



Serenity Farm Equine Sanctuary:  
Manual of Standard Operating Procedures

The mission of Serenity Farm is to prevent equine neglect, abuse, abandonment where we can and rehabilitate and find loving, forever homes for neglected or abused equines. We educate the public on the beauty and value of rescued horses. We give purpose to the lives of neglected or abused equines through interaction with humans, including emotionally or physically challenged individuals. We provide equine interaction to individuals with emotional or physical challenges. We welcome all volunteers including adults and school-age with disabilities. We provide horsemanship instruction for our volunteers. We coordinate with agencies in the Commonwealth of Virginia and by providing current and future equine owners and other relevant groups with information and resources.

# Draft Serenity Farm Equine Standard Operating Procedures (SOP)

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## SFES SOP Manual General Information

### A. Introduction

Welcome to Serenity Farm Equine Sanctuary. SFES is a 501c3. Our EIN is *81-2779458*. Currently we have 34 equine which includes 24 horses, 6 donkeys, 3 ponies and one mule. 32 are people friendly and love attention but, sadly, 2 are still afraid of humans. The equine at SFES have endured great trauma but a great like-minded group of people work daily to care for them and help them overcome their past.

SFES is 100% volunteer and proud of that. We operate solely on donations and while funds are tight, we manage to provide quality attention and care.

### B. Location

2854 Byrd Mill Road, Louisa, VA 23093

SFES is located ¼ mile from the entrance. We have a locking gate system at the entrance that requires a code or opening manually via the internet. Directors have phone access and/or programmed garage door access. Regular volunteers have individual codes which are removed should the volunteer no longer be active or is terminated.

SFES is a 22 acre Sanctuary divided into six different pastures or pens. Two goat pens separate fertile male goats in order to prevent reproduction. Goats are a mix of SFES rescues and owned goats.

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### C. Hours of Operation

Saturday through Wednesday. 9am – 12 pm. 4:00pm – 6:00 pm.

Visits by appointment.

Closed Thursday and Fridays

### D. Contact – phone, emergency numbers

SFES Contact Number – 540-842-1756 site, or 540-748-6466

Call 911 for emergency.

Email Questions to: [INFO@Serenity.Horse](mailto:INFO@Serenity.Horse)

Website: <https://Serenity.Horse>

[Facebook.com/SerenityFarmEquineSanctuary](https://www.facebook.com/SerenityFarmEquineSanctuary)

### E. SOP Manual Change Process

1. Submit proposed changes to Board for review and approval
2. Approved changes are made in electronic file of SOP
3. All rescue leadership and volunteers are notified of changes
  - a) Facebook page
  - b) Website
4. New SOP printed to keep in Volunteer Room
5. Directors print new copies for themselves



## Executive Board

The executive board shall have no fewer than three, and no more than seven members on its Board of Directors. The board is responsible for removal of board members (with or without cause) and filling any vacancies that may occur on the board.

- Board is responsible for overall policy, property and direction of the organization and day-to-day operations.
- Board consists of the Executive Director and two to seven additional directors.
- The founders, Rhondavena and Bill LaPorte or her delegate will always occupy the position of Chair and cannot be terminated until this corporation is dissolved.
- Directors may step down at any time.
- Directors will meet at least quarterly, with special meetings being held as needed.
- Any director may call a special meeting of the board if all directors have at least ten days' notice.
- Robert's Rules of Order will be used to conduct all board meetings.

Board responsibilities are as follows:

1. The Chair shall convene regularly scheduled board meetings and arrange for a delegate to preside at each meeting.
2. The secretary shall be responsible for keeping records of board actions, including overseeing the taking of minutes at all board meetings, sending out meeting announcements, distributing copies of minutes and the agenda to each board member, and assuring that corporate records are maintained by the Founding Directors.
3. The Treasurer or Finance Officer shall make a report at each board meeting. assist in the preparation of the budget, help develop the fundraising plans, and make financial information available to board members and the public.
4. Board members will utilize FB pages to keep up with the day-to-day operation of SFES. Board Members must be "informed."
5. A private site on Facebook (Serenity Farm Equine Sanctuary Board of Directors) is used by BOD members to document communication, provide input regarding issues that might arise between meetings and document voting when needed between meetings. Board members should review FB pages as frequently as possible.

No compensation shall be paid to any member of the board of directors for services as a member of the board. Directors may be reimbursed for expenses incurred on behalf of the corporation with prior approval per a board vote.

## Administrative

### A. Paperwork – volunteer sign in, daily/visitor releases

1. Have information sheets, Community Service (CS) contract and releases printed for both SFES and put in file box in volunteer room.
2. Have any volunteer or visitor sign release.
3. Have vaccine/worming/weight pages ready on day of vet care.
4. Log vaccines/worming/weight in each horse's folder.
5. Print "thank you" letters to be signed.
6. Send "thank you" emails if necessary.
7. Add donations to donation spreadsheet.
8. Keep office supplies available – order/buy when necessary.

### B. Digitizing

1. Digitize recent information forms, CS Contracts and visitor releases in proper folder.
2. Back up of all documents are added to the SFES Dropbox

### C. Donations

1. Donations accepted at the rescue, whether cash, check, or in-kind items receive a receipt from SFES to be used for tax purposes. A thank you letter is mailed if the person leaves their address.
2. Donations received in the mail or electronically receive a thank you letter that will serve as a receipt for tax purposes.





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## I. Turn out

1. When stall-fed horses are finished eating, they may be turned out with supervision only when horses fed in-pastures have left their buckets.
2. Horses must be returned to their assigned pasture. If an error is made, notify a director immediately.
3. Volunteers are not permitted in pastures without a pasture-buddy for safety.

