



Therapeutic Riding Volunteer Handbook

15th Edition

January, 2023

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Table of contents

Welcome.....	4
Contact Information.....	5
Organizational Structure.....	6
About CHAPS Equine Assisted Services.....	6-7
Property Map.....	8
Where is it? Quick Reference.....	9
Universal Volunteer Standards and Guidelines	
The Basics.....	10-11
Continuing Education.....	11
Dress Code.....	11
Parking.....	12
Signing in.....	12
Barn Etiquette.....	12
Emergency Procedures.....	13
Mounted Emergencies.....	14
Natural Disaster Emergencies	15
Lesson Volunteers	
Common Rules and Guidelines.....	16
Side Walker (Tier 1)	17-19
Horse Leader (Tier 2)	20-23
Mounting Procedures.....	24-25
Reasons for Volunteer Dismissal.....	26
Glossary.....	27
Parts of the Horse.....	28-29

Parts of the English Saddle.....	30
Parts of the Western Saddle.....	31
Parts of the Halter.....	32
Grooming Equipment.....	32-33

Dear Volunteers,

What makes a good volunteer?

Are they good because they have the technical skills to do the job correctly? Is it because they are enthusiastic and eager to help? After years of practice as a volunteer, I believe it is dedication and passion; believing in what you do and being committed to the mission.

It also includes a promise by the program to provide you with all the tools and skills you need to do your job successfully and have a safe and happy workplace. To be responsible and reliable to you, the volunteer, by making sure that your time is not wasted or squandered.

Our obligation to you includes offering you the training and support you need. Working with horses and people with special needs requires the guarantee of proper training so you can be safe and comfortable in your time spent at CHAPS. There are several standards and guidelines to uphold in order for our services to be meaningful to our clients.

CHAPS Equine Assisted Services is a professional organization providing high quality equine assisted activities and therapeutic riding. We want you to be proud to be part of our team, and ask that you make the commitment to excellence by taking our volunteer training classes seriously, while still having fun and enjoying what you are doing.

Most importantly, know you are a part of something much bigger than one person or job. You are helping others and making a difference in their lives. Thank you.

Sincerely,

Kristen Marcus

Kristen Marcus

Executive Director

CHAPS Staff and Board of Directors Contact information

Board of Directors:

President: Kristen Masters – 307-751-9459

Vice President: Andy Earp – 307-920-4898

Secretary: Piper Stevie – 307-461-8093

Treasurer: Devin Worman – 307-760-0106

Executive Director:

Kristen Marcus

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Certified Instructor:

Fleur Ahern, PATH International Instructor

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Volunteer Coordinator:

Teresa Garrett-Martin

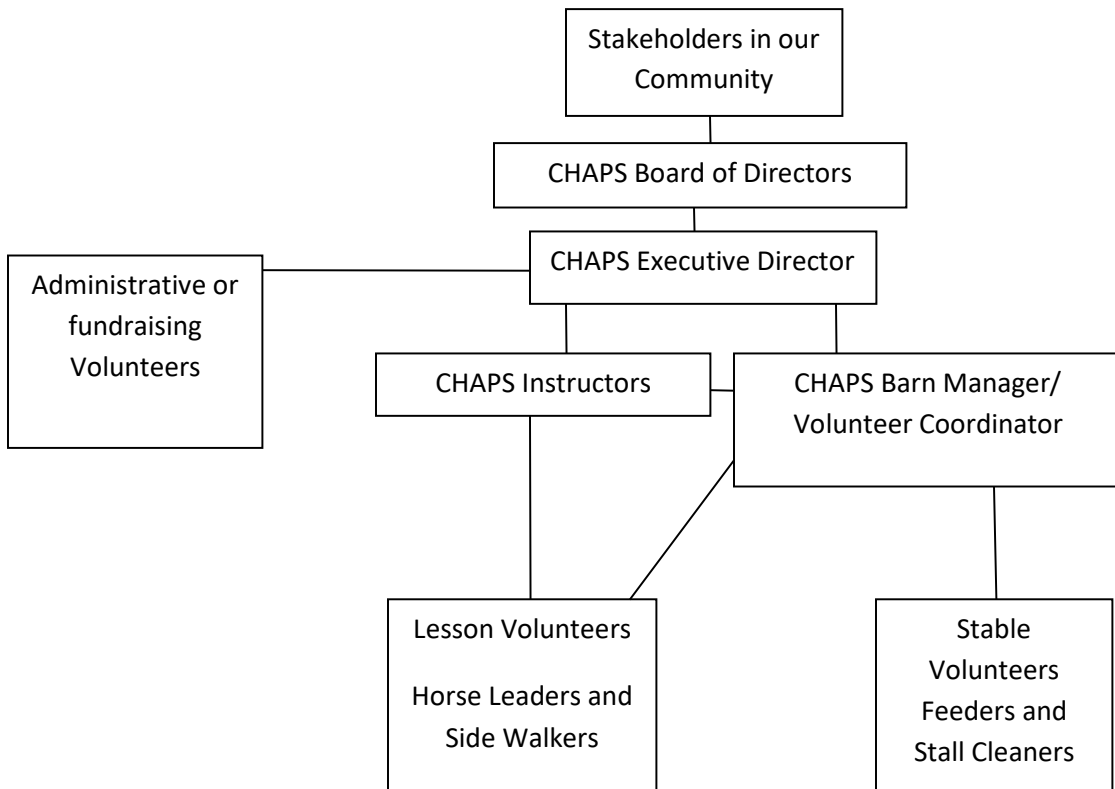
Cell phone: 307-763-1210, volunteercoordinator@chapswyo.org, CHAPS 307-673-6161

Barn Manager:

Gina Marchese

gina@chapswyo.org, CHAPS 307-673-6161

Organizational Chart



About CHAPS Equine Assisted Services

CHAPS is a Premier Member Center of the Professional Association of Therapeutic Horsemanship International (PATH, formerly NARHA) and we adhere to their rules and guidelines, as well as using their forms and procedures in all aspects of our activities. PATH was founded in 1969, and they are widely recognized as the industry leader for Equine Assisted Activities and Therapeutic Riding. Their emphasis – and ours – is on safety, appropriate conduct, and outstanding service to equestrians with special needs.

We believe that PATH has developed an outstanding system of keeping equine assisted activities and therapeutic riding lessons safe, challenging and satisfying for everyone involved. If you have a question about any of our rules and guidelines, please do not hesitate to ask a staff member for an explanation. We also have a library of books and videos available, including the PATH Standards and Guidelines, for you to check out to read.

There are many benefits to being a member of PATH – if you are interested in learning more about their organizational structure, please visit the PATH website, www.pathintl.org.

