



Restoring hope.  
Transforming lives.

## **VOLUNTEER MANUAL**

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**Our Mission** is to avert suffering caused by trauma through the provision of equine assisted and experiential therapies to all in need.

**Our Vision** is to create a Peace-ful therapeutic center, a community dedicated to cultivate growth and learning for all who are ill or suffering that they may turn or return to productive living.

### **Core Values:**

- **Professionalism:** Our commitment to Quality  
Our service providers are of the highest quality, trained, experienced and competent in their field.
- **Excellence:** Our commitment to Integrity  
Our practices are ethical, consistent and congruent.
- **Affordability:** Our commitment to Stewardship  
Our resources are used effectively and efficiently.
- **Collaboration:** Our commitment to Partnership  
Our work is with others to realize shared goals.
- **Exemplifying *Christ-like care and compassion in all we do***  
All programs and methods are improved through assessment and refinement.

**WELCOME** and thank you for your interest in learning more about the Volunteer Program at Peace Ranch. Volunteers are involved in every aspect of the ranch and the opportunities are varied. Our Mission is accomplished through the generosity and commitment of our donors and our dedicated volunteer force. We need you—your time, talents and connections. When you invest these at the ranch, you invest in the community.

Learning to be an effective Peace Ranch volunteer is an ongoing process. Whether you have horse experience or not, some questions will come up. Please do not hesitate to ask. If you are unsure about something, safety is our number one priority and your questions are always welcome.

Please consider the following as you consider your volunteer commitment.

To ensure the health of all programs and the organization, a volunteer's commitment must include the following:

- Support for Peace Ranch Mission and Values
- Support for ranch staff, other volunteers, and horses
- A willingness to learn horse care and handling according to ranch standards.
- Knowledge of and adherence to ranch policy and procedure at all times
- Represent Peace Ranch at all times with a positive image
- The willingness and ability to be a team player; to work with staff to implement programs throughout the organization.

Important things to know:

1. Children must be under the direct supervision of a parent or adult at all times.
2. Volunteers may not bring children when helping with a class or therapy program.
3. For insurance reasons, we are unable to accommodate outside dogs at any time.
4. Peace RANCH reserves the right to refuse the services of, or dismiss any volunteer if it is determined to be in the best interest of our clients, community or the organization.

My signature indicates that I have read the above Mission, Core Values and the expectations for volunteers.

Deana Tompkins \_\_\_\_\_

Printed Name

Date May 20, 2019

\_\_\_\_\_  
Signature (or Signature of Parent)

## General Information

Volunteer roles will be determined by the program director or team leader for specific programs based on need and ability. Volunteers must be at least 13 years old. Programs will vary in their requirement level of physical fitness. Please be sure the program director or team leader is aware of any limitations or potential health concerns.

When you sign up to Volunteer please make your commitment a priority and give plenty of notice **to your team leader** if you are unable to attend. Your team is counting on you and your spot is not easily filled.

Volunteers are covered by insurance while participating in programs on the premises of the Peace Ranch. All incidents must be documented no matter how minor they may seem.

### **Dress Code**

- Comfortable walking shoes. (Boots are recommended)
- Sandals and open toe shoes are **never** permitted
- Peace Ranch Logo Wear is preferred when you are volunteering for an event or privately contracted program.
- All Clothing should be:
  - Clean
  - Modest
  - No holes
  - Not contain inappropriate language or potentially offensive pictures.

### **Physical Contact**

Clients and ranch visitors have a variety of emotional and physical disabilities. It is therefore imperative that volunteers observe appropriate boundaries at all times. Physically disabled clients should *never* be handled unless instructed by a staff member as without knowledge of their disability, it could be harmful to the client.

We recognize that volunteering at Peace Ranch involves an ongoing process of training and learning. We welcome all questions and suggestions, and once again, thank you for your interest and help in volunteering!! We truly could not do what we do without you!

### **Who's Who?**

#### **Roles and Responsibilities**

There are many different types of people who help at Peace Ranch. How can do you know who is who and where do you fit? The following lays out different tiers of helpers here at Peace.

