

# Policy and Procedures Manual for Volunteers



The Victoria Riding for the Disabled Association

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Revised: September 12, 2003

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## **1. Constitution and By-Laws**

As laid down in the constitution document dated February 3<sup>rd</sup>, 1989 and signed by the Board of Directors of the Organization.

## **2. Mission Statement**

The purpose of the Association is to provide a therapeutic riding program for children and adults with disabilities to promote physical, psychological and social well-being.

## **3. Aims of the Organization**

The Association is a registered charitable association whose goal is to provide horseback riding for physically, mentally and emotionally handicapped riders of all ages in a safe and caring environment.

## **4. Confidentiality**

Information concerning a rider or the affairs of the Association is privileged and confidential. Release of information shall be on a need to know basis. Anyone involved with the Association who breaches a policy rule may be subject to discipline and, in some cases, asked to leave.

## **5. Code of Behaviour**

Follow the Golden Rule: write down suggestions and pass them on to the appropriate coordinator. If you are very critical, be prepared to do a better job yourself.

## **6. Job Description of Directors**

Establish planning framework, determine and implement selected policies and procedures. The Directors of the Association shall:

- a) approve and sign contracts with the facility currently being used for the program;
- b) hold an annual general meeting to elect the directors and officers of the Association;
- c) attempt to resolve any disputes arising with the Association concerning volunteers, instructors, parents or riders.

## **7. Screening**

New volunteers must:

- a) complete a volunteer application form;
- b) be interviewed by phone or in person;
- c) have a criminal record check done;
- d) attend at least one orientation session every year.

Each new volunteer will be assessed for suitability. The minimum age of volunteers is 16 years.

## **8. Experienced Volunteers**

Experienced volunteers shall:

- a) attend at least one orientation session every year;
- b) ensure that their volunteer application form is current;
- c) have a criminal record check on file.

## **9. Orientations**

There will be an orientation workshop before each session begins.

## **10. Communication**

You will be working with others to achieve the goals of the organization. Please:

- a) Respect your fellow workers;
- b) Learn to listen to others;
- c) Respond positively to your fellow volunteers;
- d) Avoid negative or critical comments;
- e) Consult and discuss with your Director, volunteers and instructors;
- f) Be open to consulting with peers and instructors.

## **11. Harassment and Discrimination**

The Organization is opposed to discrimination or harassment on the basis of sex, race, age, physical or mental disability, religious beliefs, marital status, parental status, career status, sexual preference, political affiliation, industrial activity, pregnancy, victimization, physical features or social and cultural backgrounds. Harassment of any person will not

be tolerated and any incident must be reported immediately. The Board shall take such action as is deemed necessary.

## **12. Alcohol, Drugs and Smoking**

Directors, volunteers, instructors, parents, caregivers and riders shall not consume alcohol or any illegal drugs on the facility grounds being used by the Program. Smoking is not permitted on the property.

## **13. Security**

The Association takes reasonable measures to prevent theft. All participants attending the program are advised to lock valuables in their vehicles. Theft will not be tolerated. This includes, but is not limited to:

- a) Unauthorized use or theft of property or services;
- b) Action which results in the unauthorized procurement of money or other items from the Association, its employees, clients or volunteers.

## **14. Safety**

Directors and volunteers of the VRDA must be aware of safety factors. Safety practices must be observed whether we are at the barn, on the roads and trails or at public functions in which we participate, eg. Workshops, horse shows, musical rides and/or ride-a-thons. Anyone who participates in the program and rides a horse used by the organization must wear a helmet in accordance with safety and insurance requirements. Horses used by the Association are not to be ridden without the instructor's permission.

## **15. Transportation**

The Association is not responsible for the transportation of clients. Any person choosing to provide transportation for a client does so at his/her own risk.

## **16. Rider Weight**

Riders must not weigh more than each individual horse can accommodate. The weight of the rider includes complete riding attire. The maximum weight is 160 pounds (72.58 kilograms).

## **17. Incidents, Disputes and Grievance Resolution**

Steps to be followed if an incident, dispute or grievance has occurred.

1. An Incident/Accident Report form is to be filled out by the griever;
2. The griever should attempt to discuss the incident with the other party;
3. If the griever feels that they cannot do Step 2 or feels that the problem has not been resolved, he or she should talk with the volunteer coordinator. If the volunteer coordinator is unavailable, the matter shall be raised to the volunteer coordinator designate and if this person is unavailable, then to board member in attendance. If no resolution can be found, the person consulted will attempt to mediate;
4. If the griever is not satisfied with the outcome of Step 3, he or she may write a letter of grievance that must be submitted within seven (7) calendar days of the incident to the President or his or her designate. The grievance must:
  - a. be signed and dated by the griever and/or someone representing the griever;
  - b. Include the names of the persons involved, the date and time of the incident, a description of what occurred and other facts that describe the problem.

Within ten (10) calendar days of receiving the grievance, the President (or designate) will call a meeting of the Board of Directors and those involved with the incident, or any other persons with relevant information, to discuss the facts and nature of the grievance. All reports of any occurrences must come to the Board.

Upon completion of this process, the Board of Directors shall, depending on the severity of the incident, take one of the following actions:

- a) verbal warning;
- b) written warning;
- c) suspension;
- d) termination;
- e) pursue legal action.

## **18. Discipline Procedure**

Discipline procedures will follow the steps as per the steps outlined in: 17. Incidents, Disputes and Grievance Resolution.