



Therapy Client Policies and Procedures

Welcome to Mane Stream!

OFFICE STAFF

Trish Hegeman, *Executive Director*
Jeanne Schroder, *Business Administrator*
Kim Coombs, *Fundraising Database and Office Administrator*
Louisa Bartok, *Marketing & Communications Manager*
Alanna Flax-Clark, *Special Projects Manager*
Rebecca Jablonski, *Volunteer Coordinator*
Melanie Dominko-Richards, *Coordinator of Therapy Services*
Jen Dermody, *Equine Coordinator, Head Instructor*
Holland Kochanski, *Barn Manager, Camp Director*
Christian Howe, *Facilities Manager*

THERAPY STAFF

Occupational Therapy

Evelyn Cameron, OTR/L
Gina Taylor, MS, OT, HPCS

Physical Therapy

Alissa Lanahan, PT, DPT, Cert MDT
Katrina Low-Ber, PT, DPT
Erin Polos, PT

Speech-Language Pathology

Melanie Dominko-Richards, MS, CCC-SLP, HPCS
Marla Guariglia, MS, CCC-SLP
Shannon Croasdale, MS, CF-SLP

Counseling Support Services

Kelly Schoenberger, MA, LAC, NCC

PO Box 305
83 Old Turnpike Road
Oldwick, NJ 08858
p: (908) 439-9636
f: (908) 439-2338
www.manestreamnj.org

Mane Stream

Mane Stream offers a variety of programs and services:

- Adaptive Riding
- Therapy Services
 - Physical Therapy
 - Occupational Therapy
 - Speech and Language Pathology
 - Counseling Services
- School Programming
- Inclusive Summer Camp
- Specialty Programs

GUIDELINES FOR PARTICIPATION

Eligibility for services is based solely upon the individual's ability to participate meaningfully and safely, provided that there is an opening in the schedule, an appropriate therapist, horse and available volunteers. Once all forms have been completed and returned to the office, potential participants will complete a free screening and an initial evaluation by the designated therapist to determine an appropriate plan of care.

MANDATORY PAPERWORK AND FORMS

An Annual Medical History and Physician's Statement form **with** your physician's signature is required on January 1st of each year for each client.

Accident Waiver, Medical Release and Participant Update forms **do not** require a physician's signature and are required on January 1st of each year for each client.

All of the required forms are due January 1st.

No Client will be allowed to participate in therapy without the required forms in the office. Clients will be suspended from treatment sessions until updated paperwork is received in the office.

A prescription for therapy is currently recommended for insurance coverage, but not required by state law.

Mane Stream will try to accommodate any client needing to change their therapy appointment day or time, but can not guarantee availability of an appointment opening on other days.

THERAPY SESSIONS

All clients are asked to arrive at the facility **ten minutes before** the start of their therapy session.

Clients arriving more than **15 minutes after** their appointment time may **not** be able to receive therapy; if therapy is begun you will be billed for a partial therapy session.

DO NOT leave your child unattended before or after the session.

When you arrive at the facility please enter through the office and wait in the lobby until the therapist meets you.

Only trained personnel are permitted in the therapy clinic, barn, and mounting area.

Families are asked to wait in the lobby or at the side of the ring during therapy sessions. Families are welcome to participate in the therapy room with the therapists' request, watch quietly from the side of the ring, or relax in the lobby.

We prefer that you do not leave the property while your child is receiving therapy, but if you do, please return to the facility promptly prior to the end of the session to pick up clients and discuss the session.

Please do not “coach” clients. While cheering and words of encouragement are acceptable when appropriate, coaching of clients can be distracting and disruptive.

Siblings and friends are welcome to accompany clients to their therapy sessions. However, please adhere to the following guidelines:

- Siblings must remain in the company of an adult at all times. Siblings may be asked to participate in activities in the therapy clinic. Talking and moving about at ringside can be very distracting to the horses and clients, so we ask that you remain quiet around the horses.
- Viewing from the lobby is encouraged.
- **At no time are children allowed to play/run outside or wander in the barn as it may frighten the horses.**
- Siblings are NOT permitted to play on the mounting ramp, to sit on the wall along the ring, on the windowsill in the viewing room or play in the therapy clinic.

Therapy sessions are of a 30, 45 minutes or 60 minute duration, including activities in the therapy clinic, use of the TheraPlate, fitting helmet and belt, transitioning on/off the horse and other treatment strategies/activities that the therapist deems appropriate for the client. Sessions are conducted in our therapy clinic, barn and farm grounds, indoor ring, outdoor ring, or along the Cold Brook Preserve trails.

SAFETY

Participants, parents, and visitors must be accompanied by a therapist, Mane Stream staff member, or trained Mane Stream volunteer when visiting the barn.

Hand feeding the horses is **not** permitted.

No families, friends, or aides are permitted in the mounting area due to safety concerns.

NO DOGS are permitted on the property without the express written consent of the Executive Director. Leashed assistance dogs are welcome with limitations. Dogs are not allowed in the barn or mounting area. Call the office for details.

NO SMOKING allowed on the premises.

Please be aware that safety drills will be practiced as needed. Emergency procedures will be practiced to ensure safety for both clients and volunteers.

DRESS FOR SUCCESS

Clothes for therapy should be comfortable and appropriate for the day's weather. Jeans, sweatpants or leggings are most appropriate for your therapy sessions at Mane Stream. Please do not allow clients to wear dresses, skirts or nylon/wind pants of any sort.

Shoes should be sturdy and closed toed. Sandals, open toed shoes or clogs are not permitted for certain treatment activities.

ALL helmets must be ASTM-SEI approved and be dated within five years. Helmets owned by clients may be checked by a staff member and must meet these regulations. ASTM-SEI approved helmets are available at our facility for your use.

