**Behaviour to Support our Values**

**Safety**

* Remember that the safety and welfare of riders is paramount
* Always work in the open with children and vulnerable people
* Ensure that parents and caregivers are available to support riders with personal care needs
* Keep yourself safe around horses, do not be complacent
* Keep a professional distance between you and riders and their whanau
* Follow all H&S processes and procedures

**Teamwork**

* Set an example you want others to follow
* Support your colleagues to get the job done
* Listen to the opinions of others and be respectful in your replies
* Remember that everyone is entitled to their opinion – even when you don’t agree
* Respect the roles that other people do at RDA
* Be prepared to address disagreements with maturity and professionalism

**Respect**

* Treat everyone equally with respect and dignity
* Take care when manually handling or assisting riders
* Don’t make assumptions about the ability of riders – ask
* Use appropriate language at all times – with riders and colleagues
* Remember you are in a position of power – be mindful of the effect of this and never abuse it
* Never humiliate, embarrass or undermine anyone

**Quality**

* Pass on any concerns to the Duty Coach/Manager
* Be open to feedback on your own performance
* Complete all reporting as soon as possible
* Listen to the requirements of the day from the Duty Coach/Manager
* Understand the key operating policies
* Do the best job that you can do every day

**Enjoyment**

* Motivate riders to enjoy their sessions
* Always give a positive welcome to riders and whanau
* Give positive feedback and encouragement to riders
* Don’t single people out for praise, treat everyone the same
* Share your enjoyment of the horses with riders and whanau
* Celebrate successes – however small

**Empathy**

* Make sure that you understand the needs of the riders you are working with
* Don’t do something for a rider that they can do for themselves
* Encourage riders to participate, but don’t force them if they don’t want to
* If you feel out of your depth, seek advice from the Duty Coach/Manager
* Remember that you are only *part* of the rider’s support – it doesn’t all fall on you
* Don’t forget that other people at RDA have bad days, support your colleagues with kindness