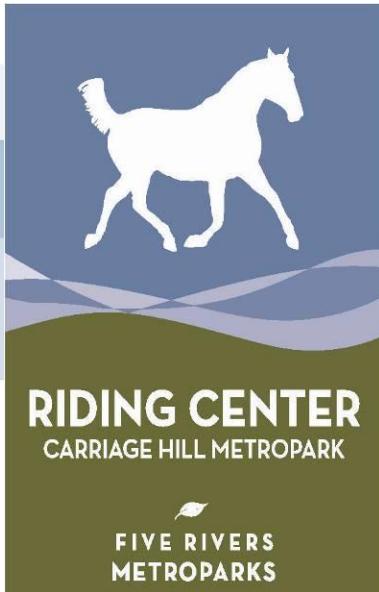


FIVE RIVERS METROPARKS



Volunteer PowerPoint Trainings

Carriage Hill MetroParks Riding Center

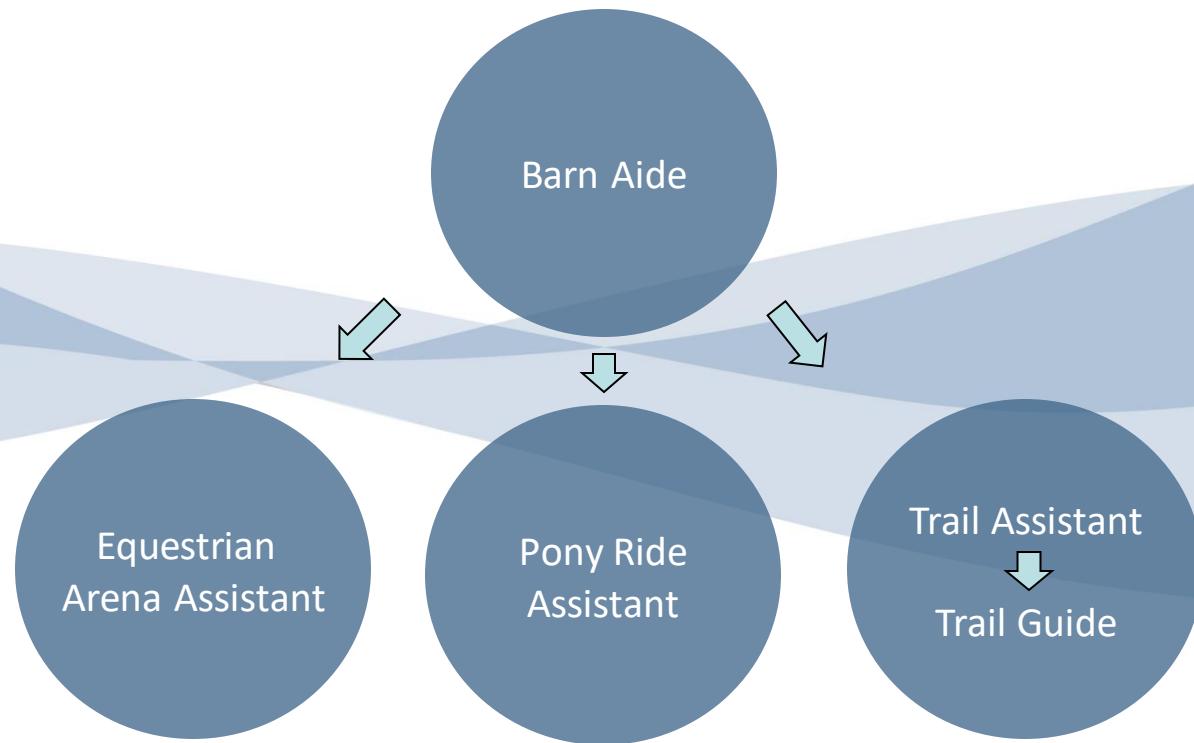


Congratulations on becoming a MetroParks Volunteer. The Volunteer PowerPoint Trainings are designed to give you a better understanding of our expectations and the responsibilities of our volunteers.

