

# **JOYRIDE CENTER**

## **Therapeutic Horsemanship Program**



**STRENGTHENING BODY, MIND AND SPIRIT**

# **VOLUNTEER MANUAL**

**May 2023**

**[www.JoyRideCenter.org](http://www.JoyRideCenter.org)  
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**29550 Tudor Way  
Magnolia, TX 77355**

Take a JoyRide.  
Let a horse whisper in your ear and breathe on your heart. Climb on his back. Hold on tight to the joy you feel inside... and ride.

**WELCOME TO JOYRIDE!** We are pleased you want to share some of your valuable time assisting our very special clients. It takes as many as three volunteers for some clients to ride. An awesome volunteer staff is crucial to the success of our program. In fact, we could not offer our services without you!

We value you and believe that you will benefit from your volunteer experience at JoyRide. Our goal is to ensure that you find your time here appreciated, rewarding and most of all enjoyable. If there is any way we can make your experience with us more fulfilling, please do not hesitate to ask. We look forward to having you on the JRC volunteer team.

[volunteer@joyridecenter.org](mailto:volunteer@joyridecenter.org)

Office- 281-356-5900

Direct Volunteer Line -  
281-923-4512



## **THANK YOU FOR VOLUNTEERING AT JOYRIDE!**

**This manual is intended to serve as a supplement to the “hands-on” training required of all JoyRide volunteers. This manual and more information can be found on our website: [www.joyridecenter.org](http://www.joyridecenter.org)**

*“Release the joy that is inside another, and you release the joy that is inside of you.”*  
Neal Donald Walch

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

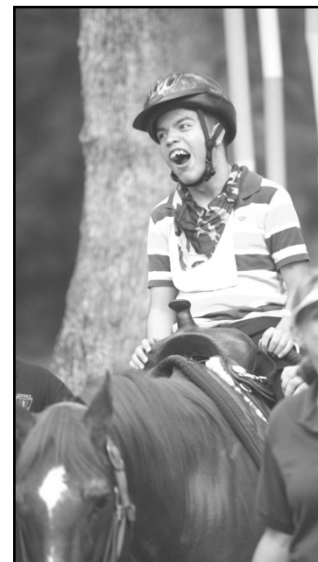
## What We Do and Why – Our History and Mission

The JoyRide Center (JRC) was founded in 2009 by a small group of therapists, instructors and dedicated volunteers who wanted to provide quality Equine-assisted Services (EAS) to clients with different abilities and their families. Through the generosity of two of the founding members, JoyRide was able to purchase its beautiful 10-acre site in Magnolia, Texas in 2016.

**The mission of the JoyRide Center is to help people with different abilities find more joy in life through equine-assisted services and functional/life skills education.**

JoyRide is a 501(c)(3) non-profit organization and a PATH Intl. (Professional Association of Therapeutic Horsemanship, International) Premier Accredited Member Center. For more information on PATH Intl. visit [www.pathintl.org](http://www.pathintl.org). Our motto is “clients and family first”. We want our center to be a haven where all participants come to strengthen body, mind and spirit. Our goals include:

- ♥ Providing therapy and education through a multi-level equine program
- ♥ Providing social interaction for clients, volunteers, staff and families
- ♥ Continuing development and enhancement of programs to better serve our clients
- ♥ Providing life skills education through the JRC Prep program



### Who We Serve – Our Clients

JoyRide serves clients with a wide range of physical, cognitive, and learning disabilities. The participants range in age from 6 years to senior adults. Before entering the program, clients are evaluated by a JoyRide therapist/instructor and must have a signed release from a physician.

### Our Partners – The JoyRide Horses

JoyRide owns or leases our therapy horses and we are always looking to expand our equine herd. Our horses are composed of a variety of breeds, shapes and sizes. All horses are extensively evaluated and screened before being accepted into the program. We look for well-trained horses with good dispositions that are sound and have appropriate movement for therapeutic riding. Schooling of horses continues throughout their service at JoyRide.

### How We Are Organized – Our Board and Staff

JoyRide is governed by a volunteer Board of Directors and a dedicated staff of professionals. All JoyRide instructors are PATH Intl. certified or working towards certification.

### Where Does the Money Come From? – Funding

JoyRide receives no funding from any federal or state sources. Our program relies on private and corporate donations, grants, client tuition and proceeds from special events, which include a Golf Tournament and an Auction/Dinner/Dance. If you would like to help by donating your time, auction items or sponsorships for these events please contact any staff member.

*“Horses can’t talk but they can speak if you listen.” ~ Anonymous*

# What We Offer – Our Services and Programs

We provide three primary programs – Therapeutic Riding (TR), Equine Assisted Learning (EAL) and the JRC Prep Day Habilitation Program.

## 1. THERAPEUTIC RIDING

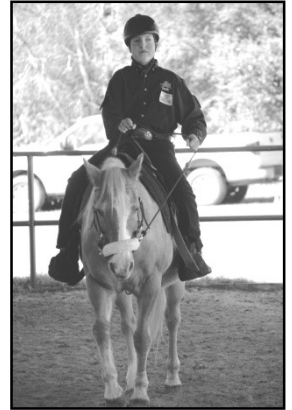
### a. Education – Riding and Learning

These classes have a strong emphasis on developing riding skills. They also provide horsemanship, social connections, competition opportunities, educational support and teach daily living skills that are specific for each person. These lessons are 45 to 75 minutes, to include both mounted and un-mounted activities, taught by a PATH Intl. Certified Instructor. Activities may include riding skills, fitness exercises, horse care, arena preparation and team building. Horses are an essential part of the team – they facilitate learning, motivation and group skills building.



