



Volunteer @ Karuna Handbook

Introduction: Karuna means “compassion in action”

Thank you for your commitment to Karuna Horse Rescue & Sanctuary. Our mission to provide Life, Liberty and Love to horses rescued from tragic situations depends widely on support from our community. Karuna believes that every life matters, every gift makes a difference and every act of kindness heals our relationships with these beautiful equine beings. We practice a horse-centered philosophy based on trust, wellness and joy.

Where do the rescues come from?

Our rescues come from variety of situations and regions of the country. We have rescues from kill pens, auctions, traders, other rescues, neglect, abuse, abandonment and surrendered by owners. We rescue locally in Tucson and surrounding areas, as well as across the country from places like Texas, Oklahoma, Louisiana, etc. United States slaughterhouses for horses were shut down in 2007, resulting in horses, who are not otherwise picked up for ownership, to be transported to Mexico to be inhumanely slaughtered for meat production.

Are rescue horses different?

Yes. Rescue horses have experienced abuse, neglect and trauma – sometimes for their entire lives. Trauma destroys trust and instills fear. Rescues learn to hide their pain and suffering and may be hard to reach initially. Rescue horses may display trauma behaviors including aversion, timidity, biting, kicking, pushing, extreme sensitivity and agitation when being handled. Karuna respects each horse’s rehabilitation and healing process by re-establishing trust and wellness through ‘compassion in action,’ with each horse, on their terms.

What is the Karuna Way?

Karuna is a therapeutic rescue, rehabilitation and sanctuary ranch. We introduce the Karuna Way during our required orientations for new visitors and volunteers. The Karuna Way is a unique philosophy developed by co-founder, Candice Kratzer, that directs our mission to provide Life, Liberty and Love for the Karuna Herd. You will learn more about the Karuna Way in this handbook, as well as during your experiences at Karuna. We have visitors and volunteers from all walks of life, some with no equine experience and some with a lifetime of experience. While we respect everyone’s views, we ask that you practice the Karuna principles and practices when interacting with the herd. This standard provides consistency for the horses, facilitates each horse’s rehabilitation and sanctuary and ensures safety for human companions.

The Karuna Way: philosophy and practice

Every thing we do at Karuna has a reason and purpose that is tied to the physical, emotional, mental and spiritual wellness of the horse. Our practices are research-based and experiential, meaning that we learn through networking with other equine professionals (e.g. vets, farriers, dentists, naturopaths, osteopaths, body workers, trainers, clinical studies, etc.), as well as through our own experiences. We favor natural solutions whenever possible and provide high quality nutrition, wellness and medical care for our horses.



The best way to learn about the Karuna Way and interact with the herd is to become a keen observer, be flexible and approach learning to be with the horses with an open mind. Like humans, the horses' needs are constantly changing, so our practices change with them. While we aim to keep things simple and clear, our ways are not set in stone. We consider the horses to be our primary teachers.

Candice Kratzer founded the Karuna Way philosophy and openly shares her ways and wisdom with everyone at Karuna, and we now have a few experienced volunteers who are able to teach how we interact with, care for and handle the horses. We do not always have time to explain the reason behind a particular practice in the moment, so we ask you to be patient, listen, observe and be open to learn. We will find time to answer all of your questions when the chores are done.

Safety Guidelines for Horses and Human Companions

GATES: The Karuna property is completely enclosed by fencing and gates. The paddocks are sectioned by separate panels and gate. **GATE SAFETY IS IMPORTANT!**

- ❖ The front entry gate **MUST** be closed immediately upon your arrival.
- ❖ The front entry gate **MUST** be closed immediately upon your departure.
- ❖ If horses are gathered around a gate into the paddocks, either use a different gate or slip through the panels. Some of the horses will push through the gates.
- ❖ Learn how the gates work and be sure they are secured when you use them.

YOUR SAFETY: Be responsible for your sense of safety.

