



IMPROVING LIVES WITH THE **POWER OF THE HORSE**

PARTICIPANT HANDBOOK



The speed limit on UpReach grounds is 5 mph.

UpReach Therapeutic Equestrian Center, Inc.

153 Paige Hill Road, PO Box 355, Goffstown, NH 03045

Phone: 603.497.2343 FAX: 603.497.5367

www.upreachtec.org

Welcome to UpReach!

The UpReach staff can be reached at 603.497.2343



KAREN KERSTING

EXECUTIVE DIRECTOR

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- Summa Cum Laude, Emerson College
- Member, NH Juvenile Diversion Network Board of Directors



LAUREN DIENER

MOUNTED PROGRAM MANAGER

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- PATH Intl Certified Therapeutic Riding Instructor
- PATH Intl Therapeutic Driving Instructor, Level 1
- Child Development degree, Colby-Sawyer College



KATHRYN CONWAY

OPERATIONS MANAGER

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- Combined experience in the areas of marketing communications, event management, nonprofit program administration



KRISTEN MCGRAW

UNMOUNTED PROGRAM MANAGER

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- PATH Intl Certified Therapeutic Riding Instructor
- PATH Intl Therapeutic Driving Instructor, Level 2
- Equine Specialist Mental Health and Learning (ESMHL)
- EAGALA Certified Equine Specialist
- Associates Degree, SNHU



SARA MCCARTHY

DIRECTOR OF DEVELOPMENT

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- 13 years of development experience
- 25 years of nonprofit work
- Liberal Arts Associates degree, SNHU



LIZ CATE

BARN MANAGER

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- PATH Intl Certified Therapeutic Riding Instructor
- PATH Intl Therapeutic Driving Instructor, Level 1
- Equine Sciences degree, UNH



CANDACE HANENBERG, MSW

UNMOUNTED PROGRAM ASSISTANT

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- PATH Intl NH State Chair
- PATH Intl Equine Specialist Mental Health and Learning (ESMHL)
- Bachelors and Masters in Social Work



BETH BERNARDI

ASSISTANT BARN MANAGER

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- Experience in training, instructing, and riding horses.
- Associates Degree in Human Services from NHTI



ALLISON MCCULLY

UNMOUNTED PROGRAM ASSISTANT

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- PATH Intl Certified Therapeutic Riding Instructor
- PATH Intl Equine Specialist Mental Health and Learning (ESMHL)
- EAGALA Certified Equine Specialist
- Equine Sciences degree, UNH

Our Board of Directors- UpReach is fortunate to have a Board of Directors made up of parents, program volunteers, self-advocates, and members of the community. Their continued interest and efforts on behalf of our program is one of our greatest assets. For a listing of UpReach Board members, please refer to the UpReach web site: www.upreachtec.org

