



canadian **OPERA** company
ALEXANDER NEEF, GENERAL DIRECTOR

EDUCATION AND OUTREACH: GENERAL AND INDIVIDUAL PROGRAM POLICIES

General Policies	2
After School Opera Program	4
Building Tour: Joey and Toby Tanenbaum Opera Centre	5
Building Tour: Acoustics & Architecture or Backstage Tours At the Four Seasons Centre for the Performing Arts	6
Create-an-Opera	7
Living Opera	8
March Break	9
Opera Storytime	10
Operaworks	11
Summer Opera Camp	12
Summer Youth Intensive	13
Xstrata Ensemble Studio School Tour	14
Youth Opera Lab	15



canadian **OPERA** company
ALEXANDER NEEF, GENERAL DIRECTOR

GENERAL POLICIES

Code of Conduct

Code of conduct for participants, families, school groups, community partners, volunteers, artist-educators, COC employees and visitors:

The COC believes that every person participating in its programming deserves the ability to explore opera in a safe and welcoming environment. A supportive atmosphere fosters creative collaboration amongst all participants and provides each person with an equal opportunity to engage in this art form. Equality and respect are the pillars on which the programs are built. Failure to act in manner which recognizes the dignity and rights of each individual can result in disciplinary measures, dismissals or removals.

Each person involved with any COC Education and Outreach programming is responsible for promoting a positive environment that is free from:

- **Harassment:** Education and Outreach does not condone harassment of any nature. Harassment is defined as engaging in a conduct that is known or ought reasonably to be known to be unwelcome that creates an intimidating work environment or which denies individual dignity and/or respect. Harassment of the following nature will not be tolerated or condoned: age, ancestry, citizenship, colour, creed, ethnic origin, family status, marital status, same-sex partnership status, place of origin, race, record of offences, sex, sexual orientation, or disability in addition to any other prohibited ground defined by the Ontario Human Rights Code.
- **Abuse:** Be it physical (real, threatened, implied) or verbal (insults, foul language, derogatory words, threats).
- **Discrimination:** COC Education and Outreach is committed to a non-discrimination policy in connection with all aspects of its Education and Outreach programming. Discrimination refers to action(s) or behaviour(s) that results in the unfavourable or adverse treatment or preferential treatment on the basis of: age, ancestry, citizenship, colour, creed, ethnicity, family status, marital status, same-sex partnership, status, place of origin, race, record of offences, sex, sexual orientation, or disability in addition to any other prohibited ground defined by the Ontario Human Rights Code.
- **Unsafe behaviour** that can cause physical harm to a person or damage to facilities.

In the instance that a person feels that they have witnessed or experienced a violation of these s/he should immediately notify the COC's Education and Outreach department. Education and Outreach will require that the person completes and returns an Incident Report form to initiate the investigation of the alleged complaint. The COC reserves the right to resolve matters internally or involve external legal counsel should the complaint warrant the intervention of a higher authority.

Lost and Stolen Articles

The COC does not claim any responsibility for lost or stolen items during any of the COC's Education and Outreach programming. Participants are discouraged to bring valuable personal items to the programs or leave them unattended.



canadian **OPERA** company
ALEXANDER NEEF, GENERAL DIRECTOR

Visitors and Guests

To be fair to all program participants and limited space, visitors and guests are not permitted to sit in on COC programs. Final performances showcasing the hard work of the participants occur at the end of each program (tours, Opera Storytime and Living Opera excluded). In the case of Create-an-Opera, when the final performances are often held in the school, the invited audience is left to the discretion of the school administration.

Photography Policy

The COC reserves the right to photograph all programs and use them for archival, marketing or publicity purposes, without remuneration to or benefit of the person being photographed. Any objection to the photography of individuals participating in COC educational programming should be made in writing (e-mail, fax, or letter) to Education and Outreach prior to the start of a program.

Confidential Information

The COC does not disclose personal data of its participants, staff, artist-educators or any of its affiliates to third parties.

Changes in Programming

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



canadian **OPERA** company
ALEXANDER NEEF, GENERAL DIRECTOR

AFTER SCHOOL OPERA PROGRAM

At the Joey and Toby Tanenbaum Opera Centre

Confirmation of Registration

All accepted registrants will receive written notice of their acceptance via e-mail within five (5) business days after the completed registration form and payment have been received. In the event that a parent/guardian does not receive the e-mailed confirmation notice within five (5) business days of submitting a completed registration form and payment, COC Education and Outreach should be notified by calling 416-306-2392.

