



SHOW Circus Studio

Policy and Procedures

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Note to Organizations/Individuals

This document and policy is a living document which initially took form after two years of collaborative work between SHOW Circus Studio, Cindy Beal, and Lynne Marie Wanamaker. Training and comprehension of the policy is the most important part of maintaining a strong culture of safety. This policy was paid for by SHOW Circus Studio and any duplication without SHOW Circus Studio's permission will be legally addressed.

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Introduction

SHOW Circus Studio is a circus training facility in Easthampton, MA that opened in 2009. As a recreational circus school, we teach adult and youth classes in aerial arts (e.g. trapeze, fabric & lyra), juggling, hand balancing, tumbling, mini trampoline, tight wire, rolla bolla, rope, rolling globe, partner acrobatics, clowning and more. The space is available for classes, workshops and professional training in the circus arts.

Supportive, professional instructors guide students through a safe and challenging progression of skills in our well-equipped facility. We believe that the physical, emotional and mental skills learned in circus enrich the rest of your life. **Circus for Fun. Circus for Life.** We make an extra effort to be clear about the studio's policies because we believe that working from a common set of expectations will lead everyone to the most satisfying experience. We are always available to answer any questions about our policies.

Mission Statement

SHOW Circus Studio is more than just circus. The studio is a safe space that fosters creativity, builds confidence, and promotes lifelong fitness. Our instructors are dedicated professionals from a variety of disciplines, inspired by their passion for circus arts. As business owners and educators we aim to provide top notch instruction for people of all ages, body types, and skill levels in a non-competitive environment. **Circus for Fun. Circus for Life.**

What you will find here

This manual contains policies and procedures designed to make the experience of students at SHOW Circus Studio (hereby referred to as SHOW) as safe, fun, and successful as reasonably possible, and which ensure that we share a common understanding of our shared endeavor.

Acknowledgements

We gratefully acknowledge the good work done by the following organizations, which insights and materials have supported this process and are used in this document. The British Gymnastics Health and Safety Policy at British-gymnastics.org, Self Defense Instructor Core Competencies, the National Women's Martial Arts Federation at nwmaf.org; Stop It Now, at www.stopitnow.org, BALANCING ACTS – keeping children safe in congregations, Rev. Debra W.Haffner, Unitarian Universalist Association at www.uua.org Also, thanks to the following organizations for their excellent work in safety and risk management and the policies and procedures they have put in place. The work these organizations have done has informed our work. Keeping Arts Safe, Arts Council England at www.artscouncil.org.uk; Circus Development Agency at www.circusarts.org.uk; Streetwise Community Circus Workshops at sccw.co.uk/

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Definitions

Policy: A policy is a statement of the guiding principles to which we commit. Policies describe the commitments we make to fulfill the mission of SHOW.

Procedure: A procedure is a method for implementing a policy; it is the way we make it meaningful in real life. Procedures limit or direct the actions of those involved in SHOW, whether owner, instructor, student, or parent.

This document includes both policy and procedures.

Rule: A rule is simply a statement of what is or is not expected action or behavior. A rule may be put in place by a particular instructor at any time in the context of a particular class or activity as long as it is consistent with these Policies and Procedures.

Rules, Procedures, and Policies assure consistency and best practice as we engage in learning together.

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I. SAFE COMMUNITY NORMS AND CULTURE

General Guidelines

It is the policy of SHOW that our environment, practice, and human relationships will be safe and respectful in order to provide a context where people can have meaningful learning and interactions.

SHOW holds responsibility to provide an environment free of predictable hazards, instruction that is professional and based on best practices in movement fields, and to exercise reasonable care in the training and safety of students.

We also expect that all students and parents will participate in ways that are consistent with our overall culture of safety and respect.

To this end, we have expectations and rules for maintaining a culture of safety and respect among students, parents, and instructors.

SHOW strives to create an atmosphere of safety and creativity in which people are able to participate, express themselves, and be heard irrespective of gender or gender identification, sex, sexual orientation, race, color, ethnicity, religion, creed, age, size, marital status, national origin, mental or physical disability, political belief or affiliation, or veteran status.

SHOW will not discriminate in hiring and will make every reasonable effort to support the appropriate participation of all persons interested in learning the circus arts. SHOW will not tolerate any form of harassment or other discriminatory behavior, whether physical or verbal.

Regrettably, Paragon Arts and Industry Building is not fully accessible to those with physical disabilities. To the best of our ability, SHOW Circus Studio will arrange assistance to students and family members whose minor children are transported by adults who are temporarily or permanently unable to accompany students to Suite 313 due to physical disability, such as assistance accessing stepless entry doors and the elevator.

SHOW explicitly desires to create a culture where all persons bring respect, curiosity and openness to our differences. Circus is about creativity, confidence, collaboration, trust in oneself and others, and physical skill. It is expected that students, parents, and instructors will be generous in their speech toward one another, showing an interested and curious attitude toward one another.

SHOW is a place where all are welcome to learn and grow at their own pace. SHOW will not tolerate disruptive or disrespectful behavior, including interpersonal disparagement, teasing, bullying, discrimination, or abuse, and will respond appropriately should any be brought to the attention of the instructors.

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Respect for instructors' competence and decisions

The instructors will respect the skill, competencies, and can-do attitude that students bring, as well as their interpersonal boundaries and privacy. It is expected that students will likewise respect the professional decision making of instructors with respect to training, supervision, participation, and progression.

Respect for the physical space

SHOW students of all ages are expected to demonstrate discretion and controlled bodies throughout the Paragon Arts and Industry Building for their own safety and the safety and comfort of our neighbors.

Students will:

Keep the studio clean and organized. Follow rules of engagement for all equipment. Put back any equipment or supplies in the appropriate place when done using them. Feel free to use cleaning supplies (paper towels, vacuum, etc) to clean any messes you make. If universal precautions are required, instructors will perform clean-up.

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II. PHYSICAL SAFETY

Overview

SHOW CIRCUS STUDIO is dedicated to the emotional and physical safety of every student who walks through our doors. Circus activities are fun, but challenging, and we recognize that students need to both feel and be safe to be able to fully participate in our programs. SHOW seeks to be at the forefront of circus educators in creating a community of mutual support and caring. At SHOW Circus studio, we keep each other safe.

