



PBJ Connections Volunteer Handbook

Welcome to PBJ Connections.

Thank you for choosing to be a part of PBJ Connections and for your interest in our program. Our mission is to provide professional behavioral health therapy to children, adults and families through horses, counseling and nature. All of our volunteer opportunities support our nonprofit organization in providing mental health services to Central Ohio.

What you learn from this handbook is valuable information to start you on the path of having a successful volunteer experience, as well as providing information for your safety, the safety of the clients, and the safety of the horses. Our hope is that this will provide you with a good foundation for your association with PBJ Connections and that your time with us will be rewarding and fun.

PBJ Connections deeply appreciates our volunteers. Without you and the gift of your time, energy and skills, we would not exist to offer our services to the community.

In whatever capacity you volunteer, your service is valued.

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General Volunteer Information

Mission Statement: PBJ Connections provides professional behavioral health therapy to children, adults and families through horses, counseling and nature.

History: Based in Licking County, PBJ Connections was founded in October 2006 and began delivering equine-assisted psychotherapy and learning services to Central Ohio area youth in July of 2007. PBJ Connections collaborates with Otterbein University, to hold sessions at the Austin E. Knowlton Center for Equine Science in Westerville, The Ohio State University providing sessions at their equine center, Taco Bella farm in Johnstown and PBJ Dressage, in Pataskala. All therapy sessions are facilitated by a licensed mental health professional and a certified equine professional.

Equine-Assisted Psychotherapy at PBJ Connections uses the EAGALA model of therapy.

Before you begin:

- Complete the Volunteer Contact Form
- Complete an Authorization for Emergency Medical Treatment Form
- Complete the Volunteer Agreement
- Sign the PBJ Connections Liability Form
- Complete Liability Forms for other volunteer locations

If you are working with clients, there are additional things to complete:

- Complete an Ohio Bureau of Criminal Identification and Investigation background check. For information on the Ohio BCII see <http://www.ohioattorneygeneral.gov/backgroundcheck>. To find a location where you can obtain your background check see: <http://www.ohioattorneygeneral.gov/Business/Services-for-Business/WebCheck/Webcheck-Community-Listing>. The cost for the BCII check varies from location to location but typically runs from \$20-40. You will not be permitted to work with clients in any capacity without this check completed.
- Complete Volunteer Training Hours

PBJ Connections' Equal Employment Opportunity and Non-Discrimination Policy

PBJ Connections shall provide Equal Employment Opportunity to all employees and applicants for employment in accordance with all applicable Equal Employment laws, directives and regulations of Federal, State, and Local governing bodies.

PBJ Connections will not discriminate against, refuse service, or harass any employee, volunteer, contractor or applicant for employment on the basis of race, color, creed, ethnicity, religion, national origin, sex, sexual orientation, gender characteristics or display, disability, age, marital status, veteran status or status with regard to public assistance.

PBJ Connections welcomes volunteer with disabilities and complies with the Americans with Disabilities Act. Volunteers with disabilities will be given the choice to choose from jobs that are accessible to their disability.

Inappropriate Workplace Conduct and Harassment Policy and Procedure

Harassment is defined as any unwelcome verbal or physical conduct between two persons that results in a work environment that is either hostile or makes someone feel unsafe or targeted. PBJ Connections will not tolerate any harassment within the workplace and works to maintain a harassment-free work environment. PBJ Connections will address a complaint within a reasonable time of receiving it and will not wait for a pattern to occur before addressing it.

PBJ Connections will not tolerate retaliation against anyone making a report of harassment or discrimination. Corrective action will be determined upon discussing with both the victim and the perpetrator, examination of the case, and reference to the accused's conduct history. Actions taken to resolve harassment issue include but are not limited to an oral or written warning or reprimand, transfer or reassignment, demotion, suspension or discharge, training or counseling, or termination.

PR and Branding Policy

PBJ Connections staff, volunteers and board members shall get approval of any printed or electronic document that is being shared with the public prior to its release. Approval shall come from the Executive Director and a minimum of one Board Member. The material shall be reviewed and approved verbally, in writing or electronically. The Executive Director and Board Member will view documents for branding consistency, verbiage, professionalism and overall presentation.

