



Rescue • Rehabilitate • Re-home

Triple R Horse Rescue

Volunteer Orientation Guide

Our mission is to **R**escue, **R**ehabilitate and **R**e-home
horses in need

www.triplerhorsesrescueaz.com

August 2016

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About Us

We are a 501(c) 3 non-profit organization based in Cave Creek, Arizona.

Thanks to the generosity of Spur Cross Stable, our Arizona horse rescue facility accommodates 15 rescued horses on any given day.

Volunteer Overview

Thank you for being here. We would not be able to maintain the rescue without our volunteers. Our primary concern is safety for you and the horses. Many of you may have experience with horses, but for consistency at the facility, we ask that you follow the rules of handling the horses as set forth below.

Remember that Spur Cross Stable is a horseback riding company and they have horses coming and going on rides throughout the day. Please be respectful and drive slowly (5 miles per hour), horses and riders always have the right of way.

Chore Schedule and Information

Ranch chores are completed twice a day seven days a week.

- During the months of October to April “Winter”, the chore times are:
 - Morning = 8:00 am and Evening = 6:00 pm
- During the months of May to September “Summer”, the chore times are:
 - Morning = 7:00 am and Evening = 6:00 pm

********Be considerate of your fellow volunteers and adhere to the scheduled shift start time. Please **do not arrive early** and complete the work before others arrive. Remember some volunteers travel a distance to work and also may need the community volunteer hours.

Triple R Horse Rescue has a Chore Calendar for each volunteer to schedule themselves for chore shifts. To access the calendar, follow the instructions below.

- Log into the Triple R Horse Rescue website at www.triplerhorserescueaz.com.
- Click on the “Register” button to obtain a log in user name and password. The button is location on the left side of the Home page. Please make sure you complete the process once you receive your confirmation email with the verification link.
- Click on the “Log in” button. The button is location on the left side of the Home page. Enter your user and password.

- Once logged in, click on the “Volunteers” tab located on the menu bar and select “volunteer calendar” from the drop down menu. **This option will not be available until you log in.**



***If you have scheduled to work and are unable to do so, please contact our Volunteer Scheduler as soon as possible by texting/calling Terilynn Meeker at 602-999-0794. Terilynn can also be reached at volunteer@triplerhorsesrescueaz.com; however, please call/text if unable to work.

Volunteer Calendar Procedure

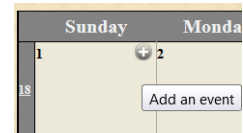
Adding your name to the Calendar:

1. After logging into <http://www.triplerhorsesrescueaz.com/> and signing in, click on the Volunteer option on the top banner and select "Volunteer Calendar".



2. Two quick ways to sign up:

A. Find the date you would like to volunteer, and move the cursor to the top right corner of the date. Click on the plus icon to "Add an Event".



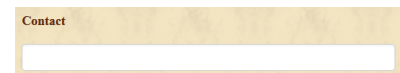
B. Scroll to the bottom of the Calendar, and click on "Add an event"



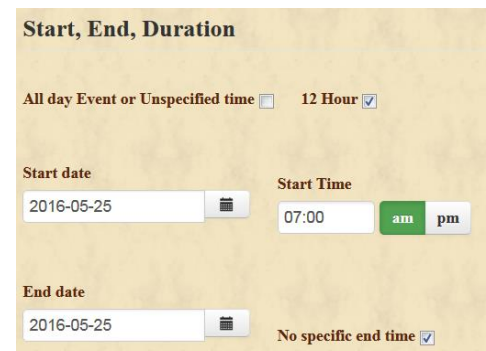
3. Fill in your name/s in the "Title" section and scroll to "Contact".



4. Fill in your phone number or email address (whichever is the best way to contact you). Note: you do not need to fill in the other fields.



5. If you already selected the date in step 2-A above, your start and end dates will be reflected. If you selected step 2-B, then select your start and end date. For both options, select your start time, am or pm and click on "No specific end time".



6. If you want to select a repeat type such as weekly, click on the Weekly button. You will then select the repeat options such as Interval, Count, Repeat Until with a specific date and the Day of the week.