Payment

- a. *Payment Policy:* Education and Outreach must receive the \$10 payment in full along with a completed registration form to complete the child's registration.
- b. *Refund Policy:* There are no refunds.

Cancellation Policy

Education and Outreach must receive written notice* from the parent/guardian of the participant's withdrawal from the program a minimum of five (5) business days prior to the program start date. If the program is cancelled by the COC due to low enrollment, the parent/guardian of the participant will be given a minimum of 5 (five) days notice, in writing, along with a full refund.

Missed Sessions

The COC will not hold make-up sessions nor offer a refund for missed sessions. It is the responsibility of the participant to attend all sessions.

Late Pick-Up

It is the responsibility of the parent/guardian/designated person(s) to pick up their child at 6 p.m. Participants are never allowed to wait unsupervised nor permitted to leave programming unless otherwise signed out by an adult who has been identified on the registration form as having received permission by the child's parent/guardian to pick up the child. In the event that the child has been picked up late more than once, Education and Outreach reserves the right to review the child's participation in the program. Late pick-ups may result in dismissal from the After School Opera Program.

Note: Any After School Opera Program operating at a City of Toronto Community Centre or St. Christopher House is obligated to adhere to each organization's policies. The COC is not responsible for the cancellation of the programs at these centres for any reason not caused by the COC.

*Note: "written notice" or "in writing" refers to any notice that is sent via e-mail, fax, or letter.



canadian **OPERA** company
ALEXANDER NEEF, GENERAL DIRECTOR

BUILDING TOURS

Joey and Toby Tanenbaum Opera Centre Tour &
Four Seasons Centre for the Performing Arts (Acoustics & Architecture and
Backstage tours)

Payment

- a. *Payment Policy:* The \$25 fee per group of 30 is non-refundable and must be received in full by the date indicated on the Booking Agreement.
- b. *Refund Policy:* There are no refunds.
- c. *Late Payment Policy:* Payments submitted after the payment date indicated on the Booking Agreement are subject to a late payment fee of \$10.

Cancellation

Should a school need to cancel its tour, written notice* is required a minimum of two (2) business days before the designated tour date and time, as outlined in the Booking Agreement. Groups booking tours must adhere to the specific times outlined in the Booking Agreement.

Education and Outreach reserves the right to cancel tours due to severe and extreme weather. Refunds will not be issued. Schools will be contacted to reschedule the tour.

If a school cancels a tour due to severe and extreme weather, it is the responsibility of the booking teacher to contact Education and Outreach to reschedule the tour.

Late Policy

Tour times cannot be adjusted on the scheduled day. In the event that a group arrives later than the established start time, the tour route and content will be modified and will end at the time noted in the Booking Agreement.

Revisions to the Booking Agreement

During the initial planning discussion(s) all efforts are made to accommodate date/time requests and preferences. Revisions made to the program after the Booking Agreement is signed will result in a fee of \$10. Please note that we cannot accommodate changes requested later than five (5) business days before the start date.

Teacher Responsibilities

For the safety of the students, the COC requires teachers to be present during the entire duration of a workshop/tour/program. If a teacher is obliged to leave the room, another school staff member *must* be present to supervise the class during the teacher's absence. **COC employees or volunteers are not liable for students' safety during a teacher's absence, and staff and volunteer tour docents are authorized to immediately end a tour in the event that students are left unsupervised.**

*Note: "written notice" or "in writing" refers to any notice that is sent via e-mail, fax, or letter.



canadian **OPERA** company
ALEXANDER NEEF, GENERAL DIRECTOR

BUILDING TOURS

Acoustics & Architecture and Backstage tours
at the Four Seasons Centre for the Performing Arts

Payment

- a. *Payment Policy:* Schools booking the Create-an-Opera program are required to submit a 10% non-refundable deposit along with a signed Booking Agreement. Payments must be submitted by the date indicated on the Booking Agreement.
- b. *Refund Policy:* Payment fees beyond the 10% non-refundable deposit will only be refunded if written notice* is provided prior to the two (2) business day cut-off (see Acoustics & Architecture and Backstage tours Cancellation policy).
- c. *Late Payment Policy:* Payments submitted after the payment date indicated on the Booking Agreement are subject to a late payment fee of \$10.