- ❖ Your personal safety comes first. When in doubt, do what you need to do to be safe.
- ❖ Ask questions, especially before attempting care or handling the horses.
- ❖ Make sure you have been **TRAINED** in a practice before you attempt it. This includes: cleaning, putting out hay, buckets and **ALL FORMS OF HANDLING THE HORSES** (e.g. cleaning eyes, putting on masks, cleaning feet, using lead lines/halters, moving the horses, grooming, etc.). **We respect that some have experience with horses, and we ask that you respect and practice our way, with the Karuna herd.**
- ❖ Ask permission before treating the horses. We have designated time/tasks for treats. As a general rule, volunteers do not treat the horses inside the paddocks.
- ❖ We provide a few sets of work boots that volunteers may use, or you may bring your own closed-toe shoes. We recommend sturdy rubber boots or work boots, but tennis shoes are fine.
- ❖ We provide work gloves, or you may bring your own. Gloves are optional, but they do protect your hands from dirt, bacteria and sharp surfaces.
- ❖ There is some shade at Karuna, but mostly we are exposed in the sun while working in the paddocks. We recommend **sun protection**. You should always bring a **water bottle** to avoid dehydration.
- ❖ We provide a handwashing station with soap and cold water.
- ❖ A guest bathroom is located in our home. Please remove your shoes before going inside and use the sliding glass door on the EAST side of the house. We also have family dogs, who are friendly and will greet you.
- ❖ Karuna is located in a natural desert environment, with all the usual suspects --- cactus, thorny trees, rattlesnakes, predators, stumps and bumps. ***If you see a rattlesnake, please NOTIFY US IMMEDIATELY, as they can cause great harm to the horses and dogs.**



PADDOCKS and SHELTERS: The mini herd lives **separately** from the main herd.

- ❖ Please do not move horses from secured paddocks or shelters, unless directed to by a staff member. We often have horses in rehabilitation areas.
- ❖ We have a climate-controlled shelter behind our main work room. It is important that the garage doors and all doors are kept shut due to the temperature and dust control.

Natural Environment:

HERD DYNAMIC: The horses live as a herd, fostering natural relationships with each other.

- ❖ We are a non-riding/non-use facility. We are not a recreational facility.
- ❖ We do not adopt our horses out.
- ❖ We do not use stalls, harsh restraints or physical discipline.
- ❖ We do not yell at or use harsh language with the horses.
- ❖ We ask that you refrain from putting pressure on the horses. Allow them to walk away.

Karuna cultivates a herd dynamic that includes humans as part of the herd. We keep open paddocks for the horses to live in, explore and connect with each other and human companions.

- ❖ Every herd has a 'boss' who pays attention to the safety of the herd, keeps things 'in check,' monitors the perimeter of the paddocks and moves the other horses. FLOYD is the 'boss' of the Karuna Herd. You will notice that he moves the other horses around feeders or areas of interest, and you may notice that he likes to greet people when they arrive at Karuna.
- ❖ Every herd has a 'lead mare' who is the center of the herd, sometimes disciplines the other horses, and often provides a safe place for the horses. Dolly is the 'lead mare' of the Karuna Herd. You will notice that the horses enjoy eating with her and look to her for comfort.
- ❖ Every herd has unique dynamics. Not all boss horses and lead mares behave in the same ways. Ella plays an important role in the Karuna Herd as a dominant mare. You will notice that she moves the horses around feeders, gates and areas of interest.
- ❖ You will notice that some of the horses exhibit more dominant behavior, while some exhibit more passive behavior when interacting with each other. One way to notice this dynamic is to pay attention to how horses move each other around the feeders and other areas of interest. Observing the herd is one of the most important ways you can learn and grow at Karuna.
- ❖ Living as a herd allows the horses to enjoy and explore relationships with each other. Sharing a feeder or the water trough is a social behavior, as well as grooming and playing together. It's not always harmony and peace in the herd, however. Like humans, horses have their moments, and their relationships are dynamic. We let the horses work out their issues and ask that you pay attention to your safety when the horses are romping and rambunctious in play, or working out a conflict with each other. **DO NOT INTERVENE IN SITUATIONS THAT INVOLVE ROMPING, RUNNING, PLAYING, KICKING, BITING, CHASING, OR PUSHING.**
- ❖ **BEST TIP:** Working around the horses is the best way to introduce yourself to the herd. Interactions come with patience, trust and time and should respect the horse's boundaries, by letting them move freely, accepting or denying interactions.
- ❖ We believe the herd dynamic is a vital component of the rehabilitation process and forever sanctuary for the horses. We believe in a commitment to lifelong learning with and about the horses is a vital process in healthy relationships. As such, our philosophy is always growing and developing primarily in accordance with our direct experiences.



- ❖ **BEST TIP:** Learning the horses' names and mannerisms are meaningful measures towards building connections. We provide photo cards with each horse's name in the main work room, in our volunteer binder and on our website. By observing the horses, you will eventually learn their individual mannerisms and notice that, like humans – they have their ups and downs, their preferences and their unique charms.

