



## Fall 2020 Client Protocols

Welcome Windrush Clients!

In an effort to protect our programming sites from the effects of the COVID-19 pandemic, Windrush Farm has implemented the following policies and procedures for the entire property. These new policies have been developed within the guidelines of the State of Massachusetts Department of Public Health (MDPH), the Federal Guidelines from the Center for Disease Control (CDC), and consultation with other local centers and our National Organization for the latest in our Industry Standards. Our plan was developed to ensure that the following mandatory safety standards for reopening are being adhered to.

- \*Social Distancing
- \*Hygiene Protocols
- \*Staffing and Operations
- \*Cleaning and Disinfecting

All policies and procedures outlined in our plan are subject to change at any time based on local and federal mandates that are issued or suggested during this pandemic.

### **Risk Prevention Policies**

- Clients/drivers/guests must remain in their vehicle until an instructor or volunteer greeter comes to greet them.
- Everyone must wash their hands with soap and water for 20 seconds upon entering and leaving the property. A hand-washing station is provided with soap, water, hand-sanitizer, and paper towels.
- Everyone on the Windrush Property over the age of 2, is required to wear a cloth face covering over both mouth and nose. Lowering the face covering, after mounting, will be permitted for independent riders only. Any rider requiring assistance must keep their face covering in place.
- Clients must sign-in and sign-out at the visibly marked welcome center located outside the office.
- All clients/drivers/guests must remain outside of buildings and are restricted to the arena side of the street.
- Guests are not permitted to walk around the farm while waiting for the client. Once riders are paired with their horse, guests must wait in their car or in the picnic area provided with tables. Social distancing of 6 feet is required.
- No guests will be allowed in the indoor arena to observe classes, but watching a lesson at the outdoor arena will be permitted as long as they are accompanied by an instructor.

- Everyone must commit to social distancing of 6 feet as much as possible while on the Windrush property to reduce the possibility of infection.
- Clients will be dismounted one at a time to allow for proper sign-out and hand-washing while practicing appropriate social distancing.
- Everyone must adhere to safety guidelines and handwashing instructions posted on the premises.
- Please refrain from hand-shaking or embracing others.
- Everyone must cover coughs or sneezes with their elbow or a tissue. All tissues must be disposed of immediately.
- Clients should refrain from touching their eyes, nose, and mouth with their hands.
- All Windrush Facilities and equipment are cleaned daily, if in use.
- The porta-potty at the arena is cleaned daily.

### **Client Requirements**

- Clients must have all required forms signed and returned to the Windrush office before their first lesson.
- Clients are asked to read the Client Protocols located on our website.
- Clients should watch our “How to Adjust your Stirrups” video located on our website.
- Clients must arrive 15 minutes early for first lesson, only.
- Upon arriving, we ask clients to follow the signage and park in the designated Client Parking Area, which is located by the stone wall and trees along the roadway.
- Clients must wait in their vehicle for an instructor or volunteer greeter to meet them before all classes.
- After meeting with an instructor or volunteer greeter, clients must wash hands thoroughly for 20 seconds, sign-in at the welcome table, and complete the COVID-19 screening form each time they ride.
- Clients must spray gloves with alcohol before riding, spray located on the welcome table.
- Once the lesson is over, clients must sign-out, wash their hands, and walk with an instructor or volunteer back to their car, maintaining 6 feet of distance.

## What to Bring

- Clients must bring their own helmet that is five years or newer and ASTM/SEI approved. When purchasing new, please ask for help to ensure proper fit.
- Anyone over the age of 2 is required to wear a cloth face covering over both mouth and nose at all times. A face shield may be worn in addition, but does not replace a cloth face covering.
- Clients must bring a labeled water bottle.
- Clients are responsible for bringing any necessary medical devices including up-to-date EpiPens.

## When to Stay Home

- Please, do NOT come to the farm if you are sick. We must be respectful of everyone on the farm and take care not to add any additional risk into people's lives. This extends to spouses, any household members, or other people close to you who may be sick. If you, anyone in your household or others close to you are displaying symptoms, please call the office to notify us of your cancellation and remain at home.
- If you start to feel sick while at Windrush, or if you are experiencing any symptoms of COVID-19 (fever, cough, difficulty breathing, chills, headache, muscle pain, sore throat, or new loss of taste or smell), let your instructor know, go home immediately, and contact your healthcare provider for additional guidance.
- If you test positive at any time for COVID-19, you must self-quarantine at home for 14 days after symptoms have subsided, per CDC recommendations.
- If anyone at your workplace or school, or anywhere you spend time on a regular basis tests positive for COVID-19, you must follow the protocols recommended to you by the governing body, be it the school, workplace, city, state or CDC.
- Windrush requests that if you have had any exposure to someone that has tested positive, please stay at home for the 14-day quarantine period before returning to Windrush.
- Nearest local testing site:  
AFC Urgent Care  
129 Turnpike St.  
North Andover, MA  
(978) 470-0800  
Hours 8AM-8PM

Thank you for adhering to these new protocols to ensure the health and safety of us all. We look forward to a fun, healthy fall season!

Links for Further Reading:

[CDC Coronavirus Info](#)

[Mass.gov Coronavirus Info](#)

[Stop the Spread of Germs Infographic](#)

[Face Coverings Infographic](#)

[Coronavirus Factsheet](#)

[How to Prevent Spreading Coronavirus if You Are Sick](#)

[Wellness Tips](#)