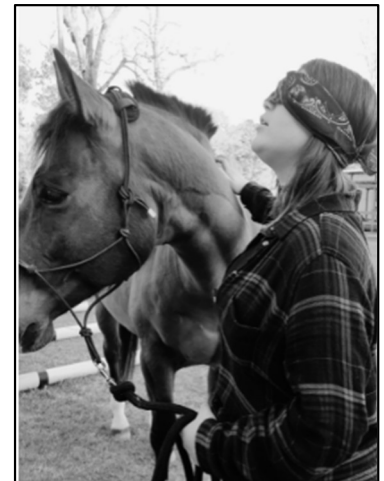
### b. Developmental Skills – Bridging the Gap

These are riding classes for clients who are not yet ready to focus on horsemanship skills. The emphasis is on motor skills, daily living skills and social connections that are specific for each person, usually in a group setting. Developmental Skills classes are 45-60 minutes and taught by a PATH Intl. Certified Instructor. Lessons may include pre-riding skills, motor planning, communication, educational readiness and social skills. Horses continue to be a significant part of the team and motivate riders to new levels of development and independence.



## 2. Equine Assisted Learning

EAL helps clients develop skills for educational, professional and personal goals through equine-assisted activities. The interaction between horse and client often unlocks blocked emotions, allowing them to be processed and healed. In an EAL setting, the experiential approach integrates equine-human interaction that is guided by a planned learning experience to meet the identified goals or desires of the participant(s). Equines use mostly non-vocal communication and are in-tune with human behavior. EAL can help participants to better understand and learn how our non-verbal communication might be impacting or influencing others in their lives. Furthermore, participants gain self-esteem and self-confidence while learning how to work with such a large and powerful creature. These lessons are typically 90 minutes.



*"If you want to lift yourself up, lift up someone else."  
Booker T. Washington*



### 3. JRC PREP- DAY HABILITATION PROGRAM

JoyRide Center offers pre-vocational training in a unique blend of classroom instruction integrated into a worksite. The many facets of JoyRide Center provide rich and diverse opportunities for work-based learning to take place. JRC Prep combines direct instruction with continuous hands-on work experience. In order to achieve



this level of individualization, we maintain a low student/teacher ratio of no more than 7 students to one

teacher, two mentors and specially trained volunteers. Our students assist in all aspects of managing a small horse farm, including providing horse care, indoor and outdoor facility maintenance, and completing office tasks. They cook meals and maintain a culinary garden. They also run a small business in which they make and sell several products. Our primary emphasis is on the development of personal independence and employability skills that will enable our students to become productive members of their communities.



#### Benefits of Our Programs Can Include:

- ♥ Improving muscle tone and coordination
- ♥ Improving gross and fine motor skills
- ♥ Experiencing the 3-dimensional movement of the horse, which is similar to the normal walking gait and cannot be duplicated in a clinical setting
- ♥ Enhancing balance and posture
- ♥ Stimulating the cardiovascular system and promoting wellness
- ♥ Building self-esteem and confidence
- ♥ Developing a meaningful relationship with the volunteers and horse
- ♥ Channeling aggressive or hyperactive behavior into constructive activity
- ♥ Increasing ability to follow directions and developing sequencing abilities
- ♥ Improving memory and organizational skills
- ♥ Improving ability to perform activities of daily living
- ♥ Developing personal independence



*"For one to fly, one needs only to take the reins."  
Melissa James*

## What We Expect - Guidelines for Volunteers

- ♥ Most volunteers will serve as either horse handlers or sidewalkers. However, there are many other areas in which you can assist which do not involve working in the arena. They include grooming, tacking horses or helping at special events and fundraisers.
- ♥ As a JoyRide volunteer your role is to be a helpful presence and to support the staff in any way they may need.
- ♥ Volunteers who work with the clients must be at least **14 years old**, physically able to walk and occasionally jog for short distances. They must complete all required paperwork and attend an orientation/training session.  
No one who has been accused of, investigated for, charged with, or alleged to have committed any act of neglect, abuse or molestation against a minor will not be allowed to volunteer.



- ♥ Regular attendance is **vital** to our program. We ask that volunteers commit to a full semester. **In the event that you must be absent, please call your volunteer manager as soon as possible so a substitute can be found.** Your volunteer manager's contact information can be found on the first page of this manual.
- ♥ Record your volunteer hours using the laptop located on the check-in table. It is important for JoyRide to have a record of volunteer hours because this information can sometimes be used on grant applications. Many employers will also make grants to JoyRide based on the number of hours volunteered by employees, retirees and their immediate families.
- ♥ Put on your nametag. This is a safety precaution so you can be identified in the event of an emergency and it allows others to know you by name.



- ♥ Sidewalkers should arrive at least 15 minutes prior to class starting. Horse Handlers need to arrive 30 minutes early to help with the horse and tack. A volunteer who arrives late may affect a client's class time. Please call the volunteer manager if you are running late.
- ♥ Do not assume class is cancelled if the weather is bad. Indoor lessons may be held and the instructor may still need your help. The volunteer manager will contact you no later than an hour before class time if your class has been cancelled. Classes will only be cancelled in the event of dangerous or threatening weather, or a client cancellation.
- ♥ Wear sensible and comfortable clothing. No spaghetti straps, midriffs, halter tops or other revealing clothing. Closed toe shoes are a safety requirement. The weather can be unpredictable, so come prepared for changing weather conditions. Dangly jewelry is not recommended as this may cause a client to grab or pull. Perfumes or scented lotions are also discouraged as certain scents may cause a reaction in some clients or attract bees and other insects.