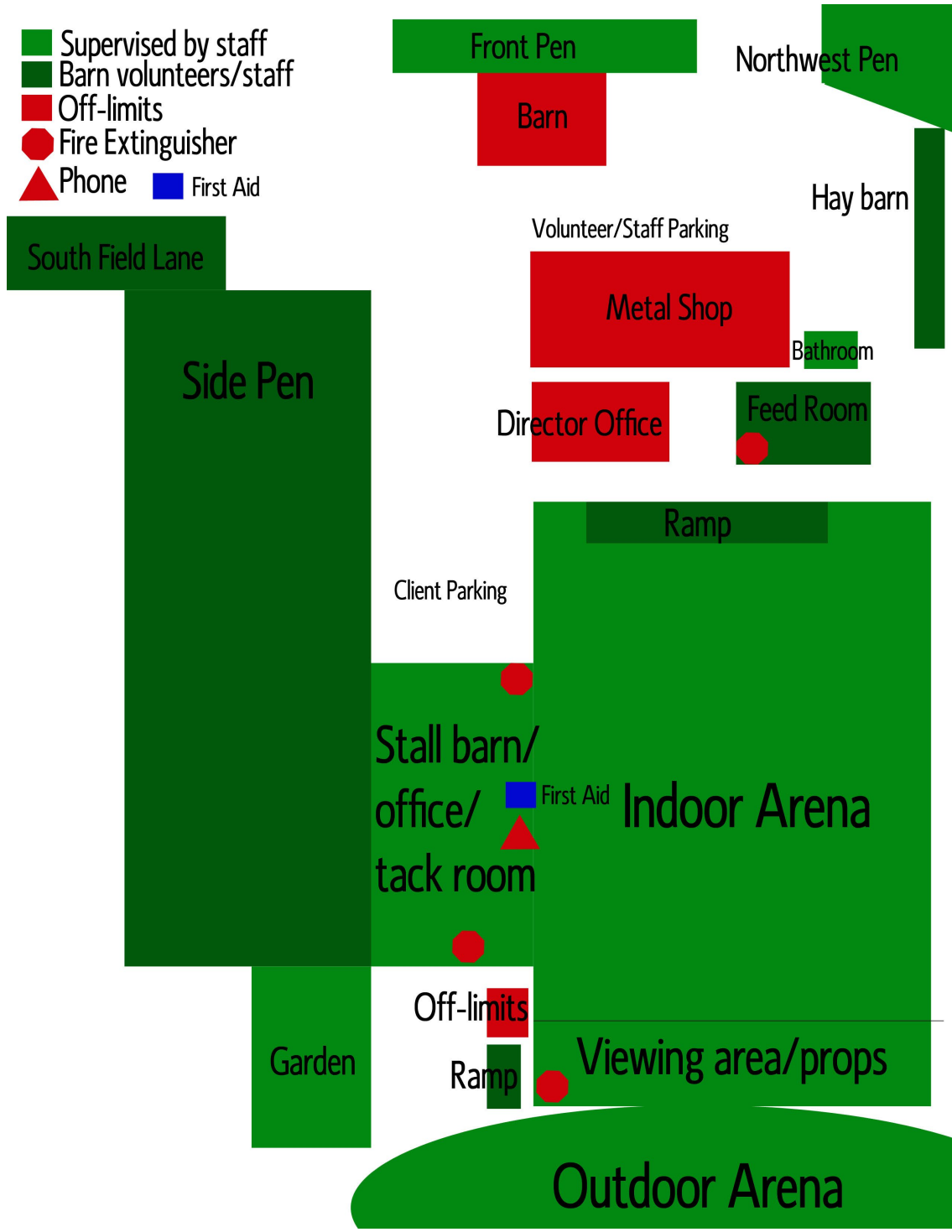
The people we serve:

Our clients present to us with a variety of diagnoses, including but not limited to Autism, Down Syndrome, Developmental Delay, Traumatic Brain Injury, Paralysis, Visual Defects, Cerebral Palsy, Multiple Sclerosis, PTSD, Behavioral or Emotional Issues. We are committed to providing them with respect and high quality services that maximize their abilities and potential.

We serve individuals ages four and up with a variety of activities:

- **Therapeutic Riding:** a traditional riding lesson in English or Western style riding and horsemanship that also addresses each individual client's special needs. Lesson plans are developed with input from the client's support team, which can include family members, educators, medical or therapy professionals, and volunteers.
- **Therapeutic Driving:** a traditional driving lesson with therapeutic goals. Lesson plans are developed with input from the client's support team and the client.
- **Equine Assisted Activities:** activities that include ground work, grooming, leading and stable management for clients who are unable to ride.
- **Equine Assisted Learning:** Clients work in teams or individually on horsemanship skills in the presence of a counselor or educator to develop team work and social skills, confidence, self-esteem and address behavioral, emotional or mental health issues.
- **Equine Facilitated Psychotherapy:** In cooperation with the Sheridan VA Medical Center Psychiatric staff, this is an experiential form of therapy using horses as metaphors to promote learning and healing.

Property Map



Where is it? A quick reference for important CHAPS stuff...

Telephones / Emergency call protocol: located in the Instructor's office and outside of the Instructor's office on the wall by the door as well as in the Main Office.

First Aid Kit in the Instructor's office in a black tool kit on top of the refrigerator, and in the Main Office.

Equine First Aid: in the white trunk outside of the Instructor's office and temperature sensitive items in the yellow tool kit in the Instructor's office on top of the refrigerator.

Director's Office/Main Office is in the tan/green building between the arena and metal shop.

Bathroom is a handicap accessible Port-a-John located on the North side of the silver metal building.

Feed room is the tan building between the arena and metal shop.

Water source: Multiple frost hydrants located around the property. One is located in the South East end of the Indoor Arena; a second is located behind the feed shed. A third is located on the main driveway near the Front Pen. There is one located in the North West Pen as well. This water is not potable. It is OK for the animals to drink, but not people. Water bottles can be found in the Main Office and Instructor's Office.

Universal Volunteer Standards and Guidelines

Your handbook will break down each separate volunteer opportunity in detail, but there are many guidelines and rules that apply to all volunteers at CHAPS.

The Basics...

- It is your responsibility to read your handbook and refer back to rules and guidelines and standard operating procedures. An electronic copy is available upon request.
- CHAPS volunteers must be at least 16 years of age and complete the volunteer class before handling horses or participating in any client or horse-based volunteer activities.
 - Volunteers aged 16 – 18 must have parental permission. Some exceptions may be made for younger volunteers on a case-by-case basis and with approval from the Executive Director, Instructor and Barn Manager.
- **Observe confidentiality** – what you are told regarding a client to help you while working with them is private and not for discussion outside of CHAPS. If you meet a client in public, please allow them to contact you first.
- If you are unable to be at your assigned time to volunteer, please call the CHAPS number at 307.673.6161 **immediately**. Not showing up without notice can keep clients from riding. We understand that life happens – please give us time to find a fill in for you!
- CHAPS is not responsible for items brought into the barn and left unattended while you are volunteering. Please leave purses, backpacks, etc. locked in your vehicle.
- Please leave pets at home. Pets are not allowed on the premises and should not be left in vehicles where the temperatures can reach over 100 degrees F or drop below freezing. The only exception is a service animal.
- Service animals must be in a vest, have leash attached, be put on a STAY command while in the barn and be put on a STAY command in the viewing section of the arena. No barking, biting or chasing cats or horses is allowed. If the service animal cannot meet these criteria, they are not allowed on the premises. They cannot be left in a vehicle as it gets hot which may result in overheating and possibly death.
- Please leave electronic equipment – cell phones, iPods, etc. – in your vehicle.
- If your job requires you to carry a weapon, leave it locked in your vehicle. Otherwise, leave weapons at home. Pocket knives are allowed if you are a feeder volunteer.
- Make sure that you have filled out the medical authorization form on the general liability release so our staff can seek attention for you if you have a medical emergency. Knowing what medication you are taking is helpful to medical personnel, and is confidential.
- Volunteers are models of behavior for our clients. Please observe all barn etiquette roles and safety procedures to set a good example for our clients!
- Refrain from foul language or using derogatory terms

- CHAPS is a secular organization and is open to people of all religion, race, creed or color.
- When volunteering alone, you must call or text the Director, Instructor or Barn Manager on their cell phone at the end of your shift to let them know you are done and that all is well.
- The computer is for CHAPS staff only unless you are providing office support.
- ***Do not represent yourself as an agent of CHAPS to request money, donations or funding without first speaking to the Director. Please join the fundraising committee if you are interested in helping CHAPS raise money for the program.***
- CHAPS is an alcohol & tobacco free facility; smoking, chew and vapers will not be tolerated on property.

Continuing Education

All volunteers must re-certify annually in order to continue to volunteer at CHAPS. This fulfills requirements from our insurance company and PATH International.

