



# VOLUNTEER ORIENTATION MANUAL

After The Homestretch-Arizona  
1328 E. Maddock Road  
Phoenix, AZ 85086



Dear Volunteer:

Thank you for your interest in supporting *After the Homestretch – Arizona* (ATHA). We value your time and energy, as you are a vital member of our team. This manual has been developed to provide you with pertinent information about ATHA plus guidelines for your safety and the safety of the horses under our care.

Here at ATHA, we are committed to protect the legacy of former racehorses through Reconditioning, Retraining and Re-homing. As you become more involved in the routine at ATHA, you will realize how rewarding it is to be able to help these horses.

We want to build a mutually beneficial relationship in which you use your strengths, passions and dedication to not only benefit ATHA, but to positively enhance your own life. All tasks are equally important and whether you choose to directly work with the horses, do maintenance work, education, office work or fundraising, your contribution is very much needed and appreciated.

Volunteering at ATHA shows that you acknowledge the value and importance of our mission. Please know that we are always open to your suggestions, concerns and/or comments.

Please read through the following information, ask questions, and then sign, acknowledging that you have read, understand and agree to abide by the guidelines.

We hope that you will enjoy volunteering at ATHA and that you will be with us for many years.

***WELCOME TO OUR TEAM!!***

Sincerely,

*Dannielle Marturana*

Dannielle Marturana, Founder & President  
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## OUR MISSION

*To Protect the Legacy of Former Racehorses through Reconditioning, Retraining and Rehoming.*

**RECONDITIONING:** Horses are vet checked and analyzed to put in place a program for rehabilitation. Diets with supplements are prescribed. Horses are paired by personalities of other horses to transition horses from life on the track to an individual's home.

**RETRAINING:** Once the horse is rested and rehabilitated, we have the horse evaluated as to what discipline and training the horse is most suitable.

**RE-HOMING/ADOPTION:** We must comply with the Arizona Department of Racing Guidelines to fully screen applicants who wish to adopt our horses. Our number one priority is SAFETY for the horse and rider, so we endeavor to make the best possible match.

## OUR GOALS

- #1: To prepare our horses for new homes through rehabilitation and training.
- #2: To find good, suitable adoptive homes for the horses.
- #3: To educate the public about best practices for the care of horses.
- #4: To build a good network of professionals for the after care and training of ex-racehorses.

Our main goal is to prepare our horses for new, adoptive homes. The majority of our horses have recently retired from the track, but we also have received horses from the AZ Department of Agriculture and from persons who can no longer care for their ex-racehorse.

Since these horses were bred for athleticism, heart and intelligence, they are still very athletic and are excelling in other disciplines.

They just need a chance to find that second career and a new home ... ***after the homestretch.***

## OUR HISTORY

The need to find homes for horses retiring off the race track is great. *After the Homestretch-Arizona* was formed to fill this niche. From the idea to the reality happened in a very short time span. We applied to the State of Arizona to become a non-profit corporation and received approval July 25, 2011. Our first Board meeting was held on August 25, 2011 and we immediately applied to the IRS for our 501(c)(3) status. Within three weeks we received our IRS Determination Letter (September 15, 2011). In October 2011, we began rescuing horses who had retired from the track.

# GENERAL GUIDELINES

*ATHA is operated solely  
by volunteers who keep  
our horses safe and healthy  
until they find their  
forever homes.*

