R·E·F·U·G·E services

Captain's Log

REVISED OCTOBER 2022

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Billing

<u>Monthly:</u>

        <u>Middle of the Month</u>
- This happens on the 16ᵗʰ so, all sessions from the 1ˢᵗ to the 15ᵗʰ are billed in the middle of the month. The bookkeeper will come close to the 16ᵗʰ for us to get billing packets to the agencies as close to the 15ᵗʰ as we can. You will follow the steps under the billing steps section below.
  - The white board to the left of the filing closet in the handler's office is where all clients that will have annual or quarterly paperwork due at the end of the month. These need to be pulled for the director to review.
  - Turn in billing packets ONLY.
  - Update white board with new QR, POC, and Justifications due for next month.

        <u>End of the Month</u>
- This happens on the last day of the month, so includes all sessions from the 16ᵗʰ of the month to then end. The bookkeeper will come close to this time to do invoices for all clients. You will follow the steps under the billing steps section below.
  - Turn in billing packets, temperature sheets for therapists and clients, and QR, POC, Justifications.

<u>Billing Steps:</u>

1. Pull billing form from the therapist folders for all their clients located in the filing cabinet in the handler's office.
   - Tasha (OT) has the red folder,
   - Kinzie (OT) has the navy folder, and
   - Renee (PT) has the orange folder.

2. You will need to then replace ResCare billing form 3625 in their folders for the next billing cycle **for the therapist to sign.**
   - The blank billing forms are in the top drawer of the filing cabinet and separated by client.
   - Only the hippotherapy clients for ResCare have papers for the therapist to sign.
     - These forms have "**HIPPOTHERAPY BY PT or HIPPOTHERAPY BY OT"** written in the service code section.

3. In the top drawer of the filing cabinet in the handler office, pull all billing forms that are placed **inside** each client folder. These forms are separated by agency with ResCare in the front and Caprock in the back. Hippotherapy and TR forms must be signed by client and all caprock forms must also be signed by client.

            ** These forms must be signed by client or parent/guardian**
   - If there are less than two of these forms in the folder, you will need to make copies of blank forms and have the client or parent/guardian sign multiple forms the next time they come.
     - These forms have "HIPPOTHERAPY -CERTIFIED RIDING INSTRUCTOR" or Therapeutic Horseback Riding" written in the service code section.
       - These must be signed by the **client & Randy.**

4. In the third drawer of the filing cabinet are the client files. Pull all client notes- we will send the yellow carbon copy to the agency and keep the white copy in the client's file.
   - Once they have been separated, hole punch (on top of the filing cabinet – should be set on 8.5 to make sure holes are punched in the correct spot) the white copy and file it in the right side of the client's file.
   - <u>Make sure all notes are signed by the client or parent/guardian and therapist if they are a hippotherapy client.</u>

5. If there are quarterly's, POC, or justifications in a client's folder, those need to be pulled and turned into Patti for review on mid-month billing so they can be corrected if needed to be ready for end of the month billing.
   - Check the white board to the left of the filing cabinet to see which clients you should have paperwork for.

6.   Bring all the papers gathered to the main office, separate them by agency and client to help keep everything organized. It is easiest to do this in the conference room or group room so there is a large table for you to spread out on. **You will also need the blue billing binder and red monthly log to help complete billing.**

7.   See "ResCare and/or Caprock Instructions" on how to complete billing forms and put client packets together.

8.   Stamp all pages of packet with Randy or Patti's number and send all completed packets home for Randy to review and sign.

9.   Once all packets together, stamp each page with Randy's PATH#.

All packets, once completed, must be given to Randy for him to sign

10.   Blank forms:
1. Even if a client does not attend any sessions during the billing cycle, they will still need paperwork turned in. There will be no signatures from clients or therapist on these papers. These forms are in the blue billing binder for each client.

11.   Temp sheets
1. At the end of the month, you will need to get all agency temperature sheets from the folders in the handler's office. This includes all clients and therapists (Tasha keeps hers in her red folder). Separate the clients by agency and make sure that the client's **first and last** names are written on the top.

12.   Cancel/Makeup Log
1. Anytime a client does a makeup session or cancels, it needs to be recorded on the "ResCare Cancelations and Makeups" spreadsheet. This helps keep track of how many sessions they have missed if we have makeup opportunities and making sure we do not go over their unit limit for their year.

ResCare Instructions:
- PT/OT clients (have two billing (3625) forms)
  1. Record the month and year in the box labeled "1. Service Month and Year"
  2. Record that day and time they come in the box under "Comments:" next to the "Frequency:" (Must be written as: Mondays at 10:00AM – 11:00AM) Do Not Abbreviate.
  3. Make sure Refuge Services or Refuge Arena is written next to the "Location:" in that same box.
  4. Section F is where you will record the days the client attended or canceled. <u>You will need the red monthly log binder for this.</u>
     - On the **"HIPPOTHERAPY – CERTIFIED RIDING INSTRUCTOR"** form:
       - **RECORD THE DOLLAR AMOUNT** that matches the amount on that specific client's box in the monthly log. This should be written in the boxes for the dates they attended sessions.
       - If they canceled, record a "CX" in the box where that date is.
       - Total all amounts and record the total in the "Total Units/Amount:" box.
     - On the **"HIPPOTHERAPY BY OT or PT"** form,
       - Record just the **number of units (hours)** the client attended. This should be written in the boxes for the dates they attended sessions.
       - If they canceled, record a "CX" in the box where that date is.
       - Total all the units and record the total in the "Total Units/Amount:" box.
  5. Once all billing forms are filled , the client's progress notes should be put in chronological order.
     - If the client missed any sessions, a cancel form needs to be filled out and put in the place where the note for that day would normally fall in the order.
  6. As soon as the bookkeeper has completed invoices, they need to be placed in the front of each client's packet. <u>PT/OT clients will have two invoices.</u>
- Therapeutic Riding clients (only have one billing 3625 form)

1. Record the month and year in the box labeled "1. Service Month and Year"
2. Record that day and time they come in the box under "Comments:" next to the "Frequency:" (Must be written as: Mondays at 10:00AM – 11:00AM) Do Not Abbreviate
3. Make sure Refuge Services or Refuge Arena is written next to the "Location:" in that same box.
4. Section F is where you will record the days the client attended or canceled. You will need the red monthly log binder for this.
    - **RECORD THE DOLLAR AMOUNT** that matches the amount on that specific client's box in the monthly log. This should be written in the boxes for the dates they attended sessions.
    - If they canceled, record a "CX" in the box where that date is.
    - Total all amounts and record the total in the "Total Units/Amount:" box.
5. Once all billing forms are filled out, clients progress notes should be put in chronological order. If the client missed any sessions, a cancel form needs to be filled out and put in the place where the note for that day would normally fall in the order.
6. As soon as the bookkeeper has completed invoices, they need to be placed in the front of each client's packet. Therapeutic Riding clients only have one invoice. Randy will sign all TR notes.

- End of the month billing packets should include all monthly agency reports behind the notes. (Quarterlies, POC, Justifications). Put each client's report behind the pertaining client packet. Packets are the same process.

