OVERVIEW OF THE SERVICES OFFERED AT OUR EQUESTRIAN CENTER

Enfants en Équi-Libre offers equine assisted therapy, recreation, sport, and learning programs to children aged 2-25 with the purpose of contributing positively to the cognitive, physical, emotional and social well-being of individuals with special needs in our community. Located in St-Lazare, our goal is to help children maximize their growth and reach their potential in all spheres of development. We are offering the following services:

THERAPEUTIC RIDING (TR)

Minimum age: 5 years old
Cost: 60$ /hr individual, 50$ /hr small group

Therapeutic Riding is an equine assisted activity that aims to develop equine related skills, from a recreational perspective, for individuals who learn differently due to cognitive, communication, or motor differences. Therapeutic riding includes several beneficial equine activities that involve handling the horse, grooming, riding, driving and vaulting. These activities contribute positively to the cognitive, physical, emotional, and social well-being of individuals with special needs. More specifically, they provide the individual with opportunities to increase self awareness, work on behaviours, improve self-confidence, gain independence, work as a team, and develop a sense of achievement among many other intra- and interpersonal abilities.

EQUINE ASSISTED THERAPY (HIPPOTHERAPY)

Minimum age: 2 years old
Cost: 110$ /hr individual, 90$ /hr small group, 60$ /30 min individual

In Equine Assisted Occupational Therapy, clients first go through an evaluation process based on their level of functioning. A treatment plan is established based on their needs with the goal of achieving functional objectives. The horse is used to engage sensory, neuromotor and cognitive systems as well as social skills, all while increasing motivation and participation among clients. Examples of objectives using this approach are acquire / improve the walk pattern, maintain the sitting position, increase postural control and tone, improve self-regulation, daily autonomy and improve functioning at school.

EQUINE ASSISTED LEARNING (EAL)

Minimum age: 8 years old
Cost: 80$ /90 min individual, 65$ /90 min small group

Equine Assisted Learning (EAL) is based on experiences and observations with the horse as a partner. EAL In Balance will guide and support you in realizing your learning strengths and goals. The facilitator's focus is the client's learning, growth and development goals. Equine assisted activities and goals can target academic achievement skills, creative and critical thinking, communication skills, and self-awareness. Students with Individual Education Plans (IEP) or Educational Assessments can better understand their strengths and challenges. The horse's participation and response during the sessions provide valuable feedback to address challenges and advance learning.

PARA-DRESSAGE

Minimum age: 12 years old
Cost: See para-dressage rider policy

Para-Dressage is one of the nine equestrian disciplines under the umbrella of the International Equestrian Federation (FEI) and is a Paralympic sport. This program is designed for riders that are looking for a more sport-

focused and competitive form of equine assisted activity. Riders learn to communicate with their horse while performing various patterns which include change of pace and direction.

ENGLISH RIDING (EC)

Minimum age: 7 years old
Cost: 45$ /hr individual, 35$ /hr small group

English Riding is a leisure or sport activity offered by an Equestrian Canada certified instructor with the objective of developing riding skills in children and adults who do not require an adaptation in their learning. This service is offered to the family members of our clientele.

REGISTRATION PROCESS, CANCELLATION & PAYMENT POLICIES

We encourage everyone to register for his or her spot as far in advance as possible. Space in the program is limited and spots are only reserved once the registration form and payment (if applicable) is received.

Once an application has been processed, we will send an email or contact you by phone to confirm your place in the program. If the timeslot that you have requested is not available or you have made a choice that is not appropriate, our office will call and try to fit you into another appropriate slot.

Forms must be completed and signed on an annual basis. It is the rider/guardian's responsibility to ensure that all necessary emergency information (i.e. medical and/or special needs) has been disclosed. For the protection, safety, and therapeutic benefit of each rider, no one will be allowed to ride if their forms are not current.

