



Mailing Address:
PO Box 1033
Bloomington, IN 47402

Facility Location:
7644 W Elwren Road
Bloomington, IN 47403

812.336.2798
866.800.2965 fax
info@palstherapy.org
www.palstherapy.org



Welcome New Client!

Thank you for your interest in equine programs at People & Animal Learning Services (PALS). We are excited about getting new clients involved in the program!

Riding and Horsemanship sessions at PALS consists of learning skills such as posture, steering, walking, trotting, halting, grooming, and horse care with specially trained horses – all in a fun, safe and rewarding environment. PALS is a PATH Intl. Premier Accredited Center and all instructors are PATH Intl. Certified. We are dedicated to developing sessions to suit each individual's needs in conjunction with their physicians and therapists. Benefits include enhanced balance, muscle development and learning skills such as hand-eye coordination, concentration and memory, as well as improved quality of life mentally, physically, emotionally and spiritually.

All clients must fill out the following paperwork and return it to PALS before they can be enrolled and allowed to ride. All forms must be filled out and signed in pen by the participant, parent or legal guardian.

- (X) **Participant's Application and Health History**
- (X) **Liability Release**
- (X) **Medical Authorization for Emergency Treatment** (Only fill out one: minor or adult)
- (X) **Consent, Release, and Assignment**

Therapeutic Riding Clients and Therapeutic Horsemanship Clients (those with a physical and/or mental diagnosis) must also submit the following:

- (X) **Client Medical History & Physician's Statement** (Completed by client's physician)
- (X) **Participant's Therapist Information Sheet**
(To be completed by participant's therapist(s) or teacher(s) if participant has one)

After the paperwork has been received, Recreational Clients may start their sessions. Therapeutic Clients must first have an **Intake Session** at PALS to assess the safety of them riding. The intake session is 30 minutes and cost \$20. Clients will have the opportunity to interact with a horse but will not ride at this time.

The correct packet has been sent to you. Also attached are the PALS Policies, which you should keep for future reference. Do not hesitate to call me if you have any questions. We look forward to hearing from you and meeting you in the arena!

Sincerely,

Lizzie Cochrane
Program Director
lizzie@palstherapy.org
812-336-2798 ext. 14

People & Animal Learning Services (PALS)

PROGRAM INFORMATION

Program Fees/Calendar:

- Please visit www.palstherapy.org/calendar for quarter information and specific calendar dates.
- Once your session day and time are selected we will prepare to see you weekly at your scheduled session time unless you notify us or we notify you that a change is necessary.
- Once you are scheduled for a session time you must notify the Program Director two-weeks prior to the beginning of the quarter if you decide to not participate in the quarter. If this is not done PALS reserves the right to charge you a one-time fee equal to the cost of one session.
- Client session fees are due in full by due date indicated on quarter invoice; which will be handed out at clients first session of the quarter. If the balance cannot be paid in full by due date, payment arrangements must be made and honored in order to keep session slot. A late fee of \$10.00 per week will begin to accrue after due date, if payment arrangements are not made.
- If the client's balance is not paid in full by the end of the quarter or payment arrangements are broken, the client will not be eligible to register for future sessions and their time slot will be given to a waitlist client.
 - ✓ *Program fees help support the health care and board of PALS horses, as well as, additional center expenses. For this reason, they are expected to be paid in a timely manner to help continue the success of PALS.*

Program Fees:

- Group Sessions (45 minutes) cost \$40.00 per session
- Private Session (30 minutes) cost \$45.00 per session
- Horsemanship (Non-mounted) Session cost \$20.00 per session
- Initial Assessment Fee (due at time of assessment) \$20.00
- Payments are due in full by the due date on session quarter packet unless other arrangements are made with PALS.
- Program fees are not tax deductible.
- There will be a \$25.00 fee for returned checks

Session Cancellation, Makeup and Refund Policy:

- PALS strives to provide consistent sessions to our clients; however, we understand that there are situations that are unavoidable that can cause session cancellations. (Inclement weather, illness, horse health, staffing)... We appreciate your understanding and support regarding our cancellation policies.
 - **Cancellations by clients:**
 - ✓ PALS must coordinate staff, volunteers and horses to plan an effective and safe session for each student.
 - If you are unable to make your scheduled session; please call (812) 336-2798 ext. 11 and leave a message.
 - Sessions cancelled **before** 10am day of scheduled session will be consider an "Excused Absence" and **will** receive a makeup session at the end of the quarter.
 - Sessions cancelled **after** 10am day of scheduled session will be consider an "Un-Excused Absence" and **will not** receive a makeup session at the end of the quarter.
 - ✓ Each client is only allowed one (1) makeup session due to client cancellations per quarter. It is very difficult to schedule multiple makeup sessions due to our schedule of clients being so full. Additional cancellations by the client will not be eligible for makeup sessions. Makeup session will be scheduled at the client's regular time slot during the makeup week. If you cannot attend your makeup class; the session will be forfeited.
 - ✓ If client has 2 "No Call/No Shows"; their session slot may be given to a waitlist client.

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People & Animal Learning Services (PALS)

➤ Cancellations by PALS:

- ✓ Clients will be notified by phone or email if PALS needs to cancel a session due to inclement weather, staffing or sickness by 10am on the day of.
- ✓ Weather related cancellations:
 - PALS reserves the right to cancel sessions due to extreme heat or cold. We will make every attempt to provide an unmounted activity during bad weather if possible.
 - PALS will be closed on days that Monroe County School Corp (MCCSC) is closed due to any weather situation. (This does not include days closed for conferences, holidays etc...)
 - General temperature guidelines that warrant the barn to close are: temperature below 20 degrees in the winter inside the barn. Temperature/heat index is 100 degrees or above in summer inside the barn.
 - You will be contacted by phone or email if sessions are cancelled.
 - Sessions cancelled will be made up at the end of the quarter. If more than 1 session is cancelled by PALS, credits toward future sessions or refunds may be given.

➤ Cancellation Credits and Refunds:

- ✓ Credits or refunds are available only under the following circumstances:
 - PALS has cancelled more than (1) session
 - Client is paid in full for the quarter and is in good standing.
 - PALS strongly urges you to consider donating any session credits that you are able to! Even if we have no sessions due to the weather; the PALS horses still have to be fed and the facility must be kept up.
 - Please contact Marianne Van Winkle at marianne@palstherapy.org if you are interested in donating any of your riding credits.

Client Grievances:

- A written grievance should be brought to Executive Director's attention within 24 hours. Executive Director will respond within 24 hours. If this is not acceptable or the grievance is not remedied to client/parent satisfaction, the client/parent can then contact a person on the PALS board. If the client/parent is uncomfortable going to the Executive Director they can go directly to a person on the PALS board.

Weight Policy:

- In order to ensure the safety of our staff, volunteers, horses and clients; PALS has a weight restriction for clients of 180 pounds. All clients will be evaluated to determine if riding is a safe and appropriate activity and if PALS can safely provide sessions to that individual.
- If a person wants to ride and weighs between 180 – 200 pounds, they may request an additional evaluation from both the Program Director & Executive Director. The evaluation will determine, based on the following criteria, whether riding at PALS is safe for the client and if PALS can provide adequate support to ensure that safety. These criteria include: ability to walk without support, ability to independently balance on the horse without sidewalker support, and ability to mount and dismount horse with minimal assistance from instructor. In addition to the above criteria, PALS may consider a client ineligible if there is not an appropriate horse for this individual to ride and/or the proper staff and volunteer support to ensure that everyone is safe.
- PALS reserves the right to request a re-evaluation of a client from both the Program Director & Executive Director if a client, after entering the program, exceeds the weight limitation. The above criteria must apply prior to the re-evaluation.
- PALS cannot accept clients over the weight of 200 pounds. Clients exceeding the weight limit may participate in Horsemanship (non-mounted) Sessions.

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Age Policy:

- Due to of safety standards, PALS accepts clients ages 3 and older for riding sessions. Clients that do not meet this requirement may be accepted at the Program Director discretion.

Assessment Policy:

- All Therapeutic clients will be assessed by a PATH Intl. Certified Therapeutic Riding Instructor to determine if therapeutic riding is a safe and appropriate activity and if PALS can safely provide sessions to that individual. Clients may not be accepted to ride at PALS if the Program Director and/or Executive Director feel for ANY reason that riding at PALS is unsafe for the client, PALS staff, and/or volunteers; or if PALS does not have an appropriate horse to meet the client's needs.

