



# Good Shepherd Horse Rescue and Learning Center Volunteer Handbook

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***Mission Statement:***

*At Good Shepherd, our mission is twofold: to rescue, restore, and find forever homes for equines in need, and to offer transformative equine-assisted programs for individuals and families from diverse backgrounds.*

Established in 2011 as a horse rescue initiative, we operate as a 501c3 charitable organization, driven by compassion and dedication to the well-being of both humans and horses.

***Vision Statement:***

At Good Shepherd, our primary goal is to help individuals establish a special bond with our horses. Through comprehensive training programs, our dedicated volunteers acquire the skills to effectively communicate with our horses and fulfill their needs. As an experiential learning center and rescue, we are committed to reintegrating horses into a thriving herd environment, often for the first time. Our utmost priority is to ensure that every horse receives the necessary support and care they require. We are unwavering in our dedication to providing the highest quality of life for each horse that enters our facility.

Our programs cater to youth, teens, adults, and families, providing opportunities for personal growth, emotional healing, and skill development through interaction with our rescued horses. With a commitment to providing restorative techniques tailored to the unique needs of our equine companions, we strive to ensure that every horse finds a forever home that offers the love, care, and support they deserve, thus fulfilling our vision of creating brighter futures for both horses and humans alike.



***Volunteers are important!***

Good Shepherd Horse Rescue and Learning Center is a volunteer run organization. Each and every volunteer that comes our way is truly valuable to our organization, and we appreciate all the hard work and effort volunteers give us on a daily basis.

We are always in need of volunteers who are passionate, hardworking, motivated, dedicated, dependable, to lend us a helping hand.

We welcome volunteers with horse experience and also provide on-site training for people with and without experience. We strive to empower our volunteers by helping them to improve their horsemanship skills.

Horses both in our rescue and outside the rescue depend on us to help them throughout their lives. We owe it to them to provide them with the best quality care that we possibly can. We believe that they deserve our very best and we hope to have volunteers that will go the extra mile to ensure their health and welfare.

All volunteers are required to attend a volunteer orientation and to fill out a volunteer application. Applications can be found on our Good Shepherd website.

[www.gshmhorserescue.com](http://www.gshmhorserescue.com)

After filling out the application, please call 602-615-7075 to enroll in orientation.



***What help is needed?***

Volunteer hours are broken up into 3 shifts are as follows:

- Morning – 7:00 am – 10:00 am
- Afternoon – 11:00 am – 2:00 pm
- Evening – 4:30 pm-7:30 pm

\*Times vary based on sunrise and sunset! We adjust the schedules to maximize the daylight hours.

Although these hours are our standard schedule, we are flexible with our volunteers' time as we understand that your time is valuable. If you can give us an hour or two, we are extremely grateful. Just let us know and we can work with you. It is recommended, however, to volunteer for each of these time slots as chores can be different for each shift. While we all love to with the horses, other duties are just as important in keeping the rescue running. We expect all our volunteers to complete the duties they are assigned during their hours of work. Please be careful and let the other volunteers know if you need to leave early or are unable to complete certain tasks.

### ***Volunteer Guidelines and Rules***

**Handbook** - Every volunteer must read the Volunteer Handbook and commit to abiding by the rules. In addition, they must read and sign the Volunteer Waiver. For minor volunteers, parents/guardians also need to sign.

**Training Requirements** -All volunteers must attend a Volunteer Orientation. At the orientation, volunteers will be shown how to correctly perform different tasks. Volunteers are expected to follow the guidelines they are given when trained. It may take some time for you to feel comfortable completing each chore We don't want you to get frustrated. When i doubt—ask.

**Commitment** -Since we depend solely on volunteers, it is imperative that you keep your volunteer commitments as scheduled. If you are unable to volunteer for your scheduled shift, please let us know as soon as possible. Please text us: 602-615-7075.

**Sign In** - When you arrive at the ranch, all volunteers must sign the volunteer sign in sheet. Check the white boards and the communication log for updates.

