



# BraveHearts

## FAQs

### PHASE 3 OPEN

We have put together some Frequently Asked Questions about reopening at BraveHearts. Let us know if you have further questions!

Phase 3 will begin on **Monday, August 24, 2020.**

- 1. Do we have to wear masks?**
  - a. Yes, all individuals must wear a mask at BraveHearts, when indoors and when less than 6ft apart outdoors
- 2. Do we have to wear gloves?**
  - a. Yes, all individuals must wear gloves at BraveHearts, at all times.
- 3. Can I bring my spouse, child or family member with to watch my session and/or my child's session?**
  - a. No, at this time for your safety we have restricted only **three** participants onsite at a time. The only exception is given to those who have a guardian which in that case the guardian may be present.
- 4. Can we groom and tack the horses?**
  - a. In Phase 3, we have reopened the grooming and tacking area to participants. Gloves are used during lesson time/when handling tack & leads
- 5. Can we hang out before or after?**
  - a. Participants will no longer be required to wait in their vehicles. Enter building independently no sooner than 5 minutes before scheduled lesson to allow time to sanitize. You will be escorted by your instructor/therapist once they are ready for you. We ask that you continue to limit congregating and hanging out before and after to help protect the safety of our community.
- 6. How will I be notified that I am cleared to enter the facility?**
  - a. You will be escorted by your instructor/therapist when they are ready for you to enter the building for your sessions.
- 7. How do I pay for sessions?**
  - a. We will adhere to the same policy - TR participants will prepay for the session block at the private rate, Clinic will pay co-pay day of and will be billed at the end of month. Veterans and vet family members will be provided services at no cost.
- 8. When will the schedule return to normal?**
  - a. At this time we do not have a scheduled date to when sessions will fully resume.
- 9. Can I ride with my family members if we have been sheltered-in together?**
  - a. Yes, this is the only exception to having 3 participants onsite at a time.
- 10. What else can I expect?**
  - a. Safety for all is our number 1 goal. A designated check-in will be at both facilities for every individual to report to prior to sessions. We will sanitize between every session.
- 11. What are the Phase 3 Zones?**
  - a. In Phase 3, we have combined zones to 4 zones. When scheduled to come to our farms for any reason, you are restricted to stay in the assigned area as directed by the staff/instructor/therapist. See facility map onsite.
- 12. What are the volunteer requirements?**
  - a. In Phase 3, we are allowing 2 sidewalkers and 1 leader per session. All volunteers must wear masks and gloves at all times.