

Volunteer Welcome Guide



SAFE | Save a
Forgotten
Equine

www.SAFEHORSES.org



Welcome to SAFE! Amazing transformations happen to horses here and you are part of that magic. We could not succeed in our mission to rehabilitate, retrain, and re-home horses without you. Volunteers are at the heart of everything we do. Thank you!



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The Ideal SAFE Volunteer

One thing that makes SAFE such a fun and fulfilling place to volunteer is the people you will be working alongside. Lifelong friendships are formed here, and the kindness and caring that our staff and volunteers show each other is heartwarming. We are all working together to create something truly special: a safe place for horses. Sharing a purpose that is bigger than each of us brings us together. And when the days grow dark and soggy, and the work gets harder, we need only look into the faces of our horses to know that everything is worth it.

So what are the qualities that make the ideal SAFE volunteer? Here's what we think:

The Ideal SAFE Volunteer is...

- ... WILLING to take on the responsibility of caring for horses in need!
- ... RESILIENT and knows how to layer for cold, wet weather!
- ... CONSIDERATE of their shift mates and won't leave them in the lurch!
- ... FLEXIBLE with a SENSE of HUMOR, because things change all the time!
- ... AWARE that we are all doing our best!
- ... UNAFRAID to ask questions and make suggestions!
- ... RESPECTFUL of our established policies and procedures!
- ... OPEN to learning new ways of doing things!



Volunteer Logistics

Physical Address

10407 192nd Ave NE
Redmond WA 98053

Mailing Address

PO Box 2769
Redmond, WA 98073-2769

Emergency Phone Numbers

Emergency contact information is posted on the Bulletin Board next to the Tack Room.

Shift Schedules

Following orientation, you will be assigned to a weekly shift, based on your availability. Shift schedules will vary based on the time of year and the amount of work that needs to get done, but here are the general times for each daily shift:

AM SHIFT: 9:00 am to noon

PM SHIFT: 4:00 pm to 7:00 pm

NIGHT CHECK: start time between 9:00 and 10:00 pm

Shift Structure

Barn Staff, who are paid employees at SAFE, manage the barn daily from 8:00am to 5:00pm. Barn Staff are on duty seven days per week.

Barn Assists are volunteers who report to the Barn Staff and help with hay drop and horse related tasks.

Shift Leads are volunteers who report to the Barn Staff. Each shift has a designated Shift Lead.

Daily Shift Meetings

At the start of every shift, you will be expected to be present for a brief meeting with the Barn Staff and the rest of your team. This is an opportunity for you to be briefed on changes that may have occurred since your last shift, and any special instructions for that day. Please be on time so you don't miss the daily shift meeting.

AM Shift meets at 9:00am and PM Shift meets at 4:00pm. Meetings take place outside the main entry to the barn aisle.



Safe Harbor Stables Guide

Entering the Property

There is a coded gate at the entrance of the property. You will be given the gate code as part of your Orientation or before your first volunteer shift.

Accessing the Volunteer Office and Tack Room

These doors may be open by the time you arrive for your shift, however, they both have a keypad with a code. You will be given the code as part of your orientation or first volunteer shift. It is very important that the tack room be locked when there is nobody on site.

Upon Your Arrival at the Barn

- Sign in
- Check in with Barn Staff or your Shift Lead during the Daily Shift Meeting.
- **Read the white boards in the barn aisle for updates and instructions.** Please do this before you begin feeding the horses or completing any chores.
- In winter months, the barn doors might be closed at night. Slide one or both doors open depending on weather conditions that day.

Last People to Leave the Barn

- Make sure you have completed the minimum shift duties and put away all tools.
- Double check that every stall is closed and locked and that all gates are latched shut, including the paddock gates.
- Make sure the water has been turned off at all spigots. In freezing weather, bring hoses inside.
- **Do not leave anyone alone at the barn at the end of the night.** The last volunteers at the barn should all leave together.
- Turn off barn aisle lights and make sure all electrical appliances have been unplugged.
- Lock the tack room and volunteer room doors.
- During freezing weather, close the main barn doors.