Holistic Care:

FRESH WATER AND NUTRITION: A clean and simple approach to wellness.

- ❖ Water troughs are refreshed daily and cleaned frequently. There are multiple water troughs located on the property. Please be sure to TURN WATER OFF at the source when done.
- ❖ Hay feeders are placed throughout the property. We use nets on our feeders to simulate natural grazing behavior and allow the horses to socialize while eating. This practice also improves digestion and overall health.
- ❖ We give morning buckets with soaked pellets and supplements to all of our horses. We have a consistent, daily routine for buckets that allows the horses to enjoy them in the paddocks.
- ❖ We give afternoon buckets as needed.
- ❖ We treat the horses during specific care tasks and use a variety of treats. We believe that love and attention are the most important 'treats.'

HIGH QUALITY HOLISTIC CARE: We prefer natural solutions when possible.

- ❖ Supplements and treatments are tailored for each horse's wellness needs.
- ❖ Medications are given when needed.
- ❖ We provide high quality medical, dental and hoof care for all of our horses.
- ❖ We practice holistic care whenever possible.
- ❖ We practice barefoot trimming and hoof rehabilitation.
- ❖ We provide holistic therapies for our horses as needed and when funds are available.
- ❖ We clean eyes with water and soft cloths daily.
- ❖ We use fly masks during the hot months to protect eyes from flies and sun.
- ❖ We use anti-fly products and solutions as needed.

CLEANLINESS: A clean and orderly ranch is a sanctuary for horses and their human companions.

- ❖ **RAKING MANURE AND HAY:** We rake and clean the paddocks twice a day. We provide training in our specific method of cleaning and maintaining the paddocks. Keeping the grounds free of manure debris minimizes flies and prevents long term health issues for the horses (e.g. parasites, summer sores, bites, infections). Keeping the grounds free of excess hay prevents sand in the gut, colic, infections and other health complications.
- ❖ **CLEAN WATER:** We clean our water troughs frequently and provide fresh water daily.
- ❖ **CLEAN BUCKETS:** We rinse and scrub daily buckets (top and bottom) after every use.
- ❖ **CLEAN MASKS:** We rinse and scrub fly masks daily and hang to dry.
- ❖ **CLEAN WORK AREAS:** We maintain organized and clean areas around the paddocks, shelters, water stations and work rooms. Karuna is also our family home.
- ❖ **CLEAN SUPPLIES:** We launder towels, fly masks and other washable materials regularly. We keep some areas sterile when needed for specific treatments.

Horse-centered interactions: We are all learning, all the time. Stay open.

- ❖ **GROOMING:** is a meaningful way to interact with the horses. We provide a variety of brushes and grooming tools. Always keep safety in mind by: providing ample space for the horse to walk away, or move quickly, not putting yourself between 2 horses, and not putting yourself between a horse and panel/gate. Brush with the grain, in the direction that hair is growing (i.e. face to rear). Do not brush tails unless you are comfortable and/or have been trained. Be aware of the kicking zones (e.g. neck to front shoulder and hip to rear).
- ❖ **MORE LOVE:** The horses enjoy many forms of grooming, including scratches, massage, water play and bathing. More advanced training is available to volunteers (i.e. details in Volunteer Resources).
- ❖ **WALKS & RECREATION:** We take the horses on walks in the neighborhood during cooler months. We use halters, lead lines and other tools to manage a safe and enjoyable experience. More advanced training is available to volunteers (i.e. details in Volunteer Resources). We plan other fun activities with the horses when possible.
- ❖ **HORSE SPEAK:** Learn the horse's ways of communication (e.g. stress and relaxation responses).
- ❖ **STRESS RESPONSES:** big eyes, stiff body, pinned ears, agitation, etc.
- ❖ **RELAXATION RESPONSES:** soft eyes, soft body, alert/soft ears, chewing/licking, flatulence, peeing, pooping, exhaling, yawning, etc.
- ❖ **CURIOSITY:** Horses are curious animals and may follow you around during chores, come up to you on their own, smell you with their lips and tongue and a variety of other behaviors. When we are calm, the horses are relaxed and curious. When we are agitated or nervous, the horses sense fear and anxiety. Horses are prey animals, and their base emotion is fear. We foster horse-centered interactions with the base emotions of trust and compassion.
- ❖ **BEST TIP:** Paying attention to your own breathing is one way to remain calm with the horses. If you notice that you are feeling a little agitated or nervous, the horses will notice it too.
- ❖ **TREATS:** Do not treat the horses without permission and supervision. Some of the horses have dietary restrictions; treating is reserved for specific tasks and training. For your safety, **never** treat the horses inside the paddock without supervision from Candice, Paul or a Team Leader.
- ❖ We do accept donations of fresh carrots and apples for the horses.
- ❖ **LEAD LINES:** Generally, we move the horses with loose lines around their necks, or the horses follow us. We reserve halters and lead lines for walks, trailering, medical/dental/hoof/body work care and certain treatments.
- ❖ We do NOT tie our horses to a fixed place.
- ❖ **TRAINING:** Liberty training inspires aspects of our interactions and handling, especially the aspects of "no pressure" and on the "horse's timeline."
- ❖ **ADVANCED EXPERIENCES:** More advanced training is available to volunteers who are ready to learn more extensively about the Karuna Way and horse-centered care and interactions (i.e. details in Volunteer Resources).



