

# POLICY AND PROCEDURE



Policy Title: <u>Lesson Attendance</u>	Policy Number: <u>P 300.1</u>
Department: <u>Program</u>	Date: <u>8/1/08</u>
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Revise Dates: <u>12/28/08</u>	Pages: 2
Approval <u>Jan Shepard, Executive Director</u>	

**POLICY:** Mountin' Hopes rider program will have fair and consistent attendance requirements in order to achieve the greatest therapeutic benefit for all riders.

**PURPOSE:** It is Mountin' Hopes wish to ride ever rider every lesson. It is in the best interest of the riders, the horses, and the program to make good attendance a priority for each session. The therapeutic benefit of the riding program can be lost if attendance is sporadic. Program efficiency and effectiveness is dependent upon rider compliance.

**RESPONSIBILITY:** Executive Director, Program Coordinator, Program Instructor

**PROCEDURE:**

Mountin' Hopes staff assures that instructors, horses, volunteers, and administration are prepared for each lesson to begin on time, as scheduled. Lessons are carefully planned to meet the established individual and group goals.

**Mountin' Hopes Cancellation**

Mountin' Hopes makes every attempt to hold all rider lessons as planned. Only in the most extreme cases, will a rider lesson be cancelled. Should the center need to cancel a rider lesson, every attempt will be made to notify the rider(s) as far in advance as possible. Mountin' Hopes staff will offer a credit toward the following session of riding for the missed lesson. Credits must be used within the calendar year, and must be approved if not using the credit for the subsequent session after the missed lesson.

**Inclement Weather**

MH has no set policy on closing the center for inclement weather. However, if area schools are closed due to weather, riders (or families/care-givers) should call the center to learn of possible lesson interruptions. If MH decides to close the center for inclement weather, riders will be notified as soon as the decision has been made.

Lesson credits will be handled as above (MH Cancellation).

**Rider Cancellation**

Riders make a commitment at each session to be present and on time. The most benefit from therapeutic riding lessons is accomplished, in part, by good attendance. The center's operation revolves around the rider program. We have dedicated staff and volunteers who need to be notified if a rider cancels. A rider should contact the center as soon as possible if unable to attend a lesson. MH policy regarding make-up classes for rider cancellations is based on the following:

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## **Excused Absence**

An excused absence will be given if the rider is sick or has a family emergency and has notified the center at least 2 hours prior to the scheduled lesson. Excused absences are eligible for a credited lesson in the following session.

## **Unexcused Absence**

An unexcused absence will be given for a missed lesson due to circumstances other than those listed above and notice is given at least 2 hours prior to the lesson. Unexcused absences are not eligible for a credited lesson.

## **No-Show**

A “no-show” is recorded if a rider does not show up for class and has not notified the center OR notifies the center *less than 2 hours prior* to the scheduled lesson. No-shows are considered unexcused absences and are not eligible for a credited lesson.

**All types of absences could result in placing a rider on attendance probation.**

## **Tardiness**

Ideally, riders should be at the center 5 – 10 minutes prior to their lesson time.

If a rider is *no more than 15 minutes* late for a private lesson, the rider may be allowed to attend the lesson, however the lesson time will be decreased according to how late the rider begins the lesson and the rider will be considered tardy. If the rider is *more than 15 minutes* late, the rider will not ride at all and will be considered absent, unexcused. The missed lesson will not be eligible for a credited lesson.

If a rider is *no more than 15 minutes* late for a group lesson, the rider may be allowed to join the lesson, however the rider will be considered tardy. If the rider is *more than 15 minutes* late, the rider will not ride at all and will be considered absent, unexcused. The missed lesson will not be eligible credited lesson.

**All types of tardiness may result in placing a rider on attendance probation.**

## **Attendance Probation**

Attendance probation places the rider under warning to prevent further attendance issues.

Excessive attendance issues leave the rider at risk for being dismissed from the current session and or forfeiting further registration consideration.

Emergencies that repeatedly interfere with rider attendance will be handled on a case-by-case basis.