Caprock Instructions:
- PT/OT and Therapeutic Riding clients
    1. Record the month and year in the box labeled "1. Service Month and Year"
    2. Record that day and time they come in the box under "Comments:" next to the "Frequency:" (Must be written as: Mondays at 10:00AM – 11:00AM) Do Not Abbreviate.
    3. Make sure Refuge Services or Refuge Arena is written next to the "Location:" in that same box.
    4. Section F is where you will record the days the client attended or canceled. You will need the red monthly log binder for this.
        - For each session they attended, you will need to write the **UNITS AND THE AMOUNT** that matches the amount on that specific client's box in the monthly log.
        - If they canceled, record a "CX" in the box where that date is.
        - Total all units and amounts and record the totals in the "Total Units/Amount:" box.
    - Once all billing forms are filled out, clients progress notes should be put in chronological order. If the client missed any sessions, a cancel form needs to be filled out and put in the place where the note for that day would normally fall in the order.
    - As soon as the bookkeeper has completed invoices, they need to be placed in the front of each client's packet.
- End of the month billing packets should include all monthly agency reports behind the notes. (Quarterlies, POC, Justifications). Put each client's reports behind pertaining clients packet.
- Caprock:
    - At the end of the month, saved to the Desktop under the folder CAPROCK, there is a document called "Caprock Temp Sheet List" that has a list that needs to be sent with Caprock's temperature sheets that says which clients are seen by which therapist. This needs to be printed and sent with billing as well.
    - See Attachment 1

StarCare Instructions:
1. Pull all session notes from each individual's file. They must be typed on StarCare note form.
2. Put an invoice with session notes.

- o Once Randy signs, fax invoices and notes to StarCare- Program Director
    - o **** Be sure to check with Patti on this process when you get a client referral who begins the program. Will need a new fax number for the Program Director****

Eagala

- o Some veterans are approved through Eagala under their veteran grant. You will need to invoice for **8** of their sessions at the end of the month and give dates approved vets attended to Patti for her to report. See Attachment 2 for an example of how to construct this type of invoice.

Office Tips:

- o IF a new client starts service, be sure to make an original billing form to replicate each billing cycle.

- o Monthly Agency Reports
    - o Updating white board for QR/POC/Justifications on 15th of each month.
        - ▪ The list for this is inside the cabinet door that is to the right of the window in the handler's office that faces south.
    - o When you pull billing for the middle of the month, you will need to ensure you have the paperwork for the clients that are listed on the white board to the left of the filing closet in the handler's office. Once you have all papers, you will need to change the names for the paperwork that needs to be completed by the 15th of the next month.

- o Client Contact list
    - o This list is labeled "Client Contact Information" on the computer. It holds all the client's names and their contact information.
    - o If the client does not have a name next to the first number, that is the client's personal number. When new clients come in, their name and contact information needs to be added to this list.
    - o **There needs to be a copy of this list in the handler office so the handlers can call if their client does not show up and it is after 5pm.**
- o TR Client binder
    - o This is a blue binder that is in the bottom drawer under the printer in the handler's office. Every therapeutic riding client that is private/benefit should have a sleeve in this binder.
    - o This includes their initial assessment paper or their most recent reassessment paper in the front of the plastic sleeve.
        - ▪ Behind this paper facing the opposite way should be the page of their initial packet that is titled "Authorization for Emergency Medical Treatment Form".
        - ▪ This has their emergency contact information on it in case of any emergency.
    - o Each new client will need to be added to this binder as soon as they have a permanent spot on the schedule.
- o Paper
    - o The extra copy paper is stored in the cabinet above the brown box in the handler's office. There should also be paper in the top drawer directly underneath the printer. If there is no paper in either of these places, it will need to be brought over from the office manager's drawer underneath the printer in that office.
- o Boxes
    - o Behind the door, there are wooden boxes. These are for each of the handlers and Patti and Randy. This is where anything that needs to be given to these individuals can be placed.
- o Money box
    - o Key
        - ▪ The key for the money box is in the office manager's office in the top left drawer on a pink lanyard.
    - o Envelopes

- The payment envelopes are stored in the plastic holder next to the money box in the arena.
- The extra envelopes are stored on top of the filing cabinet.
- Keep this plastic holder full of envelopes with labels to indicate client details.
  - Notes
    - Extras
    - Extra Refuge and Caprock notes are in the file closet in the handler's office. They are on the shelf to the right of the filing cabinet. When the extras are running low, let Patti know so more can be ordered soon from Cooper Printshop.
  - Therapist Folders
    - These folders are in the file closet in the handler's office. They are to the left of the filing cabinet in the bottom tray under the progress notes.
    - Each therapist has their own folder with their name on it. If a new therapist is hired, they will need a folder of their own.
    - This holds their paychecks, agency billing papers, and anything else they need from the office.
  - Report list for Agencies
    - Each agency has a list with the dates and cycle each client is on.
      - Caprock and ResCare have separate lists. They are taped to the inside of the cabinet door above the brown box and phone in the handler office.
    - This list is also in the billing folder so you can ensure all paperwork is turned in with end of the month billing.
  - Monthly log for agency clients
    - Once the month is over and end of the month billing is completed, the pages of the monthly log that are for the agencies need to be put in the bottom drawer of the filing cabinet in the handler's office.
      - This is helpful for therapists and handlers when they are completing quarterlies that require them to enter the dates that the client attended that quarter.

Clients

New Client Paperwork:
- o All this paperwork is in the computer under the "New Rider Forms" folder on the desktop.
- o All paperwork needs to be sent **in PDF form**.
  - o Each client may have different paperwork to fill out based on the program they are best suited for.
  - o Director will help determine paperwork if in question.

New Agency Client Paperwork:
- o Agency clients need to fill out the same paperwork as any other client.
- o These forms are also in the "New Rider Forms" folder on the desktop.
- o Consult with Director Regarding Paperwork questions

Assessments:
- o Private/Benefit
  - o Once all paperwork and Doctor's release are returned, an assessment needs to be scheduled. These happen with Randy or one of the therapists, but you will also need a handler for these assessments.
    - ▪ Discuss time options with Randy and ensure there is a handler available at that time also. Once you have a list of time options, offer them to the client.
    - ▪ After setting an assessment time, all the client's paperwork with an initial assessment form (See Attachment 3) needs to be paperclipped together and placed in the black assessment box behind the door in the handler's office.
    - ▪ All parties involved need to be notified of assessment time and added to the Outlook Calendar.
    - ▪ Remind client 1 day prior of assessment time if scheduled over one week out
- o Agency
  - o Once you have approval for an assessment from the agency and all paperwork and Doctor's release has been returned, an assessment can be scheduled. These happen with Randy or one of the therapists, but you will also need a handler for these assessments.
  - o Discuss time options with Randy and ensure there is a handler available at that time also. Once you have a list of time options, offer them to the client.
  - o After setting an assessment time, all the clients paperwork with an initial assessment form (see Attachment 3) needs to be paperclipped together and placed in the black assessment box behind the door in the handler's office.

