



VOLUNTEER INFORMATION PACK

Updated May 2023

Physical Address: 184 Erskine Road, Invercargill 9879

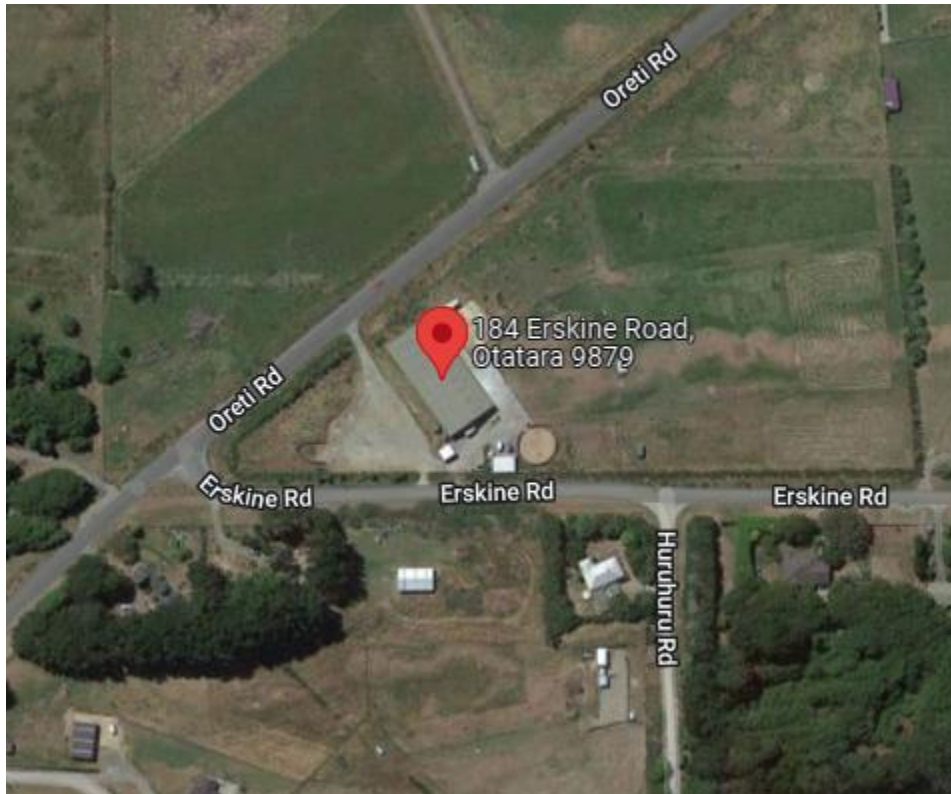
Phone: 03 213 0464 / 022 414 4708

Email: admin@rdasouthland.org.nz

ABOUT VOLUNTEERING

Volunteers are essential to providing our riding programmes, mainly in the form of leaders and sidewalkers. It takes a lot of people to keep things running smoothly and efficiently, and to ensure we provide a safe and high quality service and environment for riders, visitors and horses.

We are based at 184 Erskine Road out in Otatara, Invercargill.



Entry is available off Oreti Road and Erskine Road. Please ensure you close the gate behind you when entering and exiting.

As a Volunteer you may be able to assist us in many ways, besides actually helping with the rides: newsletter coordination, website updating, committee member, fundraising, scrub and refill troughs and baths, clean horse gear, pick up droppings in tie ups, stables, arena and paddocks, tidy and sweep client area, kitchen, tackroom and feedshed, empty rubbish bins.

All volunteers must be 16 years and over.

We welcome suggestions from volunteers on fundraising, social projects, ideas, training and any general comments.

Your responsibilities as a Volunteer to this Group include:

- Be prepared to make a commitment to attend at the agreed time.
- Leave a message on the answer phone or text 022 414 4708 if you are unable to come.
- Be safety conscious at all times.
- Dress appropriately for the job and wear suitable strong and comfortable covered footwear that will withstand various weather and ground conditions, and horse's feet.
- Be prepared to listen, learn and accept directions.
- Be willing to attend the appropriate training courses/workshops to gain more experience and knowledge of RDA and riding therapy.
- The personal information of our riders must be respected at all times - all Volunteers are asked to respect the privacy/confidentiality of our Riders and to acknowledge their acceptance of this by signing the declaration as appears on the Volunteer Agreement.
- Please treat others how you would like to be treated and use your judgement when discussing your RDA activities outside of RDA.
- All volunteers of RDA are required to undertake a police check. This is to ensure the safety of our riders and fellow volunteers.
- Physically fit for the volunteer role engaged for.

From time-to-time Volunteers are photographed or filmed when participating in RDA activities. If you give consent on the volunteer agreement you are giving permission to have these photos used for advertising or promotion.

Volunteers also have an obligation under the NZRDA Volunteer Policy to take practicable steps to ensure their own safety while volunteering and to ensure that no action or inaction of the Volunteer while at work causes harm to any other person (including Riders, other Staff Members, Contractors, other Volunteers or Members of the Public). If a Volunteer notices potential hazards while working, it is the Volunteer's responsibility to report the potential hazard to the Coach of the Day and the Group Health and Safety Officer who will then assess the hazard.

