



## Program Information and Policies

### **Occupational/Physical/Speech Therapy Program Information**

- Therapists in this program are licensed healthcare professionals.
- 53-minute session. This 53-minute session allows for treatment time with minutes at the end for client/caregiver discussion and education.
- Clients may qualify for treatment through CES/SLS Waivers, Medicaid, Medicare, other insurance or Private Pay.
- Depending on the therapist's professional recommendations, part of therapy may involve mounted work on horseback. This decision is based on clinician assessment and participant goals. Mounted therapy is not guaranteed at each session. When mounted therapy is recommended, the total time on horseback may range from 20-45 minutes. We follow standards from the American Hippotherapy Association (AHA) and Professional Association of Therapeutic Horsemanship (PATH).
- Best practice dictates that occupational therapy, physical therapy and speech-language pathology professionals integrate hippotherapy into the client's plan of care, along with other therapy tools and strategies.
- The minimum age for participation in clinical therapies is three years old.

### **Adaptive Riding and Ground Work Program Information**

- Instructors in this program are certified equine professionals.
- 53-minute session. This 53-minute session allows for lesson time with minutes at the end for client/caregiver discussion and education.
- Clients may qualify for supportive funding through the Promise Ranch Scholarship program or through their Community Centered Board (CCB). Insurance is not billable for Adaptive Riding and Ground Work Programs.
- During Adaptive Riding, depending on the instructor's assessment of need and PATH (Professional Association of Therapeutic Horsemanship) standards, the total time on horseback may range from 20-45 minutes. At the instructor's discretion, ground work lessons may also be incorporated, where the student is not on horseback.
- Adaptive Riding is a modality used to help clients achieve both horsemanship as well as therapeutic goals. Ground Work is a modality used to help clients achieve therapeutic or learning goals while developing a bond with equines.
- The minimum age for Adaptive Riding or Ground Work is four years old.

### **Weight Maximum for Mounted Horseback Activities and Therapies**

Due to safety considerations for staff, participants, volunteers, and horses, we cannot accept a client who weighs over 175 pounds for horse-mounted (sitting on the back of a horse) activities. Periodically, we may ask clients to be weighed on a scale at our facility to determine weight and proper pairing with a horse.

Regardless of weight, Promise Ranch reserves the right to refuse to provide mounted horseback services if it is deemed unsafe for the client, staff, volunteers, or equine.

### **Counseling Program Information**

- Therapists in this program are licensed social workers or professional counselors.
- 53-minute session.
- Depending on the therapist's training and recommendations, Equine-Assisted Therapy may be indicated as part of the treatment plan.
- In Counseling, equine interactions are always unmounted.
- The therapist will provide additional disclosure and informed consent to clients in the counseling program.

### **Registration and Assessment**

Prior to visiting the Ranch for assessment, all participants must have completed the registration forms and physician packet, found on our website <https://www.prtr.org/join-us/>

A client's first visit to the Ranch will include a facility tour and an evaluation with a therapist or instructor. In this evaluation, the client's abilities and challenges as well as potential goals will be discussed. Once in the program, clients will be scheduled for one 9-week session of participation. Depending on staff recommendations and client progress toward goals, participation may extend to two or more 9-week sessions.

Registration forms must be filled out annually.

### **Attire and Equipment**

All participants must wear ASTM/SEI certified equestrian helmets when mounted on horseback. It is also recommended that participants wear these same helmets when working with horses on the ground. If you do not have your own helmet, Promise Ranch can provide a helmet for you.

All participants should wear appropriate, comfortable, clothing that is not too loose fitting. An ideal outfit is made up of long pants and closed-toe shoes with a slight heel. Jewelry is not recommended. Since we operate year-round, it is recommended to wear layers and be prepared for inclement weather.

