



partners for progress

Client /Parent/Guardian/Spouse Handbook

Challenging therapy that's changing lives
Quality of Programs + Quality of Horses = Quality of Life

The mission of Partners For Progress is to provide alternative equine therapeutic programs to individuals with physical, mental and emotional challenges. By using quality trained horses, each individual participant rider will have a chance to experience the highest quality therapeutic ride with maximum benefits.

The vision of Partners For Progress is to provide equine assisted intervention that will be affordable to all clients.



Pediatrics In Motion
“The Clinic at the Barn”



Mailing Address & Location: 23525 W. Milton Road - Wauconda, IL 60084
Phone: 847.438.5400 • Website: www.partnersforprogressnfp.org • Tax ID # 20-2375514



Organization Info: Partners For Progress NFP Therapeutic Riding Center
23525 W. Milton Road, Wauconda, IL 60084
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Email: info@partnersforprogressnfp.org
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Please note that the PFP Paperwork and the PFP Handbook serve as a service contract between program participants and PFP. PFP Registration Paperwork and the PFP Handbook are provided and completed prior to the initial assessment. Each participant and/or their Parent/Guardian must sign and date the Acknowledgement page of the Registration Paperwork prior to starting/continuing services. Updates are provided on a yearly, or as needed, basis with an Acknowledgement page that also needs to be signed.

Who is Partners For Progress?

Partners for Progress NFP, is a goal-based therapeutic riding program. We specialize in the delivery of safe and effective intervention, through the use of skilled therapies and equine programs. PFP strives to accommodate and provide services, which are dependent of the current PFP herd, staff, and precautions/contraindications guidelines of CHA and PATH Intl at the time of inquiry.

Client eligibility is assessed by the Program Director or Director of Operations in the utilizing an intake interview, initial assessment, and participant/caregiver goals. PFP reserves the right to assess all eligibility. Information is gathered to assess eligibility that includes, but is not limited to the following areas:

- Individual goals
- Age and size
- Diagnosis/symptoms
- Contraindications and Precautions
- Participant abilities
- Staff expertise and availability
- Appropriate horse availability
- Facility and equipment (lift max. 250 lbs)

A therapeutic evaluation and/or assessment is provided to effectively determine each client's specific needs and best-fit program. Once determined, we establish goals and measure progress toward achieving them.

Partners For Progress (PFP) provides the highest quality of care, standing behind our 3Q service delivery - Quality Horse, Quality Program, Quality of Life. PFP believes that each one of our participants is an individual and receives individual treatment. Our overall goal is to help each participant achieve their maximum personal potential and self-achievement.

- Established in 2005
- PFP supports over 200 riders per week
- PFP uses a collaborative therapeutic approach to increasing functional skills for life improvement.

- PFP teams carefully match horse and rider for the greatest outcome possible.
- Goal oriented therapy
- Goal achievement assessment is performed 5 times annually

PFP has successfully implemented goal-oriented therapy programs and tracking processes to assist participants in overcoming fears, breaking down walls, and achieving monumental milestones.

Client therapies involve riding our specially trained horses. Horseback riding gently and rhythmically moves the body in a manner similar to the walking gait of a human. The horse's complex series of movements uses all of the riders' body muscles, increasing his or her strength, balance and muscle control.

What Partners For Progress Offers

Therapeutic Power Hour

Session Lessons/Classes are goal-based and led by a Certified Horsemanship Association (CHA) and/or PATH International certified therapeutic riding instructor. Therapists and clients/family members collaborate on goals generated through assessments. All goals are unique to each client's area of need and focus.

From postural control/alignment to confidence, the sky is the limit on the back of our equine partners! Lessons/Classes are offered throughout the week.

Direct Treatment

Occupational therapy, physical therapy and speech language services (SLP) are offered, when deemed medically necessary and prescribed through an ordering physician. Treatment plans target each client's unique deficit areas to increase functional performance and engagement in activities of daily life, mobility, and speech/communication skills. This program is delivered through licensed therapists and may be covered through primary insurance providers. Limited availability.

Therapeutic Sports Riding

Achieving the greatest independence possible is the ultimate goal of Therapeutic Sports Riding. PFP's sports riders work toward developing riding skills, stable management, horse and tack care. Development in these areas leads to the opportunity to join one of our competitive show teams.