  These are billed for 3 hours at the agency's agreed upon rate

Scholarship/Fee Reduction:
- o If the client has filled out a fee reduction, the form needs to be given to Patti for approval.
- o **This must be approved prior to the assessment, or the client will be paying full rate for the assessment.**
- o Once approved by Patti, it will need to be added to the monthly log and the benefit spreadsheet.
- o Ensure scholarship clients stay current on their payments. If they get behind, please notify Patti ASAP so scholarship isn't lost.

Paperwork Expirations:
- o There is a big spreadsheet that holds all the paperwork expiration dates. It is saved in the computer under Desktop: Client Paperwork Dates. See Attachment 4.
- o When clients are getting close to their paperwork expiration date (2 years), give them a new packet and doctor's release if needed with plenty of time for them to complete before their expiration date is up. *Sometimes their Refuge paperwork and doctor's release are on two different dates.* Once they have returned the updated paperwork, replace their expired paperwork with the new and archive the old paperwork.

Initial Paperwork:

- o **Email**
  - o If the paperwork designated by Patti needs to be emailed, you can use the email template on the computer in the desktop, titled "New Rider Forms"
  - o **Be sure to take out the fee reduction portion if that is something the client is not receiving.**
  - o Make sure to attach all the documents that are listed on their phone intake sheet **from Patti.**
- o **Mail**
  - o If the paperwork designated by Patti needs to be mailed, you can use the mail template on the computer titled "New Rider Forms" found in the Desktop
  - o **Be sure to take out the fee reduction portion if that is something the client is not receiving.**
  - o Print out all the paperwork the client needs (listed on phone intake from Patti) and fold them in half and put them in a small yellow mailing envelope. These will need TWO stamps for them to go through the mail.
- o Coming In
  - o If they are coming in to get the paperwork, make sure all documents are printed that are listed on the phone intake from Patti. They will not need the directions page.

Quarterly Report for Private and Benefit Clients:
- o Each semester shift **(January, June, September)**, private and benefit clients will need a quarterly report.
- o Semester shifts are the best time to do a QR because many of the clients are switching to a different instructor, and/or time, so it is a good opportunity for each party to get to know each other and revisit goals for that semester.
  - o See Attachment 5 for an example of this form.
  - o This also needs to be written on the white board in the handler's office next to the filing closet.

Difference Between Clients:
- o Agency
  - o These clients' sessions are being paid for by agencies.
- o Private
  - o These clients pay for their sessions in full out of pocket.
- o Benefit
  - o These clients pay for their sessions at a reduced rate out of pocket
- o TVC
  - o These clients are veterans or veteran dependents and are paid for by the Texas Veterans Commission grant.

- o Contract Labor

  - o W-9 needs to be done on anyone doing contract labor, such as repairs, and/or therapists for Refuge Services. Anyone who Refuge Services pays more than $500 for the year must have a W-9 on hand. (Therapists, farrier, dentist, hay baler, etc.)
  - o A W-9 must be obtained before remitting payment for services with all contract laborers. The W-9 needs to be put in the bookkeeper's folder for her to enter in QuickBooks for end of year taxes and 1099's.
  - o These also include workers that are only coming to do a specific job such as repairs.

QuickBooks

<u>Donations:</u>

- o QuickBooks (same process for all types of monetary donations)
    - o Click new
    - o Select "Sales Receipt"
    - o Put the donors name in the customer section
    - o Under the payment method, choose check or cash.
        - ▪ If they donated by check, put the check number in the "Reference no." box
    - o Depending on which kind of donation it is, select the correct category for it to be recorded under (see descriptions below).
    - o Enter the amount of the donation
    - o Click the green "Save and Close" button in the bottom right corner
    - o See page ____ for thank you note details.
- o Monetary
    - o If the donation was made by a check, make a copy of the check before you record it in QuickBooks.
    - o If the donation was cash, make sure it is written down somewhere or write the thank you letter before the cash is recorded in QuickBooks.
        - ▪ This will ensure that the amount on the letter is correct.
    - o These are recorded under the Donations category.
    - o Be sure to write a thank you note after entering the donation. See page ____ for example.
- o Memorials
    - o Memorial donations can be in check or cash form.
    - o If it is a check, make a copy of the check before entering it into QuickBooks.
    - o If it is cash, make sure you write down the amount so the amount on the thank you note will be correct.
    - o When entering the donation into QuickBooks, it will go under **Donations: Memorials category.**
    - o Be sure to write thank you to the donor and notify the family memorial is honoring. See page ____ for example.
- o Monthly
    - o There are donors that send a monthly donation. Sometimes these are sent in the mail with checks from the bank or in PayPal. All monthly donations need to be recorded in the spreadsheet named **"Monthly Donors <u>Year</u>".** (Each year has its own spreadsheet)
    - o If they are mailed checks, make a copy of each check just as the monetary donations and record them in QuickBooks. The PayPal donations do not need to be recorded in QuickBooks but Patti will send you the receipt in an email. That email will need to be printed out and filed in the appropriate folder in the operations drawer. These also need to be recorded on the spreadsheet.
    - o All PayPal donation will be entered in one lump sum entry at the end of the year by Patti then filed.
    - o Monthly donors thank you notes need to be sent out at the end of the year
    - o See page 11 for example.
- o In-kind Donations
    - o All items donated need to be recoded on the spreadsheet named **"In Kind Donations <u>Year</u>"** on the computer. (Each year has its own spreadsheet) This helps with grants and helps keep track of the items that were donated, and Refuge did not have to purchase.
    - o Indicate value for in-kind donation on spreadsheet.
    - o Write thank you to donor (amount is only included in thank you if donor specified total value).

- o See page 11 for example.
- o Fran
  - o Ms. Fran Koch will donate items throughout the year. She will give receipts for everything she purchases. She will need to have her own folder in the operations drawer with the other donation folders. On the **"In Kind Donations Year"** spreadsheet, she will have her own page with her items recorded throughout the year.
  - o Write an end of year donation thank you to Fran and include a copy of spreadsheet listing all items.
- o Capital One Rewards
  - o Sometimes there is a check for the rewards from the credit card. This check needs to be copied and placed in its own folder in the operations drawer with the other donation folders.
  - o It needs to be recorded in QuickBooks but does not need to be added to any spreadsheet on the computer. It goes under the category **Donations: Rewards category.**

Payments:
1. Click new
2. Choose "Receive Payment"
3. Type the client's name in the "Customer" box in the top left corner of the page. Once the client's name appears, click their name to ensure it goes onto their account.
4. Enter the type of payment in the "Payment method" box. (Check or cash) If it is a check, enter the check number in the "Reference no." box
5. Enter the amount of the payment in the "Amount received" box
6. If they have an outstanding invoice, QuickBooks will automatically check them to apply the payments. If they don't have any outstanding invoices, when you click "save and close" it will ask you to save that payment as a credit. Be sure payment attaches to correct outstanding invoices if several options are available.
7. **All payments need to be entered into QuickBooks on Friday before the bank deposit is done.**
   - o **Notify Patti anytime payment and balance don't match to discuss the plan.**
   - o **Make sure payment is applied to appropriate outstanding balance rather than accepting a random one.**

Grants:
1. Create Invoice before entering grant payment
2. Make a copy of the check before depositing it and put check copy and copy of invoice in Patti's box.
3. Even if there is not an invoice present before the check is received, one needs to be made. This keeps out books correct for the end of the year.
   - • Ask Patti for clarification on description for grant and if any other steps need to be done before depositing grant payment.