Leaving the Property

Drive slowly and wait until the gate is completely opened before proceeding through. Don't attempt to beat the gate if it is closing. Seriously.



Volunteer Attendance

Because each chore shift has a lot of responsibility and a lot to accomplish, it is very important that enough people show up to do the work. We do our best to schedule enough volunteers on each shift, but absences, planned or unexpected, can leave a shift short-handed. If our Volunteer Coordinator sees that a shift will be shorthanded, they will put the word out for help, and other volunteers will fill in.

However, the system is only as good as the data put into it, which is why it's vitally important that you communicate if you're not going to be able to make your shift!!

Use VIC-TOUCH to remove yourself from the schedule in advance

You can do this from your phone or computer, and it is very easy! If you know at least 24 hours before the start of your shift, you can take yourself off the schedule, and then no one will be surprised when you don't show up.

Instructions for adding or removing yourself from the schedule can be found here:

[All You Need is VIC](#)

Short notice cancellations (less than 24 hours)

Please text your shift lead and email the Volunteer Coordinator when you are not going to make your shift and it is less than 24 hour from starting.

No Shows

If you simply do not show up for your shift without letting anyone know, you let down a lot of people, namely your teammates who were counting on you to be there and help. And we will worry about you.

If you do this more than once, without a reasonable explanation, you will be removed from your shift and not invited to return as a volunteer. Reliability is key for us. The horses don't stop needing care, so if you aren't here, someone else must do the work.

Short-Handed Shifts

It happens!!!! Sometimes despite all our best intentions a shift is just short. In this case we expect you to just do the basics: feed and water the horses! We know you come to do the whole job, and it is frustrating when you can't, but there will be another full shift coming along behind you. The work will get done. Please do not overdo it and make yourself miserable trying to do the work of 6 people.



Safe Harbor Stables Policies

Everyone entering the barn for the first time must sign a Liability Waiver. If you are under 18 years of age, your parent or guardian must also sign your Liability Waiver.

- No smoking or vaping in the barn or anywhere on the farm.
- No dogs on premises without prior arrangement
- Do not bring friends or family members to the barn with you without prior arrangement.
- Injuries/incidents should be reported immediately to Barn Staff.
- There must be two or more volunteers or staff members present at the farm at all times. No one should stay behind alone once the rest of their shift has left for the evening. The only exception to this would be night check volunteers.
- Volunteers should not enter a stall with a horse in it, unless directed to lead that horse to turnout.
- Only handle the horses as directed by a proper staff member.
- Feed horses only as directed — this includes treats! No hand feeding.
- Please remember to sign in and sign out for each shift.
- Volunteers must wear their name tags (with emergency contact info) if they are to have any contact with horses.

SAFE Non-Disclosure Policy

As a SAFE volunteer, you may be privy to information that is not yet being shared with the general public. This can include information about horses being held at SAFE during active criminal investigations, the identity of past owners of any SAFE horse, and information about SAFE donors. SAFE requires that you not disclose confidential information to anyone outside of SAFE, or use such information in any manner outside of your job duties or functions.

Once a piece of information has been published on the SAFE website or on the official SAFE Facebook page (not the SAFE Community group), then you are more than welcome to share stories, links, and photos with your friends and family online.



Creating a Safe and Friendly Workplace

Over the years, SAFE has been strengthened by its diverse group of volunteers. People from all walks of life come here to help horses. Our volunteers are people from different age groups, backgrounds, genders, national origins, religions, economic levels, and more. We provide equal opportunities for our employees and our volunteers. Discrimination against individuals on the basis of race, color, national origin, religion, sex, age, pregnancy, disability, marital status, military status, genetic information, sexual orientation, gender expression, or identity is not something that we allow here at this organization.

To maintain a safe and friendly workplace, there are certain things that we won't allow. These are grounds for immediate dismissal as a volunteer:

- Harassment, whether verbal, physical, sexual, written, digital, or any other form of harassment that belittles or demeans any individual,
- Uncivil or unethical behavior in the workplace,
- Substance abuse,
- Disregard of SAFE's rules and policies,
- Careless or unsafe behavior around horses,
- Disclosure of confidential information outside SAFE.

