



Participant Handbook

Our Mission:

“Connecting horses and humans for personal growth, self-discovery, and positive change through experiential learning.”

Administrative Office: 1 Victoria Place, Suite 301, Painesville, OH 44077

440.551.9356

Email: victoria@thechrysalisadventure.com

Website: www.thechrysalisadventure.com

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WELCOME TO THE CHRYSALIS ADVENTURE

This handbook is meant to help answer questions about our organization, its purpose, policies and basic procedures. The Chrysalis Adventure staff strives to make your experience rewarding and positive. If you have any questions or concerns about the information in this handbook, please do not hesitate to contact our administrative office at 440-551-9356 or email victoria@thechrysalisadventure.com.

THE HERD DYNAMIC

Horses are highly social herd animals. The Chrysalis Adventure horses and ponies enjoy the ability of being and acting natural in a herd setting. Each herd member has their own important job and role. The alpha mare is the most experienced, and in the wild her job is to lead the herd to food, water, or away from danger. Her position appears more important but is not, and she respects each member and their role. The herd dynamic is the foundation of The Chrysalis Adventure. We see every horse, staff member, volunteer, outside agency and participant in the way horses' view each other and we respect each other equally.

Communication is necessary between horses just as it is necessary for effective human interaction. Understanding the horse's language is the key to predicting behaviors, managing risks and building a positive relationship with them. Horses' main form of communication with each other is through body language. In a herd, horses will take their cues from each other and react accordingly. By facilitated experiential learning with horses, the human participant is invited into the herd once he/she engages and communicates appropriately. When this happens it is then the participant will be seen by the horse as a trusted and respected member of the herd.

Once respect is earned, horses are trusting and willing to follow the respected horse. Respect is mutually requested by the horse and participant. When partnering with horses, the human is not better or more dominate than the horse. At The Chrysalis Adventure, the horse is never seen as a tool, but rather a willing and patient partner or group member. The horse and human are on the same level during the participant's journey of self-discovery. The horse brings to the team no judgement, competition, preconceived ideas or hierarchal demands. The partnership is successful when the human partner allows respect and trust to grow between him/her and the horse. Through this communication and bonding, the human participant develops/strengthens life skills including self-confidence, patience, stress management, communication, and how to trust and respect others. When these skills are taken back into their private and professional relationship positive changes occur.

Fight or Flight

Flight is an instinct to prey animals, such as horses. Wild horses use the "flight" technique as their defense against predators and other dangers, and even though there are no predatory danger to domesticated horses the instinct is still present. Although our horses and ponies have been chosen for their patient and calm personalities, they are still prey animals, and we are always aware of their instinctive behaviors.

PROGRAM DESCRIPTION AND FEES

Below you will find an overview of each of our current programs and the standard rate associated with each. Prices and available programming are subject to change so please contact us for the most up to date information.

OPERATION: Mended Reins®

Our Active, Reserve and Veteran military program is open to all who have served in United States Armed Forces and their family members.

We are honored to gift this program to our service members through the donations and support of local businesses and private citizens.

Individual and Family Services

Individual and family services are available to those looking to make positive life changes and bring their lives into focus. Children, teens and adults are all welcome to experience the empowering sessions with our team of certified counselors and staff facilitating on the ground experiences with our amazing horse herd.

Fee: Please call for rates.

Groups

Experiences with horses are available to all types of groups from schools, businesses, religious entities and community. Use of services can be one-time or reoccurring depending on the needs of the group. Group facilitation is divided into the following two categories.

- Team Building

The Chrysalis horse and human herd will guide your group in leadership, communication, problem-solving, teamwork and understanding the dynamics within your team.

Fee: Please call for rates.

- Facilitated Support

Experiences with horses focused on development of positive life skills and group specific challenges will occur. An additional aspect to this group category is extended facilitation taking place prior to and after the group's interaction with the horse.

Fee: Please call for rates.

GENERAL POLICIES AND PROCEDURES

Administrative Office Hours of Operation

Monday through Friday 8:00AM-5:00PM by appointment

Program Location Hours of Operation

Monday through Friday 9:30AM – 5:30PM by appointment

Saturday Clinics and Weekday Evening Sessions by appointment

It is our intention to offer aware, focused and happy horses to every participant. For us to do this we carefully schedule the timing and frequency of programs. To assist us in doing this we ask that groups contact us a minimum of 4 weeks prior to requested program date and individuals/families contact us a minimum of 2 week prior to requested session start date.

