



Healing Reins Participant Handbook 2018





Welcome Parents, Guardians, Caregivers and Participants!

Thank you for your interest in the Healing Reins Therapeutic Riding Center (HRTTC). 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.

Welcome to our program!

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General Information

FACILITY LOCATION

Healing Reins is located on Faith Run Farms, a 20 acre farm in Southeast Bend. From 27th Street, travel 1.5 miles east from 27th 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.

BENEFITS OF EQUINE ASSISTED ACTIVITIES AND THERAPIES

The programs at Healing Reins are uniquely designed to meet the educational, behavioral, social and physical goals of people with disabilities.

Physical Disabilities – 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 walking ability.

Cognitive Disabilities – Programming complements individual educational plans. The result is a creative, progressive, experiential learning opportunity, which directly relates to students' goals.

Psychosocial Disorders – 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.



Programs

THERAPEUTIC RIDING (TR)

Each lesson incorporates the educational, physical, social and recreational goals of the individual student. 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 and healthy self-concept. Participant ages range from four years to adult.

One hour lessons are scheduled Monday through Saturday and include grooming, tacking, mounting, warm up time, an exercise, activity or game, skill development, and dismounting.

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

THERAPEUTIC CARRIAGE DRIVING (TCD)

Participants with physical, cognitive, or emotional disabilities receive the rewards of interacting with a horse while driving from a carriage. Using a horse and carriage gives participants an alternative to riding; opening up the world of horses to those who may be unable to ride due to weight, balance, physical limitations, fear of heights or other issues. Therapeutic Carriage Driving is not offered during the winter months. Participant ages range from 12 years through adult.

EQUINE ASSISTED LEARNING (EAL)

Participants learn relationship skills to promote human growth and development in a context that includes various activities with equines. Learning horsemanship skills is the

secondary goal that allows us to teach enhanced interpersonal skills. Various format offerings are available for residential school groups, corporations, businesses, individuals and more. Participant ages range from six years through adult.

VETERANS HORSEMANSHIP

Veterans, active duty military personnel, and families partner with horses to overcome the effects of PTSD, TBI, amputation and other combat-related injuries by learning riding and handling skills for improved mental health, physical rehabilitation and social integration.

EQUINE FACILITATED PSYCHOTHERAPY (EFP)

Licensed and credentialed mental health professionals provide one-on-one equine-facilitated, experiential psychotherapy sessions for individuals, couples and families that address clearly established treatment goals and objectives for emotional growth and healing. Participant ages range from six years old through adult.

PHYSICAL THERAPY/HIPPOTHERAPY (HPOT)

A treatment approach that uses the movement of the horse to enhance neuro-motor function and sensory processing. A licensed physical therapist directs the movement of the horse, analyzes the client's response and adjusts the treatment accordingly. The horse is handled by a certified therapeutic riding instructor, while the therapist and a volunteer support the client. Client ages range from two years through adult.



Policies & Procedures

FEES

The fees that Healing Reins charges its participants represent approximately one third of the actual cost of service. Fees are evaluated annually in the fourth quarter of the fiscal year for any changes that might be made to the coming year.

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).

Therapeutic Riding, Therapeutic Carriage Driving and EAL lesson fees are based on an annual count of the day of the week a participant rides. Complete explanation of Lesson Fees can be found on our website.

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.

For more information on scholarship requirements and/or an application, please contact Penny Campbell, Program Assistant, at (541) 382-9410 x9 or pennyc@healingreins.org.

MAKING A PAYMENT

Payment for riding and driving classes are due **before** services are performed. EFP and HPOT fees are paid at the time of service.

Thank you for making a payment through one of four ways:

1. By automatic recurring credit card deduction:
 - Complete an authorization form found on our website and follow instructions on the form for submission.

2. By clicking on the link in your emailed monthly tuition statement that will allow you to pay securely online via credit card or with a blank check.

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

4. By Check:

- Deposited in the tuition payment box in the waiting area by the stairs 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.

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.

SAFETY RULES

Safety for our participants, volunteers, staff 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.

The following rules **must** be followed at all times:

- No Smoking anywhere on the property.
- Off limit areas are posted and must be avoided.
- Driveway speed limit is posted at 10 mph. This speed limit is strictly enforced.
- No pets allowed on the premises.
- All minors must be supervised. No running, pushing, yelling, climbing the rails, stairs or ramp.
- Picture taking must be cleared with the instructor.
- Non-participants must remain behind the gate in the barn area. The lounge is a good place to watch lessons.
- No weapons allowed on the property.
- No alcohol or illegal substances allowed on the property.

CODE OF CONDUCT

Thoughtful conduct and self-control factor into the safety and enjoyment of all participants. All persons at Healing

Reins will be expected to adhere to the following code of conduct.

