Policies, Procedures and Barn Rules

Handbook



Our Mission

*Youthful Courage Stables purpose is to mentor the child, offer hope for the Family and to be an inspiration for the community. Youthful Courage Stables will build trust and self-esteem through a safe and positive experience in an authentic western environment. Our therapeutic horsemanship program helps those with special needs to reach their highest potential, gain self-confidence, and self-esteem, through equine-oriented activities in a safe and positive environment. As a non-profit organization, we strive to give our horses the best care, while working to expand and provide our students the best possible experience.*

***Punctuality***

*All Students/Parents/Volunteers are required to contact Youthful Courage Stable in the event of not being able to attend a lesson. We now require a 24-hour notice of cancellation. A no call/no show will count as a lesson. Also please notify us if you are running late as well which will cut into your lesson time.*

***Dress Code***

*A volunteer’s or student’s attire and appearance should be appropriate for safe equestrian activities. For your safety and comfort, please dress as follows:*

* *Wear appropriate shoes –* ***closed-toe shoes only!*** *Tennis shoes and boots are suggested.*
* *Wear comfortable pants. Pants must be worn above the hips.* ***No see-through clothing or shorts***
* *Wear T-shirts or long sleeve shirts that are weather appropriate.* ***No low-cut shirts or tank tops***
* *Helmets are provided for students. If you desire to purchase your own helmet, they must be ASTM-SEI approved for equestrian use.*
* *No jewelry or other items that can get caught up on a rider or equipment is allowed.*
* *Sunblock is recommended during all seasons.*
* *Sweaters/coats/gloves are recommended for fall/winter sessions.*
* *Long hair must be pulled back so as to not interfere with riding helmet.*
* *No gum chewing is allowed.*
* ***No cell phones*** *are permitted in the arena. If there is an important phone call you are waiting for, please notify the instructor ahead of time so arrangements can be made. In the event of an on-site emergency, instructors always have their phones that can be used in case of emergency.*

***Dismissal Policies***

*Youthful Courage Stables Policy for the dismissal of Volunteers/Guests. Riders, volunteers, or guests may be asked to leave the facility/program for several reasons, including, but not limited to:*

* *The use of alcohol or illegal drugs at the facility or at any events hosted by Youthful Courage Stables*
* *Coming to the facility under the influence of alcohol or illegal drugs.*
* *Smoking at the facility*
* *Mistreatment of the horses or other animals at Youthful Courage Stables*
* *Persistent disruption of staff during lessons or special events*
* *Verbal or physical abuse, sexual harassment or other inappropriate behavior toward participants, volunteers and/or staff members*
* *The use of vulgar language, inappropriate jokes, or disrespectful language*
* *For frequent no call/no show volunteer times and scheduled lessons, without prior notification or explanation.*
* *Any other behavior that is deemed inappropriate by the facility director.*
* *Breach of confidentiality of other participants.*

***CONFIDENTIALITY POLICY & AGREEMENT***

*Youthful Courage Stables has strict confidentiality regarding the right to privacy for all individuals involved with the program. This confidentiality policy extends not only to program participants and their diagnosis/special needs and any sensitive information, but also extends to protect the privacy of others involved with the program including volunteers and staff. It is extremely important that volunteers and staff respect the individual circumstances of those involved with the program. Please do not take the issues of our participants or personal information regarding other individuals beyond the facility. For full confidentiality policy, please refer to the Confidentiality Policy and Agreement listed below, including signature.*

*Items covered by this policy include, but are not limited to:*

* *Taking photos without permission*
* *Approaching a student/volunteer/staff of Youthful Courage Stables without their initiation*
* *Discussing a student’s or volunteer’s personal information with people unaffiliated with Youthful Courage Stables*

*Participants have the right to have their information released to themselves or a receiver of their choosing. Participants may request an information release form from Youthful Courage Stables that may be filled out and returned to a staff member, so that their information may be released.*

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***I have read and understand the Confidentiality Policy and Agreement and will abide by all conditions in the policy.***

***Volunteer signature: Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***Parent’s signature: Date***

***Attention! The following rules apply to everyone who visits, participates, volunteers, or works at Youthful Courage Stables. Please read and familiarize yourself with all the rules and relay information to anyone who may come to the ranch with you.***

***Barn Rules & Safety***

***No…..***

* *Dog permitted (without prior permission)*
* *Running in the barn area or around horses*
* *Throwing/tossing anything in or around the barn / horses*
* *Yelling at any human or horse to get their attention.*
* *Use of alcohol/illegal drugs on the grounds.*
* *Coming to the grounds under the influence*
* *Smoking ANYWHERE on the property*
* *Disrespect of others verbally / physical (human or horse)*

***DO NOT …..***

* *Enter horse enclosures/ pens/ stalls/ arena without permission & supervision.*
* *Give horses extra hay unless instructor has given permission.*
* *Feed treats to horses without permission.*
* *Show up unannounced.*

***NEVER…..***

* *Bridle a horse without permission first from instructor.*
* *Cinch or tighten the girth. An instructor will perform this task.*
* *Take anger or frustration out on horses.*

***Always….***

* *Supervise all children during your time on the ranch*
* *Treat all horse and others with the upmost respect*
* *Encourage others to do their best*
* *Ask questions, if you don’t know the answer*
* *Close every door/gate you go through*
* ***Wear a helmet (no helmet – no ride)***
* *Wear closed-toed shoes*
* *Dress appropriately*
* *Let someone know where you are at all times*
* *Pick up after yourself*
* *Be alert and aware of your surroundings and the horse*
* *Report all incidents and hazardous conditions to staff*
* ***BE YOURSELF AND HAVE FUN***

***Emergencies:***

*In case of an emergency at Youthful Courage Stables, Staff members will have cell phones that can be used to call 911 in the event of an emergency.*

*Remember:*

* *Remain calm.*
* *Get to safety, evacuate to the front gate for a head count.*
* *Call 911*
* *Do not hung up unless told to by the dispatcher, they may need more information from you.*
* *Tell the dispatcher that all lights and sirens must be turned off to avoid frightening the horses, which can lead further injuries.*
* *Do not move an injured person unless they are in imminent danger!*
* *Wait for further instructions from Director*
* *WALK, do not run towards injured person*

***Youthful Courage Stables***

***Cancellation / Refund Policy***

*All activities scheduled at Youthful Courage Stables are done with care and concern for the students/clients, the stables’ staff, and the horses. The following cancellation/refund policies are made with those concerns in mind, along with the waiting list of future clients.*

***Lessons:***

*All cancellations of previously scheduled lessons must be made 24 hours in advance. Lesson fees may be charged or refunds not issued if sessions are not cancelled 24 hours prior or earlier. A “No Call/No Show” will be charged as a lesson.*

***Camps:***

*All camps must be prepaid two weeks prior. If cancelled within one week prior to start date/time, then one-half of fee may be refunded. If cancelled after one week prior to start date/time, then no refund can be issued.*

*Thank you for your attention to these policies.*

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***POLICIES, PROCEDURES AND BARN RULES HANDBOOK COMPLIANCE OF REQUIREMENTS***

*I/We have read and understand this document and will always abide by all rules and regulations. I/We understand that if these rules are broken, I/we may be asked to leave immediately, per the instructor’s discretion, and may be found to have grounds for dismissal. Any questions or concerns can be answered by the director during operating hours or call (707)350-2999.*

***Rider(s)***

*Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

***Adult/ Parent/ Guardian***

*Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Sign Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

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