To complete these trainings, please read each slide carefully, so you understand your responsibilities.



Volunteer Opportunity Types and Progression Overview



20 hours as Barn Aide must be completed by all volunteers before moving on to any other opportunity.



Volunteer PowerPoint Training:

Pony Ride Assistant



RIDING CENTER
CARRIAGE HILL METROPARK



OBJECTIVES

Section 1: Volunteer Expectations

Section 2: Specific Responsibilities



SECTION 1

Volunteer Expectations

- ☛ Treat your volunteer experience as you would a job.

This means:

- ☛ Report to your shift on time. Be in the barn and ready to work at the start of your shift, not rushing in the door.
- ☛ Act professionally at all times.
- ☛ Be present for your entire shift.
- ☛ If you have questions regarding your responsibilities, be sure to ask a staff member.
- ☛ Wear proper clothing: closed toed shoes, weather and work appropriate clothes.
- ☛ Always make human and horse safety your top priority.



SECTION 2

Specific Responsibilities:

Opportunity Description



Pony Ride Assistant



Required Training:

- Complete Barn Aide Training.
- Review virtual Pony Ride Assistant Training Slides.
- Complete Annual Hands-on Training.
- Complete Practical Exam.

Special Requirements:

Must be at least 14 years of age.

Basic Responsibilities: All the following responsibilities will be explained in your virtual Pony Ride Training. Pony Rides must be conducted with two people for the safety of the rider.

- Groom (ponies)
- Tack (ponies)
- Assist rider with helmet
- Re-check saddle before mounting rider
- Assist rider onto pony
- One person leads the pony; second person watches the child to ensure a centered position (this can be a customer)
- Escort the child to and from the pony
- Keep ponies watered and un-tacked during down time

*You will come into contact with young children and their families during ponyrides. It is important to use sound judgment when making verbal comments and coming into physical contact with all persons. You MUST always ask for the rider's permission or parents' BEFORE making physical contact such as when adjusting stirrups, helping the child get on or off the pony. You will receive specific training on how to help a rider mount and dismount safely from the pony.



Specific Responsibilities

When You Arrive:

- ☛ Check in with staff
- ☛ A staff member will let you know which ponies are going to be used for pony rides
- ☛ Help catch and groom the ponies being used for the day
- ☛ Set out tack being used
- ☛ Help set up pony ride area
- ☛ Gather helmets suitable for pony rides
- ☛ Make sure there is a water source filled and available.
- ☛ Have ticket bucket ready to place “pony ride tickets” in when received from customers
- ☛ Assist with barn aide duties, as needed



Specific Responsibilities

Pony Ride Policy

- ☛ Pony Rides are \$5.00 per ticket and include 3 laps around the outdoor pony ride pen or 3 laps of the indoor arena around the set-up cones per ticket.
- ☛ The Riding Center accepts cash and credit cards.
- ☛ For children ages 2-8.
- ☛ Risk/Release Forms must be completed for each child and payment made at the office.
- ☛ All children must wear a helmet.
- ☛ Only one child is allowed on the pony at one time – no double riding is ever allowed.
- ☛ Customers will have one or more “pony ride tickets” that they will present to the volunteer. Each ticket is good for 3 laps.
- ☛ Take the “pony ride ticket(s)” at the beginning of the pony ride. The tickets are to be returned to the office as needed on very busy days.



Specific Responsibilities

Helmet Policy

All participants of equine related activities at Carriage Hill MetroPark Riding Center are required to wear an SEI approved equestrian helmet. Helmets are provided by the facility and are routinely cleaned and inspected to ensure proper fit and operation. A staff member or a volunteer of Carriage Hill MetroPark Riding Center will assist the customer in properly fitting the helmet before mounting a horse. Customers are permitted to wear a personal helmet providing it is an SEI approved equestrian helmet.

