

## **Eagle Mount**

***Eagle Mount is a non-profit organization providing therapeutic and recreational activities for children and adults with physical, mental, developmental, and/or behavioral challenges, striving to improve the quality of life for them and their families.***

Eagle Mount, founded in Great Falls in 1990, offers exciting programs that allow infants, youth, adults, and seniors to explore recreation and take on new adventures based on their abilities, not their disabilities. Horsemanship, outdoor explorations, children's programs, sports programs, fun day activities, and senior programs provide fun for all.

**Horsemanship** includes recreational horseback riding, stable management, horse care, advanced riding, clinics, special horsemanship classes, and Hippotherapy (therapy with the help of a horse). Participant ages: 6 and up. Volunteer ages: 16 and up (with exceptions for general barn help).

**Outdoor Explorations** include rafting, pontoon boating, fishing, gardening, trailblazing, picnics, hiking. Participant ages: 6 and up (depending on activity). Volunteer ages: 16 and up.

**Children's Programs** include tippy toes, summer fun days, and gymnastics. Participant ages: 6 weeks and up (depending on activity). Volunteer ages: 14 and up.

**Sports Programs** include alpine skiing, ice skating or sled hockey, bowling, and karate. Participant ages: 6 and up (depending on activity). Volunteer ages: 15 and up (depending on activity).

**Fun Day Activities** include various activities, indoor and out, that provide a day of fun for all who want to participate – picnics, playground fun, walks, basketball, soccer, horseshoes, movie and game nights etc. Participant ages: (depends on activity). Volunteer ages: 15 and up.

**Senior Programs** include various activities, indoor and out, for seniors (55 and up) – horticulture, walks, game nights, arts & crafts, etc. Participant ages: 55 and up. Volunteer ages: 15 and up.

## **Who Is Eagle Mount**

Eagle Mount operates through a core of staff, volunteers, participants, and donors. Every aspect of this core is viable as one cannot function without the other.

**Staff:** The everyday operations in the office and within program coordination and planning are taken care of by a group of 6 very talented, dedicated, and loyal individuals. Each staff member has a heart of gold and works hard to make sure Eagle Mount's mission will be around for years to come.

**Volunteers:** Volunteers are the heart of each program. The Eagle Mount programs would be at a stand still without these talented individuals. Through the Eagle Mount programs, a volunteer will receive specialized training, develop great friendships, get some exercise, and share the love of recreational activities with a child or adult and help them overcome challenges.

**Donors:** Eagle Mount could not operate its' programs without the support of the Great Falls Community. As a non-profit, we rely heavily on community support through fundraising, direct donations, and grants.

**Participants:** Simply put, Eagle Mount's mission would not exist without our participants! Eagle Mount programs offer participants new friendships, teach new skills in recreational activity, provide exercise, offer access to highly trained and certified program instructors, and make volunteer assistance and adaptive equipment available. Parents can watch their children grow socially, emotionally, and physically and are given an opportunity to develop a personal support network with each other.

## ***Who Do You Call?***

Office Phone: (406) 454-1449; Fax: (406) 454-1780; Arena/Barn: (406) 771-4829  
Main Email: eagle\_mountgf@eaglemount.net; Website: www.eaglemount.net

### **EXECUTIVE DIRECTOR**

Deb Sivumaki  
deb\_sivumaki00@eaglemount.net

### **COORDINATOR OF OPERATIONS**

Heather Martin  
heather\_martin94@eaglemount.net

### **PROGRAM COORDINATORS**

Jill Van Son – Children's Programs  
jill\_vanson04@eaglemount.net

Val Clark – Horsmanship Programs  
val\_clark07@eaglemount.net

Stephanie Richardson - Ski Program & Outdoor Explorations  
steph\_richardson09@eaglemount.net

### **Eagle Mount Conduct & Core Values**

The staff and volunteers at Eagle Mount support a positive and caring atmosphere to reinforce good behavior. Our staff and volunteers will promote and model positive behavior with clear guidelines and expectation. Inappropriate behavior by any individual in the Eagle Mount programs will be attended to in a sensitive manner and the individual will be redirected towards a positive behavior. If the individual does not adhere to the positive behavior, the following actions will occur.