Available Volunteer Opportunities

Horse Buddies

Our horses need individualized attention to balance the unstructured time they spend in session. Horse Buddies help maintain the barn and care for our horses. To be a Horse Buddy volunteers must be 18 years old and be supervised by PBJ Staff. Volunteers commit 1 hour a week. **Horse Buddies are asked to spend 2 hours a month helping out another volunteer team.**

Barn Chores include: sweeping, dusting, wiping water buckets and picking stalls and paddocks.
Horse duties may include: grooming, bathing, picking feet and ground work.

Outreach Team

Volunteering with the outreach team means you will be out introducing people to PBJ Connections. Volunteers staff booths and answer questions about our services. We often attend multiple outreach events every month.

- Display set up and tear down
- Promote our programs
- Preparing horse/donkey to travel
- Handling horses or donkeys at outreach events
- Connecting with interested parties

Marketing Team

Writers, designers and IT volunteers keep us connected to the community through social media, blogs, newsletters and website updates. PBJ Connections is active on Facebook, Twitter, Instagram and YouTube. We also send out invitations to our events and a newsletter to our mailing list. Volunteers in this team can use their unique skills to develop videos, manage social media accounts, create invitations or write for our monthly newsletter or blog.

Fundraising Team

PBJ Connections has several fundraisers each year to provide mental health services. This team plans and implements our fundraising events. This includes Eddie's Memorial Golf Classic, Rocky's Olde Fashioned Christmas Party and our annual Helping Horses Help Kids Fundraiser.

Statement of Client Confidentiality

PBJ Connections, Inc. staff, contractors, volunteers, board members and other involved parties will abide by client confidentiality guidelines put forth by HIPAA. The mental health professional will also abide by the client confidentiality regulations put in place by their licensing board or professional association. The mental health professional and/or Directors will have sole access to client records and will only share pertinent information with other parties affiliated with PBJ Connections, Inc. on a limited and as-needed basis. The mental health professional will ensure that a consent form has been signed by parents/custodial guardians prior to discussing client information with other professionals or family members. The mental health professional may report pertinent information in a relevant and timely manner to parents, the child's resident school, and/or other mental health professionals as needed to assist in treatment planning or to assess treatment success.

Clients and parents/custodial guardians will be informed verbally and in writing of any research taking place to further the development of the individual treatment or to study the effectiveness of equine-assisted psychotherapy. Clients and parents/custodial guardians will have the right to agree or disagree in writing to participate in sharing information for research purposes.

All client information shall be kept confidential by all parties working for or associated with PBJ Connections.

Photos should not be taken of clients for any reason without prior written photo releases. Under no circumstances should client photos be posted on any private social media page or site by staff, contractors or volunteers.

Another Word on Confidentiality - for volunteers in client sessions

Since PBJ Connections is providing psychotherapy and counseling sessions, the content of the sessions is strictly confidential. Volunteers may be a part of sensitive conversations. The therapist may excuse volunteers from certain discussions for the protection of the client. If you are asked to step out, please remove yourself promptly. Very importantly, please do not take this personally. It is often easier for a client to disclose certain information to just one person.

On the other hand, clients will sometimes say things to you that may seem therapeutically important. Please reveal this information to the therapist discreetly and as soon as the situation allows. It is appropriate to encourage a client to tell the therapist what they just revealed to you. If they are unwilling,

let them know that it is your job to let the therapist know what they have just shared. It is inappropriate to keep secrets for a client when they are therapeutically significant. If a client reveals that they are in danger or that they are a danger to themselves or others, let the therapist know immediately.

As a volunteer, your primary purpose in sessions is to provide an extra set of ears and eyes to create the safest possible environment for the clients and the horses. Please speak up at any time if something feels unsafe to you or if you see a client in immediate danger. It is not the volunteer's job to help facilitate, however. Please refrain from asking questions of the clients or participating you with the opportunity to share, but this may take place at a debriefing after the session ends. You will then have the opportunity to share any thoughts or feelings that came up for you during the session.

Confidentiality - for volunteers outside of therapy sessions

There are times when volunteers are supporting PBJ Connections may interact with clients at events, in our office space or on the farms where we serve clients. We try to prevent having volunteers working in shared spaces with client sessions, but it does sometimes happen.

It is important to know client identities are considered confidential information. You must keep this information private, even if you see the person outside of sessions. If a client in a therapy session moves in to the space you are working in as a volunteer that is not supporting the treatment team, we ask that you politely move to another space to work. A treatment team, including an equine specialist and mental health professional will be supervising the client.

