Know "Kick Zone"	
		Recognize Horse Warnings	
		Understand How to Calm a	

		Horse	
		Know What to Expect from the Horse	
		Safety Around Horses	
		How to Approach a Horse	
		Know Horse Anatomy	
		Know Horse Color & Markings	
		Complete Required Horse Hours	
		Can effectively use a thigh hold	
		Can effectively use ankle hold	
		Can state what to do in the case of an emergency (ie: fallen rider, loose horse, first aid locations and emergency phone)	
		Will serve as a horse handler during EAA mock session & assist with lessons	
		Will serve as a side handler during EAA mock session & assist with lessons	





## LEVEL 2: YELLOW RUBBER BRACELETS

This is the Intermediate Level. Level 2 means you have shown that you respect the staff, the rules of the ranch, as well as other volunteers. Level 2 volunteers have demonstrated that they can handle the horses in a safe manner and can take on some tasks without immediate supervision. Level 2 volunteers must volunteer 40 hours at the ranch to qualify for Level 3 assessment. The skills required to master Level 2 are set out below:

X	DATE	PROGRESS ITEMS	COMMENTS
		Complete All Level 1 Progress Items	
		Allowed on Property During Designated Volunteer Hours	
		Appropriate Level wrist band only	
		Serve as a Team Leader with Level 1 Volunteers	
		Oversee & Train Level 1 in Chores	
		Oversee & Train Level 1 in Grooming	
		Oversee & Train Level 1 in Bathing	
		Oversee & Train Level 1 in Anatomy	
		Retrieve & Return Designated Horses to Stall/Paddock	
		Groom/Bathe Designated Horses	
		Learn to Feed Horses	
		Can properly implement thigh hold and demonstrate technique for others	
		Can properly implement ankle hold and demonstrate technique for others	
		Assist and train level 1 participants for role as a horse handler	
		Assist and train level 1 participants for role as a side walker	
		Complete required horse hours	
		Can properly and independently implement thigh hold	
		Can properly implement and independently use ankle hold	
		Can state and demonstrate what to do in the case of an emergency (ie: fallen	



GHE TC  
**VOLUNTEER**  
 PROGRAM LEVELS

Good Hope Equestrian & Regenerative Farm has three levels of volunteers:

		rider, loose horse, first aid and emergency phone locations)	
		Will serve as a horse handler during EAA mock session & assist with lessons	
		Will serve as a side handler during EAA mock session & assist with lessons	
		Assist with mounts & dismounts of riders under supervision of PATH Intl instructor	



### LEVEL 3: GREEN RUBBER BRACELETS

This is the Advanced Level. Any volunteer who has worked their way up to Level 3 has shown that they are always safe, reliable, trustworthy, and very capable around horses and people. Level 3 volunteers can take on and lead projects, work with horses and have earned the respect of staff so that they no longer require direct supervision. These trusted volunteers can handle just about any job or task they are given. Level 3 volunteers still need to let GHERF staff know before they come to the facility. The skills required to master Level 3 are set out below:

X	DATE	PROGRESS ITEMS	COMMENTS
		Complete All Level 1 & 2 Progress Items	
		Appropriate Only	
		Be a Team Leader with Level 1 & 2 Volunteers	
		Oversee & Train Level 1 & 2 in Chores	
		Oversee & Train Level 1 & 2 in Grooming	
		Oversee & Train Level 1 & 2 in Bathing	
		Oversee & Train Level 1 & 2 in Anatomy	
		Retrieve & Return Designated Horses to Stall/Paddock	
		Groom/Bathe Designated Horses	
		Learn to Feed Horses	
		Act as volunteer leader for training	
		Serve and train level 1 & 2 as Side Walker during EAA sessions	
		Serve and train level 1 & 2 as Spotter during EAA sessions	
		Will serve and train other levels to serve as a Horse Handler	
		Will demonstrate all forms of ground, block and ramp mount and dismounts	



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# OUR STORY

## ... GOOD HOPE EQUESTRIAN & REGENERATIVE FARM

In July of 2021, Good Hope became a Virginia-based not for profit organization where the hope of healing the soul and the soil come together! The mission of Good Hope is to provide an inclusionary model for children, youth, and adults with and without disabilities and conditions quality equine assisted and regenerative farming practices designed to enhance their independence, personal potential and quality of life. Using the equine as its tool and its 270-acre facility as its classroom, Good Hope is committed to developing equine and regenerative farming program services to meet the educational, vocational, recreational, and rehabilitative needs of residents within Virginia and North Carolina.

GHETC is expanding its mission to include "preserve the environment by partnering with families to improve or instill healthy living practices through sustainable organic farming." Through educational seminars and onsite hands-on training we are hoping to promote sustainable alternatives to the current slash-and-burn agriculture practices, which are damaging the soil and having negative effects on the environment. Through our multi-faceted programs, our participants will receive tailored training and technical assistance to aid them in these restorative farming practices.

Regenerative Agriculture is a system of farming principles and practices that increases biodiversity, enriches soils, improves watersheds, and enhances ecosystem services. Regenerative Agriculture aims to capture carbon in soil and aboveground biomass, reversing current global trends of atmospheric accumulation. At the same time, it offers increased yields, resilience to climate instability, and higher health and vitality for farming and ranching communities. The system draws from decades of scientific and applied research by the global communities of indigenous people, organic farming, agroecology, Holistic Management, and agroforestry.

Good Hope was founded in 1999 with a vision of providing special needs populations with recreational, rehabilitative, educational and community-based training programs that offer opportunities to increase the residents of South Florida independence and quality of life. Since its inception, GHETC has provided evidence-based equine assisted programming to more than 8,200 children, youth, and adults with varying disabilities and those in convalescence from various pathologies. During its time in South Florida, GHETC offered a broad array of specialized programs that served approximately 400 clients annually. In 2020, Good Hope decided to relocate the organization to south central Virginia to expand its mission, ensure the sustainability of the organization and to aid the communities within the region.

Our specialized equine assisted activities are developed with a person-centered focus for individuals ages 3 – 80 with various intellectual, physical, sensory, and emotional disabilities, including Amputees, Autism, Cerebral Palsy, Developmental Disabilities, Specific Learning Disabilities (ADD/ADHD), Processing Disorders, Spinal Cerebellum Dysfunction, Post Traumatic Stress Disorder, Spinal Cord Injuries, and Traumatic Brain Injury. Good Hope strives to ensure a positive and therapeutic learning environment tailored to each individual's personal and rehabilitative needs.

Our broad array of specialized programs will include: Equine Assisted Therapy and Activities, Educational Farming Sessions, Horses Helping Heroes & the Horsin' Around project which will serve foster children in need throughout South Central Virginia. GHETC will also continue to serve as training site for PATH, Intl. and American Hippotherapy Association to provide specialized workshops & certifications provide continuing education and certifications to professionals throughout the country.



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# INTRODUCTION

## What Does EAA/Therapy Accomplish?

Equine Assisted Activities is an umbrella term for a number of emerging interventions in which horses are employed for therapeutic and learning benefits. Animal-assisted therapy has gained widespread support and application over the past few decades, and has proven to have physical, mental, educational, and motivational effects on participants. Positive effects of physical activity in persons with learning, physical and sensory disabilities include improvements in general health, physical fitness, bone metabolism, and increased functional independence. There is also increased mobility and a reduction in chronic disease and secondary complications.

In the mental health area, it improves attention, concentration, and self-esteem, and reduces anxiety and loneliness. Educationally, it improves vocabulary, as well as long- and short-term memory. Motivationally, the presence of the horse increases the desire for joining in social activities and improves interaction with others. These psychotherapeutic benefits are also linked to the attachment theory and the therapeutic relationship, whereby a participant processes destructive attachments (e.g. memories, patterns, experiences) and replaces them with heightened affective moments (new perspectives) that help to reorganize maladaptive patterns and behaviors (Bizub, Joy & Davidson, 2003; Klontz et al., 2007; Shultz, Remick-Barlow & Robbins, 2007; Viridine, Owen-Smith, & Faulkner, 2002; Yorke, Adams, & Coady, 2008).

## How Can You Help?

Good Hope cannot exist without volunteers. Our fund-raising efforts and nominal charge to riding participants does not cover the costs of maintaining our horses. We are grateful for our volunteers, and we depend on them to run our program. If you are comfortable around horses, we have many ways for you to contribute. You can groom

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## How Can You Help? (Continued...)

and tack up the horses, lead the horses, be a side walker, or help maintain the stable area. We also have office work, fundraising, and special events for those volunteers who do not want to work directly with the horses. Whatever direction you choose will be unique and rewarding. Join our team and share the joy!

In order to make our EAA sessions run smoothly, we rely on our qualified volunteers to assist us during this programming facet. We believe that “hands on training” is the best approach, so we have our new volunteers shadow our trained staff and volunteers until they have been assessed within the various roles. Please feel free to ask questions, because all questions are important. Thank you again for volunteering your time with Good Hope Equestrian & Regenerative Farm.

## General Approach & Interaction with Child, Youth & Adult with Various Disabilities/Conditions

The most important thing is to be kind and respectful to the individual. Focus on his or her positive traits and personality and not their condition. In general, you should follow the “golden rule”: care for others as you would like to be treated. Always speak in a “people first” language, which places their name before the disability. For instance, Jonathan has cerebral palsy instead of the boy in the wheelchair. Always be positive, upbeat and speak to them as you would talk to a friend. When you are talking to someone with a disability, do not utilize childish vocabulary, pet names, or speak really loud as if they do not hear you. In addition, do not use condescending gestures such as patting his or her head. These behaviors may communicate that you do not think the person with the disability is incompetent.

