



ROCK Ride On Center for Kids

Questions and Answers For Clients

How do I apply and when are applications due for both current and new clients?

Each year a new application must be submitted to ROCK. Sessions for Equine Assisted Activities and Therapies begin in September and run through June. Applications for existing clients are accepted the first Monday in May. New client applications are accepted the first Monday in June. All clients are given until the first Monday in August to turn in the medical release forms.

All parts of the application (except the two medical release forms) must be completed and returned before the client's application will be processed. If all forms are not completed by the due dates, the riding spot a client has requested will be jeopardized.

When a new client applies, then the client or client's guardian will be contacted to schedule a screening with a ROCK therapist or instructor

Due to space limitations, not all applicants are accepted. Any applicants not offered a riding spot will be placed on a wait list for only that current instructional year. PATH International standards require ROCK to obtain a new application each year.

How does the wait list work?

Applicants not offered a riding spot will be put on the wait list. They will remain on the wait list through the current instructional year. Should a spot become available, ROCK will notify the family by the phone and email address provided to them on the client application. Applicants will have 48 hours to respond when contacted. If they respond "yes", they will be scheduled for a screening and then placed on the schedule. Once a team of horse and volunteer(s) are selected the rider will begin their sessions. If they respond no, the applicant will be removed from or moved to the bottom of the list based on the decision of the applicant. Clients who have not been offered a riding spot prior to the next year's application will be required to re-apply for the following year.

Who do I contact with questions?

If you have questions or concerns regarding lessons or questions about ROCK, begin by talking with your instructor. If you need further assistance, your instructor can direct you. You may also refer to the staff page on the website for further assistance.

What are the weather policies at ROCK?

The ROCK instructors and therapists make every attempt to provide services, even in inclement weather. Sometimes, if riding is not possible, un-mounted lessons may be given inside. Classes will only be canceled in the event of dangerous or threatening weather. Your instructor will call the number that has been designated to inform you of class cancellations. You may also call the office or contact your instructor if you have questions. You will not be charged for classes cancelled by ROCK.

ROCK follows the Georgetown ISD calendar for holiday and weather closings. For classes held on Saturdays, your instructor will be contacting you.

What if a client is sick or has to miss a class?

If you are unable to make your class time, please give ROCK 24 hours notice. If you have a last minute cancellation, call your instructor or the office at 512-930-7625. To help keep everyone healthy, a client should not attend class unless he/she has been fever-free with no vomiting or diarrhea for 24 hours.

What happens if a client is late for a lesson?

It is important for a client to arrive about 10 minutes prior to the scheduled class time so that a client may be ready to ride. This gives the client time to put on a helmet, greet people and not be rushed. If a client is late for their scheduled lesson time, ROCK cannot guarantee he/she will be able to ride. Once the session has begun, the instructor/therapist may not be able to leave the other riders to mount late arriving students. Tack will be taken off the horse and volunteers released 15 minutes after the scheduled class starts. Please contact your instructor or ROCK if you are going to be late due to an unforeseen issue.

What should a client wear while riding at ROCK?

ROCK provides helmets. If you choose to have your own helmet, it needs to be an ASTM/SEI approved helmet and cannot exceed more than 5 years past the manufacturer's date. Please see your instructor or therapist with any questions. Wear comfortable clothing such as long pants or shorts based on the weather. Do not wear jeans with sequins on the pockets as it rips up the leather saddles. For shoes, wear closed toe shoes or boots. As the weather changes consider sunscreen, gloves, or a jacket, as needed.

How does a client or guardian of a client apply for a scholarship?

To apply for a scholarship, please download the scholarship application. The application will need to be completed, along with a letter of need, and a copy of your most recent tax return. A committee will review all applications. Families will be notified with the amount of the scholarship. Scholarships are accepted throughout the year.

**For further information, please refer to ROCK's Client Handbook or contact
ROCK at 512.930.7625**