

Fantasy Saddle Club

POLICY AND PROCEDURES

Horse Operations Manual

We invite you to use this manual as part of your business policies and procedures but please contact OnlineHorseCollege.com to obtain permission to do so.

Fantasy Saddle Club
www.OnlineHorseCollege.com

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OPERATING PROCEDURE

Overview

“Risk management is recognized as an integral part of good management practice. To be most effective, risk management should become part of an organization's culture. It should be integrated into the organization's philosophy, practices and business plans rather than be viewed or practiced as a separate program. When this is achieved, risk management becomes the business of everyone in the organization.”
AS/NZS 4360:1999

Our goal is to maximise the safety of clients, staff and horses by consistently applying appropriate risk management techniques and standards

The benefits are:

- Good reputation with the community
- Confident staff
- Less cost to the business in litigation, staff turnover and horse health

Working safely is a CONDITION of employment, training and participation.

Everyone is responsible for safety.

Fantasy Saddle Club will conform to all rules and regulations of the Qld Government Code of Practice for Horse Riding Establishments (2002).

Daily directives for staff and full-time students:

Priority List

Help customers, members of general public and co-workers to be and stay safe, to become educated and to enjoy their horse experience.

Highest priority

Ensure all customer activities are prepared and on time. Everything to be kept clean and tidy, including reception area. Have horse in day yards 30 minutes prior to the lesson booking.

High priority

Ensure that you are prepared and on time for own lessons and training.

High priority

Put out horses no longer required that day.

Important

Complete administration and book work required.

Important

Clean and maintain saddlery and equipment.

Important

Clean and maintain horse yards. (Pick up manure and replace shavings).

Important

Feed any horses kept in yard a small "meal" at approximately 4 hour intervals.

Important

Feed all horses

Twice Daily

Medicate horses

Twice Daily

Clean and tidy saddle sheds including inside all buildings.

Weekly

Tack/Saddlery/Gear thoroughly checked and cleaned

Weekly

Opening Checklist

Before the arrival of the day's first customers the following MUST be done:

- ✓ Horses brought into day yards and fed and medicated
- ✓ Reception checked for cleanliness
- ✓ Toilet checked for cleanliness and supplies
- ✓ Booking diaries and indemnity forms at reception counter
- ✓ Horses prepared for 1st lesson
- ✓ Gates and restricted areas closed
- ✓ Staff in uniform
- ✓ Arena prepared
- ✓ Staff allocated to respective duties
- ✓ Horse workload planned
- ✓ Day yards cleaned (Ideally horse should be removed from the yard for cleaning alternatively the horse can be tied up. A manure fork, manure bucket or wheel barrow will be required to remove manure and old bedding and wheel barrow will be needed to deposit new bedding.)

Horse Feeding

- ✓ Catch all horses to be used later that morning/afternoon and release in day yards
- ✓ Feed any thin horses first
- ✓ Give horses hay before feed
- ✓ Prepare feeds as per list
- ✓ Feed horses closest to feed room before further away
- ✓ School horses to be thrown hay over the fence first
- ✓ Once each school horse has some hay, enter paddock (staying away from all horses) to give extra hay further down the paddock
- ✓ Undertake horse medications as per current list
- ✓ Check that horses have clean water available
- ✓ Change any rugs as required
- ✓ Top up feed for thin horses
- ✓ Check for feeding abnormalities (e.g., wood, mane or tail chewing, eating bedding, manure, dirt or sand). Any abnormalities should be recorded in the operations diary and reported to the supervising coach or manager.

