



Family Handbook 2019

“Every time a child bows, they come up taller.” - Willie Smith

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Welcome to Upturn Arts!

This Family Handbook is meant as a reference and guide for school policies and procedures and family questions and concerns. Although many topics are covered in this handbook, not all scenarios can be conceived and addressed. If at any time you are in need of clarification or have questions, please use the Handbook first and then confer with the appropriate party.

Upturn Arts Employment Identification Number is 46-2925350.

Letter from the Executive Director:

Dear Upturn Arts Families,

Growing up in a middle class family, I often saw the financial struggle my parents went through in order to afford extra activities - like dance classes - for my sisters and me. I realize now how lucky I was to receive the training they were able to afford; there are many others who are not so lucky. My entire life has been affected by dance and the arts, it has made me a confident leader and compassionate friend.

In 2001, I attended the Bates Dance Festival in Lewiston, ME and it changed my life forever. I witnessed an amazing performance by students of all ages – what was unique about this performance was that all the kids were happy and confident; not competing for a trophy or award – it wasn't a dance recital performance with costumes and high kicks, but instead, something they created. From that day forward, I began to approach teaching dance in a totally different way -- a creative and inspiring way.

For 14 summers, I worked with the Bates Youth Programs as dance instructor and director. While there, I learned more and more about nonprofits and how to offer programs for all income levels. This experience inspired me to establish Upturn Arts in New Orleans – the one city that has always had my heart. The city where the streets sing, the colors are vibrant, and the entire city grooves. Thank you for choosing to live here too and thank you for engaging your young artists with us.

Upturn Arts' mission is "Arts for All": We provide programs that foster personal growth and artistic development during the most important phases of young people's lives, helping them learn collaborative skills and motivating them to become creative, confident, productive members of society.

This handbook was prepared to give you a better idea of what you can expect from Upturn Arts and what we can expect from you. We encourage communication with our families so that together we can support your young artist as they grow. We look forward to creating art with your young artist and hope that you can be an advocate for our programs.

Arts for All,

Dana Reed
Executive Director

Mission

Upturn Arts is a fun and creative program that teaches children in the New Orleans community to explore and build confidence in themselves as artists. Our mission is to provide #ArtsForAll.

Camp Philosophy

John Lennon said it best when he said, **“Every child is an artist until he’s told he’s not an artist,”** and Upturn Arts couldn’t agree more! Art is a universal language. It allows us as humans to not only express ourselves artistically, but to be more open-minded, accepting, and easily adaptable to the people and world around us. Art can be a catalyst for change, create an oasis to relax, fuse a bond between two people, and bring a community together. Art can teach us how to cope with emotions and how to stand in someone else’s shoes. For our organization, art is not a hobby, but a way of life.

Upturn Arts believes that collaboration breeds artistic creativity and, most importantly, **confidence** in our young artists. Every child in our program has the freedom to express him or herself in a safe, encouraging, and positive environment. We strive to increase the expressive confidence of every child, regardless of artistic talent or ability. We value collaboration over competition, artistic growth over solos, and creating original works over recreating repertoire.

Our teaching artists are encouraged to teach the basic fundamentals of their craft with the intention of giving young artists the tools to create something - be it a dance move, song, or sculpture, that is unique to his or her creative expression. The goal is to instill **confidence**.

Camps & Program Offerings

- Martin Luther King Jr. Day Camp (day of)
- Mardi Gras Camp (the days following Fat Tuesday)
- Spring Break Camp (during the break held by the majority of area schools)
- Mini May Camp - ages 4-5 only (end of May/beginning of June)
- Summer Camp (the majority of the summer broken up into 2-week and 1-week sessions)
- Fall break Camp (during the break held by the majority of area schools)
- Thanksgiving Camp (week leading up to Thanksgiving)
- Holiday Camp (dependent on the break held by the majority of area schools, Christmas and New Years Eve/Day)
- Parent/Teacher Conference Camps (TBD with school schedules and partners)
- After school & Saturday programming (TBD semester by semester)

Registration, Waitlists & Required Forms

Registration* for all Upturn Arts programming and camps will be accessible on the Upturn Arts website: www.upturnarts.org. Registration will open at least two (2) months prior to a session beginning. All registrations are collected through Active.com.

Early Bird registrations close one (1) week before the first day of that session. Registration will remain open until the Friday before camp starts, however, will incur a late registration fee of \$10 per day or \$50 per week. For example, if Spring Break Camp begins Monday, April 2, Early Bird registration will close on Sunday, March 25. Registration will remain open until Friday, March 30 at the late registration price.

As our office is closed on Saturdays and Sundays, no registrations will be taken the weekend before camp begins. Families interested in attending camp but who have not registered by the Friday before deadline, may arrive to camp on the first day. Space pending, families may register, however, an additional late fee of \$100 will be charged to the registration. Grants do not apply to late fees.

*Additional assistance can be provided to families requiring a manual registration process. To make arrangements, please contact our offices at (504)390-8399.

Waitlist Policy

When registration for an age group is full, additional registrations may be added to the waitlist. All waitlisted families will be notified by the week before the camp starts, at the very latest. Families who receive a spot for the camp must respond by end of business on that day to secure the spot. At that point, Upturn Arts will register the young artist in Active and payment is due in full by drop off on the first day of camp.

Young artists who receive a spot and are registered through Active are responsible for payment of the camp in full. As per our cancellation policy listed below, no refund will be given to late cancellations from the waitlist.

Medical & Media Release Forms

A Medical Release form for each young artist must be completed and e-signed by the parent/guardian, and submitted during registration. This information should be updated as needed, either through accessing your Active account, emailing dana@upturnarts.org, or by calling our offices at (504)390-8399. The Medical Release form gives the Upturn Arts permission to seek emergency medical care for a young artist in the event such care is deemed necessary. All costs incurred from such emergency medical care will be the responsibility of the parent or legal guardian.

A Media Release form for each young artist must be completed and e-signed by the parent/guardian, and submitted during registration. This information allows Upturn Arts to use the images, videos, recordings, and linkesses of the young artists attending the programming to be used in future Upturn Arts marketing efforts -such as promotional campaigns, appearance on the website, video slideshows, print and digital advertising - without compensation. Parents/guardians have the ability to decline this release with either a written email to dana@upturnarts.org or letter to keep on file.