- ☛ Helmets should be fit to each rider by a trained staff member or volunteer.
- ☛ The helmet should fit snuggly on the rider's head with the chin strap adjusted, so it does not slip over the rider's chin.
- ☛ The front rim of the helmet should sit approximately two fingers above the brow line.
- ☛ Helmets should be sanitized in-between each use and at the end of the day using a spray disinfectant.



Specific Responsibilities

Assisting a Rider Before the Ride

Jill (person A) is in charge of Jesse while Barb (person B) helps the rider up



Person B

- ☛ You are in charge of the rider.
- ☛ By collecting the “pony ride ticket(s),” you are confirming a Risk/Release form has been completed and payment has been received by collecting the “pony ride ticket(s).”
- ☛ Be enthusiastic about the pony ride as you greet the rider.
- ☛ Assist the rider with a properly fitting helmet.
- ☛ Escort the rider into the available pony. (Hold hand of young or nervous children).
- ☛ Talk the child through the steps of getting on the mounting block and onto the pony.

Use caution when coming into physical contact with customers.

☛ Ask the parent/guardian for permission to assist the child on and off the pony. If the parent would like they can help the rider mount and may walk with them.

☛ From the platform of the mounting block, have them put their left foot into the stirrup and swing their leg over. If the pony is too tall for the child, you may have to lift the child onto the saddle.

2 People must be present for each Pony Ride



Specific Responsibilities

Assisting a Rider During the Ride



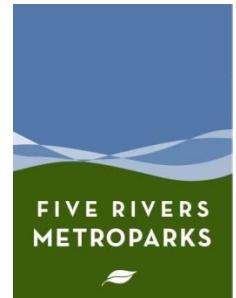
Sam (person A) is leading Jesse while Hilary (person B) is spotting the young rider

Person A

- ☛ Lead the pony around the pony ride round pen 3 times per ticket.
- ☛ Look back to make sure the child is okay and safe.
- ☛ Talk to the child as you lead the pony.
- ☛ A parent/legal guardian is permitted to walk alongside the child.

Person B

- ☛ Assist Person A with watching the child on the pony while walking alongside the rider.
- ☛ When not walking with a rider:
 - ☛ Keep watch for new customers waiting for a pony ride.
 - ☛ Maintain control of the group outside the pony ride round pen. Do not let children stand on the gates/panels/fence.



Specific Responsibilities

Assisting a Rider After the Ride



Person A

- ☛ Stop the pony at the mounting block. The mounting block should be on the pony's left side.
- ☛ Hold the pony still while Person B assists the rider in dismounting.
- ☛ If there are more riders, continue to hold the pony at the mounting block until the next child is ready.

Person B

- ☛ Talk the rider through the dismounting process:
 - ☛ Have the child put all of their weight in the left stirrup or onto the platform of the mounting block, and then swing the right leg over the saddle.
 - ☛ Have them step onto the mounting block with the right foot.
 - ☛ Then, have them take the left foot out of the stirrup (if needed), and step onto the mounting block. Assist them down the mounting block.
 - ☛ If the child is too small to use the stirrup or reach the mounting block, lift them off the pony and either place them on the mounting block or the ground.
- ☛ The child may pet the pony before you escort them back to their guardians. Remember to have the child stand to one side of the pony and not directly in front of the pony.
- ☛ Assist the rider with removing the helmet. And then sanitize the helmet.
- ☛ Thank the rider for coming and encourage them to look at the horses and visit the farm.



Specific Responsibilities

Down Time

When there are no customers for the pony rides...

- ☛ During short breaks, offer the pony water and loosen the girth on the pony.
- ☛ During long breaks, return the pony to the crossties and either loosen the girth or un-tack the pony. The staff member will tell you which option to do.
- ☛ Sanitize and reorganize the helmets.
- ☛ Take Pony Ride tickets to the office.
- ☛ Pick up any the pony's droppings.