Brushing & Soundness check

- ✓ Brush all horses required
- ✓ Check for injury especially eyes, legs, girth area, saddle area, for any cuts or bruises etc.
- ✓ Pick out feet

Saddling

- ✓ Check all saddles, saddle cloths & bridles required are available
- ✓ Check that the appropriate thickness and type of saddle cloth/blanket is appropriate for that horse.
- ✓ All necessary tack/saddlery/gear should be with the saddle, if not find it.
- ✓ Saddle, (and if required – breastplate, martingale and/or crupper) on first, girth should be secure but not tight.
- ✓ Bridle should go on as horse is ready to be led into the arena

- √ Remember to request permission to enter the arena
- √ Horses should be on the centre line at least five minutes prior to scheduled lesson time start.
- √ Any students who are learning how to saddle up must be supervised by an appropriately qualified person until they are assessed as competent to saddle up by themselves

Maintenance of tack/saddlery/gear

- √ All tack/saddlery/gear is to be checked every time prior to being used
- √ It is preferable that it is cleaned prior to being put away each day
- √ tack/saddlery/gear should be cleaned with a sponge or cloth and saddle soap first to remove dirt and debris (you will need a bucket of water to rinse the sponge/cloth in), then a layer of leather conditioner applied once the tack/saddlery/gear has dried
- √ At least once a week the supervising instructor/coach inspects the tack/saddlery/gear for weaknesses, cleanliness and suppleness
- √ The supervising instructor/coach will organise the replacement of any tack/saddlery/gear that requires repair
- √ The supervising instructor/coach then records this inspection as well as any tack/saddlery/gear that has been replaced in the 'Tack/Saddlery/Gear Maintenance Log' which is kept in the office.

Closing

- √ Manure from saddling areas removed
- √ Manure from arenas removed
- √ All gear, tack and equipment is stored in the appropriate location
- √ Check that all gear, tack and equipment is accounted for. Upon discovering missing equipment report it to the supervising instructor, stable manager or foreman.

Booking Information for Recreational Students

Staff notes:

- √ Remember to be friendly, helpful and to ask questions while on the telephone so you can give the most relevant information. We want to take lots of riders out for a fun and safe horse riding experience.
- √ When taking ride bookings remember to check the diary for any bookings already made which may be conflicting. Consider information such as different experience levels in the group you're adding to, rides which are longer than 1 hour (and therefore cross over into the next ride time unless there are enough instructors available and horses available to manage it), staffing levels. Please allow a break for each horse between lessons etc. etc.
- √ There is (normally) a minimum age of 4 years for beginner riders, as the helmet manufacturers do not guarantee to protect heads of children under that age. Customer ride time is usually from on the half hour to the next half hour and includes instruction. This will normally make the

actual riding time approximately 30 minutes for a one hour lesson. This can be advised at the time of booking.

- √ Ask the riders to arrive on time, explaining that we have allowed an extra 30 minutes so student is taught how to saddle, pick out feet etc. before their ride time starts. Also to allow for paperwork and helmet fitting etc.
- √ Advise riders of dress requirements. The information you will need to take when taking a booking is:
 - √ 1st - the name of rider and (when appropriate) parent written beside the ride start time,
 - √ 2nd – contact telephone number,
 - √ 3rd the name of the instructor taking the lesson
 - √ 4th individual information on the riders
- √ Note information such as: age for minors e.g. 11 yrs or 15 yrs, gender e.g. boy, girl, lady or gent, size e.g. tall, short, average, small, stout, heavy and previous riding experience such as: **Beginner**, **Medium** or **Competent** (see Evaluating the Rider).
- √ If student has previously ridden at Fantasy Equestrian Centre, ask them which horse they rode and check instructors notes for horse allocation

Dress requirements:

- √ All riders will need to wear long trousers and a sleeved shirt (covering shoulders and midriff).
- √ An approved helmet ASA/NZ 3838 and boots (smooth sole with a slight heel)
- √ Enclosed shoes with clogs on stirrups must also be worn while horse riding but these are supplied and included in the cost of horse riding.
- √ Dangling earrings, rings, loose clothing, cameras, back packs or any loose items should not be worn when horse riding.
- √ Comfortably fitting trousers and firm underwear for gents (not boxers) and firm brassiere for ladies should be worn.
- √ Fantasy Equestrian Centre recommends that you supply your own helmet (ASA/NZ 3838), riding boots and to wear gloves while horse riding.

