

# Guide for Occupants of KCMS Building – Students/Families

Welcome to KCMS! As with many places you will have visited, KCMS looks a little different this year, and the information below shows you what to expect in the hope that your experience with us is an enjoyable and safe one, allowing us to safely continue making music together.

In accordance with WorkSafe BC and the provincial health authority's recommendations, our full plan is posted on the KCMS website. Below you will see the section relevant to students and families. As the situation develops, we will continue to provide updates. Guardians: please discuss with your student.

## **In the event of illness**

- If you are sick, stay home! Anyone displaying symptoms of any illness, however mild, will be asked to wash hands, wear a mask, call a guardian if needed and go home. Whether a makeup or refund is given is at the discretion of the teacher
- Be aware of what to do in the event that you or a family/household member has symptoms – call Health Link 811 for advice

## **Arriving for your Lesson**

- Please plan your visit to allow only enough time to wash/sanitize your hands before your lesson.
- In order to maximize distancing for arriving/departing students, the driveway must be kept clear
- Enter/exit via the door nearest to your teacher's studio (wait outside by the arrow with your studio number on it if you are more than five minutes early)
- Take care to read the STOP sign regarding COVID-19 symptoms and requirements
- Students only in the building please, unless caregiving is required
- Where possible, use hand sanitizer to prevent line-ups at the sink
- Wait at the marked spot near your teacher's studio. Your teacher will open the door at the start and end of the lesson
- Your teacher will work with you to establish a protocol for their studio (e.g. how to keep your belongings safe in the common areas, instrument-safe hand sanitizing, standing/seating position, handling music stand, notetaking etc.)
- Siblings/bubble buddies/students having multiple lessons: your teacher will give you a folding plastic chair for placement at an agreed spot while you wait for your lesson or your sibling. Please return the chair to the studio for sanitizing on your way out.

## **Common Areas**

- Visitors of all ages: please wear a non-medical mask in common areas (see "Non-Medical Masks" below)
- Maintain two-metre/6-foot distance from others where possible. Not sure what that looks like? Check out the orange markers on the floors
- Caregivers may attend in the studio if space allows. Otherwise, please arrange to meet your student on time at the designated waiting spots on the driveway
- Please leave the building when all lessons are completed.

## **Kitchen**

- Kitchen equipment is for use by staff and faculty only
- Students in the Performance studio, studios 3 and 4 may use the kitchen sink for handwashing.

## **Office**

Tel: 250 860 1737

Email: [kelownacommunitymusicsschool@shaw.ca](mailto:kelownacommunitymusicsschool@shaw.ca)

- All registration and payment methods will be communicated via email
- Max. one visitor. Please keep visits brief and observe the orange distance marker on the floor
- Students are not permitted to wait for guardians in the office.

### **Drop-off/Collection**

- Please discuss with your student a routine for drop-off and pick-up, and allow sufficient time. KCMS is not responsible for students outside of their lesson time, and it is imperative that guardians of younger students are at the designated spots on the driveway on time when the student exits the building
- Our rear yard area is out of bounds due to risks inherent with use of fire exit, stairs, gate etc.

### **Non-Medical Masks**

- Visitors of all ages: please wear a non-medical mask in all areas. KCMS is following the K-12 public school guidance whereby non-medical masks are required to be used in situations where a person cannot maintain physical distance. Our hallways have many areas which are not passable with two metres of clearance.
- Your teacher will request that you provide and wear a non-medical mask during your lesson

## **Thank you for your understanding!**

These guidelines may appear firm. They are, and for good reason. The health and safety of our students, families, staff and faculty must be our priority. As with all new routines we will settle in quickly and, if we all do our bit by planning ahead and adapting to the guidelines, we can contribute to the safe continuation of music education in our community, provided we:

Be **K**ind

Be **C**alm

Make **M**usic

Be **S**afe



## POLICIES 2020/21

Please review the information below and keep it on file for future reference.  
Please sign the Registration Form to indicate your acceptance of these KCMS policies.

### STUDENT REGISTRATION

A completed 2020/21 Registration Form and Registration Fees are due at the time of registration.

### REGISTRATION FEES – due at registration

Summer, Group Lessons, and Theory courses	<b>\$20.00 Registration Fee</b> - year round
Private Lessons for 1 student	<b>\$50.00 Registration Fee</b> (includes Summer <u>and</u> Sept to June fees)
Private Lessons for 2 or more family members	<b>\$80.00 Registration Fee</b> (includes Summer <u>and</u> Sept to June fees)

Note: Summer Registration Fees will be credited towards the Annual Registration Fee if lessons continue September to June.

Note: Registration Fees are pro-rated for new private lesson students on January 1<sup>st</sup> and April 1<sup>st</sup> each year.

Note: Registration Fees for all group and theory courses are non-refundable.

