



Policy and Procedures Information

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Introduction

"Welcome to Hayne's Stable Stay's Spelling and Recovery Agistment. We are a small family-run short-term horse agistment facility located in Black River. We are committed in providing exceptional care and service to our equine friends. We understand the importance of trust and peace of mind for horse owners, and we pride ourselves on offering a safe, secure, and nurturing environment for horses to thrive.

At Hayne's Stable Stay's, we cater to the needs of both local Townsville horse owners and those from out of town, providing a range of short-term agistment options to suit every-ones needs. Our facilities include paddock grazing for horses that require space to roam, as well as comfortable and secure stable accommodation for those that require a more personalized level of care.

As a family-run business, we are dedicated to upholding the highest standards of horse care and management, and this Policy and Procedure document outlines our commitment to providing the best possible experience for our horses and their owners. The following policies and procedures have been developed to ensure the health, safety, and well-being of all horses in our care, and to provide a clear understanding of our services, responsibilities, and expectations."

Scope

This Policy and Procedure document applies to all horses agisted short-term at Hayne's Stable Stay's, including those in paddock grazing and stable accommodation. The document outlines the policies and procedures for the care and management of horses, including feeding, watering, exercising, and providing veterinary care.

The services provided by Hayne's Stable Stay's include:

- * Paddock (maybe shared, depending on horse/horses behaviours) grazing with access to fresh water daily during agistment
- * Comfortable and secure stable accommodation with individual stalls
- * Daily care and monitoring of horses, including feeding, watering, and exercising
- * Administration of medications and supplements as prescribed by a veterinarian
- * Provision of veterinary care and advice as needed
- * Regular maintenance and upkeep of facilities and equipment

This document does not apply to horses that are not agisted at Hayne's Stable Stay's, nor does it apply to services that are not provided by Hayne's Stable Stay's, such as training, riding lessons, or transportation."

Roles and responsibilities

The following roles and responsibilities are established to ensure the effective and safe operation of Hayne's Stable Stay's:

Hayne's Stable Stay's Staff:

- * Provide daily care and management of horses, including feeding, watering, exercising, and monitoring health and well-being
- * Maintain the cleanliness and upkeep of facilities, equipment, and surroundings
- * Administer medications and supplements as prescribed by a veterinarian
- * Monitor and report any health issues or concerns to horse owners and veterinarians as necessary
- * Ensure that all horses receive proper care and attention, and that their needs are met in a timely and efficient manner

Horse Owners are responsible for:

- * Providing accurate and detailed information about their horse's health, behaviour, and nutritional needs
- * Ensure that their horse is up-to-date on all vaccinations and dental care
- * Provide any necessary medications or supplements for their horse, and inform Hayne's Stable Stay's staff of any changes to their horse's medication or supplement regimen
- * Pay all fees and charges associated with the agistment of their horse in a timely manner

- * Inform Hayne's Stable Stay's staff of any changes to their contact information or emergency contact details

Veterinarians:

- * Owners may be required to provide veterinary care and advice as needed for horses agisted at Hayne's Stable Stay's
- * Communicate with Hayne's Stable Stay's staff and horse owners regarding the health and well-being of horses under their care
- * Provide prescriptions and instructions for medications and treatments as necessary

Other Stakeholders:

- * Farriers, trainers, and other service providers must comply with Hayne's Stable Stay's policies and procedures, and provide their services in a safe and professional manner
- * Visitors and spectators (If approved by management to enter the premises) Must:
 - sign in/out (Sign in book will be located at front gate)
 - respect the safety and well-being of horses, staff, and comply with Hayne's Stable Stay's rules and regulations
 - All gates are to be closed on entry and exiting (the front entrance/Exit gate is self closing)

By understanding and fulfilling these roles and responsibilities, we can work together to provide a safe, healthy, and enjoyable environment for all horses and people involved with Hayne's Stable Stay's."

Health and Safety

Hayne's Stable Stay's is committed to providing a safe and healthy environment for all horses and staff. The following health and safety policies and procedures are in place to minimize the risk of injury or illness:

Horse Health:

- * All horses must be vaccinated against infectious diseases, such as tetanus and strangles, prior to arrival at Hayne's Stable Stay's
- * If we feel your horse is unwell on arrival we have the right to request a veterinary inspection to ensure the horse has no underlying health issues that we are have not been aware of
- * Hayne's Stable Stay's staff will monitor horse health daily, and report any concerns or issues to horse owners and veterinarians as necessary
- * A first aid kit is available on site, and staff are trained in basic first aid procedures for horses
- * Biosecurity measures are in place to prevent the spread of diseases, including the use of disinfectants, hand washing, and restricted access to certain areas

