



Pegasus Springs Therapeutic Riding Center

Client Code of Conduct & Discharge Policy

Confidentiality Policy

Pegasus Springs TRC recognizes that all clients receiving services are entitled to do so with the expectation that information about them will be treated with due respect and confidentiality. All client information is considered confidential. Pegasus Springs TRC, to the extent provided by law, assumes responsibility for safeguarding each client's right to confidentiality and is responsible for all collection, storage, disclosure and destruction of confidential records.

Code of Conduct

Pegasus Springs TRC recognizes that the primary interest of Pegasus Springs TRC is the provision of safe, quality services and activities to participants in our programs. This policy has been written to provide an understanding of appropriate conduct and to provide consistency in the administration of our agency.

On rare occasions, the conduct of a client may be such that it disrupts the orderly operations of the program, the maintenance of a positive program environment, or the interests and safety of staff, volunteers, other participants, and horses and other animals on the property. In recognition of the responsibility inherent in the delivery of services provided by Pegasus Springs Therapeutic Riding Center, Pegasus Springs TRC asks all clients to respect the rights, dignity and well-being of all individuals. Pegasus Springs volunteers and employees also respect the integrity and well-being of program and facility horses and animals.

The following conduct or behaviors constitute a breach of this code and if evidenced may result in discharge from the Pegasus Springs Therapeutic Riding Center program:

- Arriving under the influence or use of alcohol during the program.
- Being in possession of, distributing, selling, using or working under the influence of illegal drugs during the program.
- Engaging in negligent or improper conduct leading to damage of Pegasus Springs owned, facility owned, or program participant owned property.
- Violation of safety, dress or health rules.
- Engaging in sexual or unlawful harassment.
- Exhibiting excessive absenteeism.
- Consistently tardy, which cancels any grant payment of services
- Insubordination or verbally, emotionally or physically abusing program participants and/or family, or other personnel.
- Verbally, emotionally or physically abusing program or facility horses and animals
- Engaging in dishonest behavior or theft.
- Engaging in disorderly conduct.
- Disclosing confidential information.



Pegasus Springs Therapeutic Riding Center Client Statement of Responsibility

I, _____, as client/participant of Pegasus Springs Therapeutic Riding Center, indicate by my signature below that I have read the **Client Code of Conduct and Discharge Policy**, and fully understand my role and responsibilities of being a Pegasus Springs client or parent/guardian, and understand and comply with the Pegasus Springs code of conduct. I have also been given a copy of the Client Code of Conduct and Discharge Policy for my records.

Client or Parent/Guardian Printed Name: _____

Client Signature (or Parent/Guardian if client is a minor):

_____ Date _____