Tuition, Fees, Payment Plans, & Refunds

Tuition fees vary based on the camp length. Camp lengths include: 2 - week sessions, 1- week sessions, daily sessions. Summer camp sessions that are two (2) weeks in length are not available as one-week or daily session option; school year sessions that are one (1) week in length may be attended as a daily session as stated on the Upturn Arts website and registration website.

All registrations require a deposit of \$57.75 plus a non-refundable registration fee of \$5.20 and a \$5.00 supply fee to secure a spot. Registrations that are not paid in full at the time of checkout will be required to select a payment plan option. Payment plans are pre-set and will require an automatic withdrawal of funds from the card on file on the 1st and 15th of each month until the session is paid in full. Sessions are required to be paid in full at least one (1) week prior to the session start date.

Refunds for registrations cancellations are subject to the following fees:

- More than two (2) weeks* before the session date: full refund, less the \$5.20 registration fee
- Less than two (2) weeks before the session date: 50% refund, less the \$5.20 registration fee
- The day of a session start or no-show: 0% refund

*A week is 7 days. If a session starts on a Monday and the cancellation is requested on the previous Monday, no refund will be given.

In the event that a registration needs to be cancelled within the two week time frame, registrations can be credited to the family's account for use at a future camp. All credits are subject to an additional \$5.20 fee to re-register.

Cards on File, Late Payments, Balances & Returned Checks

All families are required to have a credit card on file through Active. Camp balances will automatically be settled one (1) week prior to camp starting, unless a payment plan option is in place.

Before and after care fees that are not charged at the time of registration will automatically be charged at the end of each camp day.

All payment plans incur a late fee of \$29.00, assessed through Active, when payments are not made on time.

A fee of \$25.00 will be charged for any returned checks or declined credit cards.

All unpaid camp balances, either by no-show or incurred late payments, must be paid before a new registration can be made.

creARTive Grants

Upturn Arts seeks to inspire creativity with our mission to provide "Arts for All". Our creARTive grants subsidize the cost of tuition for low- and middle-income families. This program is intended for all young artists to experience something creatively unique, regardless of the family's financial situation. 50% of the children who attend Upturn Arts' programming do so with a creARTive grant.

creARTive grants are funded by grants and foundations, special events, GiveNOLA Day, and individual donations. They are not funded by direct service fees, such as registration for camps or classes.

Qualifications

To see if you qualify for a creARTive grant for your young artist(s), see the chart* below based on household size and yearly gross income:

Household Size	Yearly Gross Income	Yearly Gross Income	Yearly Gross Income	Yearly Gross Income	Yearly Gross Income
1	\$12,000.00	\$12,001-\$23,000	\$23,001-\$46,000	\$46,001-\$69,000	\$69,001+
2	\$16,000.00	\$16,001-\$33,000	\$33,001-\$66,000	\$66,001-\$98,000	\$98,001+
3	\$20,000.00	\$20,001-\$40,000	\$40,001-\$80,000	\$80,001-\$120,000	\$120,001+
4	\$25,000.00	\$25,001-\$46,000	\$46,001-\$93,000	\$93,001-\$139,000	\$139,001+

5	\$29,000.00	\$29,001-\$52,000	\$52,001-\$103,000	\$103,001-\$155,000	\$155,001+
6	\$33,000.00	\$33,001-\$57,000	\$57,001-\$113,000	\$113,001-\$170,000	\$170,001+
7	\$37,000.00	\$37,001-\$61,000	\$61,001-\$123,000	\$123,001-\$184,000	\$184,001+
8	\$41,000.00	\$41,001-\$65,000	\$65,001-\$131,000	\$131,001-\$196,000	\$196,001+
YOU PAY:	10% of Tuition	25% of Tuition	50% of Tuition	75% of Tuition	100% of Tuition

*Based on the Federal Poverty Income Guidelines chart from the Department of Health and the Pew Research Center income calculator.

The Process

1. Registration for camp opens.
2. Proof of income is submitted to dana@upturnarts.org.
3. A unique code is provided via email for registration.
4. Input the unique code at checkout.
5. Receive grant discount.
6. Get creARTive at camp!

Please note: creARTive grants are not applied retroactively and should follow the necessary steps above. Sessions registered on Active before applying for a grant must be paid in full before a grant can be processed.

More Details

Proof of income must be provided in order to receive funds. This includes:

- current tax form* for the Head of Household listing the young artist(s) as a dependent(s)
- TANF
- Social Security Insurance benefits

*If married and filing separately, both tax returns must be submitted. If the current year's taxes have NOT been filed, submit the previous year's return(s) along with the last 4 most current pay stubs showing YTD totals along with a copy of all relevant W2's or 1099's.

If you are unable to provide this documentation due to special circumstances, please contact our office at (504)390-8399 or by emailing dana@upturnarts.org for an alternative. All special circumstances will be evaluated on a case-by-case basis and could require approval from the Board of Directors or finance committee.

All submission should be emailed to dana@upturnarts.org. creARTive grants are offered on a first-come, first-served basis. Grants are limited and registration is required. A grant is only guaranteed once registration is complete. These funds are applied to tuition costs only and are not valid for registration and supply fees or before and after care costs.

Once proof of income is submitted for the previous tax year, your award eligibility is valid until the following tax season. Requests for creARTive code activation must be emailed to dana@upturnarts.org. Your award will be activated on a per-session basis pending space and availability of funds.

Summer Camp grants will be awarded for a maximum of two 2-week sessions, or a total of 4 weeks. Young artists requesting more than the maximum can either

- 1) Be placed on a session's waitlist for both space and funds, or
- 2) Pay for the session in full.

Grants will not be applied to partial sessions. For example, a grant will not be offered for a young artist to attend one week of a two-week session.

Young Artists with an outstanding balance will not be considered for future grants until the balance is paid off. Additionally, daily attendance is tracked for all young artists. Those who receive a grant but do not attend all days, or fail to attend any days, regardless of payment in full, may not receive future grant offers.

Payment plans are available in addition to the grants.

Confidentiality

Financial information submitted by families in support of the creARTive grants program is held in strict confidence by Upturn Arts office and personnel. creARTive grants program recipients are not identified, beyond necessary and minimal record keeping, by any means during programming.