## GENERAL GUIDELINES

1. You must be 18 years of age or older to volunteer.
2. For planning purposes, we ask that you commit to a minimum three (3) hours of volunteer work per week.
3. Many volunteer opportunities are available on-site or off-site (including fundraising activities, computer work, information booth/table).
4. If a family member or friend is interested in volunteering, they must go through the same orientation and fill out the volunteer paperwork PRIOR to volunteering.
5. Do not bring husbands, wives, friends or relatives to help with tasks without first obtaining permission from a board member.
6. NO children or pets should be brought to the property without approval from a board member.
7. Nobody should visit the property without first notifying and making arrangements with a board member.
8. Only do tasks that you are qualified for. Do not do tasks that you aren't trained for or you don't feel comfortable doing.
9. Act responsibly, fairly and honestly with other volunteers.
10. Show compassion and sensitivity toward the horses and their needs.
11. You may have experience with horses, but for consistency and safety at ATHA, we ask that you follow the guidelines as described in this manual.
12. If you have any questions or ideas regarding the welfare of the horses, please feel free to bring your questions/suggestions to a board member.
13. No pictures of the horses are to be posted online (Facebook, Twitter, etc.) ATHA has media personnel that handle the PR.
14. Do not contact the media without pre-authorization from ATHA. ATHA media personnel will handle public relations to prevent misinformation and to provide consistency in communication with the public.
15. To avoid misunderstandings – if you are unsure whether you are authorized to do something, ASK!
16. If it is necessary to end your volunteer experience, you should give a one-week notice in order to provide a smooth transition of duties within ATHA.
17. If a volunteer does not show up for his/her assigned shifts, without prior notice, they will be removed from the volunteer roster.
18. ATHA has the right to reassign or terminate a volunteer from their service at ATHA's discretion.

***To volunteer is a privilege, not a right.***

## GENERAL GUIDELINES

### ON-SITE

1. Each volunteer will be assigned a specific day or days to volunteer. Morning shift is 7:30 am – 10:30 am and afternoon shift is 3:30 pm – 5:30 pm.
2. Log your hours each time you volunteer. This documentation of hours may be required in fundraising presentations and grant applications to show the level of volunteer commitment. If not on-site to complete the log book, email your hours to a board member.
3. Each volunteer role is important and ATHA depends on each volunteer to be present at their scheduled shift. If unable to cover your shift (illness, emergency, vacation), contact a board member as early as possible so additional coverage can be arranged.
4. REMEMBER the horses need attention EVERY day – weekends, holidays, rain or shine, long hot summers. They rely on us for their needs.
5. Upon arrival, check the bulletin board area for any changes or additions to the regular routine for feeding, cleaning and turn out of horses.
6. A large part of the work is manual labor and requires a degree of physical stamina and fitness. You can expect to get wet, hot, cold and muddy. Feeding, mucking stalls, cleaning feeders and water tanks are just a few of the required daily tasks.
7. Horses have specific diets and should only be fed as outlined on the feed board.
8. NO treats, (i.e. carrots, apples) should be given to the horses.
9. Avoid handfeeding as it encourages nipping and biting.
10. NO unauthorized food or toys should be given out without obtaining prior permission from a board member.
11. Voices and sounds should be kept low around the horses so to minimize stress to the horses.
12. At the end of each shift a ‘walk through’ is performed. This entails walking past all stalls to see that food and water is adequate until the next shift, gates are locked, hoses are turned off, fans are turned off (near stalls & inside shed) and shed door is closed.
13. Drugs, alcohol or other substances are not allowed on the property. Smoking is not permitted on the property.
14. Use of cell phones and cameras should be limited as they can cause a distraction. Your focus should be on our horses for your/their safety.

### OFF-SITE

1. Each volunteer can be a powerful, effective voice in the community – speaking knowledgeably about the good work performed by ATHA.
2. Each volunteer shares a serious responsibility for ATHA’s public image.

# SAFETY RULES

*Safety is of utmost importance at ATHA –  
for **both** horses and humans*

## SAFETY RULES

1. The horses are happy to share space with you in their herd. They speak using body language, so it is important that you understand what they are communicating to you and what your actions are communicating to them.
2. Horses are prey animals and they always watch for any signs of danger. No yelling, throwing items or running. Loud and erratic movements can easily frighten horses.
3. Report any unusual behavior or appearance of horses to a board member. This may be indicative of a serious problem and we would want to address it early. Do not hesitate to bring your concerns to a board member, regarding the horses.
4. Always close and secure gates when entering or exiting the stalls/turnouts. Make sure horses are away from the gate, so they cannot get out.
5. Never do anything that you are not comfortable doing. If you are asked to do a task that you are not comfortable with, speak up. We will either train you or assign the task to another volunteer.
6. Horses have good and bad days, just like people. If you are uncomfortable with their behavior and unsure what to do, speak to a board member for direction.
7. Wear closed-toed shoes and dress for the weather. Sandals/flip flops are not appropriate.
8. Only use cell phones away from the horses and outside their enclosures. As a volunteer, you need to be focused on the horses and your tasks; not distracted with texting or talking on your phone.
9. Do not come to the property under the influence of drugs or alcohol. You can only remain safe with the horses if your reaction time is completely unimpaired.