If You Have a Problem in the Workplace

If you do ever have a problem in the workplace, we hope you will speak with your shift lead or Barn Staff. If you don't feel comfortable reporting to either of those individuals, or if you did report and are not satisfied with the response, then you are encouraged to direct your report or dissatisfaction to one of the following staff members:

1. Volunteer Manager Kit Topaz, kit@safehorses.org
2. Operations Director Terry Phelps, terry@safehorses.org
3. Executive Director Bonnie Hammond, bonnie@safehorses.org

Please note that you are not required to confront the person or persons who have given you reason to report.



Social Media Policies

As a nonprofit organization, it is vitally important that SAFE maintains its positive image in the public eye. Because of this, we have established guidelines for ourselves that dictate how we communicate online when representing the organization:

- We do not respond to people who post negative or critical comments online about SAFE.
- We do not engage in arguments or debates online.
- We do not make negative or critical comments about other rescue organizations online.
- We do not divulge the identity of people we assist through our Community Outreach Program, or the former owners of horses seized by Animal Control.

SAFE supports self-expression, and respects the right of volunteers to engage in social media as they see fit. However, we want our volunteers to be aware that they are often seen by members of the public as representatives of SAFE. So we do appreciate our volunteers to try whenever possible to abide by these same guidelines when posting or commenting on social media.

Volunteer Communications

Shortly you will receive an invitation to join the SAFE Community Facebook group. This is a great place to keep up to date with what is happening around the barn. Participation is voluntary, but most volunteers find it is a great way to keep current on adoptions, events, and SAFE news. Membership in the SAFE Community Facebook group is limited to present and former SAFE volunteers, and to minimize clutter, posting in this group is strictly limited to SAFE related topics only.

You will also receive a weekly Volunteer Update via email to keep you up to date on news around the farm.

SAFE publishes a bi-weekly eNewsletter that you can sign up for at <https://www.safehorses.org>

Photography

As a SAFE volunteer, you may occasionally be photographed or videotaped while carrying out your duties on the farm. These images could potentially be used in SAFE marketing materials or simply shared on Facebook, Instagram, or YouTube. If you do not wish to have your image shared in this way, please take two simple steps:

- 1) if you see someone taking photos at SAFE, ask them not to include you in their images
- 2) send an email to volunteer@safehorses.org and request that your image be excluded

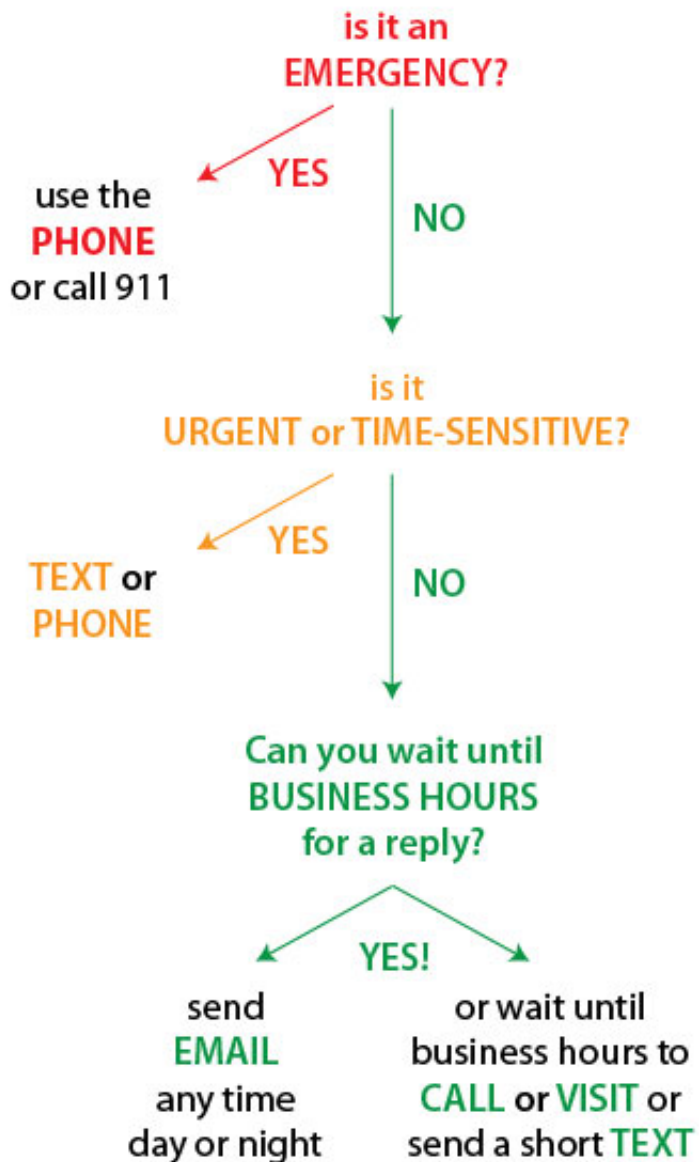
We will make every effort to comply with your wishes. And if we do use a photo or video that you don't want public, let us know as soon as possible and we will remove or replace it.

