



Central Vermont Dressage Association, Inc.  
www.cvda.org

## CVDA Show Manager Kit

### SHOW MANAGER GUIDELINES

Running a CVDA, Inc. Schooling Show is no more difficult than planning your vacation. You make preparations in advance to assure that the kids, dogs, cats, plants and horses will be well cared for, so that on the day of your departure you can hop on the plane with a good feeling that things will go smoothly. The same goes for running a dressage show. You and your co-manager (or volunteer coordinator) will make preparations six weeks, a month, a week and the day before the show, and depend on your volunteers who have designated assignments. By adhering to the following guidelines, the show will go smoothly and you will actually be able to enjoy yourself during the show!

### RESPONSIBILITIES

Your responsibility as a Show Manager is to ensure that the details preceding the show are taken care of, that the show is staffed with volunteers with the skills to perform all the necessary tasks, and that all CVDA policies are adhered to during the show. As Show Manager(s) you are the primary liaison with the facility in terms of show set-up and take-down, as well as for any issues that may arise during the show. As Show Manager it is also your job to make sure that CVDA policies are followed, especially those concerning the safety and well being of those on the grounds.

To manage a show requires organizational skills and the ability to spot and troubleshoot issues before they become problems. As we are depending on you to fulfill these responsibilities, as well as handle any potential emergency situation, Show Managers cannot enter in the show they are managing. They need to be accessible at all times for volunteers, competitors and the public.

As the above responsibilities can look daunting, please remember that you have the support of the CVDA, Inc. board members and previous show managers who can answer your questions and provide you with guidance to ensure a successful show. We do not expect you to do this all by yourself. In this kit is a list of contacts for the CVDA Board whom you may call upon for questions, advice and support.

### PRELIMINARY WORK ALREADY DONE BY THE CVDA, INC. BOARD:

- The show dates and locations have been determined.
- The judges have been hired.
- A veterinarian has been confirmed to be on-call for the day of the event.
- An EMT has been hired and will be on show grounds.
- The concession stand has been confirmed.
- Ribbons and High Score Awards have been ordered and received by CVDA and are stored in the Upwey Barn.\*
- The USEF & USEA tests and the FEI tests are filed in the CVDA test box for you to make the test packets up for each ring.
- The show supplies have been inventoried and are stored in the Upwey Barn. \*

*\* Key to Upwey Barn Office may be obtained from GMHA. At the Upwey Barn, go in the main entrance and up the stairs on your immediate left. The storage area is in the room on your immediate left.*

## THIS KIT INCLUDES:

- I. CVDA, Inc. Member List and Volunteer preference list to use for recruiting volunteers.
- II. CVDA, Inc. Schooling Show Volunteer List. This list provides the guidelines for how many volunteers you need and when. It is also a helpful reference for you to have during the show. After the show is over the list is to be given to the CVDA, Inc. Board for volunteer recognition purposes.
- III. Job descriptions, confirmation letters and thank you notes.
- IV. Guide for Scribes (suggested abbreviations).
- V. CVDA Board Contact list

## THE CVDA OMNIBUS IS YOUR REFERENCE

The CVDA Schooling Show Regulations, Helmet Regulations, Class Lists, and High Score Awards are in the CVDA Omnibus.

Show Regulations (Pages 2-3): As show manager, one of your responsibilities is to ensure that CVDA policies and show rules are adhered to. If, for example, a competitor arrives with no Coggins on file with the show and no Coggins with them, *they will not be able to unload their horse.*

Class Lists: • Spring Show: Page 15 • Summer Show: Page 27 • Fall Show: Page 33

High Score Awards Division Information (pages 12-13): Use this information to assist you in determining the six High Score Awards. You will need to determine who is the highest scorer in each division; the show secretary can be of help to you in this process.