## J. Chores

- *Spilled grain will be swept from each stall.*
- *Barn Aisles are swept or blown out noting debris around rubber mats.*
- *Feed buckets in barn and fields should be checked for cleaning.*
- *Goat houses are cleaned weekly*
- *Painting and special projects are listed on the project board by directors.*

*Note: Do not dump water buckets in the barn or in the walkways outside of the barn*

### 1. Cleaning stalls

- a. Volunteers will clean up manure in stalls and paddocks. Forks, brooms and wheelbarrows are available for cleaning. They are stored in stall 10.
- b. Stalls may have bedding, may have some bedding pushed to the back or have no bedding. Bedding should remain as found unless told otherwise.
- c. Weekly "spider/dust web patrol" should be completed.
- d. The tops of half-stalls should be wiped daily.

## K. Manure Disposal:

1. Manure is taken to the compost bin. Do not put manure in compost bin with red chains.
  - a. Muck can be taken to the compost bins by hand in muck bucket or using Rubbermaid cart if heavy.
  - b. Unusual care must be taken with manure from the quarantine level. Please see section on quarantine.
  - c. Each stall is to be cleaned daily.
  - d. Remove manure and urine-soaked shavings with the fork and place in muck bucket or cart.
  - e. Sweep stall mat if it is without bedding.
  - f. If stall has deep crevices or holes from pawing, level and smooth the stall floor with the fork or rake.
  - g. Stalls will periodically be treated with lime and given new shavings as identified by a founding Director or their designee.
  - h. Once stalls have been cleaned, move on to the aisles.
2. Cleaning paddocks/pastures. Paddocks and pastures are cleaned with tractor via pick-up or harrowed.

## F. Horse care. After feeding and chores are completed, volunteers may move on to horse care such as walking, grooming, hoof picking, etc.,

1. A Founding Director will be responsible for taking care of first aid treatments or vet prescribed activities.

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2. Hoof Care Team trained volunteers can work on cleaning and treating feet according to instructions of farrier, vet or Medical Liaison (Founding Director).
3. Skin Care Team trained volunteers can give medicated baths or skin treatments as directed by the vet or Medical Liaison (Founding Director).
4. Volunteers who have been cleared on leading horses may halter a horse and take them on a walk.
5. Volunteers who have been cleared for grooming may groom a horse.
6. Horse Partners may spend time with their Partner.

### **G.** Special Tasks

1. Volunteers are also needed to help unload feed and hay deliveries and hold horses for farriers and dentists. These tasks will be announced. When necessary, volunteers will help unload deliveries of hay, feed, shavings, fill dirt, equipment, etc and store them in an area designated; however, volunteers must self-report weight lifting limits or other medical limits for this and all tasks.
2. When necessary, volunteers will hold horses for the equine dentist.
3. Volunteers will hold horses for farrier service.
4. When needed, volunteers will be asked to assist with maintenance projects such as repairs, painting, etc.

## Medical at Intake

### A. Exams – intake

1. Procedures – Every rescue horse is examined upon arrival at SFES. A veterinarian will be scheduled as soon as possible. In the event of an emergency, the vet is called out immediately. The following data is collected:
  - a. Bloodwork – CBCs/chemistry and any other lab work if dictated by exam findings or history
  - b. Veterinarian will pull Coggins unless a current one is on record and available at intake.
  - c. Lameness assessment - Vet will assess feet and communicate treatment needs to farrier if applicable.
  - d. All limbs are examined, and a skeletal assessment is done.
  - e. Dental evaluation – Vet will determine when or if the horse can have their teeth floated according to both condition of teeth and overall health concerns.
  - f. Weight and Body score – Weight will be taken via weight tape, and the body score will be determined.
2. Feeding regimen - A re-feeding protocol will be determined based on knowledge of feeding prior to arrival at SFES.
  - a) Known feeding history – For a horse with a known feeding history including grain feed and hay, SFES will purchase the same feed and gradually transition the horse to the feeds used at SFES. Feeding instructions for hay will be determined by Vet and Founder.
  - b) No known grain feed history or known history of no grains in diet – To reduce possibility of re-feeding syndrome, horses that have no known feeding history or are known to have had no grains will be fed only soaked alfalfa pellets and alfalfa hay until they can be transitioned to grain feed. Meals will be small and up to six times per day. Oil and electrolytes will be added to soaked pellets. Meal sizes will be incrementally increased as determined by Director, and a senior feed will be introduced in small quantities. Portion sizes will continue to increase, soaked pellets will eventually be eliminated and the number of meals will gradually decrease to twice per day. The steps are on an individualized basis, with increases made only if no signs of gastrointestinal stress are identified.

## Medical General

### A. Vaccination Requirements and Schedules

1. Annually Spring Rabies/Innovator (EEE, WEE, TET, WNV)/Flu Rhino
2. If needed, annually in Fall – 6-month booster Innovator (EEE, WEE, TET, WNV)/Flu Rhino

### B. Worming Schedules

1. January –Quest Plus
2. June – Ivermectin

### C. Documentation requirements

1. Intake Form – Every horse rescued by SFES has a Digital file established on intake. The file begins with the medical intake exam. All data from exam is included in the file, which is stored in the SFES database with backup on our Drop Box.
2. Updating records – Digital files are updated regularly with the following information: Vet visits, vaccines, Coggins, worming, monthly weigh-ins, farrier and dental service, and skin care. Files are also updated with death information or adoptions contracts before being moved to the cabinet for closed files.

### D. Chain of command

1. A chain of command exists to obtain medical treatment for horses. Volunteers **do not** have the authority to call out a vet. In the event a volunteer notices a horse needs medical attention, they will notify the Founding Director or designee.
2. The Founding Director or designee evaluates the situation. The Founding Director will give instructions or vet authorization.

