

EDUCATION AND OUTREACH: GENERAL AND INDIVIDUAL PROGRAM POLICIES

Code of Conduct

This code applies to participants, families, school groups, community partners, volunteers, speakers, artist educators, Canadian Opera Company (COC) employees and visitors.

The COC believes that every person participating in its programming deserves the freedom to explore opera in a safe and welcoming environment that fosters creative collaboration amongst all participants and provides each person with an equal opportunity to engage in the art form. Equality and respect are the pillars on which the programs are built. Failure to act in a manner which recognizes the dignity and rights of each individual can result in disciplinary measures, dismissals or removals from programs. The COC Violence and Harassment Policy is in place both to guide the behaviour of all people involved in COC education and outreach initiatives and to protect them in the event that they encounter harassment or violence in COC programs. All staff and volunteers are required to review the COC's Violence, Harassment, and Behaviour Management Policy.

The COC has a policy of zero tolerance towards violence and harassment in the workforce. This policy is enforced to protect participants, teachers, and staff.

Our extensive Violence and Harassment Policy is available for parents of participants to review upon request. If allegations of violence and/or harassment (bullying, intimidation) are brought to the attention of education and outreach staff members, an investigation is immediately launched into the incident in accordance with our policies.

A) Violence

“Violence” is defined as

- The use or attempted use of physical force against another individual while on COC premises
- An action or statement that can reasonably be considered a threat of physical violence
- Bringing a weapon of any kind to the COC or threatening to bring a weapon to the COC (the use of a “fake” weapon also falls under this definition of violent behaviour.)

It goes without saying that none of these behaviours are acceptable in an educational context. If a participant displays violent behaviour, he or she will be isolated from other participants and the parents will be asked to immediately pick up the participant. The participant will not be invited to return to the program and may not be permitted to attend future programs, depending on the context for the violent behaviour.

B) Harassment

“Harassment” means engaging in a course of vexatious comment or conduct against a person that is known or reasonably ought to be known unwelcome. Amongst children, harassing behaviour could include behaviours commonly called “name calling,” “hurtful teasing,” or intimidation. “Harassment” is a term most often applied to the workplace – in an educational setting, the same behaviours are called “bullying.”

Working in a creative environment requires openness and teamwork amongst program participants, and a large part of educational programming involves learning how to work together with other people. For these reasons, we encourage children to talk through their problems together at every opportunity. Unfortunately, in situations of peer-to-peer harassment (“bullying”), this isn’t always possible, and so we also encourage participants to share their concerns with program staff if they feel they are experiencing harassment by another child in our programs.

C) Distracting Behaviour/Behaviour not in keeping with a Supportive Peer Environment

When a participant exhibits behaviour that interferes with the creation of a supportive environment or which interferes with his or her peers’ enjoyment of planned activities, COC program assistants and artist educators will address it on a case-by-case basis, operating from a model based on creative redirection. Parents will be contacted if a participant repeatedly disrupts the program. Participants who repeatedly disrupt the program may be asked to leave the program.

GENERAL POLICIES

Privacy Statement and Photography Release

The COC takes the issue of privacy seriously. The COC follows responsible information handling practices, in keeping with privacy laws. We collect and use personal data pertaining to education and outreach programs to ensure the safety of participants, for statistical purposes, and to inform individuals about the education and outreach programs in which they are registered. You may also receive periodic mailings from us with information about other education and outreach programs that may be of interest to you.

Any photographs or video taken of individuals while participating in education and outreach programs by an employee or representative of the COC will become property of the COC and may be used to various promotional purposes.

If participants or their family wish otherwise, education and outreach must be informed before the start of the program.

Medical Treatment Authorization

Participants or their parents/guardians give permission to the COC to arrange emergency medical care including hospitalization/transportation, if necessary. Participants in education and outreach programs are responsible for their own medical coverage. The COC is released from all liability and claims arising in relation to any matter including personal injury or damage to/loss of property that occurs from participation in any education and outreach activity. The COC is indemnified from and against such claims.

Lost and Found

Education and outreach maintains a Lost and Found for items lost during programs at the Joey and Toby Tanenbaum Opera Centre. Please call 416-363-6671 to inquire about lost items.