## SHOW-SPECIFIC CONTACT INFORMATION

Show Secretary: \_\_\_\_\_ (will be on-site the day of the show)

Judges: \_\_\_\_\_

Veterinarian on Call: \_\_\_\_\_ Contact Info: \_\_\_\_\_

EMT: \_\_\_\_\_ Contact Info: \_\_\_\_\_

Facility Contact and Notes: \_\_\_\_\_

Concession Stand Contact and Notes: \_\_\_\_\_

Show Sponsor(s): \_\_\_\_\_

Judge(s) Lodging Info : \_\_\_\_\_

Judge(s) Transportation Info: \_\_\_\_\_

Questions about show management, responsibilities and guidelines: \_\_\_\_\_

\_\_\_\_\_

NOTE: The USEF Rule Book is included in the box of show supplies.

## SHOW MANAGER'S TIME LINE

Managers should read these guidelines and discuss how to divide up the tasks (which manager will have the primary responsibility recruiting the volunteers, which manager will be the primary contact with the show facility, etc.).

### 6-8 WEEKS BEFORE THE SHOW

- Volunteer Recruitment: Managers may decide amongst themselves who will be in charge of recruiting the volunteers and making sure that the volunteers have all the information needed to perform the assigned job.
- There will be 2 or 3 arenas in use the day of the show. The Show Secretary will let you know how many arenas will be operating and what size arenas are needed (small or large). The Schooling Show Volunteer List provides you with the guidelines as to how many volunteers are needed and at what times. Start soliciting your volunteers now!! Volunteers are usually selected from the CVDA Membership List. Of course, if you have friends who aren't members who would like to help, out they are more than welcome. It is important that the scribe and ring steward positions are filled with someone with experience or someone who has a clear understanding of the responsibilities of the position.
- Phone contact is usually the best way to recruit volunteers. Email also works well; just be sure you have clear confirmation.
- You may keep a phone log and receipts of any out-of-pocket expenses so that you can be reimbursed by CVDA.

### TWO WEEKS BEFORE THE SHOW

- Check in with your co-manager to discuss volunteer staffing and see if there are any gaps to fill. If you cannot staff a position please contact a board member to let them know you may need some help.
- Confirm with the Show Secretary the number and size of arenas that will be used and the start time for each judge.
- Confirm with each volunteer their position and responsibilities, including the approximate time of arrival. This may be done by the form letter (best), email or phone call. Review job duties with any volunteer who needs reassuring.
- Confirmation letters may be sent electronically; you can access the documents by going to Google Docs ([www.docs.google.com](http://www.docs.google.com)), use the CVDA email address ([centralvtdressageassoc@gmail.com](mailto:centralvtdressageassoc@gmail.com)), password: freestyle, and find what you need in the Show Kit folder. You can also find confirmation letters in this kit.
- Check in with the facility contact person to make a plan for parking and know where your parking volunteers need to be stationed.
- If show is not at GMHA, check in with facility contact person (see contact list) regarding site-specific needs, to include: arena setup plan, judges booths with chairs and a table, where the concession booth will be located, where the show registration/office will be located, where the scorers will be (as they need power for the computer), the plan for garbage, where the lunging area (if any) will be, plan for porta-potty, parking and traffic flow. Also, choose best location for CVDA signs on route to direct people to the show (CVDA signs are in the Upwey storage area).

### THE WEEK BEFORE THE SHOW

- Communicate with Show Secretary to find out start times for classes and any other relevant show information. Also find out when and where you will be getting all the entry info, packets, and labels so that you can prepare the test packets the day before the show.
- Check in with the contact person for the facility hosting the show to follow up with any site specific questions, needs or plans. Find out where (if any) the designated lunging areas are.
- Confirm times of arrival with volunteers and show judges.
- Breakfast items and snack items for the volunteers and show judges need to be purchased by either a Show Manager or the Hospitality Volunteer. You will need to bring your own cooler for the refreshments. Budget for breakfast and snack items is \$65.00. Granola bars, apples, bananas, and small bags of Trail Mix are popular snack choices. If weather is supposed to be very hot you will also need to buy ice for the cooler.