The Role of a Volunteer

- Volunteers are the backbone and support system of a non-profit business and hold the role of serving clients under the instruction of the appropriate staff.
- Volunteers must be cognizant of the limits of their duties and should not act as a ES or MH or attempt to solve a client's problem.
- Volunteers should be reliable in providing the appropriate resources to clients rather than trying to deal with the issue on their own.

Volunteer Responsibilities

- Participate in orientation and training programs.
- Learn and uphold PBJ Connection's policies, programs, and mission.
- Act professionally and respect all confidences.
- Be sincere in your work and uphold the value of the position you play.
- Accept guidance and requests from PBJ Connections staff.
- Maintain the dignity and integrity of PBJ Connections through your work.
- Volunteers and staff are partners in fulfilling the mission and programs of PBJ Connections. Each has an equally important and complementary role to play.

Volunteer Rights and Requirements

- Volunteers may choose to leave PBJ Connections at any time with or without reason.
- Volunteers under the age of 18 must have written consent of a parent or guardian before volunteering. Volunteer duties assigned to a minor will comply with all appropriate laws and regulations on child labor.
- A criminal records background check may be required for some volunteer assignments. The volunteer must come up with a clean background check in order to be allowed to work with clients.
- Volunteers are encouraged to voice any concerns or recommendations for improvement.

Volunteer Expectations

- Be punctual and arrive when you are expected. If you are unable to arrive for your scheduled time, please let us know as soon as possible.
- Be mindful of the level to which your duties are completed and accept direction from the staff and other experienced volunteers.
- Notify PBJ Connections if you anticipate being absent for an extended period of time so that there is time for the program to find a substitute.
- Focus on quality of work and develop a comfortable but efficient practice of work.
- Work in cooperation with other staff, volunteers, and clients.

Dress Code

- Volunteers that work around the animals should be wearing barn-appropriate attire including close-toed shoes.
- Volunteers shouldn't wear any clothes that advertise anything political or vulgar. Volunteers are representatives of PBJ Connections and should not display anything that can reflect negatively on the program through affiliation.

General Rules

- Leave pocketbooks and personal items in your vehicle and lock your vehicle.
- Leave pets at home.
- Dress for the weather and appropriately for working in a barn and with children.
- If you open a gate or door, close it behind you.
- Clean up the activity area at the end of your session.
- No smoking, weapons, alcohol or illegal drugs anywhere on the property.
- If you have prescribed emergency medications ensure that the therapist and or Director are aware of them. If you require an EPI pen for bee stings, please let the staff know and show us where it is when you are at PBJ Connections.
- Practice courteous and responsible behavior with staff, clients, horses and each other.
- All information concerning clients, volunteers, contractors or staff members is confidential. Do not discuss – other than in general terms – the content of sessions to the general public. Do not divulge client names or history to anyone.
- **Be aware of safety for all people and animals. If you need help, please ask for it.**

PBJ Connections does not own the properties we work on or the animals we work with. Here are a few rules about our specific locations.

PBJ Dressage Specifics – This farm is owned by Glenda Childress. The animals here are privately owned.

- When the big doors on the barn are closed, they should be closed completely.
- If clients are working outside, unplug the electric fence. The plug is located by the first stall in the main barn.
- Make sure heaters/lights are turned off if you are the last one at the barn. Do not leave heater unattended.
- The first aid kit at PBJ Dressage is located in the white cabinet on the wall in the feed room.
- The address for PBJ Dressage is 9800 Jug Street Rd. Pataskala, OH 43062. Glenda's phone number is 740-739-1190.

Taco Bella Farm Specifics- This farm is owned by Beth and Bob Rolland. The animals are privately owned.

- Make sure the gate at the end of the driveway is always closed as horses may be turned loose in the driveway area.
- Make sure the people door to the barn is closed at all times.
- The electric fence is on. Touch it at your own risk and inform clients that if they touch it they may get shocked.
- The first aid kit is in the tack room.
- The address for Taco Bella is 3231 Burnside Rd. Johnstown, OH 43031. Beth's phone number is 614-989-8417.