Specific Responsibilities

At the end of the day...

- ☛ Untack the pony.
- ☛ Groom the pony.
- ☛ Lead the pony back to their stall.
- ☛ Hang the halter and lead rope on the stall door.
- ☛ Put away grooming tools.
- ☛ Put the saddle and blanket in the appropriate locations in the tack room.
- ☛ Sanitize and put away helmets.
- ☛ Assist with the remainder of the barn work until the end of the Pony Ride shift.



Jesse as a dragon for Halloween Pony Rides

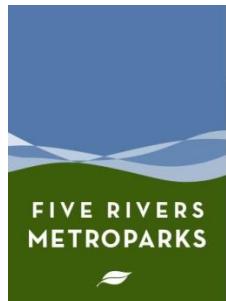


Specific Responsibilities

Incident Protocol for Arena Riding/ Pony Rides

- Fall from Horse
 - 1. One instructor or assistant must respond to the fallen rider. Remaining instructors or assistants must maintain control of group (which may include having all other riders dismount) and secure loose horse.
 - 2. Check on the fallen rider. If rider landed on feet or knees and appears to be ok (with no visible injuries or complaint of injuries) then rider may re-mount, if they wish. (An incident report still needs to be completed and a parent needs to be informed, if a minor is involved.)
 - 3. If rider landed on back, side, neck, head, then the rider may not be allowed to re-mount and steps need to be taken to get medical attention. The Ranger's Dispatch needs to be contacted (937) 535-2580 for any injury involving a visitor/participant.
 - If the rider is an adult (18 and over), staff can consult with the rider to determine how medical attention will be provided. This can include contacting their emergency contact or calling EMS on the rider's behalf. Must wait until either the EMS or Rangers have arrived before the rider is allowed to leave the facility.
 - If rider is a child, consult with the parent/guardian. Contact information is available in the office. Must wait until either the EMS or Rangers have arrived before the rider is allowed to leave the facility. If parents are on-site, must still wait for Ranger to arrive before they are allowed to leave.
- 1. If you suspect injury, do not let the rider continue and make arrangements for medical attention by calling the Ranger's Dispatch (937) 535-2580, for non-emergency injuries.
- 2. If the rider complains of an injury and requests an ambulance, treat as a Medical Emergency.
- 3. Incident Report Form must be filled out by the Instructor before leaving work the day of the event and submitted to the on-site supervisor, who must submit the report to HR within 24 hours of the event. If the incident involves a volunteer, the report is also submitted to the Volunteer Coordinator.

- Medical Emergency (i.e. – heart attack, serious injury, loss of consciousness, etc.)
 - 1. One instructor or assistant must respond to the fallen rider. Remaining instructors or assistants must maintain control of group and secure loose horse.
 - 2. Call 9-1-1. Be prepared to give your location and nature of injury.
 - Carriage Hill MetroPark Riding Center
8111 E. Shull Rd. Huber Heights 45424
- 1. Contact the Ranger's Dispatch (937) 535-2580, to notify of medical emergency.
- 2. Provide medical assistance that you are comfortable giving.
- 3. Incident Report Form must be filled out by the Instructor and submitted to the on-site supervisor, within 24 hours of the event.



Summary

Remember, you are a representative of Five Rivers MetroParks. It is your responsibility to act in a professional and courteous manner with the public at all times. Our utmost concern is the safety of our horses and riders. We want to demonstrate a safe, fun, and exciting environment for everyone to enjoy!



Thank you!

- ☛ Thank you for completing the PowerPoint Training.
- ☛ Next, you will need to sign up for Pony Ride Training and complete that Hands-on training.
- ☛ Once you have completed 20 hours as a Pony Ride Assistant, let the staff know and they will complete the Practical Exam with you.
- ☛ These are the steps required for a Pony Ride Volunteer at the Carriage Hill MetroParks Riding Center.