Our responsibility as a Group is to:

- Provide Volunteers with sufficient orientation to the grounds, methods and facilities to enable them to feel welcome and at ease.
- Provide access to the appropriate training to enable Volunteers to safely work with Riders and horses.
- Maintain contact with Volunteers, take an interest in their well-being and be alert to any problem or difficulties that may arise.
- Respect Volunteers' wishes and opinions.
- Involve Volunteers in lesson programme and event planning.
- Be sensitive to Volunteers who have had no experience of people with disabilities or horses.
- Provide an atmosphere where Volunteers can feel welcome, needed, appreciated and informed.

Volunteering at RDA means that some people need to have your contact details and that of an emergency contact. We endure to keep these confidential and only give them out to other RDA members who require them for business purposes.

QUERIES OR CONCERNS

If you have any queries or concerns about any aspect of the Southland RDA, there are several people you can talk to:

- If you feel comfortable you can talk to the Coach or the Administrator
- You can address a letter to the SRDA Committee, 184 Erskine Road, Invercargill 9879 (you can choose to remain anonymous if you wish)
- You can send an email to admin@rdasouthland.org.nz

All queries will be kept in confidence where possible and we will do our utmost to work through your concerns with you.

SOCIAL MEDIA GUIDELINES

Background

The Social Media Guidelines act as a supporting document for the Social Media Policy. The guidelines aim to help clarify to SRDA contractors, volunteers, riders and their families how their personal use of social media may have an impact on SRDA. The Social Media Guidelines are a living document, and it will be updated to reflect new developments in the social media environment.

What is Social Media?

Social media means internet-based technology communication tools, which focus on immediacy, interactivity, user participation and information sharing in multiple ways. Social Media tools include:

- social networking sites, e.g. Facebook, Instagram, Twitter
- video and photo sharing websites, e.g. Flickr, YouTube
- micro blogging sites, e.g. Twitter
- weblogs, including corporate blogs, personal blogs or blogs hosted by traditional media publications
- forums and discussion boards such as Whirlpool, Yahoo! groups or Google groups
- online encyclopedias such as Wikipedia
- other websites that allow users to use simple publishing tools
- comments sections of websites e.g. www.stuff.co.nz, nzherald.co.nz

Guidelines of using social media

Social media is changing the way people communicate with each other, and new platforms are emerging constantly that offer the means to communicate more directly with existing SRDA riders, volunteers, students, potential riders and key stakeholders and influencers.

The below guidelines are designed to help you add value to your interactions in social media and at the same time help maintain the good reputation of yourself and SRDA.

a. The SRDA Brand

In accordance with the Social Media Policy no contractor may set up a website or social media site (including blogs or social networking site) that purports to be an official site of SRDA, or that uses the SRDA logo, without first getting written permission from the Committee and then contacting the Office Manager who will work through the process with the applicant to make sure the request is in line with all related SRDA policies.

b. What's Good?

It's a conversation - talk to your audience like you would talk to real people in professional situations. Identify yourself clearly. All posts should be uniquely identified by the author.

Consider content that's open-ended and invites response.

- Be transparent, be yourself. Honesty is always the best policy, if you are deceptive or untruthful, it is very easy for people to find out. In cases where you are making or responding to comments regarding SRDA, you should use a disclaimer – along the lines of “These are my views and do not necessarily reflect the views or opinions of SRDA”. No contractor or volunteer may comment or post content in social media giving the impression of being an official representative of SRDA without the express permission of the Committee.
- Be respectful – keep it appropriate, don't use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable at SRDA. You should also show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory—such as politics, disability and religion.
- Write what you know - We encourage you to write knowledgeably, accurately, and using appropriate professionalism. Despite disclaimers, your Web interaction can result in members of the public forming opinions about SRDA and its volunteers, contractors, partners, and services.
- Cite others who know what they're talking about – link to external blogs or pages, this will keep your posts interesting and if people see you linking to their blogs, they may reciprocate, which increases your own profile and online influence.
- Pause to think before posting – Does what you are about to post align with everything we talk about in this policy?

c. Be careful of

If you have any question about whether information has been released publicly or doubts of any kind, speak with the Office Manager before releasing information that could potentially harm SRDA, or our current and potential volunteers, contractors, partners, and riders and other stakeholders

- Realise that what you post is not private and may be around for a long time.
- Avoid identifying or discussing others including students, colleagues, competitors or friends and family, unless you have their permission.
- Many of our volunteers and riders do not have publicity consents. You must obtain consent from the Coach of the day or Office Manager, prior to taking any photo's which include volunteers or riders.

d. Disclosure

To ensure transparency and help us give you the best advice about your personal interactions in social media, all contractors and volunteers who currently produce a blog for either work or personal use are encouraged to register this with the Office Manager.

e. Legal Issues

- Recognise that you are legally liable for anything you write or present online. Volunteers and contractors may face disciplinary action by SRDA for commentary, content, or images that are defamatory, pornographic, proprietary, harassing, or that may create a hostile work environment.
- Respect and protect copyright, private information and relationships – For SRDA protection and well as your own, it is critical that you show proper respect for the laws governing copyright and fair use of copyrighted material owned by others, including SRDA's own copyrights and brands. You should never quote more than short excerpts of someone else's work. And it is good general blogging practice to link to others' work.

