



HALTER

Therapeutic Riding Center

March 12, 2020

Dear HALTER Family,

We appreciate that everyone is concerned about COVID 19 (the Coronavirus), and we want to assure you that we at HALTER are monitoring the situation. We all know that many of our participants have weaker immune systems and we want to do everything reasonable to keep them safe and healthy. Because we provide services outside in the fresh air there is significantly less risk of contamination than for services provided in enclosed spaces. Horses (and dogs) are not carriers of COVID 19. This is what we have done, are doing, and are asking you to do to help us, and each other:

1. We are asking participants and volunteers to **stay at home if you are not feeling well.**
2. If your child is not coming to HALTER, as scheduled, please call the cancelation phone as soon as possible so that the Volunteer Coordinator can let volunteers know, and we can be respectful of their time and dedication. The cancelation line is (864) 764-0388.
3. We are asking participants, parents, and volunteers to **wash your hands/use hand sanitizer** as soon as you arrive at HALTER, and upon leaving.
4. Spray helmets with Lysol after each use, before putting them back into the cabinet
5. We are frequently cleaning "common contact areas", such as gates, sign in areas, and bleachers, bathrooms, and the office.
6. **Communicate with us:** if you or your child is diagnosed with COVID 19 let us know as soon as possible so that we can follow the CDC protocols for informing others who were in contact with you or your child.

Currently we are continuing to operate as usual. We are working with the various authorities to determine the best course of action as we get through this situation together. However, we have made the following policies considering the possibility that we will need to suspend services at some point in time:

1. Absences will not count against a child; if a parent chooses not to have their child participate **AND** informs HALTER before the scheduled lesson/s are missed.
2. For parents who have paid in advance, **if** we suspend services, you will receive a refund for unused lessons.
3. If we suspend services, we will not draft your autopay.

We appreciate that our parents know what is best for their children and will make the best decisions for them. Our volunteers are essential to creating the incredible successes our children are experiencing, our staff members are knowledgeable, dedicated and hard-working; by following these practices you are respecting them and each other. We wish each of you health and calm, knowing that together we will get through this situation by following the CDC recommended procedures, communicating, and working together.

Sincerely,

Nancy Paschall
Executive Director

