



## **THERAPEUTIC HORSEMANSHIP INFORMATION PACKET**

### **Hello and welcome to Healing Reins!**

Thank you for your interest in the Healing Reins Therapeutic Riding Center (HRTRC). We are excited to guide you through the process of becoming a participant in our program! Our mission, "*to heal with horses*", means improving the wellness of Central Oregonians through nationally accredited, affordable horse-centered therapies and programs. We have been providing equine assisted activities and therapies to children, teens and adults in the Central Oregon area since 1999.

### **Facility Location**

Healing Reins is located on Faith Run Farms, a 20 acre farm in Southeast Bend. From 27<sup>th</sup> Street, travel 1.5 miles east from 27<sup>th</sup> street on Rickard Road, turn right (south) on Billadeau Road, travel .5 miles to see our sign and driveway on the right. Our address is 60575 Billadeau Road, Bend, OR 97702.

### **Accreditation**

The Professional Association of Therapeutic Horsemanship (PATH) International is the national non-profit association that promotes and supports equine-facilitated activities for individuals with disabilities. PATH International sets the safety guidelines and teaching standards for the industry. Healing Reins is a 501(c)(3) non-profit organization and a Premier Accredited member of PATH International, which is the highest possible accreditation standard. All Healing Reins' instructors are professionally certified by PATH International.

### **Non-Discrimination Policy**

Healing Reins accepts students regardless of race, color, nationality, gender, sexual orientation, ethnic origin or economic status.

### **What is Therapeutic Horsemanship?**

Our therapeutic horsemanship program teaches horse-handling and riding skills using activities tailored to meet the physical, cognitive, emotional and behavioral needs of the individual participant. Children, teens and adults with a wide array of challenges are active in this program. Participant ages range from four years to adult.

Weekly lessons are one hour in length and are taught by PATH (Professional Association of Therapeutic Horsemanship) International certified instructors. Lesson plans take into account the rider's physical, emotional, and mental strengths and limitations. Activities may include horse care

(such as grooming and tacking), exercises, games and riding the trail. All participants are supported by trained volunteers who are an important part of the learning team and individual progress is documented weekly.

Continual participation in the program is suggested for maximum therapeutic benefit.

### **Benefits of Therapeutic Horsemanship**

The primary goal is to improve horsemanship skills with secondary therapeutic goals of gaining strength, improving balance and coordination, gross and fine motor skill development, increased self-confidence, emotion regulation and healthy self-concept.

- The horse's unique, three-dimensional movement replicates the movement that the human body experiences while walking. Sitting on a horse helps to strengthen and stimulate core muscles, which often improves mobility.
- Programming complements individual educational plans. The result is a creative, progressive, experiential learning opportunity, which directly relates to students' goals.
- Horses provide motivation and encouragement. The relationship that develops between participant and horse nurtures the development of skills such as responsibility, increased self-esteem, trust and respect.

### **Fees**

The fees that Healing Reins charges its participants represent approximately one third of the actual cost of service. Lesson fees are based on an annual count of the day of the week a lesson is offered and are evaluated annually in the fourth quarter of the fiscal year for any changes that might be made to the coming year. Complete explanation of Lesson Fees can be found on our website.

Fees vary according to the program. Fees are also prorated for holidays and facility closings. Each fiscal year's fee schedule is communicated to all Healing Reins participants prior to the start of the new fiscal year (July 1-June 30).

### **Scholarships**

It is a Healing Reins policy that no one should be denied an opportunity to participate because of an inability to pay the standard lesson fee.

We have established a Scholarship program to assist in payment of a portion of lesson fees for those who are unable to pay the entire fee. Because we must raise the funds from outside resources to cover these lessons, we ask that groups and individuals pay as much of their fee as possible. Partial scholarships are available on a limited basis and must be requested annually.

Scholarship winners are required to contribute volunteer hours to the program. Facility and office jobs are available, as well as working in classes as a Lesson Volunteer.

Scholarship applications can be found on our website. For more information on scholarship requirements, please contact Penny Campbell, Program Manager, at (541)382-9410 x9 or [pennyc@healingreins.org](mailto:pennyc@healingreins.org).

### **Making a payment**

Payment for therapeutic horsemanship lessons are due **before** services are performed.

Tuition payments can be made through one of four ways:

1. By automatic recurring credit card deduction:

- Request an authorization form and submit to the program manager.

2. By clicking on the link in your emailed monthly tuition statement you will be allowed to pay securely online via credit card.