7. Scroll back to the top and click on the "Save & Close" button.

Changing or Removing your scheduled time:

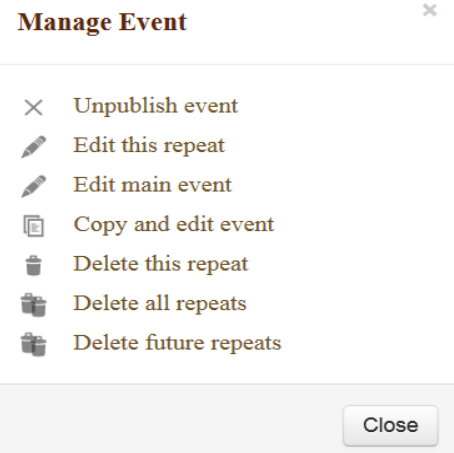
1. Locate the date on the calendar and double click on your name.

2. Click on the pencil to the right of your name; this is an edit icon.



3. Editing/Deleting:

- a. If you need to Edit your selected time such as adding someone that is joining you, click on "Edit main event".
- b. If you need to Delete your name, click on "Delete Event".
- c. If you need to delete a single event within a recurring/repeating schedule, choose "Delete this repeat".
- d. If you need to delete all recurring/repeating schedules, choose "Delete all repeats".
- e. If you are Editing, make the necessary changes. If you are Deleting, a pop up confirming you deletion will appear, click OK.





CONTACT INFORMATION

Triple R Horse Rescue of Az
44029 N. Spur Cross Road, Cave Creek, AZ.
(MAILING ADDRESS) PO Box 4925 Cave Creek, Az 85327

**Report urgent horse or facility concerns to
Curry Eversole at 623-234-0510**

Curry Eversole is the main point of contact for all ranch operations.

Unless it is an immediate emergency, please give Curry time to respond before calling the people below. If unable to contact Curry, contact one of the following people based on the concern.

- Physical ranch operations and food: Curry Eversole 623-234-0510
- Additional contact: Dawne Britney 602-418-8023

ADDITIONAL CONTACT INFORMATION:

- President / Ranch Operations: Curry Eversole at 623-234-0510
- Event Coordinator: Courtney Olson 480-532-1991
- Vice President: Terilynn Meeker 602-999-0794
- Community Outreach Coordinator /
Volunteer Coordinator: Beth Howard 480-550-1397
(volunteer group visits)
- Secretary: Dawne Britney 602-418-8023
- Adoption Coordinator: Lauren Ellis 480-242-2048
- Spur Cross Stable: 480-550-9530

FIRE DEPARTMENT:
Rural Metro 480-488-0347

POLICE DEPARTMENT:
Maricopa County Sheriff
For emergency: 911
For non-emergency: 602-876-1000

General Rules for Triple R Horse Rescue

- ✓ Closed-toe shoes (no sandals) are required and gloves are recommended.
- ✓ No Smoking.
- ✓ Do not climb through the rails into the pen/stall.
- ✓ Horse should only be fed as directed on the Chore Sheet; some horses might be on a special diet. Feed in feed containers; do not feed on the ground.
- ✓ Do not hand feed the horses / NEVER give treats!
- ✓ Sign in and out. Read and check off items on the chore sheet.
- ✓ No personal pets are allowed at the rescue.
 - ✓ NOTE: If there is an immediate issue that needs to be addressed, contact the Volunteer Scheduler.
- ✓ All volunteers need to chart their hours on the Volunteer Chore and Hour Sheet.
- ✓ Children brought to volunteer must be supervised by an adult at all times. Children over 12 can work independently, but the parent/guardian still needs to be present at the facility at all times.
- ✓ No running, jumping, yelling or screaming near the horses, these activities can be dangerous for both the horse and the volunteer.
- ✓ Safety:
 - ✓ Do not tie, or bathe the horses.
- ✓ Please close and lock gates when entering or leaving. Make sure horses are back away from the gate so they cannot sneak out.
- ✓ Always be alert of what you and the horses are doing.
- ✓ Horses should not be ridden or removed from the holding area unless given permission from the Board of Directors.
- ✓ When more than one person is grooming or around the horse, make sure all people are standing on the same side. The reason for this policy is we are not sure how horses will react and could place you and the horse in a dangerous situation.

Feeding

Refer to the chore sheet for amount of alfalfa and/or hay to feed; this will vary with the number of horses at the rescue. Remember, bales can weigh upwards of 100 pounds. Be careful when pulling off the pile. All supplements and location will be on the chore chart.

It is important to check each bale before feeding; make sure it does not have any mold, toxins or foreign objects. If there is an issue with the bale, set it aside, note the information in the daily journal and contact Curry @ 623-234-0510.