Non-Discrimination

It is the policy of Upturn Arts to ensure all programs, registrations, and creARTive grants are offered without discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, national origin, genetic information, or any other characteristic protected by law.

Age groups & Participation Standards

Upturn Arts programming is for children ages 4 to 12 years old and is broken up into the following age groups during camps:

- Bacchus Krewe: 4&5 year olds
- Muses Krewe: 6-8 year olds*
- Zulu Krewe: 9-12 year olds*
- Rex Krewe: 11 plus

During the school year, young artists will be placed into his/her krewe based on their age at the time the camp occurs. For example, if Josh turns 6 two weeks after Fall Break, he will remain in the Bacchus Krewe until his birthday.

Bacchus Krewe

Young artists must turn 4 years old by June 1 for summer camp; September 1 for fall camps; January 1 for spring camps.

All young artists in the Bacchus Krewe must have at least one (1) year or school year (9 months) experience in a structured daycare or preschool setting, be potty trained, and attend camp with an extra set of clothes. Young artists who have multiple accidents during a camp day or session will be required to be picked up by a parent or guardian by the 3rd accident. Current participation in camp will be evaluated at that time.

Any young artists who turn 4 after June 1/September 30/January 1 may be accepted for summer camp on a case-by-case basis and require a note of recommendation from his/her daycare or preschool administrator.

Muses Krewe

Young artists must be 6, 7, or 8 years of age by June 1 to be placed in the Muses Krewe for summer camp; September 30 for fall camps; January 1 for spring camps.

Zulu Krewe

Young artists between the ages of 8-11 years old by June 1. Returning 10 and 11 year olds maybe invited to participate in the Tween Program or remain in the Zulu Krewe for the summer.

Rex Krewe

Young artists ages 11-14 years of age by June 1 may be invited to participate in the Tween/Teen Program or Jr. Camp Counselor. Students may decide to remain in the Zulu Krewe for the summer.

***Adjusting Age Groups**

Upturn Arts has the sole discretion to adjust age groups to alleviate waitlists and to accommodate registrations. Young artists will not be permitted to change age groups at the request of the young artist or their parents/guardian.

A Day in the Life of an Upturn Arts Summer Camp Young Artist**Parking, Drop Off & Pick Up**

Upturn Arts onsite programming is held at Nola Spaces - 1719 Toledano Street. Parking is permitted on the street so long as no resident driveways are blocked. The parking lot adjacent to Nola Spaces is private property and not a zoned parking lot. Parking is permitted on the street in front of this property.

Young artists are required to sign in at drop off and sign out a pick up at the front table of the cafe. Young artists are able to sign themselves in upon arrival. Parents, guardians, or those listed as approved for pick up must enter the building in order for young artists to be dismissed. No young artist will be dismissed from the building without being in the presence of an adult.

There is no carpool line for drop off or pick up.

Arrival, Dismissal & Emergency Contacts

Camp doors open at 9:00 am sharp. Young artists who arrive prior to this time will be subject to before care fees listed below.

Upon arrival, parents/guardians will sign in with the time of arrival. Welcome activities start promptly at 9:15. All programs begin at 9:30. Camp doors will close at 9:30. Young artists who arrive after this time, without prior arrangements, will not be permitted to attend camp for the day.

Camp programming ends promptly at 3:45. Young artists must be picked up between 3:45 and 4:00pm. Young artists who are not picked up by this time, without prior arrangements, will be subject to after care fees listed below.

To ensure classes and workshops are not disrupted, young artists who leave prior to the conclusion of a camp day must have prior arrangements made with the Program Director and will be signed out by the parent/guardian.

At dismissal, young artists are only allowed to leave with the adult(s) listed on the young artist's registration. Any changes for pickup must be communicated with the Program Director, either in writing at drop off or by email to dana@upturnarts.org, as soon as possible.

All young artists are required to have an emergency contact listed in their file. If this is not completed in the initial registration, parents are required to complete this information on the first day of camp.

Before & After Care

Before care is from 8:00-9:00 am and after care is from 4:00-5:30pm. There is an additional fee of \$60 per week per child or \$15 per day per child. This option is available for purchase at the time of registration or may be added to the Active account upon request.

Young artists dropped off before 9:00 am or picked up after 4:00pm without prior care arrangements will be charged \$12 to the card on file. Young artists who are picked up after 5:30 will be charged \$1 per minute per child until pickup. This charge will be added to the Active account unless paid in cash at the time of pickup.

In the event a child has not been picked up and both the parent(s)/ legal guardian(s) and emergency contact can not be reached, Child Protective Services will be notified by 30 minutes after care services have ended.

A sample schedule of camp:

Time	4-5 Activity	6-7 Activity	8-12 Activity
9:00-9:15	arrival	arrival	arrival
9:15-9:30	ice breaker	ice breaker	ice breaker
9:30-10:30	dance	theatre	dance
10:30-11:30	music	dance	theatre
11:30-12:00	lunch	lunch	lunch
12:00-12:15	break	break	break
12:15-1:15	visual art	music	visual art
1:15-2:15	theater	visual art	music
2:15-2:45	reflection	reflection	reflection
2:45-3:45	guest artist	guest artist	guest artist
3:45-4:00	dismissal	dismissal	dismissal

*Tween / Teen programs participate in longer, more specialized classes.

Time	Tween / Teen
9:00-9:15	arrival
9:15-9:30	ice breaker
9:30-11:30	Class 1
11:30-12:00	lunch
12:00-12:15	break
12:15-2:15	Class 2
2:15-2:45	reflection
2:45-3:45	guest artist
3:45-4:00	dismissal

Meals & Snack Time

For camps held during the school year, young artists should bring a lunch & snack in a lunch bag. Food items should be ready to eat as there is no access to a refrigerator or microwave.

For camps held during the summer, breakfast, lunch, snack, and milk are provided everyday through a partnership with Volunteers of America's Fresh Food Factor program. Parents/guardians are responsible for reading the provided food menus to monitor foods that may cause an allergic reaction. Vegan and vegetarian meals are available upon request with prior notice.

Food items from home should constitute as healthy - fresh fruits and veggies, string cheese, popcorn, hummus, applesauce, etc. Due to allergies, please do not pack any nuts or nut butter in the form of a sandwich, cup, granola bar, or any other item for camp. If another allergy should be made aware prior to camp, all parents will be notified for the duration of that camp.