Austin E. Knowlton Center for Equine Science at Otterbein University Specifics

- Sessions held at Otterbein University are scheduled around their daily operations.
- Park in the parking lot on the North Side of the building and enter through the double red door on the east side of the building.
- Do not leave an Otterbein horse alone in a turnout area. Bring them both in or ask for clarification from an Otterbein staff member.
- Do not leave an Otterbein horse unattended in the holding area or cross ties.
- Only turn Otterbein horses out together if you have prior permission.
- Post session signs around the area where therapy is taking place.
- Parents may wait in the PBJ Connections' office or their vehicles. The front lobby is not to be used as a waiting area.
- Turn off the room heater before you leave.
- The first aid kit is located in several places at the Otterbein Equestrian Facility. Please make sure a staff member has informed you of their locations prior to the start of sessions.
- The address of the Otterbein Center for Equine Studies is 600 N. Spring St. Westerville, OH 43081. The phone number is 614-823-3020.

The Ohio State University Equine Facility Specifics

- Staff will have keycard access if sessions are taking place after 5P.M. or on the weekends.
- The electric fence is on. Touch it at your own risk.
- Get permission from staff before moving any horses to another location.
- Ask staff where first aid kits are located.
- The address of the OSU Equine Facility is 3658 Kays Ave, Dublin, OH 43017. The phone number for Dr. Kimberly Cole is 937-594-2184 and Dan Rhodeback is 740-504-4164.

PBJ Connections Emergency and Urgent Procedures

It is the responsibility of facilitators to carry out general emergency procedures. Facilitation teams should have at least one working cell phone on their person at all times during interactions with clients and/or horses.

Know the location of the following items:

- On Premise Telephone (with emergency numbers and directions to the stable)
- All exits from the stable, arena, office or any other work area
- Fire extinguishers
- First Aid Kits (Human and Equine)
- Water shut off and the Fuse Boxes

It is PBJ Connection's policy to make prudent effort to provide a safe environment that regards for the health and safety of volunteers, clients, and visitors.

Maintain a full understanding of the emergency procedures in the case that they are needed.

Accident Reports

- All injuries that occurred during volunteering must be reported to the appropriate staff within 24 hours of the incident. Medical Assistance will be given if necessary.
- Volunteers should notify staff of any unsafe conditions observed.

EMERGENCY PROCEDURES:

General Instructions for all emergency situations

- All persons remove themselves from immediate danger and stay calm until emergency procedures can be implemented
- When calling 9-1-1
 - Stay on the line with the dispatcher until help arrives.
 - Provide the location address and the exact location of the people and the incident.
 - Tell the dispatcher a detailed description of the incident so that the appropriate resources are sent.

In the event of an injury during an equine session the facilitators shall:

- Halt the session.
- The Equine Specialist should secure the equine(s).
- Inspect the injured person. If an injury requires first aid or CPR, take immediate appropriate action.

- Follow First Aid and CPR procedures as recognized by the American Red Cross.
- Notify parent, guardian.
- If a horse is injured, the Equine Specialist should remain and care for the horse as well as immediately notify the Director. The owner or responsible party for the equine facility should be notified as well.
- If an urgent issue arises concerning a mental health or abuse crises, the incident should be reported by the Mental Health Professional to the appropriate authorities. The Mental Health Professional should give instructions to the Equine Specialist regarding immediate procedures at the facility.
- For all emergencies, an Incident Report should be completed by noting the incident in case notes or equine specialist notes and emailing the Director with the subject header “INCIDENT REPORT”. The body of the email should not include details of the event but should include the date and time of the session during which the incident occurred.
- For all emergencies, the Director should be notified.

In the case of a tornado or severe weather, the tornado shelters are located:

- In the basement of the main house at PBJ Dressage.
- In the main restrooms and room adjacent to restrooms at Otterbein University.
- In the bathroom of the art studio at the PBJ Connections’ offices.
- In the bathroom of the OSU equine facility.
- In the basement of the house at Taco Bella.