Visitors and Guests

To be fair to all program participants and due to limited space, visitors and guests are not permitted to sit in on COC programs, unless specific requests or arrangements have been made by the COC. Performances showcasing the hard work of the participants occur at the end of each program (tours/Living Opera/most custom workshops excluded).

Waitlist Policy

Once an education and outreach program has reached capacity, the COC will begin a waitlist. In the event that a withdrawal or cancellation makes a spot in the program available, the first individual on the waitlist will be contacted. If the COC does not receive confirmation from this individual within two business days, the spot will be offered to the next person on the list. Individuals will be contacted in the order that they joined the waitlist.

Children with Allergies or Medical Conditions

The COC and its partner sites try to maintain a nut-free environment. Please do not bring any food with nuts to programs. If individuals have life-threatening allergies or a medical condition, details must be included with the individual's registration.

Children with Special Needs and Extra Support Needs

The COC encourages open communication between program co-ordinators and parents/guardians in order to ensure that participants with special needs (physical, emotional, behavioral, developmental/intellectual and medical) are given reasonable accommodation in classes and camps in order to facilitate meaningful participation. The COC maintains an integrated learning environment in both community and school settings.

If a child has any special needs, details must be included with the child's registration. Due to limited resources, the COC cannot provide one-on-one supervision or specific medical support, but is willing to discuss accommodations with parents/guardians over the phone or in person.

If a child has an assistant at school or at home for special needs, the COC recommends that qualified assistant attends the program with the child to support his/her needs.

The COC will take steps to make reasonable accommodation for all participants, which requires the ongoing support of parents/guardians, and adherence to existing policies as outlined in this document.

The COC reserves the right to re-evaluate the child's participation in the program should the agreed upon terms and accommodations are not adhered to by the participant/parent/guardian.

Changes in Programming

The COC reserves the right to make changes in programming at any time.

AFTER SCHOOL OPERA PROGRAM (ASOP)

Registration and Payment Policy

The COC adheres to the registration policies of our program and venue partners. Registration is first-come, first-serve. Once a program is full the child will be added to a waitlist. Please visit coc.ca/Explore for full registration and payment details pertaining to each location.

Refund Policy

The COC is obligated to adhere to the policies of each program and venue partner and therefore any refunds are given or withheld at the discretion of our partners.

Missed Sessions

The COC will not hold make-up sessions nor offer a refund for missed sessions.

Attendance Policy

If a participant does not attend the first two sessions of the program or is consistently absent without notifying COC education and outreach, the participant's spot in the program may be compromised. We ask that children participating in ASOP do their best to attend the duration of every session.

Cancellation Policy

The COC is not responsible for the cancellation of the programs at its partner centres for any reason not caused by the COC.

Lateness

If a participant is consistently late to the program, without notifying the COC in advance, the participant's spot in the program may be compromised.

Waitlist Policy

As per our general policies, once an education and outreach program has reached capacity, the COC will begin a waitlist. In the event that a withdrawal or cancellation makes a spot in the program available, the first individual on the waitlist will be contacted. If the COC does not receive confirmation from this individual within two business days, the spot will be offered to the next person on the list. Individuals will be contacted in the order that they joined the waitlist.

Late Pick-Up

It is the responsibility of the parent/designated person(s) to pick up their child when the session ends. Participants are never allowed to:

- Wait unsupervised
- Leave alone without written permission submitted to the COC
- Leave programming unless signed out by an adult who has been identified on the registration form as having received permission by a parent/designated persons

In the event that the child has been picked up late more than once, the participant's involvement in the program may be reviewed.

BUILDING TOURS

Joey and Toby Tanenbaum Opera Centre Tour

Payment

- a. The \$56.50 fee per group of 30 is non-refundable and must be received in full by the date indicated on the Booking Agreement. Cheques can be made payable to "Canadian Opera Company."
- b. Late payments will be subject to an administrative fee of \$10.

Cancellation and Refund Policy

a) Cancellation/Changes by Group:

Education and outreach requires cancellation notice a minimum of two business days in advance of a scheduled tour date and time. No refunds will be issued. If cancellation is due to inclement weather or other unavoidable circumstances, it is the responsibility of the group leader to contact education and outreach to reschedule.

b) Cancellation/Changes by Education and Outreach

Education and outreach reserves the right to cancel tours due to unforeseen circumstances. Refunds will not be issued. Groups will be contacted to reschedule the tour.

