



**6362-1 Bank Street, Greely, Ontario.  
613-821-1844 operations@ottawatherapeuticriding.ca**

## **RIDER AND PARENT INFORMATION AND GUIDELINES**

### **TROtt MISSION STATEMENT**

To provide an accredited therapeutic horseback riding and other equine-assisted programs that will enhance the quality of life for persons with disabilities.

### **TROtt VISION STATEMENT**

To grow as a centre of excellence for therapeutic horseback riding and other equine-assisted programs that is recognized in our community and beyond.

### **TROtt CORE VALUES**

These governing principles will be respected and adhered to by all staff and volunteers.

**Volunteerism** – As the cornerstone of our service delivery model, volunteers are valued, well-trained and thanked regularly.

**Inclusivity** – We facilitate access to the joys and benefits of equine-assisted therapies and activities. We mindfully create a place where all people feel safe, respected, and valued.

**Excellence** – As the only CanTRA-accredited stable in the Ottawa-Carleton region, we aim to achieve excellence in all activities.

**Safety** – We provide a culture of safety with formal protocols that are learned and followed at all times.

**Compassion** – We consistently exercise compassion and patience in our interactions with clientele, with the horses, and with each other.

### **PROGRAM CONTACTS**

Operations Manager    Fiona Kearney    trottinstructor@rogers.com  
Book keeper            Joanne Stanley    trott@ncf.ca

**NB. All the rules and guidelines in this document reflect TROtt's commitment to the safety of its riders, staff and horses**

## **OFFICE**

- If you wish to drop something off at the office and it is closed, please use the drop box on the office door.
- To cancel a lesson please call 613-821-1844 and leave a message. **Do not cancel by email.**

## **PLACEMENT IN LESSONS**

- Placement in lessons is based on careful grouping of riders with common goals, ages, and therapeutic needs, also an appropriate space, availability of instructors, volunteers and appropriate match of a horse.
- Current riders are assessed throughout each session and may be offered other sessions depending on progress in the program, rider commitment and needs, space/class availability, instructor, volunteers and horse availability.
- TROtt reserves the right to discontinue a rider at any time (see exclusion from program).
- Please advise your instructor if you are having surgery of any kind as riding may be contraindicated for a period and a note from your physician will be needed for you to return to riding.

## **FEES AND MEMBERSHIP:**

- All payments are either cash or cheque, payable to TROtt
- Assessment fees are either \$50.00 or \$100.00, dependent on whether our consultant physiotherapist needs to be present. Payment must be made at the time of the assessment.
- The Rider Membership Fee is \$40.00 per year. Lessons are \$60.00 each at the time of updating but may be subject to an increase. Please confirm the current rate with the office.
- Length of lessons: 1 or 2 riders = 45 minute class, 3 or more riders = 1 hour class. Cost per class is the same.
- Lessons are paid in advance per session, as per invoice. No reimbursements for missed lessons.
- If you are unable to pay by the due date please call/email (trotriding@rogers.com) the Office Administrator (Joanne) and arrangements can be made.
- A \$25.00 fee will be charged for late payments. Payment must be made at your 1<sup>st</sup> lesson in each session.
- Refunds will only be given under exceptional circumstances.
- Please provide all necessary phone numbers (work, home, cell) for us to reach you.

## **RECEIPT FOR TAX PURPOSE, INSURANCE COMPANIES**

- Receipts for “Children’s Fitness Tax Credit” are issued in January.
- Other receipts issued upon request. Please email trotriding@rogers.com or call the office 613-821-1844

## **MEMBERSHIP/CONSENT FORMS AND MEDICAL INFORMATION**

- Forms must be completed and signed on an annual basis.
- The medical section on the Membership Form must also be updated yearly for the protection, safety and therapeutic benefit of each rider.
- During the year please inform your instructor of any medical changes (e.g. medications, new braces, seizures, orthopedic or neurological changes). A report or note may be requested from specific physicians.
- You may periodically be required to obtain a new physician’s referral or a note before returning to the program after surgery or changes in medical status.

## **LESSON CANCELLATIONS, STATUTORY HOLIDAYS AND VACATIONS:**

- To cancel a lesson please call 613-821-1844 and leave a message. **Do not cancel by email.**
- If TROtt cancels a lesson for any reason, including but not limited to a lack of horse availability or volunteers, the Operations Manager will contact you and we will make an adjustment in the next session or year end. We do not offer “make up” lessons.
- When canceling due to illness please try to advise the day before in order to allow time to cancel volunteers.
- TROtt will be closed on all statutory holidays and long weekends. The TROtt calendar is updated yearly.
- Riders must pay full sessions. Rider vacations will not be deducted from the total lesson invoice.
- TROtt instructors may opt to have an un-mounted lesson (classroom or stable) rather than cancel a lesson due to circumstances such as too few volunteers, storms, extreme temperatures.
- Riders and parents should arrive 10-15 minutes before the start of their lesson. Out of courtesy to the instructor and other riders we cannot disrupt the lesson to mount late arrivals. If a rider is not present 15 minutes after the start time of the class, the horse will be returned to the stable and the rider’s lesson cancelled.

**EXCLUSION FROM THE PROGRAM:**

- Abusive behavior toward the horse or any individual.
- Disruptive behavior.
- Repeated unnotified absences or poor attendance.
- Change in medical status where riding is contraindicated.
- If a rider is excluded from the program, lesson fees paid will be refunded.

**GOALS/SUMMARY REPORTS:**

- Goals are set by you and the staff, at the initial assessment and are adapted as needed as the rider progresses or needs change.
- Summary (Year End) Reports are a re-cap of the year and provide instructors with information when a rider changes class. These are generally completed at the end of the year, for riders who have ridden 2 or more sessions. The latest report is available on request.
- If you wish to discuss either the goals, summary report or any other concerns, feel free to speak to either the Instructor or Operations Manager (Fiona).