In the case of an active shooter:

- Because active shooter situations generally last for 10-15 minutes, staff should prepare themselves mentally and physically to deal with such a situation.
- Coping practices include being aware of one’s environment and possible dangers, knowing where the nearest two exits are at all times.
- If you or others are in a closed room, stay there and lock the door. If you or others are in a hallway or open area, get into a closed room and lock the door.
- Staff should quickly determine the most reasonable way to protect their own life. Clients and non-staff are likely to follow the lead of employees, volunteers, and management during these situations.
- Evacuation:
 - Escape routes should be planned before attempted.
 - Those willing to evacuate must evacuate even if others refuse to follow.
 - All belongings must be left behind.
 - Do not attempt to move wounded people.
 - Call 9-1-1 once safe.
- Hide Out:
 - If evacuation isn’t possible, find a place to hide.
 - Find protection such as a closed door or desk table in case shots are fired in your direction.
 - Your hiding place should not trap you or restrict your ability to move or leave it
 - Create blockades if possible.
 - Silence all phones and electronic devices.
 - Dial 9-1-1 and alert police to the shooter’s location if possible or leave the line open for the dispatcher if you cannot speak.
- Taking action:
 - Taking action should be a last resort and should be avoided at all costs.
- When Law enforcement arrives:

- Remain calm and follow instructions.
- Put down any items in your hands, raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid quick movements, yelling, pointing or frantic behavior.

In the case of a bomb threat:

- If a bomb threat is received by phone, it should be taken seriously until proven otherwise. Staff should act quickly but also remain calm and refer to the checklist provided.
- All sessions should be cancelled and active sessions should be stopped and clients will be asked to leave.
- Keep the caller on the line and talking as long as possible, and do not hang up even if they do. Show interest and be polite.
- If they will answer, ask the caller where the bomb is located, when it will go off, what it looks like, what kind of bomb it is, what its trigger is, if they placed the bomb, why the bomb is there, and their name.
- Either notify a colleague to call the authorities or do it yourself once the caller hangs up.
- If the threat was received by note, handle it as little as possible.
- Signs of suspicious packages include: no return address, excessive postage, stains, strange odor, strange sounds, unexpected delivery, poorly handwritten, misspelled words, incorrect titles, foreign postage, and restrictive notes.
- Do not use two-way radios or cell phones. Radio signatures have possibility to detonate the bomb. Do not touch or move the suspicious package.
- Record the time that the caller called and hung up, as well as the phone number they called from. Document the exact words of the threat if possible.
- Analyze the call to see if the location of the caller, estimated age, and sex can be deduced. Note if the voice sounds familiar.

In the case of fire and smoke condition:

- PBJ Connections staff must know the fire response plan and procedures and follow them during the case of a fire.
- When there are visible flames, smoke, unusual heat, unreasonable smell of smoke, or other indications of a fire staff will pull fire alarms or dial 9-1-1.
- In the case of a fire, alarms will be pulled and the afflicted area should be attempted to be confined by closing the doors surrounding it if there are any. If the fire is small, attempt to extinguish it with a fire extinguisher.
- An evacuation plan for both people and animals should be planned ahead of time and documented with emergency information.
- Fire drills should be practiced as needed.

Important Numbers:

- Holly Jedlicka, Executive Director: (614) 395-1395
- Erica Lewis, Assistant Director/ Volunteer Coordinator: (513) 805-1316

- PBJ Dressage
 - 9800 Jug St NW, Pataskala, OH 43062
 - Glenda Childress, Pataskala farm owner: (740) 739-1190

- Taco Bella Farm
 - 3231 Burnside Rd, Johnstown, OH 43031
 - Beth Rolland, Johnstown farm owner: (614) 989-8417

- Austin E. Knowlton Center for Equine Science
 - 600 N Spring Rd, Westerville, OH 43082
 - Wendy Hovey, Otterbein University: (614) 314-1970
 - Otterbein Center for Equine Studies: (614) 823-3020
 - Otterbein Security Department: (614) 823-1222

- The Ohio State University Equine Center
 - 3658 Kays Ave, Dublin, OH 43017
 - Dan Rhodeback, OSU Equine Center: (740) 504-4164
 - Kim Cole, OSU Equine Center: (937) 594-2184

- Netcare Access 614-276-2273
- 911 will allow you to access Licking County Sheriff or Westerville Police
- Franklin County Children's Services (614) 229-7000
- Licking County Children's Services (740) 670-8888
- Licking County Sheriff (can ask for on-call social worker) (740) 670-5500
- Delaware County Children's Services (740) 833-2300
- Fairfield County Children's Services (740) 653-4060
- Knox County Children's Services (740) 392-5437

In Closing:

PBJ Connections appreciates the donation of your time and your commitment to our program. We hope that you enjoy your experience and find fulfillment through your position as a volunteer.