Emergency Awareness

Should you observe any of the following behaviors in the horses, please contact the Volunteer Scheduler.

- | | | |
|----------------------------------|------------------------------------|-----------------------------------|
| ~ Not eating or drinking | ~ Biting at rails | ~ Rolling excessively (thrashing) |
| ~ Coughing | ~ Sweating at rest | ~ Restlessness |
| ~ Laying down and not getting up | ~ Injury - cut, bruising, swelling | ~ Lameness (Walking Different) |

Understanding Horses

Horses communicate with sounds and their body. The natural instincts cause them to look at the world from the perspective of prey, which means they are very alert and in tune with what is going on around them. Horses will size up situations and people as safe or a threat. It is natural for a horse to move away from something that is unsettling. Horses are constantly taking in information; it is important to be mindful of what the horse is telling when you are approaching it, grooming and when you are with the herd. Understanding how a horse communicates and thinks will help keep you and the horses safe.

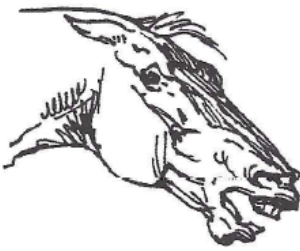
Our goal is "**Safety First, Fun Always**"

Horses are herd animals. It is important to realize that horses have rank in the herd, a pecking order which means some horses are more like bosses over the other horses. A horse might challenge another horse's status in the herd, causing it to move and in turn causing other horses to move as well. Always be aware of the herd movement.

Body Language

Reading A Horse's Ears

The horse's ears and actions are the key to their emotions. They can tell you what they are paying attention to and how they feel by the way they use their ears and the way they act. The following are some tips to their emotions.



Ears flattened against neck
Violently angry, in a fighting mood;
may fight, bite or kick

OTHER SIGNS YOU SHOULD NOTICE

- **Tucking the tail down tightly.**
Danger to the rear.
Horse may bolt, buck or kick.
Watch out if ears are flattened, too!
- **Switching the tail.**
Annoyance and irritation at biting flies, stinging insects or bothersome actions of a rider or another horse.
- **Droopy ears and resting one hind leg on toe.**
Calm and resting, horse may be dozing.
Don't wake him up by startling him!
- **Wrinkling up the face and swinging the head.**
Threatening gesture of an angry or bossy horse.
Watch out for biting or kicking.

Horse Sight

Horse's eyesight is geared to finding danger. They don't have very accurate vision close up, but they can detect even a tiny movement at a distance. It might be a predator sneaking up on them.

Horse's eyes are unique in a way which affects the way they behave:

- ✓ A horse's eyes are set on the sides of their face.
- ✓ They can see a different picture out of each eye and can see almost see to their tail.
- ✓ They cannot see directly behind them or right under their noses.

Horses also become alarmed if something suddenly appears above or behind their heads where they are not able to see it. They instinctively fear anything attacking

Horse Focus

Most of the horse's vision is monocular, meaning he sees primarily with one eye. A horse also has a small range of binocular vision, where they can see objects with both eyes. A horse's binocular vision is projected down the plane of the face, and when they use their binocular vision, they can focus better and has better depth perception.

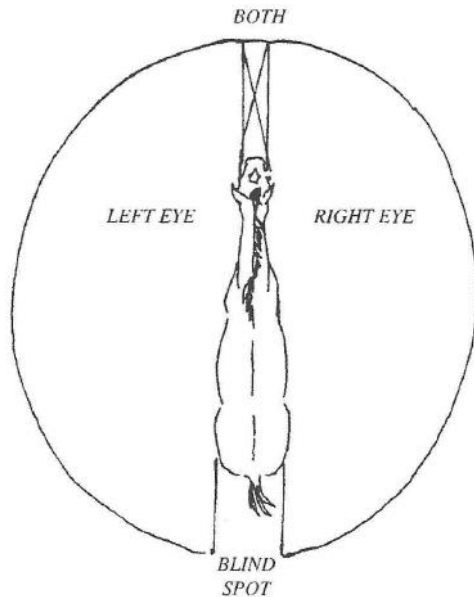
A horse will lift their head high and stick their nose out in order to project their binocular vision toward something far away. If they point their nose to the ground, it is easier for the horse to see what they may be eating.