Due to health rules and possible allergies, young artists may NOT share or trade food during breakfast, lunch, or snack time.

No commercial fast food, soda/carbonated or sugary drinks, candy, gum, chips, or junk food is permitted. All young artists are required to bring a water bottle with clear, unflavored water ONLY. No other beverages are allowed in the program spaces or at lunch time. Bottled water is available onsite for purchase in addition to a filtered water station for refills.

Birthday Treats

Birthday treats may be brought to camp for all participants to enjoy at the end of the day, either during the 2:45-3:45 class time or dismissal. This must be arranged with the Program Director in advance. Please make an effort to bring healthy snacks and avoid bringing treats with nuts.

Dress Code

Young artists should wear clothes that are loose fitting, easy to move in, and are weather appropriate. Shorts or pants should accompany skirts. Shoes may be required for dancing but may also be required to be removed. Shoes that are easy to slip on - not flips flops or crocs - are best.

Lost & Found

All items - water bottles, clothing, artwork, etc. - left at the end of the camp day will be held in lost and found. Items not claimed within one (1) week of the conclusion of camp will be donated. To ensure items return to the proper owner, please write young artists' names on all items brought to camp.

Electronics, Cell Phones & Personal Items

Any items requiring a wifi or cell signal, or a charge to function is not permitted during camp hours. Young artists who attend before and after care are permitted to use these items during before and after care only. From 9:00-4:00pm, these items should remain in backpacks or bags and turned off. Additional personal items - stuffed animals, toys, fidget spinners, Pokemon cards - are only permitted during before and after care.

Any electronics or personal items used during programming or kept in pockets will be confiscated by the Program Director and returned to parents/guardians at the end of the day.

Phone calls and texting are also not permitted during camps hours by both young artists and teaching artists. Should a young artist need to communicate with parents/guardians for any reason throughout the day, the Program Director should be notified immediately.

Upturn Arts is not responsible for lost, stolen, or damaged electronic or personal items brought to camp.

Field Trips

During some camp sessions, young artists participate in field trips to explore our community, to expand their appreciation of the arts, and to further expand their understanding of a topic and/or subject area. Typically, groups will attend the zoo, theater, concerts, and art exhibits as an extension of camp curriculum.

Parents are encouraged to chaperone on field trips and will be grouped with their child in addition to up to 6 other children. Chaperones are required to ride provided transportation with the group during the outlined field trip times. Chaperones should refrain from purchasing additional items for his/her group on field trips - such as ice cream, meals, toys, souvenirs, etc. - as we maintain a fair and fun experience for all in attendance.

Unfortunately, chaperones are not allowed to bring siblings or other children who are not registered for camp on field trips.

Field Trip Decorum

Appropriate Upturn Arts decorum is behavior that allows others to work towards being an artist in a fun and safe environment in line with the established Participation Agreement, outlined below.

Examples of behavior that is not tolerated on fields trips includes:

- Physically or verbally assault, threaten, bully or harass a member of the Upturn Arts community
- Vandalize, steal, or misuse property
- Undermine the value of community-wide events and gatherings
- Litter

Young artists who do not follow the field trip decorum may be released early from camp and/or may not participate in future field trips at the discretion of the Program Director and/or the Executive Director.

Etiquette at Community Performances

Upturn Arts encourages families, friends, neighbors, and community members to attend community performances. Young artists learn the roles and responsibilities of audience members during camp and include:

- Being present during the performance
- Ears and eyes are on, mouths are off
- Cheer and clap when the art moves you during a performance
- Cheer, clap, and even stand after the performance to show appreciation

All audience members in attendance of performances will be held to the same expectations.

Communications

With Upturn Arts as an Organization

Upturn Arts office phone number is (504)390-8399. Office hours are 9:00-4:00pm, Monday-Friday. General inquiries can also be emailed to info@upturnarts.org. Inquiries regarding programming, creARTive grants, or teaching/volunteer opportunities can be emailed to dana@upturnarts.org. Inquiries about sponsorship, special events, board positions, or fundraising can be emailed to dana@upturnarts.org.

To be added to regular e-blasts, email info@upturnarts.org. All emails should be answered within 48 business hours.

Stay up-to-date with Upturn Arts on social media: Facebook, Twitter, and Instagram - @upturnarts, or join the Upturn Arts Parents private Facebook page: <https://www.facebook.com/groups/UTAParents/>.

With Administrative Staff & Faculty

The Program Director is the point of contact for all parents. Parents with issues during camp, particularly with the teaching staff, should contact dana@upturnarts.org to schedule a meeting. Parents and teaching staff will not interact directly to solve issues without the Program Director, and in some cases with the Executive Director, present.

Upturn Arts parents and staff should refrain from connecting on personal social media platforms as a means of programming communication.

Special Needs, Safety & Emergencies

Special Needs & Accommodations

Upturn Arts instructors and staff are not professionals nor have expertise in special education. The staff may not be able to meet the needs of every child with special learning needs or behavioral issues. If it is known or determined that a student has special needs in any area of their development or learning capacity, the faculty and staff will meet with families to determine if the child can be accommodated within the camp programming. Upturn Arts will make reasonable accommodations for the inclusion of any young artist who is able to benefit from the program so long as his/her presence and the accommodations made for him/her do not significantly hinder or lessen the benefits other young artists' experiences.

Young artists who require a shadow, ABA therapist, social worker, tutor, or any other additional assistance during their time at camp, must make prior arrangements with the Program Director for site visits. Upturn Arts will make accommodations within reason during camp hours.

Partnership with Whole Village Art Therapy

Summer camp, 2019, Upturn Arts is partnering with Whole Village Art Therapy. Whole Village Art Therapy, Inc. is a non-profit organization that provides high quality, community based art therapy services to improve access and reduce systemic barriers to mental health services in New Orleans. Additionally, they partner with schools and community centers to provide needed services. This summer, an art therapy intern will be present at summer camp and offer support to staff, students, and families. Please note, students will not receive any counseling sessions as part of this program. Please contact the Program Director if you are interested in more information.