Cancellation

Should a school need to cancel its tour, written notice* is required a minimum of two (2) business days before the designated tour date and time, as outlined in the Booking Agreement. Groups booking tours must adhere to the specific times outlined in the Booking Agreement.

Education and Outreach reserves the right to cancel tours due to severe and extreme weather. Refunds will not be issued. Schools will be contacted to reschedule the tour.

If a school cancels a tour due to severe and extreme weather, it is the responsibility of the booking teacher to contact Education and Outreach to reschedule the tour.

Late Policy

Tour times cannot be adjusted on the scheduled day. In the event that a group arrives later than the established start time, the tour route and content will be modified and will end at the time noted in the Booking Agreement.

Revisions to the Booking Agreement

During the initial planning discussion(s) all efforts are made to accommodate date/time requests and preferences. Revisions made to the program after the Booking Agreement is signed will result in a fee of \$10. Please note that we cannot accommodate changes requested later than five (5) business days before the start date.

Teacher Responsibilities

For the safety of the students, the COC requires teachers to be present during the entire duration of a workshop/tour/program. If a teacher is obliged to leave the room, another school staff member *must* be present to supervise the class during the teacher's absence. **COC employees or volunteers are not liable for students' safety during a teacher's absence and staff members are authorized to immediately end a tour in the event that students are left unsupervised or if the students' behaviour is deemed unsafe or inappropriate.**

*Note: "written notice" or "in writing" refers to any notice that is sent via e-mail, fax, or letter.



canadian **OPERA** company
ALEXANDER NEEF, GENERAL DIRECTOR

CREATE-AN-OPERA

Payment

- a. *Deposit Policy:* Schools booking the Create-an-Opera program are required to submit a 10% non-refundable deposit along with a signed Booking Agreement. Payments must be submitted by the date indicated on the Booking Agreement.
- b. *Refund Policy:* Payment fees above the 10% non-refundable deposit will only be refunded if written notice is provided prior to the one-month cut-off (see Create-an-Opera Cancellation policy).
- c. *Late Payment Policy:* Payments submitted after the payment date indicated on the Booking Agreement are subject to a late payment fee of \$50.

Cancellation

In the event of cancellation by the school, the COC's Education and Outreach Department must receive written notice* no later than one month prior to the program start date.

Education and Outreach reserves the right to cancel sessions due to severe and extreme weather at the discretion of the administration. Refunds will not be issued for these cancelled sessions. If *Education and Outreach* cancels a session, it is the responsibility of the Artist-Educator to contact the teacher to reschedule the session. If the *school* cancels a session due to severe and extreme weather, it is the responsibility of the booking teacher to contact the Artist-Educator to reschedule the session. If the Artist-Educator and teacher mutually agree on the rescheduled date, they may proceed providing that Education and Outreach staff have been alerted to and approved the agreed-upon changes.

Revisions to the Booking Agreement

During the initial planning discussions all efforts are made to accommodate teacher requests and preferences of dates and times. Artist-Educators will be contracted to lead the program based on the agreed upon dates and times listed in the Booking Agreement and are not obliged to accommodate changes requested after the Agreement has been signed. If the teacher and Artist-Educator come to a mutually agreeable adjustment to the programming, they may proceed providing that Education and Outreach staff have been alerted to and approved any agreed-upon changes.

Teacher Responsibilities

The Create-an-Opera program is most successful when teachers are actively participating in the sessions, motivating their students to engage in the activities, and tending to any discipline issues. For suggestions on how a teacher can reap the full benefits of this program please refer to the Create-an-Opera Resource Book.