Be Safe

Circus is one of the most fulfilling physical expressions a student can experience. It can be fun, creative, and challenging. Like many physical disciplines, it is not without risk. With this in mind, safety is at the forefront of our practice. Students are trained to be aware of risks and how to avoid them. When a student has the proper knowledge and awareness of circus practices and how to keep him/herself safe, the student can focus on skill building and the fun of practice while also making sure that the instructors and other students stay safe in the classroom. Safety for us is not only focused on the individual. It's about keeping everyone in our community safe and making sure the circus culture of respect, responsibility and camaraderie permeates the lives of our students, informing their choices and enriching their experiences.

Physical preparation

Please allow time for a visit to the bathroom or to change clothes before class, so the student does not miss warm ups.

If a student arrives within the first 15 minutes of class, dressed, ready to participate, and warmed up to the satisfaction of the instructor, they may be allowed to join class at the instructors' discretion. A proper warm up is required to prevent injury and increase your capacity. If you arrive more than 15 minutes late you are welcome to remain and observe the class. See elsewhere in this document for the detailed policy regarding making up classes.

Students must remove shoes before entering the training area. Wear either socks, indoor shoes or be barefoot.

Accessories and scents

Students must take off any jewelry or watches before class. Accessories can damage equipment, instructors and yourself. Be respectful of the other people in class with you. Avoid heavily scented perfumes, deodorants or scents. The instructor has the right to ask a student to stop wearing a scent that is distracting to the class. Please make sure hair long enough to swing in front of the face is pinned back from the face and from around the neck.

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No food or drink is allowed outside of the waiting room area. Water is permitted in the studio in sealed containers. Students must be responsible for any food, beverages or water bottles that you bring into the waiting room and remove them upon departure. At no time is alcohol permitted anywhere in the SHOW studio space. SHOW cannot guarantee safety of any items left in the studio.

Physical and psychological readiness

Students will come to class prepared to work. Do not be under the influence of drugs or alcohol. Please do not come if you have had a fever in the previous 24 hours. Follow the directions of your medical provider regarding any limitations in activity, and communicate these directions to your instructor[s].

It is the prerogative of all SHOW instructors to prohibit any student to participate in any activity for the safety of the student, instructor and/or other students. An instructor has the right and responsibility to modify or prohibit participation due to alcohol or drug use, sleep deprivation, injury, illness and any other condition that hampers a student's ability to participate safely and responsibly in the class. SHOW has the right to request a doctor's note if they feel it necessary for the safety of the student, class or instructor.

Class Advancement

All classes at SHOW are based on a level progression system to ensure proper comprehension and safety. Students must master a certain skill set before moving up to the next level. **A session of classes does not equal a level.** Each level involves many different skills that are fundamental to the ability to safely learn the next level. The instructor's primary responsibility is to assess a student's readiness. A student will be allowed to take a class as many times as necessary to master the complete skill set, and will not be allowed to progress to a higher level until the instructor grants permission. Instructor decisions are final.

In the Studio

Students **MUST** follow the safety rules and all safety direction from the instructor. A student who does not may be asked to sit out a portion of a class, or to take a break from participation.

Students must stay off equipment until the instructor gives permission or direction.

Students are expected to attend to the activity being led by the instructor at all times during the class. If you require a break, notify the instructor.

No gum or food during class. Students may bring a water bottle. We provide water breaks and water for students.

Students are expected to be respectful and encouraging to classmates. Students are expected to not show-off their skills, but to show up for themselves and their peers in a way that honors

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everyone's hard work and can-do attitude. If everyone is working at the top of their current skill level, everyone is succeeding equally.

Bathroom Breaks

SHOW utilizes a public bathroom down the hall maintained by Paragon Arts and Industry. SHOW does not have control of the public area or the bathroom area. SHOW will maintain a closed circuit camera system to monitor and record the area outside the bathrooms at all times that children are present. The waiting area will display live footage of the main studio which can be observed by anyone in the waiting area.

In classes with children under 7, parents are required to remain in the waiting room, and parents will take their own children to the bathroom should it be necessary during class.

In classes with children 7 years of age and older, students will go to the bathroom in pairs or larger groupings at the discretion of the instructor.

Changing Room

The changing room at the Studio has a strict one person at a time policy, with the exception of parents/adult designee/sibling for the purpose of assisting children.

Drop-off/Pick-up (Guests and Parents)

SHOW Circus Studio assumes responsibility for supervision of minor children between ages 7 and 18 upon their arrival in Suite 313 for their scheduled class. (Parents of children 7 and under are expected to remain at the studio during the class or designate a responsible adult who will remain on-site during the class.) SHOW Circus Studio is unable to assume responsibility for monitoring/supervising minor children outside of the studio, or for more than 10 minutes before/after class. The stair and hallway area is unsupervised. Parents who choose to drop their minor children (age 8 and over) off at the ground level do so at their own discretion. A parent or designee must accompany children to the first class of each new session.

For youth ages 18 and undertaking Private Lessons with SHOW teachers who are over the age of 18, we require a parent to stay for the duration of the lesson if there are no other programs scheduled in the studio at the time of the lesson.

At all times minor children will be supervised by the instructor. In addition, for everyone's safety, we have installed closed circuit televisions that record. These video recordings will assist us in accomplishing our goal that all adult/child interactions are observable by another unrelated person. (See below for details on our Child Protection Policy and Procedures)

When minor children are waiting for parents for pick-up, they will wait in the interior waiting area only. They will not wait in the hallway or stairwell. Minors under age 7 must be picked up in studio by a parent or adult designee.

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SHOW Circus Studio will maintain pick-up permission slips on file for all minor students age eight and over.

These waivers will identify whether or not a minor child (age eight and over) may be dismissed from Suite 313 without an adult designee present, and will provide a list of adult designees, including their relationship and full contact information, to whom minor children may be dismissed.

These waivers will clearly identify how late pickups will be handled, including how and where minor child will be supervised in parents' absence, and consequences for late pick up.

No minor child will ever be dismissed to an adult who is not identified on the permission slip or waiver.

Instructors and staff have the right to ask for I.D. of any adult picking up a child at any time and adults will comply.

Waiting area and class observation (Guests and Family Members)

For the safety of instructors and students, parents/guardians/adult designees,* family members and guests remain in the waiting area during class time or private lessons. The waiting area contains a closed circuit television which shows the interiors of both studios at all times. Instructors will make reasonable accommodations for special circumstances if a parent's physical presence will substantially improve a student's experience without jeopardizing other students' safety.

