



Kindle Hill Foundation

Volunteer Program Handbook

Updated 3/18/24

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OUR HANDBOOK

Welcome! We are excited to have you here and grateful for your support. This handbook aims to familiarize you with our foundation and provide guidance and information to create a safe and enjoyable environment. As the foundation grows, policies and procedures may change. If you have questions about this handbook, please reach out to our staff or send an email to volunteer@kindlehill.org.

OUR HISTORY AND MISSION

Founded by Saly Glassman in 2019 and based in Blue Bell, PA, Kindle Hill Foundation (KHF) is a qualified 501c3 nonprofit (EIN 88-1644015) dedicated to equine-assisted learning, training, and equine-assisted therapy programs. The foundation provides discounted and pre-funded services to various clients, including first responders, teachers, adolescents, and others seeking improved mental health. Endowments, grants, and donations from the public cover most of our costs for services, and all our contributions go directly into programs.

Although the foundation serves a diverse population of clients, including adolescents and corporate groups, its primary focus is training and treatment for the first responder community, namely, law enforcement.

Kindle Hill chose to emphasize law enforcement because it was clear that this professional community might be unlikely to ask for help, and yet, clearly needs the support. Furthermore, first responders have been challenged by public misunderstanding and misperceptions over recent years. Kindle Hill Foundation's First Responder Equine Assisted Training is unique in offering a graduated curriculum designed with input from first responders and backed by our team's research and education.

Our mission for first responders is to:

Advance training in de-escalation, negotiation, and partnership; and support officer wellness to relieve stress and recover from anxiety, depression, and PTSD.

WHY HORSES?

The benefit of working with horses for therapy, learning, or training is:

- Horses do not hold judgment or bias against other beings
- Horses have no agenda; they cannot premeditate their actions
- Horses allow first responders to practice new techniques without fear of judgment or negative consequences
- Horses provide immediate feedback to first responders
- Horses offer first responders a unique experience and the opportunity to train outside of the office environment.

In the case of law enforcement, horses make excellent training partners for our first responders because they are similar in how they view the world. They both understand that to survive, they must:

- Exist in a perpetual hypervigilant state
- Maintain a heightened level of awareness

OUR APPROACH

Kindle Hill Foundation offers proprietary, dynamic Equine Assisted programs.

Our philosophy incorporates many aspects of Natural Horsemanship, which look at the horse's instinctive behavior and communication. Our model prescribes a direct approach where clients have the space to project, be creative, analyze their situations, make connections, and find their own solutions.

All sessions are non-riding, with no prior horse experience necessary. Working with a horse on the ground is incredibly insightful and restorative. Through ground engagement, participants can experience an open relationship, facilitating a two-way partnership.

PROGRAMS

- *Equine Assisted Learning - A series for personal growth and development*
- *Equine Assisted Training - Training for the first responder law enforcement community and corporate culture*
- *Equine Assisted Therapy - A HIPPA-compliant program custom designed to be complementary to talk therapy and medication, as well as alternative methods, such as EMDR.*

ORGANIZATION OVERVIEW

Get to know our team!

- Saly Glassman - President and Director, Kindle Hill Foundation
- Ira Berman - Director, Kindle Hill Foundation
- Alyssa FriedenberG - Equine Specialist and Equine Assisted Instructor, Masters Candidate in Counseling
- Keira Fischetti - Equine Assisted Instructor and Administrative Strategist, Masters Candidate in Counseling
- Sean Homsher - Licensed Professional Counselor
- Leslie Molinari - Equine Specialist
- Kathryn Christiana - Volunteer Coordinator
- Noah Gladish - Program and Property Assistant

Visit <https://www.kindlehill.org/our-team> for more information.

GENERAL VOLUNTEER REQUIREMENTS

Volunteers at Kindle Hill Foundation must:

- Be at least 18 years of age
- Have their own medical insurance
- Complete and obtain their PA Criminal History report and Child Abuse History Clearance

PA State Criminal Record Check Site - <https://epatch.state.pa.us/Home.jsp>

PA Child Abuse History Clearance Site - <https://www.compass.state.pa.us/cwis/public/home>

- Sign the foundation's liability release and non-disclosure agreement
- Attend at least one volunteer training session

HOW VOLUNTEERS HELP

PROGRAMS

Volunteers assist during first responder and corporate team-building sessions. They play a crucial role in holding horses, setting up and breaking down arena courses, keeping the arena clean during sessions, and providing support during particular exercises and grooming sessions. Sessions for first responders and corporate groups are well-planned to allow time for scheduling. The programs are held in both our indoor and outdoor settings.

