



Updated 7/15/20

Youth Arts Academy Parent/Guardian/Student Handbook

Registration Process for Private Music Lessons

- Complete the online inquiry and provide as much detail as possible.
- YAA will contact the interested student to agree on a lesson time slot and date for a trial lesson.
 - The agreed upon lesson day and time will be held for 24 hours.
- YAA will e-mail a registration link.
 - Registration must be completed within 24 hours or the trial lesson spot may be released to other inquiring students.
 - All students must be registered prior to their first lesson.
- A one-time lesson fee of \$35 will be invoiced for the trial lesson (nothing will be charged until after the first lesson)
- After the first lesson, YAA will contact you to confirm if you would like to keep the assigned teacher/lesson slot and will set up automatic monthly billing. If contact isn't made within 48 hours of the trial lesson, the slot may be released to another customer.
- Once the assigned teacher/lesson slot is confirmed, automatic monthly billing will be set up. The first lesson fee and the remainder of the month will be charged at this time. Monthly billing will continue on the first of the month for subsequent months.
- If the student does not want to continue with the assigned teacher/lesson slot, a fee of \$35 will be charged for the first lesson only.

Monthly Billing for Private Music Lessons

- Lessons are charged at \$35 per 30 minute lesson slot.
- Monthly charges will be processed the first of each month. The total monthly charge is based on how many lessons are in the month. (# of lessons varies depending on holidays and # weeks in month).

Youth Arts Academy
3800-A Mykonos Ln.
San Diego, CA 92130
858-720-2194
YAA@bgcsandieguito.org
www.YouthArtsSD.org



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- YAA must be informed by the 20th of the month if you wish to cancel lessons and stop billing for the following month. If we are not notified by the 20th then you will be billed for the following month's lessons. Please see cancellation policies.

Changes/Cancellations/Leave of Absence Policy for Private Music Lessons

- If you need to **change the set day/time** scheduled for your student's music lesson we require a **two week** notice. Lesson changes made without 2 a week notice may incur a change fee of \$35.
- Short term temporary day/time changes are not recommended. They are often difficult to accommodate and there is no guarantee that the original day/time spot will be available for switching back.
- Please be aware that our music instructors are part time hourly employees and we are required to give them ample notice prior to cancelling or making changes to their shifts. For this reason we ask for a minimum of **24 hour notice** if your student is going to miss a lesson. We **DO NOT offer credits or refunds** for cancelled or missed lessons but we will try to accommodate a make-up session within 1 week of the missed lesson based on the instructor's availability. Make-up sessions are not guaranteed, but we will do our best to find a makeup time as long we have a minimum of a **24 hour notice**.
- If you would like to take a **Leave of Absence** from lessons at any time, particularly in the summer, there will be a charge **of \$10 per lesson to reserve your time slot**. This charge will be in lieu of the \$35/lesson fee. We can reserve a maximum of **4 consecutive scheduled lessons**. Our own music instructors' vacation and cancellation weeks are not included in the 4 consecutive lessons maximum. To minimize the effect of holding too many spots open, the Leave of Absence is only available once a year to each student. Please give two weeks' notice in order to start your leave of absence.

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- If you would like to **cancel lessons completely**, you must notify the Youth Arts Academy by the 20th of the month in order to avoid being billed for the following month. Once you are billed each month, you are committed to paying for that month's lessons. We do not offer refunds due to late cancellation.

Instructor Cancellations/YAA Closures & Holidays

- From time to time an instructor may need to cancel unexpectedly due to illness or unforeseen circumstances. We do not offer refunds for instructor cancellations but will do our best to give students and families at least 24 hours notice of any cancellations. YAA will send out a notice of the cancellation along with available times for re-scheduling the missed lesson. If there are not any re-schedule times that fit the student's schedule, a credit will be issued for the missed lesson and will be applied to the next month's bill.
- YAA follows the San Dieguito Union High School District & Del Mar Union School District Calendars and will not offer regular lessons/practices during school closures. These dates are calculated into your monthly rate already and you will not be charged for lessons on these dates.
 - Labor Day
 - Veterans Day
 - Halloween (if it falls on a weekday)
 - Fall Break (Thanksgiving Week)
 - Winter Break (Weeks of Christmas and New Year's)
 - Martin Luther King Jr. Day
 - Lincoln Day
 - Washington Day
 - Spring Break (typically the 2nd week of April)
 - Memorial Day
 - Independence Day