A horse can see distant objects better than objects close up and their vision is oriented

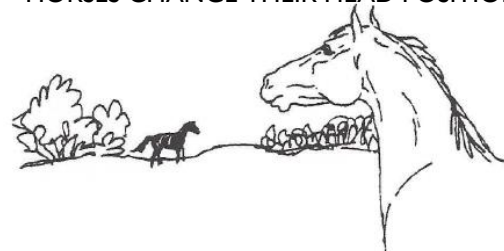
them from above because they are helpless when attached from above.

toward the horizon in order to recognize predators before they are too close. A horse's mind will detect quick sudden movements ore readily than humans. This is related to looking for predators.

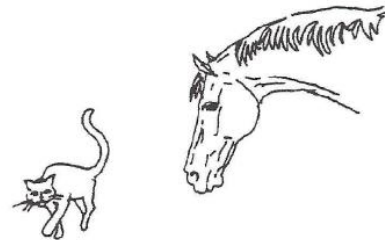
EYES SET ON THE SIDES OF HORSE'S FACE



HORSES CHANGE THEIR HEAD POSITION



RAISING THE HEAD HIGH
LETS HIM FOCUS ON DISTANT OBJECTS



LOWERING THE HEAD
LETS HIM EXAMINE SOMETHING CLOSE

Grooming

Not all horses at the Triple R Horse Rescue will be accepting of grooming. Always ask for permission to groom. PLEASE no fly spray; do not tie the horses and no bathing. We do not know how the horses may react.

Grooming is a very important part of your horse's health. A good work over with a curry comb and brush will remove unsightly dandruff and dirt which causes saddle sores. Grooming also gives your horse's coat a shine, and makes your horse feel good.

Curry Comb

Used on horse's body in a circular motion to bring the dirt to the surface. A hard curry comb should not be used on the face, legs, or any bony area on the horse.

Hard Brush or Dandy Brush

Used in the direction of hair growth to remove the dirt. Brush in firm short strokes to remove deep dirt. Be careful on the face with this brush.

Soft Brush

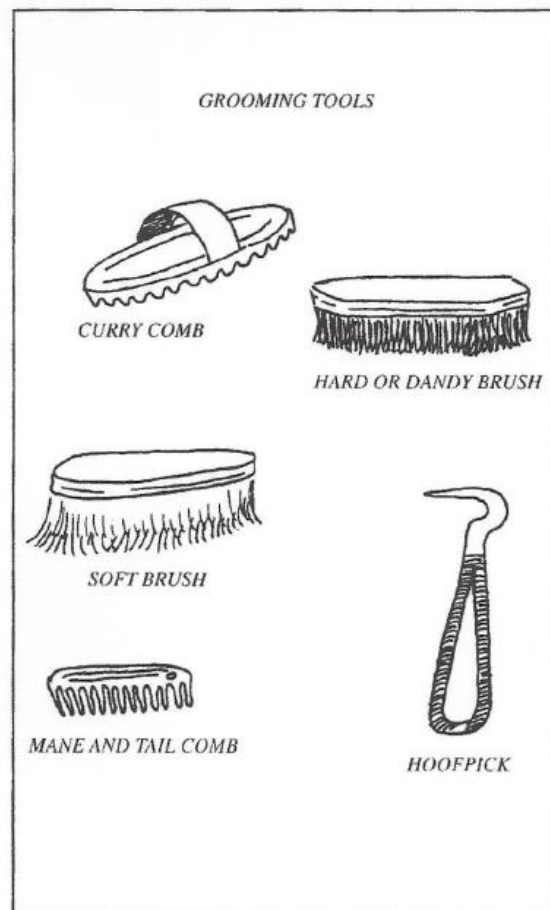
Used on the face and body to remove surface dirt and put a shine on the horse's coat.

Mane and Tail Comb

Used on the mane and tail to remove tangles. Start at the bottom and work towards the top, removing tangles as you go.

Hoofpick

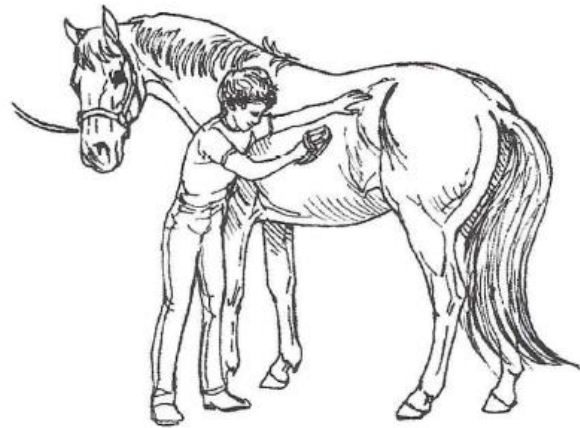
Used to remove dirt, rocks and manure from the horse's hooves. The hoofpick is held in the palm of your hand with the point away from your body. Always clean the hoof working away from yourself.