For the safety of the students, the COC requires teachers to be present during the entire duration of a workshop/tour/program. If a teacher is obliged to leave the room, another school staff member *must* be present to supervise the class during the teacher's absence. **Artist-educators, volunteers, or employees of the COC are not liable for students' safety during a teacher's absence, and are authorized to immediately end a workshop in the event that students are left unsupervised.**

*Note: "written notice" or "in writing" refers to any notice that is sent via e-mail, fax, or letter.



canadian **OPERA** company
ALEXANDER NEEF, GENERAL DIRECTOR

LIVING OPERA

Payment

- a. *Deposit Policy:* Schools booking the Living Opera workshop are required to submit a 10% non-refundable deposit along with a signed Booking Agreement. The Deposit must be submitted by the date indicated on the Booking Agreement.
- b. *Refund Policy:* Payment fees above the 10% non-refundable deposit will only be refunded if written notice* is provided prior to the five (5) business day cut-off (see Living Opera Cancellation policy).
- c. *Late Payment Policy:* Payments submitted after the date indicated on the invoice are subject to a late payment fee of \$10.

Cancellation

In the event of a workshop being cancelled by the school, written notice* must be provided to the COC a minimum of five (5) business days prior to the program date.

Education and Outreach reserves the right to cancel Living Opera workshops due to severe and extreme weather. If Education and Outreach cancels the workshop schools will be contacted to reschedule their workshop. If a school cancels a tour due to severe and extreme weather, it is the responsibility of the booking teacher to contact Education and Outreach to reschedule the workshop. If it is not possible to reschedule the workshop, only payments above the 10% non-refundable deposit will be returned.

Late Policy

Workshop times cannot be adjusted on the scheduled day. In the event that a group arrives later than the established start time, the workshop content will be modified and will end at the time noted in the Booking Agreement.

Teacher Responsibilities

For the safety of the students, the COC requires teachers to be present during the entire duration of a workshop/tour/program. If a teacher is obliged to leave the room, another school staff member *must* be present to supervise the class during the teacher's absence. **Artist-educators, volunteers, or employees of the COC are not liable for students' safety during a teacher's absence, and are authorized to immediately end a workshop in the event that students are left unsupervised.**

The Living Opera program is most successful when teachers are actively participating in the sessions, motivating their students to engage in the activities, and tending to any discipline issues.

*Note: "written notice" or "in writing" refers to any notice that is sent via e-mail, fax, or letter.



canadian **OPERA** company
ALEXANDER NEEF, GENERAL DIRECTOR

MARCH BREAK OPERA WORKSHOP

Confirmation of Registration

All accepted registrants will receive written notice of their acceptance via e-mail within five (5) business days after the completed registration form and payment have been received. In the event that a parent/guardian does not receive an e-mailed confirmation notice within five (5) business days after submitting a completed registration form and payment, COC Education and Outreach should be notified by calling 416-306-2392.

Payment

- a. *Payment Policy:* Education and Outreach must receive the \$30 payment in full along with a completed registration form to complete the child's registration.
- b. *Refund Policy:* A full refund will be given only if written notice* is provided prior to the five (5) business day cut-off (see March Break Cancellation policy).

Cancellation

Education and Outreach must receive written notice* from the parent/guardian of the participant's withdrawal from the program a minimum of five (5) business days prior to the program date. If the program is cancelled by the COC due to low enrollment, the parent/guardian of the participant will be given a minimum of five (5) business days notice, in writing, along with a full refund.

Pick-up Policy

It is the responsibility of the parent/guardian/designated person(s) to pick up their child at 3:30 p.m. Participants are never allowed to wait unsupervised nor permitted to leave programming unless otherwise signed out by an adult who has been identified on the registration form as having received permission by the child's parent/guardian to pick up the child.

*Note: "written notice" or "in writing" refers to any notice that is sent via e-mail, fax, or letter.



canadian **OPERA** company
ALEXANDER NEEF, GENERAL DIRECTOR

OPERA STORYTIME

Payment

- a. *Deposit Policy:* Schools booking an Opera Storytime workshop are required to submit a 10% non-refundable deposit along with a signed Booking Agreement. The Deposit must be submitted by the date indicated on the Booking Agreement.
- b. *Refund Policy:* Payment fees beyond the 10% non-refundable deposit will only be refunded if written notice* is provided prior to the five (5) business day cut-off (see Opera Storytime Cancellation policy).
- c. *Late Payment Policy:* Payments submitted after the payment date indicated on the Booking Agreement will be subjected to a late payment fee of \$10.

Cancellation

In the event of the workshop being cancelled by the school, written notice must be provided to the COC a minimum of five (5) business days prior to the program date.

