

FEEDING AND WATER

- All animals will be fed diets that meet their nutritional and medical requirements in order to maintain a healthy body condition score.
- All diets will be written out on the feed sheets or feed board as appropriate, and followed by all of the caregivers.
- Any dietary restrictions resulting from medical issues will be communicated to all caregivers and appropriate volunteers.
- All animals will be monitored to ensure that they maintain appropriate body condition scores. Concerns will be documented in the daily log and discussed with appropriate caregivers. All diet changes will be noted on the feed sheet or feed board as appropriate.
- If animals have been observed losing weight and have not responded to appropriate dietary or housing modifications, concerns are to be reported to the vet staff via the lead caregiver or team leader as appropriate.
- All animals should be monitored to ensure their access to feed in appropriate quantities.
- Animals requiring special feeds, supplements or medications will be monitored, hand-fed or separated during feeding to ensure that they receive their specific ration. If caregivers are unable to administer special feeds, supplements or medications, the vet staff will be notified.
- All feeds will be monitored to ensure quality and safety. Any feeds found to be moldy, spoiled, rancid or otherwise not fit to feed will be disposed of.
- All animals will have unrestricted access to water at all times. Waters will be checked once or more daily to ensure accessibility and quality.

HOUSING AND FENCING

- All animals will be housed in living environments that allow for adequate exercise to maintain physical well-being.
- All animals will be housed in living environments that are appropriate to any physical limitations they may have.
- All animals will be housed in living environments that allow appropriate shelter for their species, as well as for any special needs they may have.
- All animals will be housed in living environments that are fenced-in, with fencing materials that are safe for their species. The fencing will be consistently maintained to prohibit injuries.
- Efforts will be made to keep living spaces and shelters as safe as possible for each species without excessively compromising the animal's overall quality of life.
- Efforts will be made to provide enrichment opportunities as space, safety, season and physical limitations allow.

VETERINARY AND FARRIER CARE

- All animals will be observed daily for any indications of injury or illness.
- Any concerns requiring immediate attention will be reported to the vet technician on duty as soon as they are noticed. If the vet technician is unavailable, concerns should be immediately reported to the Horse Haven manager or team leader.
- Observations about non-emergency concerns will be reported to the vet technician on duty. If the vet technician is unavailable, make a note of the concern on the white board in the vet room.
- All medical decisions will be made by the veterinary staff.
- All animals will be evaluated by the veterinary staff and placed on an appropriate schedule to maintain optimal dental care, vaccinations, deworming and other routine needs.
- All new arrivals will be placed into quarantine until cleared by the veterinarian. Quarantine protocols are established by the veterinarian and should be followed by all staff and volunteers.
- All animals will receive routine hoof care to maintain optimal soundness.

- When behavioral issues prohibit routine foot care, every effort will be made to improve the behavior as much as possible to safely allow hoof care.
- When sedation is required to provide hoof care, it will be done under the veterinarian's order.
- When physical limitations prohibit hoof care, farriers will do what they can while maintaining their own safety and the animal's safety.
- All horses who are shod will be monitored daily by the caregivers, and any concerns will be relayed to the farrier as soon as possible. If possible, return any thrown shoes to the farrier.

CLEANING

- All animal living areas (excluding the goat barn and grass pasture areas) will be mucked or poop scooped at least five times per week unless prohibited by weather conditions. The primary focus will be around the feeding areas and water troughs, buckets or bowls.
- Smaller paddocks and enclosures will take priority over larger living areas.
- The goat barn will be mucked at least once weekly. Special cleaning instructions may be implemented for individual animals if they are housed in a separated stall or turn-out.
- Occupied stalls or other restricted living areas will be cleaned at least once daily. More frequent cleaning may be required by veterinary staff or the Horse Haven manager in specific instances.
- Any animal in quarantine will be cleaned in accordance with the quarantine protocol established by the veterinarian.

PSYCHOLOGICAL WELL-BEING

- Every effort will be made to house animals with appropriate companion animals. When appropriate companion animals are not available, every effort will be made to allow as much interaction with animals in separate living areas as can safely be accommodated.

TRAINING AND OTHER HUMAN INTERACTIONS

- All animals will be treated with respect and kindness.
- All animal and human interactions should be as safe as possible for both the animal and the person (taking into account the inherent risk to humans of interacting with any animal).
- All training will focus on relationship-based training methods and psychology of the species, as well as the unique needs of the individual animal. The ultimate goal is to establish a positive relationship between the animal and people with the goal of improving the adoptability and quality of life for each animal.
- All animal training and handling (including farrier and veterinary work) will follow the techniques and methods established in the Horse Haven departmental guidelines. Specific training plans for each animal will be established by the Horse Haven manager and training staff.
- The Horse Haven manager and training staff will work collaboratively with the veterinary staff to ensure that any veterinary work will be done safely and within the established handling protocols.
- All volunteer interactions with animals will be supervised and will be at the discretion of Horse Haven staff.

QUALITY OF LIFE

- While the observations and concerns of the caregivers are taken seriously into consideration for each animal, the veterinarian has the final authority in end-of-life decisions.
- Each animal will be evaluated for quality of life on an individual basis and decisions will be based on the following: behavioral issues and the ability of the animal to tolerate a specific treatment or living arrangement; pre-existing physical limitations or other medical concerns; ability of the veterinary staff, farrier or caregivers to safely provide care or treatment; availability of other options to improve quality of life.
- Each animal will be handled with respect and care after passing.