

ATTENDANCE POLICY

While we understand that illness and family emergencies do arise, prompt and regular attendance to scheduled therapy visits is critical in order to get the best results for your child.

Cancellations: Notice of cancellation is required at least 24 hours in advance of scheduled appointment by notifying your therapist directly or calling the office at (410) 970-2400 in order to avoid a fee. Less than 24 hour notice will result in a \$50 fee.

No Show: In the event of a no show/ no call occurrence, we reserve the right to and will automatically charge a \$75 fee. Individual circumstances can be discussed with your therapist and exceptions may be permitted in extenuating circumstances such as hardship or unexpected medical situations. Please know that URS must enforce these policies in order to protect our therapists and ensure services at URS continue to be available for our clients. An occurrence of 3 sessions missed without appropriate notice will result in forfeiture of the appointment slot held to allow URS to best serve all clients in need of services.

Inclement Weather: URS will strive to notify all personnel and clients of closure decisions at least 2 hours prior to scheduled appointment. Our facilities follow school closures within the county it is located (City Ranch – Balt.Co; TRRC – Howard Co; Silverado Stables – Frederick Co; Merkel Farm – PG Co). In order to ensure a safe and effective environment for our clients, URS reserves the right to cancel the equine assisted portion of therapy services if the following conditions occur:

- Temperatures above 100 degrees or wind chill/temperature below 25 degrees.
- Winds exceeding 25 MPH.
- Severe weather forecast (Tornado warning, thunder storms, hazardous driving conditions).

In the event that URS needs to cancel appointments, we will make every effort to schedule a make up if possible within the week.

HIPPOTHERAPY POLICY

If you choose to include any equine assisted treatment into your therapy plan, please note the following:

URS provides holistic, comprehensive therapy services in multiple settings. Our mission is to meet the needs of our clients and their families in the community and home settings. It is the therapist's responsibility and ethical obligation to determine best fit of services for each individual client. Determination of scheduling (frequency/duration) and level of services is done at time of evaluation. During this visit, you can expect to sit down with your therapist to discuss goals, needs, and participate in the treatment planning process.

If at any time, your therapist deems it is inappropriate to incorporate equine movement into your/your child's therapy plan, this will be clearly communicated and documented. *It is not guaranteed that all services will include equine movement at any given time. This is solely to the therapist's discretion based on what is most therapeutic and beneficial to the client at time of treatment.*