**Return Supplies and Equipment** - All volunteers must put all wheelbarrows, manure forks, tools, buckets, tack, grooming supplies, etc. away properly after use.

**Age Requirements** - You must be at least 16 years old to volunteer. All volunteers under the age of 18 years old must have their parent/guardian sign the Release of Liability Waiver. Children, ages 12- 15, can volunteer during certain time, with prior permission. A parent of guardian must remain on the property at all times. Children ages 10 and 11 can volunteer with a parent or guardian working by their side.

**Dress Code** - All volunteers must wear closed-toed shoes (tennis shoes, hiking boots, cowboy boots, or riding boots, etc.). Dress comfortably for the weather and wear clothes you don't mind getting wet and/or dirt. We work in the rain (we do not work in storms). Please limit jewelry-- nothing hanging or dangling that can get caught on things.

**Cell Phones** - PLEASE do not use your cell phone when working around or with the horses. If it is an emergency, please leave the barn area, stalls or arenas to talk on the phone. Ringers on phones should be muted when around the horses.

**Smoking** - No smoking is allowed in or around the property. This includes no vaping.

**Mechanical Equipment, Quads, and Mule** - No volunteer is allowed to operate any mechanical equipment (including quads and mule) without prior approval and training. There will be occasions when you will be asked to drive the carts to carry out chores.

Unless directed, please do not operate the carts and other mechanical equipment without getting permission.

**Alcohol and Other Drugs** - While on ranch property, volunteers may not use, possess, distribute, sell, or be under the influence of alcohol or drugs.

**Task Limitations** - Volunteers will only perform tasks for which they are trained and qualified to perform. Our goal is to teach you new skills as you volunteer. Please be patient on doing new tasks until you are properly trained and prepared to do them.

**Use of Force or Violence** - No volunteer may use force, hit, or use inhumane handling tactics with any animal housed at the rescue. Violence and/or inappropriate language/behavior (name calling, bullying, harassment, etc.) against other volunteers will not be tolerated. We expect everyone to be respectful to both the animals and humans.

**Injuries** - Please notify Kathy and Cindy or TJ immediately in the event you receive any type of injury while working at the rescue. It is important that everyone is safe but if you do hurt yourself, please report it immediately.

**Water and Food** - The rescue is located in Apache Junction. Please bring a water bottle to hydrate while working. We have a water cooler to fill your water bottle. If you forget your water, we sell bottled water and sodas for \$1.00 each.

**Parking** – Please park outside the gates in front of the wall or panels. Please be mindful of the neighbors.

**Community Service** – Time at Good Shepherd can be used to satisfy school required community service. At this time, Good Shepherd does not provide an opportunity for court appointed community service.

**Restrooms** – We have an outhouse at the property.

**Note** – Sometimes, we might need help in other areas such as fencing, painting, etc. Please be open to helping where needed.

**Grooming** – The horses do enjoy being groomed. Please be sure you have been approved to groom. Grooming can be done when the horses are finished eating and chores are completed.

**Horsemanship Clinics**- Horsemanship clinics are offered through Quinlan Horse Training. Individuals enrolled in the clinics are encouraged to practice the lessons between sessions.



### *Volunteer Duties*

Most of the volunteer work is chores.

Chores included but are not limited to:

Morning Chores:	Afternoon Chores:	Evening Chores:
<ul style="list-style-type: none"><li>• Check, clean, fill water buckets in arenas and stalls where horses will be during the day.</li><li>• Check and clean water buckets in empty stalls/arenas – buckets can be left for the next crew to fill if the stalls/arenas are empty. This ensures the cleanest water available for our horses.</li><li>• Feed morning hay and move horses to the proper areas for the morning. Remember to be sure the area is clean with clean water prior to moving horses.</li><li>• Muck stalls – utilize the black manure buckets to clean stalls. Try to leave the grindings in the stalls. Remove wet grindings and cover wet spots with clean shavings.</li><li>• Muck arenas – remove manure utilizing the black manure buckets. Try not to pick up the granite when mucking the arenas.</li><li>• Empty manure buckets into the dumpster.</li><li>• Check all gate locks prior to leaving.</li></ul>	<ul style="list-style-type: none"><li>• Check, clean, fill water buckets in arenas or stalls where horses are located.</li><li>• Muck the arenas utilizing the black buckets.</li><li>• Empty the manure buckets</li><li>• Feed lunch.</li><li>• Rake up excess hay around the property and put in the black buckets.</li></ul>	<ul style="list-style-type: none"><li>• Check, clean, fill water buckets in arenas and stalls where horses will be for the evening.</li><li>• Check and clean water buckets in empty stalls/arenas – buckets can be left for the next crew to fill if the stalls/arenas are empty. This ensures the cleanest water available for our horses.</li><li>• Feed evening hay and pellets. Move horses to the proper areas for the morning. Remember to be sure the area is clean with clean water prior to moving horses.</li><li>• Muck stalls – utilize the black manure buckets to clean stalls. Try to leave the grindings in the stalls. Remove wet grindings and cover wet spots with clean shavings.</li><li>• Muck arenas – remove manure utilizing the black manure buckets. Try not to pick up the granite when mucking the arenas.</li><li>• Empty manure buckets into the dumpster.</li><li>• Check all gate locks prior to leaving.</li></ul>



### *Miscellaneous Items*

**Hoses-** hoses are located in the ground boxes with the green tops. These are throughout the property. Please be sure to note their location during the orientation tour. Hoses are expensive so when using them please follow these instructions:

- Take the hoses completely out of the box prior to turning the hoses on.
- Carefully take the hoses where you need them – it is important that we do not pull on the hoses since this can break the hose, kink the hose, and/or break the valve.
- Prior to putting the hoses away, turn the hose off and drain all the water, leave the hose turned on while putting it back into the box so all the water drains. Our hoses should go into the box fairly easily. You can just drop the hose into the box naturally. Don't force it to turn, let it lay naturally. Please turn off the nozzle just before you put it into the box.

**Muck buckets** – black muck buckets are used to clean manure and trash. They are emptied into the large dumpster so be sure to only fill about half of it. If they are too full, it is difficult to pick them up and dump them.

**Water buckets** – blue water buckets are located in every stall and arena. If the bucket looks murky or if there is a lot of dirt in the bucket or if you reach in and the sides/bottom feels slimy, or the water smells, please empty the bucket. It is also good to empty the bucket if it is down below a half or a quarter. Empty the buckets at rock island or at the trees near the road. Please do not dump water buckets on the property. To clean the water buckets, empty it, then add a little water and wipe the bottom and sides with a clean rag, empty, and then rinse once more. If there are not going to be horses in the area for hours, you can wait to fill the buckets.

**Gates** – The front gates should always be kept closed. The stall and arena gates need to be locked in place and then the excess chain clipped with a carabiner. Please be sure to watch this procedure during the orientation.

**Rakes** – We have manure rakes for cleaning manure in the stalls and arenas. We have fan rakes to help with hay that has fallen throughout the property and behind the stalls. Please rake behind the stalls whenever there is extra time. Rakes should be returned to the cans on the side of the house. Please be sure not to leave them around the property.