Staff Safety:

- * All staff members are required to wear personal protective equipment (PPE) when handling horses, including riding gloves, helmets, and sturdy boots
- * Staff members are trained in basic horse handling and safety procedures, including how to approach and handle horses safely
- * A staff member is always present when horses are being exercised or handled, to ensure supervision and assistance if needed

- * Emergency contact information is readily available, and staff members are trained in emergency procedures, such as fire evacuation and first aid

Facility Safety:

- * Fencing and gates are regularly inspected and maintained to ensure they are secure and in good condition
- * Equipment and facilities are regularly inspected and maintained to ensure they are in good working order
- * Fire extinguishers are readily available, and staff members are trained in their use
- * A fire evacuation plan is in place, and regular drills are conducted to ensure staff are prepared in the event of an emergency

Injury or Illness:

- * In the event of an injury or illness to a horse or staff member, Hayne's Stable Stay's staff will immediately report the incident to the relevant authorities and take steps to ensure the safety and well-being of all horses and staff
- * An incident report will be completed, and an investigation will be conducted to determine the cause of the incident and implement measures to prevent similar incidents from occurring in the future

By following these health and safety policies and procedures, we can minimize the risk of injury or illness to horses and staff, and provide a safe and healthy environment for all."

Horse Care and Management

Hayne's Stable Stay's is committed to providing a high level of care and management for all horses in our facility. The following procedures are in place to ensure the health, well-being, and happiness of our equine friends:

Feeding:

- * Horses are fed as per owners' instructions. This may include a high-quality diet that meets their nutritional needs, including hay, grains, and supplements as required
- * Feeding schedules are tailored to individual horse needs, and feeding times are strictly adhered to
- * Hay and grains are stored in a clean, dry, and rodent-free area to ensure freshness and quality
- * Water is provided at all times, and buckets are cleaned and disinfected regularly to prevent bacterial growth

Watering:

- * Horses have access to clean, fresh water at all times
- * Water buckets are checked and filled twice daily, and more often in hot weather

Exercising:

- * Horses are exercised regularly to maintain their physical and mental health
- * Exercise routines are tailored to individual horse needs, and may include walking, trotting, cantering, and jumping
- * Horses are exercised in a safe and controlled environment, with supervision at all times
- * Horses are not exercised if they are lame, injured, or showing signs of illness

Grooming:

- * Horses are groomed regularly (if owner has requested this) to maintain their coat, mane, and tail
- * Grooming is performed gently and with care, to avoid causing stress or discomfort to the horse
- * Horses are groomed in a well-ventilated area, free from drafts and extremes of temperature

Veterinary Care:

- * Hayne's Stable Stay's will maintain a close relationship with your horses veterinary practice, and we welcome regular veterinary checks to be performed to ensure the health and well-being of your horses
- * We require that your Horse/s receive regular vaccinations, dental care, and deworming as required

* In the event of illness or injury, Hayne's Stable Stay's staff will notify the horse owner and veterinarian immediately, and provide any necessary care and attention

Hoof Care- Hayne's Stable Stay's Staff will notify you if your horse requires hoof care

* Horses maybe required to receive regular trimming and shoeing to maintain the health and integrity of their hooves

* Hoof care is to be performed by a qualified and experienced farrier, who works in conjunction with the veterinarian to ensure the best possible care for our horses

Paddock Management:

* Paddocks are rotated regularly to maintain the quality and fertility of the soil, and to prevent overgrazing

* Paddocks are checked daily for any hazards or risks, such as fallen trees or broken fencing

* Horses are introduced to new paddocks gradually, to prevent stress and ensure a smooth transition

*When your horse arrives we will place the horse in a smaller paddock for at least 2 days. This will make the transition less stressful for your horse.

By following these horse care and management procedures, we can ensure that our horses receive the highest level of care and attention, and that they remain happy, healthy, and well-cared for during their stay with us."

