

Participant Handbook



High Hopes Therapeutic Riding, Inc.
36 Town Woods Road
Old Lyme, CT 06371
Telephone: 860-434-1974
Fax: 860-434-3723
Website: www.highhopestr.org

Mission:

High Hopes fosters a vibrant community where horse and human interactions improve lives.

Vision:

High Hopes' participants and the community will be enriched by the provision of unique and impactful services which respond to the changing needs of our community with flexibility, creativity and quality.

Values:

Quality:

We are committed to the highest level of quality throughout our programs, in our care for horses, and in our interaction with participants, volunteers, donors and other members of the community.

Teamwork:

High Hopes' certified instructors, qualified staff and committed volunteers work together to create an inclusive environment providing the optimal experience for participants.

Education:

High Hopes promotes education within the field of Equine Assisted Services and values learning in collaboration with our participants and community.

Leadership & Innovation:

High Hopes develops leaders who are committed to excellence, current with advances in Equine Assisted Services, and eager to share innovative solutions that will enhance the experience for participants today and in the future.

Serving the Community:

High Hopes strives to effectively serve its local community and to be an active and valued community participant.

High Hopes Staff Contacts:

Main Number – 860-434-1974

Kitty Stalsburg - Executive Director/Master Instructor, Equine Specialist in Mental Health and Learning, CTRI; ext. 113, kstalsburg@highhopestr.org

Jeanna Pellino – Operations Director/Instructor, CTRI, Equine Specialist in Mental Health and Learning; ext. 133, jpellino@highhopestr.org

Claire Gadrow – Development Director; ext. 122, cgadrow@highhopestr.org

Holly Sundmacker - Equine Operations Director; ext. 127, hsundmacker@highhopestr.org

Lesley Olsen - Finance Director; ext.111, lolsen@highhopestr.org

Sarah Miller - Training & Education Director/Advanced Instructor, Driving Instructor, Equine Specialist in Mental Health & Learning, CTRI; ext.115, smiller@highhopestr.org

Chelsea Bourn - Program Director/ Instructor, CTRI, Equine Specialist in Mental Health & Learning; ext. 116, cbourn@highhopestr.org

Michele Krumenacker - Volunteer Director; ext. 112, mkrumenacker@highhopestr.org

Lauren Fitzgerald - Equine Resource Manager/Advanced Instructor, Driving Instructor, CTRI; ext. 124, lfitzgerald@highhopestr.org

Marie Cahill - Lesson Manager/Advanced Instructor, CTRI; ext. 118; mcahill@highhopestr.org

Chris Kohl - Office Manager; ext. 128, ckohl@highhopestr.org

Hayley Plas – Volunteer Outreach & Training Manager/Assistant Instructor; ext. 132, hplas@highhopestr.org

Lily Bensko – Instructor CTRI, Equine Specialist in Mental Health and Learning; ext. 121; lbensko@highhopestr.org

Trudy Burgess - Event Manager; ext. 123, tburgess@highhopestr.org

Kerrie Guarino - Development Manager; ext. 119, kguarino@highhopestr.org

Liesl Grigerek - Barn Coordinator

Part-Time/Consulting Faculty:

Juanita Paris - Barn Assistant

Barbara Abrams - Consulting Licensed Professional Counselor/Advanced Instructor, CTRI, Equine Specialist in Mental Health and Learning

Laura Moya - Consulting Licensed Marriage and Family Therapist/Advanced Instructor. CTRI, Equine Specialist in Mental Health and Learning

Carolyn Jagielski - Training and Education Faculty

Megan Ellis - Advanced Instructor, CTRI

Audrey Vela – Assistant Instructor

Carissa Jackson – Assistant Instructor

Karen Castelli – Administrative Assistant

Board of Trustees – As a nonprofit corporation with 501(c)3 tax exempt status, High Hopes is governed by a voluntary, 21-member Board of Trustees.

High Hopes Participant Handbook

The following information, policies and guidelines are designed to provide our participants and visitors with a safe, enjoyable and beneficial experience at High Hopes.