1. Verbal warning
2. Written warning and call to parent if a minor.
3. Termination from program.

\* If there is a concern please contact: 1) Program Coordinator 2) Executive Director or Coordinator of Operations

### **Code of Conduct**

\*To insure the quality of Eagle Mount programs and public safety, we ask that all participants, staff, instructors, volunteers, parents, and spectators to abide by this Code of Conduct.

\*All persons shall act with respect towards other persons, their privacy and safety. Confidentiality of all information obtain on participants or volunteers is strictly enforced.

\*Physical or verbal abuse of any kind will not be tolerated.

\*Program rules and regulations shall be followed at all times.

\*All persons shall treat property and equipment with respect.

### **Core Values**

Staff, volunteers, and participants will adhere to the following Core Values for their time at Eagle Mount Programs.

**RESPECT:** Always be respectful of each other's space. Be sensitive, caring and aware of each other's needs, and respect their space. If there are concerns, please refrain from gossip or rumors - contact the appropriate staff members: 1) Program Coordinator 2) Executive Director.

**APPRECIATION:** During competition, winners will be gracious while understanding and appreciating their winning was due to skills learned. They will be supportive of all other participants on the team to reach the same level.

**ACCEPTANCE:** Diversity of all types of participants will be recognized and accepted. Diversity is what makes programs fun and and fulfilling.

**THOUGHTFULNESS:** Be thoughtful, kind, and caring of others.

**ACCOUNTABILITY:** Take responsibility for your actions, learn from your mistakes and be a positive model for others.

## **Volunteer & Participant Application Process**

All volunteers and participants must fill out and sign an Eagle Mount application. Minors must have their applications signed by a parent or legal guardian. Group homes may fill out a "Group Application". All applications are self-explanatory. All volunteer and participant apps are good for one year. Original applications are kept at the main office. All program directors will have a computer print out of each participant in their programs.

CONFIDENTIALITY: All written, oral, or computerized information regarding Eagle Mount participants or volunteers will be kept strictly confidential. Release of information forms must be signed by participant/volunteer if information needs to be gathered/released.

### **Volunteers**

A 'volunteer' is anyone who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of and on behalf of Eagle Mount. A 'volunteer' must be officially accepted and enrolled by Eagle Mount prior to performance of the task. Unless specifically stated, volunteers shall not be considered as 'employees' of Eagle Mount. Volunteers do not need previous experience. All the programs have many areas an individual can help out with and training is provided as needed. Volunteers are not charged for their services.

Some Eagle Mount programs have age and ability restrictions. The volunteer application will be used to evaluate appropriateness for programs of interest. Program coordinators will call the volunteer to discuss volunteering in their particular program. During this time they will obtain pertinent information over the phone and/or set up a time to meet to better evaluate the volunteer.

Eagle Mount reserves the right to do background checks on all volunteers. A release is on the back of the application. Program coordinators will schedule volunteers after all application and evaluation processes are completed.

### **Participants**

Participants must have a diagnosed disability. A diagnosed disability can be physical, mental, behavioral, developmental, etc. A physician's medical report is required on all participants. All participants are billed according to the Eagle Mount billing policies.

Some Eagle Mount programs have age, weight, and/or disability restrictions. The participant application and physician's medical report will be used to evaluate appropriateness for programs of interest. Some programs, such as the equestrian program, use other organizational standards to determine eligibility as well.

Program directors will call the participant/parent to discuss participation in their particular program. During this time they will obtain pertinent information over the phone or set up an interview to better evaluate the participant.

Eagle Mount also reserves the right to contact physicians and other therapists to assist them in evaluating the participant. A release of information is on the application.

Program directors will schedule participants after all application and evaluation processes are complete. Most of the Eagle Mount programs have an "Orientation Day" to introduce the participant and family to the program and staff.

## ***Volunteer and Eagle Mount Rights and Responsibilities***

*Overall the volunteer worker should have a good knowledge of Eagle Mount, what it is trying to do, and be prepared to meet minimum standards of the mission. Neither Volunteer Rights and Responsibilities nor the Eagle Mount Rights and Responsibilities should be viewed in isolation from each other. Both sets of Rights and Responsibilities should be read and acted upon as a whole.*

Volunteers should ask questions! There is a misconceived concept that because you are just a volunteer that you don't have the right to know anything. Well in reality volunteers have the right to know as much as the staff because they are put in the same liability situations as the participant and staff. Now, there are some questions you probably won't get answers from the staff for like, "how much do you get paid?" Most likely they will answer, "not enough" and you'll move on.