# VOLUNTEER OVERVIEW

## VOLUNTEER OVERVIEW

### Definition of 'Volunteer'

- A 'volunteer' is an individual who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of ATHA.
- A volunteer must be officially approved and registered by ATHA prior to performing any tasks.
- Volunteers are not covered by any workers' compensation insurance.

### Attendance

- Every volunteer's role is important and ATHA depends on each volunteer to be on the property at their scheduled time.
- In case of illness or emergency, please contact a board member as soon as possible.
- In addition, let a board member know in advance of any time when you will not be available due to vacations and other commitments.
- It is important to give as much advanced notice as possible, so arrangements can be made to cover your absence.

### Code of Conduct

- Take your commitment to ATHA to heart, performing your duties to be the best of your ability
- Respect the mission and goals of ATHA
- Deal with conflicts or difficulties in an appropriate manner. Communicate openly and quickly so a satisfactory solution can be reached for everyone involved.
- Respect the property of ATHA – put all tools away when finished. Many of our tools and tack are donated so we want to show our gratitude by taking care of them.
- Be courteous, friendly and cooperative
- Honor confidentiality
- Be willing to learn and take part in ATHA activities
- Demonstrate respect for the direction and decisions of ATHA Board Members

### Media Releases

- The Founder & President and the Marketing/Media Advisor or designee serves as the principal contact with the news media and is the spokesperson for ATHA.
- Volunteers will not participate in public interviews or release information related to ATHA without the permission of a board member.

### Social Media Activity

- Volunteers who participate in various social media outlets (Facebook, Twitter, Text messaging, etc.) are prohibited to include confidential information regarding ATHA.
- Nor should volunteers post information that could adversely impact the reputation of ATHA.

## Volunteer Overview (Con't.)

### Smoke Free Premises

- ATHA promotes a “tobacco free workplace’ in order to foster the health and safety of our horses, volunteers and visitors.

### Drug Free Premises

- ATHA is a drug free facility and will take steps necessary to ensure all volunteers perform duties free of the influence of unlawful drugs and/or alcohol.
- This is applicable anywhere on ATHA property or while conducting or attending an ATHA function.
- Any volunteer who has reason to believe that the prescription or nonprescription legal drug they use may pose a safety risk to any person and/or horse or interfere with their performance of duties must report such legal drug use to a board member.
- Depending on the circumstances, volunteers may be reassigned, prohibited from performing certain tasks or prohibited from volunteering, if it is determined they are unable to safely perform their duties.

### Separation/Dismissal of Volunteer Services

- Upon occasion, it is necessary for a volunteer to end their volunteer experience at ATHA. Since ATHA is dependent on volunteers for the day---to---day operations, we ask that you give a one-week notice, so a replacement can be arranged.
- It may be necessary for ATHA to dismiss a volunteer. ATHA reserves the right to dismiss any volunteer’s services at any time for any reason, with or without disclosure, and may exercise these rights in its sole and exclusive discretion.
- A volunteer may be asked to leave immediately, if any illegal, dishonest or unethical conduct has occurred while at ATHA.

# HORSE BEHAVIORS 101

*Horses communicate with sounds and their body. Understanding how a horse thinks and communicates will help keep you and the horse safe.*

### EMERGENCY AWARENESS

Should you observe any of the following behaviors in the horses, contact a board member

Not eating or drinking	Biting at their sides	Excessive rolling
Coughing	Sweating at rest	Restlessness
Laying down & not getting up	Injury---cut, bruising, swelling	Lameness

### EQUINE BODY LANGUAGE

Learn to recognize what a horse's expressions and body language mean



#### **Afraid/Anxious/Nervous**

The head and neck are typically held high and the muscles are tensed. The whites of the eyes may be showing, and the horse may be quivering or trembling. The tail may be tucked tightly against the hindquarters. The horse often can't stand still and may try to bolt. He may also grind his teeth.