3. By card – pay through program manager's office

4. By Check:

- Deposited in the tuition payment box in the Participant Resource area or
- Mailed to: Healing Reins, PO Box 5593, Bend, OR 97708, or
- Scheduled through your bank's online bill pay services

Note: Requests for special payment arrangements must be made prior to receiving services. Any participant with a 90-day balance or greater on their account is subject to dismissal.

### **Attire**

All participants must wear approved ASTM-SEI safety helmets while working with or near the horses. This includes both ground and mounted work. Helmets are provided, but if participants wish to purchase their own helmet, said helmet must meet the ASTM-SEI standards and be properly fitted. Helmets with a manufacture date older than 5 years are not allowed.

Layers work great as the barn is generally cooler than the outside temperature. Dress for the weather. Gloves with individual fingers are helpful on cold days.

No sandals, slip-ons or Crocs. Shoes with clunky-soled shoes or shoes with fat tongues like Skaters do not move easily into and out of the stirrup and are therefore unsafe for riding.

Long pants are required. Boots with a heel are preferred but not required.

### **Participant illness**

Participants are not permitted to take part in classes if they have:

- Nausea, vomiting and/or diarrhea within the past 24 hours.
- Severe persistent coughing or a severe cold.

- An oral temperature of 100 degrees or higher. Temperature should be stable for 24 hours before attending class.
- A contagious or exposed skin rash.
- Red, watery, burning eyes with either white or yellow drainage.
- A communicable disease such as head lice, strep throat, chickenpox, etc.

## **Cancellations**

We know that there are times when participants will not be able to attend their class. As a nonprofit, Healing Reins relies on volunteers to help with the many tasks involved in lessons. Therefore, notice of cancellation well in advance of class is most respectful to our volunteer and staff time. It is important that participants familiarize themselves with the following policies:

### Planned Absence

An absence is considered planned when we receive one of the following:

- Written notice using the cancellation form. These forms can be found at the Participant Resource Area in the barn. Forms must be submitted to the instructor or program manager.
- A phone call on the cancellation line 541-382-9410 x1 or email to program manager more than 60 minutes prior to the student's class time.

### Unplanned Absences

Absences without notification at least an hour prior to class times are considered unexcused absences. If a participant accumulates three unexcused absences, the participant will be discharged and put on the waiting list.

### Absence Reimbursement

Our invoicing process requires that participants pay for a full month of lessons prior to the month of service. Many of our participants find that they are unable to attend all the lessons in that month, and these absences challenge our lesson continuity as well as our billing and reimbursement practices. To simplify and streamline, our Absence Policy states:

**Non-Medical:** If a participant misses lessons during the pre-paid month, either expected or unexpected, for non-medical reasons, that participant shall not be reimbursed for those missed lessons. If non-medical absences are expected prior to invoicing, a participant may pay for the planned missed dates to reserve her/his lesson day/time or potentially lose their lesson day/time and be put on the wait list to return.

**Medical:** If a participant misses 2 or more lessons during the pre-paid month due to medical issues, s/he will be reimbursed if a doctor's note is provided stating the participant's inability to participate for medical reasons. If an extended illness or medical condition occurs, the participant's lesson day/time will be reserved without payment for a period of 1 month. After

that time, the participant must be put on the wait list to return. A doctor's release is required for the participant to return to lessons following a medical leave.

### **Late Arrival**

Participants arriving more than 15 minutes late will not be able to participate in their scheduled mounted lesson. A ground lesson may be offered based on staff or volunteer availability.

### **Unplanned closing or lesson modification policy**

Healing Reins will cancel lessons when the Bend-LaPine school district cancels school due to severe weather. (school district two hour delays typically will not affect the lesson schedule).

Healing Reins may cancel or provide un-mounted options when factors causing potentially unsafe conditions for mounted lessons exist, ie: high wind, hail, colder than 20 degrees, hotter than 100 degrees, poor air quality or lack of sufficient volunteers.

We know that some of our participants thrive on keeping to a set of structured activities and coming to Healing Reins but not riding may be difficult for them. If you are concerned about this possibility, please talk with your instructor to make a plan.

All unplanned closures will be communicated by phone and/or email. When in doubt, call the cancellation line at 541-382-9410 x1.

Participants will be reimbursed for any classes cancelled by Healing Reins.

### **HOLIDAY CLOSINGS**

In addition to the dates listed on the event calendar on the website, there will be no lessons on:

- Typically, the first week in January
- Martin Luther King Day
- Spring Break (Bend-LaPine school calendar)
- Memorial Day Weekend and possibly the week after
- July 4 and possibly days surrounding the holiday
- Labor Day Weekend (Sat-Mon)
- Veterans Day
- Thanksgiving Week (Mon-Sat)
- December Holiday Break (typically 1 week at the end of the year).