PFP is proud to be one of the inaugural programs paving the competitive road for Equestrians with Disabilities at American Quarter Horse Association (AQHA) and National Snaffle Bit Association (NSBA) levels of competition. PFP also offers several on-site and off-site competition opportunities. If you or your child is interested in competing, please let your instructor or therapist know.

Occupational Life Skills

In 2015, PFP piloted its newest program, Occupational Life Skills (OLS). OLS encompasses the acquisition of work and life skills outside-of-the-home.

The life skills program works toward teaching foundational skills for functioning within your community which includes learning how to engage socially and how to take care of yourself.

This program targets late middle school through high school age students. This can be considered a pre-transitional program. Skills are individualized; however, they can include overall increase of independence, initiation and engagement of task, problem solving, and self-advocacy.

Heroes on Horses

Our Heroes on Horses (HOH) program assists military veterans by providing equine activities, therapies, and riding programs tailored specifically to the needs of each veteran.

Benefits may include increased balance, coordination, muscle strength and self-esteem as well as improved riding skills and bonding opportunities through our equine partners. An assessment for goals is completed upon admission into the HOH program.

Communication

- E-mail is our primary means of communication. Please make sure the office has your current e-mail information. Regular mail is only used for clients who do not have access to e-mail.
- Notices and information about upcoming events are frequently posted in the Viewing Area.
- Partners For Progress has a Facebook page that is frequently updated and a website with information about the program, a current-year program calendar, and forms required to participate in the program.

Lesson/Class/Session Information

Client Forms

Clients must complete the necessary forms and return to the office by the deadline established. Forms must be updated annually for all clients regardless of their start date.


Paperwork is due prior to your very first ride, or in December or January for returning Clients.

Session Lessons/Classes may not begin until all required paperwork is received, reviewed, and approved. Forms are available on the website. You can request a hard copy of all forms on site.

Therapeutic riding is 60 minutes in length. This includes time with horse and parent/client conference.


Partners For Progress reserves the right to end a class early, or cancel a class, for the following reasons:

- Weather conditions
- Client issues including fatigue or behavioral problems
- Horse/animal issues

 **All Partners for Progress program Sessions are prepaid** and billed in 10-week Sessions (omitting facility determined closed holidays). As a courtesy we work hard to offer Make-up Lessons/Classes, however **Make-up Lessons/Classes are NOT guaranteed.**

Attendance and Cancellation Policies

Please provide at least a **24-hour Notice when cancelling** a Lesson/Class by calling the office. When cancelling outside of regular business hours, please call the office at 847-438-5400 and leave a voicemail message.

 **No refunds or credits are provided when clients cancel for any reason including illness or vacation.**

Once you have received your Lesson/Class time/day on the schedule, you are responsible for those Lessons/Classes even if you have not returned all the completed paperwork (i.e., if you are missing your doctor's form and Lessons/Classes have begun, you will be financially responsible for the missed Lessons/Classes until the form is returned).

Due to the demands of the horse preparations and scheduling of staff/volunteers to service you or your family member(s), please respect our **24-hour Cancellation Policy**.

Clients who may be out for an extended period of time due to illness or surgery may be placed on medical leave. By doing so, the client will not be charged for those absences related to medical leave. A medical release form must be completed prior to returning to Lessons/Classes. CHA and/or PATH Intl. Precautions and Contraindications may prevent a rider from returning even if the physician has released the rider. Please speak with your instructor or therapist to schedule a medical leave.

Make-Ups

To achieve each participants' individualized assessed goals, we expect each participant to maintain an 80% attendance rate or better.

PFP works very hard to schedule Make-up Lessons/Classes. Make-ups are based on availability and scheduling. Because each riders goals are individualized, it takes *appropriate* staff scheduling, sourcing of *appropriate* volunteers, and *appropriate* horse preparation for each client to make it all work for goal achievement. Please stay in touch with Jamie and Mandi for cancellations that may offer the opportunity to have a Make-up. Always feel free to ask and be advised that **Make-ups are not guaranteed.**

In the event that PFP cancels Lessons/Classes, Make-up's will be offered.

To secure Lessons/Classes on the schedule, the Sessions must be pre-paid. In the event of absences for extended travel, the missed Lessons/Classes must be pre-paid to hold your on-going scheduled Lesson/Class time.