It is appropriate at times to slow down your speech for someone who is hard of hearing or has an intellectual disability. Equally, it may be acceptable to speak to people who

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## **General Approach & Interaction with Child, Youth & Adult With Various Disabilities/Conditions** (Continued...)

have hearing loss in a louder than average voice, so that they are able to hear you. Generally, the individual will mention it to you if you are speaking too quietly. Labels and derogatory names are not appropriate and should be avoided in conversation with someone who has a disability. Identifying someone by their condition or assigning a label that is distasteful (such as slow or handicapped) is both unkind and bad-mannered. Always be careful of the things you say, censoring your language if necessary. Never use terms like moron, idiot, retard, cripple, spastic, midget, etc., at all times. If you use a common phrase like "I have got to skip out here!" to someone who is non-ambulatory, do not apologize. These types of phrases are not intended to be hurtful, and by apologizing you will simply be drawing attention to your awareness of their disability.

It is annoying for someone with a disability to have to deal with people never talking directly to them if they have an assistant, translator, or parent present. Equally, talk directly to the person in a wheelchair, rather than the person standing next to them. It can be tempting to speed along a conversation or to finish the sentences of someone with a disability, but doing so can be disrespectful. Always allow the individual to speak at their own pace, so remember that patience is a virtue. Additionally, if you do not understand what they are saying, because they are speaking slowly or have a speech impediment, ask them to repeat themselves, if necessary. Some people need additional time to turn their thoughts into spoken words, so be helpful and remember that long pauses in the conversation are acceptable.

If a rider or staff member has a service dog, always ask before petting or playing with it, you may be distracting the dog from an important task. Keep in mind though that you may be turned down, in which case you should not be upset or disappointed. These



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## **General Approach & Interaction with Child, Youth & Adult With Various Disabilities/Conditions** (Continued...)

loyal service dogs are used for helping the person with the disability and are essential for performing common tasks.

Never play or lean with someone's wheelchair, walkers, scooters, crutches, or any other device someone might be using for everyday functioning. If you ever feel the need to move someone's wheelchair, you should ask permission first, and wait for their response. Some individuals have had their condition since they were born, and others became disabled later in life due to an accident, or illness. However, the disability developed, most people learn how to adapt and take care of themselves independently. Most individuals are independent in everyday living, requiring little help from others. Consequently, it can be insulting or irritating if you presume the person is unable to complete many tasks, while you constantly try to do things for them. If you help a lot of the time and in a childish voice, this may be annoying. Work under the assumption that the person can accomplish whatever task is at hand, but it is never rude to ask them if they need your help. If you do offer help, make the offer genuine and specific. If you are offering from a place of genuine kindness, and not an assumption that the person cannot do something, you are less likely to offend them.

Try to be courteous around people with physical disabilities by staying out of their way if they are navigating in a wheelchair, cane, or walker. If you notice that someone does not seem to be strong and steady on her feet, offer help verbally. Do not invade someone's personal space, just as you would not invade anyone else's. However, if someone asks you for assistance, be prepared to give it.

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## GHERF FACILITY LAYOUT

North Side of the Barn:



South Side of the Barn:



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## GHERF FACILITY LAYOUT

Wash Rack:



Feed Room:



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## GHETF FACILITY LAYOUT

Tack Room:



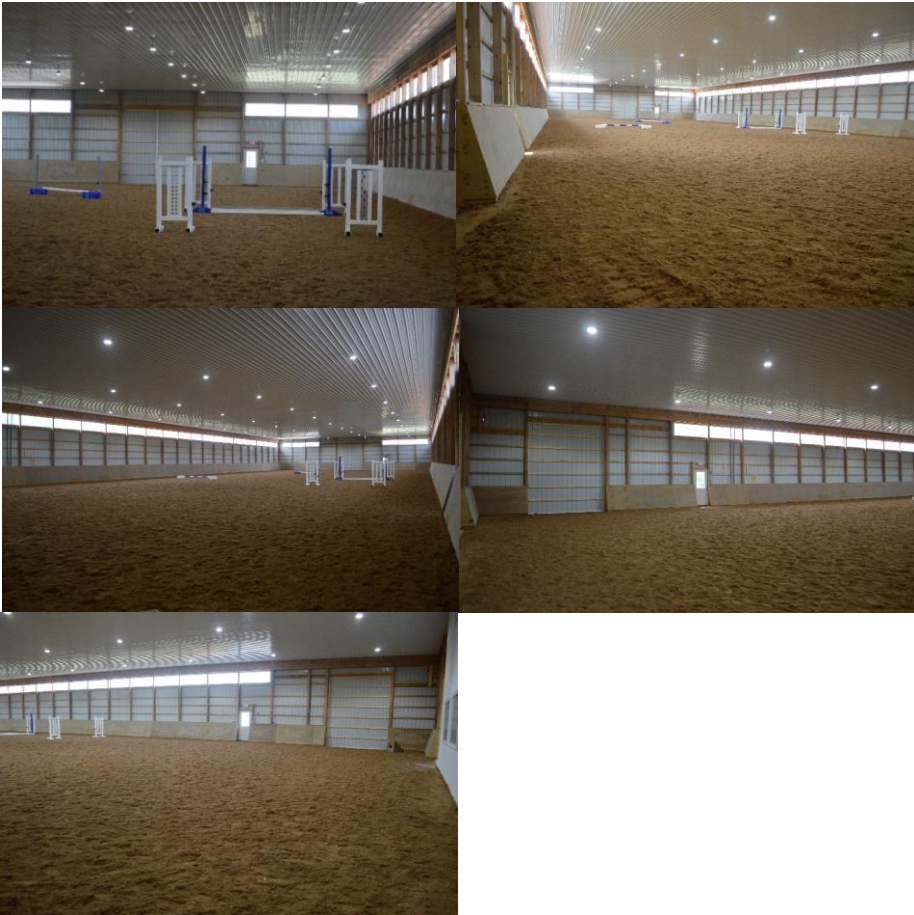
Viewing Room:



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## GHERF FACILITY LAYOUT

Arena:



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**Viewing Room LAYOUT PLAN** - This building has the Human First Aid Kit, as well as Emergency Phone & Numbers in case of an accident/occurrence.



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## **SAFETY RULES AND REGULATIONS GOOD HOPE EQUESTRIAN & REGENERATIVE FARM, INC.**

Adherence to our safety rules and regulations will help to assure safety and quality service for all individuals involved in our therapeutic riding classes.

### **ARRIVAL AT THERAPEUTIC SESSIONS:**

Good Hope Equestrian & Regenerative Farm volunteer paperwork must be completed prior to implementation of the volunteer training and service hours. We would appreciate if you could have the three documents completed and signed prior to your arrival.

At least 24 hours' notice is required if you are unable to make the session. Remember, the therapeutic horseback riding sessions are dependent on you! As a volunteer you are an integral part of the team and your participation is essential to this process.

All volunteers should arrive at the barn ready to work twenty minutes before the session is scheduled to begin. Volunteers are expected to leave the Good Hope Equestrian & Regenerative Farm, Inc., only after all riders have departed and the program equines and equipment are safely put away, unless given permission by the instructor.

Clients are welcome to arrive for sessions up to fifteen minutes before the scheduled time, so they can be ready to begin their class. Volunteers will be asked to assist GHERF staff in the preparation of the lesson, as well as the supervision of the riders. Helmets must be properly fit to the rider before the client approaches the horse. The volunteer will be supervised by the GHERF in the fitting of the helmet unless they were thoroughly trained within this competency.



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### Attendance:

It is especially important to the program to have consistent volunteers. Of course, things come up and if you are unable to attend please call Peggy on her cellphone.

Peggy Bass (305) 297-4729

### Arrival/Departure:

For the first lesson of the day, volunteers need to arrive 30-45 minutes prior to that lesson in order to have enough time to prep the horses.

### Weather:

PLEASE PAY ATTENTION TO THE WEATHER FORECAST INFO LINE! Lessons will be cancelled in certain weather conditions – heat, rain, wind, and flooded facility. Call Peggy's cell phone at (305) 297-4729 to confirm whether or not lessons will be held as scheduled. When lessons are cancelled 2 to 3 volunteers are pre-designated to come to the center for mucking, watering, feeding horses, and possibly other chores.

### What to wear:

1. Comfortable closed-toe shoes such as athletic shoes, hiking boots, or riding boots.  
ABSOLUTELY NO open-toed shoes or sandals, long necklaces, or dangling earrings.
2. Long pants, preferably jeans, leggings or any type of riding pants are acceptable. Please do not wear baggy clothing, and/or any dangling jewelry (i.e.: hoop earrings, necklaces out of your shirt) that can get pulled out or would interfere with your role as volunteer. Please pay attention to your body as it pertains to sun exposure. Because there is a possibility of leading horses or doing chores outside, you are going to need to bring and re-apply sunscreen. If you forget to bring sunscreen with you, please ask the GHERF staff because we keep a supply within the tackroom.

Pg. 9

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### What to wear: (continued...)

If you need to utilize the restroom during a class, please notify the instructor and wait patiently until another volunteer relieves you of your position. If you need a drink the water cooler is located in the main barn on the right-hand side. Please make sure to drink at least one full glass of water following each session, so you do not dehydrate. The cups are stored in the bin beside the water cooler within the viewing room.

### What to Bring:

1. Drinks/snacks if you plan on being here for a while. Please clean up afterwards.
2. Appropriate clothing additions: sunglasses, hats, sweatshirts, and sunscreen.
3. Volunteer application if it is the first day of volunteering.

### Asking Questions:

Volunteers are encouraged to ask questions and learn more about therapeutic riding and our students. Please wait until after the lesson is over to ask the instructor any questions that do not immediately deal with the lesson at hand.

### Gates:

All gates to the horse paddocks, stall doors and the arena are to be CLOSED and LOCKED except when going through them.