**Visitor:** Everyone starts here at Peace Ranch. They might come once, or a few times with no commitment. All patrons must sign a volunteer release form.

**Volunteer:** People who begin to help at or on behalf of the ranch on a regular basis become volunteers. Taking a little more ownership in any area that you are interested in or have previous skills along with areas you might like to learn is encouraged.

Volunteers may serve in a number of roles including on committees and in ranch government. These people help the organization run doing everything from fundraising to clerical work. If you have professional skills to share be sure to include on the Volunteer Intake Form. All volunteers sign a liability release form.

**Mentors:** People who are taking a leadership role in Hug & Groom and other group programming are Mentors. Mentor's skills are assessed by a qualified Instructor, Committee Chair, or the Executive Director. In addition to the liability release, all mentors will submit to a background check and sign an emergency medical release.

**Mentor+:** People who are taking a leadership role in programming and have approved pasture privileges fall into this category. Pasture privileges are given to people 13 years and older who have demonstrated consistently the ability to safely retrieve horses from the Peace Ranch herd, according to set standards, and bring them out for programs. Basics in Natural Horsemanship is a class offered both spring and fall which teaches these skills. In addition to liability release, all mentors will submit to a background check and sign an emergency medical release.

**Instructors:** Independently contracted people hired to provide a particular service. These professional people are specially trained and certified to provide the services they are on contracted for. The instructor is the person immediately in charge of any ranch program involving horses.

### **Mentoring:**

Peace Ranch Mentors are volunteer staff in many ranch activities and programs involving children and adults with a broad reach of emotional capacity and equine experience. The variety represented in our mentees, and the public aspect of the organization require Mentors to adhere to consistent policy and protocol which exceeds that of other programs. Mentors must be assessed and approved by the Paddock Instructor and Executive Director. A background check of all Mentors over 18 years is also required. Becoming a mentor is not required for involvement in programs at Peace Ranch but is required to be a team leader or mentor in equine activities.

The process of becoming a mentor is experiential as the role they play is unique to the Peace Ranch program. This means, regardless of an individual's skills, those wishing to mentor participate in Hug & Groom as a training ground to learn the program and the practical implementation of policy and procedure.

### **Program:**

Peace Ranch programs are experiential, equine-assisted, and require both the ability to connect with people and with horses. A good mentor connects with horse and human first by being a good leader and second by being a good listener to assess and meet the needs of both. It is helpful if mentors invest some time to learn about Peace Ranch horses, services and history to answer questions mentees might have.

### **Policy & Procedure:**

In addition to the policy outlined in this manual, Mentors need a good grasp on Hug & Groom paddock procedure.

- No phone in paddock with big horses
- No chatting over the fence
- No cutting through the fence

- No treats for the horses.
- Always stay on the same side of your horse as your mentee
- Tie high
- Observe time limits
- Never leave a tied horse or your mentee unattended
- Practice and teach safe grooming protocol
- Follow the instructor's directions

### **People:**

Peace Ranch serves people of all ages with a broad range of challenges. Mentors are the front line, meeting people right where they are. In addition to practicing Lead & Listen with horses and humans, mentors should know their limits and inform the Instructor or Administrator if they encounter a situation which they cannot address or feel is beyond their capacity. This is excellent practice for us all.

### **Mentor Equine Skills:**

The objective of mentor training and assessment is to teach individuals to learn and maintain consistent approved skills to promote safety for themselves, their mentees, and the horses. Mentors shall demonstrate the following skills prior to working with mentees:

- Ability to create a physically and emotionally safe environment for horses and humans
- Leadership in handling horses
- Recognize the influence of herd dynamics on horse behavior as it applies to safety
- Knowledge of pressure & release and maintaining boundaries
- Gate etiquette (keeping yourself and mentees out of the gate)
- Knowledge of safe tie areas
- Proper grooming procedures, including correct use of curry comb, hard brush, soft brush, mane and tail grooming and hoof picking.
- As directed, assist in various procedures including: weight taping, deworming, medical treatments, skin treatment, sprays and taking vital signs

### **Mentor+ (Horse Handler Training & Pasture Privileges)**

The Mentor+ distinction is reserved for mentors who have honed the skills necessary to maintain safety at all times for themselves and others while handling a horse at Peace Ranch. This includes within the dynamics of the herd under all conditions in the pasture, in the paddock, out on the trails, and in public. The Basics in Natural Horsemanship class offered spring and fall will help those desirous of Mentor+ status to receive in depth training necessary for horse handling at Peace Ranch.