Communication Guide

Quick Guide to SAFE Communication

****Outside Normal Business Hours****

(normal business hours are Monday-Friday 9am-6pm*)



* Exception: normal business hours for the Weekend Barn Managers are Saturday or Sunday 9am - 6pm



Hard Truths About SAFE Horses

Most people who volunteer with SAFE do so because they want to help horses. And most SAFE volunteers, when asked what they want most out of their volunteer experience, say they want more hands-on time with the horses.

Our horses mean the world to us, so as a new volunteer, you're going to have to earn our trust before you'll be invited to start handling horses, no matter what experience level you walk in with. That is not meant unkindly, and here is why we say it:

The hard truth about the horses at SAFE is that the overwhelming majority of them are not safe enough to be handled by people who are not extremely skilled and experienced. In many cases, lack of handling is what landed them in rescue in the first place. They don't mean any harm; they are just trying to survive. And if you happen to be in the way when they feel their survival is questionable, they will go right over top of you if you don't instinctively know what to do.

To further complicate things, horses are prey animals who can view just about anything as a threat to their survival. It doesn't have to be a grizzly bear — it could be a plastic bag, or an object that wasn't there yesterday. If you're not completely aware of your surroundings while walking a horse, you can get hurt.

And to complicate things one step farther, horses have a remarkable ability to size people up in an instant, so if you're not 100% confident and comfortable around them, they know it. They read body language, and if you don't carry yourself with the right attitude, they will often take advantage or take over as the leader.

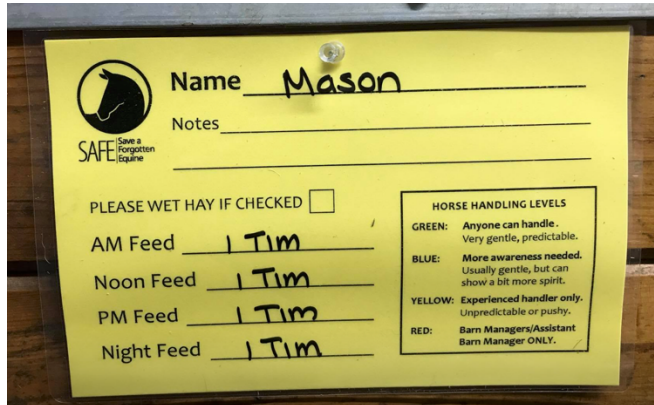
We want to provide a fulfilling experience for all our volunteers. But we also have to keep you safe and keep our horses safe. Here's another hard truth: the horses have to come first. Our job is to keep them sheltered, clean, and well fed. If this is enough to satisfy you, you're probably going to be very happy volunteering at SAFE.

But if you are looking to get very close to horses, we cheerfully recommend that you consider volunteering at Little Bit Therapeutic Riding Center. Located just adjacent to Safe Harbor Stables, the horses at Little Bit are gentle enough to care for the kids who ride them. We also recommend that people looking to be hands on with horses find a local riding stable and sign up for lessons.