SPECIAL EVENTS

There will be opportunities for volunteers to assist on an as-needed basis for special events held at Kindle Hill Foundation. Event responsibility could include greeting guests, directing parking, set up and take down and other needs depending on the occasion.

FACILITY and TRAILS

Maintaining the foundation and surrounding nature trails takes a lot of effort. Sometimes, we need a hand working on special maintenance projects such as jump painting or trail clearing. Please let us know if you have available tools that you can operate, such as weed whackers, clippers, and hedge trimmers.

VOLUNTEER STANDARDS

General policies for our volunteers.

ATTIRE

We ask that you wear sensible, comfortable, and durable clothing for the weather. Sandals, flip-flops, or any thin shoes are not permitted. You must wear sturdy hard-toed shoes or boots to protect your feet. Please refrain from wearing dangling jewelry such as necklaces, earrings, or bracelets that could get caught on anything.

BEING ALERT and ATTENTIVE

There is a lot of activity during our sessions. Our volunteers provide an extra set of eyes for the staff. As such, volunteers must pay attention during sessions to what is happening and alert staff if something requires attention. Even the quietest horse can act suddenly and unexpectedly. If you see a situation where a staff member should step in, such as an anxious horse, please ask a staff member to come over.

CELL PHONES

It is easy to get distracted by our phones. Therefore, using your cell phone (calls and texting) during your shift is prohibited. Phones must be away and switched to silent mode or off.

CODES OF CONDUCT

Kindle Hill Foundation is a non-judgmental and all-inclusive place. You are a representative of the foundation when working a shift. We expect all volunteers to adhere to our standards and policies. Please do so to avoid being dismissed from our volunteer program. Reasons for dismissal include:

- Unsafe behavior toward animals or humans
- Intentional disturbance or disruption of sessions
- Use of tobacco, alcohol, or any illegal substances on Kindle Hill property
- Sexual misconduct of any type, including any inappropriate comments
- Disrespect to other volunteers, staff, private clients, or first responders
- Cursing or inappropriate language
- Inattentiveness during a shift
- Repeated no-shows or lateness for your shift
- Cell phone usage during your shift

COMMUNICATION

It's essential to stay in touch, especially about shift coverages. To send the staff a message, please use the email volunteer@kindlehill.org. Do not use our Facebook page or IM to communicate with us.

If you need to reach us about a shift you are covering, please text Kathy Christiana at 215-740-2362.

Please be sure to inform the staff of **any changes** to your contact information and any changes in health or recent injuries that might impact your volunteering at Kindle Hill Foundation.

CONFIDENTIALITY

You are not permitted to discuss any information outside of Kindle Hill Foundation that pertains to EAT or EAL sessions, and you may not take photos during any session. In addition, posting on any social media site is prohibited unless KHF staff approves.

HORSE MANAGEMENT DURING SESSIONS

A horse must NEVER be left unattended during any session. Any volunteer holding a horse must stay with it until a staff member provides further directions.

INDOOR ARENA FOOTING

The indoor arena footing is expensive to maintain, and we do our best to keep it contained within and by the ingate area. Please use the boot cleaners by the gate to remove it from your shoes before walking through the barn.

PUNCTUALITY

Please check your shift to see if you need to come earlier than the class start time. There will be times when we need your help setting up, which requires 30 minutes. We also ask that you stay afterward to help break the courses down or clean up.

RELIABILITY

Our volunteers are essential to the success of our programs, and we depend on you to be reliable and punctual. We understand that last-minute emergencies happen, but if you must cancel your shift, we expect you to inform us as soon as possible so we can find a substitute.

Unless otherwise specified, if you need to cancel your shift, please contact Kathy Christiana via text at 215-740-2362.

SMOKING

Smoking is not permitted anywhere on Kindle Hill Foundation property.

HORSE HANDLING

Working with and around our equine partners requires understanding how horses see and perceive the world around them. Most of the time, horses communicate with each other using nonverbal cues. Reading their body language is key to understanding what is going on with a horse's mood; therefore, it's essential for your safety and those around you.

APPROACHING A HORSE

Approach the horse calmly toward its shoulder and speak to it. Move to its front and extend your hand palm down to its nose so it can give you a sniff. Rub the horse gently on the neck.