Programs & Schedules - High Hopes offers a variety of innovative programs that provide educational and therapeutic equestrian activities including:

Equine Assisted Services

High Hopes offers day and evening lessons to children, adolescents, and adults with cognitive, physical, psychological, and developmental disabilities. Benefits of Equine Assisted Services include:

- **Physical:** Participation in Equine Assisted Services offers a variety of opportunities to work on normalization of tone, motor planning, proprioceptive awareness, posture, motor planning, balance, and strength.
- **Sensory:** A variety of different sounds, smells, and textures are available at an equestrian facility. At High Hopes, we even have a sensory trail with a variety of games, musical instruments, and obstacles.
- **Emotional:** The success of overcoming fear and anxiety can help a participant realize self-worth and increase self-esteem. The relationships that develop between participants, volunteers, horses, and staff are all integral to a positive emotional experience at High Hopes.
- **Cognitive/Educational:** The horse provides our participants with the motivation to learn new things. Letter recognition, sequencing, problem solving, executive functions, and math can all be incorporated into Equine Assisted Services.
- **Social:** Equine Assisted Services enable individuals to interact with peers in a group activity and engage in appropriate social interactions. Participants learn how to identify and assert boundaries, how to read and react to social cues, and how to advocate effectively and assertively.

Instructional staff at High Hopes develop individualized horsemanship and supporting skills goals and objectives that are created collaboratively with each participant and their family. Progress is noted quarterly and shared with families at least twice per year. High Hopes also participates in The Therapeutic Riding Assessment Impact of Network (TRAIN) study which aims to objectively assess the outcomes of participation in Equine Assisted Services. In accordance with this study, instructional staff assign and score participant progress on designated objectives through the Goal Attainment Scale (GAS). Data are tabulated and submitted as contribution to this large research study in hopes of clearly defining HOW Equine Assisted Services benefit our participants.

To address the needs of all our participants in a more comprehensive way, High Hopes incorporates the support & expertise of licensed therapy professionals specialized in occupational, mental health, expressive arts, speech, and physical therapy into our programs. We invite and encourage each of our participants, their parents/guardians, their external service providers, and their teachers to actively participate in this process. Contact us at any time to set up a conference opportunity to establish, review & revise goals.

Unmounted Activities

High Hopes' unmounted offerings that allow participants to learn about equines in an alternative, hands on way. High Hopes offers various unmounted curricula designed to address character development, literacy, veterans and their families, memory care and caregivers, wellness/mindfulness, vocational skills, etc. Participants work under the supervision of a PATH Intl. certified High Hopes instructor often with the additional assistance of volunteer coaches. Each participant follows a prescribed curriculum designed to fit their individual needs and goals. Unmounted lessons are offered in both private, semi-private, and small group settings.

Carriage Driving

Carriage driving provides a recreational, social, physical experience that offers mental challenges. Physical benefits from carriage driving include increased core strength, improvement in balance and increased fine and gross motor coordination. Carriage driving encourages the development of self-confidence and empowers individuals to make choices and demonstrate a relationship with the horse as various maneuvers are learned. It can improve the cognitive skills of sequencing, following directions, and differentiating between left and right, etc. Driving is a meaningful venue for prosocial interaction with other participants, the volunteers, instructors, and of course, the horse. It offers another opportunity for developing relationships, equine and human, of mutual respect and trust. Our carriage driving program serves a variety of people with a wide range of diagnoses.

Therapeutic Riding

The horse provides a dynamic movement that has a positive effect on the rider's body. This movement stimulates the rider's pelvis and trunk in a manner that closely resembles the typical gait of a human. Participants use core strength to support themselves on top of the horse and strengthen muscles through use of "aids" that direct the horse where and how to move. Therapeutic riding lessons at High Hopes are primarily offered in a small group (five or less) setting, though private lessons are available for participants who need more individualized support.