Apparel:

- All clients must wear an ASTM-SEI certified helmet while participating in all program activities. PALS will provide this helmet. If a client wants to purchase their own helmet please discuss this option with PALS Staff, so that an appropriate helmet is acquired that meets the required safety standards. There are no exceptions to this rule. While sneakers are acceptable, leather boots with firm soles and toes and with short heels are preferred. Long pants are recommended.

Information Update:

- All clients on an annual basis are required to have a new physician's release and participant application to be filled out.

Stirrup Policy:

- All clients will use safety stirrups such as: Peacock Safety Stirrups, S Stirrups or Devonshire Boots when riding at PALS (unless no stirrups are used).

Medical Policy:

- Any significant changes in a client's medication changes must be reported to riding instructor immediately. If client is hospitalized or undergoes a surgical procedure, a medical release note from their physician in required to return to ride.

Directions to PALS:

- PALS sessions are held at 7644 W. Elwren Road, Bloomington, IN 47403
- **From State Road 37:** Go South on Hwy 37 (2.7 miles from 45/46 interchange). Merge onto IN-45 S and go 5.1 miles. Turn Left onto W Elwren Road and go .1 miles. Turn Right into PALS.

Service Animals:

According to title II and title III of the Americans with Disabilities Act (ADA), **service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities.** The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

- For the safety of all service animals while on the premises, PALS requests that all service animals be under the control of their handler at all times. **Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices.** In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.
- While the client is engaged in equine activities, the service animal must be confined to a crate in a non-public area. The crate must be supplied by the client.
- A current record of Rabies vaccinations is required before any service animal is brought onto the premises.
- PALS reserves the right to request the service animal be removed from the premises if (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken.

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People & Animal Learning Services (PALS)

BARN RULES

All participants will:

- WALK when on PALS premises.
- Use appropriate voices & avoid sudden movements particularly near the horses.
- Not chew gum or eat candy while riding or while in the riding arena.
- Wear appropriate clothes (pants) & shoes (closed toed w/hard soles) for riding & stable activities. Avoid loose or floppy items.
- Wear ASTM-SEI approved helmets for all riding and stable activities.
- Absolutely no smoking on the premises.
- Not approach or feed any animals unless accompanied by a PALS staff/volunteer member who has been given explicit permission from a PALS riding instructor.
- Never hand feed horses (always place food in buckets).
- Prior to the riding session, inform the riding instructor of any experiences that would affect the client's behavior, safety or functioning while at PALS.
- Inform the riding instructor of any schedule changes or conflicts that would affect the client's attendance.
- Follow all PALS Rules.

All others waiting or observing the program will:

- Closely supervise clients, siblings or clients and/or visitors while waiting in the designated waiting/observation area.
- WALK when on PALS premises.
- Remain outside the riding areas at all times.
- Remain quiet while around horses.
- Ask permission from the riding instructor to take photographs or use a flash camera.
- Wait for PALS members to mount or dismount clients.
- Not approach or feed any animals unless accompanied by a PALS staff/volunteer member who has been given explicit permission from a PALS riding instructor.
- Never hand feed horses (always place food in buckets).
- Alcohol and Illegal drug use is not permitted by anyone on PALS property
- PALS is a smoke-free environment, smoking is prohibited within 8 feet of building entrance and is permitted only in designated areas.
- Follow all PALS Rules.

All volunteers and staff will:

- Follow procedures detailed in the Volunteer handbook.
- Wear appropriate clothing such as long pants, shoes that fully protect feet and will avoid wearing loose, floppy or noisy items when working around horses.
- Prior to the riding session, notify the riding instructor of any limitations or changes in their physical capabilities or pertinent medical conditions.
- Never hand feed horses (always place food in buckets).
- Alcohol and Illegal drug use is not permitted by anyone on PALS property
- PALS is a smoke-free environment, smoking is prohibited within 8 feet of building entrance and is permitted only in designated areas.
- Maintain PATH Intl. Operating Center standards.
- Maintain PALS confidentially statement.
- Follow all PALS Rules.

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