### Personal Items:

Good Hope Equestrian & Regenerative Farm (GHERF) is not responsible for any personal items. Because we are unable to supervise the viewing room and tack room during the riding sessions, we ask all volunteers to please keep their cell phones, purses, and any of their other personal belongings in their locked vehicle. If you would like your keys lock away, please asks the staff and we will place them locked in the office. *\*Remember no cell phones are permitted while volunteering in the riding ring and/ or the grooming stations, unless they are turned off or on silent!*

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## WHILE AT GOOD HOPE:

Horses are sensitive, flight animals. No one should touch or interact with horses they do not know. Hand feeding of all animals at Good Hope Equestrian & Regenerative Farm (GHERF) is prohibited. Treats may be given to GHERF only with staff permission, and only out of feed buckets.

Running anywhere on the property is strongly discouraged outside of the riding ring, unless there is an emergency. Shouting and running are prohibited around the riding ring or where people are working with horses. It is imperative that the riders are supervised by the designated volunteers at all times.

Family and friends are encouraged to watch from outside of the indoor arena or viewing room and may only interact or participate in the session if directed by the instructor.

Please do not distract riders during session time. While conversing with riders is beneficial and enjoyable for them, please make sure that you are engaging in conversation during appropriate times (i.e.: not during mounted and/or ground instructional sessions). In addition, only give directions to the rider if instructor requests your assistance. Many times, the instructor will ask for your assistance to guide and motivate the rider, so they can better meet their personal goals. If you have any concerns or issues, please feel free to speak with the instructor after class.

Level 1 volunteers are not permitted within the stall without the presence of a Good Hope staff member. Regardless of inclement weather, we will personally call you if we are canceling the session.

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## **WHILE AT GOOD HOPE:**

(Continued...)

All volunteers must be quiet during therapeutic riding sessions. Horses can become spooked with sudden movements and sounds, so for safety reasons for everyone involved this rule must be followed. This means no running around the barn, playing on equipment, talking, or standing close to the ring. If you are taking a break, please watch the class from a distance (in viewing room).

There is a twenty-four hour cancellation policy in which you must call. Please call the Executive Director when and if you need to cancel your appointment.

-> Peggy Bass Cell Phone: (305) 297-4729

### **How Do I Sign in & Log My Hours?**

Please contact Peggy Bass to schedule your volunteer hours and she will place you on the schedule. The GHERF instructors will sign all forms and documentation for your volunteer work following the sessions, but all volunteers are responsible for recording and maintaining their volunteer hour log sheets.

### **Where Is the Fire Extinguisher?**

The fire extinguisher is located outside the tack room, on the north and south side of the stable close to the residence. In addition, we have a fire extinguisher located in the office.

### **Where Is the Emergency Phone Located?**

The phone is located in the last drawer in the viewing room on the side of the emergency numbers. In addition, the volunteer leader and staff members will also carry their personal cell phone for any type of occurrence.

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### **Where Is the Human First Aid Kit Located?**

The first aid kit is located in the bathroom in the viewing room. This kit is fully stocked and is restocked each month, as needed.

### **Where Is the Horse First Aid Kit Located?**

The horse first aid kit is located in the big cabinet in the corner of the tack room. To ensure the safety of our program horses and volunteers; only authorized staff members are permitted to perform first aid on the equines.

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## Volunteer Guidelines for Side walking and Horse Handling

1. The Side walker and Horse Handler must be at least 14 years of age and of sufficient maturity and competence to work with disabled riders safely and effectively. The SW and HH must be reliable for their volunteer commitment and attend when they sign-up on volunteer sign-up sheet.
2. The Side walker agrees to place the safety of the rider as the highest priority and to be constantly vigilant when working in the Side walker capacity.
3. The Side walker and Horse Handler must be physically, mentally, and emotionally able to walk next to the horse, using the correct method of Side walking and Horse Handling for the entire riding lesson (usually 60 minutes).
4. The Side walker must be of sufficient stature and strength to be able to safely stabilize a rider on a horse. The Horse Handler must be of sufficient stature and strength to be able to control a horse under any circumstances.
5. The Side walker or Horse Handler must be willing and able to assist the riding instructor in helping the rider to carry out their lesson.
6. The Side walker or Horse Handler will not distract the rider during the lesson or give the rider instructions independent of the riding instructor.
7. The Side walker or Horse Handler should not gossip or exclude the rider in conversations.
8. The Side walker or Horse Handler will not undermine the authority of the riding instructor and/or therapist.

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## **Volunteer Guidelines for Side walking and Horse Handling**

(Continued...)

9. The Side walker or Horse Handler agrees to maintain the rider's confidentiality.
  
10. The Side walker or Horse Handler will not partake in any mind-altering substances including any degree of alcohol that would impair or inhibit physical or mental responses, before or during their time spent at GHERF.
  
11. The Side walker or Horse Handler will dress appropriately, including close-toed shoes that are required for any activity at GHERF.
  
12. The Side walker will use the accepted and approved method of the Side walking technique they were trained with and that is explained in the Side walker Handout.
  
13. The Side walker should never attempt to mount or dismount a rider unless they have been properly trained and are on the approved list of those trained in the Mounting and Dismounting Procedure. Only aid in mounting and dismounting once professionally trained and have been given instructions to help by the riding instructor. This procedure is never to be initiated on one's own.
  
14. The Side walker will remain aware and prepared to implement any emergency procedures as a part of the team within the Emergency plan.



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## Volunteer Guidelines for Sidewalking and Horse Handling

### VOLUNTEER JOB DESCRIPTION:

#### HORSE HANDLER

*What to do in class:*

->The leader is responsible for the horse at all times. You may be asked to lead a horse in from the barn or you may take over a horse that is already in the arena.

-> Hold the lead shank I your right hand 10" to 12" from the bit or halter and loop the excess in your left hand. Always have two hands on the lead. Remember never to wrap the lead rope around your hand. If the horse bolts, your hand could be injured.

-> If possible, lead the horse form the inside so that you are closest to the center of the arena. This will enable you to her the instructor better and the instructor can see you. If you have side walkers, remember to give them room between the wall and the horse, otherwise they will get squashed.

-> The instructor will tell the rider what to do with the horse. As expected, the horse handler's job is to assist the rider in carrying out these instructions safely while giving the rider every opportunity to do as much on his or her own as possible.

-> Most horses only walk as fast as the leader is going, so try to keep an even, brisk pace so that the rider gets the full benefit of the horse's movement.

-> Sharp turns or abrupt starts or stops may unseat the rider. You can help the riderby turning as smoothly as possible and warning him or her of a "halt" or "walk on".

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## **VOLUNTEER JOB DESCRIPTION: HORSE HANDLER**

(Continued...)

-> On occasion, the instructor may ask you to let the rider go off the lead, but you will be asked to remain in the leading position so that you can assist or take control if necessary.

-> In the event that your rider falls off, hold onto the lead rope and move the horse away from the fallen rider. The instructor will tend to the rider and give instructions as per the emergency plan, which will be reviewed during the orientation. Please keep the control of the horse at all times, because a loose horse can cause a lot of trouble for all the riders and volunteers in the class.

### **EMERGENCY COURSE OF ACTIONS FOR HORSE HANDLER**

-> All horse handlers must know the MOUNTED EMERGENCY PLAN!

-> If the instructor calls EMERGENCY HALT, halt your horse and stand in front of the horse, slightly to one side. Wait for further instructions from your instructor.

-> If a horse spooks while you are leading the horse, the handler will make every effort to calm the horse and keep the horse away from the other horses and riders.

-> If a rider falls off a horse, the handler stays with their horse. An instructor will attend to the fallen rider.

-> If a horse gets loose during class, all handlers must halt their horse and stay with their horse. An instructor or the horse's leader will catch the loose horse.

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## VOLUNTEER JOB DESCRIPTION: SIDE WALKER

### *What to do in class:*

The side walker is responsible for the safety of the student and should stay at the rider's side to give physical support or assist the rider in carrying out the instructor's directions.

### *What to do during class:*

-> Since the duties of the side walker vary greatly with each student, the instructor will inform you of a particular student's requirements.

-> Keep the rider interested and occupied until all riders are mounted and the class is ready to begin.

-> Walk next to the rider's hip facing forward. Depending on the amount of support the rider needs, you may grasp the knee roll and provide light pressure across the rider's thigh. The side walker's other hand can provide support if needed to the rider's lower leg. Some riders are assisted in keeping their heels down if you gently grasp the back of the heel. A rider who needs considerable support will wear out the side walkers quickly. You may need to switch sides to avoid muscle fatigue. Alert the horse handler and the instructor, who will take the horse off the track and halt so the side walkers can change sides one at a time.

-> Remind the rider to pay attention to the instructor. You may repeat or reinforce the instructor's directions and help your rider carry them out, but try not to encourage chatting.

-> If your rider starts to slip off the horse, do not panic. Gently hold the rider in place so he or she does not slip any further. Try to help the rider get centered again. If this does not succeed, you may need to ask the horse handler to halt or go to the middle of the arena.

-> If a rider does come off the horse, try to guide him or her to the ground as gently possible using the emergency dismount procedures that we reviewed and practiced.

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## VOLUNTEER JOB DESCRIPTION:

### SPOTTER

The spotter is an essential person within the therapeutic riding team. This key person is responsible in assisting the instructor during both mounting and dismounting protocol. The spotter serves as an assistant thus lending the extra hand while holding the stirrup down, making sure the saddle does not slip while the rider is mounting. In addition, the spotter serves as an assistant when transferring the rider from the wheelchair to or from the horse during manual transfers. These various roles necessitate a large amount of training prior to the volunteer assisting within this capacity. A volunteer will not be used to assist within this role until they have been assessed for mastery.

#### MANUAL TRANSFER FROM WHEELCHAIR TO HORSE:

>Stand on the assistant's platform. When the two staff take the rider out of the wheelchair lean forward to help swing the rider's leg and hip onto your side of the saddle. Assist the staff with the rider's balance until the side walker has taken the thigh hold position.

#### MANUAL DISMOUNT - TRANSFER FROM HORSE TO WHEELCHAIR:

-> Stand parallel to the instructor on left side of horse. As the instructor pulls the rider from the side you will assist the rider's legs over the horse's withers. You will then assist the instructor by placing the rider into the wheelchair.