#### **Alert/Focused**

The ears are pointed in the direction of where the horse is looking (ears may flick back and forth if a lot is happening in his surroundings). The head and neck are held up; there's a bright, attentive look to the eyes; and the tail may be elevated.



### **Content/Accepting**

A basic, happy attitude. There's a soft look to the eye (normal blinking, not staring), and the muscles are relaxed overall. A horse will slightly lower his head, the ears may be forward or neutral (not focused in any particular direction), the mouth relaxed, and he may sigh and lick his lips. One hind leg might be cocked in relaxation if the horse is standing still.



### **Annoyed/Sour/Stressed**

A horse may pin his ears, wring or swish his tail, and have a hard look to his eyes. He may grind his teeth, toss or fling his head, and open his mouth or elevate his head to avoid a rider's hands or the bit when under saddle. There is usually an overall stiffness to the body.



### **Relaxed**

This horse is completely at ease. The eyes may be partially or totally closed, the head lowered, and muscles relaxed.



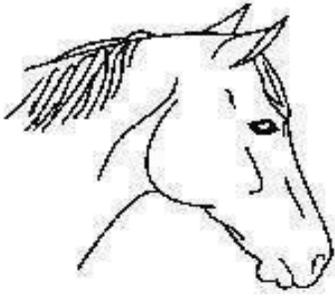
### **Dominance/Aggression**

The horse will pin his ears and may curl his upper lip. He may swing his hindquarters toward whomever he's trying to control and have a hard, staring look to his eye. Everything about his expression says, "Get out of my way."

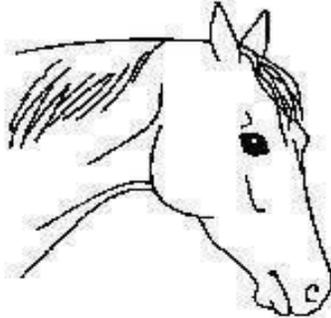


## Reading a Horse's Ears

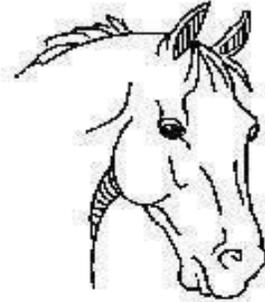
The horse's ears and actions are the key to his emotions. He can tell you what he is paying attention to and how he feels by the way he uses his ears and the way he acts. Following are some tips to his emotions.



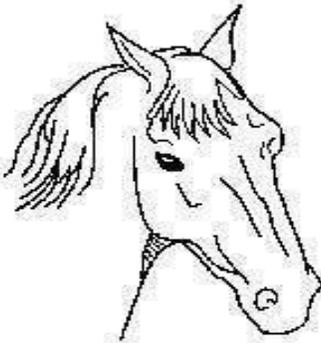
**Ears forward but relaxed**  
interested in what's  
in front of him



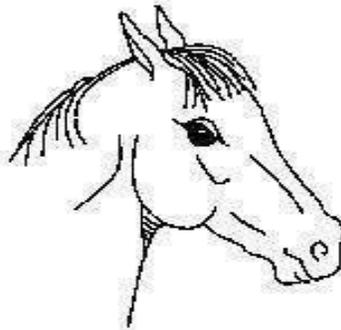
**Ears turned back but relaxed**  
listening to his rider  
or what's behind him



**Ears pointed stiffly forward**  
alarmed or nervous about what's  
ahead. Looking out for danger



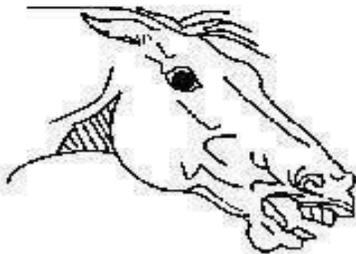
**Ears pointed left and right**  
relaxed, paying attention  
to the scenery on both sides.