Mentor+ will demonstrate the following skills prior to being granted pasture privileges:

- Proficiency in all mentor skills
- Consistency in following policy and procedure
- Proper haltering with rope halters
- Safe horse leading
- Correct use of tie rings
- Ability to maintain safety for oneself as well as others within the herd setting
- Leadership in leading horses in a safe manner
- Ability to set effective boundaries

- Proper use of gates when leading the horse through
- Maintaining boundaries and a safe space for your horse and mentee
- Horse handling skills while around other people and horses
- Emergency procedures
  - People before horses
  - Inform and let the Instructor/Administrator handle crisis
  - Stay calm
  - Bring concerns to Instructor/Administrator, not fellow mentors

## Peace Ranch Mentor Release

Mentor's Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: Home (    ) \_\_\_\_\_

Work (    ) \_\_\_\_\_ Cell (    ) \_\_\_\_\_

Parent/Guardian: If under 18

\_\_\_\_\_  
Address:

Street

City, St ZIP

### Photo Release

**I GIVE MY CONSENT** to authorize the use and reproduction of any and all photographs and any other audio/visual materials taken of me for promotional material, educational activities, exhibits, possible use on website, or for any other use for benefit of the program.

### Background Information and Release

Have you ever been charged with or convicted of a crime? \_\_\_yes \_\_\_no. If yes, please explain

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I, \_\_\_\_\_ (volunteer/staff), authorize the Peace Ranch Center to receive information from any law enforcement agency, including police departments and sheriff's departments, of this state or any other state or federal government, to the extent permitted by state and federal law, pertaining to any convictions I may have had for violations of state or federal criminal laws, including but not limited to convictions for crimes committed upon children.

I understand that such access is for the purpose of considering my application as a volunteer, and that I expressly DO NOT authorize the Peace Ranch Center, its directors, officers, employees, or other volunteers to disseminate this information in any way to any other individual, group, agency, organization, or corporation.

Current Driver's License \_\_\_yes \_\_\_no

Social Security Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Driver's License # \_\_\_\_\_ State \_\_\_\_\_

Signature \_\_\_\_\_

**Emergency Treatment Release**

Physician's name:

\_\_\_\_\_ Ph: \_\_\_\_\_ - \_\_\_\_\_

Physician's address:

\_\_\_\_\_

Health Insurance: Policy #

\_\_\_\_\_

In the event of a medical emergency, please provide emergency contact information:

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

Relationship: \_\_\_\_\_

**I GIVE MY CONSENT**, in the event of a medical emergency, for the Peace Ranch Center to provide such medical assistance as deemed to be necessary. I authorize any licensed physician and/or medical facility to provide medical surgical care and/or hospitalization for the above-named volunteer, including anesthetic, which they determine to be necessary or advisable, pending receipt of a specific consent from the undersigned.

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

Signature of Volunteer (if over 18)

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

Signature of Parent/Guardian:



## **HEALTH & SAFETY CODE OF CONDUCT**

**Peace Ranch General Guidelines for Everyone, including: staff, volunteers, contractors, students, clients, visitors.**

### **Peace Zone Policy**

In order to provide all visitors to Peace Ranch the opportunity to have a safe and Peaceful experience, the following guidelines will be strictly observed:

- No Weapons
- No Drugs
- No Alcohol
- Smoking in designated area only by legal adults

### **Child Specific Policy:**

- All children will be supervised at all times by an adult while at the ranch.
- All children **MUST** have a signed liability waiver from a parent or legal guardian to be involved with any horse related activity at Peace Ranch.
- Children will be accompanied by a parent, legal guardian or parent appointed representative to community programs at Peace Ranch.
- Children at Peace Ranch without a parent or legal representative for camp or therapy will:
  - Never be left unsupervised by an adult
  - Never be alone with just one volunteer or staff member
  - May be accompanied **to** but never be accompanied **in** the restroom with a ranch volunteer or anyone other than their parent, guardian or aid. Children needing assistance in the restroom must be with an aid or parent

### **Staff Specific Policy**

- All instructors and therapists who work with children will be required to consent to a background check.
- Peace Ranch reserves the right to ask any and all volunteers to consent to a background check as a prerequisite to becoming involved at Peace Ranch.

