



Victoria Acres Equine Facility

Victoria Acres Equine Facility, Inc.

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A 501c3 organization

Dear Families,

May 9, 2020

The staff and volunteers at Victoria Acres hope this email finds you safe and healthy during these challenging times. **We miss you all!** As you may be aware, Governor Cuomo has begun to talk about opening up some regions within our state. The governor has given some preliminary guidelines about reopening and currently Victoria Acres fits into his "phase 2". At this time "phase 2" is set to begin on June 1st. Let's hope that stands!

Erin and I have been working with PATH Intl., and other centers across the country sharing strategies and procedures to reopen our centers. In the interest of ensuring the health and safety of all our clients, families, volunteers, and staff, we are planning changes in policies and procedures. Obviously, these may need to evolve as conditions change, but we want you all to know what we are planning and would be happy to answer any questions or concerns you inevitably have about our re-opening. Please contact Erin with those questions/concerns.

Below please find the changes in our policies and procedures to date:

New Policies/Procedures at Victoria Acres

- We will be offering one lesson at a time with one trainer teaching daily.
- All lessons will be ½ an hour, this also includes Bonnie's clients. At this time all grooming activities will be suspended. Each lesson will be scheduled for 45-minute increments to minimize overlapping of families and allowing our staff the time to disinfect common areas as well as the tack that is used in each lesson.
- All staff and volunteers, families and clients will wear masks; we understand that it may be very difficult for some clients to tolerate masks, but we ask if possible that clients also comply.
- No gloves - The CDC has recommended NOT using rubber/latex gloves.
- Everyone will sanitize hands before each lesson including trainers, volunteers, and clients (those who can tolerate it).
- One family at a time will be allowed in the office. We have an additional waiting area set up across from the office, should the need arise.
- Parents will be asked to pay at the beginning of the lesson so they can go right to the car when the lesson is over- NO returning to the barn after a lesson.
- Parents who are 10 minutes late to a lesson will be asked to pay, and either have a shortened lesson or reschedule the lesson.

Our mission at Victoria Acres Equine Facility, Inc. is to empower children and adults with and without physical and developmental challenges through the use of equine-assisted activities. Our programs are designed to foster growth and individual achievement with the end result being the overall improvement of their lives, bodies and spirits. Victoria Acres Equine Facility strives to Educate ★ Empower ★ Encourage all our participants, their families and our volunteers as well as being an educational resource to our community.

- Whenever possible, siblings of clients should stay in the car or stay home.
- Clients will no longer be allowed to go down the aisle to visit each horse in the barn. There will be a sign showing how far into the barn they will be able to go.

***It has been recommended by PATH Intl., that families/caregivers look into purchasing a new riding helmet for each of our clients. We will continue to have helmets available for those who do not have their own. If you need assistance in figuring out the correct helmet for your child or where to purchase one, please reach out to us and we will be glad to help!

At Victoria Acres we are all family! It is our **highest priority** to keep our staff, volunteers, clients, and their families safe. If these new policies and procedures are followed, we can do that!

Safety first and fun second! We cannot wait to resume our services!

Fondly,

Erin and Martha