### **Participant Records**

Participants must complete and submit all initial forms prior to beginning a program. In addition, participants are required to update their registration information and medical history forms annually. This paperwork is required to maintain our PATH International accreditation. Students are not permitted to participate without up-to-date forms.

### **Eligibility criteria**

Safety and maximizing the therapeutic benefits of equine activities are primary concerns of a successful program. Due to the capacities of volunteer sidewalkers and current program horses, insurance requirements and industry standards, Healing Reins is limited to instructing students who:

- Weigh 225 pounds or less (based on horse availability).
- Do not exhibit conditions that are contraindicated (as determined by Healing Reins staff).
- Have current signed and dated paperwork.
- Can benefit physically, emotionally, socially and/or cognitively from a Healing Reins program.
- Do not threaten the health or well-being of other participants, horses, volunteers or staff.

### **Grounds for discharge**

There may be circumstances wherein the equine activity is no longer meeting the needs of the participant. Interests may change, a disability could worsen or improve, new difficulties may arise, or skills may exceed the horse's capabilities. Healing Reins provides an ongoing assessment process that may include, but is not limited to, evaluating the rider's skills and communicating with the participant, physicians, teachers, parents and/or care givers. Transitions to other equine programs can sometimes be a good option for participants.

### **Confidentiality**

Participant medical histories, diagnoses and related information are used by the Instructor to develop goal-oriented lesson plans. General information, as it relates to the success of the riding experience, is shared with volunteers on a need-to-know-basis. Guests are asked to respect participant's right to privacy at all times.

### **Changing your lesson time**

Healing Reins makes every effort to accommodate schedule changes when necessary, however an ideal time cannot be guaranteed. Parents or students should complete a Change of Lesson Request form (available in the Participant Resource Center) as soon as a change is anticipated. Changes are processed based on the order in which they are received and the availability of an appropriate class.

## **Program Withdrawal**

A paid two week notification is appreciated when a participant plans to withdraw from Healing Reins riding. Any prepaid tuition within the month of withdrawal will not be refunded. After the month of withdrawal, any lesson fees previously paid will be refunded. Participants who decide to return to activities after a withdrawal will receive priority on the wait list.

## **Conflict Resolution**

Problems or complaints are best handled immediately, confidentially and directly between the parties involved and their Instructor. Parents and participants who feel that their concerns are not being adequately addressed may call or email Polly Cohen, Program Director, who will follow up appropriately.

## **Facility/Farm environment**

Safety for participants and visitors are of the utmost concern. Healing Reins horses are trained to work with many distractions, however they are still animals with a strong flight instinct. Working around horses is a risk activity. Staff and volunteers review and practice safety and emergency procedures on a regular basis.

Parking – Therapeutic horsemanship participants may use the parking spaces in front of the barn or along the fence on the left side of the property. Please leave marked accessibility parking to those who need it.

Entrance - All participants should enter the barn through the left side entrance marked "Barn entrance". PLEASE DO NOT come into the barn through the large barn doors. That area is reserved for active participants, volunteers, and staff. THIS IS FOR THE SAFETY OF EVERYONE INVOLVED.

Waiting Areas - There are several designated waiting areas for parents, siblings, and guests. These include; the large concrete space with tables and umbrellas between the modular buildings and the barn, the indoor viewing room, inside the arena up to the gates, outdoor play area (ask a staff member to point it out if you aren't sure), around the small animal enclosure, and at the bleachers by the outdoor area. For everyone's safety please stay in these designated areas.

**We greatly appreciate your help and support in this, as the safety and wellbeing of our clients, participants, and all of our animals relies upon all of us doing our part.**

## **FARM AND SAFETY RULES**

Here at the farm there are some very important safety rules that must be followed at all times:

- No smoking or vaping anywhere on the property.
- No weapons, alcohol or illegal substances allowed on the property.
- Off-limit areas are posted and must be avoided.
- No running, pushing, yelling, climbing the rails, stairs or ramp.