### E. Quarantine Procedures

1. Situations necessitating quarantine – There are various times SFES will place horses in quarantine.
  - a) New intakes – All new horses are placed in a 21-day quarantine until Coggins is received and veterinarian clearance has been obtained.
  - b) Contagious infection
2. Places for quarantine – SFES has multiple options for quarantine space, depending on number of horses needing that space. Spaces include the Isolation Pen, front round pen and training round pen ensuring no less than a 20' channel.
3. Physical requirements of quarantine areas - To prevent horse to horse transmission, quarantine spaces must keep horses from having any nose to nose contact and between 20' 30' channels, depending upon area used. Use of portable panels are used as necessary.

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4. Personnel procedures to decontaminate –volunteers are required to decontaminate when equine are in quarantine or if/when contagious illness is present at the farm.
  - a) Ag wash is posted at all entrances to quarantine area. Volunteers who enter the area or touch the fence/stall must spray contact areas with Ag wash before going to any other area of the rescue. Areas include hands, clothing and soles of shoes.
  - b) All tools used must be isolated including grooming tools and feed/water buckets.
  - c) Volunteers exiting the quarantine area will step in decontamination pans filled with antibacterial.
  - d) Should a vet deem that full body cover, booties and masks to be worn, those items are stored in the med cabinet.

### F. First aid for animals

1. First Aid for horses and other animals will be administrated by trained Founding Directors and medical staff only. Volunteers who are trained medical staff (for example an RN) may provide first aid under supervision.
2. Procedures for minor cuts, scrapes
  - a) Minor cuts and scrapes noticed by volunteers can be cleaned with Vetyricin or a povidone/water solution and then covered with Mourumide, Aluspray, Raw Honey or Bluekote. Swat may be put around the wound to deter flies in summer.
  - b) In case of deeper cuts or more significant wounds, the Medical Liaison is contacted for instructions for care or vet call out.
3. First aid supplies are located in Feed Room, Tack Room and Found Director's home..

### G. Skin, hoof

1. Skin Care. Duties – The SFES team will provide treatment for skin and coat on the directions of the Medical Liaison or Founding Director for minor ailments such as rain rot. Treatments are recorded on whiteboard and kept in medical records. If the condition is not responsive or is recurring, veterinary guidance is required.
2. Hoof Care. The Directors and trained Volunteers regularly pick the feet of rescue horses and provide other preventative care to maintain hoof health. Simple conditions like Thrush or minor abscess is at the direction of the Founding Directors. If the condition is not responsive or is recurring, farrier or veterinary guidance is required.

### H. Death, burial

1. Euthanasia Policy – SFES has a euthanasia policy to guarantee horses' quality of life.

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2. Each horse deserves a quality of life. Each life deserves termination with painless dignity.

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*Quality of life is defined as a life without chronic, significant pain or disease in addition to the ability to be self-sufficient and mobile. When the quality of life is significantly reduced due to pain, injury or disease, and the future prognosis is grim, as determined by a qualified, medical professional and if the horse is determined to be in declining health, Serenity Farm Equine Sanctuary committed to giving each life a dignified and compassionate termination surrounded by caring and qualified professionals and those that love them.*

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3. Determination of necessity – Founding Directors determine euthanasia of a horse with SFES Board and a veterinarian.
4. Procedures – Euthanasia will be conducted by a licensed veterinarian using prescribed levels of approved barbiturate medications.
5. In an emergency situation when an animal is experiencing great suffering and a veterinarian cannot come in less than 2 hours, a licensed and trained Founding Director will euthanize with a firearm. This is extremely rare and is a last resort option.

## Code of Conduct

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*We believe that each of us should be able to work in a safe, secure, and non-threatening environment. To maintain such an environment, it is Serenity Farm Equine Sanctuary Policy that, other than Law Enforcement, **no one is permitted to bring any of the following items onto the property:***

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**A. Prohibited Items:**

1. Any type of firearm (whether loaded or not) regardless of a valid concealed weapon permit. Firearms may be stored in locked vehicle at entrance to the Rescue.
2. Switchblade knives or knives with blades longer than 4 inches
3. Explosives
4. Any objects or substances carried for the purpose of harming or threatening humans or animals.
5. Other items prohibited include Electronic Cigarettes, Vapes.
6. Earphones or any item that impinges hearing are prohibited.
7. Personal medications must remain with parents or in vehicle.

**B. Conduct:**

1. In order to further maintain a safe and secure environment, Serenity Farm Equine Sanctuary will not tolerate any assault, threat of injury, or act of violence towards any individuals or animals.
2. This includes hitting, pushing, kicking obstructing, restraining, or blocking the movement of another person to injure, threaten, or anger the other and making statements which threaten physical harm or are intended to anger an individual (Or animal.)
3. Restraining of animals is permitted under the direction and guidance of Veterinarian, medical staff, Directors. Humane restraint may be necessary due to medical issues with animals or due to flight risk of animal.
4. Horseplay is not permitted.