Invoicing:
1. Click "New"   "Invoice"
2. Enter the "customer" name
3. Choose the category being charged and fill out the amount   click "save and close" or print if it needs to be printed.

Writing Checks:
1. Click "New"   "Check"   Enter who you are paying in the "payee" box
2. Uncheck the "Print later" box and ensure the check number matches the check you are about to print on.
3. Enter the category it goes under and the amount
4. Choose the "Print Check" button the bottom of the page
5. Choose "Preview and Print" and print the check
6. If it prints correctly, you can choose that option on the pop up that comes up in QuickBooks

Paying Bills:
- • Vendor checks
  - o Follow the same instructions above for writing checks

- o Make sure to add the invoice number or account number in the "memo" section of the check.
- o If the bill has a cover sheet for the check and envelope, make sure that is placed in front of the check and only the check needs to be sent. If there is not a cover sheet, send the check and first section of the check stub.
- o Keep bottom section of check stub as record of check paid when invoice from vendor and file in operations file cabinet in vendor category.
  - ▪ Entering handwritten checks
    - ▪ Follow the same instructions as writing a check, you will just skip the printing portion of the instructions. Just "save and close" for these checks.

  Credit card bill
- o Randy or Patti must authorize all receipts with signatures on all receipts

- o ****Payment should have each entry itemized under expense category and check stub filed in operations file cabinet to help as verification of payment for audit****

  Money Box

  - ▪ Labels
    - o The labels you will use for these are Avery 5163 shipping labels. They are in the cabinet below the printer in the section with doors. See Attachment 7 for picture of labels for repurchase when you run out.
    - o The document on the computer for these is named "Money Box Labels". It is already formatted for those labels, so you just need to load the papers in the printer.
- o Envelopes
  - o The envelopes we use are 6 ¾ Security Envelopes. I usually get them from Office Max and purchase the big box of 500 so you don't have to repurchase often. The box of envelopes stays in the handler/therapist office on top of the filing cabinet there in the closet. Leave the completed envelopes (means they have labels on them) in the handler office so the instructors can refill the holder in the arena whenever they run out.

Email Account

- The Office Manager will be using the email address **office@refugeservices.org**.
    - o You will need to create a password that is unique to you, but have it recorded somewhere in case you need to reference it.
    - o Use this email to send emails to clients, agencies, and anyone else you need to be in contact with. When emailing agencies, CC Patti on all emails so she is in the loop of what is going on. You will need to set up a signature with your name and all the information in the example below:

    Thank you,

    - o Your Name
    - o Office Manager
    - o Refuge Services
    - o 806-748-7202 Office
    - o 806-748-0972 Fax

Confidentiality Notice: This e-mail message, including all attachments, is for the sole use of the intended recipient(s) and may contain confidential client information. Unauthorized use or disclosure is prohibited under state and federal law. If you are not the intended recipient, you may not use, disclose, copy, or disseminate this information. Please contact the sender by reply e-mail or by contacting 806-748-7202 immediately and destroy all copies of the original message, including attachments.

- Patti uses the email **information@refugeservices.org**. Use this email when someone is asking for an email to send information to (i.e. prospective clients/contracts, media, potential staff, or potential internship/practicum individuals).
- For any troubleshooting, ask Randy first for assistance. If he is unable to assist, contact Kevin Rhoades by email at kevin@creativeguy.com. MUST have authorization to email Kevin. CC: Patti on all correspondence to Kevin.

Friday Lists

<u>Getting Ready for the Next Week:</u>
- On Friday's, you need to:
    - o Fill out the monthly log,
    - o Print and highlight schedules,
    - o Go to the post office,
    - o And do the bank deposit.
    - o Give veteran coordinator weekly invoice on veteran attendance (See Attachment 9)

<u>Cleaning:</u>
- There is a master Friday list that has all the tasks to be completed on Friday's. Sometimes you will have volunteers or interns to help.
- If you do not, all full-time staff need to divide the list among each other.
- <u>By the end of the day on Friday, everything needs to be completed</u>.
- See Attachment 8 for sample list

Ordering Progress Notes

- Progress notes are ordered from Lubbock Cooper ISD print shop.
- Let Patti know when we are running low. Patti will be the one to order progress notes unless advised otherwise.
    - The number is 806-863-7147, the contact is Terri Stokes. Her email is tstokes@lcisd.net. She should have the progress notes on file. This is the carbon form for not taking used for hippotherapy and therapeutic riding.
    - We order ResCare notes, Caprock notes, and Boots & Buckles silent auction sheets from them.

Printing Schedules

<u>New Office:</u>
- This is the green outlook schedule on the computer. If you do not see this calendar come up, you need to make sure on the left side of the calendar that under the My Calendar section the box next to NEW ARENA is checked. (This will make both calendars show side by side)
- Make sure you have made all your changes for the next week in the computer before you print it. To print correctly, follow the steps below
    1. Make sure you have clicked on this schedule to indicate you are printing the correct calendar
    2. Click file
    3. Click print
    4. Change the view of the calendar to "Calendar Details Style"
    5. Double click on Calendar Details Style
    6. Check the box that says start a new page each: day
    7. Click Ok
    8. Click print options button under the name of the printer
    9. In the Print Range section, change the Start date to the Monday of the next week and the End date to the Friday of that same week
    10. Click Print

<u>Old Office:</u>
- This is the blue Outlook Calendar on the computer.
- This has all the clients that happen in the old arena which include Therapeutic Riding and Hippotherapy.
    1. Make sure you have made all your changes in the computer before you print this. To print correctly, follow steps below
    2. Make sure you have clicked on this schedule to indicate you are printing the correct calendar
    3. Click file
    4. Click print
    5. Change the view of the calendar to "Calendar Details Style"
    6. Double click on Calendar Details Style
    7. Check the box that says start a new page each: day
    8. Click Ok
    9. Click print options under the name of the printer
    10. In the Print Range section, change the Start date to the Monday of the next week and the End date to the Friday of that same week
    11. Click Print

<u>Patti/Randy Copies:</u>
- You will need to print a copy of each calendar (new office and old office). They can be front and back and do not have to have each day printed on a new page.
- Follow the steps below:
    1. Make sure you have clicked on the blue schedule first
    2. Click file
    3. Click print
    4. Change the view of the calendar to "Calendar Details Style"
    5. Double click on Calendar Details Style
    6. **Uncheck** the box that says start a new page each: day
    7. Click Ok
    8. Click print options under the name of the printer
    9. In the Print Range section, change the start date to the Monday of the next week and the End date to the Friday of that same week
    10. Click the properties box to the right of the name of the printer
    11. Under the document style section click the "2-sided (book)" option
        - Click Ok

- Click Print

12. Repeat the instructions above for the green schedule. The only difference there is for this schedule is you will need to print two copies. Make sure you indicate the 2 copies on the initial Print pop up page, **NOT the properties page.**

- **These schedules need to only have Randy's name highlighted in RED.**

Veteran Coordinator Copy:
- Take one of the two copies of the green schedule ("NEW ARENA") and indicate it for the veteran coordinator. Only needs the veteran coordinator's name highlighted.

