



Volunteer Orientation Manual

2020



Prohibited Personal Behavior

Profanity

- Because the majority of our clients are children or youth and because modeling verbal skills is part of the job description of our volunteers, use of profanity is strictly prohibited at Turning Point

Tobacco Use

- Because of the dire consequences of fire related to hay, horses, wooden structures and pastures, smoking is strictly prohibited at Turning Point.
- Volunteers are asked to refrain from the use of smokeless tobacco products in the presence of clients

Substance Abuse

- A volunteer attempting to operate under the influence of alcohol or other illegal substances poses a danger to our clients, our horses and other volunteers. Use of controlled substances before or during sessions is strictly prohibited

Procedure for Removal of a Volunteer from the Program

Turning Point is so grateful for the time and talents our volunteers share with the program that we would like to keep them with us forever. However, there are several reasons that a volunteer would be asked to leave the program. They include:

- Violation of one of the policies included in Orientation Training and this manual, particularly:
 - o Violation of the confidentiality of client records
 - o Disrespecting a client or attempting to discipline a client or one of our horses
 - o Violation of safety procedures
 - o Absence from a shift without procuring a replacement or notification.
 - o Presence at Turning Point under the influence of alcohol or an illegal substance.
- Conviction of a crime or being charged with sexual abuse
- Causing a conflict or arguing with an instructor during a session
- Unauthorized use of Turning Point tack or horses

Should a volunteer be accused of one of the above offenses or face removal from the program for another reason, the volunteer shall receive written or verbal notice of termination. The volunteer may request a review hearing by a 3 person review committee from the Board of Directors. Otherwise, any professional staff member, instructor or the Herd Manager may remove a volunteer from the program pending a board committee review if requested.

Parking

The formal address of Turning Point is 385 S Country Club Rd. There is only one entrance gate at the far south end of our property, immediately behind the car dealership that faces 6th Street/Highway 51. Generally our gate will be open an hour before and after class times on days we have sessions but will be locked all other times.

When you enter the drive, angled parking will be along the driveway. There is ADA parking near the Education Center Barn that is reserved for buses and rider's parents who bring students with mobility issues. Volunteers should park carefully along the drive as we have a limited number of spaces.