## C. Violations of this policy

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*Violations of this policy will result in disciplinary action, up to and including termination of volunteer status and possible civil or criminal charges. Whenever possible, the Board of Directors will participate in the final dismissal decision except in cases where immediate action by a Founding Director is required.*

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## Safety

### A. General

1. Procedures for maintaining equine and human safety.
  - a) No yelling, running, sudden movements, etc. This is a sanctuary for horses. Please act accordingly.
  - b) During stall feeding or whenever horses are in the barn, no more than 4 people should be in the barn. Conversations and catch up(s) should occur outside of the barn or in the Volunteer Room.
  - c) Gates, fences, machinery, stall doors should be left as found.
  - d) Always wear appropriate clothing and footwear. No open-toed shoes.
  - e) Do not climb on fences, gates or panels.
  - f) Leave gates how you found them. If the gate is found closed, close it back. If it was open, leave it open.
  - g) Stall doors are to always remain closed but only latched when used by equine.
  - h) The barn must remain a calm stress-free environment.
2. Horse handling
  - a) Do not approach horses without verbal greeting to ensure that you are seen.
  - b) Do not walk behind horses.
  - c) Do not push horses, pull horses or emote when around a horse.
  - d) Do not feed horses treats without permission from a director. Some horses are on special diets. Only Barn Buddies may feed treats that are pre-approved.
  - e) Do not ride horses.
  - f) Put halters, lead ropes, brushes, etc. back in their appropriate place.
  - g) Always lead horses appropriately and properly with a lead rope or catch rope in some circumstances based on direction from a director.
  - h) Human Safety. Following these commonsense rules will help prevent many accidents:
    - a) Report all injuries, no matter how slight, to your supervisor.
    - b) All Operations personnel and administrative persons working with animals are required to purchase and wear skid- or slip- resistant shoes.

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- c) Do not attempt to lift/push objects or animals that are too heavy--ask for help. Bend at the knees and hips and lift with your legs.
  - d) Fire Extinguishers are found in the Feed Room, Tack Room, On All Terrain Vehicles and in the hay barn. NEVER block these areas with materials or equipment.
  - e) Use personal protective equipment as described below:
  - f) Goggles, safety glasses, and gloves must be worn when working with chemicals.
  - g) Maintenance staff will wear customary safety equipment when performing applicable tasks.
  - h) Horseplay is prohibited.
  - i) When handling animals, seek assistance if necessary.
  - j) Any person known or observed to be under the apparent influence of drugs or alcohol will not be allowed to work, and will be subject to discipline, up to and including termination.
  - k) Any person willfully violating safety procedures and/or endangering the safety of other employees will be subject to discipline, up to and including termination.
3. **Human Safety**
- a) Call 911 in the event of a major injury.
  - b) Procedures for minor injuries. Individuals will take appropriate steps to treat their injury (ie: disinfect cut, apply bandage etc.) If an individual cannot stop bleeding or needs further medical assistance for the injury, Lead Volunteer will assist and an incident report will be completed and Executive Director notified.
  - c) Placement of first aid kits. There will be emergency first aid kits (inspected annually) kept in the following areas of Serenity Farm Equine Sanctuary.
  - d) Feed Room
  - e) Tack Shack
  - f) House
  - g) A supply sheet in each kit identifies the items contained within that kit.
  - h) Emergency Information Cards in office
4. **First aid – First Responders.** First Responders are responsible for ensuring that they:
- a) Control the incident scene, secure the safety of all involved and summon additional help including calling 911 as needed.
  - b) Individuals that are CPR/AED/First Aid certified MUST maintain up to date certification and keep copies of certifications in personal file at the rescue.
  - c) Those not certified in first aid should take control of the scene until such time as a certified volunteer or those with additional skills and training (Doctor, Nurse etc.) take over.
  - d) Responders should Only act within the scope of their training and competence.
  - e) Responders should obtain consent from a parent or guardian of a minor unless it is a life threatening emergency (unconsciousness, trouble breathing, drowning, cardiac

- arrest, severe uncontrollable bleeding , severe allergic reaction) before providing care. They must contact a parent or guardian as soon as reasonably possible when providing care.
- f) Notification of the incident must be made to a Board of Director member as soon as safely possible.
  - g) An after action report must be completed regarding the details of the incident within the same day of the incident. See the Appendix of this document for the pertinent forms.
  - h) Equipment must be maintained and there must be an up to date stock of first aid supplies at all times. All medications in the first aid kits must be up to date and any expired medication must be disposed of
  - i) Exposure to human or animal blood must be documented and the area cleaned appropriately with disinfectants.
5. **Injury Reporting**
- a) All incidents requiring significant First Aid will be reported to the Executive Director as soon as possible.
  - b) An Incident Report form (found in the Volunteer Room in the file box, as well as in the Appendix of this manual), must be completed by the person providing first aid and includes:
    - c) date and time
    - d) name of person receiving first aid
    - e) description of symptoms
    - f) treatment provided
    - g) name of person providing first aid and witnesses present
    - h) referral arrangements (e.g. ambulance, hospital, medical service, law enforcement)
    - i) Photographs of scene and injuries emailed to Executive Director.
    - j) Information in the incident must be treated with respect for privacy. If information is disclosed as mentioned this will result in immediate termination of the volunteer.
      - i) The original copy of the Incident Report form and any other documentation will be retained securely by Serenity Farm Equine Sanctuary for a minimum of 3 years.
      - ii) **All persons receiving and providing first aid have access to relevant Incident Report forms arising from first aid incident upon written request.**
6. **Housekeeping and Cleaning**
- a) All volunteers are responsible for maintaining the general orderliness and cleanliness of their work areas.
  - b) Do not eat, drink in areas where animals are handled.
  - c) ALWAYS wash your hands in between handling animals to minimize the transmission of disease, and after handling chemicals to avoid potential allergic reactions.

7. Hazards and Hazardous Substances
  - a) Report all hazards to a supervisor immediately.
  - b) Only Founding Directors are to undertake any repair work involving electrical equipment.
  - c) Do not overload outlets.
  - d) Know the safety precautions for each chemical BEFORE you use it. The Material Safety Data Sheets (MSDS) sheets can be found in the Volunteer Room Policy Manual.
  - e) First aid supplies and locations of supplies
  - f) There will be emergency first aid kits kept in the following areas of Serenity Farm Equine Sanctuary:
    - a. Feed Room
    - b. Tack Room
    - c. On All Terraine Vehicles. SFES has 2; the tool wagon and the Polaris.
    - d. Hay Barn
  - g) Reporting
    - a. All incidents requiring significant First Aid will be reported to the Executive Director as soon as possible.
    - b. An Incident Report form found in the Volunteer Room First Aid Kits (or in the Appendix of this manual) must be completed by the person providing first aid.

