

Volunteer Policy

1. Minimum Age

The recommended minimum age for volunteers is 14 years with consideration for maturity assessment and possible parental supervision. All minors (under 19 years of age) require signed parental consent.

2. Documentation

All volunteers are required to complete the Volunteer Information & Waiver Forms, and Criminal Record Check Application. (See Forms: Volunteer)

3. Training

All volunteers are required to attend an orientation plus specialized training for the type of activity at which they wish to participate. (See Operations Human Resources Volunteer: Volunteer Training & Emergency Procedures Manual)

A record of training sessions, including attendance, shall be maintained. This record:

- a) could prove useful as a support for funding applications
- b) demonstrates that a volunteer has been trained in correct procedures for assisting therapy sessions

4. Activity

Position assignments are booked by the Volunteer Coordinator based on qualification, needs at the required time, level of experience and availability.

Specific tasks are at the discretion of the:

- a) presiding instructor for activities working with clients
- b) Equine Manager for non-instructional horse related activities
- c) Maintenance Manager for maintenance projects
- d) Office Administrator for office duties or
- e) Promotions and Engagement Manager for related activities

5. Attendance

All volunteers shall sign-in/out in Volunteer Attendance book placed in the arena, barn or office, depending on the assigned facility in which they are working. Attendance records are required:

- a) in the event of an emergency
- b) for the maintenance of volunteer hour records

6. Identification

All volunteers are encouraged to wear name tags when on-site; mandatory for those involved in client sessions.

7. Conduct

All volunteers are required to conduct themselves with due regard to the Code of Conduct and be respectful of other volunteers, clients/parents, employees, service contractors and management.

8. Harassment & Grievance Procedure

All volunteers must be treated with respect and appreciation.

Any volunteer has the right to register a complaint concerning harassment of any kind by following the Grievance Procedure (See Policy Operations: Terms of Employment).

9. Association Membership

Membership enrollment is available at current membership fee.

Memberships will be awarded, based on a minimum number of volunteer hours during the previous fiscal year as designated at the AGM (currently 50 hours).

10. Volunteer Riding Lesson Opportunities

VTEA offers riding opportunities (formal lessons) at 30% off the regular half (½) hour session rate to persons that have volunteered consistently over a six (6) month period.

11. Insurance

All volunteers are insured under the CanTRA insurance policy. CanTRA has no age requirement for volunteers.

12. Volunteer Appreciation

It is important to show appreciation to volunteers. Suggestions upon which to build an Appreciation Program are:

- a) Teach clients to thank their volunteers at the end of each session. Regardless of the client's verbal skills, all volunteers should be thanked
- b) Volunteer Appreciation Week – Thank you email, Coffee & cookie/donut treats
- c) Volunteer Appreciation event – e.g: BBQ
- d) Monthly potluck lunches with rotation of days of the week
- e) Cold weather – 'Apple Cider or Hot Chocolate Week' set up with crock pot for easy access or Hot weather – 'Lemonade Week'

13. Volunteer Roles:

- a) Board Director, committee member, advisory groups
- b) Session leaders and sidewalkers – additional activities/duties as required including tidying up and organizing toys and equipment; picking arena after individual sessions as required; cleaning helmets and toys; etc.
- c) Volunteer training - assisting with new volunteer training sessions; assist individual volunteers e.g. leading and sidewalking during breaks
- d) Barn assistance – including cleaning and organizing of tack as directed; picking paddocks and stalls
- e) Assist with fundraising event planning and activities
- f) Facility and grounds maintenance
- g) Office support: typing, filing, answering phone, letter writing, etc.
- h) Miscellaneous cleaning
- i) Preparation of promotional and fundraising materials, including photocopying, folding brochures, stuffing envelopes, etc.
- j) Professional roles (volunteer or advisory): legal, accounting, medical, therapists, etc.