### **General Policy**

1. Obey all rules, signs and instructions. If in doubt, ask!
2. Report immediately any condition or practice you think might cause injuries or damage to equipment to anyone at the ranch.
3. Follow and obey all instructions provided by trained equine specialists, and/or designated leader. If in doubt, ask!
4. No smoking on the grounds of Peace Ranch at any time except in designated smoking area. (In the green surrounded by the circle drive in front of the covered arena.)
5. No one under the influence of drugs or alcohol may participate in any program at any time in any role.
6. Always look out for hazards and remove them, guard against and warn others about them. Remember: Eliminate, Isolate and Minimize.
7. Report any injuries, accidents, health related emergencies, or near misses which take place during your visit to the ranch
8. Appropriate and acceptable language will be used at all times

9. All trash must be placed in an appropriate bin, not on the ground
10. Obey the 5MPH speed limit within the ranch grounds
11. Report and record all maintenance requirements on the Hazard Master List in the cabin as well as verbally to a leader
12. Do not wander around the grounds or enter restricted areas without authorization.
13. Remain in the designated area for your ranch activity
14. Do not enter pastures or pens without a trained and authorized person
15. Do not enter any area where a horse is present unless instructed to and attended by a trained volunteer
16. If in doubt, ask!

**For staff, trained volunteers, & contractors**

1. **Report and record** (on the hazard registry form located in the safety binder in the cabin) immediately any injuries, accidents, health related emergencies, or near misses which take place during your time at the ranch.
2. Know the emergency procedures, location of the fire extinguishers & first aid kits, and the uses of each.
3. Maintain safe work practices and keep yourself and others safe.
4. Keep gates to pens and pastures shut at all times when not moving through them.

Any of the following are grounds for immediate dismissal

- Violent or destructive behavior on the ranch
- Theft or embezzlement of ranch funds
- Purposeful misrepresentation of self or the ranch
- Violation of of Peace Zone and Child Safety policy

I have read, understand, and will up hold these policies.

\_\_\_\_\_  
Signed \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_  
(Signed Ranch Representative) \_\_\_\_\_ Date \_\_\_\_\_

## **Peace Ranch Farm Policy & Procedure (16)**

- First Aid Kits are :
  - a. Inside the front door of house (Equine)
  - b. On the shelf in the cabin (Human)
  - c. In the covered arena (Human)
- In case of emergency:
  - a. Inform staff in charge
  - b. Follow Incident Procedure (Safety manual in Barn)
  - c. Staff will make decision to call 911
- In case of a weather related emergency
  - a. Staff in charge will decide cancellation..
  - b. Mandatory cancellation with severe weather warnings or lightening
  - c. Follow severe weather instructions (Safety manual in Barn)
- EVERYONE engaging in equine activities MUST have an UTD waiver on file
- In case of poisoning (Safety Manual in Barn)
- Minors must be supervised at all times while on premises
- No dogs allowed except ranch dogs
- All individual must wear appropriate head and foot gear
- Gate will remain closed on "in hand" at all times
- No more than 1 rider in the round pen, 4 riders in the arena at one time
- Only authorized personnel may enter pastures
- Horses will not be left loose in the yard at any time
- Individuals will use care in using equipment making sure to return it properly

**Under Michigan Equine Activity liability act, an equine professional is not liable for an injury to or the death of a participant in an equine activity resulting from an inherent risk of the equine activity.**

## **Discrimination and Confidentiality Policies**

### Discrimination Disclosure

It is the policy of the Peace Ranch to provide equal opportunity for all persons and to prohibit unlawful discrimination because of age, disability, creed, religion, gender, national origin, or veteran status.