Other Calendar Tips:
- **All schedules will need to be highlighted.** The highlighters have the employee's names taped to the end. This is a good opportunity to double check the schedule as you go through and highlight.
- Back up Calendar
- Click "File" "Save Calendar" Choose "My Book (E:)
- Don't change the name- can be saved over previous calendar so the most recent is the one saved and it doesn't cause us to run out of space on the external hard drive.
- This will need to be done for both calendars at least one time per month, recommended weekly.

Meetings

Volunteer Coordinator:
- Each Thursday you will also meet with the volunteer coordinator.
- This is where any changes to the volunteers written at the top of the schedule or any sidewalkers will be discussed.
- These changes need to be made **before** you print the schedules.

Director:
- Each week you will meet with the Executive Director
- This is where questions can be clarified on projects, to do for the week is determined, review of client schedules and/or changes needed.
- Take letters to be signed, receipts to be authorized
- All projects should be completed within a week of when given unless an alternative date is set in the meeting.

Monthly Log

<u>Old Arena:</u>

Take the schedule from the clipboard in the handler office. Record each session in the monthly log in the correct boxes. To reference where they are in the monthly log book, look next to the clients name and in parenthesis is where they will be located in that book.

<u>New Arena:</u>

Take the schedule off the table in your office. Record each session in the monthly log in the correct boxes. To reference where they are in the monthly log book, look next to the clients name and in parenthesis is where they will be located in that book.

Bank Deposit

Each **Friday** you will need to go to the bank.

- First you need to make sure that all the payments from the payment box and mail have been recorded in QuickBooks.
- See payment instructions for more details on how to do this.
- Once all payments and donations have been recorded for the week, you will need to manually count the checks and cash separately and then add them together to get your total.
- Then you will need to make sure that all the checks and cash you have match what is in QuickBooks.
    1. Click New
    2. Click Bank Deposit
    3. Go through each check and check the box to the left of the payment to indicate you have that check
    4. Do the same thing with the cash
    5. Once done, make sure the total matches the total you manually counted in the beginning
    6. You then need out fill out a deposit slip
    7. Write the date at the top, next to where it says currency you will record that amount of cash, the first blank line on the left side you will write checks and record the amount of checks you have, total it at the bottom, and put the total in the boxes on the bottom left of the deposit slip
    8. Take the money to the bank (Current bank is City Bank, located at 82nd & University)
    9. Print out deposit slip from QuickBooks. Then staple bank receipt to top and file in Banking drawer in file cabinet under appropriate month.

Key Lock Boxes/Gate Lock

<u>Old Office:</u>

- o The lock box is on a metal post in the entryway of the arena. When you walk up to the concrete pad at the entrance of the old office and arena, turn to your left and look in the metal I-beam that is there. There is a white box with black buttons, this is the box that holds the keys to the old arena and office.
- o The code is **_____**. Type in the numbers and pull down on the tab that is at the top to open the box.
  To close the box, you will need to type the code in again and pull the tab down to replace the cover.
- o Make sure the keys are in there leaning towards the back so the cover will lock properly.

<u>New Office:</u>

- o The lock box for admin office is on the white metal post next to the walkthrough door to get to the arena. If you are standing at the front door, walk down the sidewalk towards the arena, when you get to the door of the arena turn to your right and the box (it is black and white) is on the metal post.
- o **The code is _____.**
- o Turn the number dials with to the correct code and pull down on the tab to open it. If the tab will not pull down, push the white part of the lock box in and it should release the tab to be pulled down. If the key falls inside the box and is laying sideways, it causes the door to not open easily.
- o To close the box, put the key inside tilted towards the back, push the door closed (you will have to press the tab down for it to lock), mess up the number dials to where they are not displaying the code anymore.

<u>Gate Lock:</u>

- o The front gate must be closed and locked anytime no one is on the property. The only people who know the code to this are full time staff, instructors/handlers, weekend feeders, and boarders. Volunteers are not to be told this code unless they are an approved weekend feeder.
- o **The code is _____.**
  To unlock it, you turn the number dials to the correct code, make sure the numbers are in line with the groove, the lock will just pull open. When you open the gate, hang the lock (still connected to the chain) on the fence to hold the gate open throughout the day so the wind does not close it. DO NOT LOCK IT TO THE FENCE! Be sure to scramble code when the lock is left on the gate.
- o When closing the gate, the lock will need to have the correct code for it to lock. Wrap the chain around a thick fence post and put the lock through the chain to ensure the property is locked.

Grants/Donations Administration

<u>SECC:</u>

- This is a grant campaign that goes on year-round.
- Once the grant cycle is up, the representative for our region at SECC will send the list of donors to Patti.
- You will need to write a thank you note for each donor. Some donors will put their address and others will only have an email address.
  - On the computer, there should be folders for these thank you notes from previous years as a sample.
    - These can be used as a template for these thank you notes. It is under the file name "SECC 2022" in the "Thank You's 2022" folder. See attachment 12.
    - Payments are auto drafted into account and bookkeeper will add them to QuickBooks under Donations: SECC

<u>Grants Filing Cabinet:</u>

- In the file room, there is a filing cabinet labeled grants. This holds all the files for the grants applied for and received in previous years and the current year. They are in alphabetical order but are split between multiple drawers.
- All written documentation needs to be reported and added to appropriate grant file to record all communication and actions.
- **Be sure all grants received are run by Exec. Director to ensure all follow up measures have been taken before closing out the year**

Donations

All donation check copies and thank you notes need to be filed in the operations folder in the filing cabinet in the file room. There should be a folder for each type of donation.

Monetary Donation:
- If the donation was cash, make sure it is written down somewhere or write the thank you letter before the cash is recorded in QuickBooks. This will ensure that the amount on the letter is correct. There are many templates in the computer that can be used as a format to write these letters saved under Documents: Monetary Donations Thank You's (YEAR) Each year of thank you letters has its own folder. See attachment 18 for sample.

Memorials:
- If there is a donation in memorial or honor of another individual, there will need to be multiple thank you letters written. There will be a letter to the person who donated and to the family or individual it was in memory or honor of. The letter that is sent to the family or honored individual should **NOT** have the monetary amount on it. There are examples of these types of thank you notes on the computer that can be used as a format saved under Documents: "Thank You's (YEAR) Memoriam 1, Memoriam 2" See attachment 19.

In-kind:
- Throughout the year, people will donate items. Each item that is donated will need to have a thank you note written. Sometimes it will have a value and sometimes it won't. If they donate multiple items, the items can just be in a list on the thank you letter, and no value placed on the note if they did not give you one. This allows the individual that donated to determine the value of the items. See attachment 20.
  - However, when recording items in our in-kind spreadsheet, a value must be recorded (fair market value).

Monthly (End of Year):
- There is a spreadsheet to track monthly donors on computer, labeled _____, so that you can easily print a report of giving for each person at the end of the year.
- At the end of the year, all monthly donors will need a thank you letter written for the TOTAL amount they have donated for the entire year.
- See attachment 21.