PARTICIPATION, LATE ARRIVALS AND ABSENCE POLICIES IN TR, EAL, EQ AND PD

CANCELLATION POLICY

- Lessons may be cancelled by a rider when they are unable to attend a scheduled class. Riders who are cancelling are requested to provide as much advance notice as possible so that the instructor can organize horses and volunteers appropriately
- There are no reimbursements for cancelled lessons. There will be an opportunity for one make-up lesson at the end of the session (not applicable for 'no show' missed lessons)
- In the event of cancellations by EEE we will endeavor to provide at least 1-3 hours' notice to riders and volunteers
- If EEE cancels for a reason typically within their control (volunteer or instructor availability, scheduling of non-emergency facility maintenance) then a makeup lesson provided at the end of the session. If a makeup lesson cannot be scheduled, then a refund will be provided

SESSION WITHDRAWAL

- Riders may withdraw from a session due to medical issues, such as the onset of a protracted illness or an accident requiring lengthy recovery. Withdrawal due to medical reasons will result in a refund for the balance of the lessons not being taken, upon provision of a signed note from their physician
- For withdrawals with more than 30 days before the start of the session, a refund of the amount paid less a 75$ administration fee will be made
- For withdrawals with less than 30 days before the start of the session, a refund of 50% of the total amount due for the registered service will be refunded
- For withdrawals after the first class, no refund will be made unless the instructor determines that the group is inappropriate for the client

LESSON ABSENCES ("NO SHOWS")

- Riders who fail to arrive for their scheduled class and fail to provide notice of their absences will not receive refunds or makeup lessons. Riders with 2 or more absences without notification ("no shows") may be withdrawn from the program and forfeit the remainder of their session fees

LATE ARRIVALS

- Lessons are run on a tight schedule and must start and end in a timely manner in order to avoid disruption to concurrent programming and animal husbandry practices. As such, riders are required to arrive at least 10 minutes before the scheduled start of their class in order to have time to settle in, use the washroom and be dressed appropriately to ride
- Riders arriving after the rest of the class has mounted, regardless of the reason for their lateness or any advance warning of potential lateness, are not guaranteed to be mounted. No refund or make up class will be provided so riders are strongly encouraged to be punctual

PARTICIPATION AND LATE ARRIVALS POLICIES IN OCCUPATIONAL THERAPY (HIPPOTHERAPY)

CANCELLATION POLICY

- Clients/guardians may cancel their appointment with 24hrs notice without incurring a penalty. We ask that if you must cancel you do so with as much notice as possible so the therapist can organize the horses, volunteers and employees accordingly
- Appointments cancelled with less than 24hrs notice but 60 minutes before the scheduled time will pay a 60$ fee
- Those who are not present for their appointment, without notice or with less then 60 minutes notice, will have to pay their full appointment fee. After two missed appointments without notice (no shows), the client could lose the time slot that was reserved for them or be refused service moving forward
- In the event of cancellations by EEE we will endeavor to provide at least 1-3 hours' notice to riders and volunteers

LATE ARRIVALS

- Appointments are run on a tight schedule and must start and end in a timely manner in order to avoid disruption to concurrent programming and animal husbandry practices. As such, riders are required to arrive at least 10 minutes before the scheduled start of their class in order to have time to settle in, use the washroom and be dressed appropriately to ride. It is not guaranteed that customers arriving after the start of their therapy session can ride a horse

PAYMENT AND RECEIPTS POLICY, ALL PROGRAMS

- Riders in the therapeutic riding, EAL, English riding and para-dressage programs pay their session fees in one lump sum OR in 2 installments. The first payment is due at the time of registration (either entire sum or half), and the second half (if applicable) at the first lesson
- Clients in occupational therapy using the approach in hippotherapy pay at the end of each therapy session
- Payment is accepted by cash, cheque, credit card or e-transfer
- NSF Cheque Policy: There is a $25 fee charged for all NSF cheques
- Receipts are issued once the entire payment has been made for therapeutic riding, EAL, English riding and Para-dressage, unless there is a special request from the customer
- Receipts are issued after each session in occupational therapy
- A year-end summary receipt for tax purposes can be issued on request. A 20$ administration fee will apply
- Should you require a replacement receipt a $20 administration fee will apply