Dress Code

- Wear comfortable shoes that protect your feet and ankles. Waterproof foot wear is preferred for walking outside, especially in the spring and winter. No sandals, open toed shoes or open backed clogs or slides. Sneakers are allowed but not recommended for handling and working around horses.
- Long pants to protect your legs. We have rattlesnakes and biting insects in the summer! Shorts will not provide you with protection from the elements but are allowed in extreme heat.
- Button up shirts with collars, long or short sleeve t-shirts are recommended. No midriff or spaghetti strap shirts are allowed. Sleeveless shirts should be appropriate when representing CHAPS.
- Gloves are recommended when doing stable work or handling and leading horses. Mittens are not recommended during the winter as you will need the use of your fingers to manipulate gate latches, blanket buckles, halters and such.
- Hats, sunglasses and sunscreen are advised during the summer. However, some of our clients may remove your hat without warning – be prepared. Bring plenty of water during the hot months since CHAPS does not have a water source suitable for human consumption.
- Dangling or excessive jewelry can get caught in manes, tails, or be snatched by a client or distract them during a lesson. It is better to not wear these items during lessons.
- No clothing with offensive or suggestive messages or slogans that promote alcohol or drug use. Some of our clients are here to learn to cope with addictions.
- Everyone on a horse **MUST** wear a helmet. ***NO EXCEPTIONS!*** When mounted, please wear long pants – jeans or riding breeches and boots with hard sole and low heel. Please, no tennis shoes.

Parking

- Please park in front of the metal shop or on the North side of the arena unless otherwise instructed.
- The front door parking area is for clients and client drop off only.
- Please do not park around the green rental house, that area is reserved for the people living there.
- **Do not park in front of the work truck and horse trailer. We need access at all times in case of an equine emergency.**

Signing in

- Please make sure that upon arrival or before leaving CHAPS, you log your volunteer hours. Our Director uses your volunteer hours to show community support in the form of “in-kind donation” of services when writing grants and requesting financial support for the program.

Barn Etiquette

- No running, screaming or boisterous behavior.
- Please do not reach into horse's stalls through the bars. Horses at CHAPS appreciate privacy in their stalls and may injure hands, arms or fingers that are inserted into their stalls.
- Clients are not allowed in the barn area without an Instructor present. If they show up early, and a lesson is in progress with the Instructor in the arena, please ask them to wait in their cars or the garden until the Instructor calls them in.
- Do not bring family and friends to help or watch while you volunteer, as they are not covered under our liability insurance or confidentiality clauses. Please encourage them to attend a volunteer class and join in as a certified volunteer instead!
- No cell phones, personal stereos or music while volunteering. Please leave these items, as well as pocketbooks and/or personal items in your vehicle while working with horses or clients.
- All gates will be propped on the wooden blocks and securely fastened at all times. ***Don't plan to go back and shut them later – shut them right away!!!***

Emergency Procedures

In all emergencies, notify the Director and/or Instructor on duty immediately.

Stable Emergencies – General information

- Never leave a client alone in the barn during an emergency. Wait with them in the office or in the parking area, depending upon where the emergency occurs (move the clients to the farthest possible point from the situation for their safety).
- Protocol for encountering a rattlesnake is posted on FYI board outside the Instructor's office.
- You may be asked to call for emergency assistance. The directions to CHAPS from Sheridan and Buffalo are posted by the phone and other locations for you to give to 911 operators. Follow any directions given to you by the Instructor, Director and 911 dispatchers.
- Building emergencies – broken equipment, such as gates or doors breaking, fences down, etc. Alert a staff member to the problem, make sure you and the client are safe, and then assist the staff member if asked.
- Emergency Operation Procedures are located on the FYI Board in the event of an emergency. Knowing and understanding emergency protocol will make your job easier and safer.
- If a horse gets loose, alert other staff, take a halter and lead rope and bucket of grain and attempt to head the horse back towards the barn and away from the highway. If the horse enters the highway, attempt to coax him back with a bucket of grain. If there are enough people (NOT CLIENTS) to flag down traffic FROM A SAFE DISTANCE without entering the highway, do so. Do not risk your life to get the horse back. Never allow clients or their caregivers to help catch a loose horse (unless the caregiver has completed the volunteer training and has signed a liability release). Have clients wait with another volunteer or their caregiver(s) in the barn *by or in* the office or a safe location (vehicle, empty stall, etc.) where they will not be run down by a running horse.
- Keep in mind that horses are herd animals and would prefer not to leave their companions. Try to allow the horse to circle back to the barn by going out and around them, blocking their exit to the driveway and beyond.
- If a horse falls in the aisle or is cast in a stall do not attempt to get them up alone. Alert staff. Try to let the horse get up alone in the aisle, move any obstacles out of the way. If they are cast in the stall do not try to grab their legs. Let the Barn Manager or Director direct the rescue efforts, do not go in the stall alone. If you are alone when this happens, call the Director or other emergency contacts on the telephone list.
- If a horse becomes agitated and bites or kicks a client, staff member or volunteer, help that person to a chair or safe location away from the horse and alert the Instructor and or Director. Allow them to perform any first aid necessary.

Mounted Emergencies

- **Client has a seizure or loses consciousness:** Side walkers should alert the Instructor, and follow emergency dismount procedures to remove the rider from the horse. Follow directions from Instructor. The leader will stop the horse for dismount and take the horse to the center of the arena. Other riders and horses should move to the center of the arena or far corner as directed by the Instructor until 'all clear' is announced by the Instructor.
- **Rider falls from the horse:** The leader will stop the horse, make sure the client is clear of the horse, then take the horse to the center of the arena and wait for instructions from the Instructor. The side-walker will get the client out of the way of the horse, either by leading them or pulling them. If the client is caught on the tack or stirrup, the leader will make sure the horse is standing calmly while the Instructor and side-walker(s) free the client. If there are other horses and riders in the arena they should go to the center of the arena or far corner as indicated by the Instructor and wait for the all clear.
- **Horse attempts to run away with the client:** Attempt to safely stop the horse. If the horse has left with the rider, attempt to calmly pen the horse in a corner of the arena, catch him and remove the rider **ONLY IF** instructed to do so by the Instructor. Side-walkers should always be alert to the possibility that they will have to perform an emergency dismount. Listen carefully for instructions from the Instructor at all times, not just when the horse misbehaves.
- **Horse pulls backwards with rider:** The leader should follow the horse and speak to them calmly, attempting to stop the horse with gentle tugs, not a steady pull. Do not hang back on the horse or attempt to outpull them. Side-walker(s) will remove the client from the horse with an emergency dismount if instructed to do so by the Instructor.
- **Horse bites leader:** Alert the Instructor, and then follow their directions.
- **Horse kicks or bites side-walker:** Alert the Instructor and follow their directions.
- **Client has outburst, agitated episode or other unusual or excited behavior:** The leader should stop the horse and calm them if needed, side-walkers may be asked to help remove the client from the horse.
- **Client bites, kicks or otherwise injures side-walker:** Alert Instructor and follow directions.
- **Client slips to the side, losing balance:** Alert Instructor and other volunteers. The leader will stop or slow the horse as directed by Instructor. Attempt to help client regain balance with help of the other side-walker and Instructor.
- **In any emergency with more than one horse in the arena:** all horses come to the center or a far corner of arena as indicated by Instructor and wait for further directions.
- Leaders are responsible for the behavior of the horse **only**.
- Side-walkers are responsible for the safety of the client **only**.