ABA Therapist Policy

Upturn Arts welcomes ABA Therapists to attend classes and programs with their designated young artist. The UA Executive Director (dana@upturnarts.org) and/or Program Coordinator (jade@upturnarts.org) must be notified in advance the proposed schedule. Up to date credentials and a recent background check must be filed with Upturn Arts prior to site visit. Approval must be granted and a conversation with our art therapist must be scheduled prior to a visit. UA expects the therapist to arrive and attend classes according to the camp schedule, and not arrive after classes have started or leave before the class ends. UA expects the therapist to ease the young artist into the next activity. The therapist must have an established rapport with the young artist and be familiar with how to accommodate their needs.

Counselor and Social Worker Policy

Upturn Arts welcomes visits from Counselors and Social Workers with their designated young artist. The UA Executive Director (dana@upturnarts.org) and/or Program Coordinator (jade@upturnarts.org) must be notified in advance the proposed schedule. Up to date credentials and a recent background check must be filed with Upturn Arts prior to site visit.

Illness/Sick Policy

All young artists attending Upturn Arts programming should be in good health so that they may function to the best of their ability. If a young artists is not well, please keep the child at home so that he or she may receive proper attention to get well. A young artists is considered not well if he/she has any of the following:

- Fever (temperature of 100* F degrees or more) and/or chills within the past 24 hours
- Runny noses with a yellowish or greenish tint
- Any episode of vomiting in the previous twenty-four (24) hours
- Abdominal pain and diarrhea
- Mouth sores with drooling
- Infectious disease, such as Influenza, Measles, Mumps, Rubella, Scabies, Chicken Pox, Scarlet Fever, Streptococcal infections, or Bronchitis
- Untreated conjunctivitis (pink-eye) with purulent (white or yellow) drainage from eyes
- Untreated infestations: scabies, head lice or other infestation
- Symptoms & signs of possible severe illness such as unusual lethargy (sluggish), uncontrolled coughing, irritability, persistent crying, difficulty breathing, wheezing or other unusual signs

The child must be free of all illness and symptoms of illness for at least 24 hours before returning to camp. It is the responsibility of the parents/guardians to confidentially inform Upturn Arts if their young artists is known to have any communicable infections or illnesses. For example, Paul vomited at 8:00 am on Tuesday morning and again at 12:00 pm that same day. Paul then began to feel better. Paul cannot return to camp until Thursday morning.

Administration of Medication

If a young artist must take prescription medication during the day, all medication must be checked in with, held by, and administered by the Program or Executive Director. All medication must be accompanied by a completed Request to Administer Medication form (included in the appendix) that is signed by the parent/guardian. It is required that parents start children on any new medication 24 hours before attending programming in order to observe adverse side effects in the home setting. No Over the Counter Medication will be administered at camp - including, but not limited to, aspirin, ibuprofen, cough medicine, or creams - without a RAM form on file. Medication should not be sent to camp or stored in a backpack or cubby.

Illness and Injury During Camp

In the event a young artist is injured or becomes ill while at camp, faculty and/or the Program Director will respond with first aid care as appropriate. No topical or oral medication will be administered to any young artist without written permission. In all circumstances, an Incident Report will be completed by the person administering the first aid care and/or the person witnessing the injury or illness and given to the parent/guardian on the day of the injury and/or illness.

If the child is injured or ill, first aid will be applied and will not exceed the use of comfort, resting, wound cleaning with water, a bandage and the application of ice as needed. If the injury or illness warrants, the parents/guardians will be contacted and asked to respond appropriately to their child's injury, which may include early dismissal and keeping the child home until he/ she is well enough to participate at camp. Upturn Arts does not have the staff or facilities to care for young artists who are ill. If the injury warrants it or the injury is severe, we may recommend a physician examine the child. If the injury or illness appears to be life threatening, or we are unable to contact parents, the Program or Executive Director will contact emergency services and the young artist will be transported to the nearest emergency room.

Fire Drills

In the case of an emergency or in response to a Fire Department order, it may be necessary to evacuate the building. During any drill, every individual is required to evacuate the buildings. Fire drill rules and routes are posted in the hallways. Faculty is trained for this type of evacuation.

Camp Cancellations Due to Weather and/or Emergency

Camps are subject to change due to extreme weather conditions, local area fires or floods, or other unforeseen circumstances. Upturn Arts follows the New Orleans Public School system and NORDC camp closures. The most up-to-date and current information on activities, class schedules, or emergency closings will be posted on our social media and communicated via email to all parents/guardians listed.

Should camp need to close during a day of programming, Upturn Arts staff will contact all parents and emergency contacts until an authorized person is able to pick up students. E-mail messages will be sent as well.

It is important that all emergency contact information provided to the school be kept current and be viable during the event of a major city/parish/state disaster.

Due to the nature of our programming being predominantly during school holidays, makeups will not occur. There is no refund or credits given to when programming is canceled due to weather or "acts of god".

Dangerous Objects & Weapons

Upturn Arts is a weapons-free environment. The possession of a weapon at the program facility or at an Upturn Arts events by anyone is a serious offense and may result in expulsion from all Upturn Arts programs. Any person who has the legal right to carry a concealed weapon will, without objection, dispute or exception, abide by our no-weapons policy. This policy refers to young artists, parents, staff, faculty, volunteers, and board members.

The following are considered weapons:

- Firearms and/or ammunitions
- Knife with locking blade, switchblades, pocket knife
- Razor with unguarded blade
- Air/spring projectile guns (BB, spot-marker, pellet, dart, paint guns)
- Look-alike firearms or weapons
- Taser and stun guns

The following constitutes a violation of the organization's policy on dangerous objects and weapons:

- Possessing (on the person, book bag, purse, pocket, vehicle, and/or any object assigned to, owned by, or controlled by the person) or using a dangerous object or weapon.
- Any person selling, transferring, or serving as an accessory to the sale or transfer of a weapon or dangerous object.
- Any person failing to inform school personnel when in knowledge of the presence or possible use of a dangerous object or weapon.

Refunds will not be given to families of young artists who are expelled.

The Rules and Discipline

Upturn Arts Core Values & Code of Conduct

While specific rules may vary from class to class, Upturn Arts young artists, faculty, and staff believe in the following core values: Respect, Community, Diversity, Creativity, and Fun. It is the responsibility of the faculty and the young artists to follow the code of conduct set forth by the Participation Agreement, outlined below. By following this code, the Upturn Arts community will create an environment of positive learning and positive social interaction.