Education and Outreach reserves the right to cancel an Opera Storytime workshop due to severe and extreme weather. If Education and Outreach cancels the workshop schools will be contacted to reschedule their workshop. If a school cancels a workshop due to severe and extreme weather, it is the responsibility of the booking teacher to contact Education and Outreach to reschedule the workshop. If both parties cannot reschedule the workshop, only payments above the 10% non-refundable deposit will be returned.

Revisions to the Booking Agreement

During the initial planning discussion(s) all efforts are made to accommodate requests and preferences of dates and times. Revisions made to the program after the Booking Agreement is signed will result in a fee of \$25. Please note that we cannot accommodate changes requested later than five (5) business days prior to the program start date.

Teacher Responsibilities

For the safety of the students, the COC requires teachers to be present during the entire duration of a workshop/tour/program. If a teacher is obliged to leave the room, another school staff member *must* be present to supervise the class during the teacher's absence. **Artist-educators, volunteers, or employees of the COC are not liable for students' safety during a teacher's absence, and are authorized to immediately end a workshop in the event that students are left unsupervised.**

The Opera Storytime workshops are most successful when teachers are actively participating in the sessions, motivating their students to engage in the activities, and tending to any discipline issues.

*Note: "written notice" or "in writing" refers to any notice that is sent via e-mail, fax, or letter.



canadian **OPERA** company
ALEXANDER NEEF, GENERAL DIRECTOR

OPERAWORKS

Payment

- a. *Payment Policy:* St. Christopher House School of Music must receive the \$30 payment in full along with a completed registration form to complete the child's registration.
- b. *Refund Policy:* A full refund will only be given if written notice* is provided to St. Christopher House School of Music prior to the five (5) business day cut-off (see Operaworks Cancellation policy). There are no refunds after the first session.

Cancellation

St. Christopher House must receive written notice* from the parent/guardian of the participant's withdrawal a minimum of five (5) business days prior to the program start date. If the program is cancelled by the COC due to low enrollment, the parent/guardian of the participant will be given a minimum of five (5) days notice, in writing, along with a full refund.

Missed Sessions

The COC will not hold make-up sessions nor offer a refund for missed sessions. It is the responsibility of the participant to attend all sessions.

Late Pick-Up

It is the responsibility of the parent/guardian/designated person(s) to pick up their child at 6 p.m. Participants are never allowed to wait unsupervised nor permitted to leave programming unless otherwise signed out by an adult who has been identified on the registration form as having received permission by the child's parent/guardian to pick up the child. In the event that the child has been picked up late more than once, Education and Outreach reserves the right to review the child's participation in the program. Late pick-ups may result in dismissal from Operaworks.

Note: Operaworks is obligated to adhere to St. Christopher House's policies. The COC is not responsible for the cancellation of the program for any reason not caused by the COC.

*Note: "written notice" or "in writing" refers to any notice that is sent via e-mail, fax, or letter.



canadian **OPERA** company
ALEXANDER NEEF, GENERAL DIRECTOR

SUMMER OPERA CAMP

Confirmation of Registration

All accepted registrants will receive written notice of their acceptance via e-mail within five (5) business days after the completed registration form and payment have been received. In the event that a parent/guardian does not receive an e-mailed confirmation after 5 (five) business days after submitting a completed registration form and full payment, COC Education and Outreach should be notified by calling 416-306-2392. An information package will be sent to each participant by the first week of June.

Payment

- a. *Payment Policy:* Education and Outreach must receive the \$150 payment in full along with a completed registration form to complete the child's registration.
- b. *Refund Policy:* There is a \$50 non-refundable cancellation fee. The payment minus the cancellation fee will be refunded only if written notice* of a participant's withdrawal is provided prior to the June 11, 2010 deadline (see Summer Opera Camp Cancellation policy). There are no refunds after June 11, 2010.

Cancellation

If a parent/guardian withdraws their child from the program, written notice* must be provided to the COC's Education and Outreach department by June 11, 2010. If the program is cancelled by the COC due to low enrollment, the parent/guardian of the participant will be given a minimum of five (5) days notice, in writing, along with a full refund.

Missed Sessions

The COC will not hold make-up sessions nor offer a refund for missed sessions. It is the responsibility of the participant to attend all sessions.

