



# *Rider Participant*

# *Manual*

Camp Red Cedar's goal is to encourage children and adults with disabilities to move beyond their boundaries through recreational activities, outdoor education, creative arts and interaction with horses, in an integrated environment, serving people of all abilities.

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### **WELCOME**

Camp Red Cedar (CRC) wants your experience to be safe, rewarding, therapeutic and fun! It is essential for our participants and horses that we uphold consistency in CRC activities, procedures and policies.

CRC operates under the policies and guidelines of AWS, founded in 1960 as well as the Professional Association of Therapeutic Horsemanship International (PATH Intl.) founded in 1969, formerly known as the North American Riding for the Handicapped Association.

CRC is completely dependent upon volunteers, community support and fundraisers. We utilize individuals, community businesses and local organizations to provide funding and volunteer support.

### **Mission Statement**

Founded in 1960, AWS is dedicated to assisting people with disabilities in improving their lives in the direction of their choosing. The corporation was founded on the beliefs that life is enhanced by the opportunity to become a productive citizen and that all people should be given the opportunity to become included in the fabric of society.

Working as partners with people and their families, the corporation will concentrate its resources in the following areas:

- Identifying and creating vocational opportunities that lead to the greatest earnings and job satisfaction
- Developing living arrangements that emphasize independence and quality of life
- Creating programs that result in increasing numbers of people-to-people relationships that are of value to people with disabilities and able-bodied peers
- Continuously searching for new opportunities to effectively deploy resources in pursuit of the corporation's human service value base

### **Values**

- Offer equine assisted activities in a manner that challenges individuals to achieve their maximum potential
- Maintain excellence in the care and management of horses
- Recognize that our volunteers are our most important resource
- Provide a safe environment for all
- Encourage diversity in all aspects of our programs

## Equine Assisted Activities

**Therapeutic Riding** - includes mounted activities such as traditional riding disciplines or adaptive riding activities conducted by a certified PATH Intl. instructor. These lessons may be taught in private or group lessons and are offered during the day and evenings. Each mounted activity is designed to meet each participant's individual needs and may focus on fine and gross motor skills, balance, strength, coordination, proprioception, tactile senses and teamwork.

**Therapeutic Horsemanship** – includes mounted and non-mounted equine activities taught by a PATH Intl. certified instructor to individuals with disabilities who want to develop their skills in horse care, horse handling, and riding. Students progress in riding and horse care skills while improving cognitive, emotional, social and behavioral skills.

## Delivery of Service

CRC provides services year around. During each session participants attend at least one time per week. Students are grouped into lessons based on continual assessments of participants' goals and abilities. Students may participate in one of the following categories.

- Private lessons – 30 minutes – 1 hour, 1 student
- Semiprivate lessons – 30 minutes – 1 hour, 1-2 students
- Group lessons – 1 hour, 2-4 students

## Basic Requirements:

- Must be 4 years of age or older for therapeutic riding lessons
- Must be 6 years of age or older for able-bodied lessons
- Submit annually updated participant forms

## CRC Staff and Contact Information:

Office: 260-637-3608	Fax: 260-637-5483	Website: <a href="http://www.campredcedar.com">www.campredcedar.com</a>
Director	Carrie Perry	<a href="mailto:cperry@campredcedar.com">cperry@campredcedar.com</a>
Program Coordinator	Shelly Detcher	<a href="mailto:sdetcher@campredcedar.com">sdetcher@campredcedar.com</a>
Recreational Therapist	Ashley Shaner	<a href="mailto:ashaner@campredcedar.com">ashaner@campredcedar.com</a>
Barn Manager	Theresa Prentice	<a href="mailto:tprentice@campredcedar.com">tprentice@campredcedar.com</a>

### Who do I call if I can't come?

Many volunteers give their valuable time! If you must miss a lesson, please *call the office* 2 hours prior to your riding time so we can notify volunteers for that day. If there is an emergency and you can't come on the day of your lesson, please call and leave a message on the office voice mail as well as contact your riding instructor.

### How do I know what is going on at CRC?

Check us out on *Facebook* and online at [www.campredcedar.com](http://www.campredcedar.com). Our website is a great tool to learn more about our programs, horses, and upcoming activities. You may receive periodic emails about CRC activities and lesson schedules. Please contact the office with any questions.

### Participant Lesson Attendance/Cancellation Policy

Regular and consistent attendance is necessary for the horseback riding lessons participants in order to reap the maximum benefits. The rider, parents, and CRC staff determine service delivery times and days. Those approved and authorized services are planned in advance and when a rider does not attend regularly or cancels without notice it disrupts the rider's benefits and creates unproductive time for the instructor and rider.

- By consenting to horseback riding lessons, you are agreeing to attend all sessions at your regularly scheduled time, including holidays that are during riding sessions, as determined by rider/family members and the CRC staff.
- If you are going to miss a lesson throughout the session you are required to call the office at least two hours prior to your scheduled time. This allows us to make any volunteer or horse changes as needed.
- If a participant is MORE than 10 minutes late to their lesson and HAS NOT called to notify staff, the lesson may be forfeited.
- After 15 minutes you will forfeit the lesson for the day regardless of notification.
- If a participant misses more than 2 lessons WITHOUT notification will be grounds for dismissal from the program.
- Make up lessons will *ONLY* be scheduled when CRC staff cancels the lessons due to weather, sickness, etc. You will then be notified of a make up riding date.

### How do I find out if lessons are canceled?

Because consistency is so important for our riders, we rarely cancel lessons. If you are unsure that lessons are being held, feel free to *call the office at 260-637-3608 or our weather hotline at 260-456-2971 ext. 5952*. There will be a message on the hotline that states if lessons are canceled. If CRC cancels a lesson, we will contact you using the emergency numbers listed on your paperwork.

### What should I wear?

You will be in a barn environment.