Goal Setting

PFP runs their programs all year long in 5, 10-week Sessions. Goals are set for each participant through the joint collaboration of PFPs' instructors and therapists. These goals are tracked on paper after each individuals' lesson/class. These goals are then reviewed by the instructors and therapists, and then revised/reset/updated after every 10-week Session. Every client and/or client parent/guardian may ask to see the clients current Session goals at any time.

Financial Information

It currently takes approximately \$1,000,000 annually to operate this program. About 70% of the operating expenses are funded by contributions from fundraising events, private donations, and grants. Partners For Progress receives about 30% of its operating income from Lesson/Session fees. **All clients at Partners For Progress are considered to be participating on partial rider assistance as the Session Fees that are charged do not cover the cost of each ride.**

In order to help offset costs, we require each client to be a part of our Fundraising Team by participating in our 2 largest fundraisers - the One Lucky Night featuring the Corbett Ryan Dance Bash and the Annual Plop O'Gold Raffle event, and the Annual Hoedown Barn Dance.

The One Lucky Night featuring the Corbett Ryan Dance Bash and the Annual Plop O'Gold Raffle event is our spring event that requires the Client to sell (or purchase) 40 raffle tickets at \$10.00 each. The office will distribute the necessary raffle tickets for this event.

The Annual Hoedown Barn Dance is our fall event that requires the Client to participate in acquiring the items needed to create the raffle baskets and silent auction items. The office will communicate with you regarding the needed items and volunteer opportunities.

Of course there are other events during the year, but these two events raise the majority of our funding to keep your costs as low as possible.

If you choose to participate in the fundraising, the Session Fees will be \$60.00 per Lesson/Class ride. If the Client rides once per week for a 10-week Session, the Session cost is \$600.00. If you choose to fundraise and do NOT participate, you will be billed for the financial commitment.

If you choose to opt out of participating in the fundraising, the Session Fees will be \$80.00 per Lesson/Class ride. If the Client rides once per week for a 10-week Session, the Session cost is \$800.00.

All clients at Partners For Progress - no matter the program that is participated in - participate in the Fundraising Team. Arrangements must be made through a personal meeting in order to opt out of being a member of the Fundraising Team.

Fees

New Rider one-time evaluation fee/first ride - \$80 evaluation fee is payable at time of the initial ride and assessment by a therapist/instructor.

Therapeutic riding annual registration fee - \$100 annual registration fee is required for each rider at time of first ride and annually thereafter on January 1st.

Therapeutic riding Lesson/Class fee - \$80 an hour (\$60 an hour if parent participates in the Fundraising Team).

Meetings and document reviews (IEPs, evaluations, etc.) – IEP's will be \$100.00 per hour and Review/Consults will be \$50.00 per hour.

Billing

Lesson/Session fees are billed approximately 2 weeks prior to each Session. **Payment is due prior to the start of the Session, but no later than seven days after the start date of that particular Session.** If payment is not received by that date, a \$50.00 late fee will be applied to your account. If for any reason you are not able to pay your invoice in full within 7 days of the start of the Session, you must contact the office to set up a payment plan. If payment is not received by 14 days after the start date of a particular Session and no communication has occurred with the office, unpaid balances will be charged to credit/debit/FSA/HSA card on. If payment is not received within 45 days and there is still no contact with the office, clients may lose their Lesson/Session spot.

IF you are using FSA/HSA card for Session fees and/or co-pay/co-insurance/deductibles, **you must maintain a second card on file for when your FSA/HSA card becomes depleted.**

Payments may be mailed to the facility, 23525 W. Milton Road, Wauconda, IL 60084 or dropped off at the PFP office. (Please make checks out to Partners for Progress)

We also offer an **Auto-Pay** option. The credit/debit/FSA/HSA card on file with us will be used to make your Session or monthly payment. An additional charge of 4.0% will be added to each charge to cover card processing fees (i.e., charge of \$24.00 for a \$600 invoice). No additional charges will be paid with the card on file outside of the Lesson/Sessions fees and yearly registration fee unless you are notified. Contact the office for billing questions.