Facilities and Equipment

Hayne's Stable Stay's is committed to providing a safe and well-maintained environment for all horses and staff. The following facilities and equipment are available:

Stables:

- * Our stables are clean, well-ventilated, and secure, with individual stalls and paddocks for each horse
- * Stalls are equipped with comfortable bedding, such as straw or shavings, and are cleaned daily
- * Stables are inspected daily to ensure that they are safe and secure, and that all equipment is in good working order
- * Stables have fan's for those warmer months

Paddocks:

- * Our paddocks are well-fenced, and will be provide with adequate shelter and shade for our horses (Please note we will be erecting shelter in the paddocks in the coming weeks/months)
- * Paddocks are rotated regularly to maintain the quality and fertility of the soil, and to prevent overgrazing
- * Paddocks are inspected daily to ensure that they are safe and secure, and that all equipment is in good working order

Exercise Areas:

- * We have one arena/paddock suitable for exercise that is well-maintained, safe, and secure, with good drainage
- * We have a powered round exercise yard that the owners are able to access to exercise horses.
- * Arenas and exercise areas are inspected daily to ensure that they are safe and secure, and that all equipment is in good working order

Equipment:

- * Our equipment, including saddles, bridles, and grooming tools, is well-maintained, clean, and in good working order
- * Equipment is stored in a secure and dry area, and is inspected regularly to ensure that it is safe and functional
- * Equipment is used only for its intended purpose, and is not used in a way that could cause injury to horses or staff

Maintenance and Repair:

- * Our facilities and equipment are regularly maintained and repaired to ensure that they are safe and functional
- * Maintenance and repair work is performed by qualified and experienced personnel, and is done in a way that minimizes disruption to our horses and staff
- * A maintenance schedule is in place to ensure that all equipment and facilities are regularly inspected and maintained

Safety Features:

* Our facilities are designed with safety in mind, and include features such as:

+ Secure fencing and gates

+ Good lighting and ventilation

+ Adequate shelter and shade

+ Safe and secure storage for equipment and supplies

* Our staff will ensure to follow safety procedures, and are aware of the importance of maintaining a safe and secure environment for our horses and staff

By maintaining our facilities and equipment, and using them in a safe and responsible manner, we can ensure that our horses receive the best possible care, and that our staff can work safely and efficiently."

Storms/Bad Weather:

* If we receive severe weather warning Hayne's Stable Stay's Staff will safely move your horse to one of our stables if there is a stable available. We will contact you to discuss what measures you would like to put in place to ensure your horse is safe during severe weather

+ There will no extra charge for utilising the stables during severe weather

Admission and Discharge

Hayne's Stable Stay's is committed to providing a safe and welcoming environment for all horses. The following procedures are in place for admitting and discharging horses:

Admission:

- * All horses must be admitted through the office located at stables, where the horse's details and owner's contact information will be recorded
- * A copy of the horse's veterinary records, including vaccination and dental care history, must be provided prior to admission
- * A horse agistment agreement must be signed by the horse owner prior to admission, outlining the terms and conditions of the horse's stay
- * A thorough inspection of the horse will be conducted by Hayne's Stable Stay's staff prior to admission, to identify any potential health or behavioural issues
- * Horses will be introduced to their new surroundings and stable mates gradually, to minimize stress and ensure a smooth transition

Discharge:

- * Horses may be discharged from Hayne's Stable Stay's at any time, subject to the terms and conditions of the horse agistment agreement
- * A discharge inspection will be conducted by Hayne's Stable Stay's staff prior to the horse's departure, to ensure that the horse is in good health and condition

- * The horse owner is responsible for collecting the horse from Hayne's Stable Stay's, and must provide a suitable vehicle and equipment for transporting the horse
- * Hayne's Stable Stay's reserves the right to refuse discharge of a horse if the horse is not in good health or condition, or if the horse owner has outstanding debts or obligations to Hayne's Stable Stay's

Emergency Discharge:

- * In the event of an emergency, Hayne's Stable Stay's reserves the right to discharge a horse without notice, if it is deemed necessary for the health and well-being of the horse or other horses in the care of Hayne's Stable Stay's
- * The horse owner will be notified as soon as possible in the event of an emergency discharge, and will be provided with information about the reason for the discharge and any necessary arrangements for the care and transportation of the horse

Transfer of Care:

- * If a horse is to be transferred to another facility or caregiver any earlier than the agreed duration, Hayne's Stable Stay's must be notified via email at least 24 to 48 hours prior to the transfer
- * The horse owner must provide Hayne's Stable Stay's with the contact details and location of the new facility or caregiver, and must ensure that the horse is in good health and condition at the time of transfer
- * Hayne's Stable Stay's will provide the new facility or caregiver with a copy of the horse's veterinary records and any other relevant information, to ensure a smooth transition and continuity of care"

Payment and Fees

Hayne's Stable Stay's is committed to providing transparent and competitive pricing for our horse agistment services. The following payment terms and fees apply:

Agistment Fees:

* Agistment fees are based on what level of stay you agree to and are located in the Horse Agistment/Short-Term Boarding Agreement Contract