- ♥ Volunteers should park in the grassy area to the right of the driveway. We have reserved the concrete parking area for our clients only.
- ♥ For safety reasons, **pets and unsupervised children are not allowed.**
- ♥ All client and volunteer records are confidential and can only be accessed at the request of a staff member.
- ♥ Smoking is not allowed anywhere on the property. The use of drugs or alcohol is also strictly prohibited.
- ♥ The mistreatment, physical or verbal abuse of anyone, individual or animal, will not be tolerated.
- ♥ If licensed firearms are brought on the property they must remain in your locked vehicle.
- ♥ Please observe signs noting restricted areas.
- ♥ Only clients accompanied by a volunteer or instructor are allowed in the horse tacking area.
- ♥ It is in the best interest of all involved that no volunteer be alone with a client at any time. Volunteers are not allowed to accompany clients to the restroom. **Parents or caregivers are responsible for the supervision of the clients at all times and are required to remain on site during their lesson.**
- ♥ In order to avoid distracting clients or horses during class everyone is asked to not lean or climb on arena fences.
- ♥ Flash photography is allowed but only with prior approval from the instructor as it may "spook" the horse.

## What You Should Expect

As a JoyRide volunteer, expect to be amazed and inspired by the clients and their families. Over time you'll develop friendships and personal relationships with clients and other volunteers. You'll get to know parents, grandparents, spouses and siblings. You'll share in the progress and challenges of your clients. After each lesson volunteers are encouraged to discuss with the instructor their observations on the effectiveness of the lesson and the progress made by the client. If you are ever asked to do something that makes you uncomfortable, please let your Volunteer Manager or Instructor know. JoyRide will never expect any volunteer to do something that they do not feel comfortable or safe doing.



*"Treat people as if they were what they ought to be, and help them become what they are capable of being."*

Goethe



# How to Handle the Unexpected - Emergency Procedures

The JoyRide staff will be in charge in all emergency situations. All instructors have CPR and First Aid training. Whatever the emergency, we take care of PEOPLE FIRST, HORSES SECOND!

- ♥ When an emergency occurs **in the arena**, the Instructor is in charge.
- ♥ When an emergency occurs **outside the arena**, or if the instructor should become incapacitated, another staff member is in charge.

## Actions to be taken in the arena in case of an accident/incident are:

- ♥ If the rider involved in the incident is on the ground, the instructor will ask the Horse Handler to move the horse a safe distance away from the rider and remain calm.
- ♥ Other Horse Handlers in the class, stop your horse, move to the diagonal front position and listen for instructions. When directed by the instructor that it is safe to do so, take your horse to the end of the arena opposite the accident or remove it from the arena.
- ♥ Sidewalkers, remain with your client and use the thigh hold, then follow the directions of the instructor.  
Comfort your client by letting him know that the instructor knows what to do.



- ♥ Other staff members move students, family members (other than parents of an injured student) and volunteers away from the immediate scene and help maintain calm.

The person in charge will evaluate the situation and direct others to take some or all of the following actions:

- Call 911, ideally from a cell phone
- WALK to the street to wait for and direct emergency personnel to the scene
- Bring first aid kit
- Bring injured person's file - without opening it.

The Instructor (or the person in charge of the situation) will complete an Occurrence Report after the situation is resolved.

**Weather Related Emergencies:** Follow the directions of the instructor, which may include:

- Dismounting all clients and escorting them out of the arena
- Horse Handlers removing reins and leaving horses in arena
- Assigning someone to check all offices and restrooms
- Quickly moving all people to a designated safe place

**Insurance Coverage:** JoyRide maintains liability insurance to provide coverage to protect clients, volunteers and staff.

*"Those who bring sunshine to the lives of others cannot keep it from themselves."  
J. M. Barrie*

# The JoyRide Team

Each riding lesson centers on a team effort of people and horses working together to accomplish certain therapeutic riding goals. The JoyRide Team consists of:

## ♥THE CLIENT♥

The heart of our team!

## ♥THE HORSE♥

Whose job is to carry the client safely, smoothly and obediently. The horse and client must be well matched to provide a safe and effective lesson.

## ♥THE INSTRUCTOR/THERAPIST♥

Whose job is to set goals for the clients and through guidance, encouragement and knowledge, help them reach their goals.

## ♥THE HORSE HANDLER♥

Whose job is to maintain a constant awareness, and when appropriate, control of the horse while at the same time paying attention to the actions of the client and the directions of the instructor.

## ♥THE SIDEWALKER♥

Whose job is to maintain constant safety and awareness of the client; further communicate the directions of the instructor if necessary, and give physical and motivational support as needed.

## How to be a Team Player

When working with individuals with different abilities simply treat them as you would want to be treated.

- ♥ **Be yourself.** Use conversation and social behavior that you might use in any new situation.
- ♥ **Allow others to be themselves.** Each of us is a unique individual.
- ♥ **Enjoy yourself.** Do not be afraid to laugh and have fun. You will be developing a friendship with a person from whom you may learn a great deal about life.



*"Teamwork allows common people to attain uncommon results."*

Anonymous

# Sidewalkers - What They Do and How They Help



**Sidewalkers should always focus on the client.**

Sidewalkers are directly responsible for the client. They are the ones who normally get the most hands-on duties in therapeutic riding. As such, they have the capability to either enhance or detract from the lesson. The sidewalker's job is to help the instructor challenge the client to stretch, grow and develop to their fullest potential.

- ♥ Arrive at least 15 minutes prior to the start of class, put on your nametag, and check the class schedule for your assignment.

- ♥ When your client arrives greet them, help them with their helmet and suggest sitting on one of the barrels to stretch and warm up their limbs.

- ♥ Stay with your client in the family waiting area until time to mount. This is a good time to visit and get to know the client.

- ♥ Instructors will inform the sidewalkers about the kind of assistance the client needs. Some clients require the thigh-hold or ankle-hold. Some clients do not require any "hands on"

assistance, just someone to walk beside them to keep them focused on the tasks. **Sidewalkers should always use the "thigh-hold" when exiting the ramp area.**

- ♥ Sidewalkers should help their client focus their attention on the instructor. Try to avoid unnecessary talking with either the client or other volunteers.

- ♥ Allow enough time for your client to process directions. Too much input can be overwhelming to clients who have perceptual problems. If the instructor says, "Turn right" and the client seems confused gently tap their right hand and say, "right" to reinforce the directions.