#### ASSISTING DURING A GROUND MOUNT:

-> Hold the right stirrup iron down as the rider places their foot into the stirrup. This will help keep the saddle from shifting on the horse's back.

#### ASSISTING DURING A GROUND DISMOUNT:

-> Assist the rider to swing their right leg over the horse's croup or crest, so they can safely dismount with the assistance of the trained personnel and volunteers.

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## **ASK THE HORSE HANDLER TO STOP THE HORSE IF:**

->The rider is off balance and cannot regain their balance while the horse is moving

-> The saddle pad has slipped you feel the girth may be loose

->The stirrups irons need adjusting

-> The rider's helmet needs to be altered

->The rider is fatigued, in pain, or needs to stop for other reasons

->You need to change sides if you are having some difficulty and cannot carry out your job in comfort or efficiency. Riders who need moderate support, especially support to the back, will need more attention. Side walkers should be specifically instructed in these methods before using them with a rider.

## **GHERF MOUNTING COURSE OF ACTION:**

-> The rider is brought up the ramp by the instructor or trained personnel.

-> When instructed by the trained personnel on the ramp, the leader begins leading the horse into the mounting area between the mounting ramp and the second barrier. The leader must lead the horse straight into the mounting area, so that the horse is close to the mounting side (left side) of the ramp.

-> The horse handler should stand in front of the horse to discourage its moving forward during the mount, talking to the horse to encourage cooperation. The instructor or designated trained employee/volunteer on the ramp is there to assist as possible.

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## **GHERF MOUNTING COURSE OF ACTION:** (Continued...)

the rider in mounting. After the rider is mounted, at the command of the person assisting the rider to mount, move the horse forward slowly and stay next to the ramp. This allows the loader to step down to ground level as the horse moves forward and turn responsibility over to the side walker on the left side of the horse. Final adjustment of the stirrups can then be in the arena before the ride begins. Do not attempt to adjust the stirrups while horse is next to the ramp or mounting block.

-> Only trained volunteers and the instructor are permitted to assist with mounting of riders. Many riders will mount from the portable ramp located outside the arena, with the help of the trained personnel. Some small children may be lifted onto the horse by the trained personnel. A smaller mounting block is located inside the arena for the riders who can mount with less assistance.

## **DISMOUNTING COURSE OF ACTION:**

- > The instructor is in charge of dismounting. Wait for instructor directions.
- > The instructor may enlist the help of trained mounting/dismounting volunteers, as some of our participants need a special dismounting technique.
- > Bring the horse to a complete stop, about 12 feet from the arena gate.
- > Horse Leader stands in front of horse, slightly off to one side.
- > Rider's feet can be taken out of stirrups, according to the directive of the instructor.
- > Instructor will give signal for reins to be placed forward on the horse's neck.
- > Instructor will direct the actual dismount of the rider.

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## UNDERSTANDING HORSE BEHAVIOR

### Equine Senses

It is essential to develop a proper rapport with the program horse, because it is critical to provide a safe environment in a therapeutic riding setting. Establishing a routine of acknowledging the horse senses, instincts is a positive step in foreseeing behaviors, managing risks and increasing positive relationships.

#### Smell:

The horse's sense of smell is thought to be very sensitive and it allows them to distinguish other horses and people. Smell also enables the horse to assess various situations.

#### Best Practices:

It allows the program horse the opportunity to become familiar with new objects and their environment by smelling.

- Horse treats are not allowed to be carried in your pocket while in the riding ring, since horses may desire to go after them and it will break their concentration.
- All volunteers are not permitted to eat or have food in the arena.

#### Hearing:

The horse's sense of hearing is incredibly keen. The horse may also combine their sense of hearing and sight to become more familiar with new or alerting sounds. "Hearing and not seeing" is often the cause of an anxiety & runaway reaction. Whereas, forward upright ears are a sign of communicate for attentiveness and interest. Horses who have their ears laid back are often communicating that they are upset and/or showing hostility towards another horse or person. When a horse moves his or her ears back and forth it is generally indicative of their attentiveness or interest in something.

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## UNDERSTANDING HORSE BEHAVIOR

### Hearing: (Continued...)

#### **Best Practices:**

- Horses can be on guard and cautious when they hear something but are unable to see it. If the horse is acting tense, talk to them in a quiet and calm voice for reassurance.
- Make sure to always steer clear of using a loud voice, because this can be frightening to a horse.
- As the volunteer you need to observe the horse's ears, so you understand what they are trying to communicate to you.

### Sight:

The horse's eyes are set on either side of the head; there is good peripheral (lateral) vision, but poor frontal vision. A horse focuses on objects by raising and lowering its head. The horse's visual memory is very accurate. Horses are thought to see quite well in the dark, due to the large size of their eyes. There is still controversy as to whether or not horses see in color.

#### **Best Practices:**

- The horse may notice if something in the arena or around the premises is different. Always allow the horse/pony the opportunity to look at new objects prior to the lessons. The GHERF instructors will work with you to introduce new toys and games that the horse may be unfamiliar with.

The equine has peripheral vision; consider a slightly looser rein, enabling them to move their head when taking a look at objects.

Although the horse does have good peripheral vision, they also have two blind spots; directly in front and directly behind. The best way to approach a horse is to their shoulders, not from behind the horse. The horse may be unable to see around the mouth area, which is a safety consideration when hand feeding.





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## Touch:

Touch is used a communication between horses and people. Horses are sensitive to soft or rough touch with a person's hands or legs.

### **Best Practices:**

Handlers should treat the horses gently but firmly.

Each horse has sensitive areas, and it is important to be familiar with them (i.e. ears, flanks & stomach areas).

Watch rider leg position. Riders may need appropriate assistance to keep their leg in place. Always ask the instructor what is the best handling technique.

Horses will often touch or paw at unfamiliar objects. For example, a horse may paw at a bridge or ground pole before crossing over it

## Taste:

Taste is closely linked with the sense of smell and helps the horse to distinguish palatable foods and other objects.

### **Best Practices:**

Taste is closely linked with smell and touch; therefore, a horse may lick or nibble while becoming familiar with objects and people. Be careful, as this could lead to possible biting. That is why at Good Hope we always utilize a bucket to provide the horses' treats or a meal, so they do not respond to fingers as food.

## Sixth Sense:

Equines have a "sixth sense" when evaluating the disposition of those around them. Horses can be hypersensitive in detecting moods of their handlers and riders.

## The Horse's Way of Life:

In addition to understanding the horse's sixth senses, we need to appreciate and increase our awareness of the horse's habits.



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## Flight As a Natural Instinct:

A horse would rather turn and run away from danger than face and fight it.

### **Best Practices:**

- At a sudden movement or noise, the horse might try to flee. Speak to the horse calmly.
- A frightened horse might try to escape by pulling back. If this happens speak to them in a soft manner and calm them down. If on the cross ties talk to them softly while quickly freeing the quick release knot and cross ties. Make sure not to ever stand or walk behind the horse.
- Most horses chosen to work in an EAA setting have less of an instinct to flee. The horse may look to you for reassurance. It is helpful if the volunteer remains calm and talks to the horse in a soothing voice.

## Herd Animal:

Horses like to stay together in a herd or group with one or two horses' dominant, with a pecking order amongst the rest.

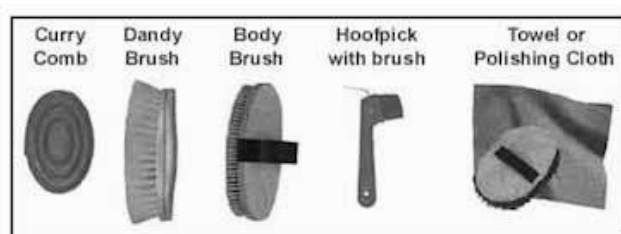
### **Implications:**

- Be aware that a horse might not like being alone. This is a consideration when horses are leaving the arena, or a horse loses sight of the others.
- Be aware that if the horse in front of the line is trotting, the horse that is following may attempt to do the same.
- If one horse spooks at something, the surrounding horses may also be affected.
- For safety, it is recommended to keep at least three horse's length between horses when riding within a group.

Being aware of the horse behaviors is one of the best safety precautions that can be used in your facility. Knowing how to ready your horse can prevent an accident and increase the quality of your "mutual" relationship.



## GROOMING TOOL OVERVIEW



**Rubber Curry:** Usually shaped like an oval or circle, has soft rubber “teeth” and is used to loosen hair and dirt.

**Dandy Brush:** Stiff bristled brush to whisk away excess hair, dirt and mud.

**Body Brush:** Soft bristled brush usually made of horse hair to further enhance the horse’s coat.

**Hoof Pick/Brush:** The hoof pick/brush combo, which is used to clean the horse/ponies hooves.

**Mane Comb:** This plastic mane comb is used gently to not break the horse’s hairs.

**Towel:** Polishing towel/rag helps remove sweat marks and gives the coat a nice shine after brushing.

***Grooming a horse encourages healthy blood circulation and helps to release natural oils into the coat that help protect him from natural elements such as wind and rain. Grooming horses should be done on a regular basis to keep a horse’s coat and skin healthy. When grooming a horse, start at the top of his neck and work your way to his rear, then switch sides and repeat.***

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## GROOMING TOOL OVERVIEW (Continued...)

1. Start with the Rubber Curry. The rubber curry should be used in a circular motion to loosen dirt that has settled under the horse's hair. Be extremely careful and gentle around bony areas of your horse's body, such as their back and shoulders. Do not use a Rubber Curry on your horse's legs unless you can be extremely gentle with it. Never use a Curry or any stiff brush on your horse's face, because you could injure their eye.

2. Next, use the Dandy Brush. The motion for this brush is like the same motion you would use when sweeping a floor. You 'flick' the brush away and up from the coat so that the dirt comes off of his coat. Brush in short, straight, flicking motions to allow the bristles to get all the way through the coat and whisk the dirt out.