CHILD AND VULNERABLE PERSONS PROTECTION PROCEDURES

The Southland Group Riding for the Disabled, (SRDA), endorses and will endeavour to do its utmost to comply with the New Zealand Riding for the Disabled Association's Child and Vulnerable Persons Protection Policy for the Protection of Vulnerable Persons (VP's), and Code of Practice - Safeguarding VPs and RDA people.

SRDA provides vulnerable people with a range of opportunities to improve their independence, well-being, learning abilities, and other necessary life skills. This is primarily through the use of horses to facilitate the opportunity to meet these objectives.

SRDA is committed to:

- the preventions of all forms of abuse and to the protection of children and vulnerable persons (VP's);
- supporting families and maintaining relationships with agencies and individuals in the community;
- dealing with abuse and suspected abuse in a timely fashion; and
- ensuring RDA people are trained to support the application of this policy.

All riders involved in the RDA Core Programmes and adults living with disabilities who are RDA personnel are considered VP's.

SRDA supports the roles of Oranga Tamariki and the Police (together the "Statutory Authorities") in the investigation of suspected abuse and will report suspected abuse to these agencies.

The interests and welfare of the VP are the prime consideration when any decision is made about how to report suspected abuse, not the family or anyone else.

SRDA recognises the added stress to fellow staff/volunteers in these situations, and will ensure support is available to help staff/volunteers debrief after dealing with a case of abuse.

Abuse is defined as:

- a) Child abuse is a term used to describe the manner in which children are deliberately harmed or put at risk of significant harm by adults and older peers. Often these are people, the child/young person knows and trusts. It refers to harm done to a child/young person's physical, sexual and emotional well-being.
- b) Children/young people and vulnerable adults can be abused both within their family and outside of this environment. Usually, the child knows the perpetrator well. In almost all settings, the adults have power over the VP and can inflict abuse and/or harm, the VP is unable to remove themselves from the environment

The Five Main Forms of Abuse

a) Physical Abuse -This includes situations where others inflict physical injury on children/young people and vulnerable adults deliberately or by over-chastisement (i.e. shaking, hitting, squeezing, biting, burning or by using an implement or part of their body to inflict injury).

b) Sexual Abuse

- i. This includes situations in which adults/peers use children/young people and vulnerable adults to meet their own sexual gratification. It is also sexually abusive to expose this group of people to pornographic material (including the internet), taking pornographic photographs or using this group of people for pornographic purposes.
- ii. Sexual abuse can occur where there is inappropriate sexual contact, (often under the guise of training), and sexual suggestions to children/young people and vulnerable adults.
- iii. Sexual abuse is known as the "best kept secret" and it is not uncommon for children/young persons and vulnerable adults to disclose to people they have trust in, even if they do not know these people very well.
- iv. False allegations of sexual allegations are very rare.

c) Neglect

- i. This facet includes situations where a child/young person or vulnerable adult's basic needs are not being met, i.e. food, shelter, warmth, clothing, stimulation. Neglect also encompasses situations where a child young person or vulnerable adult is not adequately supervised by an appropriate adult, and they are likely to be at risk of significant harm.
- ii. Within the Group, neglect may occur if a Coach or volunteer intentionally fails to ensure safety or exposes a rider to extreme danger, i.e. risk of injury which the child young person or vulnerable adult cannot conceptualise, but the Coach can do so. This may involve the Coach or volunteer putting a rider at risk through unsafe equipment or risk of suffering significant harm from extreme weather conditions.

d) Emotional Abuse -This includes situations where there is constant criticism by parents, carers and adults involved with children, young people and vulnerable adults. It occurs when adults have too high expectations, whether they be parents, volunteers or coaches. It also occurs when parents are so over protective that the child young person or vulnerable adult cannot reach their normal developmental potential because of this facet. Emotional abuse encompasses constant threats, taunts, shouting or talking to in a defamatory manner and generally acting in a denigrating manner. This is a difficult area of abuse to prove and usually occurs over a period of time.

e) Bullying

- i. This can be difficult to define and it can take many forms, either from adults or peers. VP's are very susceptible to bullying. It is usually repeated over a long period of time and can have effects on the victim. It takes the form of verbal threats, isolating an individual from activities, name calling and denigration. If bullying is suspected, then it must be reported, to ensure the child/young person or vulnerable adult's welfare is protected. *Note: NZRDA has separate policies on Harassment and Bullying. These should be read alongside these procedures.*
- ii. These definitions are presented as a guide -each child's young persons and vulnerable adult's experience will be unique to them and must be seen as such.