We encourage our families to practice these values outside of our programs to support a fun and positive experience at Upturn Arts.

Upturn Arts' Discipline Philosophy

Upturn Arts recognizes that mistakes and testing boundaries are a normal part of childhood growth and development. When dealing with children, no matter their temperament, every child wants structure and discipline. At Upturn Arts, this structure and discipline is set using **choice, redirection, and positive reinforcement**. The daily routine at Upturn Arts is consistent so the young artists know what is expected of them at all times. The rules set limits of behavior to ensure the safety and dignity of everyone and everything in the program.

Faculty and staff aim to prevent discipline problems through reminders of rules and expectations and healthy procedures that encourage and foster appropriate behavior. Within these ground rules, young artists are free to be themselves, having fun, exploring and discovering, either alone or with others. When necessary, the purpose of discipline is to allow the young artist to correct or learn from his/her error, and to create a healthy learning environment for all. Upturn Arts faculty and staff do not yell, humiliate, or belittle children, and corporal or physical punishment of any form is never used.

Clear, effective communication is modeled and taught. Teaching artists acknowledge positive behavior and do not emphasize the negative. Young artists are thanked for their cooperation, their display of manners and their show of respect. They are encouraged to express their feelings and ideas and to make requests in kind and considerate ways. Effective communication skills reduce the frustrations caused by not being heard or understood.

A high standard is set so young artists live up to the expectation of solving their own problems. When a conflict or problem arises, faculty and staff do not intervene unless it becomes obvious that the young artists need help in finding a solution. Otherwise, the faculty offers coaching and encouragement to the young artists.

Positive discipline teaches young artists self-esteem and what they should do; punishment teaches fear and what not to do.

Participation Agreement

On the first day of camp or class, setting expectations is key. The first group activity to start the session will include the young artists creating a **participation agreement** that will be written and followed by all who are present throughout camp. This agreement will be available to parents on the first day of camp.

The following set of rules is an example of a participation agreement:

- Be safe.
- Listen and follow directions.
- Respect our space; respect your space.
- Create, create, create!
- Have the best time ever!

Discipline Procedures

Most incidences that will occur during camp can be mediated with positive reinforcement and discipline as well as with gentle reminders and redirection. A solid and predictable rhythm encourages self-discipline in our youngest artists.

Faculty and staff use an escalating system of consequences when necessary as follows:

1. Verbal reminder of rules and expectations.
2. Second reminder and young artist's name is written in The NotePAD*.
3. Young artist is sent downstairs for a break and reflection with the Program or Executive Director or Art Therapist intern.
4. If the behavior of the young artist cannot be mediated through this process, an incident report is written and discussed at pickup for parents/guardians to sign.
5. If behavior continues or worsens, parents are notified and required to pick up early. A conference with the parent/ guardian must take place before the young artist can return.

Additional disciplinary decisions are at the sole discretion of Upturn Arts Program and Executive Director. Young artists will be treated fairly and equitably and discipline is based on a careful assessment of the circumstances of each case. Upturn Arts in its discretion reserves the right to impose disciplinary actions for violation of the participation agreement and/or Upturn Arts Code of Conduct, including but not limited to:

- Sitting out of any activity or removed from the group in class
- Removal from the classroom
- Parents notified
- Parent conference
- Early dismissal
- Suspension
- Expulsion or withdrawal of registration from future camp offerings

The following violations will result in immediate suspension and/or expulsion:

- Bringing weapons (including knives) or flammable objects (such as matches or lighters) or explosives (including firecrackers) to camp

- Defacing Nola Spaces or another person's property, or vandalism of any sort
- Bringing alcohol, cigarettes, or other illegal substances to camp
- Fighting or physical injury another camper or staff member

No refunds are given for early dismissal or suspension.

Roles and Responsibilities of Parents

Parents shall play an important role in the enrichment of their young artist(s) and shall support the efforts of Upturn Arts faculty and staff in maintaining a safe and respectful environment for the Upturn Arts community. We appreciate your cooperation in modeling these values and views.

Parents fulfill this responsibility when they:

- Become familiar with the Core Values, Code of Conduct & Discipline Philosophy
- Model behaviors and expectations set forth for all young artists
- Encourage and assist their young artist(s) in following the rules of behavior
- Assist faculty and staff in resolving disciplinary issues
- Adhere to all policies listed in this handbook, including remaining a drug-free, weapon-free environment

In the context of an understanding and acceptance of Upturn Arts code of conduct and discipline policies, any young artist and/or parent/guardian who has questions or concerns regarding any action taken should contact the Program and Executive Director. In raising questions or concerns regarding actions taken by Upturn Arts, young artists and/or parents/guardians are required to conduct themselves at all times in accordance with the organization's rules and standards of decent, respectful conduct toward others. Failure or refusal to adhere to this policy and standards of conduct constitutes immediate grounds to terminate the privilege of the young artist's enrollment with Upturn Arts.

Events & Volunteer Time

As a 501(C)3 nonprofit, Upturn Arts depends on grants, donations from corporations and individuals, as well as fundraisers to support the organization and the mission. While Upturn Arts does not require financial contributions from families, attendance and participation in events is highly encouraged! Families who attend these events, both by purchasing tickets or volunteering to help in the planning process, demonstrate a strong connection to the mission and help develop a stronger organizational awareness in the community.

To date, the following events are held annually:

- Spring Fundraiser - March/April*
- GiveNOLA Day - May
- 20K in 10 Days - July 10-20
- Appetite for Art Dinner - October
- Annual Appeal - December
- Turn It Up Music Fest

Ways to be involved with Upturn Arts:

1. Join event planning committees.
2. Secure or donate in-kind items for auctions.
3. Like Upturn Arts on social media and spread the word on Facebook, Instagram, or Twitter.
4. Share information with your young artist's school to be included in newsletters.

5. Volunteer as a classroom assistant or field trip chaperone.
6. Contribute to the Parental Advisory Committee.

Contact dana@upturnarts.org to become involved!

Organizational Structure

Program Administration

Upturn Arts is comprised of a full-time Executive and Program Director, and a few part time assistants who work closely with faculty, classroom assistants, and volunteers to manage operations. The Administration also serves as a bridge between all parties of the organization: the Faculty, Board of Directors, Parents, and Community, and strives to facilitate communication and coordination between the many facets of the organization.