3. Then, you use the Body Brush. This brush, as its name suggests, can be used on all areas of the horse as a result of its texture. You should still be careful and gentle around the face and around the eyes, ears, and muzzle. The soft brush removes any remaining surface dust and hair. Finish up your body-grooming by brushing down the entire body, including sensitive areas like the face and legs.

4. Next, use the Mane Comb to gently comb the horse's mane to remove any tangles. Use a wide-bristled mane comb or brush to get tangles out of the mane and tail. Before you start, use your fingers to separate the hairs caught in large tangles. Hold the whole tail/large section of tail in one hand (to avoid tugging) and brush it out with the other. Continue taking small pieces from the side of the tail until you have brushed the whole tail.

5. You should first have an experienced personnel/volunteer show you how to pick up the horse's feet. Usually, this can be done by running your hand down your horse's

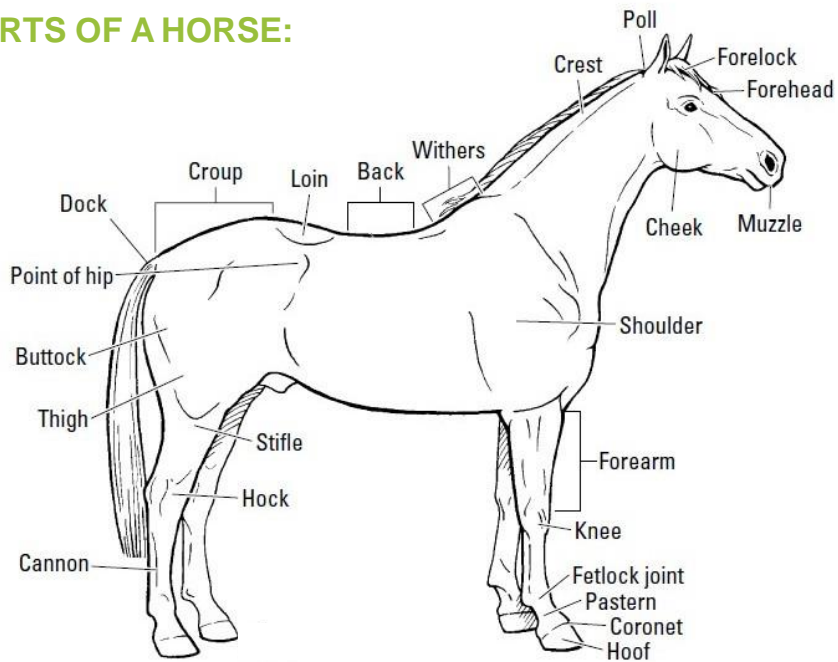
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## GROOMING TOOL OVERVIEW (Continued...)

leg, then gently squeezing the fetlock joint. When you use the hoof pick, always scrape away from you to ensure that the dirt and debris is removed from the hoof. It is vital to carefully clean out the hollow areas on both sides of the frog, and around the sole of the foot.

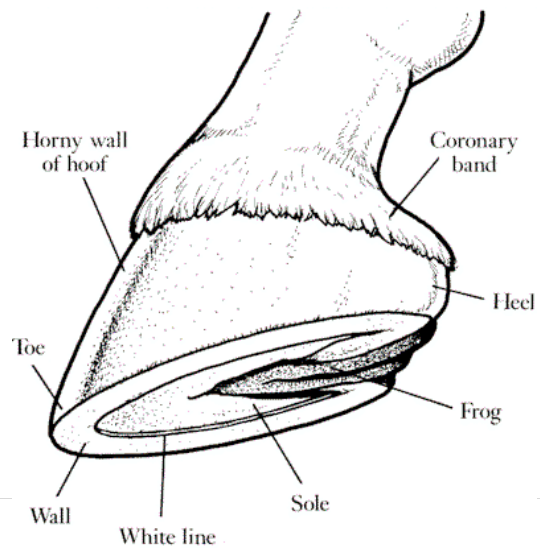
6. Take the towel or finishing cloth to wipe out the horse's eyes and clean out his nose with a trained staff. Use a different sponge/cloth/wipe for the dock area (under the tail). Because these areas are constantly moist, dirt and mucus build up and need to be cleaned out. Always remember to be gentle when doing this; these areas are sensitive.

## PARTS OF A HORSE:



Commented [PB2]: The goo hope symbol I cannot change it

## PARTS OF A HOOF:

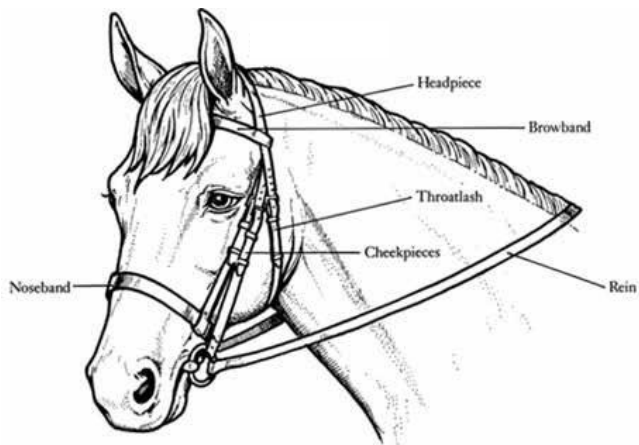


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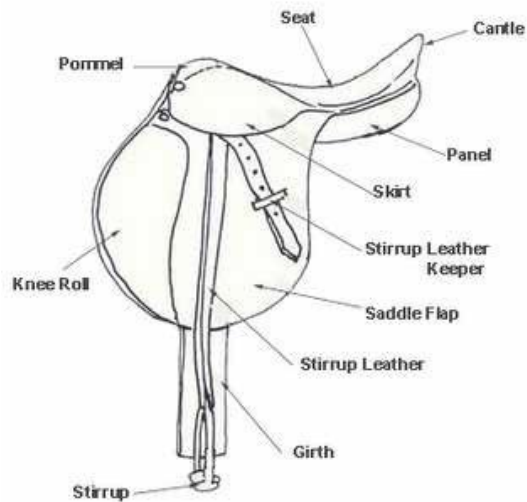
## SADDLE & BRIDLE PARTS:

Special Equestrians use different kinds of tack (equipment saddling and bridling a horse), depending on needs of the horse and rider. Here are three of the most common types of tack used at our center:

### BRIDLE:



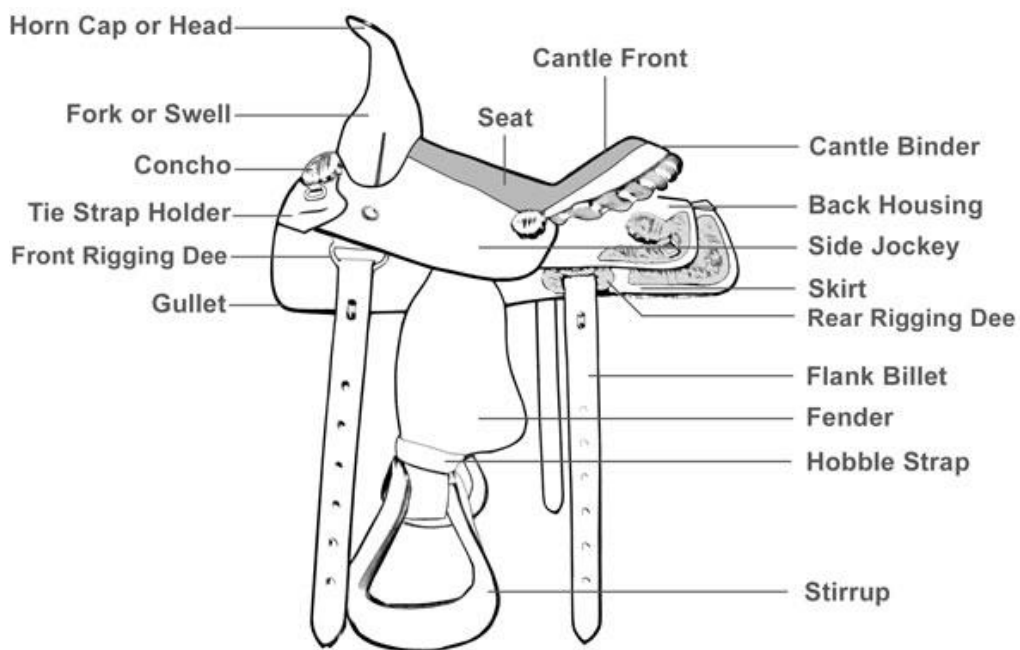
### ENGLISH SADDLE:



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## SADDLE & BRIDLE PARTS: (Continued...)

### WESTERN SADDLE:





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## EMERGENCY PLANS FOR MOUNTED ACTIVITIES & OCCURRENCES

### Mounted Activity Emergency Plan

All volunteers MUST know this plan and listen for it at all times during class. This is our most important emergency Course of Action: for a volunteer to know and follow. Please take your time to read and understand this page!

Also remember, if there is a dangerous situation occurring and the instructor does not see it immediately, any volunteer can call for an “Emergency Halt.”

The instructor will call “Emergency Halt”

1. All Horses will be halted.
2. All Leaders will position themselves in front of the horses, or slightly to the right or left.
3. All Side walkers will be responsible to stabilize their riders.
4. The Instructor will supervise dismounting procedures verbally or personally.
5. If circumstances call for the arena to be evacuated, the riders will be escorted out first by their volunteers and the horses will be removed by their leaders to an appropriate place, after the riders are out of danger.
6. The Instructor will determine if medical personnel are required and will request assistance in contacting specific personnel.