- When selecting your attire, please consider clothing appropriate for children and a family environment.
- Dress appropriately for the forecasted weather and outdoor activities.
- Sunscreen or insect repellent is strongly recommended. Minimize the perfume. Heavy perfume can attract bees and other insects and may be a sensory overload for some people.
- Wear appropriate shoes. Shoes need to be comfortable and safe.
  - NO sandals, open toe, open heel, or high heel shoes.
- If you wear a hat, make sure that it fits securely on your head. A flying hat could be scary to an unsuspecting horse.
- Please do not use open umbrellas or ponchos around the horses.

### Participant Attire – REQUIRED

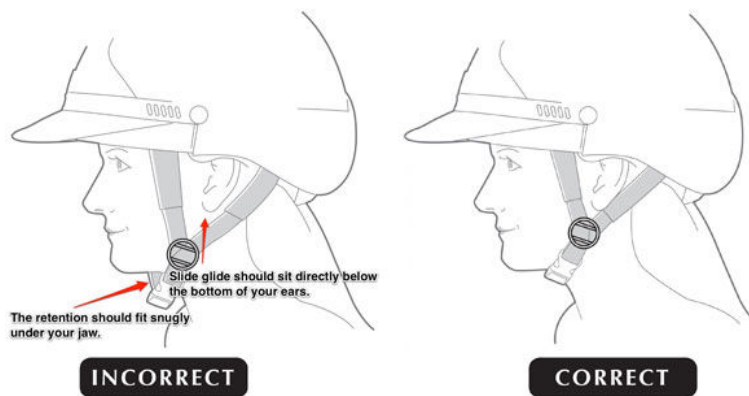
- **ASTM-SEI Riding Helmet** – CRC will provide helmets for participants to wear. If you purchase a personal helmet, please make sure it fits the participant according to the Helmet Fit Guidelines listed on Page 6.
- **Long pants** – such as jeans or riding pants. Wearing shorts or capri's may cause saddle sores to the rider.
- **Closed toed shoes** – such as boots or tennis shoes. CRC also has some boots available to borrow if needed. Sizes are limited.
- Cold weather gear (when appropriate) – such as gloves, jacket, etc.
- Please ensure that hair bands are below the helmet.
- Do not wear pants that make noise or slip on a saddle.
- Please no jewelry, gum or candy in mouth while riding.

Formal riding attire can be found at the following tack and supply stores online.

- [www.horse.com](http://www.horse.com)
- [www.statelinetack.com](http://www.statelinetack.com)
- [www.doversaddlery.com](http://www.doversaddlery.com)
- [www.freedomrider.com](http://www.freedomrider.com)
- [www.horseloverz.com](http://www.horseloverz.com)

## Helmet Fit Guidelines

- The helmet should be level front to rear and side-to-side. A common mistake is to wear the helmet tipped to far back. To be sure the helmet is properly positioned; look in a mirror with your head slightly turned to the side.
- Adjust the straps so that the helmet remains level. The front and rear strap of the “V” should be snug and positioned just below the earlobe.
- The buckle strap should also be snug under the chin, but not to the point that it causes discomfort or difficulty swallowing. You should be able to feel the strap against your skin, but be able to slide one finger under it.
- To test fit, shake your head from side to side and front to back. If it properly fits, the helmet should stay in place.
- It is recommended that you adjust the straps every time you wear your helmet.
- CRC instructors are required to check for proper helmet fit before the rider enters the arena.



## What do I do when I arrive at the barn?

- *Drive slowly, safely, and always be aware of horse or pedestrian traffic.* People and horses have the right of way.
- Please park in the designated parking area.
- Please *arrive on time*. If you are running late, call the office to let us know.
- When you arrive at the barn, please meet the instructor on barn porch. Families should not go into the arena or barn areas unless previously discussed with instructor.
- For safety, people traffic in the barn must be kept to a minimum.
- If needed, please use the restroom in the barn keeping traffic to a minimum in the grooming and tacking area.

## General Guidelines

The following guidelines are for the safety and well being of our participants, volunteers, staff and horses.

- CRC is a **non-smoking facility**, including the parking lot.
- We celebrate diversity and see value in all individuals. Respect and dignity towards everyone is expected.
- CRC is compliant with HIPPA (Health Insurance Portability and Accountability Act). No one will be given copies of your plans or reports without your permission.
- All children **MUST** be supervised at all times.
- For the benefit of our horses and participants, please be calm and use soft voices in the barn.
- Do not run around the barn or horses. Fast movements can startle horses.
- Please do not pet the horses through the stall screens or on the face while in the grooming area or wash racks. Please respect their quiet time while they are in their stalls. Our horses are “at work” during lesson activities and should not be distracted.
- Participants/ Volunteers are not allowed to enter stalls or paddocks unless accompanied by CRC staff.
- Do not allow children to climb on fences or gates.
- Please do not bring pets to CRC.
- Volunteers should never be left alone with a participant. Participants should be assisted to the bathroom by a caregiver or a staff person, not a volunteer.
- Photos and video of participants should not be taken without permission from CRC staff.
- CRC is required to report any suspected cases of child abuse or neglect. We are committed to ensuring the safety of all participants and volunteers.
- CRC will take appropriate measures up to calling the local police department if any staff, parent, participant or volunteer is under the influence of alcohol or drugs.
- All participants and volunteers must sign an equine liability release form and complete entire paperwork required prior to starting lessons.
- A parent, caregiver, or designated adult must be on the premises at all times during lessons unless prior agreements have been made with the Director and Riding Instructor.

## Rider Weight Policy

The following guidelines have been established so that every member of the team (horse, rider, volunteer and instructor) may have a safe experience. CRC will adhere to the following guidelines when making decisions regarding rider weight. The horse health, rider's weight distribution, and rider's ability to dismount without hurting the horse and instructor are all very important considerations as well as the volunteer's ability to safely assist a rider.

