

## Overview of the services offered at our equestrian center

Équi-Libre therapeutic riding centre 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 programs & services:

### Therapeutic Riding (TR)

Minimum age: 5 years old  
Cost: 65\$ /hr individual, 55\$ /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 Occupational Therapy (Hippotherapy Approach)

Minimum age: 2 years old  
Cost: 130\$ /hr individual, 80\$ /30 min individual, 250\$ evaluation fee for the first appointment

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: 85\$ /90 min individual, 75\$ /90 min small group

Equine Assisted Learning is a groundwork (unmounted) program that will guide and support participants in realizing their learning strengths as well as their personal growth and development goals while working with the horse as a partner. Activities in this program can target personal and academic goals, such as confidence, communication skills, attention and focus, empathy, problem solving, self-awareness, trust, spatial organization, adaptation to change, assertiveness, relationship skills, and many more!

### Para-Dressage (PD)

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 (EQ)

Minimum age: 7 years old

Cost: 65\$ /hr individual, 55\$ /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 time slot 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:

- o There are no reimbursements or make-up lessons for cancelled / missed lessons with less than 24h notice (all sessions).
- o One (1) make-up lesson will be provided, or a lesson credit will be applied to the next session for cancelled / missed lessons with more than 24h notice.
- o If Équi-Libre cancels for any reason (volunteer or instructor availability, scheduling facility maintenance, poor weather conditions etc) then a makeup lesson/credit will be provided at the end of the session.

Session withdrawal:

- o 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
- o For withdrawals with more than 30 days before the start of the session, a refund of the amount paid less a 50\$ administration fee will be made
- o 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

- o 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:

- o Riders who fail to arrive for their scheduled lesson 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:

- o Lessons are run on a tight schedule and must start and end in a timely manner 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 to have time to settle in, use the washroom and be dressed appropriately to ride
- o Riders arriving after the rest of the group has mounted (if applicable), 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 Equine Assisted Therapy (Hippotherapy)**

Cancellation policy:

- o Clients/guardians may cancel their appointment with more than 48hrs 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
- o Appointments cancelled between 48 and 24hrs before the time of the appointment will pay a 75\$ fee for 50-minute appointment, or a 40\$ fee for a 30-minute appointment
- o Those who are not present for their appointment, without notice, or with less than 24hrs 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

Late arrivals:

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

**Payment and receipts policy, all programs**

- o Riders in the TR, EAL, EQ and PD programs pay their session fees in one lump sum OR in 2 installments. The first payment is due at the time of confirmation of registration (either entire sum or half), and the second half (if applicable) at the first lesson
- o Clients in equine assisted therapy (hippotherapy) pay at the end of each individual therapy session
- o Payment is accepted by cash, cheque, credit card or e-transfer
- o NSF Cheque Policy: There is a \$25 fee charged for all NSF cheques
- o Receipts are issued once the entire payment has been made for TR, EAL, EQ and PD, unless there is a special request from the customer
- o Receipts are issued after each session in occupational therapy

- o A year-end summary receipt for tax purposes can be issued on request. A 20\$ administration fee will apply
- o Should you require a replacement receipt a \$20 administration fee will apply

## General guidelines & safety policies for all programs

### General rules and guidelines

- o Parents must accompany children less than 14 years old. No child may be left unattended before or after the 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
- o 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
- o Please refrain from attempts to interact with the rider while mounted, unless the instructor / therapist requests it
- o 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
- o 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.
- o 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
- o 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.
- o It is prohibited to enter the stalls or paddocks to visit the horses without authorization and supervision
- o Our horses and volunteers should be treated kindly – they work hard for us all
- o No photographs may be taken unless a rider has a signed photo release form

### Rider apparel guidelines

- o ASTM approved helmets must be worn by all riders/clients. Riders are encouraged to purchase your own, well-fitted ASTM approved helmet. Équi-Libre does have a small selection of helmets available for use. Lightweight helmets are only used when directed by the occupational therapist
- o Long pants are required to prevent pinching and rubbing. Clothing should be appropriate for the weather and needs to be non-slip in nature
- o 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