Late Pick Up

It is the responsibility of the parent/guardian/designated person(s) to pick up their child at 3:30 p.m. Participants are never allowed to wait unsupervised nor permitted to leave programming unless otherwise signed out by an adult who has been identified on the registration form as having received permission by the child's parent/guardian to pick up the child. In the event that the child has been picked up late more than once, Education and Outreach reserves the right to review the child's participation in the program. Late pick-ups may result in dismissal from Summer Opera Camp.

*Note: "written notice" or "in writing" refers to any notice that is sent via e-mail, fax, or letter.



canadian **OPERA** company
ALEXANDER NEEF, GENERAL DIRECTOR

SUMMER YOUTH INTENSIVE

Confirmation of Registration

All accepted registrants will receive written notice of their acceptance via e-mail within five (5) business days after the completed registration form and payment have been received. In the event that a parent/guardian/individual does not receive an e-mail confirming your child's acceptance after 5 (five) business days after submitting a completed registration form and full payment, COC Education and Outreach should be notified by calling 416-306-2392. An information package will be sent to each participant by the first week of June.

Payment

- a. *Payment Policy:* Education and Outreach must receive the \$150 payment in full along with a completed Registration Form to complete the participant's registration.
- b. *Refund Policy:* There is a \$50 non-refundable cancellation fee. The payment minus the cancellation fee will be refunded only if written notice* of the participant's withdrawal is provided prior to the one-month cut-off (see Summer Youth Intensive Cancellation policy). There will be no refunds after June 5, 2010.

Cancellation

If a parent/guardian withdraws their child or the participant withdraws themselves (if 18 years of age) from the program, written notice* must be provided to the COC's Education and Outreach department no later than June 5, 2010. If the program is cancelled by the COC due to low enrollment, the parent/guardian/individual of the participant will be given a minimum of five (5) days notice, in writing, along with a full refund.

Missed Sessions

The COC will not hold make-up sessions nor offer a refund for missed sessions. It is the responsibility of the participant to attend all sessions.

*Note: "written notice" or "in writing" refers to any notice that is sent via e-mail, fax, or letter.



canadian **OPERA** company
ALEXANDER NEEF, GENERAL DIRECTOR

XSTRATA ENSEMBLE STUDIO SCHOOL TOUR

The singers in the Xstrata Studio School Tour do not have understudies as in mainstage productions. Understudies would significantly increase the cost of the Tour which would reflect an increased fee for schools. The COC believes that such an increase would make the tour less accessible to schools. Therefore, in most cases only one singer assigned per role.

Cancellation Policy (if cancelled by the COC)

The COC has the right to cancel a booking due to a singer's illness. In the event of illness and cancellation, the COC will notify the school as soon as possible. Prologue to the Performing Arts will contact the school to reschedule the performance. The COC has built in "Sick Days" into the tour schedule to allow for rescheduling of cancelled performances.

For a full list of Cancellation, Rescheduling, and Payment policies please refer to the COC's booking agent, Prologue to the Performing Arts at 416-591-9092.



canadian **OPERA** company
ALEXANDER NEEF, GENERAL DIRECTOR

YOUTH OPERA LAB

Confirmation of Registration

All accepted registrants will receive written notice of their acceptance via e-mail within five (5) business days after the completed registration form and payment have been received. In the event that a parent/guardian/individual does not receive an e-mail confirmation after five (5) business days after submitting a completed registration form and full payment, COC Education and Outreach should be notified by calling 416-306-2392.

Payment

- a. *Payment Policy:* Education and Outreach must receive the \$30 payment in full along with a completed Registration Form to complete the participant's registration.
- b. *Refund Policy:* A full refund will only be given if written notice* is provided prior to the 5 (five) business day cut-off (see Youth Opera Lab Cancellation policy). There are no refunds after the first session.

Cancellation

Education and Outreach must receive written notice* from the parent/guardian of the participant or from the participant themselves (if 18 years of age) to withdraw from the program a minimum of five (5) business days prior to the program start date. If the program is cancelled by the COC due to low enrollment, the parent/guardian/participant will be given a minimum of five (5) days notice, in writing, along with a full refund.

Missed Sessions

The COC will not hold make-up sessions nor offer a refund for missed sessions. It is the responsibility of the participant to attend all sessions.

*Note: "written notice" or "in writing" refers to any notice that is sent via e-mail, fax, or letter.