- Each horse will be evaluated as an individual and assigned a maximum carrying weight. Considerations will be made for age, health and soundness.
- Each rider will be evaluated as an individual. Considerations will be made for height, range of motion, balance, and ability to dismount independently.
- In general the following rider height to weight ratios will be followed.

<u>Rider Height</u>	<u>Maximum Weight</u>
Under 5'0 tall	150 lbs
5' to 5'6 tall	175 lbs
5'7 to 6' tall	200 lbs
6'1 to 6'5 tall	250 lbs

\*Riders not in compliance with the above height to weight ratios must meet previous guidelines of 200 lb weight maximum and an available horse that can carry that weight.

- The maximum amount of weight each horse can carry is determined using the following formula, as well as taking age, health and soundness into consideration.
  - 20% of the horse's weight minus the weight of tack, minus 10 lbs for degrees of unbalanced rider movement.
  - Unbalanced rider movement is determined through instructor observation while rider is mounted.
  - Other considerations may include observation of equine movement while carrying weight and veterinary input.
- Each horse has a maximum number of lessons they may participate in per week, and are not to exceed 6 hours per day. Therefore, the number of horses available to carry heavier weights may be limited.
- If a rider is determined to be over the weight limit of any available CRC horse, the participant may have the option to participate in other horse activities such as therapeutic horsemanship and ground lessons.

### General Dismissal Procedures

#### **1) Verbal Warning**

- Not following CRC guidelines will result in a verbal warning from staff
- The warning will be documented in the employee, volunteer, or appropriate file

#### **2) Written Warning**

- A written warning and a discussion with the director and/or staff member will occur for not following safety guidelines for a second incident. Written warning will be placed in the appropriate file
- Steps will be outlined to prevent future infractions
- Actions to be taken if further infractions occur will be outlined



### 3) Dismissal from the Organization

- A written notice and a discussion will inform anyone facing dismissal from the organization. The following infractions are grounds for immediate dismissal.
  - Three written warnings
  - Theft
  - Inappropriate use of facilities, mailing lists, or monies
  - Abuse of animals or property
  - Repeated disregard of the organizations' policies and procedures
  - Harassment of, or inappropriate behavior toward any staff member, volunteers, or participant
  - Use of alcohol or drugs while on the property or while working with or near the participants

### Horse Sense

*General Rule of Thumb:* Think of horses having a 6-foot danger zone surrounding it. A horse kicking, striking or biting can seriously injure you. Approach the danger zone with caution.

### Horse Safety:

- Stop, Look, and Listen. Don't run, yell or make sudden movements near a horse. Horses are easily frightened. Be slow and gentle and proceed quietly and cautiously.
- Announce yourself when entering the barn or a new area in the barn whether you are with or without a horse. Be aware that a horse could be anywhere in the barn at any time.
- Speak softly as you approach a horse to let them know you are coming. Like people, they do not like to be surprised by loud noises.
- Approach a horse from the side, never from the rear or directly in front of the horse. Horses cannot see what is directly in front or behind them.
- When standing next to a horse, stand very close. If a horse kicks, he cannot kick very hard if you are close.
- If you must walk behind a horse, approach from the side, speak softly and gently touch the horse on the shoulder. Keep your hand on the horse and stay close as you move around him.
- Never walk under a horse's neck. Never walk under a horse. You may not be that short, but some children are.
- Be aware of where your feet are in relation to the horse's four hooves at all times. It is easy to get your foot stepped on.
- Please keep your hands away from the horse's mouth. We do not want to encourage nibbling and hand feeding is an invitation to get your fingers bitten.
- Keep horses at least six feet away from each other at all times. Fighting horses are a danger to everyone nearby. Keep an eye on their heads and rear ends. If their ears are flattened, the horse is about ready to fight, if he lifts his leg, he is getting ready to kick. Do not allow horses to smell each other during lessons.
- If a tied horse is upset and rears or pulls back, STAY AWAY. Let the instructor handle the problem. A panicked horse is very dangerous.
- Follow horse traffic flow plan of barn.

## Horse Behavior:

In order to work safely around horses, it is very important to have some understanding of how horse's think. They use their senses and interact within their environment. Our horses are kind and go through an extensive assessment process before being used in the program, but do not let your guard down. They are horses, and have instinctual behaviors that you must be able to anticipate and react to in a calm and confident manner.

- Horses are herd animals. They like to stay in a group and establish a pecking order among the herd. Horses look to the dominant leader for confidence and guidance.
- Horses have a fight or flight instinct. They would much rather flee perceived danger. If flight is not possible, then a horse will fight for survival by kicking, rearing, charging, striking and/or biting.

## Emergency Procedures

- There are telephones located in the Instructor's office and the barn office in the grooming area. **Dial 911 for emergency assistance** and follow the instructions on the sheet posted near the telephones.
- Fire extinguishers are located throughout the facility. (Observation room, outside Instructor's office, grooming area, indoor arena, etc.)
- Human first aid supplies are located in the indoor arena near the helmet cabinet in the cabinet on the wall.
- Maps for designated storm shelter areas and evacuation routes are posted throughout the facility.

In the event of an emergency, a chain of command will be used. **Instructors** are responsible for the riders and horses in the arena and are positioned to see the entire arena in case of emergency. Instructors will direct volunteers to stabilize the situation. **Horse leaders** are always in charge of the horse that they are leading and we ask them to stay with that horse at all times. **Side walkers** are to stay with the rider at all times. **Riders should never be left alone!** Please follow the following guidelines for emergency situations.

1. Instructor takes charge and will stabilize the situation as soon as possible. That may include removing riders from the arena/situation or performing an emergency dismount.
2. Notify available office staff/director.
3. The horse leader takes charge of the horse and removes the horse from the situation. They should take the horse back to the barn and follow instructions from CRC staff.
4. Instructor, CRC staff, or designated person with current CPR and First Aid certification will administer aid as necessary. If body fluids are involved, universal precautions are to be followed. All necessary protective equipment is located in the first aid kit.
5. Call 911 if needed. Direct the dispatcher to the facility using the directions posted beside the phone or **in the volunteer binder**. Send someone outside to meet the emergency vehicle in the driveway.
6. If the emergency involves the health/behavior of the horse, it is the leader's responsibility to tell the instructor. The instructor will dismount the rider and the horse will be removed from the arena and evaluated by barn staff.
7. Remain calm and in control at all times.