Summer Camp

High Hopes offers a comprehensive one-health curriculum on horsemanship, including horse care, stable management, carriage driving, inclusive games, equine/personal/environmental wellness, and daily riding lessons. This is an inclusive program for children with and without disabilities, ages 4 to 13. Weekly sessions are grouped by age and riding ability with instruction given by PATH Intl. certified instructors. A variety of specialty camps are offered such as:

- *Horse Sense* – For grades 5-8. Focuses on at-risk youth populations in the New London, CT area with an emphasis on community & personal-development, rather than horseback riding skills.
- *Immersion* – "Immersion" and "My Horse & Me" are sensory-rich Equine Assisted Services provided in collaboration with Occupational, Physical, and Speech and Language pathologists.
- *VetKids* – For ages 8-13. This camp serves children of veterans, active service members, and first responders. This program focuses on character building, emotional regulation, team building, and communication.

High Hopes Horse Show Days take place the last week of the Academic Session. During this exhibition week, participants have the opportunity to demonstrate their skills for family and friends. Annual participant, volunteer, and equine awards are also presented during Horse Show Days.

Specialty Equine Experiences and Birthday Parties are available to small and large groups. They may include a mounted and/or unmounted component, a tour of the facility, and a discussion relative to our mission and its related topics. Curricula for Equine Experiences can be uniquely tailored to meet the needs of the group attending. Equine Experiences are scheduled on an individual basis throughout the year. If you are interested in an Equine Experience or birthday party, please contact our Lesson Manager to schedule.

PATH Intl. Approved Training Curriculum is designed to prepare individuals to plan and implement safe, effective therapeutic riding lessons. Candidates who successfully complete the course requirements have the option of taking an exam to become PATH Intl. Registered or Advanced Instructors. Subjects taught include disabilities, anatomy, kinesiology, physiology, psychology, and the operation and management of a therapeutic riding center. High Hopes is a teaching facility. As such, there are times during the year in which instructor training candidates and interns student teach participants under the supervision of a High Hopes Certified Therapeutic Riding Instructor.

Educational Workshops and Seminars covering a variety of topics such as cognitive impairments, sensory integration and riding and seasonal horse care are scheduled and offered throughout the year. Please check the High Hopes calendar for educational opportunities at www.highhopestr.org/training-education.

For questions regarding educational offerings, please contact the Training and Education Director.

Volunteers

High Hopes engages volunteers to support individuals in their horsemanship experience to care for our facility, and assist with events/fundraising/development. Volunteers may use techniques prescribed by the instructor to ensure safety and promote skill development. Volunteers are carefully screened by staff and submit to a background check. They attend both a General Orientation and specific training for their assigned role(s).

Volunteers play an important role in the programs and development of High Hopes. We encourage all family members to consider volunteering, though volunteering in the same class as your participant may not always be the best fit. We provide a positive and supportive environment for our volunteers to gain new skills and experience working with people and horses. Volunteering is also a great way to explore future career opportunities. Whether you have one hour or many to give each week, you can be part of a fun and rewarding experience!

For more information about Volunteering, please visit our website at www.highhopestr.org/volunteers/ or contact the Volunteer Manager.

High Hopes Policies and Procedures

Non-Discrimination Policy

High Hopes Therapeutic Riding, Inc. is committed in policy, principle and practice to embrace and maintain an environment that prohibits discriminatory behavior and provides equal opportunities for all persons. We affirm our commitment to provide a diverse, inclusive and welcoming work place and environment for employees, volunteers, students, participants and families that benefits and fosters understanding from each other's experiences and divergent views.

It is the policy of High Hopes to prohibit discrimination on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, gender identity and expression, genetic information, and any other class of individuals protected from discrimination under state or federal law. Furthermore, High Hopes policy includes prohibitions of harassment of employees, participants, volunteers and students, i.e., racial harassment, sexual harassment, and retaliation for filing complaints of discrimination.

High Hopes is committed to ensuring equitable access to our programs and facility. In doing so, we work to foster a community where horse and human interactions improve lives.

Attendance & Cancellation Policies

High Hopes expects consistent attendance by all participants. Make-up sessions are not available unless High Hopes needs to cancel classes due to some unforeseen circumstance such as inclement weather.

