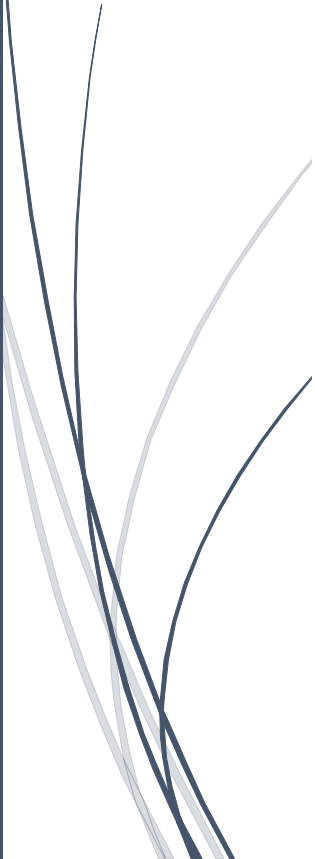


8/27/2024

# CLIENT MANUAL

True Blue Equine LLC





## Welcome!

Welcome to True Blue Equine! We are so happy to have you here with us and look forward to working with you! This handbook was created to help you navigate the program and settle in to being a part of the True Blue Equine community!

## About Us

True Blue Equine's mission is to create equine-assisted learning experiences that encourage people discover, develop, and share their gifts. Our vision is to provide the highest quality equine experiential learning support to clients so that together we might contribute to the integrity of our selves, families, friends, communities, and world.

Among our core values are integrity, safety, stewardship and a dedication to lifelong growth and learning, true and authentic connection, freedom and accountability. It is my goal to support my clients on their exploration to find their true and whole selves. For information about us, check out [www.trueblueequine.com](http://www.trueblueequine.com) contact us at 507-995-1732 or [kari@trueblueequine.com](mailto:kari@trueblueequine.com)

## Location

True Blue Riding School is based out of Oak Haven Farm at 430 209<sup>th</sup> Ave NW Oak Grove, MN 55011, however we travel to a variety of barns and locations throughout the north metro to teach classes/clinics and facilitate retreats and workshops. Wherever we are, we strive to create a calm, quiet, relaxing environment that is a retreat from the hustle and bustle of everyday life. We want to create a space for our clients to safely discover, explore, and journey through the wonderful world of horses.

## Fall Semester 2024

Enrollment Deadline: September 3th, 2024

Class Dates: September 9th, 2024 - December 13th, 2024

No Sessions - Sept. 30th, Oct. 16th, Oct. 31st, Nov. 21st, Nov. 22nd

Youth Level 1 – Mondays 5:30pm-7pm

Adult Level 1 – Thursdays 5:30pm-7pm

## Tuition

Tuition is due on the enrollment deadline and may be paid online. Monthly payment plans can be arranged on a case-by-case basis. Students may cancel with a refund up to one week before their semester starts. Refunds are subject to a \$25 credit card processing fee.

## Make-Up Lessons

If you cannot make it to a lesson, you must notify True Blue Equine in writing (e-mail or text message) no later than 9:00 AM the morning of the lesson to be considered "excused". Unexcused absences include



late arrivals, no shows, or short notice (after 9:00 AM the day of). Students are allowed ONE make-up lesson, regardless of how many lessons they may have missed during their semester. Clients are allowed 3 unexcused absences before being dismissed from the program.

If you have an excused absence, your coach will reach out to you, sending three options of different dates and times for your make-up. Please choose one of the options within 48 hours of receiving the email so that we can get it on the schedule. Please note that we are not able to offer additional make-ups due to the number of horses and the number of times per week we can fairly ask them to participate in programming.

## Weather Policy

Many of our sessions are held outdoors and the indoor arena is not heated. We do occasionally need to shift our lesson plan/location to ensure a safe and healthy experience. Clients will be notified as soon as possible if adjustments must be made due to weather. Clients should always arrive prepared to ride and dress appropriately for weather conditions. If severe weather prevents us from safely meeting, the lesson may be done via Zoom.

## Our Program

True Blue Equine offers a unique and comprehensive approach to horsemanship in various formats, which we outline during a complimentary 60-minute virtual discovery call. This is an opportunity to ask questions and be introduced to the program before we embark on this journey together. During these sessions, we will discuss goals and how the coach can best support your growth.

True Blue Riding School combines a levels-based curriculum with 20 years of experiential coaching. The small group mentorship program requires a minimum 13-week (one semester) commitment. Each student will be provided with a workbook each semester to track their progress through each of the five levels which combine horsemanship, hippology, and personal growth.

True Blue Equine also offers private coaching to equestrians whose needs simply don't align with the group program. Private coaching takes a more individualized approach that is tailored to your specific needs and often working with your own horse.

Our workshops, classes/clinics, and retreats are formatted as a single intensive experience with ongoing support as needed. These groups range in size from 6-30 and are held online, in-person at various locations, and occasionally at the barn. Check out our events page for specific topics and information. Whatever your goals, we offer various experiences to best meet your needs.