## THE DAY BEFORE THE SHOW

- Prepare arena packets (with 2 people, this can take 1-2 hours). The tests for each class are compiled according to their arenas: for example, all tests for Arena 1 are compiled together on one clipboard. This is done by counting out the necessary numbers of tests (plus 2 extras) for each class. Put the labels for each class on each of the tests. Put the labeled tests in order according to the show schedule. Double-check the packets for correct order, arenas and tests; it is much easier to fix them now than during the show.
- Place the laminated scribe information sheet on top of the clipboards for each arena.
- The scribe will check the labels on the test when she sees the competitor's number. **IMPORTANT! Tell the scribes the packet is to stay with the arena it is assigned to for the entire day. The judge and scribe may switch arenas during the lunch break, but the packet is to remain in the judge's booth for the next judge.** When the judge and scribe leave and go to another arena at any time during the show (with the exception being the very end of the day), they should leave the judge's booth empty-handed. **Make sure your scribes are aware of this.**
- Make the Ring Steward's clipboards by placing a complete program on the clipboard, with the program open to the arena they are assigned to for that day. Pencils should be tied to the boards and a plastic bag should be given for cover in the event of rain.
- Communicate with the Show Secretary to see if there have been any scratches or ride changes. Make necessary adjustments to the arena packets and the ring steward's boards.
- Set up and organize the registration desk, awards tables, concession tables and lunch tables. Make sure everything you will need is there! Place the extra show programs at the registration desk for spectators. Special touches are always nice (but not necessary): flowers from your garden, tablecloths, carrots for competitors. Depending on the facility, this may be done the day before or the morning of the show.
- Make a plan for where you will post the class results.
- Check arenas and judges booths to make sure that there are two chairs in each booth and that the arena letters are correctly placed. Check the arenas and note which arena uses the Bell and which uses the Whistle so that the correct item can be placed in the corresponding arena bag. Check size of arena and opening at A to make sure judge is on the center line.
- **NOTE:** Once the arenas have been dragged and prepared for the show, no one should be schooling in them! Direct all schooling to the warm up areas.
- Check the contents of the judge's bags for the following; bell or whistle, bug spray, kleenex, blue and/or black and red pens. Refill any needed items. Make sure that the Bell and Whistle are in the correct arena bags. If it is going to rain during the show place a couple of the large clear plastic bags in each of the judge's bags for the scribe's clipboard to go in so the tests do not get wet while they write.
- Have the judges buttons and name tags ready to give to each judge.
- Make name-tags for the volunteers. This helps us to recognize them and their efforts.
- Post CVDA signs and banner on site and the Veterinarian On Call Info at each barn and at the show registration table. If needed, place CVDA signs on road leading to show site at critical junctures to lead people to site. This is not necessary at GMHA. The CVDA signs should be placed on the GMHA entrances where you want people to enter to park.
- Have stall cards and stall assignments out for the competitors. **POST A COPY OF STALL ASSIGNMENTS** by GMHA office AND at registration desk. If not at GMHA, find out who the stabling contact is so that you can direct riders to them.
- **IMPORTANT IF AT GMHA!** Obtain the key to the Youth Center from the GMHA Office.
- Have thank-you cards, with show chits for volunteers and judges, written and ready.