Gift Certificates:

- √ Gift certificates can be ordered and will be mailed within a few days from placing the order.
- √ They can also be arranged over the telephone by mailing a cheque or money order or in person.
- √ There is no charge for printing and postage

The information required is:

- details of who the gift certificate is to and from e.g. To my dearest Aunte Bertha, From your loving Nephew Stephen. (Double check for correct spelling.)
- The value of the gift certificate and the probable service i.e. \$35. for either 30 minutes private, 45 minutes semi-private or 60 minutes group lessons.
- All purchased certificates are exchangeable for any product or service to purchase value and there is a twelve months expiry date.
- We also need a mailing address, so check if the certificate is to be mailed directly to Aunte Bertha or to the loving Nephew Stephen.
- Ask Receptionist to print a Gift Certificate for on the spot purchases.

Contact Details:

Our contact details are

Phone (???)

(???)

Fax: (???)

Email:???

Website: www.???

Customer Arrival

- √ Greet guests and ask them to fill in the indemnity form. Lesson riders fill out indemnity form initially and then annually
- √ Check forms for medical conditions and advise instructor if necessary.
- √ If you have any concerns about experience level, ability, size, temperament , age etc. of rider; now is the time to do something about it.
- √ Pregnant OK when a copy of the doctor's approval in writing is shown. Disabled Ok if balance is good, ridden before. Check with Glenys if not sure.

Attire

- √ Smooth sole shoe with a distinct heel – or offer our clogs (compulsory)
- √ Approved helmet - fitted securely - to be worn at all times when mounted.
- √ Check clothing for shoulders covered, length of trousers. Offer ours if not adequate. No clothing tied around waist. Leave bum bag and cameras etc behind.
- √ No loose jewellery especially big, loopy earrings.
- √ Any person handling a horse must wear enclosed shoes.

- √ All riders are to be considered as a beginner unless an evaluation shows otherwise. The following definitions are provided as a guide for evaluating a rider:

Beginner rider – a person who has never ridden a horse, up to a person who can mount a horse, dismount a horse and stop a horse. May be confident at riding the horse at a walk

Medium rider – competent at riding various horses both at a walk and a rising trot.

Competent rider – confident and competent at riding various horses at walk, trot and canter. Displays abilities at controlling the horse. In competitions, riders should only ride within their assessed level of skill.

- √ Carefully match the horse to the task expected of it. For example, horse riding in an arena on the flat and riding over fences requires horses with different temperaments and characteristics. Not all horses are suitable for both tasks.
- √ Consider the potential nervousness of a rider, used to riding the same “school horse” in an arena, may become a problem over jumps, particularly where the rider is unfamiliar with this activity. Additional precautions need to be taken. Extra supervision and/or control need to be exercised when taking a horse out of its normal environment.

Lesson Procedures

These must be conveyed to the rider on their first lesson.

All activities are to be supervised by qualified staff

Unmounted

- Always behave calmly around horses; therefore no running or screaming.
- The horses should be already caught prior to the student arriving, however if they arrive early enough and there is time to supervise them, they may assist to bring the horse in
- NEVER take feed to catch a horse when there is another horse in the same area
- Always approach a horse to their front end only, their head, neck or shoulders, and preferably to the left of the horse.
- Slide the lead rope under the neck and around over the top of their neck, and then place the halter/headcollar on their head
- Lead the horse to the saddling area, staying on their left side near the shoulder of the horse. Keep the horses head either straight or slightly flexed towards the person leading the horse.
- Check that there are no horses around the gate area as you open the gate, lead your horse through and close the gate.