The Executive Director's main role is to ensure policies and procedures are being followed by all employees, keep within yearly budgets, and strategic planning. The Executive Director manages and oversees all fundraising and revenue streams.

The Program Director manages the Faculty and program volunteers; creates curriculum and standards; provides professional development and training to Faculty and volunteers; manages all creARTive grant applications; oversees all on-site programming; and is the main communicator with families.

Part time employees assist the Executive Director and Program Director as needed and are hired based on funding.

Faculty

Members of the Faculty (or Teaching Artists) are tasked with the implementation of themed curriculum of the young artists enrolled in Upturn Arts programming. Teaching artists are autonomous professionals who adhere to a standard of expectations and accountability established by Upturn Arts. They guide young artists through the basic fundamentals of each art form while working to establish the strengths and voice of each individual student.

Board of Directors

The Upturn Arts Board of Directors takes ultimate legal responsibility for exercising the power of the non-profit corporation and for the management of all affairs in furtherance of the organization's mission. The Board operates under the legal structure of the Articles of Incorporation and by following By-Laws. The By-Laws are reviewed and amended as needed by the Executive Committee and a majority vote (quorum - 51% or more). Directors are uncompensated and elected pursuant to the By-Laws. Copies of the Articles and By-Laws are available for review by request.

The Directors are faculty, parents, and community members who strive to bring experiences, expertise, dedicated volunteerism, and a passion for Upturn Arts mission and its philosophical values to the business of running the organization.

The Board acts predominantly in the realm of maintaining tax exempt status, complying with other laws and regulations, maintaining healthy and sustainable business and employment practices, and partnering with all the community to grow Upturn Arts programs. The Board has five committees that help pursue these lofty goals: Finance, Program, Development & Events, and The Artist Circle. A person need not be a Board Member to serve on a committee.

Upturn Arts Faculty Code of Conduct & Ethics

As a Teaching Artist, the integrity of Upturn Arts is displayed through conduct and behaviors, especially during teaching hours, including entering and exiting a teaching site. Upturn Arts faculty serve as role models for the young artists and ambassadors in the community.

The following will not be tolerated and may be cause for discharge:

insubordination, willful neglect of job assignment, gambling, being under the influence or in possession of illegal drugs/alcohol on camp premises, theft, abuse or willful damage, embezzlement, conviction of a felony, creating a disturbance, harassment of subordinates, use of profanity, immoral or indecent conduct.

Smoking, Tobacco & Substance Abuse Policy

Upturn Arts is a smoke-, drug- and alcohol-free workplace. Teaching Artists are expected to arrive ready to teach, free from the influence of drugs or alcohol. Smoking and the use of tobacco are prohibited on any Upturn arts site and during camp hours. Upturn Arts prohibits the use, possession, manufacture, sale, or distribution of illegal drugs, non-medically controlled substances, drug paraphernalia, or unauthorized alcohol on the premises when conducting business, or during working hours.

Conflict of Interest

Teaching Artists must refrain from soliciting or accepting any goods or services, including potential job offers and/or private lessons, that would create a conflict of interest with any Upturn Arts' student, parent, partner, funder, or another teacher.

Reporting Illegal or Improper Activity

Upturn Arts encourages Teaching Artists to report suspected or actual illegal or improper activity, financial or otherwise, to the Program Director and/or Executive Director immediately.

Upturn Arts Human Resources Policies

Equal Employment Opportunity

Upturn Arts is an equal opportunity employer and makes employment decisions on the basis of merit. Our policy prohibits discrimination based on race, religion, color, national origin, ancestry, sex marital status, age, physical handicap, disability, or medical condition, except where physical fitness is a valid occupational qualification or any other consideration made unlawful by federal, state or local laws. Upturn Arts is committed to complying with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in the operations of the camp and prohibits unlawful discrimination by any employee of the camp, including supervisors and coworkers.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability. Upturn Arts will make reasonable accommodations for the known physical or mental; limitations of an otherwise qualified individual with a disability who is on applicant or an employee unless undue hardship would result.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact the Program Director and request such an accommodation. The individual with the disability should specify what accommodation he or she needs to perform the job.

Sexual Harassment Policy

It is the policy of Upturn Arts that employees and contractors should be able to pursue their responsibilities in a work environment free of sexual harassment. Employees and contractors must avoid any action or conduct that could be viewed as sexual harassment including:

- Unwelcome sexual advances and requests for sexual acts or favors.
 - Creating a hostile work environment with verbal or physical conduct of a harassing nature.
- 1) It is your responsibility to talk to your Upturn Arts staff supervisor to ensure compliance with the above policy.
 - 2) All employees and contractors have the right to complain without fear of retaliation.
 - 3) If an employee or contractor has a sexual harassment complaint that involves his/her supervisor, the employee can bypass the supervisor and go directly to any supervisor including the Executive Director.
 - 4) Discretion will be used in handling sexual harassment accusations, and the matter will be dealt with in a timely fashion.
 - 5) Prompt, appropriate corrective action, up to and including termination when justified will be taken to remedy all violations of this policy.

In addition, harassment based on any of the foregoing characteristics will not be permitted or condoned. Racial, sexual, age-related, rank or position related, or ethnic slurs or insults are wholly inappropriate and violate our equal opportunity policy. Any complaint of any violation of this policy should be reported immediately to the Program Director. Violation of this policy may result in disciplinary action, up to and including discharge.

Safe Environments Policy

All children have the right to experience quality education and care in an environment that safeguards and promotes their health and safety. This policy will provide a clear set of guidelines and procedures to ensure:

- all children attending Upturn Arts' offerings are provided with a safe environment
- all reasonable steps are taken by the Upturn Arts staff, Teaching Artists, Classroom Assistants, and volunteers to ensure the health, safety, and wellbeing of young artists attending such offerings
- timely and effective intervention for young artists who may be at risk of abuse or neglect.

Values

Upturn Arts has a moral responsibility to ensure that all children are safe in their care, and will provide training, resources, information and guidance to support this.