Fran:
- Ms. Fran will need a thank you note written at the end of the year with all her donated items and monetary donations. Include a copy of the in-kind spreadsheet itemizing her gifts. See attachment 22 for a sample thank you note for Fran.

Capital One Rewards:
- Sometimes there is a check for the rewards from the credit card. This check needs to be copied and placed in its own folder in the operations drawer with the other donation folders. It needs to be recorded in QuickBooks but does not need to be added to any spreadsheet on the computer. This is categorized as "Donations: rewards"

Holiday Closings

Holiday Closings:

- Refuge is closed for five holidays out of the year.
  - New Year's Day
  - July 4th
  - Thanksgiving Day
  - Christmas Eve
  - Christmas Day

Putting Out Signs:

- Before each holiday there needs to be a posted closing on both office doors and the old arena **two weeks prior to the holiday.**
  - Any clients that will miss therapy on those days should be talked to ahead of time and rescheduled if possible. See attachment 13 as an example of a holiday sign.

Phones

Answering the Phone:

- Answer with "Refuge Services, this is <u>your name</u>". Most of the time whoever has called will let you know what they need.
- If they need to be transferred to another office person follow the phone transfer instructions found on page 26.
- If they are wanting to receive services, you will need to do a phone intake with them.
- Sometimes it is a client calling to cancel or reschedule
  - o If they are canceling, ask for a reason if they don't give it to you and let them know you will see them next week.
  - o If they are calling to reschedule, you can look at the schedule and see if there are any other cancellations in the week where you can put them or if it is early in the week you can tell them if you have any cancellations you will call them and put them in that spot.

Phone Transfer:

- When on the phone, click transfer, then choose whoever's name you are needing to transfer to, if you want to talk to the person you are transferring the call to first then just wait until they answer the phone.
  - o If you are wanting to just send the person directly to another staff member – you will press the transfer button again.
  - o Only send them straight through when you know the staff member is not in their office so the individual can leave them a message.

    Volunteer button – Volunteer Coordinator's phone (handheld)

    Instructor – Phone in handler's office

    Brian– Veteran Coordinator's phone

    Patti – Patti's office (her cell phone will also ring)

    Randy – Randy's office (his cell phone will also ring)

Phone Intake:

- When someone calls wanting to receive services:
  1. The first step is this phone intake process. There is a form for it in your files. Tell them that is how we start the process
  2. You will give their information to our director, and she will give them a call to talk to them further about which program of ours would fit best.
  3. Ask them if they have about 5 minutes to go over that information. The steps below are what to ask for on the sheet and there is a sample sheet highlighted with the information you need to ask them. See attachment 14
  - o Child/Individual's name and age
  - o Name of contact person (should be parent or legal guardian), phone number, address, and email.
  - o If they ask why on address and email just let them know that is for us to either mail or email them the paperwork they will need to get started
  4. Ask them what they would want to work on during a session or what some of their goals would be to get out of therapy.
  5. Let them know how we do things (Sessions once a week at the same time for an hour long. We see clients Monday through Thursday 9-5PM but do have some after school options from 5-7PM if needed, those spots just fill quickly. We can give school excuse notes if they must be pulled from school). Ask if that is something they can do.
  6. Ask how they heard about us.

7.	Ask if anyone in the child's immediate family is an active or retired veteran of the military. (FYI… If they say yes, the client can receive services under our veteran grant but only if the family member enters the program. Let Patti inform them on that but make sure to document if the answer is yes and how they are related to the client) *More notes about this in the Veteran section

8.	If they ask about rates you can tell them it depends on the program that would fit them best. You can usually tell based on goals if it will be TR/Hippo or EAP. So, you can give them rates for what seems to fit most or give them rates for all. TR is $80, Hippo is $150 (incudes PT or OT), EAP is $200. You can tell them we have a fee reduction option where they can apply for a scholarship and get the rate reduced. That is based on income vs expense.

Cancellations:

- If a client is calling to cancel, get a reason from them if you can and let them know we will see them next week. Most will go ahead and tell you why they are canceling but if they don't, ask if everything is okay or something along those lines and they will tell you what is going on. Agency clients especially need a reason because we must report why they canceled when we bill.
- If they are calling to reschedule, you can look at the schedule and see if there are any other cancelations in the week where you can put them or if it is early in the week, you can tell them if you have any cancelations, you will call them and put them in that spot.
- Be sure to verify rescheduled appointment time works with all in treatment team before committing with a client.

- If cancelled day of appointment put late cancel on schedule. If private or benefit clients, depending on reason, they may be charged ½ fee for late cancel. Ask director for verification.

- If no call/no showed, put this on schedule as benefit/private clients will be charged full rates and TVC vets must attend to continue funding. (Can't no show more than 3 times.)

Schedule

<u>Making Changes to the Schedule:</u>
- Permanent Change:
    - To change something permanently, you will need to double click on the client you are wanting to change and select **"entire series."** This will change the information from that date going forward for all the repeated occurrences. This is used when there is a change in handler, horse, equipment, or volunteer. **This also changes all occurrences prior as well.** So, for schedule shifts you will need to wait until the week before to make all the changes, so it doesn't mess up your previous weeks.
- Temporary Change:
    - To change something just for one week, you will need to double click on the client you want to change and select **"just this one."** This will only change that one entry and all future entries will not change. This is used when a handler or volunteer is out and someone else is covering for them.

<u>Change Forms:</u>
- If the handlers are wanting to change equipment or horse for their clients, they will need to fill out a change request form.
- See Attachment 15 as an example.
- This form needs to be reviewed and signed by Patti and Randy. It will then need to be changed on the schedule for the client it is being changed for.
- Once it has been changed on the schedule, file that form in the client's personal file.
- This paper is named **"Change in Horse or Equipment request"** on the computer and hard copies of this form can be found in the handler office in the brown box.

<u>Cancellations/Makeup Sessions:</u>
- When clients call to cancel during the week, there needs to be a cx written next to their scheduled time on the paper copy of the schedule. The reason why they canceled should also be recorded on the paper schedule to help when the monthly log is completed during the week. This helps for billing to report why the agency client canceled and with private pay clients it helps if the cancellations become a pattern.
- With agency clients, try to see if there is any way they can make up that session on another day that week. If there is a chance they can make it up that week, communicate with Patti, a handler that is available, therapist if needed, and the volunteer coordinator to set up a makeup session time. If a makeup session is scheduled, it will need to be handwritten on the paper copy of the schedule so it can be billed properly.
- Make sure all parties involved in the canceled session are notified.

<u>Shifting Schedules:</u>
- Each semester the schedule will shift. Patti is the one to adjust the schedules for the handlers and give copies of the changes she makes. Sometimes clients need to shift times when the schedules change, especially at the start and end of summer. If any clients tell you they will need a time change before the shift happens, make sure to communicate that with Patti so she knows that information before adjusting schedules.
    - Once Patti has made all the changes and clients are settled in their time slots, all the changes will need to be made to the schedule. Once you change the information in the series on the calendar, it will change all the previous sessions. Make sure you make all the changes the week before the schedule shifts to keep the previous weeks correct.
    - **Back up schedule before you begin shifting schedule and then back up again once done.** The outlook calendar glitched more during high chance occurrences.

