

# Guidelines For Guides

Whether you refer to them as greeters, docents or ambassadors, the TAIL Guide is the backbone of the TAIL Program. They are, in many cases, the first contact a TAIL participant has into the world of the Arabian horse. The happy surprise that most volunteers discover after they have spent time with people talking about their passion, is that they remember all over again why they fell in love with the Arabian in the first place.

## A Code of Ethics

The goal of the TAIL program is to introduce people, especially children, to the Arabian horse in a manner that is friendly and educational. It is up to the TAIL Guides to make that happen. It is very important to remember that in your rôle as an ambassador for the Arabian horse, you should not be volunteering in order to sell horses, breedings, trainer services, etc. or offer personal opinions on the services of others. As a TAIL Guide you should be impartial to the information that is put in the TAIL bags. The success of this program is based on our devotion and love of the Arabian horse in a general way, not promoting individual agendas.

The following are some guidelines we would like the TAIL guides to follow, but as in anything else, common sense is usually the best guide of all!

## Meeting Your Party

- You should be at the TAIL Booth 10 minutes prior to your appointed time. Your group will have been instructed to meet you there.
- Please wear a TAIL vest or T-Shirt with a name badge on it. The vests or shirts will help identify you to exhibitors and trainers at the show as you are walking around with your group.
- Please have everyone in your group wear a name badge. The obvious reason is that it will help you with their names, but the other benefit is it will identify these people as newcomers to the Arabian, and may prompt some friendly exchanges with the exhibitors.
- Please be sure everyone in your party receives a TAIL Bag, which has information and fun stuff in it. It is a good idea to wait and hand the TAIL Bags out at the end of the tour, so the participants can safely pet the horses without holding on to their plastic bags,

## Thing to Do with Your Group

- The most important thing to remember is SAFETY. Be careful!!
- Under no circumstances should you put anyone up on a horse.
- Take your group to the stands for a while and explain, in general terms, what is going on down there.
- Consider allowing your group the opportunity to present ribbons. Speak with the person handling awards at the show and ask if this might be possible. It is suggested that you bring no more than three individuals into the arena at a time, and be sure you explain how to properly and safely hand out the ribbons. Stay with each child at all times, and remember- safety first. This is a thrilling experience for the kids and for the parents, who are sure to use it as a photo op!
- Take your group over to the farrier, vet truck and various vendors. Introduce your group to everyone you know.

## Going Back to the Barns

- This will be what most of the kids are waiting for- to touch a horse!
- Look for the "TAIL Friendly" signs posted at barns who welcome you bringing groups through.
- If the barn you are touring looks like it is in "crunch-time" getting ready for a class, please respect this and move on to a barn that is having a break between classes.
- Take your group to the TAIL horses. If the horse is totally calm and relaxed you may CAREFULLY take the horse out of the stall and let your group brush, pet and feed carrots to it.
- There may be horses, who are absolutely bomb-proof at home, that have been volunteered by well-meaning owners and brought down to the show, that once in unfamiliar surroundings and left in a stall, get nervous. If the TAIL horse looks like it is anything other than totally at ease and relaxed, do not take it out of the stall. There will be many horses on the grounds that will be wonderful to interact with, ask your TAIL Program Coordinator about ideas.