Natural Disaster Emergencies

- **Thunder/Lightning:** If a severe storm disrupts a lesson, follow the directions of the Instructor to dismount or calm the clients and horses. If the storm occurs when horses are in the barn, shut windows and doors and wait out the storm. Do not contact standing water until the storm has passed. If horses are turned out allow them to seek shelter in their pastures.
- **Tornadoes:** Seek shelter in the office inside the stable, under a table or desk. Do not attempt to catch horses if they are out. Leave the barn doors open.
- **Blizzard:** Horses may be moved to pastures with run in sheds, in extreme weather they may be brought into the stalls and indoor arena. If a blizzard occurs and you are trapped at CHAPS, you may stay in the heated feed shed and alert the Director or your family. When the blizzard has passed the CHAPS staff will make every attempt to clear the parking areas and driveway for vehicles to pass.
- **Flood:** CHAPS is not in a flood plain, however, the barn is occasionally lightly flooded during heavy rains or during irrigation. First check to make sure no electrical appliances are in standing water. If possible, push water out the front of the barn with push brooms.
- **Earthquake:** Leave the indoor areas and go to the outdoor arena or field until the earthquake has passed.
- **Fire:** Follow the fire evacuation plan and get out of the building, take your client with you, and use any available cell phone or go to one of the houses on the property to have them call 911. Do not attempt to save belongings or items. Do not attempt to save horses. Your life and the client's life is the priority.

Lesson Volunteers

Common rules and guidelines for all lesson volunteers:

- Please arrive at **least** 20 minutes before your lesson is to start to prepare the horse for the lesson as requested on the lesson board. Give yourself plenty of time to make sure the horse is properly groomed or tacked up for the client so that the lesson will start on time, and to read and understand the instructions and goals posted.
- The lesson is to be under the control of the Instructor at all times. If you disagree with an Instructor or have issue with lesson content or activities, please take it up with the Instructor before or after the lesson rather than having a disagreement or offering a suggestion during the lesson. Instructors will have a brief meeting with lesson volunteers prior to the lesson to let you know what goals and activities are planned – this is your opportunity to make suggestions or ask questions, and we welcome your input then.
- If you notice that a situation is becoming unsafe for any reason, please alert the Instructor rather than try to correct it yourself (horse becoming nervous, rider removing foot from stirrup, etc.).
- Remember that your behavior is a model for our clients. Please practice consistent horse handling procedures as outlined in the standard operating procedures.
- Clients at CHAPS are wonderful people – and chatty at times! Please re-direct conversations back to following the Instructor’s directions before they get too carried away. There is typically time for personal conversation after the lesson.
- Because our horses could be handled by up to 20 people every day, it is essential that everyone follow the same procedure for activities, including haltering a horse, grooming, saddling and leading. Whatever methods you employ at home may or may not be the same as the ones we request that you get in the habit of using at CHAPS – but for the well-being of our horses, we insist on consistency so that they do not become frustrated or sour.
- Please do not enter the arena when there is a lesson in progress unless it is absolutely necessary, as this is distracting to the client, may startle the horse, and cause a safety issue. If you must enter the indoor arena while a lesson is in progress, call out ‘Door’ and wait for the Instructor to invite you to enter. In the outdoor arena, stand outside the arena and wait for acknowledgment from the Instructor.
- After your lesson, please pick up any manure, sweep the barn aisle and/or put props back in their place if they were knocked down. At the end of the day, your help in picking up the arena and turning the lights off is appreciated. When sweeping the aisle after grooming, please pick up the remains and deposit them in a muck bucket or trash can – **DO NOT SWEEP IT OUT THE DOOR**. During shedding season all horse hair needs to go into the trash bin, if a horse eats it they will colic.
- Make sure all tack, brushes and equipment are returned to their proper place (NOT necessarily where you found it!) after each lesson unless the next lesson requests that you leave it out for them. Each horse has its own space for personal equipment and a common area for reins, girths, tools and equipment used for all of the horses in the tack room.
- Check to see if the Instructor needs help removing props from the arena, turning out lights, or picking up manure in the arena and barn before leaving

Side Walker Volunteer (Tier 1)

Side Walker Job Description and Standard Operating Procedures

It is the responsibility of the side walker to see to the safety and success of the client while on property at CHAPS. This can include, but is not limited to, giving physical assistance to maintain balance or shift weight, reinforce the directions of the Instructor, use hand-over assist to help the client perform instructions, and to communicate as needed to the Instructor or client. The side walker's sole responsibility is the safety of the client once the lesson begins.

Requirements:

As a Side Walker you must be able to physically steady the client with a variety of support holds, and be able to communicate clearly when reinforcing directions from the Instructor to the client. You must show good judgment and patience with clients. You should be physically able to assist in emergency dismounts or help with a client that remains mounted during an emergency. You should be comfortable enough around horses to walk and work in close proximity to them, and be able to walk or jog at a brisk or slow pace to stay in rhythm with the horse's gait. You should be comfortable with people presenting with a wide variety of special needs, behaviors and challenges. You must be able to maintain concentration and focus on the client for the duration of the lesson. You will need to read and understand the Volunteer Handbook and the standards and guidelines for this position. This is a 1.5-hour time commitment per week at regularly scheduled times.

Qualifications:

Complete the volunteer training class each year. Must read the CHAPS Volunteer Handbook and understand the standards and guidelines for their position.

Previous horse experience is appreciated but not required.

Job Description:

Basics:

- If the Instructor is not present (in arena with another lesson or otherwise occupied) the side-walker must ask the client to wait in their car with their caregiver or driver until the Instructor is available.
- Prior to the start of the lesson, the side walker may help the client find their helmet.
- The side walker will assist the horse leader during grooming, mounting and during the skill progression portion of the lesson, for the dismount and after care of the horse if indicated. **If you are to touch the client, especially if you do not know them well, always ask if it is OK or let them know what you are about to do before touching them.**
- Side-walkers must be able to assist in the emergency removal of a client and be able to identify when a client is in distress.
- Side-walkers will learn a variety of techniques to assist the client:
 - Heel hold

- Calf hold
- Over the Thigh hold
- Shoulder hold/Back-Support hold

Upon Client Arrival:

- Set out tack for the lesson according to the board in the barn.
- Once the horse has been brought in, assist with grooming.
- Greet client, and supervise them while they retrieve their helmet
- Check client's attire and alert Instructor if anything seems out of the ordinary.
- Keep small talk brief, and redirect client to listen to the Instructor if needed. Remind them that you will be able to visit after the lesson.
- **Do not allow the client to handle the horse in any way until the Instructor is present to supervise.**

Lesson activities:

- Unless otherwise instructed, you will stay by the client's side at all times, when grooming or performing ground work, and with your shoulder even with the rider's hip when mounted. You will maintain constant visual contact with the client and may be asked to provide physical assist or vocal prompts to reinforce the Instructor's directions.
- Maintain a walking or jogging pace equal to the horse's speed to stay alongside the client. If you are performing a hold to assist with balance, be sure to keep pace with the horse's gait so as not to pull the rider back off the saddle or horse.
- Do not leave a client to retrieve a prop that is dropped or thrown unless directed to do so by the Instructor.
- Refrain from conversation with the client – please redirect them if they begin to stray off topic.
- Alert the Instructor immediately if anything out of the ordinary is occurring (rider slipping, losing consciousness, attempting to dismount, etc.)
- If you are using an over the thigh hold, a shoulder hold or a back-support hold and your arm is tired, you may change sides after requesting a break from the Instructor. Do not leave client unattended on the horse, change places one at a time.

Post lesson activities:

- You will stay with the client until they leave the arena, regardless if they are leading the horse out or if they are walking out without the horse. If two side-walkers are present, one may be asked to walk ahead to provide a focal point for the client, or open doors/gates.
- Please hang up helmet properly unless the client is able to do so independently.
- You may be asked to walk the client out to the vehicle or parking lot to meet driver or caregiver.

- Once the horse has been removed from the barn, please put away all tack and equipment in their proper places.
- Please assist the horse leader in making sure that the aisle is swept and ready for the next lesson. If there is any manure in the arena, please help pick it up before the next lesson.
- After the lesson you are welcome and encouraged to discuss the client's progress with the Instructor.

Horse Leader Volunteer (Tier 2)

Horse Leader Job Description and Standard Operating Procedures:

Always remember that as the horse handler for a lesson, your responsibility is the horse. You are in charge of making sure that the horse is following the directions of the Instructor and consequentially the client.