**DRESS CODE:**

- Long pants are required, stretchy ones are best. Jeans can be too tight, pinch or rub. No shorts or dresses please. We often have a supply of donated riding pants in the exercise room for riders to take.
- Riders who use reins in class should wear riding gloves. Spare gloves are in the cupboard in the arena.
- Clothes should be appropriate for the weather (long underwear, gloves), and need to be non-slip in nature. Mittens may be too thick for rein holding or game play.
- Boys are encouraged to wear bicycle shorts under their pants for support.
- Girls are encouraged to wear a well supporting sports bra.
- TROtt will supply a helmet for assessment and trial classes.
- Riders must purchase their own helmets once accepted into the program. The helmet must be ASTM approved and less than 5 years old.
- Boots or hard-soled shoes with low heels are recommended when riding in a saddle. We often have a supply of donated boots in the exercise room that riders can take.
- Voltige riders should wear soft water shoes. No open-toed shoes or sandals. Water shoes to borrow are available in the exercise room.
- Coats and jackets need to be zipped and buttoned. Scarves must not be worn. Neckwarmers are allowed.
- Long hair tied back; no necklaces or dangling earrings when riding, as these items can get caught.
- No chewing gum, this is a choke hazard.

**RIDER WEIGHT LIMIT POLICY:**

- The maximum weight limit for our therapy program a maximum of 170 lbs. Horse allocation depends on the horse and disability of the rider as advised by CanTRA, of which TROtt is a member CanTRA has adopted the weight limit guidelines set by the FRDI (Federation of Riding for Disabled International).

**VIEWING OF LESSONS:**

- Indoor lessons must be watched from the viewing lounge. Please walk quietly up and down the ramp when a lesson is in progress and refrain from waving to riders as this is distracting while they are trying to focus.
- Please check with the instructor regarding the rules for watching lessons outdoors.
- Parents will be allowed into the arena only when special arrangements have been made with the instructor.

**VIDEO TAPING/PHOTOGRAPHY:**

- As a rider at TROtt you will be asked to sign a photo release. If for any reason you choose not to consent, please write "NO" across that section of the consent form and initial. The rider membership/consent form is updated annually.
- Parents, relatives and anyone else wishing to take photographs must talk to instructors first for reasons of confidentiality. Flash photography must not be used.

**SAFETY RULES IN THE STABLE:**

- Always move calmly around the horses and talk in a normal tone as they can be easily startled.
- Riders must have their helmets on and be supervised by instructor or volunteer
- Absolutely no SANDALS allowed in the stable area.
- Do not handle the horses, unless given specific instructions to do so by a TROtt staff member.

### **POLICY ON HORSE TREATS**

- Many of our horses have dietary restrictions, but still appreciate treats. They can have sugar free treats which can be purchased at tack stores. Please do not bring carrots or apples as the sugar content is too high.
- Never go into the stall and never hand feed.
- No plastic bags beyond the office door, a horse may grab a bag that is within reach and ingest it.

### **SAFETY RULES IN THE ARENA:**

- Lessons are to be viewed from the viewing room unless other arrangements are made.
- No video taping or flash photography unless agreed by instructor.
- Please do not enter the arena while a lesson is in progress or hang around at the open door. This is for the safety of the riders. At the end of the lesson when riders are dismounted, parents may meet them in the exercise room.
- Please shout “door” before entering or leaving the arena. Wait for the “OK” before entering.
- In the event of a rider “spill”, wait. Do not move towards your child. The instructor will immediately come to the aid of the rider. When it is safe for the rider and with permission from the instructor you may walk towards the rider. Running in the arena may upset the horses.

### **SAFETY RULES ON THE PROPERTY: a staff member must accompany all visitors.**

- Please park in the main parking area and walk down to the arena. If riders have difficulty with mobility or are in a wheelchair, you may park near the exercise room door. Proceed slowly down to that area, watching for other riders and horses.
- Please do not drop riders off in the parking lot. Escort them to the barn or arena and ensure that a staff or volunteer greets them at the stable or at the arena.
- Please leave your dog at home. Bringing your dog could be a safety issue for horses and riders.
- For safety and to promote a positive learning environment for riders, please provide quiet activities for siblings.
- For the safety of our riders, horses and your children, siblings will be required to stay out of the stable area, and away from the open arena doors.
- For the safety of our riders, no running on site, as this activity may startle the horses and may encourage them to run too.
- Please stay off all farm machinery (tractors etc).
- The paddocks are out of bounds and please stay off the fences and gates. All of the paddock fences are electrified.
- Please do not feed the horses. Little fingers may appear tempting to the horses. (See treats policy)
- **EQUIDAE STABLES IS A PEANUT FREE AND NON- SMOKING ENVIRONMENT.**

### **IN THE EVENT OF A FIRE**

- If you discover a fire, alert the instructor. Instructor is to ensure that the Fire Department has been called. Instructor or person designated by instructor will call 911.
- Person calling 911 is to meet the Fire Department at the gates in the parking lot. – OPEN GATES
- Sidewalkers are to dismount riders from their horses. Riders can be lifted off or helped to slide off.
- All riders, volunteers and parents are to proceed directly, depending on location of fire to: (1) the sand ring (2) the large field beside the arena. Remain clear of all buildings, parking areas and laneways.
- It is the responsibility of the instructor or person designated by instructor to inform Fire Department of “head count”, # of riders, # of volunteers, # of staff
- Leaders are to lead the horses to the fenced-in field beyond the sand ring and await instructions.
- Fire extinguishers are located at all doors.
- Move quickly and quietly – people’s safety is the number one concern.