Participants are responsible for payment of cancelled and missed lessons unless:

- 1. the lessons are medically excused (with a physician's note and/or a symptom that prevents safe participation in Equine Assisted Services) as approved by the Program Director**
- 2. the lesson was cancelled by High Hopes and a make-up session could not be offered**

As soon as you are aware of a lesson you cannot attend, please let us know. To submit a cancellation more than 48 hours in advance, you can write the expected absence on the bulletin board immediately before the entrance to the barn. You can also submit your cancellation through our website at: <https://highhopestr.org/participants/participant-cancellations/> If you need to cancel less than 48 hours before your scheduled lesson, notification must be made by calling High Hopes at 860-434-1974. If during business hours, please speak to the first person who answers the phone to advise them of your cancellation. If after business hours, please leave your cancellation message on the cancellation mailbox (follow prompts). **Please do not leave a message or send an email to an individual staff person.**

Please note: per the cancellation policy above, even if the cancellation is provided in advance, payment for that lesson is still expected (unless excused per the above protocol).

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In the event you need to withdraw fully from participation mid-session, please inform the Lesson Manager or Program Director as soon as you are aware. Credit for services will be handled on an individual basis.

High Hopes is able to operate year-round thanks to our indoor arena, barn area, and our climate-controlled building. However, there are instances when we may offer an alternative activity to maintain safety based on the weather or other factors. This may include an unmounted activity with or without a horse. If High Hopes cancels lessons, a modified make-up opportunity may be offered to effected participants. If participants cancel due to weather while High Hopes remains open, no make-up is offered. The Program Director will make decisions regarding class cancellations. High Hopes makes an independent decision to close and is not based on regional school cancellations. Reasons class may be cancelled include:

- Weather safety concerns
- Road closures
- State closure mandates
- Power Outages

If High Hopes chooses to close due to the weather, the Volunteer Team will notify the volunteers and the Program Team will notify participants with at least 2-hours notice to the start of the participants' lesson. Notification will be provided via personal phone calls, text messages, on the website, social media, and the recorded main message.

For questions regarding attendance or cancellation, please contact the Program Director.

Fee for Service

High Hopes is committed to providing Equine Assisted Services to individuals and groups who can benefit from these specialized services. As of 1/1/2022, the unsubsidized cost per service unit is \$304 (this number reflects cost increases due to COVID-19). High Hopes Therapeutic Riding, Inc. subsidizes this cost through the generosity of individual and corporate sponsors as well as foundation grants and fundraising activities. The tuition that participants are asked to pay is established annually. For programs after September 1, 2022 the tuition fee will be \$75.00 per lesson:

- The tuition for the 30-week Academic (2022 – 2023) Session is \$2,250.
- The tuition for the 9–week Summer (2022) Session is \$675.00.
- Please call for Summer Camp and alternative program fees.

Fees and Payments

Our Finance Director and/or Office Manager will invoice for lessons/programming within one week of the participants' session beginning. Most invoicing occurs via email, however if you prefer a mailed invoice please let us know. Full tuition payment is preferred, but alternative payment plans are available upon request and approval of the Finance Director. In the event you require a payment plan, please contact the Finance Director within one week of invoice receipt. Reasonable attempt to adhere to payment plans are required for participation in program.

High Hopes accepts cash, checks (made out to High Hopes Therapeutic Riding, Inc.) or credit cards. *If paying by credit card, please consider adding a 3% donation to help cover the added fees incurred by High Hopes for this convenience.*

Financial Assistance

With our commitment to accepting participants into our program based on therapeutic need, regardless of financial means, we offer further financial assistance to those unable to pay the established fees. Financial aid (in the form of adjusted fees) is awarded through a simple application and review process and is based on availability of funds and financial need. Financial Aid applications are reviewed by the Financial Aid Committee prior to session start, and award letters are distributed by the Finance Director with invoices. Financial Aid Awards are dependent upon consistent attendance and communication. Additional information and financial aid applications can be found on the website at www.highhopestr.org/participants/financial-aid-applications/.

For questions concerning cost of services or financial aid, please contact the Program Director.

Scheduling

Participants are notified of schedule enrollment at least six weeks prior to the start of a session. Confirmation of intent to participate must be made to the office by the designated date each session. A calendar of class dates is provided prior to the start of each session. Please make note of any days when programs are not in session (holidays and spring break, etc.).