**Ears stiffly back**  
annoyed or worried about what's  
behind him; might kick if annoyed.



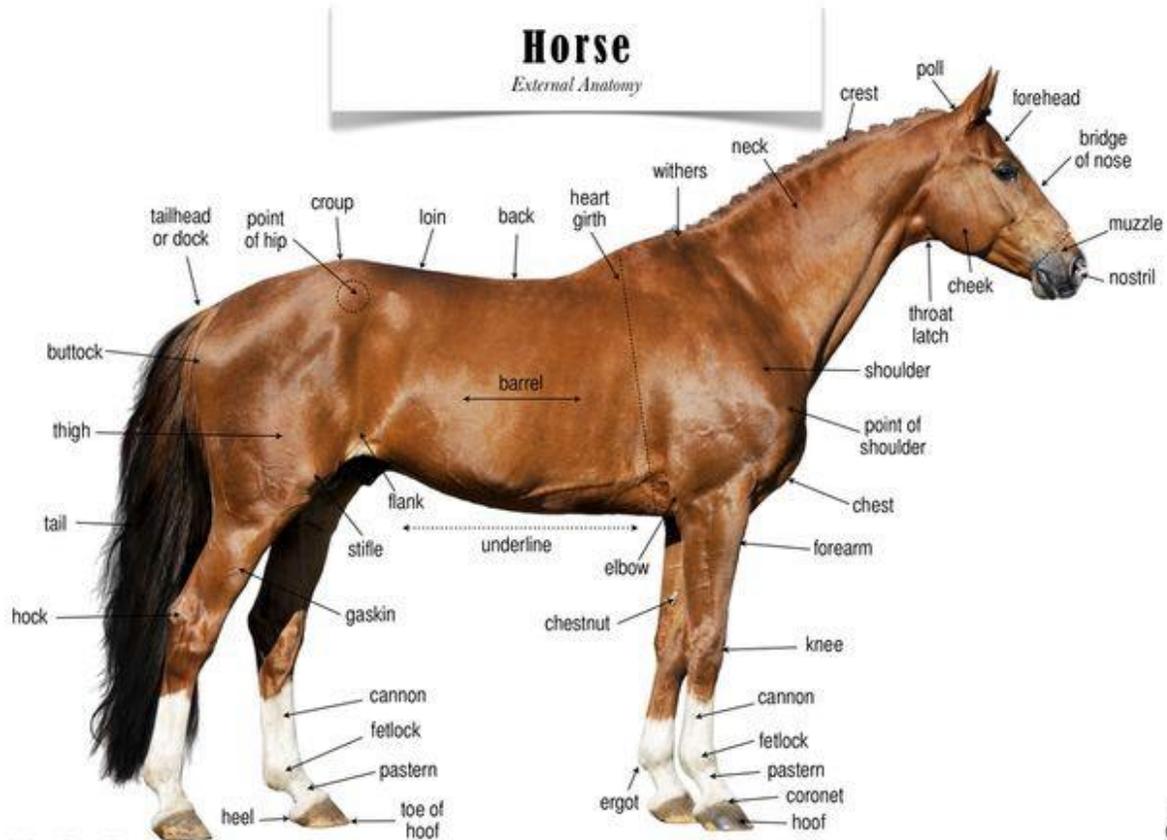
**Droopy ears**  
calm and resting,  
horse may be dozing.



**Ears flattened against neck**  
violently angry, in a fighting mood.  
May fight, bite or kick.

### OTHER SIGNS YOU SHOULD NOTICE ARE:

- **Tucking the tail down tightly.**  
Danger to the rear.  
Horse may bolt, buck or kick.  
Watch out if ears are flattened too!
- **Switching the tail.**  
Annoyance and irritation:
  - at biting flies, stinging insects or tickling
  - bothersome actions of a rider or another horse.
- **Droopy ears and resting one hind leg on toe.**  
Calm and resting, horse may be dozing.  
Don't wake him up by startling him!
- **Wrinkling up the face and swinging the head.**  
Threatening gesture of an angry or bossy horse.  
Watch out for biting or kicking.



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