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Summer Lessons

- Private Lessons continue year round at their set time even during summer school break.
- If you would like to take a **Leave of Absence** from lessons at any time, particularly in the summer, there will be a charge **of \$10 per lesson to reserve your time slot**. We can reserve a maximum of **4 consecutive scheduled lessons**. Our own music instructors' vacation and cancellation weeks are not included in the 4 consecutive lessons maximum. To minimize the effect of holding too many spots open, the Leave of Absence is only available once a year to each student. Please give two weeks' notice in order to start your leave of absence.

Please send all change and cancellation request via email to YAA@BGCSanDieguito.org

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YAA VIRTUAL LESSONS

Upon registering for an online music lesson with the Youth Arts Academy, you will receive an google calendar invitation with the ZOOM login information and password along with a confirmation email containing the login information from the Youth Arts Academy. Please keep this information handy as your ZOOM meeting ID and password will remain the same each week.

How to join a ZOOM lesson: You do not need a zoom account to access this meeting. Just click on the URL in the invite and it will take you to the meeting. You can also go to www.ZOOM.com and click "Join a Meeting" at the top of the page. From there you can enter your Meeting ID and Password as well.

You will be put in a "waiting room" once you join the call. Once your instructor is ready to start the lesson, they will admit you to the call. You will be muted upon entry and your instructor will unmute you once ready.

Security & Recording: The Youth Arts Academy abides by the The Boys and Girls Clubs of San Dieguito policy that one-on-one interactions between BGC staff and students must be **OBSERVABLE and INTERRUPTIBLE**. To that end, we will be requesting that all Instructors confirm the presence of a parent or guardian in the student's location at the start of the ZOOM call. If a parent/guardian is not present, instructors will need to end the call and reschedule for another time.

During this confirmation with a parent or guardian, we will ask if it is ok to record the ZOOM session. Recording will start at the beginning of the ZOOM call and continue if confirmation to record is confirmed. If confirmation to record is denied, then the recording feature will be turned off immediately. At the conclusion of the lesson, a link to the recording will be sent to the email address on file to be used for practice throughout the week and as a way for parents/guardians to check in on their child's progress and assignments for the upcoming week.

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The recordings will be stored in the Boys and Girls Clubs of San Dieguito ZOOM Cloud storage and may be accessed by staff for quality assurance and training purposes.

Technical Issues & Troubleshooting: We're hoping that joining your lesson or band practice will be easy, however, if you are having difficulties joining or if you have technical issues once you are in the lesson, please text or email your assigned instructor directly so that they can help you out in real time. You can reach them directly with the contact information below.

Instructor Name	Email	Text number
Julia Whelpton	jwhelpton@bgcsandieguito.org	760-705-8360
Scott Sayre	ssayre@bgcsandieguito.org	619-940-4005
Josh Jones	jjones@bgcsandieguito.org	619-567-9080
Wil Lopez	wlopez@bgcsandieguito.org	619-784-3204

*****PLEASE NOTE: THIS CONTACT INFORMATION IS FOR REACHING OUT TO INSTRUCTORS FOR HELP WITH ZOOM CALLS ONLY. ALL BILLING, SCHEDULING, AND OTHER QUESTIONS WILL STILL BE DIRECTED TO the Youth Arts Academy by calling 858-720-2194 or emailing Amanda@bgcsandieguito.org *****

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Youth Arts Academy Studio Guidelines & Code of Conduct

We are so excited to have you as part of our program at YAA. We are happy to have you with us on this musical journey. We have prepared the following code of conduct for all students involved in our programs. These have been prepared thoughtfully to keep everyone at YAA safe, happy, and focused on music so that everyone can be successful in their musical endeavors.

Please carefully read through the following code of conduct and make sure you feel up to the commitments and responsibilities of being a student at YAA. Violations to the Code of Conduct are taken very seriously and may result in suspensions from lessons, practices, or performance events.

