Resources for Volunteer Managers and Everyone!

Liability, Risk and Policy Development

- How have you updated volunteer policies?
    - Liability and Risk Releases (2 examples)
        - *Thought question*: Is the risk of coming to your facility any different than that of going to the supermarket, shopping, movies, etc. If yes, how do you communicate that?
        - Inform then create policy
            - Article: Hoping for the Best while Preparing for the Worst: Nonprofit Risk Management
            - World Health Organization (WHO): Risk Decision Tree
    - Global Precautions from PATH 1994 NARHA Article: Universal Precautions Proposed for Therapeutic Riding Centers. We can create policy around a disease/virus by recognizing the routes of transmission instead of targeting the specific virus.
    - *Thought question*: Should these policies have been updated and better implemented prior to COVID? Do you have a "sick" policy on top of your cancellation policy?
    - *Considerations*: How do we (as individuals and organizations) support the "sick policy" and cancellation policy? Do we refund if a participant cancels because they are sick? Can lessons still go on if volunteers cancel?
- Are you limiting volunteers (at risk populations)? (Many of us rely on retired seniors as our volunteers however they are a vulnerable population).
    - *Talking point*: There has been some discussion about liability and some organizations have checked with their insurance companies, lawyers etc.
    - *Idea*: Generate conversation, talk about the standards and accountability policies. (See Hearts & Horses Policies and Procedures for Volunteers)
    - Volunteer Ethics and Risk Management
    - Sample Re-Opening Plan (YMCA) and considerations

Enforcement of New Guidelines, Creating a Culture of Awareness

- How strictly do you feel you can enforce social distancing rules (expand to any new policies) and how might this affect your volunteer relationships?
    - Center policies are center policies. Do you require a mask on premises, 6-foot social distance? Boots, long pants, helmets when you ride? A policy is a policy and if it's your policy, everyone should be following it.
        - USEF Guidelines for Program Resumption
        - Airbnb Disinfecting Protocol (Sample List)
    - Unity is key: create a cohesive approach. Are all your staff (admin and Instructors) reinforcing those policies. No exceptions. If you create a unified front volunteer will feel comfortable with those expectations and if not, yes, you

may lose some volunteers. This is no different from saying that you need to wear close toed shoes to the stable and someone shows up in sandals telling you it will be fine. No they cannot be in the barn with sandals.

- o *Communication Plan*: Plan out the delivery, communicate and follow through. What are the consequences if someone breaks the new policies? Have you updated manuals with new policy and dismissal as well as communicated that policy to everyone?
  - Strategic Communications to Volunteers
  - Supporting Volunteer Resources During Coronavirus (HUGE RESOURCE)
- o *Emotions, Stress and Frustration*: Account for the added stress of everyone and how that will manifest: frustration, anger, short temperament, sadness, depression, flippancy, etc. How do we prepare and deal with this information?
  - Readymade answers to typical responses: a unified approach.
  - Conflict Resolution or De-Escalation Tips/Training
  - Dig deeper: Understand your volunteers, their likes, dislikes, how to communicate with them. Do you need to make personal phone calls describing the new policy? "I understand that you don't like it but that is our current policy".

Program Resumption

- When/how are you allowing volunteers on site?
- Surveys: Hearts & Horses has some great surveys!
- Program Structure
  - o Block Schedule
  - o Limiting days/times
  - o Better Tracking of individuals for transmission tracking if necessary
  - o Separation of times and volunteer days
  - o Field Guide for Camps on Implementing CDC Guidelines
- Are volunteers returning to physical support of riders? If so, what new policies do you have...if not, what does that mean for your riders?
  - o See PATH Original Panel Discussion and Emma at JoyRide in TX
  - o Most common is independent rider returns first, then leaders then sidewalkers. Unmounted sort of between independent and leaders only.
- Are you doing "health checks" on volunteers as they come on site (kind of like employees?)
  - o *General Guideline:* Everyone is doing something different, there are a lot of differing opinions on implementation of health checks.
  - o *General Consensus:* is if you start to do something it needs to be implemented with everyone, participants, parents, volunteers, staff AND you need to have a plan of action if one of your "health checks" turns something up. Ex. What do you do if someone has a fever. What is your action plan?
    - Have a Communication Plan if someone tests positive for COVID-19?
    - Be proactive and not reactive.

- Which volunteers get to come back and when – rider and role specific.

New Volunteer Recruitment, Training, and Implementation and Retention

- How are you addressing new volunteers if you already do not have enough for your current volunteers to do? How do we engage them?
    - Volunteer trainings, orientations (Virtual)
        - How to Engage Volunteers Online During COVID-19
    - Continuing education workshops virtual (or in person skills training following guidelines)
    - Role assessments: What roles do you have that can be made virtual/remote? Rethink your organizational structure of volunteers. Task analysis and job allocation.
    - Can you create a volunteer co-op? What volunteers and volunteer organizations need help during this time? Do you have an existing partnership with an organization struggling right now? How can your volunteers assist other organizations?

General Resource:
Additional VolunteerHub Resources

Facebook Group:
Therapeutic Riding Center Volunteer Managers