Requirements:

As a Horse leader you must be able to influence the horse in a calm, positive manner and thoroughly understand the job description as stated in the Volunteer Handbook. You must be able to recognize signs of lameness, illness, loose or missing shoes, injuries, etc. and notify the Instructor immediately if any of these conditions are present. You must be able to pay attention to the horse, Instructor, and client and keep the horse obedient to the Instructor and client's directions. You must be able to recognize signs of stress, discomfort, fear or agitation in the horse that you are leading. This is a 1.5-hour time commitment per week at regularly scheduled times.

Qualifications:

Complete the volunteer training class each year and pass Tier I written & skills tests. *Must read the CHAPS Volunteer Handbook and understand the standards and guidelines for their position.*

Job Description:

Catching, leading, grooming and tacking your horse:

Horse leaders will need to have their horse prepared for the lesson as instructed by notes on the lesson board. Inspect the tack and equipment prior to placing it on the horse to check for wear, tear and other safety issues including sharp spots or burrs/twigs that can irritate the horse.

- Report anything unusual about your horse to the Instructor immediately. This can include lameness, cuts, bleeding or abnormal behavior.
- Always approach a horse from the side or front, speaking to them to alert them to your presence. Never approach them from the rear. Encourage them with your voice to get them to turn towards you.
- When haltering a horse, first place the lead rope over its neck, then standing with your right shoulder by their head, grab the crown piece in your right hand over the horses' neck, then using your left hand guide the nose band over the horses' muzzle. Buckle the crown piece so that the metal cheek pieces sit below the cheek bones but above the soft cartilage of the nose. Take the lead rope down, and hold it in a figure 8 pattern with your left hand, with your right-hand app. 8" from their chin. You are now ready to lead your horse.
- Always lead next to the horse, do not get in front of or too far behind the horse when leading. Always lead on the horse's left side, unless you are asked to change sides by the Instructor during a lesson.
- When leading a horse thru any transition (a doorway or gate) the horse must come to a full stop so as to discourage rushing. When leaving a stall or walking through a gate, make sure that the gate is opened all the way. Stall doors should be opened flat against the wall. Pen gates should be opened far enough to comfortably move the horse in or out, but not wide enough for other horses to escape. If you are not comfortable turning out or bringing in horses when they are in a

group, ask for help. Make sure the horse you are leading is all the way through the gate before turning them so that they do not hit their hips.

- After you exit a stall, you may leave the stall door open, flat against the wall.
- When horses are wearing a halter and lead rope or bridle, they are not allowed to graze, put their heads down to sniff the floor, rub their faces on their front legs or invade your personal space. For safety reasons, when horses are under tack or halter and lead, they are at work and must have their heads up. Please do not pet horses on the muzzle, or hand feed, as it encourages them to enter your space or nibble, which in turn creates a safety issue for our clients.

Before bringing the horse to the cross ties to be groomed and tacked, please set out all of the equipment you will need for that lesson by your cross-tie area. This will be listed on the lesson board. (If a Tier 1 volunteer is present, he/she should be getting tack out while you catch the horse.)

- When using the cross ties, face the horse towards the center of the barn. Make sure the front gate or barn door is shut before bringing horses out or cross tying them. Do not tie a horse with a headstall and reins or to their halter if the headstall is still on – wait for the Instructor to remove the headstall before tying.
- Whether a client is grooming the horse as part of their lesson or not, it is important that each horse is groomed thoroughly by the volunteer before the client's arrival. Any irregularities (loose or missing shoe, cut, etc.) should be reported to the Instructor immediately so that if a horse change needs to be made, it can be done before the client arrives.
- Always groom and tack horses in the cross ties unless otherwise instructed by the Instructor. Do not leave horses alone in the cross ties. Set out grooming equipment and tack before you get your horse.
- When walking behind a horse, always keep a hand on them so that they know you are there. Do not walk under a horse's neck – always go around the front of their head. Do not crawl under a horse's belly.
- If a tied horse pulls back on the cross ties, they are fastened so that they should break off and free the horse. Go to the horse and make sure they are not injured, then walk him back up and have someone either hold him while you re-tie the cross tie to the eye hook, or hold him while they retie it. If you, another volunteer or client or the horse is injured, alert the Instructor.
- **Pick feet first**, start on the left side and then move to the right side. Always using a digging and thrusting motion away from yourself and the horse's leg. Make sure all rocks, mud or debris is removed and that the shoe, if present, is on tight.
- Curry comb the horse's body in a circular, firm motion to lift dirt and debris up to the surface. Use the curry on the horse's barrel, neck, chest and buttocks. Do not use on areas where the skin is sensitive or close to the bone, such as their face or lower legs.
- The stiff brush is used in a sweeping and flicking motion in the direction of the horse's hair to smooth it and to remove debris from the horses' coat and can be used on the legs as well.
- Soft brush – use in the direction of the horse's hair growth to remove dirt and debris from the horses' face, head and body.
- Comb – for mane, tail and forelock. Start at the bottom and work your way up to avoid excessive tugging and hair loss. You may spray show sheen on the horse's tail to help remove tangles.

No horse should enter the arena with dirt or mud on their coat, or brambles and twigs in their mane and tail. Inspect your horse carefully for dirt and burrs, especially where tack will come in contact with them.

Take pride in your horse's appearance.

If the Tier 1 volunteer is retrieving the tack, stay with the horse while they are bringing it to the grooming area. If you are to retrieve and tack up the horse prior to the lesson, please have it set out before you bring your horse to the grooming area. You will know which procedure to follow because it will be posted on the lesson board.

- Do not drag the lead rope (or reins) on the ground at any time. When hanging them up, make sure they are not hanging on the ground. Please do not lay tack on the ground. Use racks and hooks provided in the aisle and tack room. Do not allow girths or cinches, etc., to drag on the ground.
- Saddle pad: check for excessive dirt, burrs or anything that might poke or stick the horse before putting it on. Place the saddle pad about 10" up the horse's neck and then slide it back gently to keep the hair smooth until the front of the pad is just in front of the withers.
- Saddle – Western: Lift the saddle up over the horse's back and control it as it falls to the horse's back to keep it from landing heavily. It should land a little bit forward of the withers, and then you will lift up the front of the pad to meet the pommel of the saddle and slide it to the proper place behind the withers. Cinches stay on the Western saddle, and need to be checked for dirt, burrs, etc. If the horse wears a girth cover, do not allow it to drag on the ground and check it for burrs, etc.
 - When tightening the cinch, use a slow, steady pull instead of rapid jerks. Tighten the cinch in stages to avoid making the horse 'cinchy' or grouchy. Please only tighten the cinch one hole at a time. The cinch should be tight enough where the saddle is not going to slip, the Instructor will do the final check.
- Saddle – English: Follow the same procedure for inspecting the saddle and girth and placing the saddle on the horse and then attach the girth to the billet straps on the off side of the saddle using the side without elastics, and ALWAYS put the billet in the top slot of the buckle.
 - Slowly tighten the girth with the elastics on the near side until the girth is snug. Please only tighten the girth one hole at a time. The Instructor will do the final check.
- When reaching under the horse for the girth/cinch, stand facing the horse's front, bend from the waist and reach under with your arm only.
- Stirrups: Stirrup lengths should be listed on the information board with the rest of the horse's tack. Please have the stirrups adjusted to the correct length and hanging down on a Western saddle, or run up the leathers on an English saddle.
- Bridle / Side-pull: CHAPS staff are the only ones authorized to put on headstalls. Please let the Instructor know when the horse is ready for his headstall.
- Reins: Follow Instructor's directions for where to attach the reins, and which pair to use.