## Rescue procedures

1. Personnel approved to go.
  - a. A board member must approve all volunteers in the vehicle on a rescue mission.
  - b. If a volunteer must remain emotionless and focus on the equine.
  - c. SFES Volunteers should NOT engage in conversation with the owner or law enforcement.
2. Information gathering, documentation.
  - a. Why is SFES accepting this horse (surrender or seizure)
  - b. Collect as much history on the horse as possible:
  - c. How long have they owned the horse?
  - d. What were they feeding?
  - e. Is the horse up-to-date on Coggins and vaccinations?
  - f. Who is the horse's vet and farrier?
  - g. Name and contact of the prior owner, if possible.
  - h. Is the owner available to sign over release papers?
  - i. What was the horse being used for?
  - j. Are there any visible injuries? What kind?
  - k. Runny nose and eyes?
  - l. Abscesses or swollen glands?

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- m. Dehydration?
- n. Any recent changes with the horse, feed, hay, or transport?
- o. How does the horse react to transportation?
  - i. Mare, gelding, or stallion?
- p. Are there any other horses on the property or adjacent property? If yes, what are their conditions?

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*All of these answers must be brought before the board of directors to vote on for rescue processing.*

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- 3. **Loading procedure.** Loading is ALWAYS managed by a Director. If assistance is required, it will be directed assistance.
  - a. Always remain calm and non-emotional - the horse feeds off emotions.
  - b. Use gentle pressure only. Physical abuse of a horse while loading will not be tolerated.
  - c. Training Sticks and strings or flags may be used but for tapping purposes only.
  - d. Only breakaway halters may be used during transport.
  - e. Hay bags must be hung high to prevent the horse from getting tangled.
- 4. **Behavioral guidelines**
  - a. All volunteers must remain calm and respectful during a rescue mission. No matter how upsetting the circumstances are, complete professionalism is required.
  - b. SFES shirts or identifying clothing should not be worn.
  - c. Volunteers are not allowed to act on their own without board approval.
  - d. Owners need to be reassured they are doing the right thing for the horse.
- 5. **When the Horse Arrives at the Rescue:**
  - a. Move horse into preidentified quarantine area allowing horse to settle/adjust.
  - b. Ensure vets have been notified.
  - c. Intake exam:

- ✓ Dental check
- ✓ Condition of skin and external parasites
- ✓ Eyes
- ✓ Ears
- ✓ Hooves
- ✓ Temperature
- ✓ Heart rate
- ✓ CRT
- ✓ Some cases will need bloodwork.

- ✓ Respirations
- ✓ Check gut sounds
- ✓ Check dehydration
- ✓ Tape weight
- ✓ Digital pulses
- ✓ Fecal sample for parasites and for sand in the gut.
- ✓ BCS Chart

- ✓ Vaccinations as directed by equine vet (unless certification of vaccines and date given are provided and verified.

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*Everything must be documented by SFES on our intake or surrender forms.*

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6. **Re-feeding Regimen and Quarantine:**
  - a. After reviewing all findings from the Intake exam, an individualized re-feeding regimen is created in concert with veterinary recommendations.
  - b. New rescues, especially during the initial quarantine time, only interact with approved volunteers until a better understanding of the rescue's condition and behavior has been determined.
  - c. All approved volunteers interacting with the new rescue must follow strict quarantine rules.
7. **Quarantine**
  - a. All equine are quarantined for 21 days before interaction with other equine is allowed unless medical guidance requires longer periods of quarantine.
  - b. The Isolation pasture, or N1 is used for quarantine. In some cases, if multiple equine are accepted, portable corrals can be set up to provide additional space.
8. **Stallions or Studs**
  - a. Intact equine are only accepted if the isolation pen is available and if gelding is medically viable.
  - b. Appointment to geld is asap, however, critical medical requirements may prevent immediate action. Gelding is scheduled when the veterinarian clears the equine for surgery.
  - c. Gelding procedures follow veterinary guidelines.
  - d. Equine is released to a pasture with another equine only after, medical clearance
9. **Initial Assessment at intake**
  - a. SFES completes assessments at intake including Intake pictures and
    - i. Skin assessment
    - ii. Hoof assessments
    - iii. Confirmation assessment
    - iv. Soundness assessment
  - b. Weekly assessments follow until medical concerns are resolved.
  - c. When medical concerns are resolved, training assessments including.
    - i. In-hand behavior
    - ii. Liberty behavior
    - iii. Status regarding rideability and riding at walk, trot, canter in round pen and eventually, if rideable, on trail.

## Adoption

### A. Procedure

The adoption process is designed to ensure the best possible match between horses and adopters and to try and ensure a safe loving forever home for each horse.

1. This procedure applies to both a horse that is finished with rehab and released for adoption AND for sponsoring to adopt thru rehab
2. Application:
  - a. Prospective adopters should visit our website at <https://serenity.horse> and complete the adoption questionnaire under the adoptions tab.
  - b. Once received, the questionnaire will be reviewed by Director(s) to see if they may be a good prospect for adoption.
  - c. Once reviewed and found to be a possible suitable candidate, follow up with a phone call for further discussion and questions. At that time, we will discuss the adoption process, sponsor to adopt process, background checks, property inspection, and the steps needed to get to the adoption process.
  - d. At this time, it is good to set up an appointment for them to meet & greet horses that may be suited for them.
  - e. Once they have met and found a horse that is suited for them, the next process is a 30–90-day sponsor to adopt and the adoption application. Sponsor to adopt and application fee is due.
  - f. If the sponsor to adopt is more than 30 days, the fee is due monthly.