The kinds of questions we want to hear from volunteers -

"I don't understand my participant's disability; could you please brief me more before we start the program?"

"What is the lesson and could you run through it with me before we start?"

Volunteers should be heard! Everyone sees a situation differently, if you have concerns about anything please let us know. We welcome all observations.

### **SPECIAL NOTE:**

Volunteering for Eagle Mount is NOT an employment offer. The Executive Director is the only one authorized to hire and/or fire employees of Eagle Mount. If you have questions or concerns regarding employment or a possible opening within the company, you must contact the Executive Director directly.

## **Volunteer Rights**

- The right to be treated fairly (not just free help).
- The right to know as much as possible about the organization.
- The right to a suitable assignment – with consideration for personal preference, skills, and abilities.
- The right to refuse to do a task requested of them.
- The right to determine the number of hours that they will volunteer and when these hours will be worked.
- The right to not have to or be expected to contribute anything (e.g. money, resources, etc.), other than their time, experience and skills in undertaking a job.
- The right to relevant training , which is thoughtfully planned and effectively presented.
- The right to follow-up to initial training.
- The right to sound guidance and direction by someone who is experienced and well informed.
- The right to safe conditions and practices of the environment volunteering in.
- The right to a variety of experiences.
- The right to a fair and equitable disputes procedure if there is a problem.
- The right to be free of discrimination or harassment.
- The right to a fair and equitable removal procedure which includes reasons for dismissal and an appeals process.

## **Volunteer Responsibility**

- Be sure – examine your feelings and be sure that you really want to help other people.
- Be convinced – don't offer your services unless you believe in the value of what you are doing.
- Be clear – about what you are prepared to do and what you will not do.
- Accept the rules – don't criticize what you don't understand, there may be a good reason. Ask, "why".
- Be loyal – offer suggestions, but don't "knock".
- Be willing to learn – training is essential .
- Keep on learning – know all you can about your organization and your volunteer experiences.
- Welcome supervision – you will do a better job and enjoy it more if you do what is expected.
- Speak up – ask about things you don't understand.
- Be dependable – do what you have agreed to do. Don't make promises you can't keep.
- Be a team player – respect the function and roles of the paid staff and of Eagle Mount.
- Acknowledge Eagle Mount's Rights – Eagle Mount has a responsibility to its mission first and foremost.

## **Eagle Mount Rights**

- The right to accept or not accept any volunteer based on the needs of Eagle Mount.
- The right to expect the volunteer to meet minimum program standards.
- The right to expect the highest level of dedication, commitment and effort that the volunteer can give, even on a short-term basis or casual basis.
- The right to expect conscientious acceptance of responsibilities as to promptness, reliability and good performance from the volunteer.
- The right to expect enthusiasm and belief from the volunteer in Eagle Mount's mission.
- The right to make a decision as to where the volunteer would best fit within the programs..
- The right to express constructive criticism to the volunteer and suggest changes.
- The right to expect loyalty to the agency from the volunteer.
- The right to expect, from the volunteer, clear and open communication at all times.
- The right to expect appropriate behavior from the volunteer at all times.
- The right to expect effective and appropriate productivity from volunteers in leadership positions.
- The right to expect that volunteer will not discuss any client's circumstances and details outside of Eagle Mount and only within a designated area during program time.
- The right to expect the volunteer to bring any concerns about clients and their circumstances to the organization for discussion.
- The right to tell a volunteer that their services are no longer required and the reasons for this decision.

## **Eagle Mount Responsibilities**

Have a policy with regards to volunteers covering such matters as: list of opportunities; boundaries of levels of legal, professional liability and expertise; quality and choice of opportunities; and use of organizational resources.

Properly meet and fulfill the volunteer rights.

Provide ongoing training to all volunteer helping on a long-term basis.

Ensure that Eagle Mount and its paid staff address any concerns raised by volunteers, make decisions regarding those concerns, and report this back to the volunteers.

Ensure that no volunteer is discriminated against or harassed.

Ensure that volunteers environment conditions are safe.

There will be additional specific rights and responsibilities as determined by Eagle Mount.