During the lesson, the Horse Leader will:

- Be charged with keeping the horse calm and attentive to the client's aids and cues as directed by the Instructor.
- Allow the client to steer or halt the horse with only the help or support that the Instructor indicates. Leader must be aware of where the client is asked to go and what they are asked to do at all times.
- When leading, the leader will walk with their shoulder by the horse's throat latch and match the horse's gait. Horses that charge ahead or drag behind will be encouraged to maintain a pace that

the Instructor specifies. Do not drag a horse forward or use a steady pull to slow the horse down. Short, sharp tugs of the lead rope as shown in volunteer training class are more effective.

- At every halt, the leader will make a quarter turn to face the horse, standing slightly to the horse's left with your toes pointed at their left shoulder. The lead rope should have a slight loop between your hand and the clip, and you should be out of the horse's personal space (and them out of yours!). Be mindful of the horse's expression and encourage them to stand quietly until asked to walk on again.
- Keep your horse's head straight during all downward transitions (trot to walk, walk to halt) to keep the hips from swaying out and unseating the rider.
- Do NOT handle the horse's head while under halter.

Following the lesson:

Re-groom the horse to remove the saddle and bridle marks. Check with the Instructor or Barn Manager to determine where the horse will go after his lesson.

- When releasing a horse, turn them around so that they are facing you and your back is to the door or gate before taking the halter off. Shut the door or gate before you begin to release the horse so that they will not escape. Always place the lead rope over the horse's neck to give you something to hold onto while you remove the halter. Wait for the horse to stand calmly before dropping the lead rope and turning the horse completely free. After releasing them, turn and walk calmly away. **Do not encourage them to take off as soon as the halter is off.**
- Clean up manure immediately if your horse soils the aisle; take manure to the muck bucket by the back door or to the muck bucket in the arena. Return shovel and broom to the cabinet when done.

Mounting Procedures for Leaders and Side Walkers

Safety first! Never mount the client without the Instructor, or before the safety check. Clients mount from the ramp or mounting blocks for safety and comfort of the horse.

- As you are walking the horse up to the ramp, you will turn and walk on the right side of the horse to gauge how closely the horse is tracking to the ramp. Maintain a safe speed, and ask the horse to halt as its chest is even with the end of the ramp.
- At the ramp for mounting, the leader will stand to the front and one quarter to the right side of the horse's head with their toes pointing at the horse's right shoulder to keep them still. **Make sure your horse is standing with all four legs squarely under them for the client to mount.** The horse should be stopped close enough to the ramp that the client cannot get their leg or foot caught between the horse and the edge of the ramp, no more than 2-3 inches. **The leader is not responsible for helping the client mount, dismount or put feet in stirrups – just the behavior of the horse.** Keep the horse relaxed by not restricting their head or standing in their personal space. If he attempts to back up, encourage the horse to walk forward, and reposition. If your horse is fussy, follow your Instructor's directions to distract or calm them. When a side walker is present they should stand opposite of the ramp to aid the leader in positioning the horse as close to the ramp as possible. The side walker should be positioned so that when the horse comes to a halt the saddle and ultimately the rider's leg will be lined up with the side walker.
- If the horse pulls back or swings his hips away from the ramp, and the client is not ready to mount yet, walk forward, make a circle and come back from the base of the ramp and reposition. If the rider is mounting and the horse attempts to move, keep the horse calm and still by following the Instructor's directions. The side-walker on the off side should help by gently pressing on the horse's hip to keep them aligned with the ramp. The side-walker should not attempt to push the horse over as that will cause the opposite reaction. If at all possible, avoid backing the horse out of the ramp area.
- Once the client is safely mounted and balanced on the horse, the Instructor will ask the client to tell the horse to 'walk on.' Once the client complies, **lead the horse straight out of the mounting block, (remaining on the horse's right side),** slowly so the Instructor can descend the mounting ramp stairs safely. Halt at K and return to the left side of the horse while the side-walkers and Instructor to get into position and perform a safety check. Once again wait for the Instructor and/or client to prompt the horse to 'walk on' to continue around the arena. Do not turn sharply away from the ramp.
- The Instructor or designated volunteer or observer is responsible for making sure that the gates are shut whenever there is a rider mounted in the arena. If more than one horse/client is participating in the lesson, volunteers may be asked to walk around the arena with their client or wait at different points until all riders are mounted and are ready to begin the lesson.

Dismounting Procedures:

- ***At the ramp (Only riders needing the lift or special consideration):*** The Leader positions the horse the same as when mounting. Do not allow the horse to charge to the ramp. If the horse is overanxious to get to the ramp, request help from the Instructor. The side-walker on the near side will walk on the ramp alongside the client until they reach the top and then the Instructor will come

up to assist the client in dismounting. It is up to the client and Instructor as to whether the client may lead the horse out.

- To the ground: The Leader will help the client guide the horse to the dismount area of the arena per the Instructor's direction and stand facing the horses' left shoulder to keep them still. The off-side side-walker will help guide the client's leg over the croup or crest of the horse per the Instructor's direction. The near side side-walker will assist the Instructor in landing the client safely on the ground.
- Using the Electric Lift: The electric lift is used for physically challenged clients only. The Instructor is the only one authorized to operate the lift. Side-walkers will be asked to stand on the off side to help guide the rider's right leg over the horse's neck, and place it correctly on the ramp.

Reasons for Volunteer Dismissal

Volunteers are subject to rules and regulations to help produce a safe experience for everyone involved with activities at CHAPS. While it is not pleasant to think about, there are 'zero tolerance' instances that call for dismissal:

- Registered sex offenders are not allowed on CHAPS property under any circumstances.
- Creating an unsafe situation through careless behavior, disregard for rules, or ignoring the needs of the client or horse.
- Arriving at CHAPS for volunteer duties under the influence of alcohol, illegal drugs, or abuse of medication.
- Bringing a weapon – firearm or knife, hunting tools, etc. to CHAPS. If you carry a sidearm for your profession (sheriff, police officer, etc.) please leave the weapon locked in your vehicle.
- Breaking confidentiality. If you are found to have distributed confidential information about clients, incidents occurring at CHAPS, financial information regarding clients or CHAPS activities, or any information that you have been instructed by CHAPS staff as being confidential, you will be asked to retire from the program.
- Physical or emotional mistreatment or abuse of a client, horse, staff member, volunteer or visitor to CHAPS.
- Acting as an agent or representative of CHAPS to request money or fund raise without prior consent of the Executive Director or Board of Directors.
- Stealing or destroying CHAPS property.

In extreme cases where a client is put in an unsafe situation or is harmed due to the behavior of a volunteer, legal action may be taken.

- Less serious infractions of rules, such as failure to hand in signed releases, tardiness, failure to attend mandatory volunteer classes or seminars/meetings, dressing inappropriately, use of foul language, leaving gates open etc. will be dealt with first with a verbal warning, then written, and then possibly dismissal. Volunteers who are late or disruptive during lessons may be reassigned to other activities that are more appropriate for their time schedule.

Glossary

Arena: The work area for most lessons – a sandy floored, fenced in area for riding or other work with horses. Indoor arenas are covered and enclosed in a building, and outdoor arenas are simply fenced.

Bedding: The absorbent material used to cover the floor of a stall for horses to stand or sleep on. CHAPS uses wood chips or shavings as bedding, however many other materials are used in other barns.

Cast: If a horse lays down close to a wall or fence and is unable to get up because their legs are caught between their bodies and the wall/fence, we call this being 'cast.'

Cinch: A strap used to hold a Western Saddle on the horse's back. Made of neoprene or fleece, is has two large D shaped buckles on each end to thread the latigo through.

Equine: The genus that the Horse belongs to, and includes donkeys, mules, and zebras, etc.

Equine Assisted Activities: Any activity of therapeutic or remedial value that involves a horse, including but not limited to, grooming, leading, ground work, ground driving, etc.

Equine Facilitated Learning (EFL): Activities that engage the horse and encourage clients to learn or improve learning skills and cognitive thought process.