## Program Requirements

True Blue Equine prioritizes holding space that is physically, mentally, and emotionally safe and healthy for all humans and animals in our program. We practice low stress handling and a low stress environment as much as possible. Because of this, we ask that all clients and guests refrain from yelling, screaming, blasting music, honking horns, speeding, running, and any behavior that could disrupt or threaten the clients' experience.

We partner with horses of every shape and size for our programming. As stewards of these magnificent animals, we take their health and well-being very seriously. A program's success is dependent on all



members of the team, including our equine partners. The following stipulations are required for all horses participating in our programs, regardless whether the horse is a lesson horse, lease horse, or one owned by the client.

1. True Blue Equine LLC strives to be a low stress environment for horses and riders. Reading body language and effective communication is a keystone of our program. A horse who is showing signs of fear, stress, or anxiety and who has surpassed the fight, flight, or freeze threshold will be excused from the lesson for their safety and the safety of the client. The lesson at this point, is not necessarily concluded, however. Behaviors such as this are best processed outside of the ring/pasture and together we will make a plan to address the concern in a way that is safe for all involved.
2. Horses will maintain a healthy body condition score and will only be ridden if serviceably sound. Horses who are lame, injured, or have been diagnosed with a chronic illness that may compromise safety are ineligible to participate.
3. Horses will be kept current on core vaccinations and, if hauling, will carry proof of a negative Coggins tests and any other required vaccines at the host facility. Appropriate internal and external parasite control is also required for each horse in the program. If a horse becomes ill, it is imperative that the coach be informed so biosecurity measures can be taken immediately.
4. Regular hoof and teeth maintenance is essential to performance and behavioral health and is a requirement for horses participating in our lesson program.
5. Most clients provide their own tack for lessons on their own horse. Tack will be provided for those clients utilizing a lesson horse. Properly fitted tack must be safe, clean, and in good working order.

We advocate for the health and wellness of the horses because they are our partners in this work. For more resources on horse care, management, husbandry, or tack and appointments, contact their coach. True Blue Equine values stewardship, upholds and raises industry standards, and is your guide, mentor, and resource to the equine industry.

Each student's progress in their horsemanship journey is directly related to his or her own level of commitment to their individual growth and development. In short, you get out what you put in. Your coach is there to support every step of the way and shift as the journey takes twists and turns. In Horse Training, a general rule is that 3 rides per week = maintenance, 4 rides per week = improvement, and 5 days per week = progress. While our program is not solely focused on "riding" or "training", the point stands true – true growth takes commitment and consistency.

## Barn and Arena Etiquette

1. Clients are responsible for the safety and security of themselves and their horse.
2. Arena, pasture, and stall gates and doors are to stay closed, unless directed otherwise.
3. Horses will be led with a lead rope, not with a halter. Horses will not be turned loose while still tacked and will not be left unsupervised while bridled.
4. Riders and handlers will speak to and cue their own horses quietly. Horses are sensitive to noise and often are trained with verbal cues. Do not cue a horse that you are not responsible for.
5. Clean up after yourself and your horse including manure, sweeping, equipment, tack, etc.



6. No riding is permitted while in a barn. This includes in the stalls and in the alleyway. No riding is permitted in the arena while it is being dragged or watered.
7. When mounting, a riding coach must always check the girth before a student mounts and riders will always use a mounting block.
8. Do not congregate, mount, or dismount on the rail or in front of the gate or any doorway.
9. A 10–12-foot distance must always be maintained between horses whether on the ground or in the saddle. Always maintain awareness of other riders and horses in the arena.
10. While riding and approaching another rider headed the opposite direction, riders will pass left shoulder to left shoulder, as is customary. While passing another rider, always pass to the inside track and maintain distance. Faster riders will stay on the inside track while slower riders will stay to the outside. When in doubt when approaching another rider, communicate your intention with a loud and clear “Inside”, “Outside”, etc. to communicate where you are going to go to avoid collisions with other riders.
11. Riders working on patterns, circles, etc. will stay to the inside of the arena while riders working on the rail will stay to the outside track of the arena.
12. If any rider falls at any time or loses control of their horse, all other riders will immediately stop and dismount.
13. Horses shall not be tied up, nor run loose in the arena while there are other riders in the arena.
14. Dogs must be leashed and cats be kept a respectful distance from the lesson to promote safety and avoid distraction.
15. Parents, siblings, and guests not actively participating in the program shall maintain a respectful distance so that the coach can focus primarily on supporting the client’s learning. All children under the age of 18 are required to have a parent or guardian on the property during lessons.