HOW TO STAND AND MOVE

- When grooming, start at the front of the horse and work your way back.
- Stand facing the rear of the horse so you can see his feet. It's a good idea to keep one hand on the horse to keep him a safe distance from you and so that you can feel him move.
- As you move around the horse's hind end, stay close and keep one hand on his rump, speaking to him as you move, so that he is always aware of where you are.

Pay attention to your horse as you groom him. He should be calm and relaxed and aware of you. If he becomes irritated, fidgety or distracted, you may be brushing too hard or too fast and you may need to get his attention back on you.



GROOMING • KEEP ONE HAND ON THE HORSE WHILE YOU WORK

Commonly Asked Questions About Horses

What is the average life expectancy of a horse?

The expected life span of a horse or pony is approximately twenty to thirty years.

How can horses sleep when standing?

Horses and ponies can sleep standing up because of an unusual stay apparatus in their patella (kneecap) that can lock into place and prevent the leg from bending.

What are the terms used to describe the gender of a horse or pony?

Filly - A female horse or pony not yet fully grown
 Colt - A male horse or pony not yet fully grown or gelded (castrated)
 Mare - A fully grown female horse or pony
 Stallion - A fully grown male horse or pony that has not been gelded
 Gelding - A male horse or pony that has been castrated

Can I tell what a horse is thinking?

Horses indicate their feelings in a number of ways and the ears are a good indication of what is going through a horse's mind:

Ears laid flat back against the neck shows the horse is unhappy or annoyed.
 Ears pricked alert and facing forward indicate that the horse is happy and interested.
 Ears lowered slightly to the sides show the horse is relaxed, bored or that it feels unwell.
 Flickering ears indicate the horse is listening and attentive.

How do you measure a horse?

Both horses and ponies are measured from the ground to the withers (the highest part of a horse's back) and are measured in "hands". One hand is equal to 4 inches.

What is colic?

Colic is a term used to describe abdominal pain. There are many different causes some of which may be mild but others can be life threatening.

Can horses get the flu?

Influenza, also called the flu can be contracted by horses and is very similar to flu in humans. It is highly contagious between horses however there is a yearly vaccination available.

Do Horses Lie Down?

Horses will lie down for short periods of time if they feel it is safe however they generally do not stay down for long periods of time. Their circulatory and respiratory systems are not designed for being on the ground and their own weight causes pressure on their internal organs. Horses that are stuck on the ground for some reason, for example, their legs caught under a fence-- can suffer from brain damage or suffocation from lying down for too long. Other reasons horses may lay down include disorders such as colic, lameness or hoof pain.

How much do horses sleep?

Horses don't sleep nearly as much as we do, and rely on short naps throughout the day to keep them going. On average, adult horses sleep for about three hours in each 24-hour period. During sleep the head and neck will droop and the ears are relaxed. The eyes will be closed and the lips may also droop.

Adoption Policy Overview

Objectives:

The objective of this policy is to outline Triple R Horse Rescue's adoption policy.

Policy Goal: Our goal is to find loving, forever homes for the equines in our care.

The Policy:

- Interested adopters must complete and submit our adoption application along with a signed adoption agreement.
- Potential adopters will be screened and references checked. An on-site assessment will be scheduled and completed. Final approval will be determined after all information has been assessed and site assessment is complete.
- Adopters can now complete Adoption Agreement and arrangements can be made for said equine.
- Adopters are financially, legally and morally responsible for the adopted equine.
- Adopters understand mares are not to be bred.
- For the protection of the animal, Triple R will retain title and / or ownership papers of any adopted equine for six months, at which time a final inspection will take place and the ownership papers will be released to the adopter.
- During the first six months, Triple R may do periodic inspections (with notification to the adopter). If, at any time during the first six months, the Adoption Policy guidelines are not being met, the horse must be returned to Triple R without any reimbursements or compensation to the original adopter.
- If, for any reason during the first six months, the adopter can no longer care for the equine, Triple R must be notified and arrangements will be made for the return of the equine. Encumbrances of any liens, including feed liens, will not apply.
- An adoption fee is required and is due and payable to Triple R in full upon approval of adoption.

