

Hand, Hoof and Heart

Reopening Protocols and Guidelines

May 3rd, 2020

Objectives:

Safety first, organization, positive and move forward attitudes!

Initial reopening date:

We are planning to begin our reopening phase the week of **May 11th, 2020**.

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Students:

At this time, we will begin our first phase of reopening with students that do not require physical assistance from multiple volunteers while participating in mounted activities. This includes students that are completely independent while mounted or students that only require a horse handler during their lessons.

We have made this decision in order to easily enforce the practice of social distancing, as well as ensure the safety and health of our students, their families, our instructors and our volunteers. We will continue to make changes to these restrictions following any changes made to state and federal mandates.

Plan of Action:

In this section, we will explain how our lessons will run during our reopening phase including defining our valet service lessons, arrival, mounting/dismounting procedures, off limits areas, required PPE, etc.

1. Lessons – “Valet Service”

- a. Lesson horses will be groomed and tacked by your student’s instructor before the rider arrives at the farm.
- b. Instructor and lesson horse will be waiting for their students in the arena upon arrival.
- c. Students should be driven straight to the arena by whoever is bringing them to their lesson.
 - i. Parents are allowed to stay parked at the arena during the length of the lesson in order to watch from their vehicle and wait for their rider to be done.
- d. Students must exit their vehicle with their riding gear already on, including their helmets, in order to prevent anyone from touching their face.
 - i. Please have your students either exit the vehicle with a face mask already on their face, or if your student does not need help mounting/dismounting that the facemask be at least around their neck and ready to be pulled up to cover their face.
 - ii. Please do not send your rider to their lesson in gloves. The CDC has not recommended the use of gloves and doing so can potentially spread bacteria and viruses from those gloves to other surfaces.
- e. After exiting the vehicle, students will be required to wash their hands and apply hand sanitizer before entering the arena to mount their horse.
 - i. hand washing station (with foot pump) and hand sanitizer dispenser will be installed by the arena gate.
 - ii. trash can, with a foot pedal to open the lid, will be placed at the arena gates for disposal of paper towels/tissues.
- f. Saddle time will be lengthened to 45 minutes for all riders.
- g. Once the lesson has ended, Students will be required to repeat hand washing and hand sanitizing before getting back into the vehicle.

2. Mounting and Dismounting assistance

- a. Students requiring assistance with mounting and dismounting must have a mask on their face during these times.
 - i. Instructors will also be required to wear a mask during assistance.
 - ii. Instructor will wash and sanitize hands before and after performing these tasks.
- b. In order to keep this assistance as controlled as possible, the rider and instructor will be required to turn their faces away from each other until they are 6 feet apart.

3. PPE and Riding equipment requirements

- a. Students choosing to participate in lessons during our reopening phase must purchase their own riding helmet.
- b. Students and instructors will be required to wear a facemask during all moments that require instructor and student to be less than 6 feet apart.
- c. Students that experience allergies that may cause sneezing and coughing must keep their facemask on during the riding portion of the lesson.
- d. DO NOT send your student to their lesson in gloves. The CDC does not recommend the use of gloves of this time as they pose of a risk of spreading bacteria. Frequent hand washing and facemasks are the most important recommendations to follow.

4. Use of facility riding equipment

- a. Instructors will be required to utilize a different saddle and a different set of reins in between each rider. All sets of tack used in each lesson will be disinfected immediately after each lesson.
- b. We have plenty of equipment to be able to spread out the use between each student daily. We will not have any students sitting in the same saddle or holding the same reins in lessons that are right after each other.
 - i. Examples
 - 1. AM Rider A will use Saddle 1 and Reins 1. AM rider B will use saddle 2 and reins 2. Cleaning and disinfecting to be done after each lesson.
 - 2. PM Rider A will use Saddle 1 and reins 1. PM rider B will use saddle 2 and reins 2. PM rider C will use

saddle 3 and reins 3. Cleaning and disinfecting to be done after each lesson.

- c. Tack used in morning lessons will be cleaned and disinfected again during the afternoon hours before our PM lessons begin. Then again between our PM riders, as well as at the end of the lesson day.

5. Off limits areas

- a. At this time, all students and family members of student will not be allowed in the following places.
 - i. Main barn
 - ii. Tack room
 - iii. Sitting area by arena
- b. Only exception will be made if there is a bathroom emergency in which case instructor will escort student to the restroom and will have student wash hands before and after using restroom. Instructor will then disinfect the inside and outside of that restroom. **Please make sure to have student use the restroom before coming to their lesson.**

6. Scheduling

- a. At this time, we will be working on scheduling only four to five lessons a day.
 - i. Two lessons during AM hours and two to three lessons during PM hours.
 - ii. Each lesson will be schedule for a period of 45 minutes.
 - iii. There will be 45 minutes to an hour between each lesson that is scheduled. (example: 10:00am – 10:45am, 11:30am to 12:15pm)
 - 1. We want to space our lessons out as much as possible so we have plenty of time to clean and disinfect equipment between riders.
 - iv. At this time, we are discontinuing all semi private lessons. There will only be one student in the arena during each lesson spot.
- b. We will be temporarily changing our lesson scheduling and allow parents to use our online schedule to request their riding appointment.