Contact Us, Hours and Support:

❖ **CONTACT US**

Physical address: 4875 W. Oasis Road Tucson, AZ 85742

Candice Kratzer cell: 520-243-3267

Paul Kratzer cell: 520-243-3265

Email: info@karunahorserescue.org

Social Media: Facebook, Instagram | Website: www.karunahorserescue.com

❖ **HOURS** (varies by season; hours subject to change; closed during medical/dental/hof care)

*Weekly schedule texts go out as reminders; make changes in the group text.

Summer-Early Fall

Volunteer Staff (i.e. chores, training, interactions) – SCHEDULED SHIFTS

7 days a week

7:30-10:00 am

5:30-7:00 pm

**Visits (including volunteers, friends/family of volunteers) by text-appointment only.

Early Fall - Spring

Volunteer Staff (i.e. chores, training, interactions) – SCHEDULED SHIFTS

7 days a week

8:30-11:00 am

4:30-6:00 pm

** Visits (including volunteers, friends/family of volunteers) by text-appointment only.

RESPECT OUR HOURS. Schedules are full with administrative work, 'day' jobs and family.

❖ **SUPPORT – Board Members and Team Leaders**

Karuna board members

Candice Krazter –	Co-President	candice@karunahorserescue.org	520-243-3267
Paul Kratzer --	Co-President	paul@karunahorserescue.org	520-243-3265
Carrie Foote --	Treasurer	carrie@karunahorserescue.org	520-909-1544
Sally Miller --	Secretary	sally@karunahorserescue.org	520-591-9655

Team Leaders (i.e. orientations, training, clinics, rehabilitation, advanced care/handling, etc...)

Carrie Foote

Sally Miller

Aspen Thies

Resources:

VOLUNTEER HANDBOOK:

- ❖ Available as a PDF document on our website @ www.karunahorserescue.org
- ❖ Available copy in Volunteer Binder located in the work room
- ❖ Revised periodically
- ❖ Defer to instruction/guidance given on site via Candice, Paul or a Team Leader



ORIENTATION: INTRODUCTION TO PROPERTY, PHILOSOPHY AND MEET THE HORSES

- ❖ We offer orientations for potential volunteers and new friends (i.e. visitors) on a regular basis. EMAIL sally@karunarescue.org for orientation details.
- ❖ Orientation is **REQUIRED** for ALL NEW VISITORS AND POTENTIAL VOLUNTEERS BEFORE ENTERING THE PADDOCKS.
- ❖ A signed Waiver Releases of Liability is required at orientation.

VOLUNTEER STAFF: SIGNED WAIVER RELEASE OF LIABILITY FORM IS REQUIRED

Our volunteers make Karuna possible. We are deeply grateful to their gifts of time, resources and commitment. Becoming a volunteer at an equine rescue, rehabilitation and sanctuary requires extensive training, time and resources on our part as well. Volunteers have the opportunity to develop intimate and lasting bonds with the horses and make a meaningful difference in the equine community. Through education and collaboration, Karuna hopes to change the way humans view and interact with horses.