*Guardian: A guardian is a non-parent adult who holds custodial and/or legal responsibility for a minor child. Adult designee: An adult designee is an individual over 16 years of age who has permission to transport to/from and/or supervise a minor student at SHOW Studio classes and events. Each adult designee must be designated in writing.

Parents are expected to supervise their children. They will keep any children who are not participating in the class or private lesson in the waiting room area and not allow them to wander the studio or play with studio or office equipment.

Circus equipment and classroom supplies are reserved for class participants during class.

Parents and adult designees will follow the instruction of staff while in the waiting room.

If a class is designed as one in which parents and children participate together, instructors expect one-on-one parent/child attention. Parents' undistracted participation is central to learning and safety for all students. Other minor children who are not enrolled in the class may wait in the waiting room if supervised by another designated adult. Unenrolled children may not participate in classes.

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During private lessons for youth, parents/adult designees are expected to remain in the waiting area. Studios are visible in the waiting room via closed circuit television.

A parent of any minor child must remain on premises during any free or trial class.

Adult students and parents/responsible adults accept responsibility to ensure that any guests/designees are aware of all of these expectations.

Open Studio Rules

1. Open Studio is intended for adult SHOW community members to practice what they are learning from our instructors. This means Open Studio is for current session and private lesson circus students only, ages 16+. Open studio is not for first timers looking to try something new. Please sign up for a class or lesson to get started.

2. Exceptions only by official approval, in advance; you must get in touch with the office for special permission PRIOR to signing up for Open Studio. Visiting professionals need to be vetted by references. Visiting students from other circus schools or studios also need to be vetted by references and might not be approved to attend Open Studios for longer than one session. If a former student has not been to SHOW for over a year, they might not be approved to continue attending Open Studio without signing up for further SHOW programming.

3. You are only allowed to use equipment that you have studied with a coach.

4. Open studio is a time to practice skills that you have studied with a coach. It is not a time to teach yourself new skills.

5. You may not teach another Open Studio student any new skills.

6. You may not spot another student. If you are practicing a trick that you need spotting for, you should not be practicing it at Open Studio.

7. You must train with an appropriate mat under the equipment. If this is unclear to you please check in with the Open Studio moderator.

8. If the open studio staff person feels you are training something that is unsafe, they may ask you to stop doing the activity. Please respect them and realize that they are looking out for your safety and the safety of others.

9. Open studio participants should treat equipment and studio supplies with respect. Please put things back when you are done using them. Clean any messes you leave.

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10. Please show respect to others that are using the space. People of many different skill levels and backgrounds may be using the space at one time. Share equipment reasonably. Please exercise consideration when using music and negotiate a compromise if there is a disagreement regarding use of music. Be polite to others. No derogatory comments.

11. If you continue to endanger yourself, or others, or otherwise are disrespectful of the space you may be asked to leave.

12. Open Studios will only be staffed by SHOW employees 21 years of age or older.

II. Open Studio Guests (non-participants)

- Guests must have prior permission from SHOW to come into open studio before arriving.
- All guests who enter the main training space must have waivers signed (paper waivers are available on our website for download and printing).
- Students who bring guests are responsible for the actions and safety of that individual while at the studio.
- Follow all SHOW open studio policy.
- Be respectful of other students who are training.
- Guests are allowed to observe but are not allowed to participate or be on any equipment.
- If a guest is not respectful of SHOW staff or policy, instructors and students have the right to ask them to leave.
- If a guest wishes to film/photograph the student, make sure the media is only of the student they came with and if there are people in the background, make sure to ask their permission to be photographed/filmed first.

Late Youth Pick-Up

All students are required to be picked up within the first 15 minutes after their class has ended. If pickup is an issue and the parent needs to pick up at a later time, we can provide an adult to supervise their child while waiting for pickup. In order for this to occur, the following conditions must be met:

- Parents must notify show at least 24 hours in advance to make sure this service is available for them. Late pick-ups are at the discretion of the studio and are not guaranteed.
- We can provide after class care for up to an hour.
- Parents will be charged \$20 for the first hour. Any pickup later than the agreed on time will be charged \$40/hour.
- A staff member needs to be available to provide this service. If no staff member is available during that time, students must be picked up on time.
- Any student under the age of 16 who stays later than 15 minutes after the class ends will be charged the late pickup fee.

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- Any after class care that occurs without prior notification will be charged the late pickup fee of \$40/hour.

Emergency procedures

Injury and accident reporting procedure

In the event of an injury, the teacher will control the location and activity of the class and attend to the injured student.

First aid will be rendered immediately, and further medical consultation will be called if necessary. If the injured party is a minor, and further medical consultation is indicated, the parent will be notified as soon as safely possible. Personal and medical information will be provided to any medical or public safety personnel as requested. First Aid Kits are located in each studio space.

All injuries and accidents will be reported on the reporting form and will be reviewed with the instructors and owners to determine if there were safeguards that were not in place, or if there are additional safeguards that could be put in place in the future.

While circus always involves a certain level of risk, events that rise above the usual level of risk must be addressed. SHOW will assess all incidents that seem to rise above the normal level of risk, whether or not they result in injury. Appropriate corrective action will be taken to reduce risk in the future. These incidents will be handled via conversation with relevant staff or in full staff meetings.

Emergency Information

Our Emergency Exit Plan Binder is located in the front desk area. This binder contains a list of instructor and emergency services contact information and building exit plan with meeting spot at the top of the stairs across from the building exit on the Pleasant St side of the building. All this information can also be found on the main SHOW computer desktop in the folder with the red Emergency icon labeled "EMERGENCY EXIT PLAN." These plans will be inspected, reviewed with staff and revised as necessary at the beginning of every session. Emergency information will be provided to medical and safety personnel upon request.

Fire or other incident requiring evacuation

In the event of a fire alarm or other emergency (e.g., gas leak or imminent threat of violence) when in the SHOW Studio, all will immediately follow the evacuation procedures below.

Instructors maintain control of the class and situation, and lead children out of the building via safest escape to outside. Parents who may be in the waiting room will take direction from staff about how to assist meaningfully. Shoes and coats will be retrieved. Instructor will retrieve the Emergency Exit Plan Binder from the desk area. If minor students are present and parents/adult designees are not on-site, parents will be notified by phone of the situation after child safety is secured.

