



## River Ranch Educational Charities @ Frisco Horse Park

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### **Re: Effective immediately, new Community Service Guidelines:**

Please be advised that effective immediately, all community service participants will be required to adhere to the following guidelines. If a participant fails to comply, s/he will be warned the first time. After a second violation, the volunteer will be asked to leave the premises for the rest of the day. Any violations after the second and the participant will be asked NOT to come back to the ranch.

All rules will be posted in the ranch office waiting area and out in the main barn. Unless special exceptions are made with Ranch Manager, this will be a no tolerance policy.

1. Upon arrival participants need to report to the Ranch Manager in the Ranch Office. They will need to fill out the "Community Service Attendance" form, signing in and asking Ranch Manager where to report for work.
  - a. First priority is to help outside (mucking stalls, trash pick up, picking up trash around property, etc). Barn Manager will direct you to what to do
  - b. Second priority after outside work is done is to help inside. After all work is done outside, report to Ranch Manager for instructions to help inside.
  - c. THERE IS ALWAYS SOMETHING TO DO...
2. Participants are not to sit around idle and not work. If you need a break, you must tell either the Barn Manager or Ranch Manager that you need a 10-15 minute break/rest. Then report back to them when you are ready to start working again.
3. Please keep all personal belongings locked in your car. If not, then we cannot be responsible.
4. Everyone must clean up after themselves (throw away ALL of your TRASH after lunch, breaks etc).
5. The ranch officially closes at **5:00PM EVERY DAY** (unless there is a special event going on). Participants must be picked up and **OFF property no later than 6:00 pm... When there is no staff on property, participants shouldn't be on the property.**
6. Participants are **NOT** permitted in the office at anytime unless the Ranch Manager is in there. You may ask to use the phone or pens/pencils etc, but everything else is OFF limits. Breaks should be taken in either the party room or quietly in the office waiting area.

7. Participants are responsible for bringing their own water. Unfortunately we do not have a drinking fountain. We do have sinks that can be used to fill up water jugs.
8. If you are asked to clean stalls in the barn, at most there should only be 2 people to a stall, we need to spread out to get the barn done quickly in an efficient manner.
9. When you are in the Barn, you are to be under the direct supervision of the Barn Supervisor who is on staff. DO NOT do ANYTHING without their permission (let horses out, in, feed something that you did not get permission for, etc.).
10. If there are customers on the property, you are expected to act professionally and mannerly to them. If they ask you a question, you are to direct them to a staff person.
11. Dress casual and comfortable. No shirts with inappropriate sayings or profane comments on them. Girls shorts are to be at a length that are at least fingertip, tops are to be conservative. *You will be doing a lot of bending.* Management has the sole discretion to ask participants to leave and go change if they feel they have violated the above stated dress codes.

*Thank you for your cooperation and understanding in this matter. We appreciate all of our volunteers and participants and all the work that they do. We hope that you will continue coming out here and help us make this ranch the best in Frisco!*

*Frisco Horse Park Management*

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Print Name

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Date

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Signature