- ❖ A "VOLUNTEER" is someone who can make commitment to new volunteer training, followed by a weekly commitment to a chores shift.
- ❖ The sanctuary sits on 3 acres in the Sonoran Desert. Volunteering requires physical labor (e.g. raking, hauling/dumping full wheelbarrows, carrying hay bags, traversing uneven areas, etc...) in an outdoor environment. **Adult volunteers should be in good physical health, have a strong work ethic and integrity.**
- ❖ Minimum age is high-school. Volunteers 14-15 years must be supervised by a parent during training period (4-6 weeks). Under 18 must have a parent/guardian signature on waiver form. **Youth volunteers should be in good physical health, have a strong work ethic, maturity and integrity. Karuna is a horse-centered facility.**
- ❖ Orientation is required and includes introduction to rescue/sanctuary, the Karuna Way and ends with meeting the horses (estimated 1 hour).
- ❖ New Volunteer Introduction is required and includes shadowing of am chores routine, training in cleaning paddocks and using water stations and ends with spending time with the horses (estimated 1.5- 2 hours).
- ❖ New Volunteer training requires a minimum of 4 consecutive (1x weekly) training shifts. Volunteers-in-training will learn how to clean paddocks, refresh water, rinse buckets, groom and interact with horses.
- ❖ Volunteer commitment is 1x weekly for a morning or afternoon shift per the volunteer schedule. *More than 1x weekly may be available (as needed) after training period, as needed.
- ❖ Volunteers must wear closed-toe shoes at all times. We provide a few sets of boots for volunteer use and encourage volunteers to bring their own work boots.
- ❖ Volunteers may elect to wear gloves for protection. We provide rubber gloves and wash them regularly. We encourage volunteer to bring their own gloves.

**FRIENDS (VISITORS): SIGNED WAIVER RELEASE OF LIABILITY FORM IS REQUIRED**

The Karuna community of friends and family are integral to our growth and success. Friends and family help us spread the message of “compassion in action,” develop lasting bonds with the horses and support our mission in a variety of ways. If you are not able to make a weekly commitment to our volunteer staff, please ask us how you can get involved and support our mission.

- ❖ A FRIEND is someone who has completed orientation, visits Karuna and interacts with the horses. Friends may visit Karuna **by appointment only**. We do not provide training during these times and ask that you schedule your visits per our schedule and via text to Candice @ 520-243-3267, or email candice@karunahorserescue.org.
- ❖ Volunteers may visit by appointment only; may schedule visits with family/friends.
- ❖ The sanctuary sits on 3 acres in the Sonoran Desert. Friends should be prepared to traverse uneven areas, be exposed to the elements and be aware of their surroundings.
- ❖ Children 16 and under **MUST** be closely supervised by a parent/guardian at all times. Under 18 must have a parent/guardian signature on waiver form before entering the paddocks.
- ❖ Orientation is required and includes introduction to rescue/sanctuary, the Karuna Way and ends with meeting the horses (estimated 1.5 hours)

TRAINING

- ❖ CLINICS: Karuna offers 4-6 advanced training clinics per year on topics like: handling horses within the sanctuary, care routines (e.g. cleaning eyes/masks, cleaning feet, body work, grooming, bathing, etc.), walking horses, Liberty methods, etc. ***We encourage ALL volunteers to attend these formative clinics and learn with us.**
- ❖ ON-SITE: When chores can be completed before the end of the shift, we provide training to volunteers on more advanced care and handling routines.
- ❖ Following our stories, videos and live videos on Facebook and Instagram provides some training in the Karuna way.
- ❖ TEAM LEADERS: Volunteers who have accumulated training, experience and skills assist with new rescues, advanced care/handling routines, orientations and training. Team Leaders allow us to expand our training programs, as well as provide high quality care for the horses.

FUNDRAISING

At this time, Karuna provides sanctuary in our Tucson location for 20 horses, and through our sister sanctuary, Sacred Spirit, in Northern California for 6 horses. The Hay Fund alone is financially staggering, and we strive to raise a minimum of \$2000 per month in order to support the basic feed needs of the herds. Volunteers, friends and our community partners are vital components of our fundraising efforts. We hope you will support us and help spread our mission to your family, friends and community partners. There are many avenues to support Karuna.

EVENTS: Karuna hosts several fundraising events throughout the year.

- ❖ Help plan and organize a fundraiser. Help us post FLYERS in the community.
- ❖ Share our fundraising events with your friends and family – invite them to attend.
- ❖ Attend Karuna fundraising events.



