

Program Report to the Board of Trustees

Quarter 2: October-December 2020

Date: 1/5/2021

Program Updates

1. Academic Program-
 - a. 124 participant spots filled
 - i. 21 ELP spots
 - ii. 11 drive spots
 - iii. 92 ride spots (10 community)
 - b. Since the start of the session, we've had 3 participants drop out due to COVID concerns (inability to wear mask, or increased concern about contracting it). We've had 2 drop out due to health changes that precluded them from participating, 2 who had school schedule changes that required them to leave their spots, and 2 community riders who lost interest.
 - c. 10 participants took 6 weeks of winter off due to health concerns with the cold. 6 of these spots were backfilled with participants who were pending assessment.
 - d. Participant Leads:
 - i. We currently have 29 active (within the last 12 months) participant leads, 24 of whom have submitted no paperwork and 5 of whom have submitted partial paperwork.
 - ii. We currently have 10 participants pending assessment – all paperwork submitted, but no appropriate spot based on characteristics and their availability.
 - e. New Participant Onboarding:
 - i. 4 assessments completed this quarter. Several scheduled for winter back fills.
 - ii. 5 new participants this quarter.
2. Collaborations-
 - a. V.E.T.S- 6 week pilot program served between 5 and 9 veterans weekly. After action surveys were completed by participants and volunteers then presented at an After Action Review with constituents from High Hopes and V.E.T.S. There are several areas for improvement, but largely the program was successful. We have drafted a new curriculum and will complete an additional pilot in the coming months.
 - b. SARAH Inc.- 2 groups of 4 began participating in October and are scheduled for 15/16 weeks. They have applied for additional grant funding in effort to increase weeks of participation.
 - c. Lyme Youth Service Bureau- hosted paddock tours for screen free weekend in November. LYSB looking to offer again in April.
 - d. Safe Futures- 1 field trip completed, 3 additional field trips scheduled before June 2021.
 - e. Lawrence and Memorial- we were unable to do My Horse and Me camp over the summer and intended to run rotations during academic, however their COVID guidelines have prevented this from occurring thus far. There is a time blocked off in the schedule should they be able to organize a return.
 - f. Montville Transition Academy- Initial field trips have been repeatedly postponed due to the school district closures. They are currently scheduled for the end of January. The

intention is for all to come for a tour and self-select interest that will result in a once weekly group for the remainder of the academic semester. The focus of the lessons will be job skill development and career exploration.

- g. Norwich Youth and Family has confirmed interest in collaborative programming in Summer 2021 and Academic 21-22.
3. Program Engagement Efforts
- a. As needed communications with program changes/reminders going out to all participants via Constant Contact or personal emails.
 - b. Very limited interest in virtual class participation. Only one individual doing monthly virtual lessons.
 - c. All previous participants were contacted this Holiday season to give well wishes and inquire about their return. There are currently no previous participants on the waitlist (everyone who wants a spot in program has one).

Volunteer Updates

1. Program Volunteers-
- a. Permanent program openings: 18- mostly leader spots, several barn spots. Lots of Saturday spots
 - b. There are several feeder spots available and many office volunteer spots. A lot of long term office volunteers are not comfortable returning due to the pandemic- most spots currently filled are by new volunteers.
2. Volunteer Training-
- a. Virtual Components: reworking of volunteer trainings to encourage online learning has been largely successful. General Orientation, Sidewalker, horse handler, and ELP trainings are either completely or partly online to minimize time on the property.
 - b. Training Updates: New introductory and advanced barn trainings have occurred as have a new Equine Learning Program Coach training. We are looking to provide topical trainings for horse handlers to increase skills as well- an email has gone out to all instructors for feedback about priority topics. All training materials have been updated to include COVID related changes.
 - c. Training Efficacy: We've created an electronic satisfaction survey to be completed post training completion to minimize paper use.
 - d. Trainings offered this quarter:
 - i. General Orientation- 4 trainings, 25 total volunteers
 - ii. Sidewalker- 6 trainings (virtual and hands-on), 36 total volunteers
 - iii. Horse Handler- 2 trainings- 5 total volunteers
 - iv. Barn Assistant- 4 trainings, 12 total volunteers
 - v. Equine Learning Program Coach- 1 training, 12 total volunteers
3. Volunteer Assignments-
- a. In effort to clarify volunteer roles, we've updated introductory trainings to include more thorough overview of the roles available. Based on revised volunteer job descriptions, we created an online survey that potential volunteers complete with specific skills and capabilities. This routes volunteers to the roles most appropriate for them- for example, a sidewalker needs to be able to walk and jog for a minimum of 30 minutes straight. If

they have not selected this capability on the survey, they might be directed to ELP coach, office volunteer, or barn assistant.

4. Volunteer Engagement-

- a. All volunteers were surveyed for their participation in our “thankful” project, which will be featured on social media and in our newsletters.
- b. We offered several volunteer hikes on our trails, guided by staff members. Volunteers brought their friends which offered a nice community building opportunity.
- c. All volunteers not active due to COVID are indicated as such in salesforce so they can be re-engaged as COVID impact diminishes.

Risk Management: Q2

1. There were 9 Risk Management reports in Q2:
 - a. Loose Horse-3
 - b. Rider Fall
 - c. Horse Bite
 - d. Horse Step on foot
 - e. Volunteer Trip/Fall
 - f. Other- stirrup catching on stall door, staff mounted without helmet

Safety council has met to discuss all reports and will review annual data for calendar year 2020 in January.