Group Responsibilities

For the safety of the participants, the COC requires a group leader to be present during the entire duration of a tour.

SCHOOL WORKSHOPS

(Living Opera, Custom Workshops, Opera Creation Project, etc.)

Payment

- a. Schools booking workshops are required to submit a 15% non-refundable deposit along with a signed Booking Agreement.
- b. Late payments will be subject to an administrative fee of \$10.

Cancellation and Refunds

In the event of a workshop being cancelled by the school, education and outreach must be notified a minimum of five business days prior to the program start date.

Education and outreach reserves the right to cancel workshops due to unforeseen circumstances. If education and outreach cancels a workshop, schools will be contacted to reschedule. If a school cancels due to inclement weather (or other unavoidable circumstances), it is the responsibility of the teacher to contact education and outreach to reschedule. If it is not possible to reschedule, payment will be refunded less the 15% deposit.

Teacher Responsibilities

For the safety of the students, the COC requires teachers to be present during the entire duration of a workshop.

Custom workshops and Opera Creation Projects may be subject to additional policies that will be provided in writing at the time of booking.

SUMMER YOUTH INTENSIVE (SYI)

Confirmation of Registration

Registrations in person and online will receive immediate e-mail confirmation upon receipt of payment. Registrations by fax and mail are processed as quickly as possible in the order that they are received. Due to the high volume of registrations, your registration will ONLY be confirmed by e-mail once it has been entered into the system and full payment has been received.

Payment

Education and outreach must receive payment in full along with a completed registration form. Cheques can be made payable to “Canadian Opera Company.”

Refunds

Refunds will be accorded within 14 days from the time of registration less a 25% administrative fee. No refunds will be given after the program registration deadline date of June 22, 2014. Withdrawals supported by a medical note must be made by the business day prior to the program start date for a refund less a 25% administrative fee. No partial refunds will be accorded to participants who decide to withdraw after the start of the program.

Program Cancellation

The COC reserves the right to cancel the program in the event of unforeseen circumstances. A full refund will be issued in this instance only.

Attendance Policy

If a participant is absent on the first day of a summer program, the parent/guardian must contact education and outreach by 5 p.m. on the first day of the program, or the spot will be offered to the first person on the waitlist. If a participant is consistently absent without notifying COC education and outreach, the participant's spot in the program may be compromised. No refund will be offered to participants who are absent without explanation. We ask that youth participating in SYI do their best to attend all of every session.

Lateness

If a participant is consistently late to the program, without notifying the COC in advance, the participant's spot in the program may be compromised.

Waitlist Policy

- i) Before the start date of the program: Once a summer program has reached capacity, the COC will begin a waitlist. In the event a withdrawal or cancellation makes a spot in the program available, an e-mail will be sent to the first individual on the waitlist. If the COC does not receive confirmation from this individual within two business days, the spot will be offered to the next person on the list. Individuals will be contacted in chronological order of joining the waitlist.

- ii) After the start date of the program: The COC will contact individuals on the waitlist after 5 p.m. on the first day of a summer program if a spot becomes available. Due to the last minute nature of this situation, the COC will continue through the waitlist in chronological order until an individual accepts the spot. No spots will be offered after the first day.

Pick-up Policy

Unless written permission for the participant to leave on his/her own is received by the COC prior to the program start date, it is the responsibility of the parent/designated person(s) to pick up their participant when the session ends. Participants are never allowed to:

- Wait unsupervised
- Leave alone without written permission submitted to the COC
- Leave programming unless signed out by an adult who has been identified on the registration form as having received permission by the participant's parent/guardian to pick up the participant (if not able to leave alone).

In the event that the participant has been picked up late more than once, the participant's involvement in the summer program may be compromised.

GLENCORE ENSEMBLE STUDIO SCHOOL TOUR

Cancellation Policy (if cancelled by the COC)

In the event of cancellation, the COC will notify the school as soon as possible. Prologue to the Performing Arts will contact the school to reschedule the performance.

For a full list of Cancellation, Rescheduling, and Payment policies, please call Prologue to the Performing Arts at 416-591-9092.