

## HETRA Participant Handbook

### 1. Getting Started

First please complete all paperwork included in this package. Then either mail (HETRA, 10130 S. 222<sup>nd</sup> Street, Gretna, NE 68028) or fax (866) 577-4598) your completed paperwork in to HETRA. Once your paperwork has been received & processed you will be contacted to set up a time for an evaluation with one of our therapists (new Participants) or to schedule your riding time (returning Participants). If you are a returning Participant your reevaluation, if needed, will be completed during your first riding session. All new Participants need to schedule an evaluation time. **There will be a \$30.00 annual registration fee for all Participants. Evaluation fees are \$55 for Adaptive Riding/Driving Participants and \$90 for Therapy Services Participants (see billing information for more details on fees).**

### 2. Programs

HETRA offers Adaptive Riding, Adaptive Driving, and Therapy Services Programs. There is a description of each program below. At the time of your Participant evaluation one of our therapists will discuss each program with you and make a recommendation as to which program is most appropriate for the Participant. Riding time: If there are 2 or fewer riders, the riding session will be 30 minutes. If there are 3 participants, the riding session will be 45 minutes. This allows time for mounting and dismounting. It is up to the instructors' discretion to decrease the length of a session for any reason including the following: Participant fatiguing, Participant medical problems, Participant complaining of discomfort, Participant being unbalanced, Participant behavior problems, horse fatiguing or other horse related problems. If a horse problem occurs we will attempt to complete your session time, if possible, on another horse. Instructors will attempt to evaluate each individual Participant's needs and continue the session if possible. \*\*\*\* We would highly encourage all parents to attend a volunteer training. Because our program relies heavily on volunteers there is always the chance that we may have volunteer no-shows or cancellations. It is very helpful to the HETRA staff to know that we have trained parents able to step in for absent volunteers, this will also enable your Participant to continue with their mounted session as planned. If there are not enough volunteers, or horses available to conduct a safe riding lesson a ground/grooming lesson may be offered in place of the riding session.

Adaptive Riding Program: Adaptive Riding Participants are scheduled to ride once a week for either 30 or 45 minutes. Adaptive Riding Participants must be at least 4 years old. **Participants are eligible to ride more that once a week if there are available time slots.** All adaptive riding Participants are instructed or supervised by PATH, Intl. certified riding instructors. These are typically group sessions with one instructor teaching 2 to 3 Participants. Goals for this program focus on horsemanship skills and leisure activities. Participants are screened by a therapist and their programs are periodically reviewed by the therapist for changes. At least once every 12 weeks your participant will participate in an unmounted ground activity. This will be designed to challenge and increase your participant's knowledge about horses & horse care.

Therapy Services: Participants in this program will participate 1-3 times per week with the time frame and number of times per week being recommended by the therapist, physician and family. Therapy Services Participants must be at least 2 years old. A licensed OT, PT, PTA, or COTA will conduct all sessions. Goals for this program focus on functional ability. This program is basically an outpatient OT or PT session with the horse being utilized as one of the treatment tools within this session.

Carriage Driving Program: Participants will participate one time per week for 30 minutes. These will be individual sessions instructed by a PATH, Intl. certified driving instructor. Participants are evaluated and periodically reviewed by one of our therapists.

### **3. Participant Dismissal & Discharge Policy**

It is at the discretion of HETRA's Staff to accept or remove a Participant from the program. The results of a risk/benefit analysis will also be considered. Participants who do not adhere to the rules and procedures or meet the guidelines for eligibility are subject to dismissal or discharge. Possible grounds for dismissal may include, but are not limited to: conduct endangering another Participant or staff or the horse, conduct endangering themselves, consistent failure to follow safety procedures with respect to the horses & facility, a gain in weight above the HETRA maximum levels, frequent cancellations or no shows. The development of a contraindicated condition or the deterioration of a condition to the point horseback riding is no longer beneficial or could be harmful to the participant or where safety for the Participant or others has become a concern.