Holiday Closings - The High Hopes office is closed on:

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day

For scheduling questions or concerns, please contact the Lesson Manager.

Attire, Helmets & Footwear

All participants must wear a current (manufactured within the last 5 years), ASTM/SEI approved riding helmet with the chin strap secured when working with or around horses. High Hopes has a limited number of helmets available for use which are sanitized on a regular basis, or we are happy to assist you in purchasing a personal helmet. High Hopes saddles are equipped with safety stirrups. For additional safety, participants should wear a sturdy-soled boot with a ¼ inch heel. Appropriate footwear includes paddock boots, cowboy boots, or athletic sneakers regardless of the weather. Inappropriate footwear includes Uggs, converse, slip on sneakers, Sperry's/boat shoes, and sandals as they do not provide sufficient protection. *All riders that ride off lead at a trot or canter will be required to wear proper riding boots (smooth soled boots with a heel). We have a limited number of boots that can be assigned to participants if necessary.* Participants should dress appropriately for

the weather (ex. gloves in the winter, breathable fabrics in summer). High Hopes will provide resources including gloves (if someone comes without them) or water breaks during the lesson on hot days. We encourage all participants who partake in therapeutic riding to wear long pants year round (including summer). Appropriate pants include: jeans, heavy cotton trousers, or riding breeches. Nylon, loose-fitting (such as snow pants) or stretchy materials are discouraged as they are slippery on a saddle. Wearing shorts while riding can cause chafing and discomfort for the participant. To ensure nothing gets caught while on or around the horses, coats should be zipped and scarf tails should be tucked into the coat. Hats cannot be worn under the helmet as it impacts the fit of the helmet.

For questions regarding footwear or attire, please contact the Lesson Manager.

Participant Records

Participants are required to update their registration information annually. Staff will send links for required paperwork with schedule confirmation. Participants are also required to update medical forms at a minimum of every three years (some diagnoses require annual updates). Participants with seizure, allergy, asthma, and/or other diagnoses that require immediate emergency response will be required to provide an emergency plan that outlines preferred/required medical response. High Hopes will communicate directly with the participant/guardian to ascertain any aspects of the emergency plan that may produce precautions or contraindications for participating. Current, accurate information is vital to our ability to provide effective services. Forms must be received two weeks prior to service delivery in order to participate. Updated registration is mandatory for entrance to the barn. Updated medical forms are mandatory for riding and carriage driving activities.

Change of Health or Medication Status

Participants must inform High Hopes immediately and in writing of any changes in health status, conditions and medications. This includes, but is not limited to, changes in weight, medications and dosages, revised diagnoses, medical interventions, surgeries, seizure activity, etc. This information is integral to our ability to provide safe, effective services.

Confidentiality Policy

At High Hopes we place great importance on protecting the confidential information of our participants, our staff and our volunteers. "Confidential Information" includes, but is not limited to, personally identifiable information such as surnames, telephone numbers, addresses, e-mails, etc., as well as the non-public business records of High Hopes. In particular, medical information about participants, and information about their disabilities or special needs, is protected as Confidential Information. For this reason, High Hopes requests discretion and permission to take photos on the property.

Parking

The speed limit on High Hopes' grounds is 5 mph. The carport is to be used for drop-off and pick-up purposes only. Permit parking is available at designated areas in the front of the building.

Telephone

The telephone located at the front desk may be used by our participants and their families in the event of an emergency. Please see staff for assistance.

Conflict Resolution

Problems should be handled immediately, confidentially, and directly between the parties involved and High Hopes staff. Parents and participants who feel their concerns are not being addressed may contact the Program Director.