- Horses are to be tied to twine on a post (never to a rail as the rail is the weaker part of the fence) so break away is possible using a slipknot and short enough so as not to be able to reach the ground. (Definitely so the horse will not stand on or over his lead rope).
- When going to the other side of your horse while he is tied up you have 2 choices.
 - One is to walk far enough away and around the back of the horse so you cannot be kicked and to then walk up to his front again.
 - The other is to walk/stay close and to keep your hand on him so he knows where you are and you don't give him a surprise.
 - NEVER go under the horse's neck as they may suddenly throw their head around to bite at a fly, an itchy spot or for another reason
- You do almost everything from the horse's left side – lead him, put the saddle on and take it off and to get on and off.
- Explain some of the brushes to the student, their names and uses and explain the most important areas to be brushed (under the girth and saddle areas). (Picking up and picking out hooves may be taught at a later lesson when the rider has gained more confidence and does not have as many new skills to learn.)
- When they are ready to progress to the picking out the hooves, they must pick them out from the heel to the toe which will free any potential rocks, stones or other objects which may be caught.
- When saddling the girth is to be initially reasonably loose/only firm enough to keep the saddle on. The girth is to be tightened after the horse has been lead away from the where he is tied up and moved a few steps. The horse is either to be walked a few steps or have its front legs stretched briefly after final tightening and before mounting.
- When putting the bridle on both reins are to be passed under the neck of the horse and returned over the neck, with the handler holding the buckle of the reins. The head piece (or pulled together cheek straps) are in your right hand. If you are tall enough you will have your forearm between your horse's ears and hand resting on his forehead (if you are not tall enough you can put your hand/arm up beside and above the horses eye/face). Using your left hand on the bit, fingers flat and thumb and little finger over bit, other 3 fingers under bit and hand at right angles with the bit. Put it to his mouth/teeth and tickle his tongue with your thumb in the corner of his mouth (where there are no teeth) until he opens his mouth and (gently) pull the bit into his mouth. (Not pushing the bit in but pulling it up.)
- When leading the horse you hold the reins/lead rope in your right hand approximately 10-15 cm from the horse keeping the spare in your left, never wrapping or looping the spare in your left hand. Large flat loops are preferable when necessary. Use forward pressure to ask him to walk and release the pressure when he responds. He is not a pull along toy, he is to walk his own feet. (For later lessons – if the horse does not/is not walking

keep pressure on lead rope and ask the horse to also turn to help encourage him to move or, flick him behind you with the spare rope in your left hand or, switch hands your hands over and flick him with the spare rope which is now in your right hand. Be sure to release the forward pressure (even if only momentarily) when the horse begins/improves his forward movement.)

- When turning it is far preferable to always turn to the right so as the horse will walk his feet away from your feet as opposed to turning left and the horse walking his feet on top of your feet. The instructor should demonstrate this.

Mounted

- For lunge lessons or if the horse has not been exercised the previous day, the horse must always be lunged in walk, trot and canter to make sure that he will go calmly forward when requested.
- Horses should be mounted on the centre line with at least 6 metres between each horse
- Wait until the rider is confident at halt before attempting walk, first leading, then lunging.
- When the rider is confident at walk, two point position can be attempted
- As the rider is able to balance and maintain two point position, rising walk (up and down like trot) can be taught.
- Once the rider is proficient at rising walk, the horse can be led on a circle in a slow trot with the rider maintain the rhythm of the rising and sitting. As the rider maintains the pace and the handler is maintaining the control, the lead can become gradually longer so that the horse is again being lunged.
- Explain and show how to hold the reins and one method of how to shorten the reins. To get the horse to stop you sit tall (taller or lean back) 1st then use the reins until the horse stops and then move your hands forward and give him back the slack (in the reins). To get the horse to turn he will normally follow his nose so therefore you need to get your horse to turn his nose. To get your horse to go you must have some slack in your rein, give your horse a gentle touch with your legs and if he doesn't move right away to continue tapping or kicking on him until he does (move).
- Ensure the riders stop kicking when the horse moves or improves forward movement (to reward him at the correct time) and that leg (touching or kicking) is used only to increase speed (or energy) and is otherwise quiet or passive. Use leg, get improvement then reward can be used successively until the desired outcome is achieved.
- When riding in a group, riders must always keep their horse at least 6M (2 horse length/safe distance) away from other horses.