<u>Monthly Log:</u>

- The monthly log is in the red binder. This is where all sessions need to be recorded at the end of the week or prior to billing day. Every session that happened during the week needs to be recorded in this binder even if they canceled. If billing happens during the week, the log will need to be updated before the bookkeeper comes.
- It is separated into sections that match what is in parenthesis next to the client's name on the schedule. See Attachment 16.
- For the veteran clients, some are recorded in two places. If this is the case, they will have the two places indicated in these same parentheses next to their name with a + sign in between. They need to be recorded in both places for billing purposes. See Attachment 17.

Taking Temperatures

Yourself:

Each day when you come in, you will take your temperature first. You can write it on the main temperature page that is on the clipboard hanging next to your client window in the office. Once the front page is full, you can put it in the archive box. We do not throw any of those types of documents away. We must archive them and keep them.

Guests:

Anyone who walks through our doors must have their temperature taken and documented. If they are coming in for an interview, to ask questions about services, repair work, etc. we must take their temperature.

Clients:

All clients and guests who come with clients must have their temperature taken. This includes caregivers, parents, siblings, friends, every single person that walks through the door must have their temperature taken.

Folders:

- For clients that come for sessions in the new arena, you have all the folders in office manager's office on the same table as the printer.
- They are labeled for whatever program or service they are receiving. (Ex. Veteran-EAP, Patti's Clients, Veteran-EMDR, Scott's Clients) The folders correlate to the schedule so if you are in question, the schedule should tell you which folder their temperature sheet will be in. The veterans will transition from folder to folder when they move phases.
- For clients that are in the old arena (TR and Hippotherapy clients), their temperature sheets are separated by what day the clients come. These folders are on the desk by the sink in the handler/therapist office. The staff also has a folder. This is where you will find Renee's temperature sheet when you need it for billing. (More info on this in billing section).
- New temperature sheets should be created monthly. Archive at end of each month for staff and clients.

Volunteers:

The Volunteer Coordinator has a book that all volunteers sign in with where temperatures are recorded daily. These are also archived.

The Ranch at Dove Tree

Regular Group:

They are scheduled to come Monday (2PM), Tuesday (10AM), Wednesday (10AM). They will all need to take their temperatures.

They need a blank temperature sheet, you can give the sheet, thermometer, and pen to the therapist and they will go around and take everyone's temperatures.

When they are done, count the clients including the therapist and make sure you have enough temperatures to match the amount of people in the waiting area. Write "Dove Tree _____ (day of the week)" on the top of the temperature sheet and put it on top of the new client paperwork.

Patti writes her note on the back of the temperature sheet so leave it on the table with the printer or put the sheet in her box.

Confirm you have all appropriate paperwork for **ALL** new clients
1. Release form
2. Emergency Release
3. Dr's Release (physical)

Tactical Group:

This group only comes on Tuesdays (3PM).

They are either first responders or veterans.

You will need to ask the therapist who is what.

They need the same paperwork as the Regular Dove Tree group but if they are a veteran:
- You need to check for a VA referral, DD214, or copy of their ID that states they are a veteran.

Highlight on temperature sheets veterans with all paperwork necessary.
- Notify Brian of new Tactical Veterans
- Add these authorized TVC Veterans individually to TVC invoice

Paperwork:

The therapist will bring paperwork for all new clients.
1. Release form
2. Emergency Release
3. Dr's Release (physical)

If the client does not have 3 of these, they cannot participate in group that day.

If you let the therapist know, they can call back to the office and fax their paperwork over, but they cannot step into the arena without this paperwork.

Let Patti know if this is the case with any client so she knows to keep them out of the arena.

Binder:

All new client paperwork needs to be filed in the "Dove Tree" binder located on top of the filing cabinet in the file room. Each Refuge Services sheet and Dr. Release need to go in a plastic sleeve and filed alphabetically by first name.

Tactical Veterans who have Veteran Status verification file in tactical group binder. Rest of first responders and unverified veterans go in Dove Tree Binder with the rest of Dove Tree Clients.

Send Dove Tree Binder with Patti to monthly Dove Tree Staffing to be cleared out. Archive inactive clients.

Give Brian copy of verified veteran paperwork

Staffing

<u>Dove Tree Staffing:</u>

- The last Tuesday of every month, Patti will have staffing either at Dove Tree or on the phone. She will need to take the Dove Tree binder with her the Monday before because this staff meeting happens at 8am. Before she takes the binder, all the client packets need to be in plastic sleeves, so it is easy for the staff to sort through them.
- When Patti brings the binder back, the clients who are no longer in treatment will be removed from the binder. All those packets should be rubber banded together with a sticky note indicating they are Dove Tree clients and placed in the archive box. They are NOT to be thrown away. We must keep records of all clients who received services for 7 years.

<u>Staffing List:</u>

- There is a form labeled "Staffing Form" on the Desktop of the computer. This has the list of all clients and which handler has that client on their schedule. This needs to be updated each month and printed out before the first staffing of the month. Patti uses this list to write notes on when clients are talked about in staffing.
- Keep this form updated and print a new staffing form for Patti prior to new month's staffing.

Printer Operations

To make copies:

- You can use the top feeder to scan pages for copies. The default is one sided original to one sided copy. The screen will light up, you can use keys or -/+ by the copy number for more than one copy
- Choose the copy option, then black/color appropriately. If you don't need color, choose black (to save ink.)
- If double sided, first put documents in the feeder on top. Next hit the copy icon. The next screen will have a 2-sided tab set to off. Push that line and choose accordingly to your needs.
    - If printing checks or on letterhead, the paper will go in the tray in front. The check/letterhead will be face down and the top should be toward you. Make sure to designate from the computer to print only on one side.

To Fax:

- Put documents to be sent in the feeder or on glass top.
- Choose the fax option
- Dial the number. (No 1 or 0 needed first.)

To Scan:

- Place documents on scan glass. Return to the computer and open the "Brother Print and Scan" Icon.
- Click on Scan. Screen will change to show settings. If no changes, click the green SCAN bar.
- Screen will show document(s) are scanning. The document will open/pop up.
- Choose the "Save to PC" option. You will name the file, then select a folder to save it (and find it later.)

Veterans

PIF Veterans:
- These are veterans that are in their last phase of the program. They will sidewalk with a specific client for one hour a week.
- **They are still a client** which is important to keep in mind because it is easy to see them as a volunteer. They are **NOT** volunteers. Therefore, they must be always with staff and never left alone with a client.
- If the client they are supposed to be sidewalking with cancels, notify Brian as he may offer a TR session instead.

Veteran Invoice:
- See Attachment 23. This is the invoice that keeps track of the veteran hours for the months. This invoice is what will be discussed in your meeting with the veteran coordinator. It needs to be updated when you update the monthly log at the end of the week.

Veteran Family Night:
- The Veteran Coordinator is responsible for this event. Occurs around Veteran's Day every year. Ensure it is on the calendar and adequate staff is present.