8. When any accident, injury, or “near miss” occurs, it is to be documented within 24 hours on the form titled “**Report of Injury**” specified for participant, volunteer or staff and turned into the supervisor to send to AWS’ main office. Instructor to follow up with supervisor immediately.

**In case of emergency, CRC staff, volunteers and participants will take the necessary precautions for human and horse safety. Please follow the instructions below.**

**9. If a rider falls or loses control of a horse**

- Halt all horses and remain with your assigned horse and rider.
- Instructor will assess the rider and situation and give further instruction.
- Be prepared to do an emergency dismount if asked to by the instructor.
- Side-walkers will always remain with the mounted student. Comfort them and keep them calm.
- If a rider has fallen, the leader should move the horse away from the fallen rider. Keep horse quiet, still and facing the rider.
- If the rider hits the ground, the instructor will immediately go to the aid of the fallen rider.
- The rider should be told to remain on the ground, until he can be checked for signs of injury. DO NOT let him remount immediately. If serious signs of injury are present, instruct a volunteer or assistant to call 911 while the instructor remains with the fallen rider.
- The instructor is in charge and everyone should follow his or her instruction.
- The leader should remove the horse from the arena.
- Other riders should be diverted to another location and reassured (an audience is not needed).
  - Signs of serious injury include:
    - a. Unconsciousness (even for a moment)
    - b. Bleeding or fluid draining from the mouth, nose or ears
    - c. Serious bleeding (apply direct pressure)
    - d. Limb at unnatural angle or pain on pressure, pain on movement (don’t move)
    - e. Pupils contract unevenly
    - f. Signs of shock (paleness, mottled color, sweating, nausea, fainting)
    - g. Consider the possibility of head injury and/or spinal injury in ANY fall. If either is suspected, keep the victim absolutely still.
- If the rider is uninjured, reassure him and explain what caused the fall (get him to tell you what he thinks happened). Give him (or the volunteers) further instructions to prevent re-occurrence.
- When the situation is under control, reassure the rest of the class and explain to them what happened.
- Fill out an incident report and have witnesses sign it and turn it into director.
- CRC staff will notify parents/guardian of incident.

Volunteers of remaining mounted riders:

- Side-walkers keep your mounted rider occupied to not draw attention to fallen rider and provide reassurance. An available side-walker may be asked to catch a loose horse.
- Leaders, keep your horses quiet. Even if a horse gets loose, do not try to catch the loose horse. In this case, the instructor will ask an available side-walker to get the horse. Remember, you have a mounted rider.

In case of minor injury:

- Notify the instructor of the injury to assess the situation. The instructor will dismount the rider.
- The needs of the individual should be met, for example, band-aids, ice, water, etc.
- Notify the parent or emergency contact of minor injury and treatment provided.
- Fill out an incident report and have witnesses sign it and turn it into director.

In case of major injury:

- The instructor will stay with the injured rider. Someone who is CPR and First Aid certified will attend to that person.
- If needed, Instructor will appoint a volunteer to call 911.
- Volunteer to notify CRC staff, and staff will immediately notify the parent or emergency contact and get the medical emergency information from the file cabinet in the office to give to the instructor.
- Post someone in the driveway to meet the emergency vehicles and direct them to the location of the injured rider.
- The instructor will then dismount the other riders and remove them from the emergency situation. Side-walkers will return the rider to the parent area and remain there until further instruction. Leaders will return the horses to the barn and wait for further instruction.
- Everyone must remain on the property until excused. It will be necessary to gather information for an incident report.

#### **10. If there is a loose horse**

- Stop all horses and face the area of the loose horse.
- Leaders should keep horses quiet.
- Side-walkers should use arm-over thigh hold in case the excitement level rises.
- In the event it becomes too intense the instructor and appointed volunteers will dismount riders.
- Don't step in front of the runaway horse as this may make him dodge and will dislodge the rider.
- Side-walkers should return riders to parent area and wait for further directions from instructor.
- Leaders with rider-less horses should stay standing quietly in arena until the last rider is in a safe area. Then quietly with control, take the horse back to the stall and wait for further instructions from CRC staff.

## **11. If a rider has a seizure while riding**

Many seizures are very mild and will not negatively affect the rider. If it is a grand mal type (major shaking, losing consciousness) support the rider on the horse until the instructor can dismount the rider or assist you in dismounting them.

- Get the instructors attention.
- Leaders should stop all horses immediately!
- If the rider is holding onto the reins while having a seizure the leader should unclip the reins from the horse.
- Instructor should dismount the rider safely to the ground and away from any obstacles or hazards. Instructor should time how long the seizure lasts.
- Leader should instantly move the horse away from the rider.
- Volunteers should keep mounted riders' interest on their horse or involve them in conversation until instructor gives further instructions.
- Instructor will assign someone to get parent or call 911 if necessary.

## **12. Medical emergency**

In an emergency it is important to give priority to the safety and well being of the participants and staff. By following basic safety procedures, most emergencies should be avoided. However, if an emergency does occur, remain calm, remain responsible and remain in control of your participants and the situation as much as possible. The following guidelines should be followed as the situation warrants:

1. Survey the scene for safety. Is it safe for staff to enter?
2. The person with the most First-Aid experience at the site should attend to the victim. Do a primary survey, if further medical services are needed send someone to call 911.
3. Call 911 and tell them who you are, what happened, and any information about the person's condition. Tell them where you are located: **CAMP RED CEDAR at 3900 Hursh Road.**
4. Notify a supervisor immediately.
5. If other participants are present, have them stop what they are doing and if possible, remove them from the scene.