Training Tips

- As the rider progresses/improves he will ride with a shorter rein and rather than having “slack” in the rein the rein will be “soft” (no weight) when the horse is going at the correct speed and later when carrying their head/frame correctly. The ultimate goal is for riders to ride with a “soft” rein i.e. little or no weight except for when one or both reins are being used to slow down/downward transition, turn, flex/bend. Also to correct over bending/falling out, lower head/frame, heighten head/frame, increase longitudinal flexion/coming onto the bit as appropriate for horse, rider and lesson.
- Leg aids, except for forward movement, can only be used after the concept of leg yielding/moving across and away from leg pressure has been explained. N.B. When teaching/training leg yield the rider must keep leg pressure on the horse until the horse moves, leans or at least thinks about moving away from the leg pressure and at that time the leg is taken away from the horse so as to reward him, timing it correctly. As the horse improves understanding consequent steps can be asked for.
- When catching a horse, approach him to his front end only and preferably on his left side. If the horse moves or walks off keep walking as well. When the horse stops you also stop momentarily before approaching again. If the horse is facing so as to make approaching his front end awkward or if there are other horse’s tails too close, move (chase) the horses as necessary to ensure you can approach safely. At anytime you are with loose horses, be aware of horses chasing and biting at each other so as not to be knocked down. It’s best to be “boss” of the herd and to chase the horses as necessary but remember to move, retreat or get out of the way is also a workable solution.
- Remember your horse doesn’t stop because you pull the reins. He stops because when he does you stop pulling the reins (give the slack/soft). The same as he doesn’t go because you kick, he goes because when he does you stop kicking him.
- A holding rein is far better and more effective than a pulling rein. When you are holding the rein (as in hands fixed on the horse’s withers with no forward or back movement) and the horse gives (stops pulling against hand, improves lateral or longitudinal flexion) there is no backward motion of the hand rather there becomes slack/soft in the rein (and rewarding). Whereas a pulling rein will have backwards movement of the hand keeping pressure on the horse’s mouth at the incorrect time.

Safety Tips

- At all times while mounted the reins must be over the horse's head and available to the rider. If/when the horse is to be held by another person, they can hold one or both cheek straps of the bridle or use a separate lead rope.
- Moving under the rope, head or neck of a horse while tied is not allowed as beginners lack the understanding to read horse's body language and the horse may become surprised and pull back. Of course once they own their own horse they may choose to do this.
- Remind riders to always follow instructions from the horse riding staff. Behave calmly and quietly around horses.

Lesson Types:

Assessment lesson. 1 hr that includes grooming, saddling, unsaddling & 30 minutes of riding instruction. You will be advised which level of class you may begin with once you are assessed. (Assessment lessons are only conducted when there are semi private and/or group lesson vacancies.)

Half hour private lesson. (Allow one hour - half hour riding time and half hour to saddle and unsaddle.) No assessment necessary. These riders may choose to join group beginner lessons once assessed to show consistent individual control in walk & rising trot as well as having completed instruction in grooming, saddling & unsaddling. Recommended minimum age 5 yrs.

Semi-Private. Two students in a group. 45 minutes riding time plus 30 minutes to saddle and unsaddle. Riders should be able to ride independently in the arena in walk and trot and have preferably started canter work.

Group lesson. Three or four students in a group. Each group will contain riders at assessed level. One hour riding time plus 30 minutes saddling and unsaddling. Riders should be able to ride independently in walk, trot and canter in the arena and preferably started jumping.

N.B. A rider can choose to ride in a class lower than their assessed level but may not normally ride in a class higher than their assessed level.