Horse Handling Policies

When it comes to volunteer safety, it's important to remember that horses can be unpredictable. Each horse at SAFE is in a different stage of rehabilitation and retraining, and some may have had very little handling in the past.

Each horse has a color coded stall card that looks like this:



SAFE Save a Forgotten Equine

Name Mason

Notes _____

PLEASE WET HAY IF CHECKED ☐

AM Feed 1 Tim

Noon Feed 1 Tim

PM Feed 1 Tim

Night Feed 1 Tim

HORSE HANDLING LEVELS

GREEN: Anyone can handle. Very gentle, predictable.

BLUE: More awareness needed. Usually gentle, but can show a bit more spirit.

YELLOW: Experienced handler only. Unpredictable or pushy.

RED: Barn Managers/Assistant Barn Manager ONLY.

These levels can change as horses become more gentle or if problems arise, so be sure to check the stall card before haltering any horse at SAFE. **Don't forget that any horse can be unpredictable on any day**, so always stay alert and present when walking horses.

As a new volunteer at SAFE, you will start out handling only green-tagged horses, under the supervision of your Barn Staff. Your skills will be evaluated, and you'll be assigned to a level that matches those skills. As you continue to volunteer, your Barn Staff can work with you to develop your ability to handle difficult horses, and you'll have the opportunity to move up to higher levels **if you show the necessary skills**. There is no guarantee that you will be moved to a higher level.

When horses are being led in and out of turnout, your Barn Staff will tell the crew members which horse to catch and halter. **Do not catch a horse unless you've been told to.** Horses often have to be moved in a particular order, or along with specific pasture mates, and your Barn Staff is the person who is aware of these details. You'll typically move horses with another volunteer or in a group, so wait for directions.

If you ever have any reservations about handling a particular horse, even if it's one you've been comfortable with on a different day, please do not hesitate to speak up. It's important that you feel relaxed and confident around the horses if you're going to handle them safely, so please don't put yourself in situations that you feel uneasy about. Knowing when to say no is a sign that your horsemanship skills are improving!



SAFE's Level Up Program

Whether you come to us with horse skills or not, you will have the chance to learn here. Our Level Up Program offers opportunities in which to develop your skills:

Level One: Basic Chores

Areas covered: Feeding hay and grain, filling and cleaning waters, using basic farm tools, leading horses. (Required for all barn volunteers.)

Level Two: Herd Health at SAFE

Areas covered: Checking vital signs, healthy horse behavior, recognizing colic symptoms. (Required for night check volunteers.)

Level Three: Grooming Sessions (Coming Summer 2020)

Areas covered: Safety around horses while grooming (Optional, open to all)

Level Four: Quarterly Horsemanship Training Sessions (Will resume post-COVID)

Areas covered: Safe methods for haltering, leading, feeding, and more (Optional, open to all)

Level Five: Foundation Sessions (Will resume post-COVID)

Small, two-session horsemanship workshops that cover haltering, leading, and developing a feel through round pen work. Available to volunteers who have completed the following requirements:

1. Volunteered at SAFE for at least 3 months
2. Audited at least two groundwork sessions at Joel Conner clinics, or have observed at least two in house training sessions with Terry or Casey

For more information about this program, please contact Casey A at caseya@safehorses.org

Other Educational Opportunities for SAFE Volunteers

Joel Conner Horsemanship Clinics

Four times per year, horseman Joel Conner comes to SAFE to put on a clinic about groundwork and riding. The primary reason he does this is to help all of us learn to handle horses safely and **consistently**. Volunteers are welcomed and encouraged to audit these three-day clinics at no cost.

SAFE University

We have a series of YouTube videos that have been created specifically for SAFE volunteers to demonstrate how we do things here at Safe Harbor. These videos are short and helpful, and we encourage you to refer to them if you are unsure about a particular duty or task you may encounter.



If You are Injured While Volunteering

SAFE carries L&I Insurance (Workers Comp) for our volunteers, so if you are injured while volunteering at SAFE, you can see any doctor at urgent care or the ER, and the cost of that initial visit will be covered by L&I.