## Code of Conduct

1. I understand that True Blue Equine is a non-formal equine education program in which I have an option to participate. I accept my responsibility to engage in the program activities and to excuse myself if it does not meet my personal learning objectives. I understand that True Blue Equine has the responsibility and authority to hold me accountable for my actions and may dismiss me from the program if I am in violation of any of the policies and procedures put in place to keep myself and others safe.
2. I accept the responsibility to represent True Blue Equine by holding myself to these behavior standards and conducting myself with a way that reflects True Blue’s values. I will refrain from behavior that negatively represents myself, my classmates, and True Blue Equine.
3. I acknowledge that learning from and with horses may be challenging physically, mentally, and emotionally and understand that challenge is often utilized as a tool for learning and growth. I accept this challenge, while agreeing to honestly communicate my needs to my coach so that he/she can support me in times when I need it the most.
4. I accept my personal responsibility to be informed and follow policies and procedures of True Blue Equine. If I don’t know, I will ask. I will not cheat, lie, knowingly furnish false information, deceive, or otherwise engage in dishonest, unethical, or illegal behaviors. I will not encourage others to conduct themselves in this way either.



5. I will act in a respectful and responsible manner towards myself, guests, staff, horses, and property. I will comply to the direction of the coaches acting in the performance of their duties. I will not obstruct or disrupt any programming or encourage others to do so.
6. I will promote a spirit of inclusion and welcome participation of individuals from all backgrounds. I will practice fair-mindedness by being open to the ideas and opinions of others. I will comply with equal-opportunity and anti-discrimination laws. I will not participate in behaviors that discriminate against others. I will not judge myself, others, or circumstances.
7. I will communicate in an open, honest, and respectful manner in all situations. I will refrain from communication (especially gossip) that is negative, offensive, destructive, or hurtful to others. I will refrain from sharing private information in a public setting and will respect the confidentiality of others. I will not engage in or tolerate slander, put-downs, insults, taunting, name-calling, yelling, profanity, sexual innuendos, and other comments or hostile behaviors likely to offend, hurt, or set a bad example to others.
8. I will ensure a safe environment for myself, other people, animals, and property. I will not act with irresponsible or potentially hazardous behavior. I will access and operate machinery, vehicles, and other equipment in compliance with law, barn rules, arena etiquette, and general safety practices.
9. I will make healthy choices. I will not abuse tobacco, alcohol, or use illegal substances while in session with True Blue Equine. I will not attend programming while under the influence of alcohol or any mind-altering substance.
10. I will keep and respect healthy personal boundaries. I will not manipulate, stalk, harass, or violate others, sexually or otherwise.
11. I will dress in a manner that is appropriate, tasteful, and respectful to me and others. While engaging with the horses I will always wear close-toed shoes. While riding I will always wear long pants, boots with a small heel, and an ASTM/SEI approved riding helmet. I will not wear dangling or hooped jewelry while working with the horses. I will avoid clothing and accessories that depict violence, sex, drugs, alcohol, tobacco, death, gangs, or other offensive or obscene pictures or language. I will not wear clothing that reveals my underclothing, midsection, torso, chest, cleavage, or upper thighs.
12. I will respect the property of True Blue Equine and the property of others. I will not use, abuse, or take belongings that are not my own. I will not damage the facility.
13. I will not possess or carry a weapon while actively participating in True Blue Equine programming. If I am lawfully carrying a firearm, I will carry it and my credentials securely and discreetly.
14. I will contact my coach immediately if I witness behaviors that do not align with this code of conduct. If a situation is escalating and I do not feel safe, I will contact the authorities. I will not retaliate against an individual because of the individual's good faith participation in reporting misconduct or participating in investigations.
15. I will use the appropriate channels within True Blue Equine to address concerns and conflicts, working towards a resolution. I will accept the decision of the individual and/or group with leadership and authority to make the decision even if the decision is not the one I personally desire.
16. I will demonstrate behaviors appropriate as a positive role model. If I have a guest or guests in attendance while participating in programming, I will encourage them to abide by this code of conduct. I recognize that if the guest's behavior interferes with the learning, my guest may be asked to leave.



## Conclusion

In conclusion, this Client Manual outlines general guidelines and information that is helpful to clients as they are welcomed into our program and become a member of the True Blue Equine community. The purpose is to clarify expectations and set a standard of behavior and conduct that helps us maintain a physically, mentally, and emotionally safe and healthy space for the people and the animals in the program. By signing the membership enrollment, you agree that you have read, accept, and will abide by the standards written in the Client Manual.

True Blue Equine is a space of learning and integrity, and guests will conduct themselves as such in accordance with the Client Manual. Although only clients are required to sign this Code of Conduct, the behavior standards apply to everyone including clients, parents, volunteers, and guests. This document applies to all people and animals participating or representing True Blue Equine off-site in both face-to-face and online environments.

The opportunity to participate in programming through True Blue Equine is a privilege and honor, not a right. Continued enrollment in our programs is partly dependent upon the adherence to the expectations cited in the Client Manual. Because True Blue Equine is a place of learning, minor disruptive or inappropriate behavior violations will be addressed through reflective coaching. An infraction that is more severe and/or a pattern of unacceptable behavior will result in consequences ranging from loss of privileges to suspension or expulsion from the program.