## THE DAY OF THE SHOW

- Show Managers should arrive at the grounds no later than 6:30 a.m. as competitors will be arriving by this time.
- Either the Show Managers or the Hospitality Volunteer should make coffee and hot water for tea, and place the breakfast and snack items out for the volunteers to take with them.
- Be sure the CVDA Member of the Year plaque (stored in CVDA room at Upwey) is displayed near secretary's desk.
- In each arena, wipe down the Judge's booth chairs and writing surfaces (they are often wet because of morning dew).
- **IF AT GMHA:** Obtain radios from the GMHA office. Radios go to the show managers and the ring stewards, EMT and runners. The GMHA office staff will let you know what channel frequency you should be using.
- One manager should be responsible for greeting all judges and scribes: explaining their locations and time schedule, and giving them their arena bag. The other manager should be responsible for all other volunteers: getting them to the right location with the right tools. Every volunteer should be given a lunch chit, a name tag, a thank-you note and their show pass when they check in to volunteer. Each Ring Steward and runner should be given a radio.
- Greet the EMT and confirm method of communication with them. Inform ring stewards how to access the EMT. **NOTE: THE SHOW CANNOT START UNTIL THE EMT'S PRESENCE IS CONFIRMED.**
- Have the ring stewards hang large clocks on the outside of each arena before the first ride. Make sure that ring stewards are aware of designated lunging areas and show guidelines, and that they contact you if competitors do not abide by rules.
- If show sponsor is at show, let them know where to set up, and give them a chit for lunch. Tell them how much we appreciate their support!
- Have the volunteer assigned to the ribbon issuing and score posting duty supervise the ribbon/test table and assist competitors with finding their ribbons, tests and prizes.
- Give lunch menus to the judges in the morning and have them select what they want for lunch so that their lunches can be ordered in advance and ready for them when they return for lunch break. Get the menu from the concession stand.
- The registration desk at the beginning of the day can be hectic, as incomplete entries need to be resolved and new scratches may occur. Scratches need to be radioed to the ring stewards and provided on the scratch sheets in written copy to the scorer and the judges. The Show Secretary will be there to assist you with all entry information. If a competitor comes in hoping to fill a scratch on a horse that is not previously entered, or comes with a change of horse, make sure that you are given a current Coggins and that the competitor completes all necessary paperwork.
- At least once during the morning, one manager (or hospitality person) should go around and check in with each volunteer to see if they need anything and to see if anyone needs help. Often snags can be handled before they become problems. Repeat in the afternoon.
- Before the lunch break, straighten up the room for lunch. One manager (or hospitality person) should go around to each judge's booth to be sure they are clean and ready for the afternoon classes.

## HOW TO HANDLE EMERGENCIES

# NOTICE

**IMMEDIATE NOTICE** of all accidents,  
or injuries must be given to:

### MARKEL INSURANCE COMPANY

P.O. Box 2009 • Glen Allen, VA • 23058-2009

Phone: 800-362-7535 • Fax: 804-747-9367

(24 hours, 7 days)

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### Accident Report Procedures

#### DO'S

- Immediately report all claims to your agent or to Markel Insurance Company's Claims Department.
- Report all claims involving crimes to the police when they occur. Obtain the police report number when possible.
- Write down:
  - How & exactly where the accident happened, along with the time it occurred.
  - Names, addresses and phone numbers of everyone involved (including passengers for auto related claims.)
  - Insurance information including company name, policy number, agent's name and phone)
- **Property claims:** Take necessary steps to preserve the damaged property and mitigate any further damages. Make temporary repairs when necessary and keep all receipts.

#### DON'TS

- Don't reveal information about your insurance coverage other than company and agent's name to anyone.
- Don't admit responsibility for the accident or injury.
- Don't discuss the accident or injury with anyone other than your insurance agent or authorized representative, Markel associates, or law enforcement officials.
- Don't give copies of documents to anyone other than Markel associates or authorized representatives.

#### CAUTION

Please call these procedures to the attention of anyone involved in or participating in the management and operation of your business, club, show, etc.



MARKEL INSURANCE COMPANY

[www.horseinsurance.com](http://www.horseinsurance.com)

#### VETERINARY:

Make sure the person needing emergency assistance has the veterinarian-on-call information. If they need to stay with their horse, offer to contact the veterinarian on call for them.