BILLING AND PAYMENT

All therapy sessions must be paid for at the time of service. Accepted forms of payment include: cash, check, MasterCard, Visa, American Express and Discover. Mane Stream requires a credit card to be on file for all therapy clients.

A monthly invoice for therapy services will be provided detailing the services rendered and the related fee. At the end of each month, the invoice amount/account balance will be processed on the credit card on file unless other arrangements have been approved by Mane Stream's Business Administrator.

Submission of statements to insurance companies is the sole responsibility of the client (See Insurance Statement).

CANCELLATION POLICY

ALL SESSIONS ARE HELD YEAR ROUND, RAIN OR SHINE.

1. **You must call the office** as soon as possible if you know you/your child will be absent. **Please leave your message in mailbox #5-** not in the mailbox of a staff member. **All no-show, no-call absences will have an administrative fee of \$80.00.**
2. There is an allowance for up to two emergency/sickness cancellations from therapy. **Upon the third cancellation of less than 24 hours, a \$30.00 administrative fee will be charged (dependent upon mitigating circumstances).** We are unable to reschedule staff, therapy appointments, horse use, and volunteers on short notice; therefore clients will be responsible for payment of the administrative fee for cancellations less than 24 hours from their scheduled appointment.
3. **Call the office for cancellations due to inclement weather.** The weather hotline is mailbox #4 in the voice mail system. Payment is not required if Mane Stream must cancel therapy. Therapy is only cancelled due to unsafe weather conditions.

Mane Stream offers limited “make-up” sessions for missed therapy sessions. Make-ups should be scheduled as soon as possible following an absence. Make-up spots are limited by time slot availability, staff schedules, an appropriate horse if necessary, and volunteer availability. **If a make-up spot is not available, all fees for less than 24 hour cancellations still apply.** Please note that if you must cancel an appointment, please do so at least 24 hours prior to your therapy session. All appointments cancelled with less than 24 hours notice will be charged the \$30.00 fee, unless the therapy session is re-scheduled for a make-up session within four weeks. In the event of a no-call, no-show absence the full administrative fee (\$80.00) will be charged to the clients’ account.

HOLIDAY CLOSINGS

Mane Stream is closed on the following holidays:

- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Friday and Saturday after Thanksgiving
- Christmas Day
- New Year's Day

CLIENT ELIGIBILITY GUIDELINES

Although Mane Stream makes every effort to accommodate every person who applies for therapy services, it is not always possible to accommodate all applicants due to the limitations of our therapists, therapy tools, horses, and the facility. We would you to be aware of the following:

Weight Limit

Be aware that there are several factors used in determining the appropriateness of an individual to be able to participate in therapy involving equine movement. Therefore, the weight limit is at the discretion of treating therapist. **As a guideline, our current weight limit is 150 pounds for therapy.**

Safety and comfort of both the client and the horse, as well as the ability of both, must be considered. In determining the appropriateness of an individual to receive therapy that includes equine movement in the plan of care, there are several factors in relation to the weight limit that need to be taken into account, including, but not limited to:

- Actual weight of the client
- Dynamic balance of the client
- Strength of the client
- Safety issues for transitioning on/off the horse for both the client and the volunteers

- Amount of assistance needed by the client
- Degree of independence of the client
- Physical ability (and availability) of a horse to safely carry the client

Medical Form

We **cannot** allow any person to begin therapy without a signed and dated statement from a physician stating that it is safe for that person to do so.

Precautions and Contraindications

Be aware that there are existing precautions and contraindications to therapy where equine movement is included in the clients' plan of care.

Behavior

Disruptive, inappropriate or unsafe behaviors, or any condition where the client is dangerous to himself or to others, may be considered a contraindication to including equine movement into a persons' plan of care. Therapy will be provided in the therapy clinic at the discretion of the treating therapist.

Medical Changes

Under certain circumstances, a client's condition may change leading to an unacceptable level of risk. In this case, the client will be discharged from therapy until the condition is stabilized. Therapy may be resumed when written verification from the attending physician states that it is safe to do so. Therapy may be provided in the therapy clinic at the discretion of the treating therapist. In certain situations it may not be advisable for the client to return to therapy, where equine movement is included in their plan of care.

Eligibility for services is based solely upon the individual's ability to participate meaningfully and safely, provided that there is a therapist, treatment strategies/activities, horse (if included), and volunteers which meet the individuals' needs.

Plan of Care for Therapy

Mane Stream provides therapy on a plan of care basis. Therapy will not be provided indefinitely. All clients will have a planned evaluation and discharge date. This allows new skills to be integrated into daily living and returning to therapy to build new skills throughout several courses of therapy over time. Research in equine assisted therapy has shown that clients can maintain gains made in 12 weeks throughout a 12 week wash-out period. Clients in therapy spots at Mane Stream will receive therapy according to the following principles:

- Plan of care appointments are for a three to eight month duration, as determined by the family and treating therapist. This will be discussed and decided upon with the parents/client during the evaluation.
- The client will receive therapy according to their plan of care. At the end of their plan of care they will be discharged. They may elect to participate in other programs at Mane Stream when they are not receiving therapy services.
- A client may be evaluated for an additional plan of care if they have shown progress towards their goals, have good attendance, have an account in good standing, and the family is interested in continuing.
- An evaluation is valid for one year and a plan of care may not exceed eight months in length.

Our goal is to provide the safest therapy possible that is also beneficial and enjoyable for all participants.

These policies and procedures are for the safety of all those involved at Mane Stream. Your understanding and cooperation is appreciated. These policies and procedures are subject to change.

Thank you for your understanding of these guidelines! We are looking forward to working with you and your family!