

MIDDLETON EQUESTRIAN CENTRE – THE LIVERY SERVICE

A GUIDE FOR ALL STAFF AND LIVERIES

THIS IS THE WAY IT'S DONE

OCTOBER 2009 VERSION 5

7.45am (6.45am Wednesdays and Weekends)

STAFF – Staff arrive. ALL STAFF SHOULD BE ON SITE 15 MINUTES BEFORE THE START OF THEIR SHIFT. Staff to check the diary for daily messages, tasks and lessons. Also check the livery board for notices

If, due to illness, you are unable to attend, you should notify MEC at the earliest opportunity, and at least one hour before your shift starts. Notification MUST be by telephone call to the office, text messages are NEVER acceptable.

8am

Horses Fed

STAFF – **DO NOT FEED BEFORE THESE TIMES** – UNLESS INSTRUCTED TO BY KERRY

LIVERIES – If you do not want your horse to be fed a message needs to be left in the diary, and on the livery board in the office **the night before.**

LIVERIES – We feed, mix, nuts, chaff and sugar beet as the norm – x 2 daily, any requirement above this is chargeable, or must be provided by you

STAFF- ALL FEED BOWLS TO BE NAMED AT ALL TIMES SO THE CORRECT BOWL IS FED TO THE CORRECT HORSE – RANDOM CHECKS WILL BE UNDERTAKEN BY KERRY – YOU WILL BE HELD ACCOUNTABLE

STAFF – BOWLS TO BE DIPPED IN VIRKON PERIODICALLY FOR THE MANAGEMENT OF VIRUS AND DISEASE, THIS SHOULD BE DONE 1 X MONTHLY.

8.10am – 9am

Horses Rugged or de rugged if staying in

STAFF and LIVERIES

When rugs are being changed ALL under blankets should be replaced or removed and refitted.

LIVERIES – If you do not want your horse to go out into the field a message needs to be left in the diary and on the livery board in the office **the night before.**

STAFF – ALL HORSES THAT ARE STAYING IN SHOULD BE FED, HAYED, WATERED AND HAVE HAD THEIR RUGS CHANGED BEFORE YOU START TO TURN OUT OR MUCK OUT

LIVERIES - If you require a certain rug or boots on your horse please ensure that Kerry is made aware so that all staff can be informed, otherwise we will pick the most suitable rug for you, according to weather conditions, WE CANNOT SECOND GUESS YOU – MAKE US AWARE

STAFF & LIVERIES - rugs can be washed £3 per rug and dried £3 per rug

TURN OUT – The horses are turned out in the field with what we see as appropriate company. If you are not happy with the company your horse keeps please talk to Kerry to discuss the problem. However we DO NOT offer individual turn out so compromises must be reached. Horses will be horses and play fight in the fields – it is unavoidable and no-ones fault.

STAFF – IF YOU HAVE BEEN MADE AWARE OF RUGS, BOOT REQUIREMENTS ETC OR CHANGES - EMAIL ALL STAFF SO THAT THEY ARE ALSO AWARE.

STAFF AND LIVERIES – **DO NOT** LEAVE RUGS ON DOORS – USE THE RUG ROOMS

STAFF - RUG ROOMS TO BE LABELLED CLEARLY AT ALL TIMES

LIVERIES – YOU MUST CLEARLY MARK ALL YOUR RUGS WITH A PERMANENT MARKER – RUGS LEFT UNMARKED MAY GET USED ON OTHER HORSES WHERE THERE ARE DUPLICATIONS OF MAKE AND COLOUR

STAFF – DO NOT BORROW RIDING SCHOOL RUGS WITHOUT PERMISSION FROM KERRY

9am – 11am (approx)

Mucking Out

All horses are mucked out to a high standard. We do not offer a deep litter service, and we only allow shavings as bedding. We provide shavings, although you may provide your own, we cannot store your own shavings at MEC.

LIVERIES - If you are not happy with the quality of the mucking out please see Kerry.