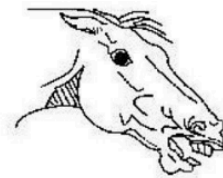
EYES

A horse's eyes are situated on the side of its head. They have monocular vision and can peripherally see 350 degrees around them. Horses have two blind spots, directly in front and directly behind them. Always be cautious and remember this when working near them, as they can be easily startled. What they see from their left and right eye can differ, and an object that might not be an issue could be perceived as a threat when viewed from the other eye.

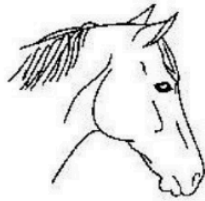
EARS

Horses have ten different muscles in their ears and can rotate them nearly 180 degrees. As a result, their ears can move independently and are constantly in motion listening to the environment and providing a great deal of feedback to humans on how the horse is feeling at that moment.

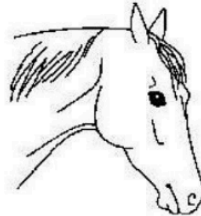
READING A HORSE'S EARS



Ears flattened against neck
Violently angry, in a fighting mood.
May fight, bite or kick.



Ears forward but relaxed
Interested in what's in front of them



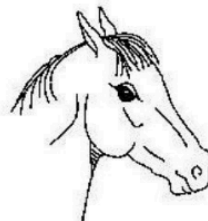
Ears turned back but relaxed
Listening to the rider or what's behind them



Ears stiffly forward
Alarmed or nervous about what's ahead. Looking out for danger



Ears pointed left and right
Relaxed, paying attention to the scenery on both sides



Ears stiffly back
Annoyed or worried about what's behind them; might kick if annoyed



Droopy ears
Calm and resting, horse may be dozing

Illustration: Tapestry Equine Products

SAFE ZONES

Due to a horse's blind spots, standing between its head and shoulder is safest. They can see you there and are less likely to be startled. Do not make sudden movements that could scare the horse. Never walk directly behind or underneath its head when it's on the crossties. Keep your feet away from the horse's feet. Never bend down to do something and lose awareness of what the horse is doing.

MOUTHS

Do not put your hands around the horse's mouth. Volunteers should not feed anything to the horses.

HALTERING

Stand on the left side of the horse next to its head. Talk to the horse as you're going through the haltering process. Then, facing forward and holding the halter in both hands, slide the noseband up and over the horse's muzzle. Bring the crown piece over the horse's right ear first, then its left. Buckle the throat latch with the snap facing inward.

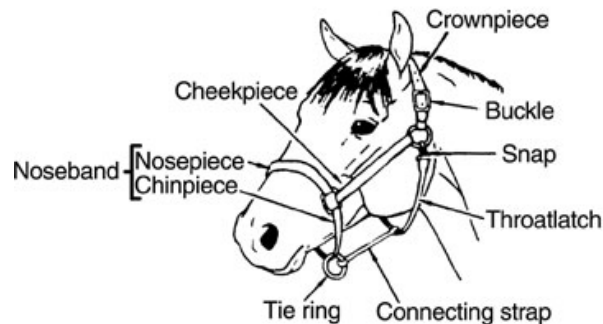


Illustration from Extension.Missouri.edu

LEADING

Stand on the horse's left side with your right hand holding the lead rope about five inches from the halter. Your left hand should be holding the neatly coiled excess lead line. The rope should never be wrapped around your hand or dragged on the ground. Look where you want to go with a relaxed right hand and your left hand at your side. Shoulders back, give a little cluck, and walk forward. If your horse does not move, give a slight forward tug. Your horse will walk with you. Always look ahead when walking, and do not look at the ground or back at your horse.

To stop, stand tall with your shoulders up, stop and pull gently on the lead rope with your right hand toward the middle of the horse's chest. Say "whoa" in a calm but firm voice and stop. Always reward the horse by relaxing the pressure on the lead rope when it stops.

Important - Never use a halter without a lead rope to lead a horse, and never stick your fingers inside the halter pieces when leading a horse.

STALL SAFETY

Putting away - When leading a horse into a stall, ensure the door is completely open. Walk straight in and make a wide turn until the horse faces the front. Be aware of your exit route from the stall in an emergency. Close the stall door most of the way and only let the horse loose while standing next to the door. Before removing the halter and unclipping the lead line, remember to connect with your equine friend by patting them and saying thank you! Remember to lock the stall door when the horse is put away.