GENERAL & SAFETY POLICIES FOR ALL PROGRAMS

GENERAL RULES AND GUIDELINES

- Parents must accompany children less than 14 years old. No child may be left unattended before or after lesson / therapy. If your child is to be picked up by someone other than their regular parent / guardian, please let us know ahead of time. Children will not be released to anyone unknown to the staff
- Friends and family are encouraged to attend lessons / therapy sessions to watch and support their loved ones within the designated area. It is important to follow the rules of the center and to avoid being a distracting presence for the rider
- Please refrain from attempts to interact with the rider while mounted, unless the instructor / therapist requests it
- Children must always be supervised. Please do not leave children unattended or allow them to run and play loudly around the facility. We need to be courteous to all who use the facility
- Running in the stable and around the riding areas is prohibited as this can scare the horses. It is also prohibited to play on the mounting ramps and blocks. Please speak in a low voice as screaming can scare the horses.
- Riders are encouraged to bring treats for the horses, however only staff will distribute food to the horses for the sake of the horses' health, diet, and manners as well as well as the rider's fingers
- Riders are required to wear ASTM helmets while in the barn or paddock areas, as well as appropriate footwear. Anyone accompanying a rider must also wear the appropriate footwear. It is prohibited to enter the stalls or paddocks to visit the horses without authorization and supervision
- Our horses and volunteers should be treated kindly – they work hard for us all
- No photographs may be taken unless a rider has a signed photo release form

RIDER APPAREL GUIDELINES

- ASTM approved helmets must be worn by all riders. You are welcome to purchase your own, well-fitting ASTM approved helmet (an additional liability release form to be signed). Enfants en Équi-Libre does have a selection of helmets available for use. Lightweight helmets are only used when directed by the OT
- Long pants are required to prevent pinching and rubbing. Clothing should be appropriate for the weather and needs to be non-slip in nature
- Closed toe shoes are required in all equestrian activities / therapy. Open-toed shoes/sandals are not acceptable, nor are shoes which light up. Hard-soled shoes or boots with small heels are strongly recommended in riding programs using saddles. Safety stirrups are available for riders using Ankle-Foot Orthotics and unable to wear heeled shoes
- Shirts and jackets with hoods should either have their hoods removed (if they are detachable) or tucked in. Jackets must be fastened (zipped) while mounted
- No ankle, wrist, finger or neck jewelry (exception: medic alert tags)
- Earrings may be worn but should be studs or small hoops to avoid catching or being grabbed
- No rider is to carry a phone or iPod/MP3 player while mounted- they should be left in a secure location or not brought to the barn
- If prescription eyewear is required while mounted, consider use of a safety strap to prevent the glasses becoming dislodged while riding
- For riders unable to toilet independently, ensure they mount with a clean unsoiled garment for their comfort and hygiene while riding

SAFETY

Safety is our number one priority at Enfants en Equi-Libre. We do everything possible to ensure the safety of the riders, volunteers, staff and horses. We are dependent on volunteers to run classes safely. In the event that there are insufficient volunteers for any given therapeutic riding, EAL, para-dressage lessons or occupational therapy appointment the following will occur:

- Parents, caregivers, or friends may be asked to assist as sidewalkers
- If suitable, the class will be held in the form of an unmounted equestrian activity or unmounted therapy. Riders will not ride if adequate help is not available. Refunds will not be given for unmounted classes or therapy

MEDICATIONS AND ALTERING SUBSTANCES

- Except for prescribed medications, riders should avoid riding while under the influence of medication, particularly if the medication is new to the rider and its side effects are unknown
- This includes cold and allergy medication, anti-nausea, anti-diarrhea, anti-indigestion, and motion sickness medications
- Care should be used if riding while taking anti-inflammatory medication or analgesics, as they may mask new or further injury
- No rider should mount, or remain mounted if they are intoxicated by alcohol or drugs, or experience sudden onset of dizziness or nausea, due to the increased possibility of a fall
- Riders who are taking new medications must share this information with their instructor / therapist prior to mounting so that they may supervise their ride taking this information into account, perhaps even altering the intended lesson plan if required

RIDER WEIGHT

For the physical well-being and safety of the client, horses, volunteers, instructors and therapists, the maximum weight of any rider must not exceed 160 pounds.