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Staff will dismiss minor students only to parents/adult designees. At all times the staff must be able to identify where a child is and to whom they were dismissed. All will follow directions of emergency and safety personnel that may be on scene, and those directions may supersede our policy. Parents who are on-site will not remove their children from the scene without checking in with the staff in control.

In the case of minors who have waivers giving permission for independent departure; in an emergency situation, they will be held with the group until a parent/adult designee can be reached. The adults will determine whether the emergency circumstances support solo departure. In such a situation families will not be penalized for late pick-up.

Disruptive person

Should a person become disruptive, either from within or without our community, staff will immediately safeguard the students. Should the disruptive behavior escalate toward violence, the staff will call the police immediately and move students to as secure a location as possible. Staff will use de-escalation techniques as possible with a disruptive person, but will not engage a violent person. Personal safety is always paramount. SHOW has a No Tolerance policy for violence and all violence will be reported to the police.

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III. BEST SAFETY PRACTICES IN COACHING AND INSTRUCTION

SHOW is absolutely committed to providing a safe environment and safe, best practices in coaching and instruction.

The following are standards of good practice we expect from all of our instructors.

Instructors will:

- i. Always put the safety and the welfare of the students as the highest priority.
- ii. Treat all students with respect and dignity.
- iii. Assess and minimize the risks associated with participation.
- iv. Be informed about, and follow, emergency procedures in the event of accident, fire or other incident.
- v. Always ensure there is at least one other responsible adult present at all times during training/teaching sessions or that the instructor remains "on camera" at all times.
- vi. (An exception would be taking children in groups to the bathroom or an unforeseeable emergency.)
- vii. Maintain appropriate, healthy boundaries and be a role model for excellent behavior within the studio and in all interactions.
- viii. Providing manual support is an essential component of teaching circus skills. It enables students to approach complex skills safely and progressively, and reduces the risk of injury due to a fall or error in performance.
- ix. Instructors will always take care when spotting to employ recognized techniques.
- x. Instructors will always ask the students' permission before touching them except in the case of sudden or emergency spotting/catching.
- xi. Instructors will ensure that physical touch is for the purpose of instruction, and is only used when necessary.
- xii. Supporting techniques must assist, not inhibit performance.
- xiii. Physical contact should not be invasive of sensitive areas of the body i.e. genital areas, buttocks or breasts except in case of emergency.
- xiv. Staff will avoid close physical proximity, body contact and manual touch outside the process of learning and performing circus skills. More information about physical and interpersonal boundaries within Circus appears on page 30.
- xv. Keep up to date with their knowledge and technical skills.
- xvi. Not exceed the level of their qualifications.
- xvii. Respect the needs, wishes, and boundaries of all participants, and clearly articulate when safety concerns supersede. If the student is a minor, they will discuss any such differences or incidents with the parent at pick-up or as soon as possible.
- xviii. Recognize the psychological and physical development of the individual and avoid training inconsistent with their level of readiness.
- xix. Motivate the students through positive feedback and constructive criticism.
- xx. Create a safe and enjoyable situation.

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xxi. Follow SHOW procedures for reporting any accident or incident (regardless of injury) together with any subsequent treatment or action.

xxii. Show respect to parents/adult designees and do our best to provide information and answer questions (outside of class times).

Equipment Safety Procedures and Management

Mats: Mats are cleaned and disinfected periodically. Mats will be cleaned and disinfected immediately by an instructor during a class if exposed to bodily fluids (i.e. sweat, blood, saliva).

Carpets and Carpet Bonded Foam: The carpet bonded foam mats are steam cleaned periodically.

Surfaces: All hard surfaces and equipment that can be cleaned with disinfectant are cleaned periodically.

First Aid: Each room has a first aid kit, which will be maintained with supplies as they are depleted. All uses of first aid must be recorded in our incident report book.

Blood borne pathogens: Staff will use appropriate safety measures when dealing with blood on an apparatus or surface. They will restrict access to the area, wear plastic gloves, clean the area with a bleach solution and dispose of the waste properly. Any blood exposure and clean up must be reported in the incident report book.

Rigging: All rigging points, apparatuses and rigging materials in the studio are inspected following an appropriate schedule. All rigging equipment including the portable aerial rig, apparatuses, slings, swivels, carabiners, shackles, quick links, blocks, master links, ropes, rescue eights, and beam clamps are inspected every time they are used. Worn equipment is destroyed and removed from the studio. Instructors will check all rigging visually before it is used and report any rigging issues to the owners. Any rigging in question will not be used by instructors or students and will be labeled or taken down as appropriate.

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IV. BUSINESS POLICIES

Adult and Youth Class Distinction

Each SHOW class is designated for a particular population. Adult classes are for individuals ages 16 and up. Youth classes are available for ages 18 months to 13 years. A student under 16 may attend an adult class with the permission of the instructor. Permission must be received BEFORE registering for the class.

Payment

Payment is due in full at time of class/lesson/rental. At this time we accept credit cards, cash and checks.

General Refund and Cancellation Information

SHOW reserves the right to cancel any event which does not obtain minimum enrollment. If a class, workshop, camp, private lesson, space rental or any event is canceled by SHOW, the fee for that event will be refunded 100% or we will provide an account credit.

Snow and Weather Cancellations by SHOW

Any classes canceled due to weather will be fully credited to the student's account.

The decision whether or not to cancel class will be made by 12:00 on the day of class. Any cancellation will be posted on social media, students and staff will be notified directly by email, and the "Are We Open" page on the SHOW website will be updated. The calendar on Pike 13 will also label any canceled classes.

Class Cancellations/Withdrawals

Account credit will only be given to students for a missed class if it is canceled by SHOW or if the student has a medical excuse. In the case of an absence due to medical reasons, the student may be asked to provide a doctor's note.

SHOW reserves the right to cancel any class which does not obtain minimum enrollment of three students. If one or two students are registered, the class may be turned into a private lesson at the discretion of the teacher. Students will be notified by the first class if any changes to the schedule need to be made.

In the event of a student cancellation before the first day of class, a full refund of the unused tuition will be made or credited toward any other SHOW class minus a 5% administrative fee. No refunds will be given after the first class of a session.

Camp Withdrawal by participants

Cancellations before June 1st, 2024 will receive a refund of their registration fee, minus \$50 to cover administration costs for SHOW. **No refunds will be given for camps after June 1st.**

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Refunds are not given for participant dismissal, failure to attend, absence, family schedule changes/vacations or sick days.