Competition Types:

Dressage – Classes (as per EA dressage levels)

- Walk/Trot
- Preliminary
- Novice
- Elementary

Show-Jumping – Classes

- Trot poles
- 40cm
- 50cm
- 60cm
- 80cm

Gymkhana – Classes

- Obstacle course
- Apple bobbing
- Sack race
- Shopping game

Competition Rules:

Dressage

- As per current EA Dressage rule book
- Competitors must be either current EA riding member or Fantasy Saddle Club member. Non-members of the EA or FSC must pay \$10.00 insurance for the days competition.

Show-jumping

- As per current EA Show-jumping rule book
- Competitors must be either current EA riding member or Fantasy Saddle Club member. Non-members of the EA or FSC must pay \$10.00 insurance for the days competition.

Gymkhana

- As per current Pony Club Australia rules for sporting, formal gymkhana, campdraft & team penning
- Competitors must be either current EA riding member or Fantasy Saddle Club member. Non-members of the EA or FSC must pay \$10.00 insurance for the days competition.

Cancellations

- 3 days notice is required to postpone pre paid lessons.
- 24 hours notice is required to cancel a casual lesson booking or a \$10 fee will be charged (see Manager to confirm).
- Please remember that group theory lessons will be offered when the weather is poor.
- Private lessons may be re-scheduled due to poor weather at no charge.

Safety Procedures

Instructor's Equipment (should be near the arena)

- √ Walkie Talkie and/or mobile phone
- √ First aid kit
- √ Baling twine
- √ Hoof pick
- √ Any customer medications
- √ Rider registration with medical advice (should be checked before lesson)

Riding Ability

- √ Assess riding ability and horse allocated constantly.
- √ Check stirrup levels visually - make changes as required
- √ Swap horses where necessary
- √ Assess students ability and change exercises if necessary
- √ Assess individual riding ability and give different exercises to individual students if necessary

Control

- √ Explain why you are requesting certain action - if time allows.
- √ Riders are not to pass another horse at any time.
- √ If feeling nervous or insecure just yell one word STOP and everyone to pull up
- √ Continually check if everyone Ok - watch for nervous/shy reactions
- √ Allow time and space for riders to slow their horses down at the end of a trot or canter.

Emergency Control

Leader in charge of the ride is in charge of an emergency situation and all staff to follow leader's direction/orders without question.

Prevention of escalating emergency

Prevent the emergency from escalating

- Stop all riders
- Assess the situation quickly
- Delegate staff and/or students to carry out tasks

Fall, personal injury or discomfort

- All riders to stop where they are - remain mounted if able to keep control
- Instructor/First Aider to attend to injured rider. Assistant to keep other horses in control. Leave loose horse until last - could return to group. Administer First Aid as required.
- If rider to continue - ensure they have increased and change horse if necessary. Explain what happened and why and reassure group.
- If not wanting to ride any further, ask assistant to care for student until guardian takes over or until student is happy to travel home. Assistant to unsaddle horse.
- If rider seriously injured, carry out First Aid checks, call Reception, identify location- request ambulance.

Cross-Country And Mobile Lessons

When a ride is out of view of the office, or at a different venue, the procedures may change.

Rider lost or separated

Instructor is responsible to know numbers riding and to allocate someone to be last.

With groups above 6 riders extra assistants will be on the ride.

Group to stay where they are - leader to do reasonable search and then call Reception for assistance.

Uncontrolled Horse

Do not chase. Call out instruction to sit up, pull back hard, and to stop

Horse may stop and return, if not follow at a trot or take short cut. Continue ride and ensure they have increased supervision or attach to lead rope slow group; explain what happened and why and reassure group.

Ride injured horse back if not severe, otherwise Leader to lead back, if unable to walk Assistant to stay with horse and arrange for further assistance.

Broken Equipment

If not repairable or fixed and replacement not available, call Reception for replacement/transport. Lead horses or wait for vehicle back up.

Severe weather change/exposure

Return to yards immediately or seek shelter and call Reception for assistance.

Documentation

Write up all incidents/accidents into Incident Report Book and fill out, copy forms for AHRC, insurance company and Workplace Health & Safety as per requirements.