Reporting Abuse

In the event that you –

- Observe abuse
- Have abuse reported to you, either i) By a Vulnerable Person or ii) By another person
- Or in any other way become aware of abuse

You **MUST** report the matter to the coach of the day.

The coach of the day **MUST** in turn report the matter **IMMEDIATELY to the CVPO**. The CVPO will instruct you what to do from that point.

Under NO circumstances whatsoever should any allegation be discussed with any other party within or outside the SRDA and utmost confidentiality must be extended to the Vulnerable Person.

The CVPO will record any statement necessary. No statement, questioning or any other discussion is to be taken by any other party. No discussion is to be entered into with the Vulnerable Person, any person making an allegation or any other party.

Contact:

CVPO Lois McAleer

CVPO Natasha Clarke

NZRDA Health and Safety Management System

Groups apply the NZRDA Health & Safety Management System (HSMS) which is based on the following Ten Health and Safety Management System Standards.

Standard 1	<p>Leadership and Accountability</p> <p>The NZRDA Board, NZRDA Chief Executive, Group Management, RDA people and contractors understand their accountabilities and demonstrate active leadership and a commitment to Health and Safety.</p>
Standard 2	<p>Planning and Resources</p> <p>Health and Safety is an integral part of Group planning with Health and Safety goals and targets established to drive continual improvement in performance.</p>
Standard 3	<p>Hazard and Risk Management</p> <p>Health and Safety hazards and risks are systematically identified, and associated risks assessed and control strategies put in place to manage their impact to as low as reasonably practicable.</p>
Standard 4	<p>Safely Controlling Activities</p> <p>All activities are managed in such a way so as to prevent negative Health and Safety outcomes.</p>
Standard 5	<p>Information, Training and Supervision</p> <p>RDA people, contractors and visitors are aware of relevant Health and Safety requirements, hazards, risks and controls, so that they are competent to conduct their activities and behave in a responsible manner.</p>
Standard 6	<p>Emergency Management</p> <p>Procedures and resources are in place to respond to, and recover from, all potential emergency situations.</p>
Standard 7	<p>Incident Management</p> <p>Incidents are reported, investigated and analysed to determine underlying root cause. Corrective actions are taken and lessons shared.</p>
Standard 8	<p>Occupational Health and Wellness</p> <p>Employees are provided wellness support. All RDA people are protected from health hazards associated with their work, and have access to effective injury management processes.</p>
Standard 9	<p>RDA People Consultation and Engagement</p> <p>RDA people are consulted on Health and Safety matters and all efforts are made to engage them in the activities required to implement this HSMS.</p>
Standard 10	<p>Monitoring, Audit, and Management Review</p> <p>Health and Safety performance and systems are monitored, audited, and reviewed to identify trends, measure progress, assess conformance and drive continuous improvement.</p>

These standards are underpinned by the **NZRDA Health & Safety Policy**,

NZRDA is committed to the creation of a healthy and safe working environment for RDA people, riders, contractors, visitors and others that may be affected by RDA activities.

NZRDA will allocate appropriate resources to ensure that the best available Health and Safety management systems are established, maintained and regularly reviewed for continuous improvement, and ensure the NZRDA HSMS complies with all Health and Safety legislative requirements.

Through the Operational Certification process, NZRDA will ensure that Affiliated Groups;

- Implement the NZRDA Health and Safety Management System.
- Ensure effective Health and Safety governance processes are in place to maintain oversight of Health and Safety.
- Manage hazards and associated risks in RDA workplaces so as to prevent harm to others.
- Provide information, training and supervision to RDA people so that they are competent to perform their jobs and tasks safely.
- Integrate Health and Safety into all regular activities.
- Ensure incidents are accurately reported and investigated to prevent reoccurrence.
- Engage with RDA people and contractors in Health and Safety matters.
- Seek assurance that the Group's contractor systems and activities are ensuring the safety of RDA people, visitors, their own employees and members of the public.

NZRDA regards the participation of all RDA people in Health and Safety management as a prerequisite for successful implementation so all volunteers must demonstrate their commitment to Health and Safety by:

- Personally participating in all Health and Safety initiatives.
- Becoming actively involved in the management of hazards.
- Ensuring their own Health and Safety and that of others around them.
- Providing suggestions and solutions for the improvement of Health and Safety.
- Participating in the review of Health and Safety initiatives and systems.

All Volunteers are responsible for:

- Protecting themselves and any other party from unsafe situations by carrying out their duties in a safe and responsible manner, in accordance with legislative requirements, and by monitoring the safeness of the workplace.
- Actively encouraging safe behaviour from their work colleagues, volunteers or contractors.
- Reporting all incidents, including near misses, whether or not these incidents involve injury.
- Participating in training and practicing safe work methods including the proper use of safety equipment.