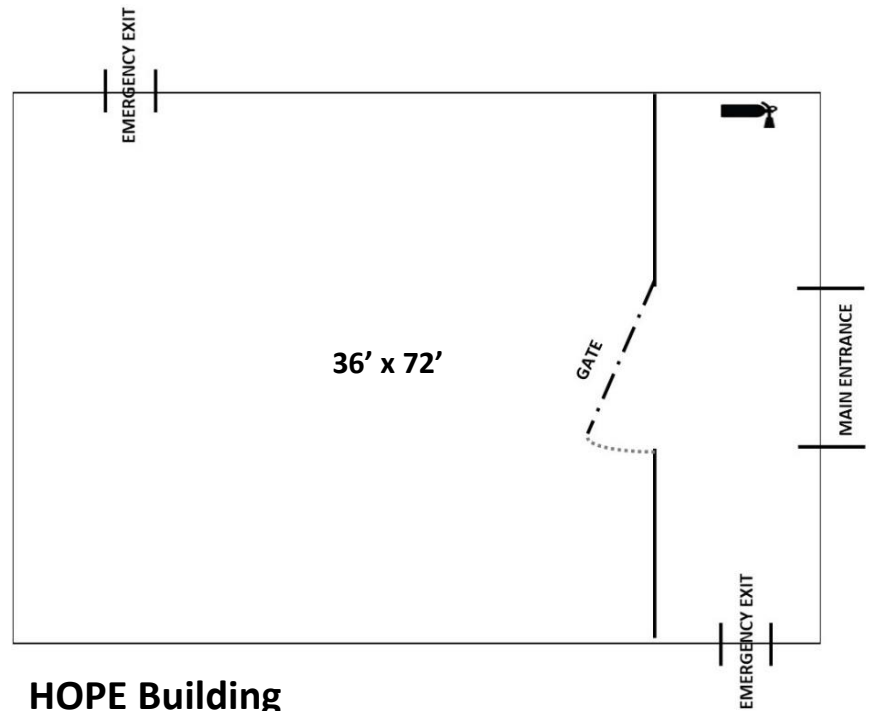
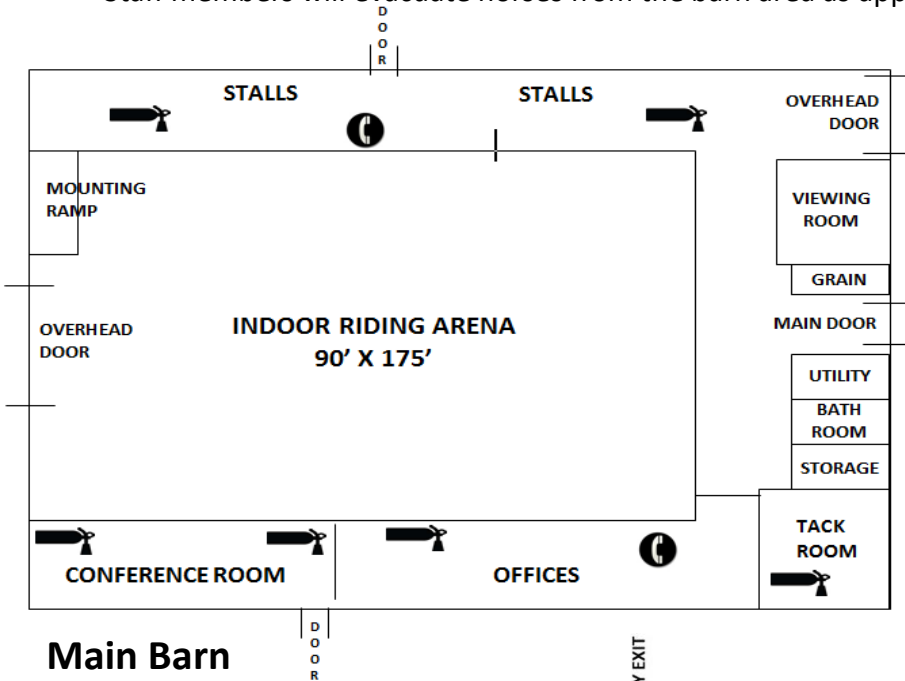
Under New Hampshire law, a participant in equine activities assumes the risk of any injury, harm, damage, or death and any legal responsibility that may occur to participant resulting from the inherent risks associated with equine activities. Pursuant to R.S.A. 508:19, equine professionals are not liable for damages resulting from the inherent risks of equine activities.



In Case of Fire

The UpReach facility is equipped with a fire alarm that will automatically sound throughout the building and notify the fire department. Emergency numbers and the facility address are posted by each telephone.

- Volunteers should follow emergency dismount procedures.
- All persons must evacuate the building immediately and meet at the bleachers
- If there is snow, meeting location is designated area of volunteer parking
- Volunteers must stay with their student until parent/guardian/caregiver arrives
- Do not leave the facility until a staff member has been notified
- Staff members will evacuate horses from the barn area as appropriate



Our programs are carefully crafted



MOUNTED PROGRAMS

THERAPEUTIC RIDING enables participants to improve cognitive, emotional, social, and behavioral abilities by learning equestrian riding skills.

THERAPEUTIC CARRIAGE DRIVING utilizes a cart or carriage to provide a unique, comfortable experience for participants to develop new skills. Driving is also an alternative for those who are unable to ride due to balance, fatigue, weight, or the ability to sit astride.



HIPPOTHERAPY utilizes the movement of the horse to gain improvements in muscle tone, strength, postural control, balance, and coordination from weight shifts and postural displacement that the horse's gait creates.



UNMOUNTED PROGRAMS

THERAPEUTIC HORSEMANSHIP EXPERIENCE focused on mastering horsemanship skills to achieve therapeutic outcomes. Individual curriculums allow tailored and spontaneous experiences that facilitate growth, achievement and personal development. Program can be tailored for an individual or group setting.