- Do not go into fields, paddocks, barns, or stalls unless you are supervised by a staff member, volunteer, or your therapist.
- Close all gates behind you.
- Driveway speed limit is posted at 5 mph. This speed limit is strictly enforced.
- No pets allowed on the premises. Please leave dogs at home.
- Visitors must be respectful of the students and clients who take part in Healing Reins services, remembering that sessions are private and confidential. PLEASE DON'T APPROACH areas where services are clearly taking place.
- Visitors must avoid areas where programs are taking place. There is an indoor viewing area and a space on the indoor arena railing for observing participants. There is an outdoor viewing area to observe participants in the outdoor arena and sensory trail. Visitors may visit the small animal enclosure or the playground near the parking areas.
- All visiting minors must be supervised at all times.
- Chasing, teasing, taunting, harassing, or purposely annoying, scaring, or irritating the animals at the farm is strictly prohibited.
- Treat animals with respect. Use kind, even if direct, words with the animals. Anyone not being kind will be asked to leave the immediate area where the animals are located.
- Do not give the animals any food or treats without permission from staff (despite what the animals may tell you!).
- Picture taking is not allowed without permission from the Healing Reins staff.
- Participants must wear appropriate clothing and footwear to be allowed near the horses. Helmet policies are stated above.
- Caution: Fencing on the property has electrified strands of wire.
- Listen to the Healing Reins staff, volunteers, and therapists at all times, and follow these safety rules.

And, the most important rules: BE SAFE AND HAVE FUN!!!

## **Communications**

In the waiting area near the participant gate is the Participant Resource Center with information of interest to participants and parents. Current phone and email information is appreciated in order to communicate to participants. If no email is available, participants are highly encouraged to review the bulletin boards.

### **How can you help?**

HRTRC is a 501c3 non-profit organization. Fundraising and parent/guardian involvement is critical to the success of the programs and a necessary part of providing the service at the price that it is offered. A number of events and campaigns are planned each year and your participation is greatly needed. Ongoing volunteering is a rewarding and helpful way to contribute too. The following are some ways you can get involved:

Lesson Volunteers: Healing Reins cannot operate without the dedication of our trained volunteers. Lesson volunteers prep the horses for lessons and assist in classes. Volunteers must be at least 14 years old and meet the requirements of the job description to work in the lesson program. All volunteer applicants over the age of 18 are subject to a criminal background check before they begin their service at Healing Reins. Healing Reins reserves the right to reject applicants who have been convicted of crimes involving violence, alcohol, theft, and any other crime we feel poses a possible risk to our students, staff, other volunteers and/or horses.

Facility Volunteers - Volunteers are a vital part of keeping the facility and grounds maintained. We can always use help sweeping, cleaning the lounge/bathroom, picking up manure, cleaning tack.

For more information on volunteer opportunities, please contact Linda Rhine, Volunteer Manager, at 541-382-9410 x2 or [lindar@healingreins.org](mailto:lindar@healingreins.org).

### **Other services offered at Healing Reins**

Healing Reins is a therapeutic horsemanship center that offers a number of complementary services including equine-assisted learning, equine assisted mental health and physical, occupational and speech therapy using equine movement as the treatment tool (hippotherapy). To learn more about Healing Reins or to enroll in these other services, check out the website at [www.healingreins.org](http://www.healingreins.org) or contact Polly Cohen at (541) 382-9410

### **Fundraising**

Our biggest fundraiser of the year, Diamonds & Dust, is responsible for generating approximately 25% of our annual operating budget. We need committee members for procurement of items, assisting with event night decor, facility prep and more. Healing Reins creates many other fundraising opportunities each year which cannot be successful without volunteer help.

## **Spread the word!**

Help at outreach events around Central Oregon, buy and sell Healing Reins t-shirts and sweatshirts, share the benefits of therapeutic riding with your businesses, friends and family.

## **Contact us**

Physical Address: 60575 Billadeau Road, Bend OR 97702

Mailing Address: P.O. Box 5593, Bend OR 97708

Tel: 541-382-9410      Fax: 541-610-1580

Website: [www.healingreins.org](http://www.healingreins.org)

### Staff:

Executive Director: Dita Keith; [ditak@healingreins.org](mailto:ditak@healingreins.org)

Development Director: Laurie Hoyle; [laurieh@healingreins.org](mailto:laurieh@healingreins.org)

Program Director: Polly Cohen; [pollyc@healingreins.org](mailto:pollyc@healingreins.org)

Program Manager Penny Campbell [pennyc@healingreins.org](mailto:pennyc@healingreins.org)

Volunteer Manager: Linda Rhine; [lindar@healingreins.org](mailto:lindar@healingreins.org)

### Instructors:

Program Coordinator: Anvia Hampton; [anviah@healingreins.org](mailto:anviah@healingreins.org)

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