LIVERIES – If you are with your horse we would expect that you would skip the horse out yourself, not rely on staff, although all beds are skipped a minimum of 2x per day, after the morning muck out

LIVERIES – If you require more or less shavings for your horses bed, this is Brian's area of responsibility. Brian also provides Kerry with the shavings allocation for the production of livery invoices – if there is a discrepancy this must be raised with Brian, and then rectified through Reception

LIVERIES – If we believe that your shavings bed does not meet our standards more shavings will be added without prior consent, any problems with this should be raised with Kerry

LIVERIES & STAFF – The muck trailer is emptied, usually every other day, presently this cost is around £300 per month – don't throw shavings away unless they are soiled

Yard Tidied

ALL – We pride ourselves on a spotlessly clean and tidy yard. It is **EVERYONE'S** responsibility to keep it this way.

1. Pick up droppings for wherever they are deposited, yard, driveway, schools
2. Pick out feet before walking across a swept yard or you will be asked to re sweep
3. Do not leave grooming kit out unnecessarily.

The only items allowed to be kept outside your stable are :

1. Head collar and rope
2. Quick release ropes on tie rings
3. Hoof Picks
4. In summer, fly spray

Everything else must be kept in the tack room/rug rooms

STAFF AND LIVERIES

The only items allowed to be kept **INSIDE** your stable are :

1. Your Horse
2. Water Bucket
3. Hay Net

Feed balls and lickit's can be used once prior consent has been given by Kerry, but are a pain in the *****, however we **DO NOT** provide feed for feed balls from your feed allowance, if you require extra feed please ask, and the ball will be filled by a member of staff, and billed to your account.

Nets – We will give your horse whatever is written on the feed board.
Please notify Kerry if you wish to change any aspect of your horses feed.

ALL - We give 2 nets per day if horses are out, and 3 if they stay in – if you require more than this then it is added to the weekly livery invoice, all ‘extras’ are recorded on our ‘SCHOOLMASTER’ system in Reception

Extra requirements must be requested and verified by Kerry – an email sent to all staff and a record put on schoolmaster

Feeds - We will give your horse whatever is written on the feed board.
Please notify Kerry if you wish to change any aspect of your horses feed.
Any supplement will be fed in the evening feed

STAFF - PLEASE ENSURE ANY HORSE THAT HAS A LUNCH TIME FEED DOES NOT HAVE THE SUPPLEMENTS ADDED TO THIS FEED. ALL LUNCH TIME FEEDS ARE EXTRAS AND AS SUCH SHOULD BE RECORDED ON SCHOOLMASTER

STAFF - ENSURE THAT THE FEED BOARD IS KEPT UP TO DATE

LIVERIES - supplements are the responsibility of the livery owner and should be monitored by the owner and replaced when needed,

11am – 12.00pm

Horses In – Horses come in to a **small** hay or haylage net, feet are picked and day rugs put on. With the present weather conditions the horses are coming in earlier than usual. Weather permitting horses will start to stay out longer as we approach Spring. Where necessary, we will hose legs off during muddy weather, if you **DO NOT** want your horse hosed please advise Kerry who will ensure all staff are aware.

LIVERIES – We try to turn out as much as possible, but, in turn, this wrecks our fields – there is little we can do to repair and re seed the fields until the Spring. If it is too muddy, too hard, too wet for your horses, then ask that they are not turned out. Again, we are unable to second guess your choice, but happy to abide by your requirements.

Fields will be re seeded, rolled and harrowed in Spring. This will mean that we turn out on a rota basis, or keep horses in for a short period. At any time we can make the Atlantic Nurseries fields available, but you must turn out and bring in yourself. Please see Kerry for more details on this service.

12pm – 12.30pm

Fields Skipped of all droppings – This is to be done every day. Water buckets will be scrubbed and re-filled. Fencing should always be put up and switched on.