Participants at HETRA shall have no history of inappropriate behavior with fire or any tendencies or history of abuse or violence directed toward other people or animals. HETRA reserves the right to deny services to any individual based upon concerns for the applicant's safety and/or the safety of the horses, volunteers, staff, facility, or for other reasons in accordance with PATH, Intl. operating center guidelines.

No Participant will be dismissed without an opportunity to discuss the reasons with supervisory staff. The Participant may at any time, for whatever reason, decide to sever the Participant relationship with HETRA. Notice of such a decision should be communicated as soon as possible.

### **4. Weight Limitations for All Participants**

Maximum weights are listed below, but decisions regarding participation will be based on the availability of a suitable horse related to the height, weight, cognition and balance of the participant. The maximum weight for participants cannot exceed 220 pounds. The weight limit may be lower as determined by available equines and the ability of staff and volunteers to safely support the participant at the time services are requested. HETRA staff will evaluate the participant's weight and physical abilities to determine if riding is a safe and appropriate activity based on available equine, staff and volunteers.

- 220 lbs. for a well-balanced centered Participant not requiring sidewalkers.
- 180 lbs. for an unbalanced Participant needing sidewalker assistance.
- Each horse has individual weight limitations based upon the horses height, weight, age and physical and medical condition.
  - \* Not all horses can manage the maximum weights listed above.
  - \* Weights are checked once every 12 weeks using the HETRA scales with participant wearing the appropriate riding gear.

### **5. Scheduling of a weekly riding time for new Participants**

Once the initial evaluation is completed we will make a program recommendation for your Participant and then see if we have a current opening in the HETRA schedule that are suitable to meet your Participants needs. If an opening does not currently exist, then we will put your Participant on a waiting list and you will be notified as soon as an opening becomes available. Riding sessions are typically

offered late afternoon to evening on weekdays and mid-day on the weekends.

## **6. Attire**

No open toe shoes, sandals or clog type shoes. No slick (jogging type) pants. And we would prefer that your Participant wore pants instead of shorts as the saddle can get very uncomfortable with direct skin contact.

## **7. Children**

We ask that children under the age of 12 be monitored and in direct vision of the adult at all times while at the facility. Please review the barn rules with your children prior to arriving at the barn.

## **8. Dogs and other Animals**

Dogs and other animals are not permitted at the barn. The exception to this rule is service animals. Please let your instructor know if you will be bringing a service animal to the session with you

## **9. Questions**

Please direct questions to your Participant's instructor. All Instructor & Therapist phone numbers are listed on the HETRA website. If you do not get a satisfactory answer to your question, please feel free to contact the office at 402-359-8830.

Thanks so much for your interest in our program, we look forward to working with you this year. If you have any questions or concerns, please contact the office at 402-359-8830.

## HETRA Billing Policies

If you have any questions about HETRA's fees or billing please contact Erin Bevington at (402) 359-8830 or [Erin@HETRA.org](mailto:Erin@HETRA.org)

**To help HETRA save on postage, all invoices are sent via email.**

If you do not have an email or would prefer to receive your billing via regular mail, please let us know.

### **HETRA Fees: \*\*HETRA does not bill health insurance or Medicaid\*\***

- **Evaluations-** Evaluations are performed by one of the HETRA therapists for all new Participants entering the program. Evaluation fees are \$70.00 and \$55 for a re-evaluation. At this evaluation you will work with the therapist to determine which program is best suited for your participant.
- **Registration Fees-** All Participants will be billed an annual \$30.00 registration fee which helps HETRA cover insurance, paperwork processing and other office fees.
- **Adaptive Riding & Driving Sessions -** \$35 per ride/drive, \$420 for one 12-week course, Adaptive riding/driving is billed at the beginning of each 12-week course, and is due by the due date on the bill.

### **Payment Plan Options:**

Two Payment Plan – 50% of the invoice due at the payment due date. The other 50% due 30 days after the payment due date.

Monthly Payment Plan – 3 Payments can be made on the date that works best for you in the amount of \$140.00.