Private Lesson Cancellations by participants

Lessons must be canceled by email 24 hrs prior to the scheduled lesson. Any time a student cancels a private lesson in less than 24 hours or does not show up, they will be charged the full lesson fee. The only potential exceptions are due to weather, health or injury. A doctor's note may be requested.

Make-Up Policy

Adult Classes

1. SHOW may offer session-enrolled students attendance at Open Studios or Labs (but not drop-in classes) for free to make up as many as two classes missed during the current session if it is educationally appropriate. Missed classes must be made up in the current session.

2. If a student misses several classes and falls behind the rest of the class in a way that is detrimental to the safety and/or continuity of the class, the instructor may ask the student to move to a class with a more appropriate skill level, or ask the student to wait for the next session of classes to begin.

Youth Classes

Make-ups are not permitted.

Make Up Policy Definitions:

"Progressive classes" are a scheduled block of 8-13 weeks of classes where the skills learned each week are built on the skills of the previous weeks. It is important for students to attend each week in order to maintain the pace of the class and learn the proper steps to safely execute the learning objectives of the curriculum.

A "drop-in" class is one in which the instructor will teach new skills but weekly attendance is not required for effective learning. The per class cost of drop in classes is lower if students enroll for the entire session. The per class fee is slightly higher for those who prefer not to commit to an entire session.

A "make-up" is when SHOW allows a student to participate in an appropriate alternative structured activity at the studio at a later time because of a previous absence in a progressive class.

Drop-In Classes

Adult Drop In Classes

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Students who are enrolled for an entire session will be notified about any changes in any Drop In class schedule. If you plan to drop in to an appropriate class, please check social media before coming and be prepared for changes in the schedule.

Youth Drop-In Classes

Drop ins are not permitted in youth classes.

Partial Sessions

Full session students have registration priority. While students do have the option of participating in a partial session at a prorated fee, priority will be given to students signing up for a full session. Students may start a session and end early but due to our progression based classes, we do not allow students to start any later than the second week of classes. Permission of instructor and SHOW is required for all partial sessions.

Late Class Arrival

Adult Classes

Please arrive 10 minutes early on the first class to fill out any necessary paperwork. Students who are more than 15 minutes late will not be allowed to participate but are welcome to observe the class.

Youth Classes

Please arrive 10 minutes early on the first class to fill out any necessary paperwork. Students will be expected to sit quietly in the lobby until class begins. Students who are more than 15 minutes late will not be allowed to participate but are welcome to observe the class.

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V. COMMUNICATION POLICY - SOCIAL MEDIA, PRIVATE TEXTING, EMAILING

Social Media usage by the SHOW Circus Studio

This policy refers to all material on the formal SHOW website and affiliated social media arenas, and technology later utilized. All social media will remain professional and public. SHOW staff will not post anything disparaging of SHOW or SHOW students, current or former, in any social media setting. SHOW staff will be respectful and professional in all communications (by word, image or other means). Staff shall not use obscene or sexually-charged language on any professional social media network or engage in communication that is harassing, threatening, bullying, or defamatory or that discusses or encourages any illegal activity or the inappropriate use of alcohol, use of illegal drugs, inappropriate sexual behavior, sexual harassment, or bullying, or otherwise violates SHOW policies. No business communication should be conducted via Facebook (See communication policy).

We are committed to maintaining both transparency about our programs and activities, and the privacy of all students. SHOW will provide information about programs and activities while avoiding posting any information or engaging in communications that violate state or federal laws. Beyond what is required by law, SHOW will not post any confidential or private information such as contact information or names about any students on the internet anywhere without express permission.

SHOW will keep waivers for all photos posted of both adults and children. Insofar as we have control, we will not put images of minor children in any public space without explicit permission. These waivers do not extend to staff personal social media presence. Staff is advised not to post SHOW-related photos on personal social media excepting photos of themselves and other adults with whom they have existing personal relationships and have obtained explicit consent. As a guideline for responsible decision making, staff is expected to err on the side of caution, ask permission, and respect boundaries or any rescinding of permission. We request that all SHOW students extend this courtesy to one another and likewise seek permission before posting photos on personal social media sites.

Even where blanket permission has been granted to SHOW, staff will use good judgment about appropriateness of particular shots or images, and consult the studio owners. If there is any doubt of anything not specifically identified in these guidelines, parent/guardians of minor students and all adult students must give informed consent prior to anything being posted in public.

Any student can request of SHOW at any time that a posting on social media that involves or identifies them be taken down. SHOW will comply as soon as possible.

Other SHOW students/participants are asked not to repost photos of minor children (except their own) outside the SHOW websites. Although we cannot monitor this, we ask that members

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of the SHOW community not repost anything without permission of those pictured or their legal guardians out of respect.

While the circus world is a small community, and there are often prior and co- existing relationships, attention will be paid by all employees to keeping professional accounts professional and private friendships private. Where this involves adult students, there will be a clear distinction between interactions as contacts via social media identities, and professional relationships. Staff is expected to attend to their privacy settings such that these distinctions are maintained.

Privacy and Transparency with communication with minors

We maintain the same practice for online, email, and social media communications as in our face to face interactions. Social Media is inherently public, even when people are utilizing private messaging services such as email or Facebook messages, as we have no control over the technology and changes any service provider might make. As with our face to face expectation of two sets of eyes on every adult/child interaction, this expectation is at the center of keeping children and youth safe, and so is our core guiding principle.

As much communication as possible shall be conducted through the formal SHOW email system for all students, staff and parents. Direct all employment and studio policy questions to the studio owners. Any private communications conducted outside this system must be observed by a parent and/or another professional.

Parents will be asked what method of copying them into an interaction is preferred. To every extent possible, staff will endeavor to honor parents' preference.

Specifically, in all communications with minors (text, email, private message,) instructors will copy parents/guardians. Such communication will be for the purpose of conducting business only. Should staff receive a private message from a minor, they will reply with a cc: to an owner and/or parent. Minors will be informed of this at the start of any session when there is discussion of communication policies and it will be made transparent within the communication as it occurs. (For example, "Timmy, I am adding your mother to this email thread so she is aware of all we are discussing.")

Any email, text, or FB message (or other social media that may be used in the future) that does not meet these guidelines must be shared with the owners, for the purposes of transparency.

Email and other private communication will be limited to conducting business. (For instance, a class is cancelled or rescheduled; a student informs a teacher of an injury or missing class.)