Grooming £3 per day – summer May - September
£5 per day – winter Oct – May

Removal of all mud where possible (ie where dry) and mane and tail comb

Lorry Hire/Transportation By individual agreement

See Kerry for prices of hiring her lorry and a driver for any event

Lorry/Trailer Parking £15 per week

Any lorry or trailer that you require to be held at MEC will be chargeable and added to your weekly invoice

Schooling £20.00 per ½ hour
Including grooming – carried out by qualified staff

Shavings £8 per bale – or the going rate
£5 per bag – or the going rate

Subject to change

Straw £2.00 per bale

Bathing £15.00 per hour

Full bath with hot water in the bathing stable and dried under the solarium lights

Plaiting £15.00

Full plait for any occasion using ours or your equipment

Mane/Tail Pull £ 7.50 each

Done to specifications – if sedation needed this will be added to your bill

REDUCED PRICE

Use of the Wash box
For bathing, clipping and/or solarium £10.00 per hour or part thereof

Any use of the wash box is chargeable – it will be kept locked and you will need to arrange to use the wash box by booking time in the Reception diary – you cannot use it for ANY reason without charge

Clipping Horse	£45.00
Pony	£40.00
Legs and full face extra	
Washing/Drying of numnahs/rugs	£3.00 per article
Hold for vet, dentist, physio	£5.00 per ½ hour or part thereof
Carry out Vet. treatments i.e.	
Bandage/Hose/Walk Out/Dress wounds	

LIVERIES - ALL EXTRAS NEED TO BE BOOKED VIA RECEPTION OR WITH KERRY DIRECT – IF YOU REQUIRE A CERTAIN MEMBER OF STAFF TO CARRY OUT YOUR TASK PLEASE MAKE THIS CLEAR WHEN BOOKING

STAFF AND LIVERIES – Our tack cleaning is carried out as follows:

Working, Silver and Gold Livery's tack is cleaned on Sunday's or Monday's, where possible

The wet hay area is cleaned, swept and tidied every day

3pm – 4pm

Skip horses – Horses beds will be set fair, waters cleaned and refilled

LIVERIES – If you are at the Yard we would expect you to fill water buckets and skip your horse out – staff will check however to ensure this task has been carried out

4pm – 4.30pm

Horse night rugged – We will rug the horses as we see appropriate, unless you have asked for a certain rug to be put on. Make sure that Kerry is aware of your requirements so that she can make all staff aware.

Please ensure your request is made to Kerry either by email

kerry@middletnequestrian.co.uk or kerry@premierpartnership.co.uk, or by telephone – mobile 0780 383 1642. When, and if we have freezing temperatures, we may feel it is necessary to rug at 3pm, before we skip out.

4.30pm

Sweep Yard and make morning nets

LIVERIES – we ask that you provide us with 2 large hay/haylage nets every 6 months, or if requested. We make up over 120 nets per day so we do not guarantee the colour, make or shape of your net. We do guarantee that your horse will receive the correct amount of hay or haylage and that the nets are regularly dipped in Virkon to manage disease and virus. Please do not ask us to use 'your' net it is just not possible.

5pm

Feed – If no request has been received by 4.30pm, for your horse not to be fed, it will be fed at 5pm. Any supplement will be fed in the evening feed.

STAFF – If working livery horses are in a lesson and their owners are here **DO NOT** feed early. Ask the owner to feed after the lesson.

5.15pm – 6pm

Hay and Haylage

All horses will be hayed, waters will be checked, feed buckets will be taken out washed and remade for the morning. All stables will be secured at this time.

LIVERIES

If you have requested your horse not to be fed, it is your responsibility to ensure the following

1. Your horse is fed
2. Your horse is rugged
3. Your feed bucket is taken out and remade for morning.
4. Your horse has water
5. Doors on stable, tack room and the gates locked when you leave
6. All lights are off. **INCLUDING** the school lights when you leave
7. If you are the last to leave make sure you have locked the tack rooms and the gates are locked behind you.

