

VOLUNTEER HANDBOOK – PRE-START EXTRACT

This 6-page extract from the Volunteer Handbook is required reading for everyone before they start at RDA.
Please return this copy to your Group when you have read it.

NZRDA Health and Safety Management System

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

Standard 1	Leadership and Accountability The NZRDA Board, NZRDA CEO, Group Management, RDA People and contractors understand their accountabilities and demonstrate active leadership and a commitment to Health and Safety.
Standard 2	Planning and Resources Health and Safety is an integral part of Group planning with Health and Safety goals and targets established to drive continual improvement in performance.
Standard 3	Hazard and Risk Management 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.
Standard 4	Safely Controlling Activities All activities are managed in such a way so as to prevent negative Health and Safety outcomes.
Standard 5	Information, Training and Supervision 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.
Standard 6	Emergency Management Procedures and resources are in place to respond to, and recover from, all potential emergency situations.
Standard 7	Incident Management Incidents are reported, investigated and analysed to determine underlying root cause. Corrective actions are taken and lessons shared.
Standard 8	Occupational Health and Wellness 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.
Standard 9	RDA People Consultation and Engagement 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.
Standard 10	Monitoring, Audit, and Management Review Health and Safety performance and systems are monitored, audited, and reviewed to identify trends, measure progress, assess conformance and drive continuous improvement.

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 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 Coach's instructions. The 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 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 Coach and support completion of the Incident Report Form.
 - The 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 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 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 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 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 subset 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 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 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
C03	Duty Coach	<ul style="list-style-type: none"> • Lead accountability for ensuring the safety of all present • Follow the 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 • 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.