Private messages between instructors and minor students shall not be considered private. At any time, the owner or parents can ask to see private messages between instructors and minor

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students. In the event that a minor child discloses information in a private communication which suggests that the child may be in danger, appropriate child protective action will be taken immediately. This may or may not include sharing the communication with the child's parents or guardians.

There may be times when Social Media is utilized for educational or communication purposes in an ongoing manner, or as a subgroup of the larger SHOW community. For instance, this might be a closed Facebook group started for a single classes' conversation or for planning of an event. In this case, should any minor students be involved, their parent or guardian will also be subscribed to the closed group, with full access.

SHOW staff have a responsibility to maintain appropriate employee-student relationships, whether on or off duty. Instructors and owners will not "friend" minor students on any social media platform. That is, in private social media use, boundaries will be maintained to prevent the accidental disclosure of personal information about instructors or students. The only way to assure this is to avoid "friending" minor students. If a staff member maintains a "public" profile on a social media platform, then minor students may "follow" them, but the staff member should never "follow" a minor student's profile or engage in direct messaging.

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VI. CHILD PROTECTION POLICY AND PROCEDURES

SHOW requires all staff and volunteers to comply with the Child Protection Policies and Procedures to assure that children and youth in our SHOW classes and events learn and grow in a safe space that fosters creativity and builds confidence. SHOW staff and volunteers sign an agreement to assure commitment to abide by the Child Protection Policies and Procedures that are detailed in the following pages.

Purpose

The purpose of this policy is to do everything possible to ensure a safe physical and emotional environment for children, youth, and adults. The owners expect the participation of all staff in promoting awareness and understanding of safety and healthy boundaries in relationships between adults, youth, and children in our community.

Guiding Principles

In order for children to learn and grow, they must experience their environment as generally respecting their bodily autonomy. We think of this autonomy as “personal space,” the private area of control inside an imaginary line or boundary that defines each person as separate. Ideally, that boundary helps us stay in charge of our own personal space. It helps keep out the things that make us uncomfortable - unsafe and unwanted feelings, words, images, and physical contact. Solid social rules strengthen the boundary. Behaviors that routinely disrespect or ignore boundaries make children vulnerable to abuse.

SHOW is committed to simultaneously being a space that fosters creativity and builds confidence and also to minimizes risks associated with physical movement practice.

We hold two things as true:

1. Children and youth must experience their environment as respecting their bodily autonomy, and that there are teaching and safety reasons for the physical personal space to be crossed (i.e.: spotting, emergencies.)
2. It is our strong belief that having consistent understanding and experience of how physical touch occurs will teach children not only physical circus skills, but will provide a touchstone of what healthy and consented touch looks like. We are committed to engaging children and youth in physical movement education that simultaneously and explicitly respects their personal space, and allows them to be part of the decision making about how and when their personal space changes. The common practice of checking in with students about what feels ok to their body sets a standard enabling them to notice when something does not.

Objectives

The key objectives of the policy are as follows:

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- To ensure everyone understands their roles and responsibilities with respect to safeguarding
- To ensure there are robust procedures, support and guidance available.
- To ensure all SHOW staff are able to recognize, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and young people.
- To promote safe practice and challenge poor practice.
- To ensure that appropriate action is taken as a result of any concerns or allegations.
- To ensure that all SHOW staff who are involved in a role with children have been through appropriate background checks.
- To ensure that all SHOW staff who are involved in a role with children have attended appropriate training to equip them to accomplish the above.

Physical interaction and interpersonal boundaries

The process of learning and performing circus skills necessarily requires close physical proximity, body contact and manual touch. As with other contact sports or activities (i.e.: football, dance, theater, martial arts,) the practice requires that students become comfortable with interpersonal boundaries which are considerably different than those employed in normal social interactions.

In the interest of creating a safe and respectful community for adults and youth SHOW is committed to maintaining clarity, professionalism and appropriateness about the proximity, contact and touch intrinsic to the practice.

We are especially sensitive to the fact that a failure to distinguish between practice boundaries and social boundaries could result in grey areas that might provide opportunities for boundary mistakes and/or violations.

To prevent boundary mistakes or violations, SHOW Circus affirms that:

1. Exercises and activities which require close physical proximity and/or body contact will be confined to teaching/learning and practice environments.
2. Exercise and activities which require close physical proximity and/or body contact will have explicit beginnings and ends.
3. Exercises and activities which require close physical proximity and/or body contact will be explicitly consented by all participants. A method will be in place by which consent may be rescinded—generally by use of a one-word command (i.e.: “stop”).
4. Manual touch (the placement of one’s hands on another’s body) will be explicitly consented in every instance with the exception of emergency spotting.

The staff’s critical role

BOUNDARIES: It is important that staff maintain meaningful relationships with the young people with whom they work. This means exercising good judgment in using their influence with children and youth and refraining from using young people to fulfill their own needs. Young people are in a vulnerable position when dealing with persons older than themselves, and may

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find it difficult to speak out about any behavior on the part of their teachers and coaches that makes the young person uncomfortable. In addition, the standard is not a young person's comfort level, but objective boundaries. It is the responsibility of adult volunteers and staff to maintain these appropriate boundaries.

CARE WITH COMMUNICATION: All communication has the potential to carry harmful messages. Communication includes body language, facial expressions, and tone of voice, as well as the choice of words in written and verbal expression. Children, youth, and adults suffer damaging effects when leaders engage in physical, emotional, verbal, or intellectual abuse of any kind. In addition, behavior that is coercive, seductive, suggestive, or contains sexual innuendo can be especially damaging and is incompatible with youth programming. While there are some adult classes, such as Burlesque, which may contain sexualized content, these classes are clearly identified as adult classes, and youth will not be permitted to participate or observe. In addition, this content is limited to the classroom and does not change the norms of behavior outside the classroom environment.

PAY ATTENTION: Safety is everyone's responsibility. We ask that members, friends, adults, and older youth participating in any way at SHOW commit both to learning about the "red flags" signaling possible child abuse or other distress (see the Stop It Now material in the appendix.) We require our staff to take training to ensure that they are fully educated, and strongly encourage all members of the community to fully inform themselves by reading the attached materials.

SPEAK UP: We also ask that anyone with concerns raise them should they notice a child behaving in a way that causes concern or should they notice an adult behaving in a way that is inconsistent with the letter and the spirit of these procedures.