Weekly Payment Plan – Payments can also be made weekly on the day of the week that works best for you.

**\* In order to set up any of the payment plans HETRA must have a credit card on file to process these payments automatically.**

- **Ground Sessions** - In the event that your participant can not do a mounted session in a particular week, if possible HETRA will offer a ground activity/lesson. These lessons will be built around your participant's current goals and help to build their skills and knowledge base. They will be completed either in the arena, stall area, therapy room or classroom. These will be offered as an alternative to a HETRA cancel due to potential heat/cold, horse, instructor/therapist related issues. Ground sessions will be billed at the same rate as the program you are currently participating in. If you have additional questions about ground activities, please contact [Edye@HETRA.org](mailto:Edye@HETRA.org).
- **Therapy Services-**
  - **Course Fee** - \$240 or 1/3 of the cost of the full session is billed at the beginning of the course.
  - **Session Fees** - \$20 for each 15-minute session, \$40 for a 30-minute session, and \$60 for a 45-minute session. The session fee will be billed on a bi-weekly basis.

**Early Payment Credit** – all invoices that are paid by the due date are eligible for a 10% deduction. If you would like to take advantage of this discount, please pay your invoice by the due date and take 10% off your payment.

**Scholarships** - Scholarships and outside funding is available for all Participants in any program. We can provide you with a list of outside funding sources that have been very supportive of HETRA families. We ask that you investigate these options prior to

applying for a HETRA scholarship. HETRA Scholarships are based on your annual income with consideration made to your current family situation. We also offer a discounted services program which is based on how many hours you volunteer for HETRA or how much you help raise in donations. If you need to request a scholarship, outside funding sources or discounted services form please contact Erin Bevington at (402) 359-8830 or Erin@HETRA.org.

**Dropping off of a Course** – If the Participant needs to drop out of a Course without finishing the 12 weeks, a \$50 fee will be assessed unless it is medically necessary and a physician note has been provided.

**Cancellations** –

- If HETRA should cancel a riding session (due to weather or instructor illness, etc.):
  - **Adaptive riding, & Carriage Driving** Participants your fees will be credited toward the next 12-week course.
  - **Therapy Services** Participants you will not be billed for HETRA cancellations. You will be notified by phone, email and/or text message for weather cancellations.
- If you cancel a riding session: **Adaptive Riding & Adaptive Driving Participants** this session will not be refunded, but can be made up. You are allowed a maximum of 1 make up session per 12 week course and these must be made up during that course or the course immediately following the cancelled sessions. Make up sessions will be offered at 2 set times during the HETRA schedule. Make up sessions are only available if they have been reported via the HETRA participant cancellation form. **Therapy Services Participants** – if 72 hours' notice has been given there will be no charge for your cancellation if reported through the HETRA Participant Cancellation Form. If less than 72 hours' notice is given there will be a \$15 cancellation fee. There will be no charge for participants that have a doctor's note for their cancellation. Each participant will receive one free late notice cancellation per course. If a participant does not show up and no notice is given there will be a \$25 no show fee charged. **Please always fill out the cancellation form as soon as you know your participant will not be able to attend their regularly scheduled session so the HETRA staff can be notified.**
- Participant tardiness: Any time a Participant is late, their session time will be decreased accordingly in order for the schedule to remain intact. **If a Participant is 15 or more minutes late for a session they will NOT be allowed to ride for that session.** We will do our best to provide other activities for the Participant to participate in while at the barn such as grooming.
- Dropping out of a Course: If your Participant drops out of a 12 week course without finishing it there will be a \$50 fee assessed unless it was medically necessary.

**Outstanding balances** - Any Participant (in any program) with an outstanding balance from the previous course will not be allowed to participate until the balance on the account has been paid, payment arrangements have been made or scholarship application completed. All Participant fees that are past due by 30+days or are not paid according to the previous payment arrangements, will be assessed a minimum of \$20.00 charge per month to cover administrative expenses on the balance.