### *Morning Chores*

- First, check all waters where horses will be for the day.
  - Check that the buckets are clean.
  - Strain or clean if needed.
  - Fill water where horses will be housed for the day.
  - Do not fill waters in empty stalls or empty arenas.
- Drop hay
  - In empty arenas and stalls where horses will be moved to.
  - Please check the board for feeding schedule. Most horses eat 1 flake of hay for breakfast. Gracie and Duke receive 1.5 to 2 flakes. The minis get a half a flake split between them.
- Move Horses
  - Check that arenas and stalls are clean prior to moving horses.
  - Move Gracie, Ghost and Ollie into their stalls.
  - Clean the back arena and round pen.
  - Move the barn 6 to the front arena (Stinker, Ted, Cooper, Elsa, Star, Abby)
  - Move the 3 amigos to the parking lot arena (Zippo, Paradise, Quinn)
  - Move Duke to his stall
  - Move the Mustangs to the round pen (Annie and Marigold)
  - Move the Fab 5 to the back arena (Jake, Dixie, Prince. Moses. Sissy)
  - Move the older dudes (Willow, Dakota, Echo)
  - Move the minis to Willows stall and Handsome/Lindo to the back
- Clean stalls and Mini Arena
  - Muck stalls using black buckets. Please do not fill them more than half full- the buckets can become very heavy.
  - Clean water buckets in stalls if needed – water gets dumped on trees outside the property or on rock island. Clean the bucket and then leave it on it's side in the stall. We don't fill water in empty stalls until 3:00.
- Miscellaneous
  - Wash Pellet Pans
  - Rake excess hay throughout the property and behind the stalls
  - Put hay in the wagons for lunch and sweep out hay bard
  - Put away all tools
- Check all gates and ensure all horses are fed and have water.

### ***Afternoon Chores***

- Feed all horses
  - Check the board for feeding schedule
  - Horses get 1 flake of hay each in the arena or their stalls.
- Load Hay for the evening crew in wagons
- Clean or strain water buckets where horses are – refill the buckets.
- Clean all arenas and stalls where horses are
- Clean any water buckets in empty stalls that need it. If it is after 2, refill the waters in the empty stalls before 2, leave them empty
- Sweep out the hay barn.
- Rake the property if there is excess hay especially behind the stalls.
- Check all gates and ensure all horses have water.

### *Evening Chores*

- Drop hay in all the stalls except the horses that will be turned into except Elsa's.
  - Give Gracie 2 flakes, Ghost and Ollie 1 flake.
- Stage the pellets
  - Check the board to see the proper schedule for pellets.
  - Pellets should be soaked – 10-15 minutes. Cover them with water similar to cooking rice – water just over the top.
  - Put the pellets in the stalls for all horses.
- Ensure all empty stalls are clean. Ensure all waters are clean and filled
- Drop Hay
  - Drop hay in all the stalls where horses are staying in – 2 flakes per horse
- Move horses into stalls.
  - Move Handsome and Lindo – clean the arena and drop mini hay (1 flake split 3 ways)
  - Move the minis and clean Willow's stall – drop Willow's hay (2 flakes) and pellets
  - Move the Mustangs (Marigold and Annie)
  - Clean the round pen and Drop hay (2 Flakes) and pellets for Duke
  - Move the Fab 5 – Moses, Jake, Dixie, Prince, Sissy
  - Move Duke
  - Clean Duke's Stall and drop hay (2 flakes) and pellets for Elsa \*\*Elsa sleeps in Duke's stall
  - Move the Old Dudes (Willow, Echo, and Dakota)
  - Move the 3 Amigos – Quinn, Paradise, Zippo
  - Move the barn six – Elsa, Stinker, Cooper, Star, Teddy, Abby
- Clean all arenas
- Clean or strain and fill all waters
- Move the back trio – Gracie, Ghose, and Ollie IF Gracie is finished eating her stall hay – otherwise, she is moved later.
- Load hay in the wagons for the morning crew
- Sweep hay barn and put all tools away
- Check that all stalls and arenas are clean and waters are filled.
- Check that all horses have been fed, including the minis.
- Check all gates and turn off lights
- Lock front gates.

***Training Check Sheet***

<b>Tasks</b>	<b>Date</b>	<b>Initials</b>
Sign in sheet		
Rules		
Parking		
Hoses		
Stall Cleaning		
Arena Cleaning		
Water Buckets		
Rakes		
Haltering		
Walking Horses		
AM Feeding		
Afternoon Feeding		
PM Feeding		
Hay Barn – items and cleaning – include moving hay		
Raking behind stalls and on property		
Quad – starting and driving		
Mule – starting and driving		
Location of supplies – rakes, towels, feed, buckets, etc		
Location of fire extinguishers and fire blanket		
Location of first aide kits		
Pellet Pan Cleaning		

Volunteer Name \_\_\_\_\_