Studio safety procedures: always two sets of eyes

PUBLIC SETTINGS: Staff shall minimize opportunities where children can be subject to any kind of abuse or mistreatment. This includes arranging classes and activities so that children are not left alone with a single adult out of sight of others.

TWO ADULTS OR OPEN DOORS: In all areas of the studio, we strive for the presence of at least two adults with sight lines whenever possible. This can be accomplished by always making sure that classes and events take place semi- publicly -- either in eye-shot of others, or on the closed circuit monitors. Regardless of the number of adults in the studio, a closed circuit camera system will monitor and record various areas of the studio at all time. The waiting area will display live footage of the main studio which can be observed by anyone in the waiting area.

There will be at least two staff present for any activity that takes place away from the studio. Two authorized adults (2 staff or a staff and a selected parent[s]) must always be present with a group in any setting outside the studio. This includes, but is not limited to, trips to the park

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behind our studio. In the case of emergency, such as the need to evacuate the Studio, staff will prioritize addressing the immediate risk, and supervision standard of “Two Sets of Eyes” will be reestablished as quickly as possible.

OWNER/INSTRUCTOR DISCRETION Upon the discretion of the owners or instructor, any class which needs more adult support may require more adults interacting with the class at all times, regardless of overall supervision requirements. This may mean that a parent of a child over the age of 8 is asked to stay on premises.

NO UNAUTHORIZED PRIVATE MEETINGS No person working with children or young people should arrange a meeting with a child or young person at or away from the SHOW Circus Studio without the presence of the parent (or other authorized adult), or the explicit authorization of the parent.

OFF-SITE PERMISSION SLIPS REQUIRED Any off-site trips or activities for any age of child or youth, require permission slips signed by parents/guardians.

NO TOBACCO, DRUGS, ALCOHOL, OR ILLEGAL ACTIVITY The SHOW staff shall not permit or encourage the use of tobacco, drugs, alcohol, weapons, or any illegal activities among children or youth.

Mandatory reporting of abuse or neglect

The owners of SHOW Studio maintain a zero tolerance for violence or abuse, and will fully comply with the mandatory reporting requirements of the State of Massachusetts. We will report to the appropriate authorities any situation in which we have:

Reasonable cause to believe a child is suffering physical or emotional injury resulting from:

- (1) Abuse (including sexual abuse) which causes harm or substantial risk of harm to the child’s health or welfare;
- (2) Neglect (including malnutrition); or
- (3) Physical dependence upon an addictive drug at birth.

We note here that “reasonable cause to believe” is the standard for reporting. We are not equipped to investigate a situation, and will act reasonably to protect children and youth by reporting to those who are equipped to investigate.

A copy of the mandatory reporting requirements above is provided to every staff person during staff training.

Signs of child abuse or neglect:

<https://stopitnow.org/ohc-content/tip-sheet-warning-signs-of-possible-sexual-abuse-in-a-childs-behaviors>

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SHOW CIRCUS CHILD PROTECTION statement of expected behavior and staff/volunteer signed agreement:

As a school that is committed to the physical and emotional safety of children and youth, we hold a special responsibility to ensure that there are structures and policies in place that will minimize risk and protect our children and youth from harm and abuse from within or without our school. We require staff to avoid situations where it is known that abuse or neglect is more likely to occur. We require that all compensated and volunteer staff, as leaders and role models in the SHOW classes and events at SHOW, adhere to the following policy and procedures while interacting with children and youth in the SHOW classes and events. SHOW will support this duty through the development and provision of training opportunities for all staff, and by monitoring compliance and effectiveness of this policy and attached procedures.

Our policy may be simply summarized:

1. Two sets of eyes: Ensure that our children have "two sets of eyes" looking out for their well-being at all times.
2. If you see something, say something: Speak to the class leader or to the owners if you have any concerns for safety.

As I engage in education, coaching, and training, I will apply the following principles to all relationships with children and youth at SHOW Circus. I will:

1. Be consciously gentle and non-threatening in all physical contact and proximity with children, youth, and adults;
2. Communicate in a manner that is proactive, positive and affirming;
3. Ask for consent for touch whenever possible and safe;
4. Refrain from all behaviors, both verbal and physical, that are in any way erotic, suggestive or sexual in nature; including sexual suggestiveness and joking; and
5. Report to the owners any risk to the safety and well-being of our children and youth and any observed or suspected abuse.
6. Take action as soon as possible to help protect anyone at risk of imminent harm.

I have read and understand the Safety Procedures for Children and Youth for SHOW classes and events. I agree to abide by these procedures in order to create an environment that is safe from the potential for abuse or harm and to honor and preserve the trust placed in me by parents and owners of SHOW. I will participate in training opportunities to ensure that I fully comprehend and can employ all safety procedures.

By signing below, I certify that I have not committed, been legally accused, or convicted of a sexual offence or violence against any person, and will fully cooperate in any and all measures that SHOW makes at this time or in the future to confirm this statement.

Printed name of Staff Member:

Signature of Staff Member:

Date:

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RED FLAG BEHAVIORS

“Red Flag” behaviors are human behaviors which may indicate that an adult is at-risk to harm a child. All staff in SHOW Circus classes and events must notify the owners if they witness these behaviors. Any interaction between a child and adult that causes discomfort or concern must be interrupted on the spot and discussed with the owners as soon as possible. No staff should ever keep secret any concern they may have about children’s safety.

We look to the sexual abuse prevention organization Stop It Now! as a resource. Parents and all adult members of our community are expected to be familiar with the following information:

Behaviors to Watch for When Adults are With Children

<https://www.stopitnow.org/ohc-content/behaviors-to-watch-out-for-when-adults-are-with-children>

Signs That an Adult May Be At-Risk to Harm a Child

<https://www.stopitnow.org/ohc-content/warning-signs-adult-at-risk>

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PARENTS' RESPONSIBILITIES

- Ensure that they and their children abide by SHOW rules.
- Ensure that their children arrive on time and that they arrive on time to pick them up. It is the responsibility of the parents to make any necessary transport arrangements to get their children to any training sessions.
 - Talk to their children and ensure that they are aware that they have the right to be protected and free from harm. Parents should make sure that their children know that if they feel they are being teased, bullied or are concerned about the way their instructor or another student or adult is treating them, they can talk to their parents or the SHOW owners without fear of getting into trouble.
- Ensure that they and their children are aware of the identity of SHOW's owners.
 - Be patient with their children's progress. Circus students progress according to their age, ability and stage of maturation. Parents should bear in mind that long-term improvement and physical fitness are the ultimate goals.
 - Be a supportive and a stabilizing influence through the inevitable ups and downs of training. Parents should encourage their children and provide positive feedback.
- Leave the teaching to the instructors. Parents should not pressure their children, offer coaching advice or try to change or undermine any goals agreed between the instructor and student. It is the instructor's role to offer constructive advice relating to the students' development. It is helpful if parents can offer the support and encouragement necessary to help their children feel good about themselves.
 - Model, rehearse, and reinforce with their children the high standards of behavior expected in the studio and help them to maintain a positive attitude.
 - Maintain open communication with SHOW instructors regarding their student's learning and community participation.
- Stay informed by checking the website, Facebook page, Instagram, or other social media source SHOW may employ for any updates or changes.

