

## Volunteer Policies and Procedures

### Volunteer Procedures

- All potential volunteers first fill out a volunteer inquiry through this link <https://app.etapestry.com/onlineforms/ShepherdYouthRanchInc/volunteerinquiry.html>
- Potential volunteers will then be contacted by the Outreach Coordinator to get oriented to learn more about SYR, the volunteer opportunities and the next steps.
- Next steps-the Outreach Coordinator will then send the link for volunteers to sign up to volunteer and sign the waiver. All volunteers must sign a waiver and photo release. The volunteer will also be sent training videos and policies.
- Volunteers that sign up for barn chores will start out doing barn chores. If they desire to lead horses then there will be training for that for future opportunity. On volunteer's first day of volunteering instructions will be shown of what to do with barn chores by staff or seasoned volunteer. Volunteers that sign up for Distinguished Riders will go through training. Volunteers for the mentorship program-Shepherd Academy- will be interviewed by the Program Director.
- Volunteers who are 18 and older who have direct contact with children must supply a recent background check. This includes but is not limited to Distinguished Riders volunteers who serve as buddies and side walker and any interns or volunteers in the Trail to Success or Reins of Change programs. Only the Executive Director and Volunteer coordinator (staff) have access to background checks. Volunteers should be encouraged that they do not have to have a "perfect record" in order to volunteer with us, however, if a volunteer is considered unfit for one of the above programs, they may be redirected to a different position or asked to resign their volunteer commitment.
- Volunteers ages 5 years old and up are welcome at Shepherd Youth Ranch. Any child under the age of 16 must be accompanied by an adult unless cleared by a staff member.
- Volunteers are to sign in upon arrival and sign out when they leave. Arrival and departure times will be noted on the sign in ledger.
- Special event and seasonal volunteer opportunities will be communicated on an as-need basis. Those will be communicated through the SYR Volunteer Group and email.
- Signing up to help indicates a commitment to help on that date and time. Volunteers must give a 24 hour notice of cancellation by contacting their supervisor via text, email or phone call if they are going to miss a volunteer opportunity for which they have committed.
- For absences due to emergency situations or illness, volunteers are asked to call the Program Director if you are volunteering in programs or the Barn Manager if you are volunteering with Barn Chores as soon as they know they will be unable to attend OR as soon as possible. Volunteers who repeatedly disregard their commitments may be asked to limit or redirect their participation at Shepherd Youth Ranch.

## **Rules of Conduct**

- Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, staff, clients and animals. The following are only some examples of inappropriate conduct which could lead to dismissal:
  - Theft or inappropriate removal of Shepherd Youth Ranch property or that of any SYR volunteer, staff, agent or visitor.
  - Volunteering under the influence of alcohol or illegal drugs or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment.
  - Creating a disturbance on SYR premises or at sponsored activities in areas which could jeopardize the safety of others.
  - Improper use of SYR property owned by any other individual or organization.
  - Lack of cooperation, or other disrespectful conduct, inappropriate use of phones, computer equipment, mail system, email system, fax machines or other SYR owned equipment.
  - Unauthorized disclosure of SYR proprietary or confidential information.
  - Unsatisfactory performance or conduct.
- Any volunteer who is acting inappropriately with a child will be asked to leave the premises immediately and their volunteer status will be reviewed by Shepherd Youth Ranch Board of Directors.

## **Smoking**

Shepherd Youth Ranch intends to provide a safe and healthy environment. For this reason, there is a no smoking policy on the SYR property.

## **Drug Free Environment**

SYR provides a drug free, healthy and safe environment. While on SYR premises and while conducting SYR related activities off SYR premises, a volunteer or guests may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs. Occasionally, SYR may sponsor events where alcohol is served. In such situations, volunteers who consume alcohol are expected to act in a responsible manner.

The legal use of prescribed drugs is permitted during volunteer service only if it does not impair a volunteer's ability to perform the essential functions of the volunteer position and in a safe manner that does not endanger other individuals or animals.

## **Safety and Liability**

- SYR aims to provide a safe and healthy environment for all volunteers. If a volunteer is injured in the course of the volunteer's service, it is important that the volunteer notify his or her supervisor immediately. Volunteers should also complete an incident report and submit the report to the volunteer's supervisor within 7 days of incident.

- All guidelines and policies are put in place for the safety of the volunteers, participants and animals. Some pastures are not safe to be in without a staff member. Please do not go into a pasture or area without staff's permission.
- Volunteers leading horses should not lead more than one horse at a time unless cleared by staff.

### **Emergency Closings**

In the event of inclement weather, volunteers will be responsible for contacting their supervisor to inform them they will not be performing their scheduled service. If a SYR opportunity should be cancelled, SYR staff will communicate the cancellation through email and social media. For Distinguished Riders and Barn Chores notification will be given no later than 11pm the night before. For Shepherd Academy notification will be given no later than 12:30pm the day of.

### **Use of SYR Property**

- Equipment and Vehicles-Any equipment, machines, tools or vehicles which appear to be damaged, defective, or in need of repair should be reported to the volunteer's supervisor. Prompt reporting of damages, defects and the need for repairs could prevent deterioration of equipment and possible injury to others. An individual supervisor can answer any questions about the volunteer's responsibility for maintenance and care of equipment of vehicles used during a volunteer assignment. Volunteers are not to drive Ranch equipment unless cleared by a staff member.
- Volunteers are asked not to bring their pets to the Ranch unless cleared by staff.
- Volunteers are asked to close and latch gates after opening them. Keep all gates closed. The exception would be to leave front gate open if a big group was coming
- Volunteers are asked to turn off water after filling up water trough and remove the hose to prevent siphoning of water out of the trough.

### **Sexual Harassment**

SYR is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment. Actions, words, jokes or comments based on an individual's sex, race, ethnicity, age, religion or any other legally protected characteristic will not be tolerated. SYR encourages volunteers to bring any incidents of sexual harassment to the immediate attention of a direct supervisor.