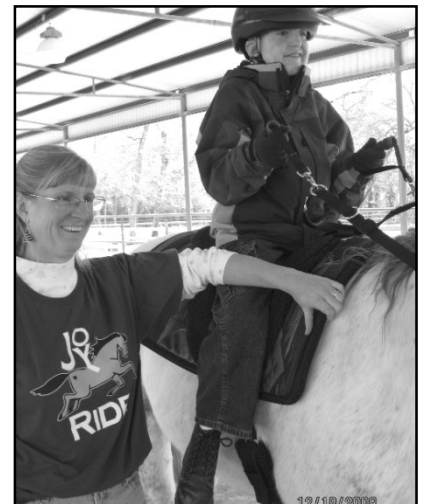
- ♥ The clients should be doing the exercises and sidewalkers are there to reinforce and assist. Avoid being too competitive during games which might interfere with the client getting to use their own skills.

- ♥ **Never step away from your client without first checking with the instructor!**

- ♥ You may be asked to assist your client in tacking, untacking, putting away tack and taking care of the horse.

- ♥ Encourage your client to thank the volunteers and to give their horse a pat.

- ♥ Stay with your client until he/she is returned to a parent or guardian, or until you are not needed.



**Sidewalker using a thigh-hold**

**NOTE:** In an emergency, the sidewalker may have to quickly dismount the client. Sidewalkers should remember that their responsibility is to **stay with the client as best they can even if the horse is acting up.** A specific emergency dismount technique is taught at training.

*"We make a living by what we get, but we make a life by what we give."* Winston Churchill

# Horse Handlers - What They Do and How They Help

To ensure the safety of our clients, volunteers and horses, anyone wishing to lead a horse in JoyRide classes should have **significant previous experience working with horses**.

## Potential handlers will be evaluated on the following skills:

- ♥ Working safely around horses
- ♥ Reading a horse's attitude and body language
- ♥ Knowing how to react to horse behaviors
- ♥ Being aware of their own body language and the environment
- ♥ Remaining calm and focused

**Horse Handler Assessment and Approval:** To become a JoyRide Horse Handler you must complete the following:

- ♥ Serve as a sidewalker for one semester before being assessed and trained as a horse handler
- ♥ Have significant prior experience with grooming, tacking and handling a variety of horses
- ♥ Make a commitment to understand and apply all JoyRide equine rules and procedures
- ♥ Pass the JoyRide Horse Handler Assessment test



**The Horse Handler focuses on the horse while the Sidewalker helps the client.**

## **Horse Handler Assessment will include:**

Phase 1 – candidates will be asked to:

- ♥ Halter a specific horse in a pasture with other horses
- ♥ Lead the horse through the gate
- ♥ Lead the horse and put him into a specific stall or the assigned tacking area
- ♥ Groom and clean hooves
- ♥ Tack horse

Phase 2 –

- ♥ Demonstrate safe horse handling skills and the ability to learn JoyRide methods during the Volunteer Training session.

Phase 3 –

- ♥ Assess possible routes to steer the horse through while in class with limited assistance from the instructor.

**The Horse Handler is directly responsible for the horse.** They must also be aware of the client, instructor, sidewalkers and any potential hazards in or around the arena. A good handler can provide real therapeutic input to the client by providing quality movement in the horse, as well as make it safe for him to have fun riding.



- ♥ Arrive 30 minutes prior to class time to help with the horse and tack.

- ♥ Upon arrival, get the assigned horse from the pasture, groom and tack, or assist the client with these tasks if specified by the instructor.

- ♥ Begin warming up assigned horse 10 – 15 minutes before class begins. Warm-ups should always include starts and stops, large circles in both directions and weaving back and forth across the arena. Ask your instructor if you should trot.

*“Feeling down? Saddle up.”*

*“Life is short. Hug your horse”*



- ♥ Keep your attention focused on the horse at all times during the mounting process.

- ♥ An effective handler pays close attention to the client's needs AND to the horse. This allows you to reinforce the client's attempts to control the horse.

- ♥ Do not execute an instruction for the client before they have had time to process the information and make an effort to comply. It may be appropriate to walk up to a fence and stand until the client figures out what to do.

- ♥ Avoid excessive chatting with the client or other volunteers. Too much input may confuse a client.

- ♥ Try to think like the horse. Anticipate things that may frighten or upset them but be confident and reassuring, especially when acknowledging and supporting the horse's needs when riders are seated unbalanced.

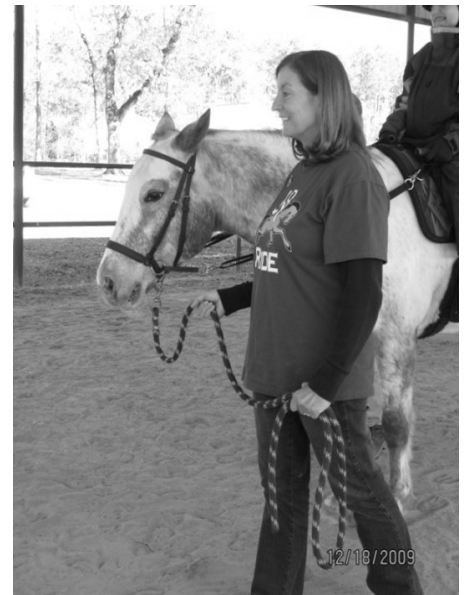
- ♥ Consider the sidewalkers, making sure there is enough room along fences and around obstacles for them to pass.

- ♥ Hold the lead rope 8-10" from the snap, allowing free motion of the horse's head. This is more therapeutic for the client and less irritating to the horse. Walk even with the horse's head. **Do not drag the horse.**

- ♥ Always leave a horse's length between you and the horse in front of you.