### **Peace Ranch Confidentiality Policy**

- General Principles

Clients and their families have a right to privacy that gives them control over the dissemination or “sharing” of their medical or other sensitive information. Peace Ranch shall preserve the right of confidentiality for all individuals in its programs according to HIPPA laws. Volunteers, independent contractors and other individuals in our therapeutic community also have the right to privacy regarding information they share while at the ranch. Consequently, our policy for anyone associated with Peace Ranch is summarized as follows: **What happens at the ranch stays at the ranch.**

- Information Protected by this Policy

The board members, volunteers, independent contractors, staff, and family members shall keep confidential all medical, social, referral, personal, and financial information regarding a client and his/her family. In addition, all volunteers and independent contractors shall keep confidential any medical, social, financial, and personal information shared or learned about each other.

- Care in Protecting Information

Disclosure of protected information may occur unintentionally, for instance, someone could overhear a discussion or a third party may give information. Regardless of how information is obtained, it must be protected by anyone associated with Peace Ranch and those who receive this information must not disclose it to anyone else without proper authorization.

- Cell phone photos & social media

1. For safety of both animals and humans, please turn off or silence all cell phones during Peace Ranch activities
2. Peace Ranch is not responsible for damages that may occur to cell phones
3. Cell Phones are not allowed in the field with the large horses
4. Phone calls may not be taken during classes, trainings or when mentors or mentor+ participants are assisting Peace Ranch instructors.

### **Social Media Guidelines**

It is important to remember that when you are recognized as a part of Peace Ranch, what you say and do reflects back on the ranch in the community. Therefore, it is necessary to maintain a sense of decorum and dignity when associating yourself with Peace Ranch, especially on social media platforms. Anything you do, say, like, or post, can and will be tied back to the ranch.

Only pictures authorized by the executive director or media manager will be posted on Peace Ranch social media platforms.

- Penalties for Unauthorized Disclosures

A breach of confidentiality is harmful to clients and their families, to our volunteer community and damages the integrity of the therapeutic community at Peace Ranch. Therefore, anyone who violates this policy may be subject to reprimand, loss of certain responsibilities, and/or possible termination of position.

**Peace Ranch Grounds for Dismissal**

To be congruent with our Mission, Vision, and values we ask volunteers while participating in Peace Ranch activities (whether on or off the ranch) to display the utmost dignity and respect toward participants, staff, other volunteers and the animals. The following are grounds for immediate dismissal from Peace Ranch activities. Criminal or illegal acts will be reported to the proper authorities.

1. Failure to comply with all safety protocols & procedures
2. Intentionally putting another human or animal in harm's way
3. Violent, Reckless or Destructive Behavior toward people, animals, property or self.
4. Violation of Peace Ranch Child Safety Policy
5. Violation of Peace ZONE Policy
6. Misrepresentation of self or ranch
7. Theft or embezzlement of any kind
8. Possession or Use of Alcohol or Drugs while on ranch property
9. Attending a ranch activity under the influence of drugs or alcohol
10. Distributing drugs or alcohol to other participants

**Confidentiality Pledge**

All volunteers involved in any level of programming will be asked to sign a confidentiality pledge showing understanding and agreement with this policy. I have read, understand, will observe and uphold the confidentiality policy of the Peace Ranch.

Signature: Deana Tompkins \_\_\_\_\_ Date: \_\_\_\_\_ May 20, 2019 \_\_\_\_\_

**Volunteer Agreement**

I have read and understand the Volunteer Manual. I agree to the terms set before me. I understand that failure to follow these rules and terms may result in loss of volunteer privileges.

\_\_\_\_\_  
 Deana Tompkins \_\_\_\_\_ Date May 20, 2019  
 o Volunteer Signature

\_\_\_\_\_  
 Parent or Guardian Signature \_\_\_\_\_ Date

\_\_\_\_\_  
 Staff Signature \_\_\_\_\_ Date