If you go to a medical facility for care and asked if the injury occurred at work, say YES. You'll then be given some paperwork to fill out. List SAFE as your place of employment. Don't let anyone tell you that L&I is just for people who get paid! SAFE pays extra for L&I coverage for our volunteers to ensure that medical costs are covered for anyone who gets hurt while volunteering at SAFE.

If further treatment is needed, and you opt for continued coverage through L&I, you'll need to select practitioners within L&I's network of providers. Your treatment costs will be covered by L&I as well, as long as you see their doctors.

For a life threatening or serious injury, **call 911**

You are located at **10407 192nd Ave NE, Redmond WA 98053**
Inform the dispatcher that you are at the BARN, not the house

Nearest Hospital

(located 6 minutes from SAFE)

 **SWEDISH**
Swedish Medical Center
Redmond Campus
18100 NE Union Hill Rd
Redmond WA 98053
(206) 320-5190

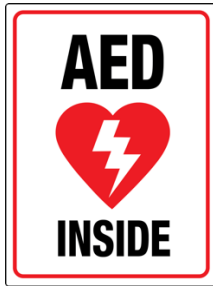
Hours

Emergency Room
Open 24 Hours

Urgent Care Clinic
Mon– Fri 8am – 8pm
Sat/Sun 8am – 4pm

When you check in at the medical center, inform the staff that you were injured AT WORK and your visit will be covered by SAFE's L&I insurance. You'll be given a form to fill out at the medical center. That is all you need to do.

First Aid and Emergency Procedures



AED

An Automated External Defibrillator (AED) can be found in the barn inside the Volunteer Office in a metal wall storage box on the east wall of the room.

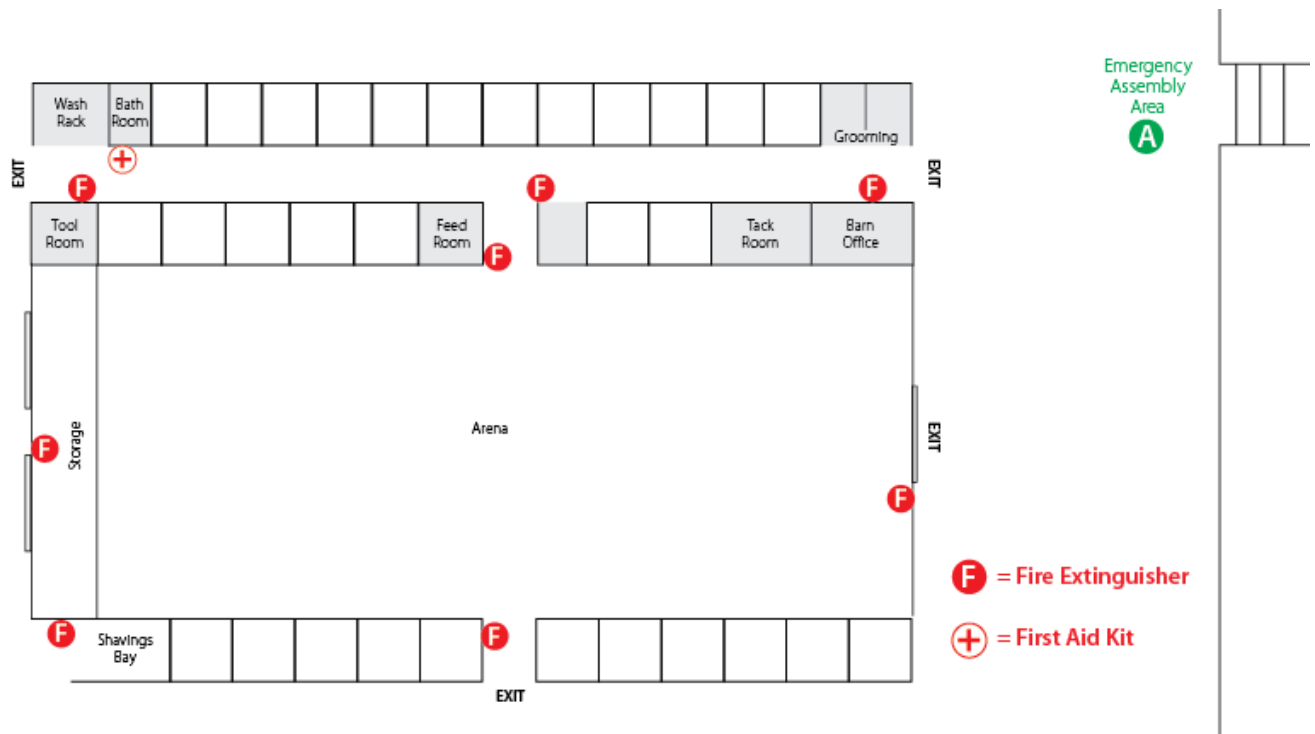
If a volunteer, staff member, or visitor to Safe Harbor Stables is found unconscious, unresponsive, or not breathing, immediately contact a CPR-trained staff member or volunteer and tell them the exact location of the individual in need of assistance. A list of those individuals is posted on the storage box.