- ♥ If you're leading without sidewalkers you are still in charge of the horse but should also be aware of what the client is doing so you can help the horse respond to the client's cues.

- ♥ If you pass another horse, pass toward the inside of the arena.



**Correct position for Horse Handler while leading the horse.**



**Horse Handler standing at diagonal front position**

- ♥ Whenever you halt for more than a few seconds stand in front of and diagonally facing the horse to be a psychological barrier.

- ♥ After class lead the horse back to the tacking area to untack. Replace the side pull or bridle with the horse's halter and then attach the cross-ties to the halter. **Never tie horses by the reins.** Keep the horse still if the client untacks and assist as necessary.

- ♥ Be sure to return all tack to its place in the tack room and return the grooming bucket to its hook.

*"Horses are not our whole life, but they make our lives whole."*



# Horse Handler Position During Mounting at the Ramp

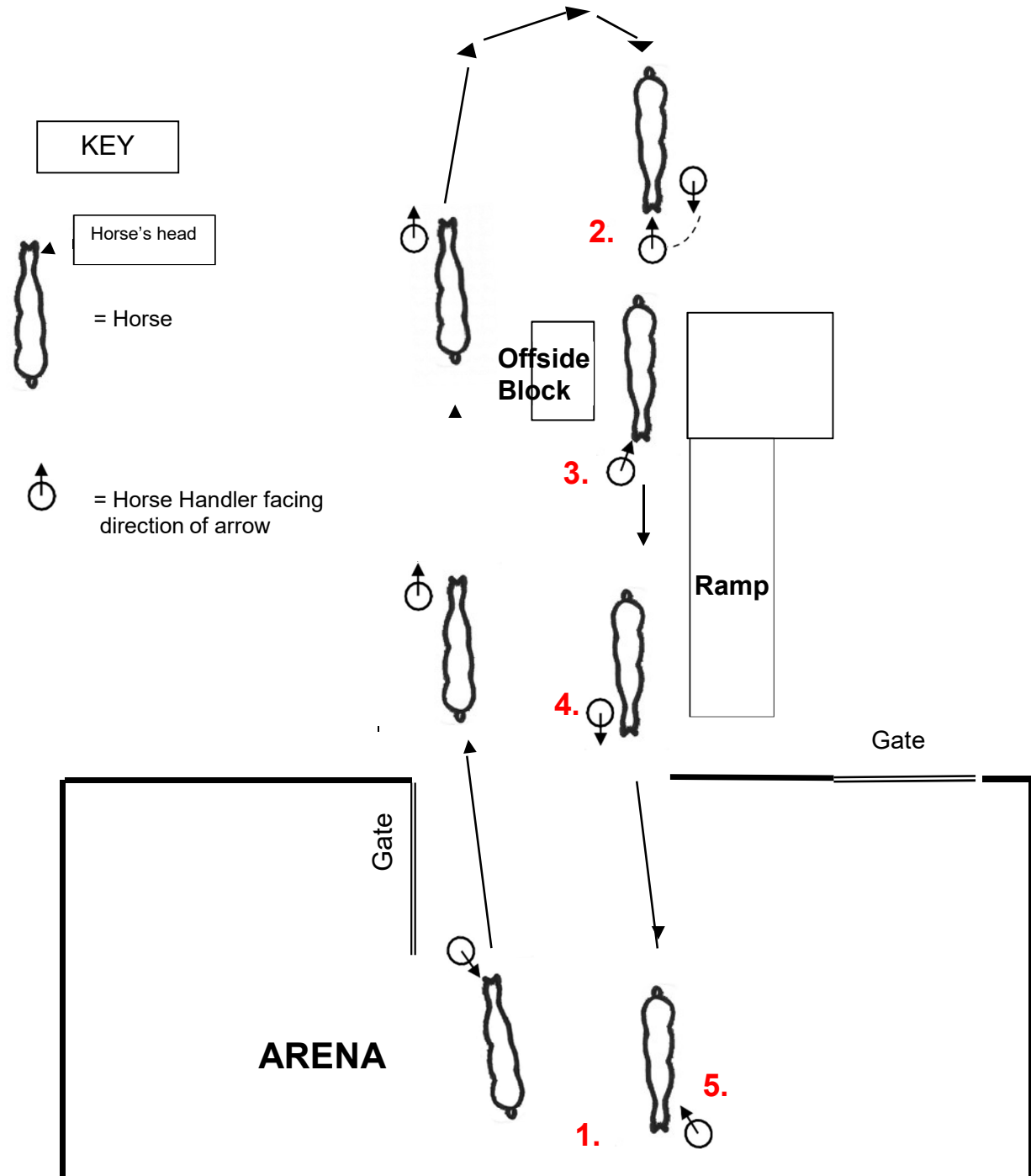
**1.** Instructor checks tack. Stand facing but at slight diagonal to horse's head while girth is tightened. May need to hold cheek piece with **straight arm**. Move horse out of warm-up arena into starting position **(2)** for mounting

**2.** Move in front of and facing horse as you slowly walk backwards guiding horse as close to ramp as possible.

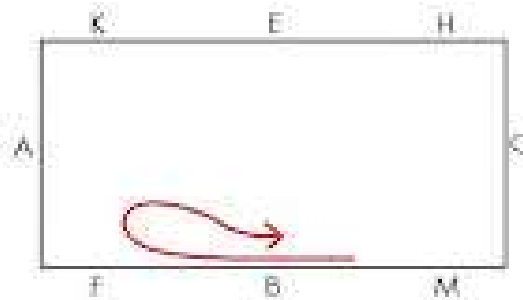
**3.** Stand in front of and facing horse, diagonally towards the block, while rider mounts. May need to hold cheek piece with a **straight arm**.

**4.** When rider gives "Walk on" signal, face forward (**do not walk backwards**) on off side (not ramp side) and lead horse straight out keeping horse as close to ramp as possible all the way to the end of the ramp. Continue leading from off side all the way into the arena.