Safety and Conduct for Participants & Visitors

High Hopes supports all efforts to promote safe conditions at its facility. Working with horses is a high-risk activity. The following rules must be adhered to at all times:

- Participants are required to use gentle hands & quiet bodies while on or near any horse.
- Running, yelling, abusive, or aggressive actions are not allowed.
- Appropriate attire and footwear (no sandals) are required in the barn and paddock areas.
- Hand-feeding of the horses is not allowed under any circumstance. Participants may leave treats for their horses in the designated bin outside the tack room.
- Photography or video are not allowed without permission from staff.
- Please do not tap on the arena windows as it may startle the horses.
- Children must be supervised by an adult at all times.
- Parents may view lessons from the lounge or arena rail just inside the stable door.
- No pets are allowed on the grounds- this includes emotional support animals. Per ADA, service animals are welcome in public areas.
- Food or beverages are not allowed in the barn or riding arena.
- Smoking, alcohol, illegal substances, and weapons are not allowed on the premises.
- Visitors wishing to tour the facility or grounds must be escorted by High Hopes staff.
- Please respect any posted off-limit areas including the pond, barn, and paddock areas.

High Hopes has taken careful assessment of its facility and grounds in the development of a comprehensive Risk Management Plan. Emergency procedures are posted in the barn and are available at the Volunteer Sign-In desk for your review.

High Hopes Statement of Participant Eligibility or Dismissal

High Hopes Therapeutic Riding offers services to individuals with special needs. Eligibility for participation in High Hopes' programs is based solely upon an individual's ability to participate meaningfully and safely, provided the necessary resources are available including: an instructor, horse, volunteers, and class availability that meets the individuals' needs. Financial consideration is not taken into account in determining the eligibility for participation.

As a fully accredited PATH Intl. operating center, High Hopes fully ascribes to the Precautions and Contraindications as recommended by the Medical Committee of PATH Intl. as well as Professional

Standards. Therefore, our professional staff provides initial and ongoing evaluations for all prospective and active participants.

Due to the nature of therapeutic riding and other equine assisted services, there are individuals for whom High Hopes' programs are deemed inappropriate during the evaluation process and are not accepted for enrollment or not eligible to continue in High Hopes' programs. This determination is made on the basis of physical, behavioral, and other limitations.

Individuals accepted into High Hopes' programs are required to take part in periodic progress reviews and follow High Hopes' rules & procedures. During these reviews, or as a result of unusual occurrences during a program session, the High Hopes professional staff may find that continuance in the program for a given individual is inappropriate. For this reason, High Hopes reserves the right to discontinue the participation of an individual in its programs when it is deemed that discontinuance is in the best interest of High Hopes and/or the individual concerned.

High Hopes serves individuals across the lifespan with a variety of diagnoses and life circumstances. In order to serve a wide population, we maintain a diverse herd of equines of various sizes, shapes, types of movement, and personality.

High Hopes implements weight limits for our mounted programs (riding and carriage driving) that are based on the advice of our veterinarians, best practice for the Equine Assisted Services industry, and our professional judgement about what is safe for each horse/ participant/ volunteer combination. The maximum weight for riding is 180lbs. The driving horses have individualized maximum pulling capacities that consider the total weight of the able-bodied whip, volunteer, and participant in the carriage. All riding horses have an assigned maximum weight limit (e.g. not all horses have a 180lb limit; many are lower), and in addition to weight, rider characteristics (such as skill level, muscle tone, balance, behavior, or equipment requirements) are taken into account when making horse/participant matches. Weight limits a.) ensure that our participants, volunteers, and instructors are safe when assisting with mounts, dismounts, and emergency procedures, and b.) help keep our horses comfortable and healthy to continue this important work as long as they are able.

Participant weights are reported on initial and annual registration forms, and additionally, participants are weighed on-site; at the time of assessment, and at the start of each semester. On-site weigh in occurs in a private location in effort to be sensitive to participant needs. This provides an opportunity to be sure we are making safe and appropriate horse/participant matches. Participants wear their riding attire for weigh in. In the event a participant is over the weight limit for their assigned horse, we may or may not be able to accommodate an unmounted opportunity as a day-of alternative. Where possible, we recommend alternative equine assisted services to participate in for the remainder of the semester. Our unmounted program provides many of the same physical, cognitive, and emotional benefits that riding does, and may provide safer, more effective ways of experiencing the therapeutic value of the horses.

High Hopes reserves the right to decide when we are unable to serve an applicant due to unavailable resource(s) and or/safety concerns including PATH Intl. guidelines relating to contraindications for participation.