After the participant (s) have been removed from the staff's care, fill out an incident report while it is still fresh in memory and then turn the report in to CRC personnel.

## **13. Horse health emergency**

During a lesson (ex: slight colic or lameness)

- Instructor will halt all horses and dismount rider in the center of the arena.
- Side-walkers take rider out of the arena.
- Leader will take horse out of the arena back to the barn.
- Lesson resumes.
- Leader should un-tack the horse and the barn manager will assess the horse's health and take action, apply first aid or call the vet.

If it is highly serious and the horse is not able to walk out of the arena, CRC staff will immediately call the vet and administer first aid until the vet arrives.

- Instructor will halt the class and dismount riders.
- Side walkers take riders to the parent area for further instructions from the instructor such as, the lesson is ending or a ground lesson will take place in the barn. The lesson instructor will issue the directive.
- After the arena is clear of all riders, leaders will return horses to the barn and wait for further instruction as to the status of the lessons. CRC staff will issue this directive.

#### **14. Flood emergency**

When a Flood WATCH Is Issued . . .

- Move to higher ground. It may be necessary to move horses to higher ground.
- Fill your car's gas tank, in case an evacuation notice is issued.

When a Flood WARNING Is Issued . . .

- Listen to local radio and TV stations for information and advice. If told to evacuate, do so as soon as possible.

When a Flash Flood WATCH Is Issued . . .

- Be alert to signs of flash flooding and be ready to evacuate on a moment's notice.

When a Flash Flood WARNING Is Issued . . .

- Evacuate immediately. You may have only seconds to escape. Act quickly!
- Move to higher ground away from rivers, streams, creeks, and storm drains. Do not drive around barricades . . . they are there for your safety.
- If your car stalls in rapidly rising waters, abandon it immediately and climb to higher ground.

#### **15. Severe weather (Thunder and Lightning storms)**

Before Lightning Strikes...

- Keep an eye on the sky. Look for darkening skies, flashes of light, or increasing wind. Listen for the sound of thunder.
- If you can hear thunder, you are close enough to the storm to be struck by lightning. Go to safe shelter immediately.
- Listen to [NOAA](#) Weather Radio, commercial radio, or television for the latest weather forecasts.

When a Storm Approaches...

- If there is not an appropriate window of opportunity for people to drive home before weather begins, people are not to leave CRC facility. Driving conditions may be hazardous.
- Visitors, students, their families, volunteers and staff are to remain inside the facility until the severe weather has passed.
- Individuals on or off horses, in the pastures, trails, outdoor arena, or on the property are to return to the barn immediately. Mounted individuals are to dismount and horses are to be put in their stalls. Students will be escorted to their families.
- All doors should be closed to prevent flying debris from entering the facility.

- Horses in their stalls will remain stalled and horses outside will remain in their places or they will be cared for in appropriate manner deemed by barn manager.
- Telephone lines and metal pipes can conduct electricity. Only use telephones in case of emergency. Unplug computers, copiers, and any other equipment that could be damaged.
- Avoid taking a bath or shower, or running water for any other purpose.
- Turn off the air conditioner. Power surges from lightning can overload the compressor, resulting in a costly repair job!
- Draw blinds and shades over windows. If windows break due to objects blown by the wind, the shades will prevent glass from shattering into your facility.

#### If Caught Outside...

- If you are in the woods, take shelter under the shorter trees.
- If you are boating or swimming, get to land and find shelter immediately!

#### Protecting Yourself Outside...

- Go to a low-lying, open place away from trees, poles, or metal objects. Make sure the place you pick is not subject to flooding.
- Be a very small target! Squat low to the ground. Place your hands on your knees with your head between them. Make yourself the smallest target possible.
- Do not lie flat on the ground--this will make you a larger target!

#### After the Storm Passes...

- Stay away from storm-damaged areas.
- Listen to the radio for information and instructions.

#### If someone is struck by Lightning...

- People struck by lightning carry no electrical charge and can be handled safely.
- Call for help. Get someone to dial 9-1-1 or your local Emergency Medical Services (EMS) number.
- The injured person has received an electrical shock and may be burned, both where they were struck and where the electricity left their body. Check for burns in both places. Being struck by lightning can also cause nervous system damage, broken bones, and loss of hearing or eyesight.
- Give first aid. If breathing has stopped, begin rescue breathing. If the heart has stopped beating, a trained person should give CPR. If the person has a pulse and is breathing, look and care for other possible injuries.

## **16. Tornado**

#### Where to Seek Shelter in the Event of a Tornado

1. Office: Under desks or tables with your legs crossed. Head down with your hands covering your head. Stay clear of windows.
2. Cabins: Under beds, lie with your face down.

3. Dining Hall: Under tables. Sit Indian-style with arms over neck and head. Stay clear of windows.
4. Barns: Evacuate to the dining hall or tack room in barn.
5. Open Country (outdoors): Move from the tornado's path at right angles, or lie in a ditch or ravine. If possible, head for the dining hall.
6. Horse-mounted: Dismount. *If time permits*, staff will remove bridle and turn horse(s) loose.

When a Tornado WATCH Is Issued...

- Listen to local radio and TV stations for further updates.
- Be alert to changing weather conditions. Blowing debris or the sound of an approaching tornado may alert you. Many people say it sounds like a freight train.

When a Tornado WARNING Is Issued...

- If you are inside, go to the safe place you picked to protect yourself from glass and other flying objects. The tornado may be approaching your area.
- If you are outside, hurry to the basement of a nearby sturdy building or lie flat in a ditch or low-lying area.
- If you are in a car or mobile home, get out immediately and head for safety (as above).

After the Tornado Passes...

- Watch out for fallen power lines and stay out of the damaged area.
- Listen to the radio for information and instructions.
- Use a flashlight to inspect your home for damage.
- Do not use candles at any time.