### B. Assessment:

1. The sponsor to adopt period is a time for them to visit and bond with the horse.
2. During the sponsor to adopt a meeting should be scheduled with a riding assessor/trainer from SFES and/or outside of SFES if adopting a sound horse. The Assessor/trainer will ensure their riding abilities are suited for the horse.
3. During this time, an inspection of the property where the horse will be located should take place.
4. References checked; background checked.
5. Once checks have been completed, the board should be advised and decide if the adoption is approved.

### C. Approval:

1. If an adopter is successfully matched with a horse, the Executive Director will prepare an adoption contract for the adopter's signature.

2. Adoption fees are due at the time the contract is completed by the adopter and Executive Director and signed.
3. At this time transportation arrangements should be made by the adopter at their expense to take their horse home. If SFES transports, a per-mile fee is charged by SFES based on federal mileage guidelines.
4. Once the trial period ends, the adopter or Serenity Farm Equine Sanctuary can choose to move forward with the adoption contract or to abandon the adoption.
5. In the event the adoption agreement is failed by the adopter, any fees collected are considered donations and are not refundable without consent from the board of directors.
6. SFES will accept the horse's return (if space allows) if the pairing is not successful. Adoption Fees are not returned to the adopter and mileage is paid by the adopter if SFES transports.

### D. Property Requirements, meetings, documentation

7. Any adopter must meet minimum equine housing and management requirements.
8. Adopted horses must be housed with a companion animal, namely, another horse, mule, pony, miniature horse, or other as approved.
9. Space
  - a. The Adopter's property must be zoned to allow equine as per the locality and have an appropriate amount of space.
  - b. Adopters must agree to daily feed twice. SFES's adoption contract requires feeding protocols to remain the same for 3-months and then a slow transition if adopter elects to change the feed.
10. Fencing
  - a. Fencing needs to be in good condition and equine safe. Suitable materials include wood, no-climb wire, or other equine type fence material.
  - b. Barbed wire can pose serious safety risks and must be removed by the adopters.
11. Shelter
  - a. Property where an equine is to be housed by the adopter must have adequate shelter from wind, rain, and heat.
  - b. Shelters need to be appropriate to provide sufficient space for each equine to turn around, lie down, move his or her head freely, etc.
  - c. A stall measuring 10'x12' with at least two closed sides is the minimum for the average 1,000-pound horse. Larger stalls are required for larger equine.
  - d. If an equine is stalled or kept in a paddock, he or she must be turned out in a suitable pasture for at least 12 hours per day.
  - e. Shelter and paddocks must have proper water containers and equines must always have access to clean water.
  - f. Shelter must have no exposed nails, screws or sharp metal objects.



### **E. Denials**

12. Any of the following are cause for adoption denial:
  - a. Allegations of animal abuse or domestic abuse.
  - b. Conviction of animal abuse or domestic abuse.
  - c. Felony or misdemeanor convictions.
  - d. If renting, not providing written permission from landlord.
  - e. Inadequate property and housing requirements.
  - f. Failure to show capability to properly care for equine.
  - g. Not within a 2-hour driving distance from Serenity Farm Equine Sanctuary.
  - h. Failure to provide proper application, background, references, and photos of equine boarding location.
  - i. Failure to allow access for inspections.
  - j. History of rehoming animals.
  - k. Improper handling of equines.
  - l. History of breeding animals.
  - m. History of improper or inadequate veterinary care.
  - n. Not able to show proof to financially care for equine.
  - o. Unable to manage equine or meet care requirements.

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*All adoptions must have board approval.*

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## Social Media

### A. Purpose

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*The use of online social networking/media has become a common manner for individuals and groups to maintain communications. Recognizing that social networking/media sites are used by volunteers, the Board and Chairs of Serenity Farm Equine Sanctuary are committed to ensuring these sites are a positive forum for sharing information.*

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- Responsibilities
- Volunteers are responsible for the content they post to social media.
- Those site administrators can optionally authorize and assign site administrator(s) and revoke those privileges if the site administrator(s) is not acting in accordance with these procedures.

### 1. Procedures

- a. Site administrators for social media agree to check their pages regularly.
- b. The following types of content are prohibited from Serenity Farm Equine Sanctuary social media and shall be removed immediately by the site administrator upon discovery:
  - c. Derogatory language or demeaning statements about or threats to any third party
  - d. Inappropriate or incriminating images depicting sexual harassment, vandalism, stalking, drinking, drug use, criminal activity, or other inappropriate behavior.
  - e. Inappropriate language
  - f. Content that violates state or federal law
  - g. Partisan political activity
  - h. Online gambling
  - i. Information that is obscene or untrue and/or obscene image(s) or content
  - j. Content that harasses third parties
  - k. Postings that offer goods or services for personal financial profit
  - l. Personal communications or social relationships unrelated to Serenity Farm Equine Sanctuary.
  - m. Posting any photos or videos of newly arrived horses until the arrival has officially been released by SFES.
  - n. Posting derogatory comments about previous owners or the horse racing industry.
  - o. Live feeds without authorization from the Board or site administrator.
  - p. Posting video without authorization from the Board or site administrator.

## Fundraising

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*Serenity Farm Equine Sanctuary actively fundraises to support its mission. The fundraising committee pursues various types of fundraisers each year. These fundraisers include, but are not limited to: Corporate Giving, Internet fundraisers, Merchandise sales, 50/50 drawings, Auctions and raffles, Donation buckets, Special Events*

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1. All fundraisers must be approved in advance by the Board of Directors. Fundraising committee members must agree to abide by the guidelines provided by the Board and Founder.
2. Funds shall be solicited in a respectful manner and without pressure.
3. All third parties not directly affiliated with the SFES who wish to solicit funds on behalf of the organization must acquire written permission from SFES prior to beginning any fundraising activities.
4. Grant applications must be reviewed and approved by the Executive Director prior to submission.
5. Donor-designated restrictions on contributions shall be honored.
6. Serenity Farm Equine Sanctuary is a non-profit 501(c)(3) organization and contributions made to the organization are fully tax deductible.