Riding Participation Criteria

- Physically able to sit symmetrically with torso upright and legs astride the horse during dynamic movement
- Physically able to maintain head and neck position independently in proper alignment with dynamic movement
- Weigh less than 180 pounds with riding equipment on
- Able to sit independently without sidewalker support
- Does not exhibit physical or behavioral conditions that are contraindicated by PATH Intl. (see Medical History Form)
- Have current signed and dated paperwork – including Participant Registration form, Physician’s Statement for Participation form, and Annual Update form
- Benefit physically, emotionally, socially and/or cognitively from services provided at High Hopes Therapeutic Riding, Inc.
- Complete an intake assessment where trained staff evaluate eligibility
- Able to tolerate a riding safety helmet
- Ability to accommodate the movement of the horse without pain
- Adequate range of motion in hip(s) to sit astride
- Safety awareness around animals
- Ability to express pain or discomfort
- Behave in a manner that is safe for self, horses and others

The Connecticut Equine Liability Act is Section 52-577p of the Connecticut General Statutes. That Section provides: **Assumption of risk by person engaged in recreational equestrian activities.** Each person engaged in recreational equestrian activities shall assume the risk and legal responsibility for any injury to his person or property arising out of the hazards inherent in equestrian sports, unless the injury was proximately caused by the negligence of the person providing the horse or horses to the individual engaged in recreational equestrian activities or the failure to guard or warn against a dangerous condition, use, structure or activity by the person providing the horse or horses or his agents or employees.

Equine Code of Ethics

High Hopes will support Equine Assisted Services while providing the horses in its care with the highest ethical consideration. Horses working in programs at High Hopes are selected by the professional staff. Once a horse is in residence at High Hopes, it becomes a reflection of the program in its entirety. The care of each horse is given with professional expertise and management. The High Hopes staff considers the comfort and well-being of each participant, volunteer, and horse to be their highest priority.

Horses are scheduled to work in a manner consistent with their physical ability. The needs of the herd are met with regard to workload, feeding, and general care. Prior to work in program, each horse is inspected for injury, illness, or discomfort. Horses are not asked to work when they are

uncomfortable or unfit. Horses no longer able to serve in the High Hopes programs are given every consideration when placed elsewhere for retirement.

Equine Limitations

It takes a special horse to become a part of the High Hopes herd. Only a small percentage of prospective horses actually end up in program, demonstrating that they have the high level of patience, tolerance and the steady rhythmic gait required to be a good therapy horse. Like people, no two horses are alike – each offers specific benefits to our participants, with their own needs and limitations. Therefore, it is critical that we do not exceed each horse's weight limit and work schedule established by equine professionals. We ask for your understanding as we try our best to serve our participants within the limits of our herd. Horse changes may be made mid-session to ensure the most appropriate fit. High Hopes strives to provide alternative activities such as carriage driving and unmounted activities to those for which we may not have a suitable riding horse.

Forms of Communication

Consultation - The High Hopes staff are available for consultation throughout the application and enrollment process, as well as during the program sessions. Participant progress updates can be obtained via telephone, email, or in-person meetings. Comment forms are available in the lounge, or you may contact the Executive Director with any questions, concerns, suggestions or comments at: 860-434-1974, ext. 113.

Program Newsletter – a program-specific newsletter for participants is sent via email, posted on the Participant Bulletin Board, and available in the lounge. It includes program highlights, upcoming events, and relevant program updates for participants, families, caregivers, and involved professionals.

Participant and Volunteer Information Bulletin Boards – include a variety of information and are posted by High Hopes staff and fellow participants on related topics, news, updates, and upcoming events. Please be sure to check it regularly and feel free to contribute.

The High Hopes Rider – is a periodic newsletter sent electronically or via mail and available in the lounge. High Hopes also sends occasional e-blasts to alert participants of special events and program updates.

Website – Please visit the High Hopes website at www.highhopestr.org for detailed information on our programs, as well as calendar items and upcoming events.

Thank you for taking the time to review our policies and procedures which are designed to provide our participants with a safe, effective and enjoyable environment. We encourage your input and suggestions. Please feel free to forward comments to Executive Director, Kitty Stalsburg at 860-434-1974, ext. 113 or email: kstalsburg@highhopestr.org