## **17. Fire emergencies**

- We must act calmly and quickly in case of fire.
- The first and most important concern in a fire situation is the safe evacuation of people! Secondary importance is the protection of property and horses.
- Whoever first detects the fire should yell, "FIRE" loudly in order to alert others around, and then go to nearest phone and dial 77-911.
- Alert office staff immediately to initiate fire emergency procedures and to ring the bell loudly several times to alert others on the property.
- Escape safely! Once you are out, stay out!
- If you see smoke or fire in your first escape route, use your second way out. If you must exit through smoke, crawl low under the smoke to your exit.
- If you are escaping through a closed door, feel the door before opening it. If it is warm, use your second way out.
- If smoke, heat, or flames block your exit routes, stay in the room with the door closed. Signal for help is using a bright-colored cloth at the window. If



there is a telephone in the room, call the fire department and tell them where you are.

- Fire Drills are conducted monthly to practice evacuation process
- Upon the recognition of a fire, the notification of fire authorities and personnel is imperative: **CALL 911!**
- Upon notification of fire alarm, or continuous ringing of the bell, ALL staff, volunteers and participants will gather at the parking lot. **DO NOT TRY TO FIGHT THE FIRE!**
- The director or designated CRC staff persons will take a quick and accurate head count followed by immediate evacuation to a place of safety under the direction of staff members.
- In the event that a participant or staff member is missing, the assembled group will be evacuated by a minimum number of staff and the remaining staff will search for the missing person(s). **DO NOT ENTER BURNING OR SMOKE FILLED BUILDINGS!**
- All CRC staff will cooperate with fire officials.

### **18. Evacuation plan**

- Evacuation for bomb threats will occur upon announcement of the condition by CRC staff in charge at the time of the emergency via the intercom system or calling designated staff. Any person present in the building may request such an alert to be made. Upon suspicion, CRC staff should be told that there is reason to believe that there may be an exiting danger due to bomb/explosive threat. CRC staff will announce the need to evacuate the building immediately with a reminder that all staff should check “common areas” for visitors/program participants, and that no personal articles should be removed from the building. After announcing to evacuate, staff will call 911.
- All trainees participating in programs at the facility will exit to the far corner of the main parking lot for further instructions. A staff member will be assigned to take the attendance roster with them. As individuals are accounted for and noted on the attendance roster, staff will be asked to assist in leading individuals to final evacuation points.
- Staff is specifically responsible for clearing their work areas. Orientation will also remind staff that practice drills are to be treated as actual occurrences.

**NOTE: When evacuating the building we have assigned a staff member and backup person to make sure there are an EpiPen and other medication that is needed in case of any bee stings that may occur with clients.**

### **19. Hail**

- If weather is so severe the threat of glass breaking is evident, everyone is to go to designated storm shelter areas until storm passes.
- Horses inside will remain in their stalls and horses outside will remain in their places or will be cared for in the fashion deemed by barn manager.
- Monitor weather reports with weather radio in office.

## 20. Heat and humidity

If the heat index is greater than 100 degrees at the time of lessons we may alter the riding lesson due to the danger of heat exhaustion or heat stroke to riders, volunteers and horses.

- In extreme heat, CRC staff will monitor for elevated respiration and distress in the horses due to heat. If a horse experienced distress due to heat, they will be taken to wash racks to be sprayed down with cool water and kept in a shaded area.

Know What These Terms Mean...

- **Heat wave:** Prolonged period of excessive heat and humidity. The National Weather Service steps up its procedures to alert the public during these periods of excessive heat and humidity.
- **Heat index:** A number in degrees Fahrenheit (F) that tells how hot it really feels when relative humidity is added to the actual air temperature. Exposure to full sunshine can increase the heat index by 15 degrees F.
- **Heat cramps:** Heat cramps are muscular pains and spasms due to heavy exertion. Although heat cramps are the least severe, they are an early signal that the body is having trouble with the heat.
- **Heat exhaustion:** Heat exhaustion typically occurs when people exercise heavily or work in a hot, humid place where body fluids are lost through heavy sweating. Blood flow to the skin increases, causing blood flow to decrease to the vital organs. This results in a form of mild shock. If not treated, the victim may suffer heat stroke.
- **Heat stroke:** Heat stroke is life threatening. The victim's temperature control system, which produces sweating to cool the body, stops working. The body temperature can rise so high that brain damage and death may result if the body is not cooled quickly.
- **Sunstroke:** Another term for heat stroke

Signals of Heat Emergencies...

- **Heat exhaustion:** Cool, moist, pale, or flushed skin; heavy sweating; headache; nausea or vomiting; dizziness; and exhaustion. Body temperature will be near normal.
- **Heat stroke:** Hot, red skin; changes in consciousness; rapid, weak pulse; and rapid, shallow breathing. Body temperature can be very high-- as high as 105 degrees F. If the person was sweating from heavy work or exercise, skin may be wet.

Treatment of Heat Emergencies...

- **Heat cramps:** Get the person to a cooler place and have him or her rest in a comfortable position. Lightly stretch the affected muscle and replenish fluids. Give a half glass of cool water every 15 minutes. Do not give liquids with alcohol or caffeine in them, as they can make conditions worse.
- **Heat exhaustion:** Get the person out of the heat and into a cooler place. Remove or loosen tight clothing and apply cool, wet cloths, such as towels or sheets. If the person is conscious, give cool water to drink. Make sure the person drinks slowly. Give a half glass of cool water every 15 minutes. Do not give liquids that contain alcohol or caffeine. Let the victim rest in a

comfortable position, and watch carefully for changes in his or her condition.

- **Heat stroke:** Heat stroke is a life-threatening situation. Help is needed fast. Call 9-1-1 or your local emergency number. Move the person to a cooler place. Quickly cool the body. Immerse victim in a cool bath, or wrap wet sheets around the body and fan it. Watch for signals of breathing problems. Keep the person lying down and continue to cool the body any way you can. If the victim refuses water or is vomiting or there are changes in the level of consciousness, do not give anything to eat or drink.