- Respect for facility: no inappropriate use of the facilities, mailing lists or monies.
- Respect for others: no disruptive or abusive behavior to the animals or people at Healing Reins.
- Respect for the organization's rules, policies and procedures

GROUNDS FOR DISCHARGE

Students/Families who cannot adhere to the rules, policies or the Code of Conduct set forth in this handbook will be dismissed from all program activities.

There may also 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.

Attendance

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 volunteers' 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 assistant.

- A phone call on the cancellation line 541-382-9410 x1 more than 60 minutes prior to the student's class time.

If 2 or more classes in a row will be missed, follow the Leave of Absence policy. *Single planned absences will not be reimbursed.*

Unplanned Absences

Absences without prior notification (see excused absence definition above) are considered unexcused absences. If a participant accumulates three unexcused absences, the participant will be discharged and put on the waiting list. Unplanned absences will not be reimbursed.

Leave of Absence

Students who anticipate not being able to attend 2 or more consecutive lessons due to a medical, health & well-being or family issue, may apply for a leave of absence using the Leave of Absence form at the Participant Resource Center. Requests are reviewed and approved by the Program Director.

Students may take advantage of leave of absence for a maximum of a one month-period, beginning with the first absence, during which time fees are waived. After that, students may hold their lesson spot by paying all customary fees in full or choose to return to the waiting list.

Students returning from a medical leave will need to present a note from their doctor releasing the student to participate in their usual activities.

For students who take advantage of the Scholarship Program and who require a leave of absence, any credits for missed lessons will be issued to the scholarship portion first and to the self-pay portion of an account second.

Equine Facilitated Psychotherapy

Cancellation fees may be charged for cancellations made less than 24 hours prior to appointment. Text or call the therapist to cancel a session.

Hippotherapy

Cancellation fees may be charged for cancellations made less than 24 hours prior to appointment (not applicable to sudden illness or similar circumstances). Text or call the therapist to cancel a session.

LATE ARRIVAL

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



Miscellaneous

UNPLANNED CLOSING POLICY

Healing Reins may close due to severe weather, a power outage or for any reason that may cause unsafe conditions. In the case of severe weather, lessons will be cancelled or postponed when the Bend-LaPine school district cancels or postpones school. Other unplanned closures will be communicated by phone and/or email. When in doubt, call the cancellation line at 541-382-9410 x1.

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 2 weeks at the end of the year).

WEATHER POLICY

Healing Reins will offer ground lessons if the weather is extremely hot or extremely cold. In extreme weather (generally below 20 degrees or above 100 degrees), some or all of a lesson may include horsemanship education. We try to maximize riding time when the weather is good and save the equally important ground lessons for when the weather does not cooperate. We know that some of our participants thrive on keeping to a set of structured activities and coming to Healing Reins but not riding or driving may be difficult for them. If you are concerned about this possibility, please talk with your instructor to make a plan. Make-up lessons cannot be scheduled in lieu of ground lessons.

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 for riding programs, 250 or less for carriage driving.
- 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

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 from your

Instructor or on the website) 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 or driving programs. 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 riding 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.

VISITORS

Visitors are always welcome during business hours in the observation area of the facility. Children must be supervised at all times. If visitors would like more information about Healing Reins or a tour of the entire facility, please arrange this with the Program Director in advance. Participants are responsible for their guests. *Visitors are not permitted in the barn aisle unless escorted by a Healing Reins volunteer or*

staff member. All persons entering the barn area must follow the barn rules.

PARKING

The parking spaces directly in front of the barn are for participant parking. If you do not need to park close to the door, please leave the most accessible parking spaces for participants who do need them. Please use the man door on the south side of the barn for entrance.

COMMUNICATIONS

In the waiting area near the participant gate there are bulletin boards reserved for information of interest to students 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.

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 tshirts and sweatshirts, share the benefits of therapeutic riding with your businesses, friends and family.

For more information on volunteer opportunities, please contact Linda Rhine, Volunteer Coordinator, at 541-382-9410 x2 or lindar@healingreins.org.

We look forward to working together and hope you enjoy your experience with Healing Reins!

Contact Us

Physical Address: 60575 Billadeau Road, Bend OR 97702

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

Tel: 541-382-9410 Fax: 541-382-2781

Website: www.healingreins.org

Staff:

Executive Director: Dita Keith; ditak@healingreins.org

Program Director: Polly Cohen; pollyc@healingreins.org

Program Assist.: Penny Campbell pennyc@healingreins.org

Volunteer Coordinator: Linda Rhine; lindar@healingreins.org

Instructors:

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Else Vilaria; elesev@healingreins.org

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