The Group Committee, Group Management and Health & Safety Officer (H&S Officer) will take lead roles in ensuring that the NZRDA HSMS is implemented at Group level and you will need to understand Group specific requirements such as the emergency procedures.

Health & Safety Essentials

- Follow the Duty Manager/Duty Coach's instructions. The Duty Manager/Duty Coach is responsible and accountable for overall health and safety during RDA sessions.
- Don't undertake work that you consider is unsafe.
- Always turn your mobile phone off during sessions.
- When working outside on a sunny day:
 - Wear sunscreen and hat
 - Drink plenty of water
 - Sun-glasses can hamper effective communication in some instances so avoid wearing them if you can.
- Rain and cold conditions;
 - Rain reduces visibility and may make working conditions unpleasant for horse, riders and helpers.
 - The Duty Manager/Duty Coach will determine if the session should be stopped if conditions become too difficult.
- Fatigue
 - Fatigue reduces concentration and alertness so take regular rest breaks and/or rotate jobs.
 - Ensure adequate fluid intake during the day.
- Electric fences
 - Treat all fences as "live" unless known as otherwise.
- Manual Handling
 - Repetitive strain to your back or shoulders can be a painful and debilitating injury so always use correct physical handling techniques.
 - Get help with moving heavy objects or use equipment e.g. trolley.
 - Regularly straighten back and lean backwards to stretch.
 - Stop the activity (e.g. sidewalking) if you need to rest or change positions.
- Occupational overuse syndrome (OOS) refers to a range of conditions characterised by pain or discomfort in the muscles, tendons, and other soft tissues. To minimise the risk of OOS always make sure you pause briefly when completing repetitive tasks.
- Carrying hand tools
 - Be aware of the results of a slip.
 - All hand tools are to be carried in a way that they can be thrown clear in the event of a fall.
- Handling hazardous substances
 - Chemicals must be handled with great care. Follow the manufacturer's instructions.
 - Correct protective clothing and equipment must be used when handling hazardous materials.
 - Specific training may be required before using chemicals for pasture management.
- Dealing with minor injuries
 - Get the qualified First Aider or apply first aid yourself.
 - Complete a record of treatment given on the sheet located with the First Aid kit.
 - Advise the Duty Manager/Duty Coach and support completion of the Incident Report Form.
 - The Duty Manager/Duty Coach will then complete any further requirements with the H&S Officer including advising the caregiver in the case of a rider.
- Dealing with serious injuries
 - If you are staying with the patient, get others to do these things immediately
 - Call 111.
 - Get the qualified First Aider and something to keep the patient warm.
 - Tell the Duty Manager/Duty Coach.

- Ensure the access way is clear for the Ambulance, watch out for it and direct it to the scene.
 - Do not leave the injured person alone unless it is essential to get help.
 - Do not move the injured person unless it is essential to prevent further injury.
 - Keep the injured person warm.
 - Once the injured person is being cared for, support completion of the Incident Report form.
 - The Duty Manager/Duty Coach will then complete any further requirements with the H&S Officer including advising the emergency contact for the patient.
- Health & Safety definitions
 - Hazard; an actual or potential cause or source of harm to any person.
 - Incident; an event resulting in, or having a potential for harm to a person, or damage or other loss to anything else e.g. horses, property. Incidents include accidents and near misses.
 - Near miss; a situation or incident where harm did not occur, but could potentially have done so.
- Hazard, risk and incident management are critical to making your RDA safe.
 - The analysis of incidents and near misses are useful for showing up a pattern that could help avoid future trouble. For example, it could show a certain horse, situation or person is involved in a number of incidents, giving a starting point for trouble shooting or training.
 - Volunteers have a key role to play in hazard, risk and incident management.
 - The Committee is responsible for ensuring all relevant lessons are learnt and important changes made.
- Hazard reporting. If you notice a hazard;
 - Eliminate it if you can e.g. water spilt on the floor can be removed immediately thus eliminating the risk of somebody slipping and hurting themselves.
 - If it was temporary in nature, report it as an incident (see below).
 - If it is ongoing and you can't eliminate it, report it to the Duty Manager/Duty Coach or Health & Safety Officer and support completion of a Hazard Identification form.
- Incident reporting. If you are involved in an incident, near miss or notice a temporary hazard;
 - Report it to the Duty Manager/Duty Coach or Health & Safety Officer and support completion of an Incident Report form.