We are closed New Year's Day, Easter, Thanksgiving, Christmas and all Federal Holidays that coincide with school closures.

Scheduling a Program

We offer our services to all Northeast Ohio, and available time slots fill up very quickly. All time slots are considered available until confirmed by the participant. When requesting a date and time, please confirm the slot within 5 days of the request. Requesting a date/time without confirming it does not guarantee the slot(s) will remain open.

To aid in scheduling, The Chrysalis Adventure calendar is set up with pre-designed duration of programs. Individual and Family sessions run 8 – 10 weeks with one session held per week. Team building sessions generally run on a given date for 2 hours.

Please call our administrative office or visit our website:

www.thechrysalisadventure.com for information on all our offered programs.

We can accommodate groups who have need for more than the standard time for group sessions by scheduling back-to-back time slots.

Arrival

We ask that each participant or group arrive on time and not more than five minutes early. If a participant is late, the program will start late but still end at the appointed time. Arriving on time insures participants are able to spend the maximum amount of time with the horses and facilitators.

Cancellations

As part of your commitment to the program, we ask that you reserve cancellations for emergencies. If you must cancel please contact The Chrysalis Adventure 24 hours in advance. Same Day Cancellations and No-Shows will be billed for the full amount of the scheduled session. For additional information on cancellations please review our Cancellation/No Show Policy Document on our website.

Weather

The Chrysalis Adventure has use of both indoor and outdoor spaces including a barn, indoor arena and outdoor arena. This allows us to offer services rain or shine, in heat or cold. In severe weather conditions, The Chrysalis Adventure reserves the right to cancel services for that day. Situations such as extreme cold or heat, violent storms, high winds, flooding, heavy snow accumulations and ice are dangerous to people and horses. In the event that services must be cancelled, you will be contacted by The Chrysalis Adventure staff member. If Geauga or Lake County schools are closed for severe weather, The Chrysalis Adventure programming will automatically be cancelled for that day. Make-up dates will be offered for any weather-related closing.

Dress Code

Due to insurance requirements, anyone on the premises must wear appropriate footwear and clothing.

- Be prepared to get dirty!
- Wear comfortable shoes that protect your feet and ankles with no heels, preferably boots.
- Anyone wearing loafers/dress shoes, sandals, flip flops, canvas Converse, open toed shoes, high heels, pumps, flats, or open backed clogs will be prohibited from entering the barns.

- All children under the age of 18 must wear a helmet while near the horses. The Chrysalis Adventure has helmets available for every minor participant.
This is a State Law that we strictly adhere to.
- It is best if all non-participating children are not at the stable during a session.
- Babies should NEVER be brought to the barn.
- No jewelry other than small earring studs and low profile watches should be worn. Dangling jewelry can get caught in manes, tails and halters or be grabbed by other participants. Dangling and fashion jewelry is also a distraction to both horse and participant during sessions.
- Dress for the elements!
In summer/warm weather, the natural breeze is our air conditioning. Lightweight pants and t-shirts are good options. In winter/cold weather, the horses' body warmth is our heating, heavy jeans, sweat shirts, hats, coats gloves and warm socks are advised.
- No clothing with offensive or suggestive messages and slogans or promoting alcohol or drug use will be allowed.
- Avoid wearing perfumes and colognes.
These scents attract bees and flies, affect the horses' heightened sense of smell and bother sensitive students and staff.

Anyone (including outside agency staff, chaperones, teachers or parents) who plans to be on the premises must abide by the dress code. If inappropriate clothing is worn, The Chrysalis Adventure staff will request that individuals remain in our sitting area outside the barn or in the tack room.

Smoking, Alcohol, and Weapon/Firearms Policy

The Chrysalis Adventure and Roosevelt Stables are smoke-free and alcohol-free environments. Lit cigarettes, lighters and matches are extremely dangerous around hay, saw dust and wooden walls of barns. There will be NO smoking, E-cigarettes included, or lighting of any fire anywhere on the premises.

No weapons or firearms of any kind are permitted on the property. The Chrysalis Adventure staff reserves the right to request anyone not in accordance with this policy to leave the premises.

