

**Program Operations Policies
Client Lessons**

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Peace Area Riding for the Disabled

Client Lessons Policies

1.0 Canadian Therapeutic Riding Association (CanTRA):

- 1.1 PARDS will operate under the guidelines of CanTRA.

2.0 Registration Process:

- 2.1 Before participating in the PARDS therapeutic program all rider candidates must complete all applicable forms in full.
 - i. Registration Form~ Due each and every session
 - ii. Physician Signed Medical History and Physician Release Form ~ Due every 2 years
 - iii. Client Information Form ~ Due every September
 - iv. Release Form ~ Due every September
 - v. Yearly Membership Form ~ Due once every calendar year, Jan. 1 – Dec. 31
- 2.2 The release must be signed and witnessed.
- 2.3 The Physician Release must be filled out and signed by the client's regular physician. Another appropriate professional, such as a physiotherapist or occupational therapist, may be contacted to evaluate the rider and determined that riding is a safe and suitable activity for them. If deemed necessary the client will be contacted to set up an Assessment upon receiving the completed forms and approval from the mentioned professionals.
- 2.4 A completed registration form does not constitute automatic acceptance into the program.
- 2.5 PARDS reserves the right to determine the candidate's suitability for inclusion in the program.
- 2.6 It is the client's responsibility to keep PARDS informed of any changes in the mental and/or physical conditions and contact information.

3.0 Assessment:

- 3.1 Upon acceptance into the PARDS program and at the beginning of each individual Session, **all** clients must undergo an Assessment. The Head Instructor, or a designate, will assess the client. Clients must meet guidelines in order to be accepted into the program as per CanTRA, PARDS and insurance requirements. Assessment procedure will include:
- a) review of initial paperwork
 - b) the client may be called in for a mounted or dismounted session.
 - c) PARDS reserves the right to decline registration application to a client.

4.0 Session Registration:

- 4.1 PARDS will do our best to accommodate the schedule for all interested riders, however, registering for a session does not necessarily mean that the client will be accepted into the session. Acceptance depends on the availability of a suitable horse and program, and matching equivalent abilities to other riders so that all riders in each class are at the same level.
- 4.2 Session registration will be accepted on a first come first serve basis (all paperwork must be completed and received prior to registration). Ample notice will be given to riders who are currently on a waiting list and haven't had the opportunity to participate in recent sessions. All riders will be matched to a horse suitable to their abilities by qualified PARDS staff.

5.0 Lessons:

- 5.1 The format of the lesson will depend on the rider's ability. Lessons will consist of riding activities **and/or** brushing, tacking, theory, horse care and handling, mounting, dismounting and un-tacking.

6.0 Client Responsibility:

- 6.1 It is the rider's responsibility to be on time for their class. If the rider is late they may not be able to participate in that class and will not be refunded or rescheduled.
- 6.2 It is the expectation that proper clothing will be worn and belts and helmets are on and client is ready to go by designated lesson time.
- 6.3 The client is expected to follow instructions and rules, and conduct themselves in a courteous manner.

7.0 Instructor Responsibility:

- 7.1 It is the Instructors responsibility to be on time for their class. If the instructor is late the class will still run for the designated time or riders will be credited for time missed.
- 7.2 The Instructor will work with the riders/parent/caregiver to set attainable goals.
- 7.3 The instructor has the right and responsibility to dismiss a rider or volunteer from class if they are not conducting themselves in a safe and courteous manner.

8.0 Volunteer Responsibility:

- 8.1 It is the Volunteer's responsibility to be on time for class. If the Volunteer is unavailable for their scheduled time or will be late, it is expected they will inform the Volunteer Coordinator in advance so another volunteer may be put in place.
- 8.2 It is the expectation that proper clothing will be worn to ensure the safety of rider, Instructor and volunteer.
- 8.3 Volunteers are responsible for maintaining confidentiality of proprietary or privileged information to which they have access while serving as a volunteer.
- 8.4 Volunteers are expected to follow instructions and rules, and conduct themselves in a courteous manner.
- 8.5 Volunteers are required to take volunteer training provided by PARDS and provide an original and current criminal record check.

- 8.6 Volunteer manuals are provided by PARDS. This manual is a guide and should be read and understood. Any questions should be directed to the Volunteer Coordinator or Lead Instructor

9.0 PARDS Responsibility:

- 9.1 It is PARDS responsibility to ensure there are an adequate number of trained volunteers and staff in place for a class. Classes will be cancelled if we can not operate safely. Riders will be reimbursed in such cases.

10.0 Cancellation Policy:

- 10.1 **All clients will receive a schedule when invoiced.**
PARDS is not responsible to reimburse or make up missed classes unless PARDS cancels the class. Should a client resign from PARDS during a session the fees will not be reimbursed or credited to the client's account unless there are special circumstances. Should PARDS cancel a class all riders will be contacted by phone and a credit issued to the riders account. Inclement weather is not the responsibility of PARDS, therefore we will not be responsible for classes missed due to weather or power outages.
- ~ **Morning classes will not run if the temperature is -45c at 6:00am.**
 - ~ **Afternoon classes will not run if the temperature is -40c at 11:00am**
 - ~ **Evening classes will not run if the temperature is -40 at 4:00pm**

11.0 Fees/Payment Policy:

- 11.1 **Riders must hold a current paid membership in order to participate in the PARDS program.**
- 11.2 Clients will be invoiced prior to the session for classes and payment is due on or before the first class scheduled class.
- 11.3 Clients with outstanding accounts may be refused service until their account is paid in full. A payment schedule may be set up or alternate funding arrangements made upon request to the Executive Director or an appointed representative of PARDS.

12.0 Financial Hardship:

- 12.1 Should there be a financial hardship, there is funding available. At the request of the client a consultation can be set up with the Lead Instructor and/or the Executive Director to discuss options. PARDS will not turn away a rider that has financial hardship. PARDS reserves the right to request an adjudicator, financial records and any other information deemed necessary prior to approving sponsorship. **Membership fees may not be waived for insurance purposes.** All requests for financial assistance will be held in confidence.

13.0 Supervision of Client:

- 13.1 All riders under the age of 18 must have a consenting adult present during all classes. Adult clients shall be accompanied by the required trained assistants as determined at the initial assessment. In the event a client, who is under the age of 18 or who requires an assistant, is left unattended, they will not be permitted to ride and will not be issued a credit or make-up class.

14.0 Grievance Policy (Copied from PARDS Board Policy # 5.2)

- 14.1 Clients or their responsible caregivers may appeal any program or service delivery decision of any PARDS employee, by doing so in writing to the Executive Director of PARDS. In the absence of satisfactory resolution with the Executive Director, the matter may be appealed to the PARDS grievance committee.