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VII. STAFF QUALIFICATIONS/REQUIREMENTS

- Professional manner and attitude when representing SHOW and its owners.
- Previous circus instruction experience (circus teacher training recommended).
- Open and clear communication with students, staff and owners about scheduling, policies, procedures, curriculums and any issues that may arise.
- Know your limits and know when you need support.
- Familiarity with the registration system and payment processing.
- Working knowledge of SHOW rigging and safety standards and practices.
- Successful SORI and CORI checks (Sexual Offender Registry Information/Criminal Offender Registry Information) provided by Massachusetts, for those working with minors.
- Class planning in accordance to our curriculums and progressions.
- Arrive 15 minutes before the start of your class, and have time to input student information into our skill tracking database.
- Lead instructors must meet the minimum age requirement of 18+.
- Working knowledge of SHOW Circus Studio policies, procedures and curriculums.

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VIII. Additional Policies

Sexual Harassment Policy

What is Sexual Harassment?

According to the United States Equal Opportunity Commission:

“It is unlawful to harass a person (a student or employee) because of that person’s sex. Harassment can include “sexual harassment” or unwelcome sexual advances, requests for sexual favors, and other verbal or physical harassment of a sexual nature.

Harassment does not have to be of a sexual nature, however, and can include offensive remarks about a person’s sex. For example, it is illegal to harass a woman by making offensive comments about women in general.

Both victim and the harasser can be either a woman or a man, and the victim and harasser can be the same sex.

Although the law doesn’t prohibit simple teasing, offhand comments, or isolated incidents that are not very serious, harassment is illegal when it is so frequent or severe that it creates a hostile or offensive work environment or when it results in an adverse employment decision (such as the victim being fired or demoted).

The harasser can be the victim’s supervisor, a supervisor in another area, a co-worker, or someone who is not an employee of the employer, such as a client or customer.”

Prohibited Conduct

Prohibited conduct may include, but is not limited to, unwelcome behavior of a sexual nature.

For example:

- Grabbing, touching, or patting
- Sexual propositions
- Sexually offensive pictures, magazines, notes, calendars, cartoons, or jokes
- Unwanted flirtations or advances
- Verbal abuse
- Repeated pressure or requests for sexual activities
- Rewards for granting sexual favors or the withholding of rewards for refusing to grant sexual favors
- Graphic comments about an individual’s body or dress
- Sexually degrading names
- When submission to such conduct is made, explicitly or implicitly, a term or condition of employment, instruction, or participation in other studio activities

Such conduct may also constitute sexual harassment. In determining whether prohibited conduct constitutes sexual harassment, consideration will be given to the totality of the circumstances, including the context in which the conduct occurred. Reported activities will be investigated by appropriate SHOW management team members. The management team will determine appropriate means for resolution. Employees found to be conducting themselves in

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an unethical manner may be subject to appropriate disciplinary action, up to and including termination.

Actions for Employees

If you believe you are a target of sexual harassment, you should report such incidents. You may report this information verbally or in writing to either studio owner. When reporting an incident, it is helpful to provide as much information as possible, including the following:

1. A description of the event(s)
2. The number of occurrences, with dates and places
3. The names of any witnesses
4. Any documents such as emails, videos, photos, text messages or other evidence, if appropriate

If the employee is not comfortable reporting to an owner (for example, if an owner is the object of the complaint), they may report to the Operations Coordinator, Tara Jacob.

Actions for Students

If you believe that you are the target of sexual harassment or the focus of inappropriate behavior, you should report such incidents to your parents and SHOW staff (such as an instructor, the office manager, or aSHOW owner). You may report the information verbally or in writing to your teacher or either studio owner. When reporting an incident, it is helpful to provide as much information as possible, including the following:

1. A description of the event(s)
2. The number of occurrences, with dates and places
3. The names of any witnesses
4. Any documents such as emails, videos, photos, text messages or other evidence, if appropriate

Policy and Description Credit

Montgomery County Public Schools

<http://www.montgomeryschoolsmd.org/info/sexualharassment/#q6>

US Equal Opportunity Employment Commission

http://www.eeoc.gov/laws/types/sexual_harassment.cfm

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Studio Rentals

- Studio rental is always at the discretion of studio owners, permission can be revoked at any time with no disclosed reason needed
- Rentals are only available to current students, staff, or by special permission of studio owners
- May only be scheduled when there are no time or space conflicts with other SHOW programming
- Student renters must follow the same rules as Open Studio (no teaching, no experimenting, no rigging other than by an approved staff member, etc.)
- Rental fee includes a staff member paid at open studio rate to facilitate the rental.
- Non-participants are allowed during the rental (photographers, parents, etc) at a 1:1 ratio to the participants, but may NOT use any studio equipment and must also sign a waiver.
- Fee as of August 2025: \$30/hr
- *Note: if a non-participant during a rental happens to also be a SHOW staff member, they cannot be the staff member being paid to facilitate the rental.*

Personal Equipment

1. All personal equipment that is used at SHOW needs to be inspected by a qualified person. This is generally quick and easy and only takes a few minutes. When you plan to bring a new apparatus in, please email the office to schedule an inspection.
2. All personal equipment stored at SHOW needs to be labeled. This includes the apparatus and the rigging hardware.
3. It has always been SHOW's policy that there is an understanding that if an apparatus is stored at SHOW, it might be used for classes. SHOW will always use SHOW's apparatuses first, but if we're in sudden need of an apparatus and we don't have any others, we might use yours.