

## CAN-TR General Conduct Policy for Parents, Clients, and Guests during a Treatment

### Time:

#### Important areas used during hippotherapy treatments

- Parent/Client waiting area is located by the double doors of the storage building.

#### Arrival to treatment

- If previous treatment is in progress or dismounting stay in car or quietly go to parent/client waiting area.
- All clients are to wait at parent/client waiting area until volunteer or staff comes to escort them. *The only people who are to be in the arena are the paddocks/arena are staff, volunteers and clients that are getting ready to mount for the current treatment.*
- If you need to talk to staff about medical or physical problems which may have a safety implication for the current treatment, please do so before the mounting phase of the treatment gets started.

#### During hippotherapy treatment

- While a hippotherapy treatment is in progress all parents, family members, and guests must stay in waiting area or their vehicles. If you need to move around use the driveway. You may only enter paddock/arena if asked by staff or volunteers.
- No loud noises (clapping, door slamming on cars, loud talking/ laughing, calling to clients, etc.)
- No umbrellas, flash cameras while horses are present.
- No ball playing, tag games, or fast type movement games allowed before, during or after treatment scheduled times.

#### After hippotherapy treatment

- After treatment the client will be returned to their parent or guardian.

#### Question and Suggestion Policy:

It is our policy that all instructors, staff and volunteers will not accept any questions or suggestions prior to, during, or after scheduled therapy times. If a client or parent/guardian has a question or suggestion pertaining to a client, problem, complaint, suggestion, etc..

1. You are requested to send an email or call and leave a message.
2. Staff will review emails and messages and make contact with the sender.

**This policy is for the safety of all. During a scheduled hippotherapy treatment our staff and volunteers must maintain lesson focus at all times for the safety of our clients.**

#### Attendance Policy:

Attendance policy is any client missing 3 lessons during the semester will be dropped from the program unless absences are for medical reasons with a doctor's signed excuse. If said client wants to re-enroll in the hippotherapy program he/she may put their name on the waiting list.

#### Make-up Therapy Policy:

make-up therapy policy: a make-up hippotherapy treatment will only be rescheduled for a treatment missed for the following reasons;

- Lesson canceled by CAN-TR(bad weather, heat index, instructor schedule conflict, etc.)
- Client's medical absence with a doctor's signed excuse.
- Death in the immediate family.

#### Disciplinary Policy:

Disciplinary policy has been developed to ensure a safe and conducive environment for all involved in our hippotherapy program.

#### Warning Policy:

CAN-TR and its member farms have the right to discipline a client, parent/guardian, and/or volunteer

1. First offense a documented verbal warning. If this is a client, he or she will be removed from the horse.
2. Second offense a written warning. If a client, he or she will be dismissed from the hippotherapy treatment for that day.
3. Third offense is final warning. The client will be removed from horse and dropped from the program.
4. If the offender is a parent, guardian or volunteer, they will follow the same disciplinary policy and can be dropped from the program on the third offense; in the case of a parent or guardian this will include the client.

**Examples of reasons for disciplinary actions:** disruption to hippotherapy treatment, behavior problems that are unacceptable or unsafe, disrespect to staff and/or volunteers, failure to follow program stated policies, rules, instructions, etc.

#### Immediate Termination Policy:

A client, parent or guardian, or volunteer will be immediately removed from the program for sexual comments or sexual conduct.

#### General Rules:

- All gates and doors to be keep closed.
- No entry into feed/hay storage areas without staff's permission.
- No climbing, sitting, or standing on doors, fences, or gates.
- Smoking is prohibited.
- No consumption of alcohol beverages or drugs.
- You are responsible for your friends and visitors conduct and safety while on the property of our member farms. Infractions will follow the disciplinary policy.
- No personal dogs are allowed on the property.
- No running around horses or riding areas.
- All trash to be disposed of in trash barrel.
- No horses to be handled in or out of the stalls and/or pastures without staff's permission and/or supervision.
- Always respect others when speaking or socializing.
- No entry into tack room areas unless accompanied by staff or directed to by staff.

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