STAFF AND LIVERIES

Health and safety is an important issue

STAFF

1. No ear phones at all should be used whilst on shift; this includes listening to music and answering your phone.
2. Hay barn – **BRIAN** or **ASHLEY** only to go into the loft to get the hay. Please request them to throw hay down before they leave the yard.
3. When horses are being lead on the roads, staff should always wear reflective vests.
4. Hats must be worn when clipping
5. **CONTROL OF DRUGS** – All drugs must be in the first aid cupboard and this will be secured at all times. Staff handling drug must make note of any special precautions. Appropriate safety equipment is available i.e. gloves. All drgs to be signed out of the first aid cupboard by a member of staff.
6. Heads of Departments will ensure that helpers are only asked to carry out appropriate jobs and deal with appropriate horses.

LIVERIES

1. All liveries under 16 or anyone over the age of 16 who has not signed a disclaimer WILL wear a hard hat when going to the fields
2. All Liveries under 16 to be accompanied by a responsible adult at all times.
3. A horse will be accompanied to / from the field by a maximum of two people.
4. Riders under 16 years of age must be supervised by an appropriate adult at all times when riding in the school.
5. If you intend to ride someone else's horse and you are under 16 years old you must have the permission of both your parent and the adult responsible for the horse prior to riding.

MENAGE RULES

1. Only three horses allowed to use the school at any one time.
2. Always make other school users aware before entering or exiting the school
3. **Always clear up your droppings**
4. A hard hat must be worn at all times when riding.
5. No lunging and riding to take place at the same time in the same arena
6. Equipment used must be returned NEATLY to storage area.
7. Do not share a school when a lesson is in progress - EVER

Please note that we hold up to date risk assessments for all duties and all riding activities – these can be viewed at any time by asking at reception.

Please read and follow the rules below for helpers/owners/friends and family visiting Middleton Equestrian Centre:

Taking horses to and from paddocks

* Helpers and owners may do so but **MUST** wear a hard hat and **MUST** be accompanied by either a member of staff or a responsible adult, who we also recommend wears a hat. The member of staff or adult must turn the electric fence on/off and detach/attach the gateways.

When turning out always turn the pony back towards you and close the gateway before taking off the head-collar – if other horses are already in the paddock then extra care should be taken by the member of staff or adult to ensure that these horses cannot escape or cause damage to the person turning out.

If there are no members of staff on duty ie after hours, then an adult **MUST** accompany the helper/owner with turning out or bringing in.

MEC also recommends the wearing of gloves whilst turning out and bringing in.

The electric fence can give a nasty shock if not handled appropriately, under 16's should NEVER handle the electric fencing.

Skipping stables/Tying up hay nets/Grooming/Tacking up

* Helpers and owners may carry out the above tasks but must bear in mind the following.

Horses/Ponies should be tied up by a member of staff or responsible adult whilst they are being skipped or groomed. MEC strongly advises that a hard hat should be worn whilst in a stable with any horse or pony. After tacking up horses and ponies should be left tied up in their stable to prevent damage to tack.

Skipping of paddocks/Filling up waters in fields

* Helpers and owners may carry out this task but MUST wear a hard hat if there are horses in the fields. For inexperienced helpers or work experience students a member of staff MUST be supervising this task by skipping nearby fields at the same time and these individuals must not be left alone to carry out these tasks

Sweeping yards

* Helpers and owners can carry out this task

Leading in lessons

* Helpers and owners can carry out this task. MEC strongly recommends the leader wears a hard hat and gloves. A lead rope must be attached to the horse's nose band. This activity should be supervised by the Instructor taking the lessons and leaders must obey the Instructor at all times.

Leading horses to schools for lessons

* Helpers and owners can carry out this task but the rules – as per leading in lessons - apply.

Weeding

* Helpers and owners can carry out this task but be vigilant for horses being led to schools for lessons. If you are asked to do this task please ask for rubber gloves that will be provided by the Riding School Supervisor. We recommend that gloves are always worn for this task.

Cleaning Stable Windows and Doors /Filling up water buckets in stables

* Helpers and owners can carry out this task. However a hard hat is recommended by MEC if cleaning windows/Filling waters in an occupied stable.