Upturn Arts is committed to:

- ensuring that the health, safety, and wellbeing of young artists is protected at all times while also promoting learning and development
- ensuring that people interacting and caring for young artists act in the best interests of the child, and take all reasonable steps to ensure the young artists' safety and wellbeing at all times
- supporting the rights of all young artists to feel safe, and be safe, at all times
- developing and maintaining a culture in which children feel valued, respected and cared for

Scope

This policy applies to the Executive Director, Program, Director, Teaching Artists, Classroom Assistants, student volunteers, adult volunteers, Guest and Master Artists, parents/guardians, young artists, and others attending the programs and activities of Upturn Arts.

Guidelines and Procedures

On Site Interaction

- The Program Director, Executive Director and/or senior staff will be on site during camp at all times
- Two (2) adults will be on-site with young artists at all times
- All classrooms will be staffed with at least one (1) Teaching Artist and one (1) Classroom Assistant

Restroom Interaction

- Young artists should use the restroom alone or in peer pairs/ groups
- In the event a young artist needs assistance in the restroom, the door must stay unlocked, and in some cases, open

Safe Touching

- Camp personnel should only touch young artists:
 - to prevent imminent injury
 - to prevent serious damage to property
 - to provide planned care
 - to encourage or assist
 - to reinforce physical presence when touch is not resisted or rejected by the young artist
- Camp personnel should not encourage young artists to sit on their laps or lie down on top of them, etc. but can encourage staff to sit next to them so that they are safely touching if they are in need of reassurance.

Interaction Beyond the Classroom

- Interaction with young artists will occur on-site and during regular programming hours
 - In the event camp personnel is in need of communication with a young artist or his/her parent(s), the office phone or an official Upturn Arts' email address MUST be used
 - In addition, the Program and/or Executive Director MUST be present for phones calls and/or CC'ed on emails

The following are strictly prohibited and may result in immediate termination:

- Home visits (unless scheduled for the purpose of private lessons through Upturn Arts)
- Calling/ texting from personal cell/ home phones
- Emailing from personal email addresses
- Friending, following, messaging on social media platforms
- Sharing pictures of young artists on personal social media platforms
- Inappropriate touching
- Failure to comply with mandated reporting policies and procedures

Mandated Reporting

Louisiana Revised Statutes 14:403 requires staff and faculty of Upturn Arts to immediately report any suspected child abuse or neglect. Signs and symptoms of abuse and neglect can be found:

<https://www.childwelfare.gov/pubPDFs/whatiscan.pdf>

Family Resource Guide

We recognize the demands of parenting can be challenging and at times overwhelming. We want you to know that you are not alone. Help is available to you in many forms.

National Parent Helpline

1-855- 4A PARENT • 1-855-427-2736

HOURS OF OPERATION: Monday through Friday 12:00pm CST to 9:00pm CST

Free emotional support provided by trained advocates

Recommended Reading

"How to Talk So Kids Will Listen and Listen So Kids Will Talk" by Adele Faber and Elaine Mazlish

This go-to book on parenting is written for parents of children of all ages and is available at local libraries. Topics covered include positive discipline, effective communication, feelings management and conflict resolution.

Emergency Hotline Numbers

Emergencies happen and there is immediate help for you when you need it. Listed below are 24-hour hotlines that provide emergency assistance. We encourage you to call any of these lines that may meet your needs.

- Suicide Prevention Lifeline **800-273-8255**
- Trans Lifeline **877-565-8860**
- Metro Crisis Response for Mental Health or Substance Abuse **504-826-2675**
- Jefferson Parish Behavioral Health Mobile Crisis Line **504-832-5123**
- LA Sexual Assault Crisis Line **888-995-7273**
- Family Justice Center Domestic Violence Crisis Line **504-866-9554**
- Addiction Helpline **877-947-5900**
- Narcotics Anonymous **504-899-6262**
- Counseling & Resources in the GNO area **211**

Community Resources

Below are some local agencies offering counseling and other support.

Family Services of Greater New Orleans

2515 Canal St., New Orleans, 70119

(504) 822-0800

Provides individual, group, couples and family counseling

Children's Bureau of Greater New Orleans

2626 Canal St., Ste 201, New Orleans, 70119

(504)525-2366

Providing counseling to children and families affected by trauma & grief

New Orleans Family Justice Center

701 Loyola Ave, Suite 201 New Orleans, LA 70150

(504) 592-4005

Providing legal, case management, counseling and holistic healing services to survivors of trauma free of charge

PARENT'S REQUEST TO ADMINISTER MEDICATION AT UPTURN ARTS

Student Name: _____ D.O.B: _____

Parent/Guardian Name: _____ Relationship: _____

Cell Number: _____ Work Number: _____ Home Number: _____

In order for my child to receive medication in school, I agree to the following:

- All prescription and non-prescription medication will have a physician's signed order fully completed for each camp.
- The prescription medication will be in a container labeled by the pharmacist or physician with:
 - Name of child. Name of the medication. Dosage, route and time of administration
 - Name of physician. Prescription date and expiration date. Conditions for proper storage
- The non-prescription medication will be in the original sealed container with the label intact. Student's name will be put on the container in a position that does not obscure the label.
- The medication will be brought to camp by an adult.
- The physician will be called if a question arises about my child's medication.
- The first dose of this medication (except for epinephrine auto-injector) has been given without problems.

Having read the above conditions, I request Upturn Arts personnel administer the medication as prescribed by the physician below. I certify that I have legal authority to consent to medical treatment for the student named above, including the administration of medication at camp.

Signature of Parent/Guardian: _____ Date: _____

PHYSICIAN'S SIGNED ORDER FOR MEDICATION AT CAMP

Diagnosis: _____ Medication: _____ Services begin: ___/___/___ and terminate: ___/___/___

Dosage: _____ (mg, ml, ml/tsp, # of puffs) Time of Administration: _____

If PRN, for what symptoms? _____ How Often? _____

Please list any specific precautions personnel should be aware of or any unusual effects that might be observed:

FOR INHALER, EPINEPHRINE AUTO-INJECTOR, AND INSULIN ONLY:

_____ It has been determined that this student is able to self-administer and carry inhalant medication or epinephrine auto-injector and has been trained in its use, including knowing when the medication is to be used.

_____ It has been determined that this student is able to self-administer insulin.

_____ This student should not self-administer inhalant medication, insulin, or epinephrine auto-injector.

Physician's Name (Printed): _____ Address: _____ Office Number: _____

Physician's Signature: _____ Date: _____