## Volunteers

- A. **First Visit** . Volunteers must complete a “first visit” to discuss volunteering. During this time, a tour is completed and reasons and responsibilities for volunteering discussed. SFES Volunteer forms must be completed prior to beginning. Volunteers under 18 must be accompanied by parent during a minimum of 3 shifts and can only attend without parents as approved by Founding Director.
1. Persons interested in becoming an SFES volunteer can attend an open house event to meet current volunteers, learn about aspects of volunteering, and take a tour of the facility.
  2. Volunteers with significant special needs are identified as “supported volunteers” and are scheduled with a “supporting volunteer.”
  3. Volunteer Forms are available online at <https://serenity.horse> or on paper.
- B. **Orientation and Training**
1. Prospective volunteers will attend an orientation session where they will learn how SFES approaches operational duties.
  2. Prospective volunteers who wish to help SFES with administrative duties such as fundraising, secretarial activities, or media will meet with the Chairs of said duties.
- C. **Logging in** volunteer hours. Volunteers completing formal Community Service will sign in at the beginning of each volunteer shift and sign out before leaving. Logging for other volunteers is not required. Regular volunteers sign in by using their code when opening the gate.
- D. **Conflict/Discipline Procedures**
1. **Conflict Resolution Policy.** It is Serenity Farm Equine Sanctuary’s intent to be responsive to our volunteers regarding their concerns.
    - a. Any volunteer with a concern can retrieve a Grievance Form in the main office.
    - b. The volunteer would fill out the form, detailing the problem itself, the date of the problem, and suggestions on how the problem may be resolved.
    - c. The form can then be submitted to the Board via the black box in the office.

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*Serenity Farm Equine Sanctuary will make a good faith effort to achieve an informal resolution of a problem brought to its attention through direct consultation with all parties involved.*

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2. Corrective Action and Dismissal Policy. Corrective action may be taken if the volunteer's work is unsatisfactory. Corrective action is within the discretion of the Volunteer Coordinator or the Operations Director and may include:
  - d. Additional supervision
  - e. Reassignment
  - f. Retraining
  - g. Referral to another volunteer position
  - h. Suspension
  - i. Dismissal
  
3. Volunteer Dismissal. Volunteers who do not adhere to the policies and procedures of SFES or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Dismissal is within the discretion of the Operations Director and Executive Director. Grounds for dismissal may include, but are not limited to:
  - j. Any abuse or maltreatment of an animal while volunteering
  - k. Repeated behavior that impacts the safety of others after counseling
  - l. Violation of program policies and procedures or state animal laws
  - m. Gross misconduct or insubordination
  - n. Being under the influence of alcohol or drugs while performing volunteer duties
  - o. Theft of property or misuse of program equipment or materials
  - p. Mistreatment or inappropriate conduct toward customers, other volunteers, or rescue affiliates
  - q. Acting with an animal without program approval for off-site visits, events, etc.
  - r. Failure to complete required initial or ongoing training
  - s. Failure to comply with provided training
  - t. Breach of confidentiality
  - u. Failure to satisfactorily perform assigned duties
  - v. Any behavior that prevents other volunteers from performing assigned duties
  - w. Criminal activities

## Organization policies

**A. Drug and Alcohol Policy.** Serenity Farm Equine Sanctuary recognizes alcohol and drug abuse as potential health, safety and security problems. It is expected that all volunteers will assist in maintaining a work environment free from the effects of alcohol, drugs or other intoxicating substances. Compliance with this substance abuse policy is a condition of volunteerism. Volunteers are prohibited from the following when reporting to SFES or for any off- site events:

1. The unlawful use, possession, transportation, manufacture, sale, dispensation or other distribution of an illegal or controlled substance or drug paraphernalia.
2. The unauthorized use, possession, transportation, manufacture, sale, dispensation, or other distribution of alcohol.
3. Being under the influence of alcohol or having a detectable amount of an illegal or controlled substance in the blood or urine (“controlled substance” means a drug or other substance as defined in applicable federal laws on drug abuse prevention).
4. If a volunteer reports to SFES in a condition giving reasonable cause to suspect the influence of alcohol or illegal drugs, the volunteer will be asked by Director to leave the premises immediately. Further incidents will result in termination of volunteer services.

## **B. Violence Free Rescue Workplace**

1. It is Serenity Farm Equine Sanctuary’s policy to provide a rescue workplace that is safe and free from all threatening and intimidating conduct. Therefore, SFES will not tolerate violence or threats of violence of any form in the rescue, at rescue-related functions, or outside of the rescue if it affects the rescue. This policy applies to SFES volunteers, clients, customers, guests, vendors, and people doing business with Serenity Farm Equine Sanctuary.
2. It will be a violation of this policy for any individual to engage in any conduct, verbal or physical, which intimidates, endangers, or creates the perception of intent to harm persons or property. Examples include but are not limited to:
3. Physical assaults or threats of physical assault, whether made in person or by other means (i.e., in writing, by phone, fax, or e-mail).
4. Verbal conduct that is intimidating and has the purpose or effect of threatening the health or safety of a co-worker.
5. Possession of firearms or any other lethal weapon on Sanctuary property, in a vehicle used on Company business, in any Company owned or leased parking facility, or at a work-related function.