## **20. Intruders**

Camp Red Cedar wants to ensure the safety of its clients, employees and visitors. Call 911 immediately, if you suspect an intruder on the property and may pose a threat. Inform supervisor as soon as possible.

### How to react when you feel threatened:

- When coming upon an intruder in the building, develop a safe approach:
- Adopt an open, upright, confident position with eye contact
- Approach slowly
- Keep your hands in view and empty
- Remain alert and receptive
- Stand to the side
- Be prepared to explain who you are, what you are doing and why

Avoid these behaviors:

- Interrupting
- Holding anything
- Getting too close
- Putting your hands in your pockets
- Assuming a closed body position (arms folded)

Do these things to be safe:

- Stay focused and alert at all times
- Never block an exit
- Always provide an out
- Keep your distance at all times
- Direct others away from danger

## **21. Extreme cold, snow, ice**

Call office or weather hotline to see if lessons are still on for the evening.

Know What Winter Storm WATCHES and WARNINGS Mean

- A winter storm WATCH means a winter storm is possible in your area.
- A winter storm WARNING means a winter storm is headed for your area.
- A blizzard WARNING means strong winds, blinding wind-driven snow and dangerous wind chill are expected. Seek shelter immediately!

## **22. Procedure for Lost Campers**

**LOST CAMPERS OR STAFF:** Count your campers and fellow staff regularly. If someone is missing, stop the group immediately. Call out the missing person's name. Ask persons in the group if they know where the missing person might be. Follow up on their responses. If the person remains missing, follow missing camper procedures:

### **On-Site Lost Camper:**

1. Notify Site Director.
2. Check health card for history of possible causative agent (amnesia, seizures, hallucinations, and/or medications).
3. All buildings on grounds checked by administrative personnel (bathrooms, showers, stables, cabins, office, first aid room, dining hall, wooded trails, garage, etc.).
4. Administrative staff remains at phone.
5. Areas outside of main camp are checked (main and back roads).
6. Call local police (after 90 minutes).
7. Call parent or designated emergency contact (after 90 minutes).
8. Continue to search.
9. **DO NOT LEAVE MAIN GROUP WITHOUT SUPERVISION.**

### **Off-Site Lost Camper:**

1. Stop the group.
2. Assign a staff person to stay with the group.
3. Notify Site Director and check health records.
4. Notify authority of area being visited (park police, museum attendant, store manager) and the local police. Give them all the information you have and follow their directions.
5. Contact parent or designated emergency contact.

**DO NOT LEAVE MAIN GROUP WITHOUT SUPERVISION**

## **23. Waterfront emergency policy and procedures**

- As counselors and volunteers, you will need to know and understand signals given by guards.
- In emergencies counselors are needed to alert guards of any potential problems and help clear the lake. Any extra counselors can help in emergency care with direction from guard on duty.

Whistle signals for the lake:

One short blast: to get attention of swimmer.

Two short blasts: to get another guard's attention.

Three short blasts: emergency action plan is in effect.

One long blast: clear the lake of people.

## **24. Waterfront rules**

1. Follow all waterfront rules.
2. Follow the buddy board system.
3. During an emergency (rescue) clear the waterfront.

4. At the first sign of severe weather, lifeguard/s will ask that the water be cleared. The lake will remain clear until the guard/s announce otherwise.
5. Always wear appropriate swimming attire.
6. Always wear shoes/sandals when entering or exiting the waterfront.
7. Be respectful of the waterfront property and equipment.
8. Notify a counselor or guard if leaving the waterfront.
9. Always put away what you use while on the waterfront.

### **Accessing Services at Benchmark Human Services**

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If you are interested in any Benchmark program(s) that you are not in right now, contact your case manager or Benchmark staff to see if you are eligible to enroll. Your case manager or Benchmark staff can also help you look into receiving services from other programs in the community. In Indiana you can apply for any Benchmark program through the Bureau of Developmental Disabilities Services (BDDS), Vocational Rehabilitation (VR) or Area Agency on Aging (AAA). Each program has its own guidelines. Your application will be reviewed to see if you meet these guidelines.

### **Recreational Therapy**

Recreation Therapy uses structured activities in dynamic settings that unlock your potential for greater physical, mental and emotional well being. Activities designed to enhance your skills and abilities will get you up and moving, doing new and exciting things. Typical services are offered in the community and at Camp Red Cedar.

## **Rights and Responsibilities of Persons Receiving Services at Benchmark Human Services**

Individuals receiving services at Benchmark Human Services are encouraged and assisted in recognizing and exercising their rights, as well as in honoring their responsibilities.

Individuals served have the right to:

1. Be informed of their rights in writing or in a manner that they can understand.
2. Exercise their constitutional, statutory and civil rights, including the right to vote, unless limited by adjudication or finding of mental incompetence in a guardianship or other civil proceeding.
3. Advocate for themselves or designate someone else to advocate for them.
4. Receive services in a safe, secure and supportive environment.
5. Receive humane care and protection from harm.
6. Direct the people centered planning process to the maximum extent possible and choose individuals to participate in the process.
7. Participate in planning their services, know the effects of receiving and not receiving such services, and be informed of the alternative choices of services or habilitation programs.
8. Receive services, as authorized in their individualized support plan that are meaningful and appropriate, in accordance with standards of professional practice, guidelines and budgetary constraints.
9. Choose any qualified, approved provider and case manager to deliver their services.
10. Evaluate the services they receive.
11. Request an update to the individual plan at any time.
12. Refuse to receive services if they are an emancipated adult however, certain programs require that individuals receive services to remain eligible for that program.
13. Petition the committing court for consideration of services if they are being involuntarily committed.
14. Not participate in experimental research or treatment without their informed, voluntary written consent. They have the right to withdraw consent at any time.
15. Have their records treated confidentially, and give written consent before any information from the record may be released to someone not otherwise authorized by law to receive them.
16. Inspect and copy their records at their expense.
17. Be treated with consideration, dignity and respect, free from mental, verbal, emotional and physical abuse, neglect, maltreatment, exploitation and retaliation.
18. Be free from discrimination in the provision of services on the basis of age, race, color, sex, religious creed, national origin, ancestry, disability, sexual orientation, political affiliation, language, and socioeconomic status.
19. Have the opportunity to participate in social, religious and community activities as desired.
20. Contact & consult privately with an attorney of their choice, at their expense.
21. Consult with a doctor of their choice, at their expense.
22. Be free from seclusion, chemical and physical restraint, unless necessary to prevent danger of abuse or injury to themselves or others.
23. To be free of interference and coercion.
24. Be free from corporal punishment including but not limited to the application of painful or noxious stimuli, forced physical activity, hitting, pinching, and electric shock.