Rider Financial Assistance Information

A limited amount of additional financial assistance is available for therapeutic riding clients who meet the established criteria and are unable to afford the current fee. Funding is awarded at the beginning of the year on a first-come first-serve, short-term, or emergency basis. Please contact the office for more information.

Facility Rules and Regulations

For your information and safety, below are our facility guidelines and rules. Thank you for your cooperation.

1. **Observation of Therapy:** We are happy to have family and friends of clients observe riders as long as it does not distract the rider. In order to keep the integrity of a Lesson/Class, **we ask that you do not** interrupt. Viewing areas are provided; please remain in these areas during each Lesson/Class.
2. **Supervision of Children:** Children are welcome to come to each Lesson/Class, but please keep them with you at all times. Due to safety factors they must be with an adult and remain reasonably quiet at all times. **No access will be allowed to the office areas, the therapy room, or any therapy “toys”.**
3. **Facility Restrictions:** The barn aisle and pastures are off limits unless accompanied by a Partners For Progress staff member or designated volunteer. Please **do not** feed or touch the horses. Thank you for your cooperation.
3. **Pets:** Due to our commitment to the safety of our clients and horses, no pets are allowed on the premises.
4. **Parking:** Park in areas designated only for parking. Drop off by the barn is reserved for non-ambulatory clients.

5. **Alcohol/Smoking:** Absolutely NO smoking or drinking is allowed on the grounds, or within this facility during Lessons/Classes.
6. **Entering and leaving from barn:** For the safety of all, we ask that you please enter and leave keeping your speed limit at 5 mph in the driveway. 30 more seconds will not make a difference when you are already late; just be late, safely. Thank you!
7. **All riders should wear:**
 - Long pants with comfortable fit to cover legs (weather permitting)
 - Shoes or boots
 - No loose or hanging clothing, rings, necklaces or dangle earrings
 - Independent riders must have their own riding shoes with heels (see your instructor for more information)
8. **Riding Restrictions:** Riders are not allowed to ride while wearing a hard cast on any extremity.
9. **Optional:** You always have the right, or option, to wear a mask or request that a mask be worn by staff and volunteers during the riders' Lesson/Class.
10. **Arena Restrictions:** To maintain the safety of the arena and aisle environment, when participants are in a lesson/class, caregivers/guardians, family, friends, and visitors **ARE NOT** allowed in the arena or aisle without an invitation from the instructor or therapist. Please remain in the posted viewing area.

Weather Guidelines

During extreme weather conditions, PFP/PIM has designated individuals that will monitor all necessary weather prediction apps/programs. If the weather has posed a threat to the safety of the sessions, the session will be postponed immediately.

Lessons/Classes may be cancelled due to the following Acts of Nature, but not limited to:

- Severe thunderstorms/tornado warnings for Lake County
- Poor driving conditions
- Excessive snow or ice
- Extreme cold or heat may occasionally require Lessons/Classes to be cancelled. Because the arena is heated, however, they typically run all year long.
- Extended Power Outages

It is the responsibility of the client to call the farm to learn of any weather cancellations. A notice will be posted on the Partners For Progress Facebook page with current cancellation information when weather poses a threat.

Emergency Procedures

Emergency procedures are reviewed during class at the beginning of each therapeutic riding Session or when a new rider begins. The procedures include:

Severe weather

Classes are cancelled in the case of a severe weather warning only. Weather watches are to be monitored closely. Ideally, in severe weather, everyone on the premises will gather in the areas designated below if possible. Be alert for the tornado siren.