### LESSON FEES – due by September 10, 2020

- **PAYMENT IN FULL:** Cheque - debit - or e-transfer to [kelownacommunitymusicschool@shaw.ca](mailto:kelownacommunitymusicschool@shaw.ca).
  - E-transfer payments will deposit automatically. Confirmations will indicate the name of our account signatories: Lucy Benwell, Paul Caldwell or Philemon Jansen
- **MONTHLY PAYMENTS:** Post-dated cheques or e-transfers may be pro-rated into monthly payments, payable on the 1<sup>st</sup> or 15<sup>th</sup> of each month, September through May.
  - All cheques must be placed into a sealed envelope or Ziploc bag. **Please do not write a payment cheque for June.**
  - E-transfer payments will deposit automatically. Confirmations will indicate the name of our account signatories: Lucy Benwell, Paul Caldwell or Philemon Jansen
- Summer, Group and Theory fees with a total value above \$150.00 may be made in two equal payments.
- Summer, Group and Theory fees are non-refundable unless the program is discontinued by KCMS.

**WE ARE UNABLE TO ACCEPT CASH, CREDIT CARDS OR CREDIT DEBIT CARDS AT THIS TIME.**

### OVERDUE ACCOUNTS/NSF CHEQUES

An NSF Fee will be charged at **\$25.00** per cheque. Re-payment must be made within 15 days of notification.  
**Lessons may be discontinued if accounts are not kept up-to-date.**

### IN-PERSON AND ONLINE INSTRUCTION

**KCMS instruction may occur in person and online, at the discretion of the teacher.** Our instructors have invested in proper equipment to provide excellent instruction. Online lessons will not extend beyond the scheduled time. Students must ensure their own internet connectivity and equipment is suitable to receive online instruction. Some teachers may request students wear a mask during their lesson. **KCMS teachers are not obligated to supply make-up lessons or give lesson credits for technical issues originating with the student's equipment.**

### STUDENT ABSENCES and ILLNESS – notify teacher directly

KCMS must adopt a zero-tolerance policy in the interests of safety for our staff, faculty and families. In light of public health recommendations during the COVID-19 pandemic, **any student bearing any symptoms of illness – however mild – will not be permitted to attend lessons.** Students will be asked to leave if they appear at all unwell on arrival. As well, if a student begins to feel unwell during their lesson, the parent or guardian will be advised immediately with a request for pickup. Some teachers may offer an online lesson in the event of a student illness. Online lessons provided at the regular in-studio scheduled time will not extend beyond the time allocated nor will follow-up emails etc. be guaranteed. **KCMS teachers are not obligated to supply make-up lessons, online lessons or provide lesson credits for student absences, including absence due to illness.**

## TEACHER ABSENCES

Teachers are required to remain at home if they are unwell, however mild. When a teacher is absent, a make-up lesson or account credit will be provided. Make-up lessons may be provided online or in-studio, at the discretion of the teacher. All scheduling is to be confirmed directly with the teacher. Account credits will be refunded or carried forward to next year's fees, as approved by families, in June.

## WITHDRAWAL

**There is a 4-lesson withdrawal fee for all students.** Please submit a completed Withdrawal Form signed by the teacher and student/parent to the office. Students may continue to attend the last four lessons with their teacher's approval. Refunds for withdrawals will not be processed after **April 15, 2021**; therefore, written notice must be received and accepted before **March 15, 2021**.

## DISCONTINUATION

Kelowna Community Music School reserves the right to discontinue the lessons of any student.

## STUDENT SUPERVISION

It is the parent/guardian's responsibility to supervise their child(ren) while they are on school premises. Children under the age of 10 should be supervised at all times. KCMS accepts no responsibility for personal injury or damage to instruments or personal property. Parents will be held responsible for any damage to KCMS school property by their child(ren).

## COVID-19 PROTOCOL

- It is our primary goal to ensure the health and safety of our faculty, staff, students and their families. Please read all signs at KCMS carefully. Keep up-to-date on public health information through Health Canada and the BC Centre for Disease Control.
- **Enter using the entrance closest to your studio. Students may only arrive 5 minutes prior to their lesson. Masks are mandatory in common areas for all visitors and students.**
- Social distancing of 6 feet must be maintained whenever possible and where space in our common areas allows. Please follow floor markers and posted directions within the building.
- All students must sanitize their hands prior to their lesson. Use soap and water or hand sanitizer provided at stations throughout the building. Please check with your instructor on the appropriate protocol for your instrument.
- **Students must wait for their lesson to begin at the designated spot near their studio. Please do not arrive more than 5 minutes prior to lessons.** Your instructor will open the studio door.
- Instructors and students will maintain social distancing during in-person lessons. Where studio space does not allow for social distancing, safety shields will be in place and/or instructors and students may wear personal protective equipment including masks and gloves. Please provide your own PPE. Your instructor will share the expected protocol for your lesson (music stand, note-taking, touchable surfaces etc).
- **Students must exit the building immediately after all family members have completed their lessons using the exit closest to your studio.**

## PUBLIC SPACES

- To minimize traffic, common areas are limited to students waiting five minutes before their lesson and parents of young children who are not able to join them in the studio.
- All studios and common spaces are sanitized multiple times daily.
- Kitchen space and equipment are restricted to faculty and staff only.
- Please do not bring snacks or meals to KCMS.
- **Students must bring their own pencils, notebooks and music to their lessons.**

**ALL PROTOCOLS WILL BE UNDER REGULAR REVIEW AND MAY BE SUBJECT TO CHANGE AT ANY TIME**