Safety around Horses

- The most significant hazard at a Group level is the horse and it is important to adopt safe practices to reduce risk.
- Understanding a horse's characteristics as a fight-flight animal and how they see are key to keeping safe.
- The horse is a fight-flight animal, using body language to communicate their will.
 - They have a strong social hierarchy (pecking order) and when aggressive they may bite or kick.
 - They have a significant herd instinct, preferring to be in a group and are more alert to danger when they are on their own.
 - Horses can become particularly aggressive to each other at feed times.
 - Horses have a natural instinct to run away if they feel threatened. If their escape route is blocked the horse may defend itself.
- How a horse sees
 - A horse's eyes are placed wide apart; there is only a small area in front of them that they can see. This is called binocular vision (both eyes). Then they use monocular (one eye) vision on each side.
 - They have two blind spots, one directly behind their head and the other three metres directly in front of their head which means that they cannot see you approach from behind.
 - Horses have trouble judging distance and depth, which is one reason why Horses can be easily scared by sudden noises or movement.
 - You can always tell where a horse is looking by watching their ears; their ears move the same direction as they are looking.
- Horse Body Language

Emotional State	Ears	Legs/Feet	Tail
At rest / bored	Held at "half-mast"	Still	Low, still
Fearful	Fixed on source	Stands frozen or flees	Clamped
Angry	Pinned back	Stomping, striking, kicking	Swishing

- Tips for staying safe around horses
 - Approach a horse from the near shoulder and talk to the horse as you approach.
 - Be calm, confident and methodical
 - Avoid any sudden or loud movements.
 - Never stand directly behind a Horse, as this is the Horse's blind spot.
 - If you don't feel confident then don't do it
 - Avoid wearing loose or flapping clothing.
 - Excessive and dangling jewellery should not be worn.
 - Wear solid footwear.

Other Important Policies

Complying with NZRDA policy is a requirement of affiliation and a full suite of NZRDA policies, procedures, guidelines and other resources can be found on The Arena and in the Group Resource Library. A small sub-set of the resources available are printed at the Group and held in their Group Resource Manual.

The table below highlights key points that Volunteers must be aware of to comply with relevant policy. The reference shown assists location of the full policy document in the online Group Resource Library and Group Resource Manual. NZRDA require Volunteers to read the policies marked * in full during their first month.

If you have any questions you should ask the Duty Manager or Duty Coach, Health & Safety Officer or any member of the Committee.

Ref	Policy	Key points for Volunteers
A04	Social Media	<ul style="list-style-type: none"> • Covers personal social media and websites • Protect privacy rights/obtain permission of those shown or mentioned • Do not speak on behalf of NZRDA or RDA or bring name into disrepute • No selling using RDA or NZRDA names
A06*	Children & Vulnerable Persons (VPs) Protection (CVPP)	<ul style="list-style-type: none"> • Protection of all at RDA – including riders and volunteers • Discuss any concerns with the CVPP Officer, Duty Manager/Duty Coach or President only, not with anyone else • Follow the prescribed process and guidance
A07*	Safeguarding VPs and RDA people	<ul style="list-style-type: none"> • Adhere to the practices described to ensure a safe and enjoyable environment is established and sustained • Never be alone with a rider • Take care with manual handling of a rider
A10	Harassment-free	<ul style="list-style-type: none"> • Zero-tolerance for harassment • Dealt with through Group Complaint process
A13	Complaints and Dispute Resolution	<ul style="list-style-type: none"> • Get a copy of your Group Complaint process on day 1 • Report complaints regarding National Team members to National Office
A23	Privacy Policy	<ul style="list-style-type: none"> • Ensures we meet the requirements of the Privacy Act. • Do not share information without peoples specific approval
C03	Duty Manager or Duty Coach	<ul style="list-style-type: none"> • Lead accountability for ensuring the safety of all present • Follow the Duty Manager/Duty Coach's instructions
C10	Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> • Use appropriate sun protection • Wear suitable hand protection • Check the labelling on chemicals and other hazardous products before use • Wear appropriate PPE when undertaking a task where there is a risk of exposure to a hazard which the PPE acts as a control
C29	Hygiene & Infection Control	<ul style="list-style-type: none"> • Regard all people as potentially infective • Wear gloves if likely to be exposed to body fluids • Wash your hands thoroughly and often
C35	Smoke-free	<ul style="list-style-type: none"> • Smoking in buildings is prohibited

		<ul style="list-style-type: none"> • Your RDA Group may permit smoking in a designated area
C36	Drug & Alcohol	<ul style="list-style-type: none"> • Zero-tolerance for possessing or using illegal or recreational drugs, being under the influence of drugs, being above the legal limit for driving • Understand your performance limitations when using medication
D01	Rider PPE	<ul style="list-style-type: none"> • Volunteers must wear a helmet and suitable footwear when riding

The full Volunteer Handbook details the things that **everyone** needs to know. If you take on a specialist role in the Group, also look on The Arena to find out other specific policy and procedure that might also be relevant.

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- Integrate Health and Safety into all regular activities.
- Ensure incidents are accurately reported and investigated to prevent reoccurrence.
- Engage with RDA people and contractors in Health and Safety matters.
- Seek assurance that the Group's contractor systems and activities are ensuring the safety of RDA people, visitors, their own employees and members of the public.

NZRDA regards the participation of all RDA people in Health and Safety management as a prerequisite for successful implementation so all volunteers must demonstrate their commitment to Health and Safety by:

- Personally participating in all Health and Safety initiatives.
- Becoming actively involved in the management of hazards.
- Ensuring their own Health and Safety and that of others around them.
- Providing suggestions and solutions for the improvement of Health and Safety.
- Participating in the review of Health and Safety initiatives and systems.