- All instructors have a weather app on their cell phone in order to be on alert to the weather and ask parents/caregivers and volunteers to be on alert as well.
- If the weather changes and becomes severe (extreme wind, rain, or lightning), or the Tornado Siren is sounded, take immediate action as calmly and quickly as possible.
- The safe zones designated by the fire department, along with procedures, are:
 - **TORNADO**
 - The on-duty staff will advise on the facility procedures and use of Tornado areas to all participants, volunteers, and fellow staff, however, will not deny anyone access to exit at their own discretion.
 - ALL on-site riders, family members, guests, volunteers, and staff must move into the labeled Viewing Room Area bathroom or the labeled Main Office.
 - If individuals exceed the capacity of the labeled Viewing Room Area bathroom and labeled Main Office, individuals must go to the West barn aisle and move into the interior West Wash Stall.
 - On-site riders, family members, guests, volunteers, and staff must remain in the designated safe zone until the weather subsides.
 - **THUNDERSTORM**
 - The on-duty staff will assess the severity of the storm situation.
 - If necessary, riders will be dismounted and removed from the arena by staff members and volunteers following the PFP General Emergency Action Plan.
 - **SNOW/ICE**
 - The on-duty staff will assess the warnings issued and will cancel or conclude sessions as necessary.
 - **HEAT**
 - Therapeutic riding sessions may be held in hot weather with the Lesson/Class content focused on un-mounted activities. The un-mounted work allows for new and different skills to be learned while staying cooler.
 - **EXTENDED POWER OUTAGE**
 - Emergency Exit lights will light up. Riders will be dismounted, and the on-duty staff will assess safety to keep participants, volunteers, and horses safe. Riders, volunteers, and staff members will calmly and quietly move from the arena and aisles to the Viewing Room Area.
 - The on-duty staff will assess and plan for the continuation or conclusion of the session for that scheduled day.
 - Volunteers and participants are able to remain on-site, however, only in the Viewing Room area during this time. Please stay in the Viewing Room Area until staff gives you the okay to leave.
 - Absolutely no non-staff persons in the horse aisle unless they are accompanied by a staff member.

Fire Procedures

Emergency services should be contacted – call 911. Fire extinguishers are located at the ends of the aisles on each side of the barn, both upstairs and downstairs, in the Viewing Room Area by the entry way, and in the Administrative Office.

- Everyone is to move calmly and quickly from the barn and associated areas to the grass hill North of the parking lot.
- If there are individuals in the back of the barn, move calmly and quickly from the barn and associated areas to the parked horse trailers South of the barn.
- The designated staff member will account for all riders, family members, guests, volunteers, and remaining staff members.
- Volunteers stay with assigned clients per the Lesson/Class schedule.

External Lockdown

In the event that an external lock down is necessary in response to a threat or police activity in the area; ALL riders, family members, guests, volunteers, and staff will move into the Viewing Room Area bathroom and the Main Office that are labeled for weather. Doors that lock will be locked if possible.

Proper Attire

Helmets

Clients are **required** to wear an ASTM-SEI approved for equestrian use riding helmet while riding. Partners For Progress and/or Pediatrics In Motion will provide a helmet to those riders who need one, however, **it is required that riders purchase their own helmets** to ensure the best fit and eliminate health concerns. You can purchase a helmet at several of the local saddle shops. We use Troxel or Ovation schooling helmets.

Clothing

The following items ensure a safe and comfortable riding Lesson/Class:

- Long, non-slippery pants (even in hot weather)
- Although it is our policy that all saddles/surcingles are equipped with quick release safety stirrups, sturdy, hard-soled shoes with a heel and long socks are recommended.
- Gloves in cold weather
- Long hair pulled back in a low ponytail

At times, Partners For Progress will receive clothing donations that are available to riders. Many local riding clubs hold used tack and clothing sales as well. Feel free to ask your instructor if you would like more information about riding clothes.

Volunteers

Partners For Progress could not operate without the help of our wonderful volunteers. It takes over 125 volunteers **per week** to assist with Lessons/Classes. Please thank them for their time and dedication – without them there would be no Partners For Progress!

Parents, spouses, caregivers and siblings 13 years of age or older are encouraged to attend a new Volunteer Orientation in the event of a shortage of volunteers. A class will not be run without the necessary staffing. By going through volunteer training, you can assist in case of a shortage.

Other volunteer jobs can be done during the client's class time such as sweeping the barn aisles, watering the flowers or basic cleaning. Please contact the office if you would like to help while at the farm.

Resources

PFP/PIM embraces collaborative care for all clients. We are happy to provide this service for our clients, but it takes many additional staff hours. Rate will apply to a therapist appearing for Individualized Education Plans (IEP's), collaboration meetings, documentation review, and/or conferences/consults between providers. IEP's are \$100/hr and Review/Consults will be \$50/hr.

You are encouraged to share your thoughts on the program and get involved. Any extra time and energy you can give is greatly appreciated! Please contact the office with any questions you may have regarding the program or information contained within the handbook.

We hope you enjoy being a part of the PFP team!