25. File a grievance and have access to an internal appeal if they feel a right has been violated, without reprisal, following the written procedure of the provider (see Benchmark Grievance Procedure for specific instructions).
  - If the complaint involves a clinical treatment matter or decision, contact the primary therapist or case manager.
  - If the complaint involves a matter or decision made by another service provider, contact the provider – the supervisor, program director, and administrator.
  - A decision regarding the grievance is made within ten (10) days of filing the grievance.
  - Appeal decisions made by a State agency, if they disagree with the decision.
26. Exercise their “conditional right,” which can only be restricted under these conditions:
  - In the circumstances and according to the procedures established by rules of the appropriate division.
  - On an individual basis, only for good cause as set forth in the individual treatment record and approved by them or their legal guardian.
27. Under their conditional rights, and based upon their Individualized Service Plan, they have the right to:
  - Wear their own clothes.
  - Keep and use personal possessions.
  - Keep and be allowed to spend reasonable amounts of their money.
  - Have access to individual storage space for their private use.
  - Have a reasonable means of communication with persons outside their home.
  - Be visited at reasonable times.
  - Converse privately with others.
  - Receive and send mail – unopened.
  - Place and receive telephone calls at their expense.
  - Come and go at anytime.
  - Eat whenever they choose.
  - Decorate your own room.
  - Choose roommate(s) and options regarding where to live and receive services.
  - Participate in meaningful non-work activities in an integrated setting.
  - Be free from a requirement to work for the service provider or others without pay or special minimum wage rate, except for commonly required personal housekeeping, volunteer work (if desired by the individual) in the community or in a sheltered workshop if Benchmark or outside workshop has a certificate from the United States Department of Labor authorizing the employment of workers with a disability at a special minimum wage rate.
28. An accounting of how the payee is spending their money. The payee is required by law to spend the check for their needs. Their funds will not be misappropriated
29. Expect their services to have a reasonable chance to improve their life.
- 30.. An obligation to follow the rules of their service area and to carry out their responsibilities as agreed in the Individualized Support Plan (ISP).
31. Be free from any practice that denies them sleep, shelter, food, drink, physical movement for long periods of time, medical care/treatment, or use of the bathroom unless a physician’s order is in place.
32. On a regular basis, as specified in my ISP, be informed on my medical condition, developmental status, behavioral status and right to refuse treatment.

33. File an initial complaint/grievance with an outside agency such as but not limited to Indiana Protection and Advocacy Services (IPAS) 1-800-622-4845.

### **Individual Rights Grievance Procedure**

The following procedures ensure that individuals receiving services are able to exercise their right to file grievance/rights and have access to an internal appeal if they feel their rights have been violated.

1. To file a formal complaint, grievance/right or appeal the person served must complete the Benchmark Grievance Form and submit it to his or her program coordinator or Q.I.D.P. Any individual who, without false intent, reports a grievance will be free of any form of retaliation.
2. The program coordinator or Q.I.D.P. must address the formal complaint, grievance or appeal in writing within ten (10) working days and arrange to meet with the person served to review it. The program coordinator or Q.I.D.P. will copy his or her director, the appropriate vice president, and the Human Rights Committee on all correspondence.
3. If an individual receiving services is not satisfied with the response he/she receives, he/she may file an appeal using the Benchmark Grievance Form. The appeal should be submitted to the appropriate program director. The program director must address the appeal in writing within ten (10) working days and arrange to meet with the person served, and all personnel deemed appropriate, at which time he/she will present their written response verbally. The program director will copy the program coordinator or Q.I.D.P., the appropriate vice president, and the Human Rights Committee on all correspondence.
4. If an individual is still not satisfied, he/she may file a formal appeal with the Human Rights Committee. The Committee shall have ten (10) working days to review the appeal and provide a written response detailing their decision.

At any point in this process, you may contact the following:

Indiana Protection and Advocacy Commission (IPAS) at 1-800-622-4845 or your local Bureau of Developmental Disability Services or local Aging and In Home Services.





Statement of Understanding

*(Reviewed annually)*

I received a copy of the Rider Manual about CRC/Benchmark Human Services  
on: \_\_\_\_/\_\_\_\_/\_\_\_\_ (Month/Day/Year)

This handbook contains information about:

- Basic requirements
- Accessing services
- Individual rights
- Confidentiality/HIPAA
- Contact information
- Grievance procedure
- Non-discrimination
- No smoking
- Other services
- Policies
- General guidelines
- Rights and responsibilities
- Emergency procedures

I agree to follow the program guidelines:

Please check one of the following:

\_\_\_\_ I have read and understand the handbook.

\_\_\_\_ I had the contents of the handbook explained to me in my usual mode of communication,  
which is \_\_\_\_\_ by \_\_\_\_\_

Name \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_

Guardian \_\_\_\_\_ Date: \_\_\_\_\_

Witness \_\_\_\_\_ Date: \_\_\_\_\_

(Please detach and place in individual's file.)