All Volunteers are responsible for:

- Protecting themselves and any other party from unsafe situations by carrying out their duties in a safe and responsible manner, in accordance with legislative requirements, and by monitoring the safeness of the workplace.
- Actively encouraging safe behaviour from their work colleagues, volunteers or contractors.
- Reporting all incidents, including near misses, whether or not these incidents involve injury.
- Participating in training and practicing safe work methods including the proper use of safety equipment.

The Group Committee, Group Management and Health & Safety Officer (H&S Officer) will take lead roles in ensuring that the NZRDA HSMS is implemented at Group level and you will need to understand Group specific requirements such as the emergency procedures.

Health & Safety Essentials

- Follow the Duty Manager/Duty Coach's instructions. The Duty Manager/Duty Coach is responsible and accountable for overall health and safety during RDA sessions.
- Don't undertake work that you consider is unsafe.
- Always turn your mobile phone off during sessions.
- When working outside on a sunny day:
 - Wear sunscreen and hat
 - Drink plenty of water
 - Sun-glasses can hamper effective communication in some instances so avoid wearing them if you can.
- Rain and cold conditions;
 - Rain reduces visibility and may make working conditions unpleasant for horse, riders and helpers.
 - The Duty Manager/Duty Coach will determine if the session should be stopped if conditions become too difficult.
- Fatigue
 - Fatigue reduces concentration and alertness so take regular rest breaks and/or rotate jobs.
 - Ensure adequate fluid intake during the day.
- Electric fences
 - Treat all fences as "live" unless known as otherwise.
- Manual Handling
 - Repetitive strain to your back or shoulders can be a painful and debilitating injury so always use correct physical handling techniques.
 - Get help with moving heavy objects or use equipment e.g. trolley.
 - Regularly straighten back and lean backwards to stretch.
 - Stop the activity (e.g. sidewalking) if you need to rest or change positions.
- Occupational overuse syndrome (OOS) refers to a range of conditions characterised by pain or discomfort in the muscles, tendons, and other soft tissues. To minimise the risk of OOS always make sure you pause briefly when completing repetitive tasks.
- Carrying hand tools
 - Be aware of the results of a slip.
 - All hand tools are to be carried in a way that they can be thrown clear in the event of a fall.
- Handling hazardous substances
 - Chemicals must be handled with great care. Follow the manufacturer's instructions.
 - Correct protective clothing and equipment must be used when handling hazardous materials.
 - Specific training may be required before using chemicals for pasture management.
- Dealing with minor injuries
 - Get the qualified First Aider or apply first aid yourself.
 - Complete a record of treatment given on the sheet located with the First Aid kit.
 - Advise the Duty Manager/Duty Coach and support completion of the Incident Report Form.
 - The Duty Manager/Duty Coach will then complete any further requirements with the H&S Officer including advising the caregiver in the case of a rider.
- Dealing with serious injuries
 - If you are staying with the patient, get others to do these things immediately
 - Call 111.
 - Get the qualified First Aider and something to keep the patient warm.
 - Tell the Duty Manager/Duty Coach.

- Ensure the access way is clear for the Ambulance, watch out for it and direct it to the scene.
 - Do not leave the injured person alone unless it is essential to get help.
 - Do not move the injured person unless it is essential to prevent further injury.
 - Keep the injured person warm.
 - Once the injured person is being cared for, support completion of the Incident Report form.
 - The Duty Manager/Duty Coach will then complete any further requirements with the H&S Officer including advising the emergency contact for the patient.
- Health & Safety definitions
 - Hazard; an actual or potential cause or source of harm to any person.
 - Incident; an event resulting in, or having a potential for harm to a person, or damage or other loss to anything else e.g. horses, property. Incidents include accidents and near misses.
 - Near miss; a situation or incident where harm did not occur, but could potentially have done so.
- Hazard, risk and incident management are critical to making your RDA safe.
 - The analysis of incidents and near misses are useful for showing up a pattern that could help avoid future trouble. For example, it could show a certain horse, situation or person is involved in a number of incidents, giving a starting point for trouble shooting or training.
 - Volunteers have a key role to play in hazard, risk and incident management.
 - The Committee is responsible for ensuring all relevant lessons are learnt and important changes made.
- Hazard reporting. If you notice a hazard;
 - Eliminate it if you can e.g. water spilt on the floor can be removed immediately thus eliminating the risk of somebody slipping and hurting themselves.
 - If it was temporary in nature, report it as an incident (see below).
 - If it is ongoing and you can't eliminate it, report it to the Duty Manager/Duty Coach or Health & Safety Officer and support completion of a Hazard Identification form.
- Incident reporting. If you are involved in an incident, near miss or notice a temporary hazard;
 - Report it to the Duty Manager/Duty Coach or Health & Safety Officer and support completion of an Incident Report form.