- i. Parents will be directed to our online schedule through Acuity. Availability for all instructors will be updated by Wednesday May 6th.
 - ii. <https://proctorcreekfarm.as.me/>
- iii. Choose your instructors name, select “request lesson”. Then choose the day and time you would like.
- iv. You are welcome to request recurring lessons for the day and time of your choice if it works with your schedule.
- v. You can always contact your instructor or Erin directly to request a last minute lesson. We will work with you!
- vi. Please do not use the rescheduling or cancellation options through the online schedule. Contact your instructor first.
- c. Your lesson must be requested at least three days in advanced.
- d. Erin will have lesson options Monday through Friday.
- e. Emily will have lesson options Monday through Thursday.
- f. Jenny will temporarily have lesson options on Saturdays only.

7. Payments

- a. We will accept payment per lesson as well as monthly payments.
 - i. Pricing will stay the same for these options.
 - 1. \$60.00 per lesson without advanced payment
 - 2. \$55.00 per lesson with payment in advance for four or more lessons.
 - ii. If you choose to pay per lesson, your payment must be received at the time of submitting your lesson request.
 - 1. Paypal – handhoofheart@gmail.com
 - 2. Venmo – handhoofheart
- b. Lesson requests will not be confirmed without payment or without proper notice of request.

Designated hand washing stations and hand sanitizer dispensers

1. The main hand washing station and hand sanitizer dispenser for students will be installed alongside the arena for easy access as soon as they exit their vehicle for their lesson and return to their vehicle for their lesson. These stations will be easily recognizable.

2. Volunteers that are working at the facility during chore shifts, helping with cleaning/disinfecting or coming to act as a horse handler during lessons will be directed to use the hand washing station installed outside the main barn directly next to the Proctor Creek Farm sign. There will also be a hand sanitizer dispenser installed on the outside wall of the Hand, Hoof and Heart tack room, closest to the outside grooming stall.

Information on cleaning and disinfecting supplies being used

Everything must be cleaned before you can disinfect any surface. Saddles and reins will be initially cleaned with a saddle soap and then disinfected. All disinfectants and hand sanitizers being used by the HHH staff, volunteers and PCF facility are **EPA APPROVED. NO EXCEPTIONS.**

Volunteer information, training and scheduling

1. General information

- a.** We will be limiting the number of volunteers that are allowed on the property during this time.
- b.** There will be a limit of TWO volunteers per AM hours and PM hours.
- c.** There will be a limit of ONE volunteer per therapeutic lesson that must have experience working as a leader (horse handler) in the arena.
- d.** If there are two volunteers signed up for one shift:
 - i.** Volunteer A will be assigned to a separate task than Volunteer B.
 - 1.** Example: Volunteer A will be assisting with barn chores. Volunteer B will be assisting with cleaning and disinfecting equipment and facility.

2. Upon Arrival

- a.** Volunteers must immediately wash hands at the station installed outside of the main barn and then apply hand sanitizer from the dispenser located on the outside of the HHH tack room.
- b.** Please bring a facemask with you and either already have it on your face or hanging around your neck in order to easily cover your face when needed.
- c.** If you have allergies that cause sneezing and coughing, you must wear your facemask at all times.

3. Handling equipment

- a.** Anything that you will be putting your hands on will require you to wash your hands before and after handling that item.
 - i.** This includes stall door handles, gates and chains, wheelbarrows, muck rakes, halters and lead ropes etc.
 - ii.** Volunteers will also be required to use our disinfectant spray on all hard surface items before and after touching said item.

4. Training

- a.** We will be requiring all volunteers that wish to continue participating in our program to do a brief training before their first shift. This training will include being aware of all designated hand washing and sanitizing stations, location of cleaning supplies and disinfectant sprays, as well as how and when to use these items.

5. Scheduling

- a.** We will begin sending out our usual Google sheets sign up schedule after we have updated it and make a few tweaks.
- b.** The sign up sheet will show volunteer spots for chores and cleaning in green spaces. Volunteer spots for horse handlers during therapeutic lessons will be shown in yellow spaces.
- c.** Please remember this is not a time to sign up with your friend and hang out with them at the barn. We want to reopen our program as safely and organized as possible. While this doesn't mean we can't have fun, we will not be lax on social distancing and cleanliness of the facility.

6. Off Limits Areas and Restrictions

- a.** No volunteers are allowed in the feed room inside the main barn.

- b.** There are only to be TWO people within the main barn at any time.
- c.** There is to only be ONE person within the HHH tack room at any time.
- d.** There will be no volunteers allowed inside the blue shed at any time.
- e.** Volunteers helping with chores will only be allowed to handle the HHH horses.
- f.** Volunteers that are helping with chores will not be allowed inside of a stall in the main barn that contains a horse.

Final Notes

Because this is a lot of information, We will be putting together a video explaining these details, rules, and restrictions. We will also show you how it will look when you arrive to the farm for a lesson or to volunteer. We want to make sure that you are all prepared because reopening the program will be very different from the normal we all know. We want to be able to provide you all with a safe place to enjoy time with the horses and for you all to be able to have your kids spend some time out of the house. Please remember that this new routine means that this is not the time to bring extra people to the farm including siblings, friends, grandparents, pets etc. In order for us to be able to reopen our program, we all must agree to adhere to these guidelines.

If anyone has any questions, concerns, suggestions etc please don't hesitate to reach out. These guidelines are also subject to change based on state and federal mandates and recommendations. We will continue to put everyone's safety first!

We have missed you all so much and we can't wait to see you all soon.

Love,

A handwritten signature in black ink that reads "Erin Chimberoff". The signature is written in a cursive, flowing style.

Erin Chimberoff and the Hand, Hoof and Heart team