- Adopters are to understand that all health and behavioral conditions of adopted equine may not be obvious and Triple R cannot know all of the details of the adopted equine's history. Adopter is advised to consult a licensed veterinarian and trainer to evaluate adopted equine.

New Horse Procedure Overview

Objectives:

The objective of this procedure is to document what needs to be done when Triple R Horse Rescue receives a new horse.

The Procedure:

- **Upon receiving a new horse, Terilynn/Curry will email / text the following details to Terilynn:**
 - Details: breed, color, height, ridability, gender and age.
 - Temporary picture to be used in the volunteer horse binder.
- **Terilynn will send the new horse information to the following:**
 - Horse committee
 - Board Members
 - Curry (to take pictures)
- **Curry will complete the following:**
 - Contact the vet for a health assessment, teeth and shots (depending on what is needed)
 - If the health assessment is good, a trainer will be schedule to assess the horse
 - Once a vet and trainer have assessed the horse, details will be provided to Terilynn
- **Terilynn will provide the horse picture Curry has taken, the information provided from Curry and submit the details to C2C Consulting to post on the website and to the Social Media contact to post on Facebook.**

- **Terilynn will complete the following:**
 - Add the horse information to the horse record spreadsheet
 - Assign a horse number to the horse
 - Obtain a surrender form and any other paperwork from Ken
 - Send a fully executed surrender form to the person surrendering the horse
 - Create a file and place all paperwork in file

Group Visit Procedure Overview

Objectives:

The objective of this procedure is to outline what needs to be done for an outside group to visit Triple R Horse Rescue.

The Procedure:

- When a group is interested in volunteering at Triple R Horse Rescue, they will be directed to the Community Outreach volunteer.
- The Community Outreach volunteer will provide the following:
 - The Group Visit Questionnaire to be filled out,
 - Waiver forms to be returned on the date of the visit,
 - Directions to the ranch, if needed.
 -
- Once the Group Visit Questionnaire is completed, the Community Outreach volunteer will
 - Check the Website calendar to confirm the date the Group is requesting does not conflict with anything.
 - Contact the Ranch Foreman to provide tasks / jobs for the Group to work on
 - Find volunteers to be present on the visit date to host the Group
- A week prior to the visit, the Community Outreach volunteer will
 - Follow up with the Group and finalize the date, time, group count and any additional information the group will need. (for example: to wear paint clothes if one of the projects is painting, etc.)
 - Coordinate a volunteer to be present to take photos of the Group visit for marketing and to oversee the group visit – answering questions and facilitating as necessary.

Horse Committee Procedure Overview

Objectives:

The objective of this procedure is to outline the roles and responsibilities of the Horse Committee of Triple R Horse Rescue.

The Horse Committee:

- The Horse Committee will handle everything for the horses once they get to the ranch.
- The Horse Committee positions are as follows:

Role	Responsibilities	Current Volunteer
Horse Committee Chairman	<ul style="list-style-type: none"> - Adoptions - Scheduling vet care, hoof care - Horse evaluations - Advise Volunteer Scheduler when these activities are scheduled so they can be communicated to volunteers. 	Curry Eversole Dawne Britney Lauren Ellis
Volunteer Scheduler	<ul style="list-style-type: none"> - Ranch communication; main point of contact for horse care and on-site issues - Volunteer scheduling 	Beth Howard Terilynn Meeker
Ranch Foreman	<ul style="list-style-type: none"> - Physical property and feed 	Curry Eversole Tom Rime
Education	<ul style="list-style-type: none"> - Orientation and education for volunteers - Assists with adoptions 	Assigned by Board
Community	<ul style="list-style-type: none"> - Organizes outside groups visiting the 	Beth Howard



Volunteer Orientation Guide

Outreach	ranch - Available to be at the ranch for vet and hoof care	
Photographer	- Pictures of incoming horses	Curry Eversole
Records Manager	- Maintain horse records	Terilynn Meeker

- The Chairman will work with Horse Assessors/Trainers to evaluate new horses.
- During the time of year when we offer a monthly Ranch Appreciation Day, an education program will be held after orientation as part of our Ranch Appreciation Day.
- A Volunteer Training Program will be developed so volunteers can be “certified” to work with the horses.