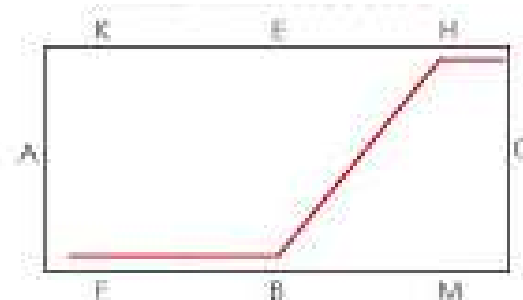
**5.** Still leading from the off side, enter arena in a **straight line** and stop once you are well inside the gate. Move to the front diagonal position again during stirrup adjustment and final tack check.



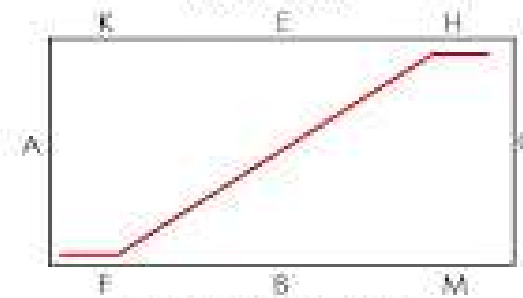
## Changing Direction



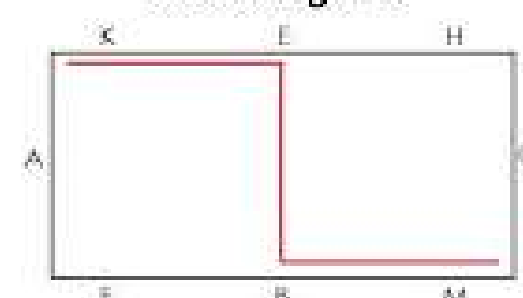
**Half Turn**



**Short Diagonal**



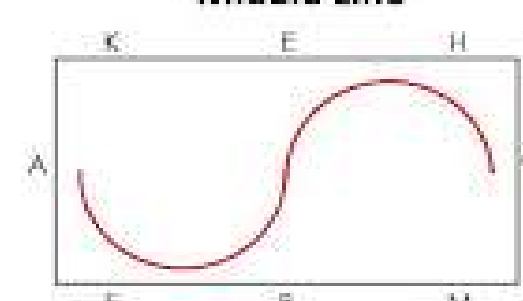
**Long Diagonal**



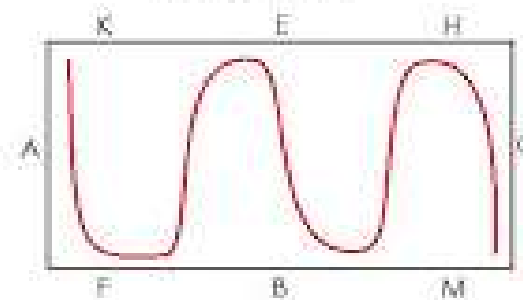
**Middle Line**



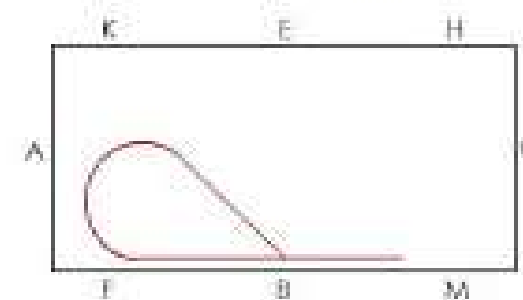
**Center Line**



**Two Half Circles**

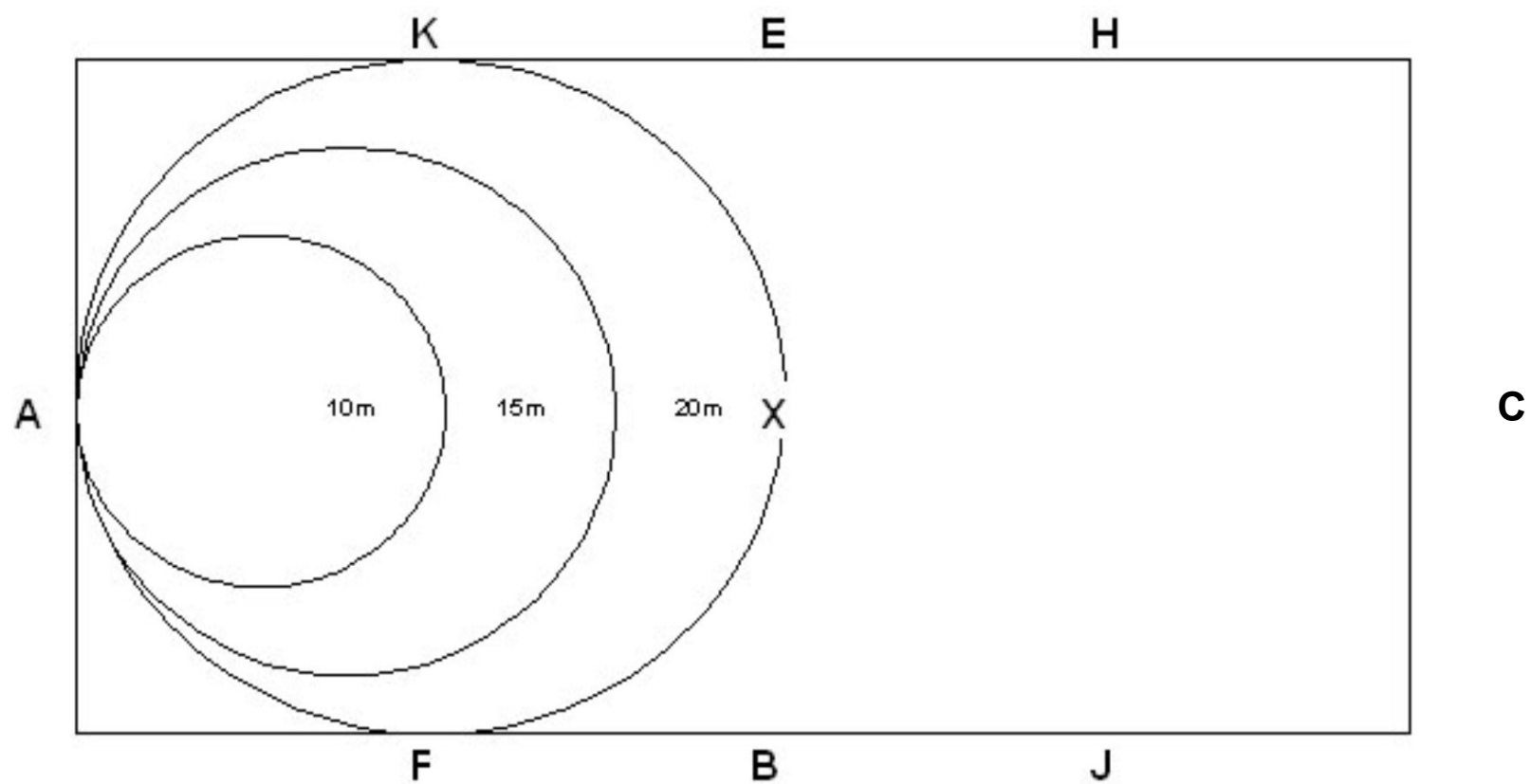


**Four Loop Serpentine**



**Half 10 Meter Circle**

## Arena Circles



## Other Volunteer Opportunities

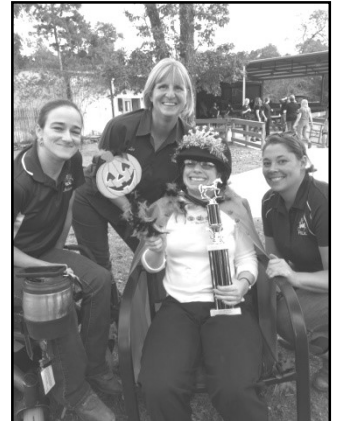
**Floaters** - Floaters are volunteers that are not assigned to specific clients but fill-in where needed. Floaters might be asked to assist the instructor with games, fill in when another volunteer is absent, pull tack or help get things ready for the next class. Floaters are essential to our program and are a much needed part of our classes.

**Substitute Volunteers** – Substitutes are horse handlers and sidewalkers who do not commit to a certain day and time, but are willing to be called to fill in for regular volunteers who cannot make their assigned time. You will receive