Taking out - When you arrive at the stall to get the horse, make your presence known to the horse calmly, so it's not startled. Open the stall door most of the way. Walk up to the horse's shoulder, so you are seen. Halter the horse and attach the lead rope. When leading a horse out of a stall, ensure the door is completely open.

GROOMING

Tools

1. Curry Comb - Removes dirt, mud, old hair, and debris. To be used in a circular motion.
2. Stiff brush - Used to remove the dirt, hair, and other material stirred up by the curry. Stiff brushes are used in the direction of the horse's hair coat growth with a short flick motion.
3. Soft brush - Removes finer particles and dust, adds a shine to the coat, and is soothing to the horse. It is to be used with long strokes in the direction of the horse's coat.
4. Mane comb and Tail brush - Used to detangle and smooth the mane and tail.
5. Hoof-pick - A hooked tool used to clean the hooves.

If you drop a grooming tool underneath a horse, use your foot to push it to a safe place to pick it up. Never bend down and go underneath the horse to retrieve it.

SPOOKING

If one horse becomes frightened and spooks at something, it's possible that the surrounding horses might also become anxious. If you're holding a horse and it suddenly pulls backward, DO NOT pull against him; slowly and calmly follow the horse's movement until he stops.

LOOSE HORSE

Stay calm. Because we are in an enclosed area, the loose horse cannot go far. However, if the horse is coming in your direction, raise your arms to make yourself appear larger. DO NOT YELL OR RAISE YOUR VOICE. A staff member will catch the horse.

HORSES IN GROUPS

To avoid potential conflict -

- When horses are being led, there should be at least two horse lengths distances between them.
- Horses are constantly reestablishing their herd hierarchy and dominance, do not let horses touch noses.

EMERGENCY POLICIES

In the event of a Barn Fire

The senior staff member is responsible for all directions in the barn and on the property.

All clients, volunteers, guests, and staff should leave the barn immediately. The meeting place should be at Township Line and Plymouth Road.

The Senior Staff member should:

1. Assess the scene to ensure it is safe to enter
2. Fire extinguishers:
 - a. One on each side of the barn aisle
 - b. One in the hayloft
 - c. One at the top of the stairs in the tack room
3. When all others are out of the barn, staff only will begin evacuating horses.
4. There are extra halters and lead ropes if they are needed. They are located on the barn porch and by the walker.
5. Horses should be led out of the closest and safest door to the horse's stall and taken to the closest paddock.
6. Horse stalls open from both sides. One entry inside the barn and the other facing outward to the property.

7. Fear may make horses resist leaving their stalls. Be sure to speak to them in a calm and reassuring tone. You might also need to cover their eyes with a towel. All towels are in the top cabinet closest to the wash stall.
8. If a horse becomes unsafe to move or refuses to leave its stall, leave that horse's door open and move to the next horse.
9. Remember that a horse may try to escape, run away, or run back into the barn.

In the Event of a Loss of Electricity

1. The barn has a generator that automatically comes on during an electrical outage.

In the Event of a Medical Emergency

For staff or volunteer that is calling for help:

1. Call 911
2. Remain as calm as possible and tell the dispatch operator:
 - a. Your name
 - b. The location and directions: Kindle Hill Farm, 99 Plymouth Road, Blue Bell, PA 19422. **NOTE: it is NOT the 901 Morris Road entrance.**
 - c. Phone numbers (215) 990-7718 (Saly's number) or (610) 308-8131 (Ira Berman, Foundation Director's number)
 - d. Describe the incident, the specific location of the injured person, and any detail if assistance is being provided.
 - e. If the injured person is in a safe place, do not attempt to move them.
 - f. Stay on the phone until emergency services arrive.
 - g. Call Saly if she is not on the site of the incident (215) 990-7718

In the Event First Aid is Needed

1. There is a First Aid Kit in the drawer of the sink cabinet in the tack room bathroom.
2. Blankets are in the green wood cabinet in the barn aisle by the tack room door.

THANK YOU!

We hope that you enjoy the time you spend here at Kindle Hill Foundation, and find that you've learned, contributed, and made new friends (both two and four-legged). Please always contact us if you have any questions, ideas, or feedback!

Volunteer contact information - Kathy Christiana 215-740-2362 and/or kathy@kindlehill.org