First Aid Kit

A first aid kit for human injuries is located in the barn on the wall between the wash rack and the bathroom. Ice packs can be found in the freezer of the Tack Room fridge.

Fire Extinguishers and Emergency Assembly Area

The barn is equipped with multiple fire extinguishers which are clearly marked and maintained on a monthly basis. Please refer to the diagram below for fire extinguisher locations. The map also shows the Emergency Assembly Area, which is located in the parking area at the foot of the stairs that lead to the grey house.





SAFE Quick Facts

updated 12/31/2018

Founded in 2005

SAFE is a 501(c)(3) Tax Exempt Organization

Our Mission:

To rescue, rehabilitate, and retrain horses facing neglect or abuse and provide them with the best opportunity for a permanent home and a lifetime of safety.

Our Impact:

258 horses rescued since inception
194 successful adoptions
32 horses lost or euthanized due to the effects of neglect
94 horses signed over to SAFE by Animal Control agencies
40 off the track Thoroughbreds rescued

Our Financials:

2019 Income: \$611,191

Donations & Fundraisers: 54%

Special Events: 31%

Workplace Giving: 11%

2019 Expenses: \$601,590

Rescue Expenses: 50%

Payroll: 42%

Management: 8%

Our Costs:

SAFE has a maximum capacity of 30 full sized horses at one time

Average amount to care for a rescued horse: \$550/month

Annual Cost for Hay & Grain: \$50,000 per year

Annual Veterinary Costs: \$35,000 per year

Our Facility:

Safe Harbor Stables in Redmond WA

11.3 acre leased property with 30 stalls, indoor & outdoor arenas,
covered round pen, turnout pastures & paddocks

Our Staff:

3 Full Time Paid Employees/ 4 Part Time Paid Employees

7 Member Volunteer Board of Directors

10 Member Operations Council

140+ Volunteers



Who's Who? SAFE Staff Members

SAFE has 3 full time staff members and 4 part time staff members

Bonnie Hammond

Executive Director

bonnie@safehorses.org

Leadership, Fundraising, Donor
Stewardship, Marketing/PR

Terry Phelps

Operations Director

terry@safehorses.org

Adoptions, Training, Outreach,
Operations Council Management

Kit Topaz

Development & Volunteer Manager

kit@safehorses.org

Volunteer Management and
Retention, Events, Development

Melinda Couvillion

Herd Health Manager

melindac@safehorses.org

Vet Care, Biosecurity, Education
Tuesday thru Thursday

Skye Guidotti

skyeg@safehorses.org

Barn Staff
Monday, Thursday

Dylan Palm

dylanp@safehorses.org

Barn Staff
Tuesday, Wednesday, Friday, Sunday

Sam Jacobsen

samj@safehorses.org

Barn Staff
Saturday



SAFE Annual Events

Open Houses

Four times per year, we open our doors to our community for a weekend Open House. Visitors can tour the farm, meet the horses, purchase SAFE merchandise, and learn more about our mission. Open Houses are a great opportunity for you to invite friends and family to the farm to see what your volunteer experience is like! December's Open House is a special event with a craft bazaar, a visit from Santa and Mrs. Claus, holiday photos with Sunny and Shasta, and fun activities for kids.