Additional Services: *If you require Hayne's Stable Stay's to arrange or provide additional services outside of the Boarding Agreement, this will incur an additional cost/fee*

* Contacting your Veterinary on your behalf: \$5.00 Administration Fee (plus an additional cost of \$30.00 for collecting/travel to collect medications)

* Contacting a Farrier services on your behalf: \$5.00 Administration Fee

* Contacting Dental care on your behalf: \$5.00 Administration Fee (plus any additional costs cost of \$30.00 for collecting/travel to collect any dental products)

* Supplementary feeding that is not agreed in Boarding contract: From \$25 per week (for horses that require additional nutrition or specialized diets)

Payment Terms:

- * All agistment fees are payable once contract is signed
- * A deposit is required when booking holiday care such as Christmas, Easter etc. This will secure a spot for your horse
- * Payments can be made by bank transfer, Eftpos, or cash
- * A late payment fee of \$20 per week will be applied to any outstanding balances

Cancellation Policy:

- *Short-Term Agistment Holiday Agistment: A minimum of 14 days' notice is required to cancel or terminate agistment services
- * A cancellation fee of \$100 will be applied to any cancellations or terminations under the 14 day's notice

By understanding our payment terms and fees, you can make informed decisions about your horse's care and budget accordingly. If you have any questions or concerns, please don't hesitate to contact us."

Liability and Insurance

Hayne's Stable Stay's is committed to providing a safe and secure environment for all horses, staff, and visitors. To protect against potential risks and liabilities, we have the following insurance arrangements in place:

Public Liability Insurance:

- * Hayne's Stable Stay's holds a public liability insurance policy that covers against claims for injury or damage to people or property
- * The policy has a limit of \$20 million and is renewable annually
- * The policy covers all staff, contractors, and visitors to the property, as well as all horses in our care

Equine Insurance:

- * Hayne's Stable Stay's recommends that all horse owners have their own equine insurance policy to cover against loss, injury, or illness to their horse
- * We can provide information and recommendations for equine insurance providers, but it is the responsibility of the horse owner to arrange and maintain their own insurance coverage

Workers' Compensation Insurance:

- * Hayne's Stable Stay's holds a workers' compensation insurance policy that covers all staff against work-related injuries or illnesses
- * The policy is mandatory and is renewable annually

Business Insurance:

- * Hayne's Stable Stay's holds a business insurance policy that covers against business interruption, equipment damage, and other business-related risks
- * The policy has a limit of \$500,000 and is renewable annually

Liability for Horse Care:

- * Hayne's Stable Stay's will not be liable for any injury, illness, or loss to a horse in our care, unless it can be proven that we were negligent or breached our duty of care
- * Horse owners are responsible for providing accurate and complete information about their horse's health, behaviour, and requirements, and for ensuring that their horse is suitable for the level of care and services provided by Hayne's Stable Stay's

Indemnity:

* Hayne's Stable Stay's **will not** be liable for any claims, demands, or actions made against us by horse owners, staff, or third parties, unless it can be proven that we were negligent or breached our duty of care

* By signing the horse agistment agreement, horse owners indemnify Hayne's Stable Stay's against any claims, demands, or actions made against us in connection with the care and management of their horse

By having these liability and insurance arrangements in place, Hayne's Stable Stays can provide a safe and secure environment for all horses, staff, and visitors, and protect against potential risks and liabilities. If you have any questions or concerns, please don't hesitate to contact us."

Emergency Procedures

Hayne's Stable Stay's is committed to providing a safe and secure environment for all horses, staff, and visitors. In the event of an emergency, we have established procedures to ensure the safety and well-being of all individuals and animals on the property.

Emergency Contact Information:

* In the event of an emergency, please contact the following individuals:

+ Jody Hayne Director/Manager: Mob: 0432 592 933

+ David Hayne Assistant Manager: Mob: 0434 277 508

+ Local emergency services: 000 (fire, police, ambulance)

Fire Emergency Procedure:

* In the event of a fire, please follow these steps:

1. Alert all staff and visitors on the property
2. Call 000 and report the fire
3. Evacuate all horses from the affected area
4. Use fire extinguishers or fire hoses to contain the fire, if safe to do so
5. Meet at the designated assembly point (outside the office) to account for all staff and visitors

Natural Disaster Procedure:

* In the event of a natural disaster, such as a flood, storm, or earthquake, please follow these steps:

1. Monitor weather forecasts and warnings
2. Prepare horses and staff for potential evacuation
3. Follow evacuation instructions from local authorities, if necessary
4. Keep horses safe and secure, and provide them with adequate food, water, and shelter
5. Contact emergency services, if necessary