Commitment

Participants, chaperones, parents, agencies, counselors and others must understand and respect that fact that The Chrysalis Adventure staff is in charge of the session environment. In addition, it is important that you understand that the staff's goal is to offer the best experience with a horse for each participant in the safest manner possible. At The Chrysalis Adventure, we are always striving to strengthen the relationships between staff, participant and/or affiliates. We believe it is important to develop and maintain a relationship of mutual respect with everyone involved.

Confidentiality

The Chrysalis Adventure has a policy in place to protect the confidentiality of our participants. Names, specific conditions or other personal details are secure and held in confidence.

Conduct and Behavior

The Chrysalis Adventure staff is expected to be an example for all participants. Foul language, inappropriate comments, disparaging remarks towards person or animal, disruptive behavior or behavior which threatens the safety of the horse or others is not acceptable, nor will it be tolerated. We request that participants, chaperones, teachers, and others set the same good example as we expect from The Chrysalis Adventure staff. After the first attempt to correct the behavior, offenders may be asked to wait outside or in the tack room until the end of the session.

Early Dismissal

While infrequent and rare, there are times when a group or individual session must be ended early. This may happen due to weather concerns, malfunction of equipment within the barn, or behavior issues by one or more participants.

If The Chrysalis Adventure staff must call for an early dismissal, it is requested that the participants and their chaperones, parents, teachers, or counselors understand and calmly follow the directions given to them by the staff.

Arguing or questioning the decision will not change it but may cause panic, confusion, or disruptive behaviors in others.

Based on the circumstances and how much time remains, you may be offered a make-up date for your session. If a make-up date is possible you will be contact by a staff member.

Pets

Due to legal liabilities, no pets are allowed at The Chrysalis Adventure facility. For the safety of your pet, please do not bring them even if you plan to leave them in your vehicle. It is required that you leave your pet at home.

SAFETY

Safety of both the participants and the horses is an important concern at The Chrysalis Adventure. While the staff keeps the barn area and equine guided experiential programs safe, they cannot keep an eye on everything. Please use common sense around the barn area by following the rules and advice in this handbook, and let us know of any safety concerns you might have while on the premises.

General Safety Rules

- Drive slowly in driveway!
- No one should enter paddocks, arenas or stalls to interact with the horses unless supervised by The Chrysalis Adventure staff.
- Horses are inviting and may even stick their heads out of their stalls, but they will not tolerate an invasion of hands, heads, fingers or other body parts into their faces, stalls or through their stall windows. Please respect their privacy and admire them from afar when they are in their stalls.
- Absolutely NO SMOKING, DRINKING OR UNDER THE INFLUENCE on the premises.
- Please make sure that there are no grooming kits, halters, or lead ropes left lying around the aisle. (If you take it out, put it back.)
- State Law requires anyone under 18 and all riders must wear a helmet while spending time with the horses.
- Please do not run or shout around the horses; they may react in a frightful or distrustful manner.
- Participants must never be left unattended anywhere on the farm!
- Unnecessary talking during programs should be avoided. Horses are more comfortable in a focused environment.
- When participants are involved in their program, parents, chaperones, teachers, counselors or other non-participants are requested that they do not interrupt or distract the session by speaking loudly, using cell phones or other electronic

devices, or conversing with the participant or program instructor. The facility offers seating outside or in the tack room for non-participants.

- Equipment, including halters, lead lines, and grooming supplies, should be returned where found after use. Cross-ties area should be clear of all hair, hay and manure.
- Stall doors and arena gates should be left the way they were found after use. (If you open it, close it)

Safety Around Horses

- Never approach a horse until The Chrysalis Adventure staff has given the go-ahead. Always have the attention of the horse, through speaking or movement, before approaching or touching him. Approach from the side, and walk around him to the front, never right behind or under him.
- Never wrap a lead rope or the reins around your hand or yourself.
- Never let a lead rope or reins drag on the ground or near your feet (you or the horse could trip).
- Do not attach cross-ties to the bit. This can seriously injure a horse's mouth.
- Never feed the horses. We do not want the horses to get sick, and we do not want the horses to expect a treat every time they meet someone new.
- Please be sure that all gates, stall doors and latches are open completely before leading a horse through so they don't get hurt.
- When arena is being used keep gate closed and latched to ensure the safety of horses and people.

Thank you for taking the time to read The Chrysalis Adventure handbook. The information you have taken from it will help you and/or your groups' visit a positive, safe and fun experience.

Please remember to fill out and return all permission slips, forms and waivers to The Chrysalis Adventure. Programs involving interaction with the horses will not begin without all necessary paperwork on file.