General YAA Studio Guidelines

1. **Please enjoy snacks and beverages before coming into the practice studios.** Bottled water is permitted in the studios as long as they are covered with a tight lid. Chewing gum during practice is not permitted.
2. YAA consists of several music studios and administrative offices. **Please keep talking noise levels to a minimum in the hallways.**
3. Please **silence your cell phones** during practices and do your best to leave them in an area where you will not be tempted to check them during practice. Cell phones can be checked during breaks and in an emergency.
4. Make a commitment to **take care of your health** so that you are able to show up to every lesson, and performance ready to go. Hydrate and energize with healthy snacks and water before rehearsals.
5. **Clean up after yourself.** Think of YAA as an extension of your home and leave the studios and common spaces better than how you found them. Throw away and recycle all trash.
6. No horseplay in the lobby, halls, or rehearsal spaces is allowed. Please be aware of proper **safety and care** for yourself, others around you, and the studio and music equipment.

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7. **No cursing or strong language.** YAA is an all ages facility, please be respectful of those younger than you.
8. **Your instruments, equipment, and materials are your responsibility.** Please take care of these items and be prepared with them before your lesson or practice.

Student Expectations

1. I understand that above all else, YAA is committed to **stimulating my personal growth, creativity, and self-expression** through this program and I am open and eager to growing in these ways through my musical practice at YAA.
2. I understand that by joining a program at YAA, I am making a commitment to **courtesy & respect** at all times to my instructors, staff, and other students and families at YAA.
3. I understand that YAA is a **safe place** for everyone. I will refrain from involving myself in gossip, aggressive language, profanity, put downs or criticisms, negative jokes, and viewing or sharing negative images or videos while at YAA. Derogatory language or slurs about religion, sexuality, gender, racial, cultural, or economic status goes against our values. This is a place where we honor and appreciate diversity.
4. I will **be prepared** by familiarizing myself with all of the music chosen by or for me to learn. When music is chosen, I will go home and listen to it and practice it. If sheet music is given to me at rehearsal, I will bring it home with me, practice it, and bring it back.
5. I will **remain positive** and approach every idea as an opportunity to grow and learn.
6. I understand that **being on time** for my lesson means arriving with my instrument ready and tuned, my music ready, and my pencil ready to take notes.
7. I understand that YAA instructors are employees of the Boys and Girls Clubs of San Dieguito and that they are mandated to report any unsafe behavior or talk that involves physical abuse, sexual abuse, emotional abuse, and/or neglect. If I hear my bandmates discussing abuse or neglect, I will involve an adult as soon as possible in order to **keep everyone safe**.
8. I understand that **perfection is not expected**, but a willingness to learn new things and a commitment to respecting others is.
9. I understand that **I have a voice** in this program and I will use it to speak with my instructors if I have an idea to share, if I feel uncomfortable with a choice that is made, knowing that my voice will be heard and respected.

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Parent/Guardian Expectations

1. Keep your child home if feeling ill or presenting any symptoms.
2. Serve as the main point of communication between your child and instructor for lesson assignments.
3. Communicate desires for lesson date/time changes or cancellations in a timely fashion to YAA administration.
4. Designate a quiet place and space in your home for your student to complete their weekly assignments and/or online sessions for YAA.
5. Monitor your child's weekly practice time and weekly assignments.
6. Establish routines and schedules to help your child participate in their music learning for the week.
7. Actively participate in your child's at home practice and/or online lessons as much as possible.
8. Be mindful of your child's wellbeing. Speak to them regularly about their lessons and practice, their feelings and share any concerns with their instructor or YAA staff. We are here to help you.
9. Encourage children to participate with additional programs and resources provided by YAA/BGC.
10. Help your child log-in and navigate the any online platforms.
11. Be present for and monitor your child's online interactions with instructors. (Parents do not need to be "on camera" for zoom calls with instructors. But please be present if your child or instructor needs to ask you a question).

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Violations of the Studio Guidelines or Code of Conduct will result in the following:

1. First offense-
 - a. verbal warning from instructor
2. Second offense-
 - a. verbal warning from instructor
 - b. notification to program manager and parents
 - c. written documentation from program manager
3. Third offense-
 - a. verbal warning from instructor.
 - b. notification to program manager and parents
 - c. written documentation from program manager
 - d. Consequence: suspension from practice, performance events, etc.
4. Fourth offense-
 - a. verbal warning from instructor.
 - b. notification to program manager and parents
 - c. written documentation from program manager
 - d. Consequence: expulsion from program (fees may not be refunded/credited)

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