an email at the end of each week listing days and times for the following week where substitutes are needed. Just reply to that email and you will be put in the schedule on the day/time you are available. You can sign up to be both a regular volunteer AND a substitute.



**Special Event Volunteers** – We always need help at our fundraisers, horse shows or other special events. Volunteers can also serve on committees for fundraisers and take on a leadership role.

**Facility Maintenance Volunteers** – Do you like to garden or mow or fix things? There is always something to do to keep the JoyRide facility looking spiffy!



*"There are two ways of spreading light- to be the candle or the mirror that reflects it."*

*Edith Wharton*

# EQUINE SAFETY

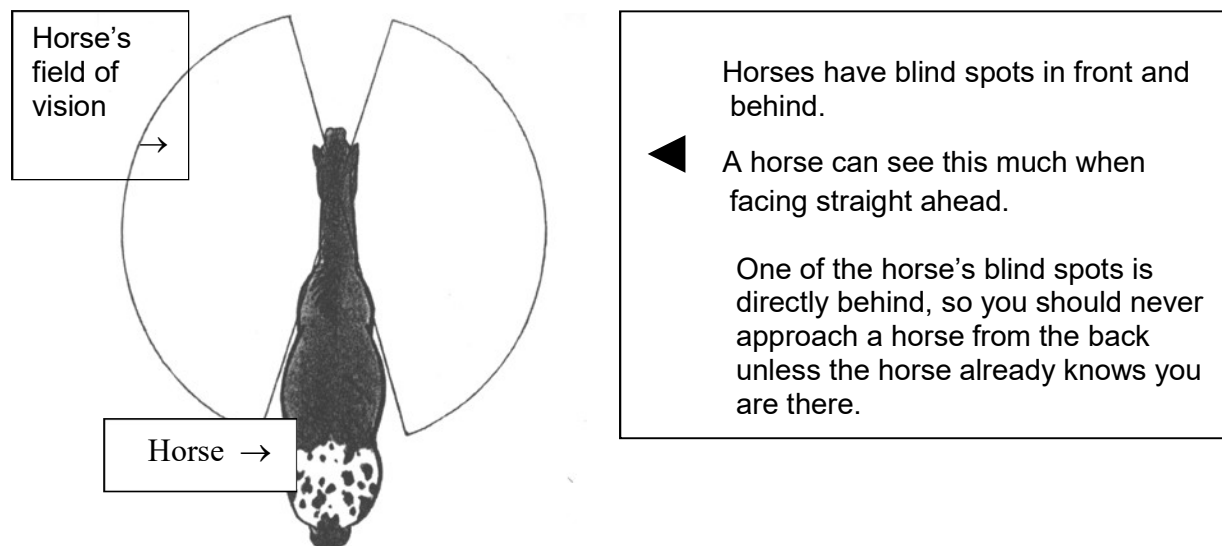
JoyRide selects horses that are well trained, obedient, docile and affectionate. However,

- ♥ Horses are unpredictable by nature and have minds of their own. They are very strong and deserve our utmost respect.
- ♥ Horses are flight animals and when a horse is frightened, angry, under stress or feels threatened their instinct is to jump forward, sideways or run away.
- ♥ Horses may kick.
- ♥ Horses may bite.
- ♥ Loud noises, sudden unexpected movements, ill-fitting equipment or physical pain can provoke a horse to react according to its natural protective instincts.