Monthly Log Descriptions for TVC Grant:
- Phase 1: Therapeutic Riding
- Phase 2: EAP
- Phase 3.1: EMDR
- Phase 3.2: Starting Colt
- Phase 4: Pay it Forward, Bible Study, Workday

Horse Show Logistics

<u>Boots & Buckles Logistics:</u>

- To make changes to the website go to www.refugeservices.org/admin. Any image must be uploaded to the image manager tab. Any document attached must be uploaded to the file manager tab. Once documents and/or images are in place, go to the Pages tab. Click on the small Edit button on the far left of the screen. Follow the on screen instructions and add, subtract, or edit the page from this scene. **Website Tips:** First load pictures into Image Manager. If pictures need to be rotated or edited you can do it in Paint. I don't know why the notebook says there is an update button on the far left. Choose the page you want to edit, and then click on the row. Right click on the picture. Click on the insert/edit image option. Select picture by clicking on the icon on the right. Then click insert. Right click on the picture to edit/resize it. You will choose alignment to choose whether you want to center it or left or right align.
    - If you have questions you can call Kourtney Kruse at 817-694-9565 or email her at kourtneykruse@yahoo.com. The calendar on the events page can be accessed and edited at http://gmail.refugeservices.org with the username information and the password.

Mailing Lists

<u>Workshop Mailing List:</u>

- There is an excel spreadsheet on the computer named "Workshop Mailing List" saved to the Desktop. This is the spreadsheet that emails and names need to be added to when Patti sends you their information in an email. Make sure this list stays separate from the Master Mailing list; each list has a specific group of people on it, and they **DO NOT** need to be combined. Information about workshops or internships will be sent out to this list.

<u>Master Mailing List:</u>

- This list is on the Administrative Assistant's computer named "Master Mailing List." Any newsletters, Boots & Buckles information, or general mass emails will be mailed to this list.

Newsletters

Sending Test to Get Approved:
- Once an email has been created, it will need to be sent to Patti for approval.

Volunteer Training

The Volunteer Coordinator Manual has more specific details on training. Volunteer Coordinator is responsible for all volunteer supervision, recruiting, and training of volunteers.

Emergency Dismount:

> The volunteer coordinator will train all on this. This is necessary for anyone who is sidewalking with any client.
> All staff will go through this training.

Sidewalking:

> Sometimes staff may be asked to step in for sidewalking if the volunteer coordinator is short on volunteers. Be sure you are trained on emergency dismount before sidewalking with any client.

Chore Board:

> The volunteer coordinator is to keep up with the chore board each week so when volunteers come in they know what to do. You will be trained as if you were a volunteer by the volunteer coordinator just in case you were to ever do any of the volunteer tasks or if a volunteer asks you questions on where something is or how to do something.
> If you see a job that could be added to this chore book, please notify volunteer coordinator

Community Service Supervisor:

> There may be community service volunteers that are doing their required hours. The volunteer coordinator oversees the interview and paperwork process for these volunteers. Your role will be to be in communication with the volunteer coordinator if you need to be the one supervising the individual while they are on the property. Community service volunteers are to **never** be unsupervised and **do not** help with clients.

Website Account Access

Passwords for Websites can be retrieved by asking the executive director. You must be authorized by the executive director to have these passwords and all passwords are to be kept confidential.

Horses

Contracts for New Horses/Incoming Horses:
- See attached contract in Attachment 24 as sample
- In the event a new horse is coming in, there is paperwork that the owner needs to fill out and provide. We do a 30-day trial period for all horses coming into Refuge. The owner of the horse must fill out and sign our "New Horse Contract" and provide proof of a negative Coggins test within the last year.
- The horse cannot be in our possession without these documents. There are copies of the contract in the filing cabinet drawer labeled "Horses" and it is also saved on the computer in case the owner needs the document emailed to them.

Donations:
- When someone calls and states they want to donate a horse, you will need to take down as much information about the horse as you can. The information you gather needs to then be relayed to Randy.
- Inform the owner how it works when we get a horse:
    1. Let them know that we put them through a 30-day trial to see if the horse will fit into our programs and be a good fit. Tell them that you will take all this information down and pass it along to our Equine Director as he is the one to make the final decision.
    2. Ask questions stated below:
        - How old is the horse?
        - Gelding or Mare?
        - What has the horse done in the past?
        - Why are they wanting to donate them?
        - Injuries of any kind?
- If the horse has passed their 30-day trial and Randy decides the horse is a good fit and Refuge will keep them, the transfer of ownership needs to be completed. See Attachment 25 for an example of this document. It is also saved on the computer under "Contract for New Horses".
- Once the transfer of ownership is complete, you will need to write a thank you note. An example is in Attachment 25. You will **not** write the value of the horse, the owner who is donating is allowed to write off whatever amount they think the horse is worth. We **do not** put a value on the horse but is recorded on the in-kind donation spreadsheet as well. The thank you note needs to either be emailed or mailed to the individual donating the horse. (Make sure you get their information on either to be able to send the note)

Files for Horses:
- Each horse has a file in the file room. It is in the filing cabinet that is labeled "Horses" on the front. Each file has a record of their transfer of ownership, papers if they have them, Coggins results (usually if they are new), and dental records.
- When/if a horse is no longer at Refuge, there is a section in the back of that drawer for past horses. Move the horses file to that section once they are no longer at Refuge.
- Once a new horse is accepted, a photo and facts sheet needs to be created and laminated adding the horse to our wall in the waiting area of south (old) arena.

Maintenance Spreadsheet:
- There is a document saved on the Desktop of the computer named "Horse Maintenance." This is a spreadsheet where all the upkeep of the horses is tracked, including getting their feet done, teeth done, deworming, and vaccinations.
- **When any of those events happen, you will need to write down the date of when it happened and which horse.** You are not necessarily in charge of making sure these things happen but need to make sure they are happening.
- Randy also keeps track of when things need to be done so you will need to let him know if anything is overdue.

Usage Spreadsheet:
- This document is on the computer named "Horse Usage List". This keeps track of which horses are used at which times. It helps to make sure that the horses are not being overused or not given enough breaks in

between clients. It also helps to make sure we don't choose a horse for a client when they are already being used. If horses are used for EAP they need to be on here as well since those sessions can happen simultaneously so the horses don't get double booked. See attachment 26.

Ordering Feed:

- We order our feed from HF&C Feeds. The phone number is (806) 454-8712. They will deliver the feed the same day if you order it before noon. We do get charged a delivery fee but you don't have to tell them that over the phone, it is in our file in their system but double check the invoice or receipt they give to you to ensure they did not charge for it and/or charge taxes.
- To know how much feed to order, you need to talk with Randy. Bring him what we had left in the barn before you ordered last time, what you ordered last time, and what feed we have left the day you talk to him. Write sticky notes for what we had prior to ordering each time and stick them to the invoice or check stub of what we ordered so you have all the documents together when it comes time to order again.

Selling a Refuge Horse:

- If a horse needs to be sold from Refuge Services, the horse must be sold for fair market value and/or adoption contract must be completed on file. (Sample adoption contract in Attachment 27)
    Horses may be deemed acceptable to sell if the horse is no longer able to be used in therapy or if the horse becomes unusable for any other reason
    - o Value of horse for sale may be obtained by current condition of the horse
    - o See attached form for transfer of sale. This form is saved on the computer, my documents, under Horses, as "**transfer of sale**."