Occupational Health and Safety

Safety checks must be carried out on all machinery and equipment prior to operation. Basic maintenance checks (such as oil, water, fuel, grease) must also be done before using any machinery and equipment

The following personal protective equipment may be required during work activities:-

- boots (at all times when working with horses)
- helmet (at all times when riding)
- overalls (when using and mixing chemicals, painting)
- gloves (optional use for riding)
- protective eyewear (when using and mixing chemicals)
- hearing protection (when using machinery, power tools)
- respirator or face mask (when using or mixing chemicals)
- sun protection (hat, sunscreen)

EMERGENCY PROCEDURE

Accidents

- √ Remain calm and take deep breaths
- √ Find out what the nature of the problem is eg. Broken arm, grass fire etc.
- √ Ask detailed questions – the Instructor will probably need assistance to focus on details.
- √ Find out the age of the injured party and their state of injury – make notes

- √ **DIAL 000 (or 112 from a mobile phone)**

Ambulance

Fire Brigade

Police

- √ Advise them of the problem
- √ Advise them of our address :

Fantasy Saddle Club,

394 Bribe Island Road, CABOOLTRE. Q. 4510

Advise them of our phone number: 07 5495 7797

- √ Find out how long they will be
- √ Communicate to the person in charge, the response from 000
- √ Assist emergency vehicle to the scene
- √ Answer each question clearly.
- √ If possible send a person to the entrance to wave the emergency vehicle in.

- √ **Write up your response in the Incident Book**

Other contact phone numbers

| Emergency | 000 (or 112 from mobile phone) |
|----------------------------|--------------------------------|
| Fantasy Saddle Club | ??? |
| Manager | ??? |
| Vet | ??? |

- In case of injury treat injured person as per first aid training or find the nearest qualified first aid person on duty
- If you think an ambulance may be required – get one.
- Be sure that the any other riders/people are supervised and instructed as necessary to avoid any other people becoming injured.

FIRE

Bushfire

- In case of emergency danger (i.e. fire) everybody is to meet on the concreted area in the main car park.
- Ensure all people are present, accounted for and out of immediate danger.
- **Call 000. (or 112 from mobile phone)**
- Contact local brigade as well (phone numbers are on notice board)
- If time and emergency personnel allow, move horses into a safe area away from fire or danger and into a fenced paddock.
- If time, hose down buildings and flammable material
- All horses should have their rugs OFF

Building/hay/electrical fire

- In case of emergency danger (i.e. fire) everybody is to meet in the main car park
- Ensure all people are present, accounted for and out of immediate danger.
- **Call 000. (or 112 from mobile phone)**
- Contact local brigade as well (phone numbers are on notice board and in trail diary)
- Hose down buildings and flammable material
- Use the correct type fire extinguishers on the fire.

Environmental Policy

Current Policies

- Horse manure should be collected and put into old feed bags and placed on the footpath for resale.
- Alternatively the manure should be placed under trees
- Water outlets always turned off when not in use, and in case of leaking, the main water valve will be closed to save the water.
- Continual leaking should be reported to the supervising coach

Burning

- Try to avoid burning as much as possible.
- Any burning should be approved by the manager and supervised by a suitably qualified/experienced person

Rubbish

- Recyclable materials should be separated from rubbish.
- Rubbish includes food scraps, plastic bags, papers and fabrics.
- Recyclable includes cans, plastic bottles, and glasses.
- Rubbish goes to the green bin.
- Recyclable goes to yellow bin.
- Metal materials go in the trailer.