SEIZURE POLICY

For the physical well-being and safety of the client, horses, volunteers, instructors and therapists, riders who have had a recent seizure will not be allowed to participate in mounted activities (riding) unless:

- They have been seizure-free for one year (unmedicated)
- They have been seizure-free for six months (medicated)

ENFANTS EN EQUI-LIBRE'S POLICY FOR THE DISCHARGE OF PARTICIPANTS

Enfants en Equi-Libre strives to provide the safest possible conditions for participants, volunteers, and employees. The acceptance and continued participation of a participant in our program depends on the availability of instructors, volunteers, and suitable horses. We must be able to safely accommodate the participant. Enfants en Equi-Libre adheres to precautions and contraindications for participants established by the Canadian Therapeutic Riding Association (CanTRA). Enfants en Equi-Libre retains the right to refuse services to any participant whom we cannot safely accommodate. Riders may be asked to leave the program for a number of reasons, including but not limited to:

- The development of a contraindicated condition or the deterioration of a condition to the point that the activity or therapy is no longer beneficial and could harm the participant, or where safety for the rider or others has become a concern. (see the list of contra-indications below)

- Weight gain above 160 pounds
- A display of threatening behavior, animal abuse, the abuse of children or adults, verbal abuse of volunteers or others, alcohol or drug use on the grounds, or behavior that is disruptive for the normal functioning of the program
- 2 or more missed lessons / therapy sessions without advance notification
- Ongoing inappropriate language or behavior, rudeness to staff, volunteers, instructors, etc.

All dismissals will be a joint process involving the rider/guardian, riding instructor, and occupational or physical therapist. A written reason for dismissal will be recorded in the client's file. The grounds for dismissal will be discussed with the rider and/or guardian in private.

LIST OF CONTRAINDICATIONS

The following conditions may be considered contraindications to mounted activities and if present, may not be safe or beneficial in a riding setting:

- Fused spine / internal rigid spinal fusion devices
- Harrington Rod
- Scoliosis of 30 degrees or greater
- Spinal cord paralysis above mid-thoracic area
- Spondylothesis (vertebral dislocation with acute pain
- Prolapsed or herniated inter-vertebral disc
- Subluxation, dislocation, or degeneration of the hip
- Osteoporosis and / or history of fractures
- Acute arthritis
- An indwelling catheter
- Experiences vertigo or dizziness
- Open pressure sores and / or wounds on weight bearing body-parts
- Increased blood pressure
- Heart condition or ever experienced chest pain

PRIVACY POLICY

We collect information about your family to provide the best and most appropriate care for you or your child. All personal information is processed and stored in a secure database with access controls. We do not sell or rent your information to any person or organization. Information is only given to those directly involved in providing a service to your child, or as required by law.

KEEP ENFANTS EN ÉQUI-LIBRE INFORMED

All riders must have complete and up-to-date documents on site and must be updated annually. These documents must include the authorization of a doctor or health professional to continue riding.

Changes to medical status must be shared with an instructor immediately, preferably in advance of arriving for the lesson. Depending on the individual situation, riders may still be accommodated with tack or lesson plan changes, however in some cases riders cannot safely be mounted due to increased risk of injury. This includes but is not limited to:

- Onset of seizures / recent seizure activity
- Changes of medications or dosages
- Injuries, including abrasions, pressure sores, bruising on weight-bearing areas
- Minor and major medical procedures, particularly where any type of anesthetic is used
- Behavior changes given these often reflect physiological changes taking place at an otherwise non-symptomatic level, especially for riders who are non-verbal