CVDA pays the veterinarian on call to be on call. The person responsible for the welfare of the horse pays for the veterinarian's services. Explain how this works so they have a clear understanding that they are responsible for the call fees and services.

Do what you safely can to assist them.

#### MEDICAL:

If there is a medical emergency, **contact the EMT immediately.**

Make sure someone stays with the injured person until the EMT gets to them. One manager should quickly go to the injured person to offer assistance. If further emergency services are required, make sure the person is not left unattended.

One manager should contact the person's emergency contact info (on entry form) to advise them of the situation and let them know where the person is (on-site or taken to medical facility). Use your judgment and follow EMT's directions.

If you know there is a CVDA board member on site, notify them of the situation as soon as you can. If the injury is due to a riding accident, make sure the person's horse is safely squared away.

Encourage anyone who has potentially sustained an injury to be checked by the EMT even if they say they are fine!

Any occurrence which could give rise to a claim should be reported to the insurance company within 24 hours.

The Occurrence Report should be completed the day of the incident. Have this form available at each CVDA event in case of need.

## AT THE END OF THE SHOW

- **IMPORTANT!** Do not allow a judge to leave before you check with the scorers – a score may be missing. Judges may be excused after all tests are in and the scorers verify that tests are complete.
- There will be a “CVDA Envelope” in which to place any information in that needs to go back to the CVDA board. It will describe what type of information is needed within.
- Pay the judges and thank them. Checks will be on-site. If the amount on the check is blank (usually for mileage calculation purposes—you will be told what the base amount is and what rate to use for the mileage), make sure you make a note of the check number and the amount you have filled in for the treasurer. This note should be left in the CVDA Envelope. If the treasurer is on-site, she will take care of preparing the checks and inform you that this has been done.
- File all unused tests in the correct folder in the test box.
- Return the returned numbers to the number box.
- Award the High Score Winners for all six Divisions: Junior Training and First Level, Senior Training and First Level and Open and Event Divisions. Instructions for computing high score winners are on High Point Award Sheet in Omnibus.
- The High Score Award = the big ribbons that are labeled accordingly with the accompanying prize given by the sponsor.
- Be sure to write down the list of all High Score Recipients on the High Score Report Form in the following format and provide the information to the Show Secretary and to Shelly Marquise (shellymrq@aol.com) for the CVDA Newsletter.  
Example: Training Level Junior - Betty Doe - Training 4 - 65.99%  
Example: Open Second and Above - Third Level Test 1 - Sue Smith - 71%
- Take the show results from the bulletin board. Place in the CVDA Envelope.
- Check that the judge’s booth in each arena are left clean. Make sure the facility has been picked up and left as you found it. Check in with the facility manager to see if there are any remaining details or any feedback, and to express our appreciation for use of the facility. Return the show boxes to Upwey Barn storage area, organized for the next show manager.
- Check that all stalls have been completely stripped. Make a list of any stalls that have been left unclean or littered.
- Ensure the Show Volunteer List goes to the CVDA Envelope for volunteer recognition (*be sure to thank each volunteer!*).
- **IMPORTANT!** Please note on the list one or two volunteers who did an outstanding job so that we can use this information toward our Volunteer of the Year Award. A brief remark as to their accomplishment would be greatly appreciated.
- Leave receipts for any out of pocket expenses in the CVDA Envelope so that you may be reimbursed. Make sure it is clear who should be reimbursed for which receipts.
- Make a list or leave a note in the CVDA Envelope of any supplies that are low or any feedback that you wish us to have.
- **IF AT GMHA:** Make sure all lights are off in the Youth Center and doors are closed. Return all radios and GMHA keys (if you have any) to the GMHA office. Make sure show site is left in the condition it was in before the show. **IF NOT AT GMHA,** ask the facility owner if everything is satisfactory before you leave.

And lastly, know how much we appreciate the time and energy you have just given to CVDA!!  
**Congratulations for successfully managing a CVDA Schooling Show!**