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## EMERGENCY COURSE OF ACTIONS FOR HEALTH AND SAFETY CONCERNS

Emergency Protocol is paramount in the overall operation of the program. The instructors and all staff members are trained in first aid and have current certification in CPR/AED. Instructors & trained staff are responsible for overseeing and implementing emergency procedures under the direction of the instructor. Instructors will determine the extent of the injury and call for medical assistance as needed. Written emergency procedures are easily accessed and available in the office. Personnel and volunteers receive emergency instruction and they are briefed on any physical changes that will present a safety hazard. Instructors will file an incident report for all emergencies, accidents or safety violations. Emergency Course of Actions will be updated when deemed necessary to insure the safety of the program.

### I. Natural Hazards Specific to GHERF

#### A. Animal Bites

Policy: Domestic pets cause most animal bites, with dogs more likely to bite than cats. Cat bites, however, are more likely to cause infection. Bites from non-immunized domestic animals and wild animals carry the risk of rabies. Rabies is common in raccoons, skunks, bats and foxes; rabbits and squirrels rarely harbor rabies.

Course of Action: If the bite barely breaks the skin, treat it as a minor wound.

1. Wash the wound thoroughly with soap and water.
2. Cover it with a clean bandage.
3. Call 911 if the wound is deep or bleeding heavily.
4. If the bite creates a deep puncture of the skin or the skin is badly torn and bleeding, cover the wound with clean gauze and a roller bandage, apply pressure to stop the bleeding and elevate if it is an arm or a leg.
5. If you suspect the bite was caused by an animal from a wild or domestic animal of unknown immunization status, call 911 immediately.

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## B. Snake Bite

Policy: Most snakes in are not poisonous. A few exceptions include the rattlesnake, coral snake, water moccasin and copperhead. Most poisonous snakes have slit like eyes. Their heads are triangular, with a depression or pit midway between the eyes and nostrils on both sides of the head. Some nonpoisonous snakes, however, also have slit like eyes. A poisonous snake identification notebook is kept in the Special Equestrians office.

Course of Action: Check the scene, see if the snake is able to be identified, but do not capture it.

1. Call 911.
2. Wash the wound, immobilize the injured area, and keep it lower than the heart.
3. Don't cut the wound or attempt to remove the venom.

## C. Stinging Insect Bites

Policy: Stinging insects can include fire ants, wasps, yellow jackets, and bees. A normal response to an insect sting results in swelling, pain, and redness around the site of the sting or bite. When a person is allergic to an insect sting, he or she is susceptible to the effects of anaphylaxis, which can include:

- Itching and hives over much of the body
- Swelling in the throat or tongue
- Difficulty breathing or swallowing
- Dizziness, severe headache
- Stomach cramps, nausea, or diarrhea
- Rapid fall in blood pressure
- Shock and loss consciousness

Course of Action:

1. Wash bite area with soap & water. Apply baking soda paste or anti-sting lotion to the bite.
2. If the bite response results in symptoms described above for anaphylaxis, call 911 immediately.



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## D. Spider Bites/Scorpion Stings

Policy: The black widow and the brown recluse are two types of spiders that can bite. Both of these spiders are found in our area. Only a few species of scorpions have a sting that can cause death.

Course of Action:

1. Wash the wound and apply an ice pack and call 911, if needed.
2. Get medical help immediately if the bite is of unknown origin.

## E. Slippery Ground/Rain Puddles

Policy: The GHERF staff will address and correct drainage issues which create slippery ground and puddles. Personnel, participants, and volunteers need to help protect themselves against possible falls by wearing sturdy shoes or boots and trying to avoid new puddles from recent or sudden storms.

Course of Action:

1. If a person falls, and they feel that they cannot get up, 911 will be called.
2. Basic first aid protocol will be followed if it is a minor slip and fall and the person does not require medical attention.

## F. Tree Limbs, Dead Trees and Tree Stumps

Policy: When branches are hanging low, trees/branches are dead, or tree stumps create a hazard, they will be removed for the safety of riders, volunteers, personnel & horses.

Course of Action: If a person is injured badly by a branch, tree or tree stump, 911 will be called.

1. Basic first aid protocol will be followed & 911 will be called, if needed.



## G. HEAT RELATED EMERGENCIES

Policy: If a participant becomes overheated, they will be immediately dismounted and taken out of the arena safely. Water is available at GHERF, at all times. Participants, volunteers, and instructors are encouraged to drink water throughout the day to remain hydrated.

**Commented [PB3]:** Do we also want to add cold weather and frostbite

Course of Action: Heat Cramps

• Painful muscle spasms, usually in the legs and abdomen.

First Aid:

1. Have the victim move to a cool place.
2. Give cool water to drink and place cool rag on back of neck.
3. Have the victim lightly stretch the muscle and gently massage the area.

Course of Action: Heat Exhaustion

- Cool, moist, pale, flushed, or ashen skin
- Headache, nausea, dizziness
- Weakness, exhaustion

First Aid:

1. Move the victim to a cooler environment
2. Loosen or remove clothing.
3. Fan the victim and pour cool water on back of neck.
4. Get the victim into circulating air while applying cold water with a cloth or sponge to face.
5. If the victim is conscious, give small amounts of cool water to drink.
6. If the victim's condition does not improve or if you suspect heat stroke, call 911.

Course of Action: Heat Stroke

- A change in the level of consciousness
- High body temperature
- Red, hot skin that can be either dry or moist
- Rapid or weak pulse
- Rapid or shallow breathing

First Aid:

1. Call 911.
2. Give care until help arrives by following the care steps above for heat exhaustion.



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## II. Man-Made Hazards Specific to the Site

### A. Maintenance Activities

Policy: During program days, maintenance activities may occur, while we attempt to beautify our grounds. Volunteers, personnel, and participants need to stay clear of any maintenance activities at the facility.

Course of Action: If an injury is sustained by anyone involving any maintenance activity, the following first aid guidelines will be followed.

1. Stay calm.
2. Instructor, or person trained in First Aid, will secure area and attend to victim.
3. After assessment is made, 911 will be called, if necessary.
4. Basic First Aid/CPR protocol will be followed.

### B. Facility Machinery and Equipment

Policy: The tractor, the lawnmower and all grounds maintenance equipment are used by GHERF personnel to for facility maintenance purposes. The maintenance equipment is off limits to participants and unauthorized personnel. Participants are not allowed near the tractor or manure spreader. Only authorized personnel are allowed to operate tractor, the lawn mower, tractor, manure spreader and drag. A driver's license is required to drive any vehicle, including program truck on the facility.

Course of Action: If an injury is sustained by anyone involving any of the above mentioned machinery, the following first aid Course of Action: will be followed.

1. Stay calm.
2. Instructor, or person trained in First Aid, will secure area and attend to victim.
3. After assessment is made, 911 will be called, if necessary.
4. Basic First Aid/CPR procedures will be followed.

### C. Driveway

Policy: A gravel road runs lengthwise to the center of the main area of the property. It is the entrance and exit road for all persons who come to the GHERF facility. There is a 10 mile per hour speed limit on this road. Signs are posted. Children are not allowed to play on this road. Parents and caregivers are instructed to keep children and participants off this road unless they are crossing the road with a parent or caregiver.



## C. Driveway (Continued...)

Course of Action: If an individual is struck by a car entering or leaving the property, the following first aid guidelines will be followed:

1. Stay calm.
2. Instructor, or person trained in First Aid, will secure area and attend to victim.
3. After assessment is made, 911 will be called, if necessary.
4. Basic First Aid/CPR procedures will be followed.

## D. Unauthorized Posted Areas (i.e.: Pastures and Ponds)

Policy: There is two ponds located on each side of the property. The pastures are off limits until you are trained to walk horses out safely. This area is off-limits to participants, volunteers, and their families. There are designated personnel who are permitted access to this area. These unauthorized areas are posted and are off limits!

Course of Action: If an injury is sustained by anyone who is injured in or around the unauthorized area, the following first aid Course of Action: will be followed.

1. Stay calm.
2. Instructor, or person trained in First Aid, will secure area and attend to victim.
3. After assessment is made, 911 will be called, if necessary.
4. Basic First Aid/CPR procedures will be followed.

## Operations of Facilities and/or Equipment

### A. Power Failure

Policy: If a loss of power arises, Good Hope will contact its local electricity provider, Dominion Energy. The phone number is below.

Course of Action: Immediately inform notify the Executive Director or an instructor if there is a loss of power.

1. If there is a true power outage and Dominion Energy needs to be called by our staff, they will need the address of the center, as well as account numbers.

Number to call if there is an outage: 866-366-4357

Commented [PB4]: Do we want to put certain areas on property?  
Examples: pond, both houses, and unsafe places



## B. Loss of Water

Policy: GHERF will take the following plan of action if a loss of water occurs. Because water is crucial in maintaining the health of our horses; we have the following plan of action in place. Beyond, our horses' health, it is also needed for our classrooms, office facility, restrooms and for the drinking water.

Course of Action:

1. If loss of water occurs, notify Peggy Bass at (305) 297-4729 immediately. It is possible that the water has been temporarily turned off due to construction activities. If there is a true water outage, the Executive Director or designated personnel will take care of the problem.
2. If the water will be off for an extended period of time, water will be transported from the water troughs or other outside sources to the horse's buckets. Alternately, the horses can be turned out in their turnout areas to have access to the water troughs.

## C. Electrocutation

Policy: Electrocutation is a serious and potentially life-threatening situation and will be handled in a calm and expeditious manner.

Course of Action:

1. Stay calm. Area should be immediately secured and checked for safety. If the circuit breaker box can be safely reached, all circuit breakers should be switched to the off position.
2. Staff will call or direct someone to call 911 immediately.
3. Personnel will quietly and quickly direct the removal of all people and horses from the area.
4. Instructor, or one of the personnel who is certified in First Aid and CPR will attend to the injured party until EMS arrives.



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## IV. Disasters such as Hurricane, Tornado, Thunderstorm, Fire, Flood

### A. Hurricane, Tornado, Tropical Storms

Policy: The hurricane plan for our center is initiated by the GHERF team. The policy is to keep the horses in their stalls during a hurricane with their exterior windows closed and secured. Identification tags will be braided into the horses' manes with the horses' name, Good Hope address and our phone number written on the tags. Breakaway halters will be placed on the horses & ponies.