DONATIONS

- ❖ Our donation link on PayPal is available on our website and our Facebook page. We also accept cash and checks payable to Karuna Horse Rescue.
- ❖ All donations help us reach our monthly Hay Fund goal (\$2600) --- \$5, \$50, \$500. Give if you can, when you can. We appreciate every gift.
- ❖ In-kind donations of goods and materials help us with projects like building new shelters, repairing water or electricity, fencing, gates, etc. Donations of hay, grains, supplements and specific items can be made directly through our suppliers. When considering an in-kind donation of goods or materials, PLEASE TALK WITH CANDICE BEFORE PURCHASING. She will be able to connect you with our supplier and be verify the details of the item(s). Occasionally, we accept gently used items like blankets, halters, lines, etc. Please check with Candice before making these types of donations, as space is limited.

SPONSORS

- ❖ We encourage our supporters to consider sponsoring a specific horse. A full sponsorship is \$300/month per horse. Partial, joint or group sponsorships are other ways to sponsor a horse. Sponsor funds go directly to the specific horse's expenses for feed, dental, feet, supplement and medical care.
- ❖ Karuna sponsors 6 of our rescues at our sister sanctuary, Sacred Spirit, in Northern California @ \$800/month. Our supporters may elect to join us in this sponsorship as well. Sacred Spirit is also a non-profit rescue and sanctuary @ <https://www.sacredspirit.org/>.

APPS & BENEFITS

- ❖ There are many 'free' ways to support donations to Karuna through APPS and community partners. We are constantly adding to the list of APP and partners.
- ❖ Download the BENEFIT APP and use at places like Starbucks, Target, Safeway, etc.
- ❖ FRY'S community rewards
- ❖ AMAZON SMILE
- ❖ Help us grow our list of community partners by reaching out to your contacts, asking for one-time or recurring donations and support.

SOCIAL MEDIA

- ❖ Follow us on Facebook and Instagram.
- ❖ Check-in regularly with our website @ www.karunahorserescue.org.
- ❖ Post a review on Facebook.
- ❖ Share your favorite pictures with us, and we will post on social media.
- ❖ SHARE our social media and website with your friends, family and colleagues.
- ❖ Help us spread our mission and our message of Life, Love and Liberty for the horses.

LINK TO OUR WAIVER RELEASE OF LIABILITY FORM:

<file:///C:/Users/pskmi/Downloads/Karuna%20Horse%20Rescue%20Liability%20and%20Release%20form.pdf>



GRIEVANCES, DISPUTES AND REPORTS

GRIEVANCES: We are open to suggestions, ideas and constructive feedback.

- ❖ Please offer your suggestions, ideas and constructive feedback at an appropriate time and place. Before/during chores, visiting hours, or events is NOT the time or place. Give us notice, and we will find a time at our earliest opportunity to take in you feedback in person. You may also email your suggestions, ideas and constructive feedback to Candice (candice@karunahorserescue.org), Paul (paul@karunahorserescue.org), Carrie (carrie@karunahorserescue.org) and/or Sally (sally@karunahorserescue.org).
- ❖ Provide in-person feedback to Candice, Paul, Carrie or Sally. Our goal is to listen, reflect and respond to all feedback in a timely and thoughtful manner. We reserve the right to respond within 48 hours via phone, email or in person.
- ❖ Please refrain from sharing your suggestions, ideas and constructive feedback during chores shifts, visiting hours, or events as this can be disruptive for the horses and our community.

DISPUTES: We believe in win-win conflict resolution and compassionate action.

- ❖ ALL disputes should be reported to Candice (candice@karunahorserescue.org), Paul (paul@karunahorserescue.org), Carrie (carrie@karunahorserescue.org) or Sally (sally@karunahorserescue.org).
- ❖ Emergency disputes may be reported in-person or via text to Candice (520-243-3267) **AND** Paul (520-246-3265).

REPORTS: We need to know.

- ❖ Reports of equine neglect, abuse and/or abandonment may go directly to Candice via text @ 520-243-3267. We are in partnership with the appropriate local authorities and organizations.
- ❖ If you notice a volunteer or visitor, who may not be following our policies and practices --- PLEASE report to Candice, Paul, Carrie or Sally. Keep in mind that a lot is going on at Karuna with rescue, rehabilitation and sanctuary, and it takes time to learn all the practices. We learn by doing, listening, adjusting doing again. We believe in learning by experience, and that 'mistakes' and 'challenges' are teachable moments.

Candice Kratzer
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520-243-3267

Paul Kratzer
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Carrie Foote
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