Maintenance Schedule /Procedure

- There is a maintenance log for all equipment and amenities which must be filled out when maintenance is carried out.
- The whiteboard in the classroom should be used for maintenance and repair suggestions.
- Saddles and bridles are labelled and numbered for easy identification and recording of repairs and maintenance.
- All maintenance records kept in the office.

| Equipment | Period of regular maintenance | Recorded where? |
|---------------|---|------------------------------------|
| Bits | Washed after every ride | Not recorded |
| Bridles | Cleaned and oiled at least weekly (preferably daily) Checked before every use | Tack/saddlery/gear maintenance log |
| Saddles | Cleaned and oiled at least weekly (preferably daily) Checked before every use | Tack/saddlery/gear maintenance log |
| Saddle cloths | Shaken and aired after every use Washed at least weekly in winter/more often in summer | Tack/saddlery/gear maintenance log |
| Girths | Cleaned weekly with saddles | Tack/saddlery/gear |

| | | |
|--|---|------------------------------------|
| | String girths washed monthly | maintenance log |
| First aid kit | Checked quarterly Used supplies ordered immediately | Tack/saddlery/gear maintenance log |
| Water troughs | Cleaned and refilled regularly on a needs basis | Not recorded |
| Tracks and trails | Hand pruning done on trail Checked after storms Pruned and checked quarterly | Not recorded |
| Horse teeth | Check by dentist when horse 1 st arrives, and at least every six months after that | Horse history book |
| Horse workload | Minimum 1 day without work each week. Arena work recorded in red, trail in blue or black | Weekly income summaries |
| Horse worming | Wormed when horse 1 st arrives. Then every 5 – 6 weeks | Horse history book |
| Horse Vaccinations | Shots and booster when horse 1 st arrives. Then every year | Horse history book |
| Horse Rugs | Repaired as needed, checked each day | Tack/saddlery/gear maintenance log |
| Fencing | Repair as required | Repairs and Maintenance Log |
| Grass on footpath, around house and driveway | Mowed and whipper-snipped fortnightly or as growth requires | Not recorded |

Fences

- If a fence is slightly broken and able to be fixed, it should be fixed as soon as possible and written in the repairs and maintenance book.
- If there is a broken fence that is hard to fix, write it in the repairs and maintenance book and also tell the supervising instructor/coach.
- If a fence keeps breaking, change the horse to a firmer and more solid fence.

Office Procedures

Organisational Style Guide

Flyers

- text in Comic Sans
- text sized 14 or above
- colourful presentation of texts
- company logo/graphics/pictures
- company colour scheme
- content restrictions
- copyright legislation
- organisation details in a header or footer
- borders
- a date
- specified location
- type of competition
- how to enter
- spelling and grammar check
- margins set at 1.27cm from the top & bottom of the page
- margins set at 1.27cm from the left & right of the page
- page size set to A4

Price Lists

- text in Arial
- text sized 11 or 12
- black text
- label document “Fantasy Saddle Club” in a header in the top left corner
- label document in header at top right corner “Price List as of dd/mm/yy”
- provide the page number in the bottom right corner of the footer

Student Handouts

- text in Comic Sans
- diagrams
- spelling and grammar check
- paragraph formatting
- margins set at 1.20cm from top and bottom of the page
- margins set at 1.20cm from left and right of page
- page size set to A4
- 2 columns

Ideas for Improvement

Fantasy Saddle Club encourages workplace innovation and identifying opportunities for improvement. Innovative strategies should add value or eliminate waste in our services and daily activities.

Before approaching management or supervisors employees should review their work processes, gather and review their ideas and develop strategies to address the area which requires improvement.

When approaching management or supervisors or when you wish to suggest an idea the best time to do so is during weekly staff meetings. Alternatively appointments can be made with management and supervisors if you desire discretion.

References/Standing By laws:

The Workplace Health and Safety Act 1995 (Queensland);

The Australian / New Zealand Risk Management Standard (AS/NZS 4360:1995);

Horse Riding Schools Trail Riding Establishments and Horse Hiring Establishments Industry Code Of Practice 2002 (Queensland)

AHRC Occupational Health & Safety Policy

AHRC Qld Code of Practice

AHRC Qld Training & Qualifications Manual

AHRC Qld Branch Rules and Regulations

We invite you to use this manual as part of your business policies and procedures but please contact OnlineHorseCollege.com to obtain permission to do so.