Course of Action: For Program Horses/Ponies

1. GHERF will maintain a (2) week supply of horse feed & hay in an airtight waterproof containers, which will be placed in the green metal container behind the mainbarn.
2. All water troughs around the property will be filled, enough for a week and a half.
3. Include extra buckets and halters w/leads in disaster supplies.
4. Have at least 2 week's supply of any medications regularly used.
5. The Horse First Aid Kit will be reviewed each month to ensure that GHERF is adequately supplied for the storm.
6. The Coggins certificates, photos of horses, and proof of ownership with the disaster supplies will be placed in freezer large zip locked bags within safe.

Course of Action: Facility

1. Secure and/or remove all loose objects outdoors (e.g. buckets, bulletin boards, trunks, halters, leads, cross ties, bags of shavings, hay, etc.).
2. Secure all paddock and arena gates.
3. Review location of Human First Aid Container, Horse First Aid Container and Fire Extinguishers.
4. Shut off main electrical breakers and water valves. Unplug all appliances, and office equipment.
5. Secure all windows/doors.
6. Prepare generator for possible usage after a hurricane

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## IV. Disasters such as Hurricane, Tornado, Thunderstorm, Fire, Flood

### A. Hurricane and Tornado (Continued...)

Course of Action: Participants

1. The Executive will cancel all classes if there is a Hurricane Warning, so that the personnel has ample time to prepare the barns, classrooms with shutters.

2. All staff will support evacuation and safety relocation, if needed.

3. The staff members will follow the following actions following the storm:

4. Course of Action: After the Hurricane

1. Staff Members will wear rubber boots and rubber gloves to clean up after storm.

2. Everyone will enter with extreme caution: check structural integrity of buildings and check for downed electrical wires.

3. If there has been flooding or rain damage, GHERF will have an electrician inspect the premises before turning on the breakers.

4. To ensure the safety of the water, samples will be taken to the health department to be checked prior to using.

### B. Thunderstorms and Lightning

Policy: Thunderstorms and lightning are a main concern in Virginia. During severe thunderstorms, the horses are kept in their stalls to ensure their safety and well-being.

Course of Action: If a storm comes up quickly during a class

1. All horses/ponies will halt.

2. Mounted Activity Emergency Plan will be followed.

3. If lightning is nearby, classes will be cancelled and all participants will be dismounted and escorted out of the arena to the Viewing room, until it is safe to leave.



## C. Facility Fire and Wildfires during class

Policy: All personnel, participants, and guests must be prepared to follow the fire drill in the event of a facility fire or a wildfire.

Course of Action:

1. Staff will check area and determine if 911 should be called. Fire extinguishers are readily available in every building on the GHERF center. If the fire is small, and is in the area of the viewing room, barn, arena or office, the trained personnel can begin attempt to distinguish the fire, while the designated staff/volunteer calls 911. The emergency cell phone and phone numbers and directions to farm are posted by the kitchen counter in the viewing room.

2. If a class is in session the Instructor will give directions and will take responsibility of dismounting and evacuating participants. If 911 is called, participants, families and volunteers will stay in the viewing room, until all emergency vehicles are on the property. All horses will halt and the Mounted Emergency Plan will be followed.

3. Once all participants have been dismounted from their horses, participants, families and volunteers will stay at the viewing room until the fire trucks and emergency personnel have arrived. They may leave in their cars at this time. Horse handlers will stay in the arena with their horses. If it is safe, Staff will evacuate remaining horses from stall area and pastures to upper northwest paddock to await evacuation trailers, if evacuation is needed.

- Assess scene to make sure it is safe to enter.
- If it is safe for humans, horses should be led by experienced personnel/volunteers.
- If fire is in stall area and there is a danger to humans, the firefighters will be the persons going into the barn to get the horses out of the barn.
- Frightened horses may not want to leave their stalls, talk to them in a reassuring tone of voice.
- If a horse is unmanageable or refuses to leave stall, leave door open and move to the next horse.
- Once outside a horse may try to run back into his stall. Close the stall door if possible.

4. In the event of a fire outside of operating hours, the Executive Director, or person who discovers the fire, will contact 911 and the GHERF BOD members. If necessary, evacuation protocol will follow for the all of the horses who reside on this property, including boarders.



## D. Fire and Wildfires Outside of Operating Hours

Policy: All areas within the United States could have a wildfire, so it is imperative to have a plan of action.

Course of Action:

1. Staff will designate someone to call 911.
  2. If the fire is small, fire extinguishers can be used.
  3. Horses and persons should keep the driveway clear until fire trucks have arrived.
  4. Evacuation of persons will be the primary responsibility of the emergency personnel on the property but cannot be started until emergency vehicles have come onto the property.
  5. If there is no fire in the horse barn, staff may move horses to the other side of the road (1141 Wild Turkey Run) to wait for evacuation trailers, if necessary. If evacuation of horses is necessary, the horse evacuation volunteers with trailers will be contacted.
- Survey scene to make sure it is safe to enter.
  - If it is safe for humans, horses should be led by experienced staff.
  - If fire is in stall area and there is a danger to humans, the firefighters will be the persons going into the barn to get the horses out of the barn.
  - Frightened horses may not want to leave their stalls, talk to them in a reassuring tone of voice while exiting the stalls to the evacuation station area.
  - If a horse is unmanageable or refuses to leave stall, leave door open and move to the next horse.
  - Once outside a horse may try to run back into his stall. Close the stall door when exiting to ensure their safety.



## V. Dangers Specific to the Use of Equines

### A. Sudden Illness of Rider

Policy: If a rider should experience seizure activity or otherwise become ill while mounted, the instructor may call for an “EMERGENCY HALT.” The rider will be dismounted under the direction of the instructor.

Course of Action:

1. Leaders and side walkers will be instructed to do an EMERGENCY HALT for all horses.
2. There will be an emergency dismount of the ill rider.
3. 911 will be called, if needed.
4. The rider will be accompanied out of the arena.

### B. A Rider who is Falling from a Horse Toward a Side walker

Policy: If a rider is falling off a horse and a fall towards a side walker is eminent, the side walker may be called into action to assist the rider to the ground safely.

Course of Action:

1. Mounted Activity Emergency Plan goes into effect.
2. If the rider coming off the horse, the side walker will pull the rider away from the horse, toward their own body.
3. Side walker will protect the head and neck of the rider, to the best of their ability, as they move the rider to the ground.
4. Instructor will attend to victim.
5. Instructor will instruct staff to call 911, if indicated.
6. Basic First Aid/CPR procedures will be followed.

### C. Rider who has Fallen from a Horse

Policy: If a rider falls off his horse during the program, the Mounted Activity Emergency Plan goes into effect. STAY CALM. All horses will be halted. For independent riders, leaders will go to their assigned horse and attach lead rope.

Course of Action:

1. Mounted Activity Emergency Plan goes into effect.

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2. Loose horse will be caught (see Loose Horse: In the Arena).
  3. If horse is not loose, the horse leader will secure the horse and move the horse appropriately.
  4. Instructor will attend to victim.
  5. Instructor will instruct staff to call 911, if indicated.
  6. Basic First Aid/CPR procedures will be followed.

#### LOOSE HORSE ON PROPERTY

Policy: If a horse becomes loose in any area of the property, specific procedures must be followed for the safety of the participants, personnel, and the horse itself.

Course of Action: Retrieving the loose horse

1. Loose horses should be secured by a horse handler
2. Carry a halter with lead rope over your shoulder.
3. Do not chase the horse.
4. Approach horse from the side, walk slowly and talk in a low soothing voice.
5. Put lead rope over horse's neck; then put the halter on with lead rope attached.



### C. Rider who has Fallen from a Horse (Continued...)

#### LOOSE HORSE IN THE ARENA

Course of Action:

1. Have riders halt on the rail
2. Horse Handlers should go to their horse or stand in front of their horse, if attached.
3. Side walkers remain with assigned rider; prepare to assist with dismount upon request.
4. If necessary, horse handlers will be asked to lead horses out of the arena.
5. Side walker or designated volunteer will exit with the riders at the closest exit within the indoor arena or provide a manual transfer for non-ambulatory riders to their wheelchair.

#### LOOSE HORSE IN THE BARN

Course of Action:

1. If participants are in the area, a staff member or designated volunteer should lead them to a safe place.
2. Horse handlers should unsnap any horses on cross ties, attach lead ropes.
3. Remain calm until loose horse is caught.



## E. Horses Spooking

Policy: When a horse spooks, it can be a dangerous situation. Horse handlers and side walkers must be ready to take the right steps to avoid injury to riders and volunteers.

Course of Action:

1. The horse handler will control the horse, while the side walkers extend an arm across the rider's thigh and grip the front of the saddle.
2. If indicated, the instructor, or person in charge, may instruct the near side walker to perform an emergency dismount.
3. The horse handler will move the horse to a safe place, away from riders. The horse will be held by the handler until notified by the instructor.

For the Other Horses and Riders in the class

Course of Action:

1. All horses will be halted.
2. All handlers will position themselves in front of the horses.
3. All side walkers will stabilize their riders

## F. Horses Kicking and Biting Personnel, Participants, Guests

Policy: Equines are large, powerful animals and their size and strength should always be respected.

Course of Action:

1. STAY CALM. Mounted Activity Emergency Plan goes into effect if during a lesson. All horses will be halted. For independent riders, leaders will go to their assigned horse and attach lead rope. If possible, victim will be removed quickly from area of injury and area will be secured with participants being led to a safe area.
2. Instructor will attend to victim.
3. Instructor will instruct staff to call 911, if indicated.
4. Basic First Aid/CPR procedures will be followed.