TRAUMA-BASED PROGRAMS serve individuals, military veterans, and families addressing the impact of trauma: Resilience Reins (youth and adult programs) and Equine-Facilitated Mental Health.

VETERANS PROGRAMS provide a rich and unique opportunity for self-discovery for veterans with disabilities and their families: Camp Resilience, Equine Immersion Program (EIP), and Open Barn Day for Veterans.



VOCATIONAL PROGRAMS prepare participants for employment opportunities or higher education in an equine-related field.

YOUTH DEVELOPMENT PROGRAMS help youth develop life skills, character-building, leadership, and resiliency: Therapeutic Horse Experience (THE), Cowboy Poetry, Journey of the Spirit Horse, Girl Power Through Horse Power, and Just Ask Yourself to Care (JAYC).



PROFESSIONAL DEVELOPMENT PROGRAMS educate business, medical, and therapy professionals in the field of equine-assisted activities with clinics, workshops, and training.

COMMUNITY PARTNER PROGRAMS deliver presentations on leadership, team-building, and mental health to inform and educate.

Participant Eligibility Guidelines



All mounted and unmounted programming:

- Have the self-control to prevent potential injury to self, volunteer, horse or instructor. Examples include: continually jumping off horse for mounted participants or excessive hitting or biting.
- Complete the following UpReach documents for each participant:
 - Application and Health History
 - Emergency Medical Authorization
 - Liability and Indemnity Agreement
 - Participant Availability
 - Photo/Video Consent
 - COVID-19 Acknowledgement of Risk & Acceptance of Services
- Pay a \$25 non-refundable administration fee with the participant's application paperwork. When you are able to be scheduled, this fee will be applied towards your first invoice. If we are unable to schedule you to participate, the fee is non-refundable.
- Commit to participating for the full term
- Make term payment by due date or make acceptable payment arrangements
- Complete an intake prior to first lesson

Additional guidelines for mounted programming participants:

- Have a physical, emotional or psychological diagnosis
- Be able to maintain a sitting position unassisted for riding activities and be at least 3 years of age
- Be within the 180 lb. weight limit for riding activities and 240 lb. for driving activities
- Must not have any of the PATH Intl. listed contraindications (For more information on contraindications, please contact the Mounted Programs Manager)
- Complete the above listed UpReach documents for each participant, as well as the Physician Statement form (must be signed by physician)

Participant Discharge Guidelines

A participant may be discharged for the following reasons:

All mounted and unmounted programming:

- Become threatening, excessively disruptive, or uncontrollable to the point of harming themselves, the horses, other participants, volunteers, staff, or facility at UpReach
- Uncontrolled and/or recent seizure activity that is accompanied by uncontrollable motor activity, atonic (drop) seizures, or other impacts to safety in the equine environment
- Falsification of information on participant application and/or other documents
- Absent more than 3 of the lessons in any given term for non-medical reasons
- For ½ hour lessons: Tardy by more than 10 minutes for more than 3 lessons in any given term without prior notice
- For 1 hour lessons: Tardy by more than 15 minutes for more than 3 lessons in any given term without prior notice
- Failure to pay fees by payment due date
- Failure to complete annual update paperwork

Additional guidelines for mounted programming participants:

- Exceed the 180 lb. weight limit for riding and 240 lb. weight limit for driving
- Change in condition that results in participation being contraindicated according to PATH Intl. standards



Payment Policy

- A \$25 non-refundable administration fee is due with participant application paperwork. When you are able to be scheduled, this fee will be applied towards your first invoice. If we are unable to schedule you to participate, the fee is non-refundable.
- Payment or payment arrangements must be made by payment due dates according to the UpReach calendar. **A fee of \$25 will be assessed for late payments.**
- For your convenience we accept all major credit cards, checks, and cash. Scheduling the time for your lessons is contingent upon receipt of your payment.
- Anyone dropping from the schedule must give a two-week notice prior to the start of each term. After that time, participants are responsible for term payment in full.

Lesson Cancellation Policy

Please notify the office (497-2343) as soon as possible if you are unable to attend your lesson, to allow for time to cancel the scheduled volunteers.