Tack cleaning

* Helpers and owners can carry out this task

Bathing Ponies

Horses/Ponies should be tied up by a member of staff or responsible adult whilst they are being bathed. MEC strongly advises that a hard hat should be worn whilst in a stable with any horse or pony. No one under the age of 16 is allowed in the wash box to bath a horse or pony without the supervision of a member of staff or a responsible adult.

Mounting/Dismounting

All mounting and dismounting must take place in one of the three schools provided for this purpose. All horses and ponies must be led **on foot** to and from the stables to the schools. This does not apply to MEC staff, as they are covered under the yard's Employers Liability Insurance, and their own insurance, where they are riding their own horses.

If you are going hacking, we recommend that you mount in one of the schools and not on the Yard.

Riding/Attending the Yard Unsupervised

Owners of livery horses under 16 **MUST** be supervised by an adult whilst riding in any of the schools. If children ride unsupervised, MEC will not accept any liability for accidents howsoever caused. MEC strongly recommends that parents supervise their child when riding or arrange for one of the other livery parents to do so. It is not the responsibility of staff to supervise children left on the yard, without a parent or responsible adult, and as such MEC accepts no responsibility for children left unsupervised on the Yard, even during opening hours.

Children riding/jumping/hacking/grooming/leading to and from fields unsupervised are the sole responsibility of their respective parents. MEC staff are not responsible for their safety, other than to provide safe riding and working areas.

Friends and Relatives

Friends and relatives of all clients are always welcome at MEC but all of the above still applies...

Other Horses

We recommend that you do not go into other horse's stables if you are not the owner. If you chose to do so then again it is at your own risk. If you have arranged for another person to ride/groom your horse whilst you are away for whatever reason, the Office **MUST** be informed of your absence and the parameters in which the 'loan' person must work i.e. can the horse be taken off the yard for hacking/to a show? Can the loaner's friends ride the horse?. You must check your insurance arrangements, as it is likely that only the owner/rider is insured, and you will therefore need to advise your insurance company that a third party has been given permission to ride in your absence. MEC recommends that you leave holiday dates and emergency contact numbers, whenever you are on holiday, or absent from the Yard for any reason, and that you leave MEC in charge of the care of your horse whilst you are away.

Please ensure that any disclaimers you may wish to enforce are signed and on your MEC file, otherwise we will enforce all of the above rules, without exception.

Please leave all emergency contact numbers at reception and an email address where possible.

Notes

Working Livery Horses

- Your horses are not turned out at the weekends so that they are available for lessons
- If you provide alternative tack and grooming kits for school use please make sure that these are adequate for our use – we will inform you when items need to be replaced
- If you DO NOT want your horse used at a certain time, we need to know at least 24 hours in advance – if we make a mistake please try to understand that there is always an element of human error. Do not turn up to ride and cause a fuss if your horse is in a lesson and you have not informed us of your intentions, we try our best to accommodate everyone but the art of this is in good communication
- We try to horse up lessons according to ability of the rider – please tell us if there are certain riders you wish to avoid, and we will try to accommodate this when horsing up
- Schoolmaster records the hours your horse undertakes – this is deducted from your invoice on a Sunday for the previous week which ran from Sunday to Saturday, we can prove the hours by a report from Schoolmaster – if this is required please ask
- Working liveries may pay weekly in arrears, but not monthly in arrears
- If you ride your own horse in a lesson please pay the full price at reception and the hours will be deducted in the normal way
- Your tack will be cleaned for you once per week
- Your horse is groomed for you if it is used for a lesson
- If your horse has worked for three hours in a day we would suggest that you check the hours worked and not ride him or her again that day as we would advise that this is really the maximum amount of work per day
- Do not store feed of any type anywhere other than the feed room
- Keep your tack and rug areas clean and tidy
- Use of the schools is available around riding lessons – you are not permitted to share a school when a lesson is in progress – under any circumstances
- All droppings to be cleaned up at all times
- **DO NOT HELP YOURSELF TO HAY, FEED OR HAYLAGE**
- Following a data protection enforcement visit, please be aware that as both office computers contain personal and private information, on not only clients, but staff and company financial accounts, only staff members are allowed access to these machines. If you have a query, please raise this with a member of staff. **WITH IMMEDIATE EFFECT ONLY STAFF MAY VIEW THE INFORMATION HELD ON COMPUTER FILES.**

