



8360 Leeming Road East, RR #3, Mount Hope, Ontario L0R 1W0  
Email: [troton@tead.on.ca](mailto:troton@tead.on.ca) Phone: 905-679-8323 ext. 226

## CLINICAL SERVICES ADMISSIONS POLICIES

**Consent to the below is required before participating in TEAD's clinical programming.**

- Session Fees & Cancellation Policy:** \_\_\_\_\_ (initial)

-All clients will be charged the appointment fee in full up to 3 business days after participating in a clinical session at TEAD. All accounts must be paid in full before the client can participate in future sessions. If up to 2 sessions have taken place and full payment has not been made, all future appointments will be cancelled, and the client will lose their spots. Future attempts to book will be taken under consideration. All payments for clinical sessions will be processed via credit card through Jane. **Any declined payments are subject to a \$20.00 fee and must be paid prior to participation in further sessions. To avoid fees, please ensure that any pre-paid credit cards on file are sufficiently funded in advance, and expired cards are updated as soon as possible.**

**Class Cancellations:** Your appointment will be re-booked where TEAD is the cause of the cancellation. \_\_\_\_\_ (initial)

**Absences and Cancellations:** [Please report absences by calling 905-679-8323, ext. 223 or emailing \[clinical@tead.on.ca\]\(mailto:clinical@tead.on.ca\).](tel:905-679-8323) Clients can cancel with no additional charges up to 24 hours before the appointment. If the appointment is cancelled or rescheduled within the 24-hour window, the full appointment fee will be charged. If a doctor's note can be provided within 5 business days of the cancelled or rescheduled session, then 50% of the appointment fee will be charged. If after 2 appointments have been cancelled last-minute or clients have not attended 2 appointments without notice, subsequent appointments will be cancelled and the client will lose their spots. Future attempts to book will be taken under consideration.

Clinicians cannot check emails once they have gone to the barn or clinic space, so please give notice as far ahead as possible. There will be a 10–15-minute grace period for late arrivals (please email ahead to let us know if you will be late) \_\_\_\_\_ (initial)
- TEAD makes every effort to fulfill your full scheduled session. However, to ensure participant safety, programs may be modified subject to clinician's discretion.** If a client cancels a session in under 24 hours due to a modified session, the cancellation fee will still apply. If a client also simultaneously rides in TEAD's therapeutic riding program, they may only take part in unmounted OT sessions. \_\_\_\_\_ (initial)
- Treatment Plans:** All clients will be booked as part of a 12-session treatment plan. After these sessions are complete, a reassessment will need to be completed by our clinician before another treatment block can be scheduled. \_\_\_\_\_ (initial)
- Medical Forms:** All clients with a disability and / or diagnoses are required to submit a signed medical form completed by their physician before they can take part in hippotherapy sessions. Once completed forms are received, depending on the treatment plan, hippotherapy sessions can begin in a minimum of 2 weeks, pending resource availability. \_\_\_\_\_ (initial)
- Footwear Policy:** For your own safety no one is permitted on the property wearing open toe or heel shoes such as sandals, flip flops, crocs or clogs. \_\_\_\_\_ (initial)
- Dress code policy: Participants must wear long pants, close-toed shoes or boots (no crocs or keens) & a jacket with a working zipper. ASTM helmets are provided for mounted sessions. Gloves are also required when clients are leading horses.** \_\_\_\_\_ (initial)



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7. **Weight Limit:** The **maximum rider weight limit is 170lbs**. This is for the safety of our riders, volunteers & horses and adheres to all CanTRA guidelines. \_\_\_\_\_(initial)
8. **Non-Smoking Policy:** **There is NO SMOKING ANYWHERE on the TEAD property.** \_\_\_\_\_(initial)
9. **No dogs permitted on the property- Please leave your dogs at home-barking dogs left in your car can spook the horses and pose a safety risk to our riders.** \_\_\_\_\_(initial)
10. **Help us to prevent the spread of disease by keeping clothes & footwear you have worn at other barns away from TEAD** \_\_\_\_\_(initial)