6. Any other conduct or acts which management believes represents an imminent or potential danger to workplace safety/security.

### C. Harassment Free Rescue Workplace

1. Serenity Farm Equine Sanctuary's policy is to provide a work environment that is free from harassment. Therefore, SFES will not tolerate harassment based on **age, race, gender, color, religion, national origin, disability, marital status, covered veteran status, sexual orientation, status with respect to public assistance, and other characteristics protected under state, federal, or local law**. Such conduct is prohibited in any form at the rescue, at rescue-related functions, or outside of the rescue if it affects the rescue. This policy applies to all SFES volunteers, clients, customers, guests, vendors, and persons doing business with Serenity Farm Equine Sanctuary.
2. Any reported incident will be investigated by a Director immediately, and as confidentially as possible. Serenity Farm Equine Sanctuary will take appropriate actions to stop all such conduct, including interim measures during a period of investigation.
3. Retaliation of any kind or discriminating against an employee or volunteer who reports a suspected incident of harassment or who cooperates in an investigation is prohibited. Any volunteer who violates this policy or retaliates against another volunteer in any way will be subject to disciplinary action up to and including immediate termination of volunteer status.

### D. Confidentiality. Serenity Farm Equine Sanctuary expects and requires all volunteers and contractors to keep confidential any sensitive or proprietary rescue-related information belonging to SFES which has not been released by SFES to the public. Such information includes:

1. Donor information such as donation amount, addresses, telephone numbers or other personal information
2. Policies and procedures regarding the care of the animals
3. Decisions made regarding the euthanasia process
4. Disclosure of information which could defame, damage or reasonably damage the reputation of SFES or its relationship with the public or surrendering owners
5. Confidential information of surrendering owners or volunteers, including but not limited to addresses, phone numbers, donations or personal information.

## ***Draft Serenity Farm Equine Standard Operating Procedures (SOP)***

### **Serenity Farm Equine Sanctuary Serious Incident Report (SIR). Serenity Farm Equine Sanctuary Injured Party Statement Formats.**

**(To be completed by involved party - use separate forms for multiple victims)**

**Involved Party Name:**

**Date of incident:**

**Was Medical Treatment Provided?**

#### **INCIDENT RESPONSE AND FOLLOW-UP:**

**Type of Incident** (describe):

**What caused the incident** (ie; unprovoked horse kicked, damaged equipment caused injury, unwanted persons on property causing disturbance):

**What actions were taken to prevent recurrence of incident or further injury to other staff persons?**

**What factors or unsafe conditions contributed to the incident?** Onsite Incident Review and Questions to Consider

**Your signature below indicates the information contained in this document is complete and accurate to the best of your knowledge. Falsification of the information contained in this document may result in disciplinary action, up to and including, termination of volunteer status.**

**I hereby agree that the information on this form is correct and accurate to the best of my ability and I authorize Serenity Farm Equine Sanctuary and its agents or assignees to communicate with my treating or consulting medical care professionals for purposes of treatment, diagnosis and medical history relevant to this incident, determining degree of disability, and/or my ability to return to volunteering work at Serenity Farm Equine Sanctuary. I understand that this authorization may be revoked at any time by submitting written notification to the Serenity Farm Equine Sanctuary Board of Directors.**

**Involved Party Name/Signature and Date:**

**Witness Name/Signature and Date:**



# Draft Serenity Farm Equine Standard Operating Procedures (SOP)

To be completed by Executive Director and posted on Director's page

**Involved Party Name:**

**Date of incident:**

**Was Medical Treatment Provided?**

## **INCIDENT RESPONSE AND FOLLOW-UP:**

**Type of Incident** (describe):

**What caused the incident** (ie; unprovoked horse kicked, damaged equipment caused injury, unwanted persons on property causing disturbance):

**What actions were taken to prevent recurrence of incident or further injury to other staff persons?**

**What factors or unsafe conditions contributed to the incident?** Onsite Incident Review and Questions to Consider

- |  |  |
|--|--|
| <input type="checkbox"/> Are other volunteers/Visitors subject to a similar incident?                            | <input type="checkbox"/> Have there been similar incidents?  |
| <input type="checkbox"/> Is this an isolated incident?   | <input type="checkbox"/> Is the process or task performed frequently by the volunteer/visitor?                         |
| <input type="checkbox"/> What equipment was involved?  | <input type="checkbox"/> Are procedure instructions adequate?  |
| <input type="checkbox"/> Did equipment contribute to the incident?   | <input type="checkbox"/> Were staffing levels (Founding Director or designees, additional volunteer present) a factor? |
| <input type="checkbox"/> Was user error involved?  | <input type="checkbox"/> Was there adequate supervision?   |
| <input type="checkbox"/> What location was involved? (specific)  | <input type="checkbox"/> Is the work area well organized?  |
| <input type="checkbox"/> Was the weather a factor?   | <input type="checkbox"/> Did materials contribute to the problem?  |
| <input type="checkbox"/> Is the incident specific to certain volunteers/visitors?                                | <input type="checkbox"/> Did facilities contribute to the problem?   |
| <input type="checkbox"/> Is the incident specific to certain locations within rescue (paddock, quarantine area)? | <input type="checkbox"/> Was lighting adequate?  |
| <input type="checkbox"/> Was the volunteer/visitor adequately trained?   | <input type="checkbox"/> Was space adequate?   |
| <input type="checkbox"/> Is the volunteer/visitor new to the task? Are they new to the Rescue?                   | <input type="checkbox"/> Was outside temperature (Note high and low and humidity level of day) a factor?               |
| <input type="checkbox"/> Has this person been involved in similar incidents?                                     |  |

**NOTE: What is the root cause/cause of the problem? Has this happened in the past?**

**Executive Director:**

**Is Follow-Up required?**