- Space is a premium in the tack and rug rooms. You are allowed one saddle rack and bridle hook and all of your other equipment must fit under your saddle or under your rugs in the allocated rooms. If you require an extra peg this must be sanctioned first. Please be respectful of others and do not allow your equipment to encroach on others space. We can only accommodate so much tack and rugs and once your allocated space is full other equipment will need to be kept at home
- **SECURITY IS PARAMOUNT – LOCK THE TACK ROOM IF YOU ARE THE LAST TO LEAVE OR YOU ARE THE ONLY ONE ON THE YARD AND YOU ARE RIDING**
- **IF YOU ARE THE LAST TO LEAVE CLOSE AND LOCK THE GATES**
- We have a very strict policy on new horses coming onto the Yard as liveries. All horses currently at MEC have been swabbed and blood tested for the strangles virus, and are clear. In order for a new livery horse to be accepted we ask that it is isolated in our isolation stable and is blood tested and swabbed at the expense of the owner. Whilst in isolation only one member of staff is allowed to deal with the horse, in overalls and gloves. Owners are allowed to attend the horse but **MUST NOT** touch any other horse or equipment Results usually take 10 days and once we have the all clear the horse is released from isolation.

WE ARE VERY STRICT ON THIS POLICY AND THERE ARE NO SHORT CUTS. ALL VETS BILLS ARE THE RESPONSIBILITY OF THE OWNER

Notes

Full Livery Horses

- Invoices should be paid weekly in advance where possible
- Please do not leave brushes etc in your stables
- Keep your tack and rug areas clean and tidy
- Do not store feed of any type anywhere other than the feed room
- When horses are not turned out we would suggest that you arrange to come and lunge or ride them, or ask for us to arrange this, otherwise you may find them rather fresh!
- Use of the schools is available around riding lessons – you are not permitted to share a school when a lesson is in progress – under any circumstances
- All droppings to be cleaned up at all times
- When you are in attendance we will assume that you will skip your horse and check that he/she has adequate water, if you require extra hay please ask a member of staff and this can be arranged, but will be added to your weekly invoice
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NOTES APPLICABLE FOR ALL

Health & Safety

Health and Safety is the responsibility of us all.

Please ensure the following as a minimum

1. The muck heap area should always be barriered off at both ends so no-one can 'accidentally' fall in the pit from either side
2. The muck trailer end board should be stored safely away from the public preferably behind the barriers
3. The school chain harrows should always be stored carefully away from the public and the large chain harrows should have metal barriers placed around them at all times when they are not in use
4. There should be **NOTHING** left in the schools apart from the mounting block and ideally these should be removed during lessons
5. All jumps should be neatly stacked when not in use
6. All whips should be placed in the whip holders in each school
7. Any damage caused to the school or school markers or fences should be reported to Brian as soon as the damage occurs
8. Tools are stored where they should be kept – in the wet hay area and not left around the yard – forks should be hung with prongs to the wall
9. No Ipods or ear pieces to mobile phones on the Yard during shift times
10. Always be aware of MEC's safety policies on the wearing of hard hats for specific jobs

Important Contact Numbers

Proprietors

Kerry Arnold-Herrick – 0780 383 1642 – 01283 711222 Office
Nigel Herrick – 07973293226

Head Groom

Lewis Daniels – 07732717101

Gemma Hartley BHSII - 07738784043

Dawn Fellows – 07971647413

Health and Safety Officer

Ashley Dunn – 07747792883

Only to used in an emergency

Use the office number at all other times

Head of Maintenance

Brian Arnold – 07805632507

Farrier

Neil Wilding – 07866693143

Vets

608 Group – 0121 7053044

Matt (608) – 07802577763

Pool House Equine – 01283 799700

Dentist

Andrea Fear – 07812105199

Osteopath

Gemma Wise – 077217750065

Saddler

Crewe – 01270 584551