Equine Facilitated Psychotherapy (EFP): Conducted under the guidance of a licensed mental health professional or counselor, EFP partners clients with a horse and horse handler to participate in mental health exercises and therapeutic lessons.

Girth: Leather or Neoprene strap that holds English saddle on, may have elastics or not. For all purpose or forward seat saddles, the girth is longer than for a dressage saddle with longer billets.

Helmet: Approved safety head gear that is worn by clients to protect their head

Muck Bucket/Tub: A large plastic tub used to collect manure, wet bedding, and debris from the stalls, aisle or arenas.

Paddock: A small enclosure for equines, large enough to move around freely but not small enough to hold the equine still. Or, a small pen.

PATH: The acronym for the Professional Association of Therapeutic Horsemanship, International. This is the parent organization for CHAPS.

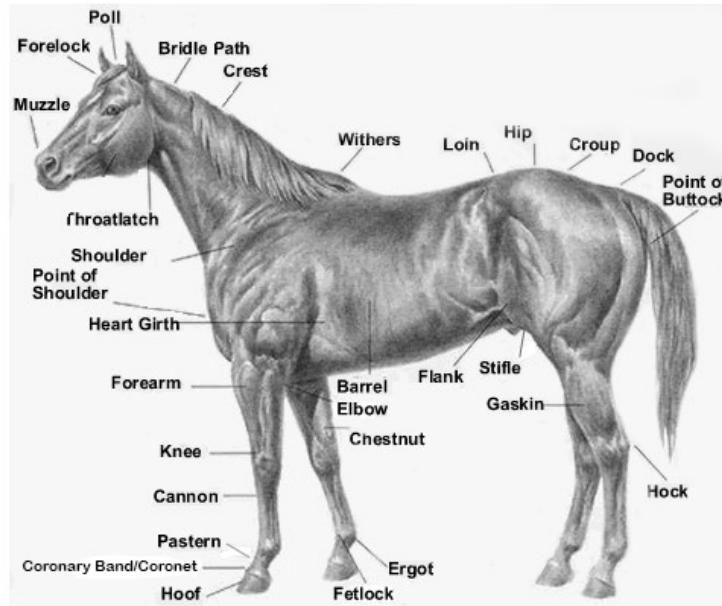
Lesson: The time spent with the Instructor, client and volunteers for learning skills related to horsemanship, EFP or EAL.

Special Needs: A 'catch-all' term that describes a person with a diagnosis or need that can be addressed with therapeutic riding, therapeutic driving, equine assisted activities or EFP/EFL activities.

Tack: A 'catch-all' term to describe the implements and equipment used for horsemanship activities; including saddles, bridles, bits, girths, etc.

Therapeutic Riding: A traditional riding lesson in English or Western style riding for people with special needs.

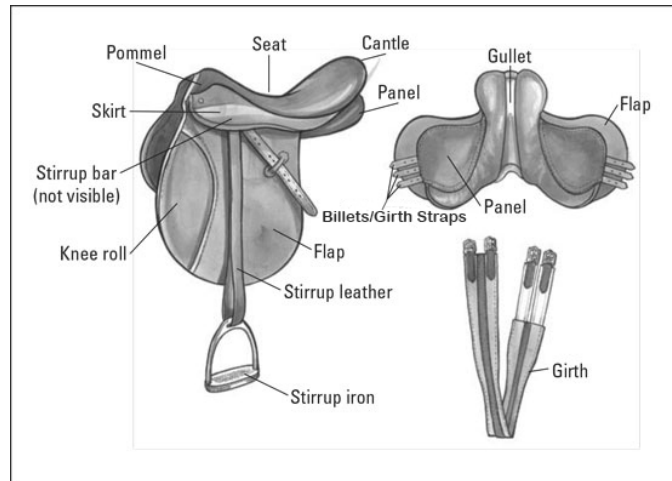
Parts of the Horse



1. **Back:** the area where the saddle sits, beginning at the end of the withers, extending to the last thoracic vertebrae (colloquially includes the loin or "coupling," though technically incorrect usage)
2. **Barrel:** the body of the horse, enclosing the rib cage and the major internal organs
3. **Buttock:** the part of the hindquarters behind the thighs and below the root of the tail
4. **Cannon or cannon bone:** the area between the knee or hock and the fetlock joint, sometimes called the "shin" of the horse.
5. **Chestnut:** a callosity on the inside of each leg
6. **Chin groove:** the part of the horse's head behind the lower lip and chin, the area that dips down slightly on the lower jaw.
7. **Coronet or coronary band:** the ring of soft tissue just above the horny hoof that blends into the skin of the leg
8. **Crest:** the upper portion of the neck where the mane grows
9. **Croup:** the top line of the hindquarters, beginning at the hip, and stopping at the dock of the tail, sometimes called "rump"
10. **Dock:** the living part of the tail, consisting of bone, muscles and ligaments.
11. **Elbow:** The joint of the front leg at the point where the belly of the horse meets the leg.
12. **Ergot:** a callosity on the back of the fetlock
13. **Face:** the area between the forehead and the tip of the upper lip
14. **Fetlock:** sometimes called the "ankle" of the horse.
15. **Flank:** where the hind legs and the barrel meet, specifically the area right behind the rib cage and in front of the stifle joint
16. **Forearm:** the area of the front leg between the knee and elbow.
17. **Forehead:** the area between the poll, the eyes and the arch of the nose
18. **Forelock:** the continuation of the mane, which hangs from between the ears down onto the forehead of the horse
19. **Frog:** the highly elastic wedge-shaped mass on the underside of the hoof, which normally contacts the ground every stride, and supports both the locomotion and circulation of the horse
20. **Gaskin:** the large muscle on the hind leg, just above the hock, below the stifle, homologous to the calf of a human

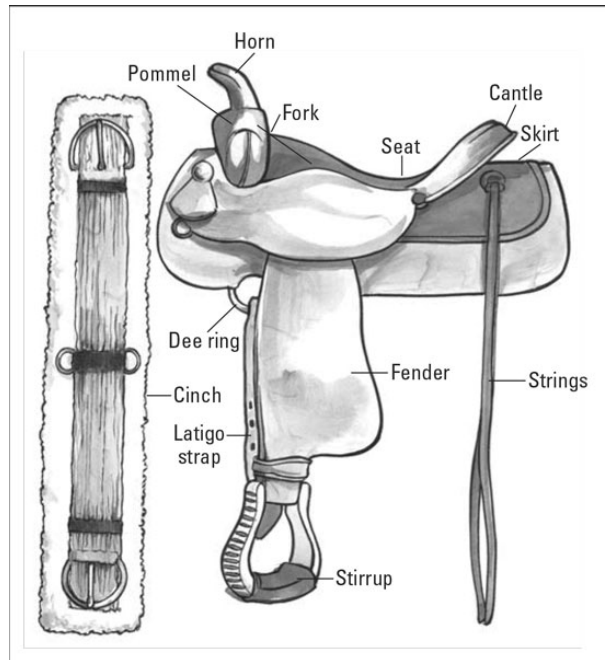
21. **Girth:** the area right behind the elbow of the horse, where the girth of the saddle would go; this area should be where the barrel is at its greatest diameter in a properly-conditioned horse that is not pregnant or obese
22. **Hindquarters:** the large, muscular area of the hind legs, above the stifle and behind the barrel
23. **Hock:** the large joint on the hind leg
24. **Hoof:** the foot of the horse; the hoof wall is the tough outside covering of the hoof that comes into contact with the ground and is, in many respects, a much larger and stronger version of the human fingernail
25. **Knee:** the carpus of the horse (equivalent to the human wrist), the large joint in the front legs, above the cannon bone
26. **Loin:** the area right behind the saddle, going from the last rib to the croup.
27. **Mane:** long and relatively coarse hair growing from the dorsal ridge of the neck
28. **Muzzle:** the chin, mouth, and nostrils of the face
29. **Pastern:** the connection between the coronet and the fetlock, made up of the middle and proximal phalanx
30. **Poll:** commonly refers to the poll joint at the beginning of the neck, immediately behind the ears.
31. **Shoulder:** made up of the scapula and associated muscles, runs from the withers to the point of shoulder (the joint at the front of the chest).
32. **Stifle:** corresponds to the knee of a human, consists of the articulation between femur and tibia, as well as the articulation between patella and femur
33. **Tail:** the long hairs which grow from the dock; may also include the dock
34. **Throat latch** the point at which the windpipe meets the head at the underside of the jaw
35. **Withers:** the highest point of the thoracic vertebrae, the point just above the tops of the shoulder blades, seen best with horse standing square and head slightly lowered; the height of the horse is measured at the withers.