- o 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
- o No ankle, wrist, finger or neck jewelry (exception: medic alert tags)
- o Earrings may be worn but should be studs or small hoops to avoid catching or being grabbed
- o No rider is to carry a phone

- o If prescription eyewear is required while mounted, consider use of a safety strap to prevent the glasses becoming dislodged while riding
- o For riders unable to toilet independently, ensure they mount with a clean unsoiled garment for their comfort and hygiene while riding

### Safety onsite

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

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

### Medications and altering substances

- o 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
- o This includes cold and allergy medication, anti-nausea, anti-diarrhea, anti-indigestion, and motion sickness medications
- o Care should be used if riding while taking anti-inflammatory medication or analgesics, as they may mask new or further injury
- o 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
- o 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

### Seizure policy

It is the responsibility of the rider or parent/guardian to inform Équi-Libre of a seizure immediately. 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:

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

### 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 180 pounds.

### Temperature policy

For the comfort and safety of the client, horses, volunteers, instructors and therapists, Équi-Libre will cancel (and credit) any lessons where the temperature goes above 35 degrees Celsius (with humidex). During the winter



months, Équi-Libre will cancel (and credit) any lessons where the temperature goes below -20 (without the windchill factor).

Riders should be prepared to have a modified lesson for temperatures above 30 degrees Celsius (with humidex), or below -15 (without windchill factor). This could mean less or no trot / canter (depending on the level of the rider), a stable management lesson in the barn, a groundwork (unmounted) lesson etc. The lesson plan is at the discretion of the instructor. Horsemanship is not always taught in the saddle and we believe in the importance of teaching our riders to care for their horse partner and be sensitive to their needs.

### 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.

### Équi-Libre's policy for the discharge of participants

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

- o 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)
- o Weight gain above 180 pounds
- o 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
- o 2 or more missed lessons / therapy sessions without advance notification
- o Ongoing inappropriate language or behavior, rudeness to staff, volunteers, instructors, etc.

All dismissals will be a joint process involving the rider and/or parent/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 parent/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:

- o Fused spine / internal rigid spinal fusion dev.
- o Harrington Rod
- o Scoliosis of 30 degrees or greater
- o Spinal cord paralysis above mid-thoracic area
- o Spondylothesis (vertebral dislocation with acute pain)
- o Prolapsed or herniated inter-vertebral disc

- o Subluxation, dislocation, or degeneration of the hip
- o Osteoporosis and / or history of fractures
- o Acute arthritis
- o An indwelling catheter
- o Experiences vertigo or dizziness
- o Open pressure sores and / or wounds on weight bearing body-parts
- o Increased blood pressure
- o Heart condition or ever experienced chest pain

## Équi-Libre Covid-19 protocol

We take the health of our clients, riders, staff, and volunteers very seriously. We have created a biosecurity protocol using guidelines set forth by the Québec government, Public Health, and Cheval Québec (our provincial equestrian association). Below is the protocol we are asking our clients to abide by. If you would like more information on our internal disinfection and safety protocols, please let us know.

### Before arriving at the Centre:

- o Please do not come to the centre if you, your child (if applicable), or any member of your household is showing the following symptoms:
  - Fever
  - Sudden loss of smell without congestion, with or without loss of taste
  - Cough (new or aggravated)
  - Vomiting (in the last 48hrs)
  - Diarrhea (in the last 48hrs)
- o Please do not come to the centre if you, your child (if applicable), or any member of your household is showing two or more of the following symptoms:
  - Significant fatigue
  - Significant loss of appetite
  - General muscle aches (not related to physical exertion)
  - Headache
  - Shortness of breath, or difficulty breathing
  - Sore throat
  - Nasal congestion, or runny nose (unknown cause)
  - Nausea
  - Stomach pain

### Once at the Centre:

- o Please sanitize your hands at the entrance to the stable/arena
  - Wait for your instructor/therapist to greet you outside the stable before entering. Only riders/clients will be permitted to enter the stable
- o Please limit the number of accompanying family members at the centre



## Keep Équi-Libre informed

All riders must have complete and up-to-date documents on site and must be updated annually.

Changes to medical status must be shared with an instructor/therapist immediately, preferably in advance of arriving at the Centre. 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:

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