Client Rights and Employment Rights and Non-Discrimination Policies

**Client Rights**

### As a client of Exceptional Equestrians of the Missouri Valley, Inc. you have the right to:

* Be treated in a professional, courteous, and caring manner that respects and appreciated differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic or veteran status.
* To expect that your personal privacy will be respected and confidentiality protected to the greatest extent permitted by law.
* Be provided with a safe environment to conduct your session in.
* Choose to use or not to use our services.
* Receive accurate and relevant information in a timely manner.
* Request transfer to another therapeutic riding instructor or therapist.
* Make a complaint about the service received from EEMV through the grievance procedure and expect that this complaint will be investigated appropriately and in confidence. EE’s grievance policy and procedure is available upon request.
* Read your records with an EEMV representative in attendance.
* Choose whether you are willing to participate in research projects and to withdraw from projects at any time.

**EEMV reserves to right to remove an individual from a single session or a program if we feel that individual is no longer safe, is endangering the safety of other program participants, or is hindering the progress of themselves or other individuals**

1. Equal Opportunity Policy
   * 1. EEMV is an Equal Opportunity Employer in both policy and practice. Our policy for recruitment is as follows:
        1. Recruit, hire, train and promote persons in all job classifications without regard to race, color, religion, national origin, sex, sexual orientation, age, marital status, disability or any other legally protected status.
        2. Employment decisions will be based on the individuals’ qualifications, experience and ability.
   1. Discrimination and Harassment
      1. All employees of EEMV shall work in an environment free of discrimination and harassment. Discrimination based on the basis of race, color, religion, national origin, sex, sexual orientation, age, marital status, disability or any other legally protected status is illegal and will not be tolerated. Harassment refers to behavior that is personally offensive, impairs employee morale, and interferes with efficiency and effectiveness of employees during work hours. Employees should communicate concerns in regard to harassment through the grievance policy included in this manual.