Safety around Horses

- The most significant hazard at a Group level is the horse and it is important to adopt safe practices to reduce risk.
- Understanding a horse's characteristics as a fight-flight animal and how they see are key to keeping safe.
- The horse is a fight-flight animal, using body language to communicate their will.
 - They have a strong social hierarchy (pecking order) and when aggressive they may bite or kick.
 - They have a significant herd instinct, preferring to be in a group and are more alert to danger when they are on their own.
 - Horses can become particularly aggressive to each other at feed times.
 - Horses have a natural instinct to run away if they feel threatened. If their escape route is blocked the horse may defend itself.
- How a horse sees
 - A horse's eyes are placed wide apart; there is only a small area in front of them that they can see. This is called binocular vision (both eyes). Then they use monocular (one eye) vision on each side.
 - They have two blind spots, one directly behind their head and the other three metres directly in front of their head which means that they cannot see you approach from behind.
 - Horses have trouble judging distance and depth, which is one reason why Horses can be easily scared by sudden noises or movement.
 - You can always tell where a horse is looking by watching their ears; their ears move the same direction as they are looking.
- Horse Body Language

Emotional State	Ears	Legs/Feet	Tail
At rest / bored	Held at "half-mast"	Still	Low, still
Fearful	Fixed on source	Stands frozen or flees	Clamped
Angry	Pinned back	Stomping, striking, kicking	Swishing

- Tips for staying safe around horses
 - Approach a horse from the near shoulder and talk to the horse as you approach.
 - Be calm, confident and methodical
 - Avoid any sudden or loud movements.
 - Never stand directly behind a Horse, as this is the Horse's blind spot.
 - If you don't feel confident then don't do it
 - Avoid wearing loose or flapping clothing.
 - Excessive and dangling jewellery should not be worn.
 - Wear solid footwear.

Other Important Policies

Complying with NZRDA policy is a requirement of affiliation and a full suite of NZRDA policies, procedures, guidelines and other resources can be found on The Arena and in the Group Resource Library. A small sub-set of the resources available are printed at the Group and held in their Group Resource Manual.

The table below highlights key points that Volunteers must be aware of to comply with relevant policy. The reference shown assists location of the full policy document in the online Group Resource Library and Group Resource Manual. NZRDA require Volunteers to read the policies marked * in full during their first month.

If you have any questions you should ask the Duty Manager or Duty Coach, Health & Safety Officer or any member of the Committee.

Ref	Policy	Key points for Volunteers
A04	Social Media	<ul style="list-style-type: none"> • Covers personal social media and websites • Protect privacy rights/obtain permission of those shown or mentioned • Do not speak on behalf of NZRDA or RDA or bring name into disrepute • No selling using RDA or NZRDA names
A06*	Children & Vulnerable Persons (VPs) Protection (CVPP)	<ul style="list-style-type: none"> • Protection of all at RDA – including riders and volunteers • Discuss any concerns with the CVPP Officer, Duty Manager/Duty Coach or President only, not with anyone else • Follow the prescribed process and guidance
A07*	Safeguarding VPs and RDA people	<ul style="list-style-type: none"> • Adhere to the practices described to ensure a safe and enjoyable environment is established and sustained • Never be alone with a rider • Take care with manual handling of a rider
A10	Harassment-free	<ul style="list-style-type: none"> • Zero-tolerance for harassment • Dealt with through Group Complaint process
A13	Complaints and Dispute Resolution	<ul style="list-style-type: none"> • Get a copy of your Group Complaint process on day 1 • Report complaints regarding National Team members to National Office
A23	Privacy Policy	<ul style="list-style-type: none"> • Ensures we meet the requirements of the Privacy Act. • Do not share information without peoples specific approval
C03	Duty Manager or Duty Coach	<ul style="list-style-type: none"> • Lead accountability for ensuring the safety of all present • Follow the Duty Manager/Duty Coach's instructions
C10	Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> • Use appropriate sun protection • Wear suitable hand protection • Check the labelling on chemicals and other hazardous products before use • Wear appropriate PPE when undertaking a task where there is a risk of exposure to a hazard which the PPE acts as a control
C29	Hygiene & Infection Control	<ul style="list-style-type: none"> • Regard all people as potentially infective • Wear gloves if likely to be exposed to body fluids • Wash your hands thoroughly and often
C35	Smoke-free	<ul style="list-style-type: none"> • Smoking in buildings is prohibited

		<ul style="list-style-type: none"> • Your RDA Group may permit smoking in a designated area
C36	Drug & Alcohol	<ul style="list-style-type: none"> • Zero-tolerance for possessing or using illegal or recreational drugs, being under the influence of drugs, being above the legal limit for driving • Understand your performance limitations when using medication
D01	Rider PPE	<ul style="list-style-type: none"> • Volunteers must wear a helmet and suitable footwear when riding

The full Volunteer Handbook details the things that **everyone** needs to know. If you take on a specialist role in the Group, also look on The Arena to find out other specific policy and procedure that might also be relevant.