Tack Sales

SAFE receives a great deal of donated tack throughout the year, and the items we can't use ourselves are offered at our Tack Sales to raise money for the rescue. Typically, we hold tack sales at our Open Houses in April, July, and September.

Heart of the Horse

SAFE's annual dinner and auction is held every April, and is our largest fundraising event of the year. Our guests are major donors and prospects who come to support a cause that is important to them. A lot of work goes into planning an event of this size, and if you'd like to help with procurement or volunteer on the night of the event, it's a great way to meet other volunteers and help the horses!

SAFE Benefit Horse Show

SAFE has been putting on its annual Benefit Horse Show every August since 2007. This two-day show is our second largest fundraising event, and is a great opportunity to showcase our work and draw new supporters. Lots of volunteers are needed to make this show a success, so keep an eye out in early summer when horse show recruitment starts.

Volunteer Appreciation Party

Once a year, the staff at SAFE throws a party to express its love and appreciation for all the amazing SAFE volunteers. It would mean a great deal to us if you would attend. The party is held here at Safe Harbor Stables in late August on a Saturday afternoon, and family members are warmly invited to attend as well!

Work Parties

Every year, we hold a Friends & Family Work Party in mid-summer for a day of deep cleaning, repairs, and new projects here at Safe Harbor Stables. Your attendance is not mandatory, but you would be more than welcome to join us.

Other Events

Keep an eye on the SAFE Community Facebook page for announcement about other events, like Bingo at the Barn, Paint & Sip, and Redmond Derby Days.



Supporting Your Favorite Nonprofit

A lot of our very best donors are also SAFE volunteers! If you want to give more than just your valuable time and devotion to the horses at SAFE, we hold several fundraisers and giving campaigns throughout the year to help pay our bills and keep the lights on. SAFE is funded almost entirely by people just like you. We are a 501(c)(3) tax exempt organization, so all donations are tax deductible.

Here are a few ways to get involved as a donor as well as a volunteer:

Workplace Giving Programs

If you work full time for a corporation like Microsoft, Google, or Boeing, your employer might have an Employee Giving Program that you can take part in. Many of the large companies in our area will match charitable donations made by their employees, and some will even donate to SAFE for every hour that you volunteer! Ask your employer if such a program exists where you work. A significant percentage of SAFE's annual revenue comes from workplace giving programs!

The SAFEKeepers Club

If adoption is not an option for you, there's another way to make a SAFE horse "yours!" Enroll in the SAFEKeepers Club with an automatic monthly donation to the horse of your choice, and not only do you get the satisfaction of helping your horse become strong and healthy, you'll also get discounts and special offers from local businesses who support the SAFEKeepers program! Visit <http://safekeepers.safehorses.org> to learn more.

Fall into Winter Feed Drive

We hold our annual Fall into Winter Feed Drive every year during the month of November. The goal is to raise the money needed to feed our herd next year before the month's end. This is the only time of year you'll hear SAFE asking for donations for hay, because it's part of our annual budgeting and planning process.

The Gift of SAFE

Make a gift donation to SAFE in the name of a friend or loved one, and we'll send a personalized card to your giftee. Whether it's a birthday, special event, or a remembrance, a gift donation to SAFE is the perfect present for someone who doesn't need more "stuff." During the holidays, we offer gorgeous cards featuring beautiful SAFE horses, and we do all the work of creating your gift and sending it out, either by postal mail or as an eCard.

Fred Meyer Community Rewards and Amazon Smile

If you shop at Fred Meyer or QFC, you can designate a portion the money you spend to be donated to SAFE. Likewise, if you shop on Amazon and use the Amazon Smile portal, you can choose SAFE as your charity of choice and Amazon will make a small donation to SAFE each time you shop. For more information about these and other programs, visit https://www.safehorses.org/you_can_help/other-ways-to-help/