### **Attendance and Cancellation Policies**

- 1) All sessions are by appointment only.
- 2) If you are running late or unable to attend for any reason, you should contact your staff directly and with as much notice as possible so we do not have horses, volunteers, and staff waiting.
- 3) A minimum of 24 hours notice is required for absences. If we receive less than 24 hours notice, you may be billed a cancellation fee of \$50, regardless of payor source.
- 4) If you do not show up for a scheduled session and do not provide any notice, the session will be forfeit. If you have two no-show/no-call appointments within a nine-week session, you will lose your spot.
- 5) Clients who arrive more than 15 minutes late to their session will not be able to ride, but may participate in ground activities.
- 6) Promise Ranch reserves the right to cancel sessions in the event of unsafe conditions. We may cancel when Douglas County is on accident alert status or when weather or driving conditions have the potential to become dangerous. We will cancel classes in extreme heat (above 95 degrees or when the heat index reaches 130), extreme cold (below 25 degrees), extreme winds, or dangerous thunder and lightning storms. We will make every effort to contact you in a timely manner if a cancellation is deemed necessary. Clients are responsible for supplying us a working, text-capable phone number so that we may contact you urgently.
- 7) As a courtesy to clients, staff give you their personal phone numbers. As a courtesy to therapists, clients are asked to call or text only during Ranch business hours.

## **Billing Policies**

### **For ALL Clients:**

If you have insurance or a waiver program, Promise Ranch will bill it for you. We will advise you ahead of time what your responsibility is likely to be for deductibles, denied services or co-pays or co-insurance percentages.

If you pay privately: You are required to put a credit card on file with the office, or leave a check at the ranch for each session at the end of the session.

No shows or late cancels (less than 24 hours) are charged \$50 per session.

### **Maximum Out of Pocket:**

Evaluation / Assessment Session:	\$ 130
Therapy Session:	\$ 120
Adaptive Riding and Groundwork:	\$ 65
No Show or Late Cancellation:	\$ 50

## **Discharge Policy**

Promise Ranch strives to provide the safest possible conditions for clients, volunteers, and staff. The acceptance, and continued participation, of an individual in our program depends on the availability of staff, volunteers, and suitable horses, and is based on our determination that we can safely accommodate the client. Promise Ranch adheres to all precautions and contraindications established by PATH Intl., and we reserve the right to refuse any clients who we cannot safely accommodate. All clients are required to inform us of any and all changes in health status as they occur.

Clients may be discharged from programs for many different reasons, including:

- 1) The treating therapist determines that the modality is no longer the most effective and appropriate treatment strategy for the client
- 2) The treating therapist determines that another specialist or treatment would better serve the client
- 3) The client meets all therapy goals and is ready to progress to Adaptive Riding or Ground Work
- 4) The client exceeds the weight limit that our horses can safely and humanely carry
- 5) The client or caregivers are uncooperative, by not responding to Ranch communications, or interfering with lessons
- 6) The client displays unsafe behaviors toward staff or animals, such as: elopement or physical or verbal aggression
- 7) The client frequently cancels appointments, does not show for appointments, or misses two or more appointments in a 9-week session
- 8) The client's bill is unpaid
- 9) The client or caregivers are disruptive or unpleasant to Promise Ranch staff and/or volunteers

We strive to provide professional, high-quality services at all times. Please review the following:

### **Promise Ranch General Safety Policies**

1. Please do not leave children unattended or allow running or loud noises at the barn.
2. Upon arrival, during a session, and upon leaving, please remain quiet and respectful of sessions in progress.
3. Caregivers or guests must stay clear of the mounting area during mounting and dismounting procedures.
4. Caregivers or guests should remain outside of the riding area. Assistance from a caregiver should only happen with staff instruction.
5. Participants should wait for their staff person prior to approaching and beginning work with a horse.

### **Promise Ranch Facility Policies**

1. Hours are Monday through Saturday from 9am to 6pm; exceptions are made for clinics, or workshops.
2. Please do not 'visit' the ranch without a scheduled appointment.
3. Drive slowly (5 mph or less) while on Promise Ranch Property.
4. NO SMOKING, no exceptions.
5. NO WEAPONS, no exceptions.
6. Drugs and Alcohol are prohibited; being under the influence of drugs or alcohol while on premises will result in client dismissal.
7. ONLY service dogs are allowed; dogs must be on leash and supervised at all times.
8. Clean up after yourself, your children, and your dog. Deposit trash in the waste or recycling containers.
9. Do not feed any horses without permission from a staff member.
10. Keep all gates closed at all times.

*Thank you for helping Promise Ranch to be a safe and healing place for everyone!*