Parts of the English Saddle



1. **Pommel:** the front the saddle, which is raised higher than the seat both to provide security for the rider and to give wither clearance.
2. **Seat:** the dip in the saddle where the rider's seat bones rest, it is the lowest part of the saddle's top line.
3. **Cantle:** the back of the saddle, which is raised higher than the seat to give security **Tree:** the base on which the rest of the saddle is built, usually based on wood or a wood-like synthetic material, with metal elements added, such as the stirrup bar and, in some cases, the gullet.
4. **Panels:** the part of an English saddle which provides cushioning between the horse's back and the saddle, and allows adjustment in fitting the saddle to the horse.
5. **Saddle flap:** The large piece of leather on the exterior of an English saddle that goes between the rider's leg and the billets and girth buckles.
6. **Stirrup:** part of the saddle in which the rider's feet rest, provides support and leverage to the rider.
 - o **Stirrup Bar:** part of the tree of the saddle which allows stirrups to be attached. It is made of strong metal and riveted to the tree.
 - o **Iron:** The metal part of a stirrup, in which the foot of the rider rests. It provides support and leverage. It is usually made of stainless steel, not iron.
 - o **Leather:** The part of the stirrup which attached the stirrup iron to the stirrup bar of the saddle. It can be adjusted to change the lengths of stirrups. *Leathers* is correct plural usage.
7. **Knee roll:** the padded part at the front of the English saddle's panel and sweat flap, helping to give the rider more leg support.
8. **Skirt:** piece of leather that goes over the stirrup bar, to help prevent the rider's leg from rubbing on the buckle of the stirrup leather
9. **Gullet:** The space between the bars of the saddle which provides clearance for the horse's spine so the saddle does not place pressure on it. The gullet width of the saddle is dictated by the front arch of the tree.
10. **Billets** (girth straps): Straps which are secured over the saddle tree on stout webbing and hang down, to which the girth is buckled.
11. **Girth:** a band that passes underneath a horse to hold saddle in place.

Parts of the Western Saddle



1. **Horn:** The horn consists of the cap (or head), the neck, and the points. The horn is mounted on the saddle tree on the top of the fork and attached with screws and bolts.
2. **Fork:** The front of the saddle tree that holds the two bars together and provides a base for the horn.
3. **Seat:** the dip in the saddle where the rider's seat bones rest, it is the lowest part of the saddle's top line.
4. **Cante:** the back of the saddle, which is raised higher than the seat to give security.
5. **Skirt:** The saddle skirts are the large pieces of heavy leather that attach to the underside of the saddle tree bars. The purposes of the skirts are to protect the horse from the bars, to distribute the rider's weight over a wider surface area, and to protect the rider from the horse's sweat.
6. **Strings:** strips of leather used to tie things to the saddle.
7. **Fender:** The saddle fenders are the long vertical pieces of leather that lie underneath the rider's legs. They're designed to protect the legs from the horse's sweat.
8. **Stirrup:** part of the saddle in which the rider's feet rest, provides support and leverage to the rider.
9. **Latigo:** The latigo, or cinch tie strap, is the strap that connects the cinch to the saddle's rigging.
10. **Dee Ring:** a metal ring with rounded or squared corners on the front of a Western saddle, to which certain pieces of equipment, such as breastplates, can be attached.
11. **Pommel:** the front the saddle, which is raised higher than the seat both to provide security for the rider and to give wither clearance.
12. **Cinch:** The cinch (also called the front cinch) is the wide strap that fits under the horse and attaches to the latigo to secure the saddle.

Parts of the Halter



Grooming Equipment

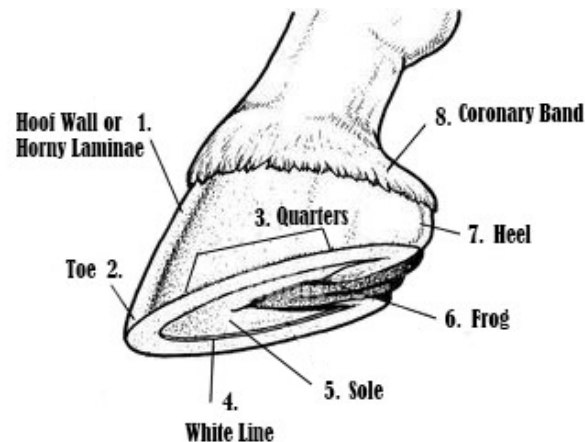


1. **Hoof pick:** A hooked tool, usually of metal, used to clean the hooves of a horse. Some designs include a small, very stiff brush for removing additional mud or dirt. All four feet of the horse need to be cleaned out before and after riding.
2. **Curry or Curry comb:** A tool made of rubber or plastic with short "teeth" on one side that slides onto the hand of the groom. It is usually the first tool used in daily grooming. The horse is rubbed or "curried" to help loosen dirt, hair, and other detritus, plus stimulate the skin to produce natural oils. The curry comb is usually used in a circular motion to work loose embedded material. Curries are generally too harsh to be used on the legs or head, though varieties made of softer rubber are available.
3. **Hard-bristled or Dandy brush:** A stiff-bristled brush is used to remove the dirt, hair and other material stirred up by the curry. Brushes are used in the direction of the horse's hair coat growth, usually in short strokes from front to back, except at the flanks, where the hair grows in a different pattern. The best quality dandy brushes are made of stiff natural bristles such as rice stems, though they wear out quickly. Plastic-bristled brushes are more common. Hard brushes can usually be used on the legs, but many horses object to a stiff brush being used on the head.
4. **Body brush or Soft brush:** A soft-bristled brush removes finer particles and dust, adds a shine to the coat and is soothing to the horse. A body brush, particularly a smaller design called a **Face brush**, can be used on the head, being careful to avoid the horse's eyes. Some natural body brushes are

made of horsehair, goat hair or boar bristles, like human hairbrushes, others are made of soft synthetic fibers. The body brush is generally the last brush used on the horse.

5. **Mane brush or comb:** Horses with short, pulled manes have their manes combed with a wide-toothed plastic or metal comb. Tails and long manes are brushed with either a dandy brush or a suitable human hairbrush. Extremely long show-quality manes and tails are often picked out by hand to avoid breaking the hairs. A short-toothed pulling comb is used to pull the mane to shorten and thin it in preparation for braiding.
6. **Shedding blade:** In special weather conditions, a metal shedding blade with short, dull teeth is used to remove loose winter hair. A shedding blade is also useful for removing caked-on mud.

Parts of the Hoof



1. **Hoof Wall** – is the hard, outer layer and protects the sensitive structures inside the hoof
2. **Toe** – the very front of the foot; the apex
3. **Quarters** - refer to the part of hoof between the toe and the heels
4. **White line** – refers to the part of the hoof where the hoof wall and the sensitive structures of the foot meet together.
5. **Sole** – bottom of the hoof
6. **Frog** – V-shaped structure that absorbs concussion and provides stability for coffin bone
7. **Heel** – the back of the hoof on each side
8. **Coronary band** – where the foot and leg connect; provides the hoof with blood supply and where hoof growth occurs