



Participant Handbook

1. Getting Started

First please complete all paperwork included in this package. Then either mail (HETRA, 10130 S. 222nd Street, Gretna, NE 68028) or fax (866) 577-4598 your completed paperwork into 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 \$35.00 annual registration fee for all Participants. Evaluation fees are \$100 (see billing information for more details on fees).**

2. Programs

HETRA offers Adaptive Riding, Adaptive Driving, Equine Assisted Learning, 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.

Session Length for mounted participants is described below: 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 fatigue 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 Participants needs and continue the session if possible. On occasion, your participant may participate in an unmounted ground activity if there is a horse shortage or extreme weather. These activities will be designed to challenge and increase your participant's knowledge about horses & horse care.

- **Adaptive Riding Program:** Adaptive Riding Participants are scheduled to ride in groups once a week for either 30 minutes if there are 2 or fewer participants in the group or 45 minutes if there are 3 participants. Adaptive Riding Participants must be at least 4 years old. All Adaptive Riding Participants are instructed or supervised by PATH, Intl. certified riding instructors. . The goals for this program focus on horsemanship skills and leisure activities but can incorporate life skills as well. Participants are screened by a therapist and their programs are periodically reviewed by the therapist for changes.
- **Therapy Services:** Participants in this program will participate 1-3 times per week with the time frame and a 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, Mental Health Practitioner, SLP, PTA, or COTA will conduct these sessions. Goals for this program focus on functional ability.
- **Adaptive 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.
- **Equine Assisted Learning:** Participants engage in hands-on learning that utilizes the horse as a partner in exploring positive development of communication, self-respect, confidence, trust, accountability, and conflict resolution. Sessions incorporate a variety of groundwork and general horsemanship activities such as grooming, leading, and herd observation. The Equine-Assisted Learning programs can be tailored to specific individuals, populations, groups or organizations. Please note that the EAL program is strictly a groundwork (no riding) program

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. Each horse has individual weight limitations based upon the horses' weight, age and physical condition. Not all horses can manage the maximum weights listed below. The weight limit may be lowered 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. Weights are checked once every 12 weeks using the HETRA scales with participant wearing the appropriate riding gear.

- 220 lbs. for a well-balanced centered Participant not requiring sidewalkers.
- 180 lbs. for an unbalanced Participant needing sidewalker assistance.

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 is 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 mornings on Saturday.

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. In the winter please dress in layers.

7. Children

All children under the age of 12 must be monitored and in the 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

Thank you so much for your interest in our programs, we look forward to working with you. 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 procedures please contact Erin Bevington at (402) 359-8830, ext 105 or Erin@HETRA.org.

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

If you would prefer to receive your billing via regular mail, please let us know.

Fee Structure

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 \$100.

Adaptive Riding & Driving Sessions - \$40 per ride/drive, \$480 for one 12-week course, a 10% early payment deduction is available if full payment is made by the due date posted on the invoice. 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 \$160.00.

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.**

Therapy Services- \$35 for each 15-minute session, \$70 for a 30-minute session, and \$105 for a 45-minute session. Every participant will be invoiced for a Course Fee at the beginning of the 12-week session in the amount of \$300. Then all completed Therapy Services sessions will be billed on a bi-weekly basis in the amount of \$22.50 for each 15-minute session or \$45 for each 30-minute session completed. Payment is due by the due date posted on the invoice. Course Fee refunds will not be given for any Participant cancellations. If HETRA cancels a session a refund of \$25 per cancellation will be applied to your next invoice. A 10% early payment deduction is available if full payment is made by the due date on the bill.

Registration Fees- All Participants will be billed an annual \$35.00 registration fee which helps HETRA cover insurance and other office fees.

Any Participant 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.

Financial Assistance

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.

Cancellations

If HETRA cancels a session (due to weather or staff illness, etc.):

Adaptive riding, & Carriage Driving – the fees for each HETRA cancellation will be credited toward the next 12-week course invoice.

Therapy Services Participants you will not be billed for HETRA cancellations, and will be credited \$25 (Course Fee) for each canceled session on your next 12-week course invoice.

You will be notified by phone, email and/or text message for weather cancellations.

If a participant cancels a 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 session(s). Make up sessions must be scheduled by the registrar and will be offered as available. 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. The course fee associated with that session is non-refundable. 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 appropriate 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.**

Dropping out of a Course: If your Participant drops out of a 12-week course without finishing all 12 weeks there will be a \$50 fee assessed unless it was medically necessary.