- Any participant who is feeling unwell is not permitted on the property. Lessons cancelled due to illness will be credited. For participants receiving scholarship funding, the credit will return to the scholarship fund. This policy will remain in effect until further notice.
- If UpReach cancels for any reason, a credit will be provided and reflected on the next invoice. For students receiving UpReach scholarship support, the credit will be returned to the scholarship fund.
- UpReach will provide make-up lessons or lesson credit (to be determined by UpReach) when UpReach is closed for holidays that occur within the term. Holiday make-up lessons are set in advance. Please see the UpReach calendar for specific dates.
- UpReach may cancel due to excessive winter weather and poor driving conditions in our area. UpReach staff will attempt to contact you via telephone regarding the cancellation. Please make sure you provide us with current contact phone numbers.
- For other challenges impacting mounted lessons (horse issue, thunderstorms, heat, etc.), every effort will be made to provide an unmounted lesson and continue to work on developing horsemanship skills.
 - It is UpReach policy to not ride or drive during any sort of thunder event, for safety reasons. It will be at the discretion of the instructor whether unmounted activities will or will not include a horse.
- If the **barn/indoor arena** temperature falls below 20° or the heat index goes above 90°, UpReach will cancel mounted lessons. Unmounted lessons may still occur, if appropriate.
- Whether mounted or unmounted, if we are able to complete 40 minutes of an hour lesson or 20 minutes of a ½ hour lesson, it is considered complete and will not be credited.

Health Status Updates

- Participants must immediately inform UpReach in writing of any changes in health status, conditions, or medications. This includes, but is not limited to, changes in weight, medications and dosages, revised diagnoses, medical interventions, surgeries, etc.
- Applicants and Participants with a seizure disorder will be required to provide information regarding type of seizure, frequency, typical aura, duration, and emergency procedures at their intake.
- Each participant that has a seizure disorder of any type will be required to complete an UpReach Seizure Information Sheet annually.



Clothing

- For safety, anyone participating in equine activities must wear closed-toe, closed-heel shoes. You will not be allowed to participate without appropriate footwear. A lesson cancelled for this reason will **not** receive a credit.
- Helmets are **required** for all mounted participants. UpReach has helmets available for participant use, but strongly suggests that mounted participants purchase their own. Please see your instructor or the Mounted Program Manager if you need direction on what and where to purchase. *Helmets must be ASTM/SEI certified for equestrian activities.*
- During the winter months, dress in layers. Gloves are preferred. Shorts are permitted during the summer months, but not recommend for those who ride in a saddle. We recommend you speak with your instructor if you have any questions regarding appropriate shoes or clothing.

Safety

- Pets are not allowed in the barn. Service animals are permitted.
- UpReach is a non-smoking and non-vaping facility.
- Participants are only allowed in the horse aisle when the instructor is ready for the lesson to begin.
- Only participants, instructor, and volunteers are allowed in the horse aisle during lessons unless otherwise instructed.
- Horses may have a treat after the lesson. Please use the treat bucket or put the treat in the horses feed bucket with assistance from staff or volunteer. No hand feeding. Treats are to be fed in stalls or the horse aisle, not in the working arena.
- For the safety of all, UpReach has a weight limit of 180 lb. for riding and 240 lb. for driving.

Conflict Resolution

Problems should be handled immediately, confidentially, and directly between the parties involved and UpReach staff. Parents and participants who feel that their concerns are not being addressed are encouraged to contact the Executive Director.

Fees

- UpReach programs run in terms, which can be 6, 7, or 8 weeks in length. Please see the current program calendar (available at www.upreachtec.org) for upcoming term lengths. Term payment due dates are also listed on that calendar.
- 1-hour lessons cost \$55 each. 6-week term: \$330 7-week term: \$385 8-week term: \$440
- ½-hour lessons cost \$40 each. 6-week term: \$240 7-week term: \$280 8-week term: \$320

Holiday Closings (calendar is available on the UpReach website)

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

Please read carefully before signing:

I _____, hereby acknowledge that I have received and reviewed a copy of the UpReach Therapeutic Equestrian Center Participant Handbook.

I understand that this Handbook is not intended and should not be construed as a contractual agreement by UpReach as to any of the matters covered and may be changed at any time at the discretion of UpReach.

Participant Signature: _____ Date: ____/____/____

Guardian Signature: _____ Date: ____/____/____



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