## G. Horse Health Emergencies

Policy: Our instructors check the horses/ponies throughout the day to make sure they do not become ill or injured. If a horse, becomes ill or injured during a EAA mounted session (i.e.: colic, or trips and bruises heal, etc.) the following steps will be taken.

Course of Action:

1. STAY CALM. Staff will quietly direct removal of all people and other horses from the area, if necessary.

2. Instructor will secure area and attend to sick or injured horse. Horse will be kept as calm as possible and moved to a safe area where it is unlikely to be injured should it go down.

3. After assessment is made, Instructor will direct staff if assistance or a call Dr. Newcomb at 434-888-4040 if needed. If Veterinarian is called, a detailed description of illness or injury should be given to the vet clinic including:

- Symptoms of illness or injury & cause, if known
- Vital signs (heart rate, respiration rate, temperature, gum color & capillary refill time)
- Length of time and amount of blood loss (if any)
- Length of time of illness
- Any medications will be administered at this time.

4. Basic First Aid procedures will be followed. (Horse First Aid Kit & emergency numbers located in tack room cabinet)

Commented [PB5]: The new vet and their number?



## VI. Conduct of Personnel, Participants, and Volunteers

### A. Accusation of Inappropriate/Abusive Behavior toward Others

Policy: Good Hope Equestrian & Regenerative Farm, In. has zero-tolerance for abuse of any form.

Course of Action:

Executive Director proceeds as follows:

1. Meets with accuser to discern details of allegations.
2. Requests that the staff/volunteers/others who are accused of inappropriate behavior immediately remove themselves from the program until the investigative process has been completed.
3. Contacts appropriate regulatory authorities and facilitates resolution of the matter. In all circumstances the following actions will be required:
  - A. Occurrence Report completed
  - B. Matter is reported to the GHERF Board of Directors
  - C. Procedures are reviewed to determine whether additional training or instruction of staff/volunteers could have prevented the abusive behavior and to assure that this situation would not occur again.



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## B. Allegations of Inappropriate/Abusive Behavior toward Horses

Policy: GHERF has no tolerance for maltreatment of any nature and therefore will address any and all situations without delay.

Course of Action:

Executive Director proceeds as follows:

1. Requests that the staff/volunteers/others who are accused of inappropriate behavior immediately remove themselves from the program until the investigative process has been completed.
2. Contacts appropriate regulatory authorities and facilitates resolution of the matter. In all circumstances the following actions will be required:
  1. Occurrence Report completed
  2. Matter is reported to the GHERF Board of procedures.
  3. Procedures are reviewed to ascertain whether additional training or education of staff/volunteers could have prevented this situation and additional classes will be employed.

## C. Incidents Due to the Use of Alcohol or Drugs

Policy: GHERF has zero-tolerance for alcohol or drug use of any nature and therefore will address the situation immediately.

Course of Action:

Upon being informed that alcohol or drugs have been used on the premises, the Executive Director or instructor meets with the individual and informs them that our center has a zero-tolerance for the use of drugs and alcohol on the premises.

1. Requests that the individual who used alcohol to immediately depart the premises.
2. Requests that the individual who used drugs immediately leave the premises and contacts the appropriate regulatory authority.

In all circumstances the following actions will be required:

1. Occurrence Report completed
2. Matter is reported to the GHERF Board of Directors.



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## D. Failure to Follow Established Safety Procedures

Policy: GHERF does not tolerate failure to follow safety protocol and will take immediate steps.

Course of Action:

When it is observed that anyone has failed to follow established safety procedures, an Instructor, the Executive Director is to be informed immediately. Thereafter, the Instructor:

1. Meets with the individual to remind them of the procedures established by the facility
2. Require that the individual attend an additional training session.
3. Upon repeated failure to follow safety procedures, individual is asked to leave the facility permanently.

In all circumstances the following actions will be required:

1. Occurrence Report completed
2. Matter is reported to the GHERF Board of Directors
3. Volunteer/Personnel Training Program and procedures are reviewed to ascertain whether additional training or education of staff/volunteers could have prevented the situation.

### Personnel/Volunteer Termination Policy:

Employment and volunteering at Good Hope Equestrian & Regenerative Farm, Inc. (GHERF) is a privilege. We do appreciate all the skill, energy and commitment everyone brings to our programs. Sometimes it may be necessary to remove a volunteer/employee from a specific class or from programs for the safety of our participants and horses. An inattentive volunteer/employee, or one who cannot perform the functions or duties, will be removed from classes, and may be placed within other capacities, or asked to NOT to return to GHERF. Absolutely no intoxicated or chemically impaired volunteer/personnel will be allowed to work/volunteer at GHERF. If there may be a question, the GHERF staff may use precautionary measures, and will not permit the individual to volunteer.

- 1.. Procedures are reviewed to ascertain whether additional training or education of staff/volunteers could have prevented this situation and additional classes will be employed.



## **Personnel/Volunteer Termination Policy: (Continued...)**

In addition, GHERF has the right to refuse guests & volunteers/personnel from participating in GHERF activities or fundraising venues when their conduct is not appropriate. Examples include: A. Inappropriate conduct towards a staff member, rider, parent or equine; B. Failure to adhere to dress standards; C. Eating, drinking, or smoking in unauthorized areas. D. Excessive absenteeism or tardiness or absence from volunteer work without notice; E. Using obscene or abusive language in the presence of a guest; F. Directing abusive or obscene language, written or electronic material to, or in the presence of any co-worker, supervisor, parent, rider, volunteer or guest. G. Taking unauthorized breaks or abandoning a post; H. Endangering personal safety and the safety of others; I. Violations of the policies set forth within this book or otherwise posted on the communication boards, as they may be amended from time to time; J. Lack of honesty or failure to be forthcoming in an internal misconduct investigation conducted by GHERF, Inc.; K. Failure to report an accident or injury while working; L. Harassing, including sexually harassing, intimidating or threatening a Guest, another Team Member or any Member of Management; M. Unauthorized removal or destruction of property belonging to others, including GHERF, co-workers, or guests, and including discarded, excess, or found property; N. Behavior which the Company determines to be gross misconduct, O. Violation of operating and safety rules and Course of Action's. P. Insubordination, including refusal or failure to perform assigned work, or follow an immediate Supervisor's directions. Q. Making false, vicious, or malicious statements concerning employee, another volunteer of the Company, or guests.

## **Confidentiality/HIPAA Policy:**

The inherent right of all individuals is to be respected as equal. In all our programs, we are committed to maintain the highest ethical standard in respect to personal information. Therefore, the Good Hope Equestrian & Regenerative Farm, Inc. has established this Statement of Confidentiality. All health histories and personal information regarding particular individuals is covered by this agreement. All volunteers are required to complete the volunteer application that further highlights this policy.

Good Hope Equestrian & Regenerative Farm, Inc. protects the confidentiality of all information about the individuals that it serves by regulating its practices to meet the HIPAA (Health and Insurance Portability and Accountability Act) regulations. Under the Health Insurance Portability and Accountability Act ("HIPAA"), which is a federal law, we are required to maintain the privacy of all consumers' protected health information and provide them with notice of our legal duties and privacy practices with respect to such protected health information. This means all volunteers & staff members agree and affirm they will not disclose or use any information concerning an individual receiving services for any purpose that is not in conformity with Chapter



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### Confidentiality/HIPAA Policy: (Continued...)

393.139 (4) and federal regulations, except upon written consent of the individual or the individual's legally authorized representative. The GHERF staff members and volunteers have been provided specialized training within this area.

The GHERF employees and volunteers cannot discuss the individual or any information about any individual with anyone outside the agency without express and informed consent. Our employees may not discuss the participants with outside agencies, unless the information pertains to the health, well-being and/or progress of the consumers. This means that the other agency or individual must acquire written approval through the consumer and his/her legal guardian prior to the dissemination of their personal information. GHERF uses the HIPAA.

Specific written consent must be obtained prior to each release of information to any person or other agency, and prior to obtaining any photograph, video tape, quote or interview intended for use by person outside Good Hope Equestrian & Regenerative Farm. The written consent must be dated and signed by the individual or his/her legally authorized representative, if applicable. It must specify the purpose of the consent, type of information to be released and the person or organization to receive the information.

Confidential Communication is any information that is either written or spoken, and shared between client, and / or Family-Guardian, and Staff, Volunteers, and Board of Directors in the course of service delivery of Equine Assisted Learning Activities at GHERF, ETC. The information that is exchanged is considered confidential and is to be kept as such by all involved, and disclosed only to those people who are:

1. Present at the time the information is shared and working to further the interests of the client.
2. Working for GHERF maintaining records of clients for informational purposes (ie: ) to aid in evaluation, and facilitating communications between staff/ volunteers, as well as, for medical and psychological documentation.
3. Not associated with GHERF, but working on behalf of the client, such as an attorney, counselor, housing worker, or other social service agent.

### Maintenance of Records:

1. GHERF maintains all records (i.e.: participant, volunteer & personnel) in a strictly confidential manner for a maximum of seven years. Only administrative staff members will have access to these records. Clients/Guardians may access their records at any time, and copies are available for a nominal copying fee.



## Maintenance of Records: (Continued...)

2. In cases where information must be disclosed to others, GHERF must have a signed release form on file from the client or guardian before said information is disclosed.

### Exceptions for the Release of Information:

1. Where a staff member or volunteer has reason to suspect a person has been either physically or sexually abused, a report must be made to the appropriate authority. If a volunteer suspect's abuse, they should notify a staff member who will be responsible for reporting such. If the client is willing to report the abuse themselves, GHERF will have complied with the requirements for reporting if they assist that individual with making the report.

2. In criminal proceedings, when the court has determined, through the procedure explained in RSA 173-c, that the information contained in the record or testimony is admissible under chapter 173-c, where medical emergency exists and the information from the file is required and the client/family/guardian is unable to authorize the release, information limited to the medical emergency will be disclosed to any emergency personnel, and / or the medical institution treating the client.