Horse Escape Procedure:

* In the event of a horse escape, please follow these steps:

1. Alert all staff and visitors on the property
2. Contain the escaped horse, if possible, using safe and humane methods
3. Contact the horse's owner and inform them of the situation
4. Review and update the horse's enclosure and fencing to prevent future escapes
5. Document the incident and review it with staff to prevent future occurrences

First Aid and Medical Emergency Procedure:

* In the event of a first aid or medical emergency, please follow these steps:

1. Call 000 and report the incident
2. Provide basic first aid, if trained to do so
3. Keep the individual calm and comfortable until medical help arrives
4. Contact the individual's emergency contact, if necessary
5. Document the incident and review it with staff to prevent future occurrences

Review and Update of Emergency Procedures:

* Hayne's Stable Stay's will review and update these emergency procedures annually, or as necessary

* Staff will be trained on these procedures and will participate in regular drills and exercises to ensure they are prepared in the event of an emergency

By having these emergency procedures in place, Hayne's Stable Stays can respond quickly and effectively in the event of an emergency, and provide a safe and secure environment for all horses, staff, and visitors."

Communication

Effective communication is crucial to the smooth operation of Hayne's Stable Stay's. We have established the following channels of communication to ensure that staff, horse owners, and other stakeholders are informed and up-to-date:

Staff Communication:

- * Daily meetings between staff members to discuss horse care, maintenance, and any issues or concerns
- * Regular training sessions to ensure staff are knowledgeable about horse behaviour, health, and safety
- * Open-door policy for staff to report any concerns or issues to management

Horse Owner Communication:

- * Regular updates on horse care, health, and behaviour through phone, email, or in-person meetings
- * Access to horse records and care plans through our online portal
- * Opportunities for horse owners to provide feedback and suggestions on horse care and management

Biosecurity Measures:

- * All staff and visitors are required to follow strict biosecurity protocols, including:
 - + Washing hands before and after handling horses
 - + Wearing gloves and protective clothing when handling horses or equipment
 - + Disinfecting equipment and surfaces regularly
 - + Restricting access to certain areas to prevent the spread of disease
- * Vaccination and disease testing programs in place for all horses
- * Quarantine procedures in place for new horses or horses returning from competitions or events

Horse Behaviour Issues or Conflicts:

- * Procedures in place for addressing horse behaviour issues, including:
 - + Consulting with equine behaviour specialists
 - + Providing additional training and handling for horses with behavioural issues
 - + Implementing management strategies to reduce stress and prevent conflicts
- * Clear guidelines for staff on how to handle horse conflicts, including:
 - + Identifying potential conflict situations

- + Intervening early to prevent escalation
- + Providing a safe and secure environment for all horses

Guidelines for Visitors and Spectators:

- * Clear signage and instructions for visitors and spectators on:
 - + Biosecurity protocols
 - + Safety procedures
 - + Horse handling and behaviour guidelines
- * Designated viewing areas for spectators to ensure safety and prevent disruption to horse care and management
- * Strict supervision of visitors and spectators to ensure compliance with guidelines and protocols

Monitoring and Reporting Horse Health Issues:

- * Regular monitoring of horse health, including:
 - + Daily observation and reporting of horse behaviour and health
 - + Regular veterinary checks and consultations
 - + Implementation of preventative health measures, such as vaccination and deworming programs
- * Clear procedures for reporting horse health issues, including:
 - + Notifying management and veterinary staff of any health concerns

- + Documenting and recording all health issues and treatments
- + Implementing treatment plans and management strategies to address health issues

Managing and Storing Horse Equipment and Supplies:

- * Designated areas for storing horse equipment and supplies, including:
 - + Secure and dry storage areas for tack and equipment
 - + Organization and labelling of equipment and supplies to prevent loss or damage
 - + Regular inspection and maintenance of equipment to ensure safety and functionality
- * Clear procedures for handling and using horse equipment and supplies, including:
 - + Training staff on proper handling and use of equipment
 - + Implementing safety protocols for handling and using equipment
 - + Regularly inspecting and maintaining equipment to prevent damage or wear and tear"

Thank you so very much for taking the time to read our Policy and Procedures.

Us here at 'Hayne's Stable Stay's' endure to make your horses stay stress free and we will give you peace of mind that your beloved horse is in great care.

If you have any concerns or questions about this document please contact Jody on:

Mobile: 0432 592 933

Email: Haynesstablestays@gmail.com

Or feel free to arrange a time to meet in person 😊