## Safety Rules for Working Around Horses:

1. Approaching a Horse: Speak to the horse in a low calm confident voice before approaching to avoid startling him. Approach a horse from the side. Never approach a horse from the rear, so that the horse can see you. Keep a hand on the horse's body when walking around him. Always walk around a tied horse. **NEVER WALK UNDER OR OVER A LEAD ROPE OR TRAILER TIE!**



2. Pet a horse by placing a hand on his shoulder or neck, and not on the nose. The horse's nose is a sensitive spot.
3. If a Horse Startles: People weigh a lot less than any equine. If a horse balks, do not try to out-pull them. Step back with the horse until it calms down. If a horse rears up release the hand closest to the halter to avoid being pulled off the ground.



4. After leading a horse into the tacking area turn the horse so that he faces the ramp. Clip the cross ties to the sides of the halter.
5. Keep reins and lead lines off the ground so a horse doesn't step on them.
6. When cleaning hooves do it from the side and facing the rear of the horse. Position yourself so that your feet are to the side and not where the horse can step on them. Never squat or kneel down on the ground when cleaning hooves or grooming the legs. Maintain a quick escape position in case the horse moves.
7. When bringing a horse in from the pasture be constantly aware of the other horses in the pasture. They can quickly appear at the gate with you if they think it is time to come in for lunch. When turning a horse back out in the pasture shut and latch the gate, walk away from the gate a few feet and turn the horses head towards the gate before taking the halter off the horse.



8. Never chase a loose horse! If one does get loose:
  - Move slowly and speak calmly when approaching.
  - If he has stopped to eat, walk up to him slowly and confidently placing a lead rope around his neck.
  - If the loose horse has stopped to eat but takes off again when he sees you approaching, you will need the help of one or two other people to catch him.
  - If you are leading or standing next to your horse when another horse gets loose be aware that your horse may react with excitement.



*"A horse is an angel without wings."  
"Horses lend us the wings we lack."  
Anonymous*

## TO SUM IT UP....

Wow! This has been a lot of information to remember. Once you are used to the routine at JoyRide, it really is quite easy. Always feel free to ask a staff member or veteran volunteer any questions you may have. This page has been provided as a quick reference to help you get started.

### When you arrive:

- ♥ **Log your hours in the volunteer laptop at the volunteer desk.** This should include your drive time to and from manager know by text or email, with as much advance notice as possible. If you leave keys, jackets or other personal belongings check the lost and found but please remember that JoyRide is not responsible for loss of those items. When possible, items should be locked in your car.
- ♥ Put on your **NAMETAG**. If you do not have yours, make a temporary one (stick-on). It is very important to wear your nametag for safety reasons and to help your client recall your name.
- ♥ **CHECK THE BULLETIN BOARD FOR ANY ANNOUNCEMENTS, FLYERS OR SIGN-UP SHEETS.**
- ♥ **CHECK THE CLASS SCHEDULE** for your assignments.
- ♥ **HORSE HANDLERS** - Help groom, tack up and warm up your assigned horse.
- ♥ **SIDEWALKERS** - Greet your client and, if necessary, assist them with their helmet. You can then wait with your client until it is time to mount. While waiting for your client to arrive, ask the instructor if she needs help with anything.



### Before you leave:

- ♥ **HORSE HANDLERS:** Make sure all grooming buckets and tack are put away. You may return your assigned horse to their pasture, if they will not be used in the next class.
- ♥ **SIDEWALKERS:** Once your last client has left, you may help put away all equipment used in arena.
- ♥ **RECORD VOLUNTEER HOURS:** Record your volunteer hours (including drive time) using the laptop on the Check-In Table. Collect any personal belongings and return your nametag to its box.

*"The miracle is this – the more we share, the more we have."*  
Leonard Nimoy

## AND FINALLY...HELP YOUR CLIENT FIND MORE JOY

- Take the time to listen to difficult speech and help your client know that if they persevere, they can be understood.
- Never tell a client to “hurry up” or do their tasks yourself. Often they need time rather than help.
- Stand beside them as they enter new and untried ventures because for them, failures will be outweighed by the times they surprise you and themselves.
- Understand that it is sometimes difficult for them to put their thoughts into words.
- With a smile, encourage clients to try once more.
- Never remind clients that they asked the same question twice today.
- Respect the clients and love them just as they are.



*“Joy is a net of love by which you can catch souls. She gives most who gives with joy.”*  
Mother Theresa

# Notes

## **Policy for Confidential and Protected Information**

Client and volunteer records are considered confidential. JoyRide will not use or disclose protected Information without authorization unless the disclosure is required by law. Protected Information includes (but is not limited to) names, mailing addresses, telephone numbers and email addresses.

All information about the JoyRide clients is also confidential. This includes name, diagnosis or other identifying information. JoyRide staff may disclose to you sensitive information about the client with whom you work in order for you to be a more effective volunteer. Do not discuss this confidential information about our clients with others or post this type of information or photos on any type of social media, such as Facebook or Twitter. Feel free to ask the instructor privately if you have questions or concerns regarding a particular client.

## **Policy for Dismissal of Volunteers or Guests from JoyRide**

A volunteer or guest whose actions may result in a potentially serious or adverse situation will be asked to leave the premises. Such actions include: threatening the safety of others, being disruptive or abusive, possessing a weapon, being under the influence of alcohol or drugs, mistreating any person or animal, acting inappropriately or dangerously or refusing to comply with JoyRide policies and procedures.

Please sign and return this page to the JoyRide Center Volunteer Manager

☐

**I have read this manual and agree to abide by all JoyRide Center policies and procedures.**

Name \_\_\_\_\_

Date \_\_\_\_\_