

**MOUNTAIN
CITY
CENTER
FOR THE
ARTS**

MANUAL & HANDBOOK

Updated 8.13.2020

Dear Parents & Students,

Welcome to the MCCA Family! We are so excited that you have chosen Mountain City Center for the Arts, LLC as your artistic home away from home! It is an honor to work with you and your child to help them achieve their dreams.

I, along with my incredible staff, take what we do very seriously and we are always striving to create the best environment for our students to grow both as people and as artists.

Our mission at MCCA is to Motivate Creative Courageous Artists that will eventually go out into the world and make it a better place. At MCCA, we are working to provide quality arts instruction and teach students confidence, responsibility, respectfulness, and professionalism. We have created these guidelines and policies to not only help prepare students for the professional world, but to also ensure that MCCA operates at the highest professional level. We have outlined everything you need to know or may want to know right here in this manual! It's your one stop information outline!

Again, thank you for choosing MCCA, for trusting us with your children and their hopes and dreams, and for joining us in creating a positive, family friendly home!

With love and appreciation,

Coty Forno

STAFF

Coty Forno- CEO

Pete Forno- CFO

Jacki Dixon- Office Manager, Private Lesson Coordinator

Shelby Herbert- Musical Theatre Coordinator, Managing Editor

Jamie McGreevy- Dance Program Coordinator, Resident

Photographer/Videographer

Jessica Grapes- Recreational Program Coordinator, Digital

Designer

Tom Bond- Private Lesson Instructor

Matthan Potts- Private Lesson Instructor/Front Desk

**ALL MCCA EMPLOYEES HAVE COMPLETED A MARYLAND
STATE CHILD CARE BACKGROUND CHECK AND ARE SAFE AND
ELIGIBLE TO WORK WITH CHILDREN**

CONTACT INFORMATION

Telephone Number: 240-357-0699

Email: info@mtncityarts.com

Coty Forno: cotyforno@mtncityarts.com

Billing/Customer Portal-Jacki Dixon: jdixon@mtncityarts.com

Dance Program Questions-Jamie McGreevy:

jmcgreevy@mtncityarts.com

Musical Theatre Program Questions-Shelby Herbert:

sherbert@mtncityarts.com

Private Lessons/Production Program Questions-Jacki Dixon:

jdixon@mtncityarts.com

Showcase Program/Advertising-Jessica Grapes:

jgrapes@mtncityarts.com

Private Lesson Instructors-

Matthan Potts: mpotts@mtncityarts.com,

Tom Bond: tbond@mtncityarts.com

MCCA OFFICE HOURS

Monday - Thursday: 3pm-8pm

Friday: 3pm-6pm

Saturday:Closed

Sunday:Closed

Open communication is always a priority at MCCA. Our office staff is always available during office hours to answer any questions or concerns you might have about tuition, scheduling. Problems or concerns associated with student affairs or teacher affairs must be handled with Coty Forno OUTSIDE of class time and not in between regular classes. Parents are encouraged to call, email, during the scheduled office hours. Meetings with Coty Forno or individual teachers must be scheduled outside of class time.

VALUE STATEMENT

MCCA - A performing arts conservatory motivating, elevating, and inspiring compassionate artists to courageously create a brighter world.

OUR MISSION

To motivate and elevate individual artists by:

- Creating a family focused, safe, and supportive environment
- Committing to excellence in arts education
- Promoting positive self expression, acceptance, kindness, diversity, and inclusivity, inside and outside of the classroom
- Empowering creativity
- Focusing on hard work, perseverance, and resilience
- Guiding artists to fulfill their dreams

ABOUT OUR WORK

Our team provides exceptional education, compassionate support, and vested interest while guiding your child on their individual creative journey. We work diligently to maintain a positive, safe environment for children to freely explore creativity, individuality, and self expression. Through arts education, we focus on integrity, leadership, personal responsibility, professionalism, and positive character building.

While attending MCCA students will:

- Receive exceptional personalized instruction in the arts
- Learn the importance of self acceptance and individuality
- Develop increased self confidence and self awareness
- Build self esteem
- Enhance leadership skills
- Strengthen communication, listening, and problem solving skills
- Engage in thought provoking communication
- Encourage personal artistic development
- Build focus and self motivation

THE CREATIVE ARTS ARE AN EXTREMELY PERSONAL AND VULNERABLE CRAFT AND WE ARE COMMITTED TO CREATING A SAFE, NON-JUDGMENTAL, NON-COMPETITIVE ENVIRONMENT. IN ORDER TO TAKE BOLD CREATIVE RISKS, STUDENTS MUST FEEL SAFE IN THEIR ENVIRONMENT. THEREFORE, WE BELIEVE THE DRAMA SHOULD BE SAVED FOR THE STAGE. WE HAVE A ZERO TOLERANCE POLICY FOR BULLYING, NEGATIVITY, AND DISRESPECT OF ANY KIND. WE ASK THAT PARENTS JOIN US IN THIS COMMITMENT TO ENSURE THAT THE FOCUS IS ALWAYS ON THE STUDENT'S GROWTH AS AN ARTIST AND AS A HUMAN BEING.

MCCA's
"YES I CAN, YES I WILL, YES I AM"
Code of Ethics

Integrity: *To conduct oneself with integrity through honesty, courtesy, respect, and consideration of fellow students, parents, and faculty.*

Leadership: *To showcase exemplary behavior both inside and outside of the center. To work positively with others, to strive for personal greatness, and to inspire those around you by connecting, collaborating, and creating with students, parents, and faculty members.*

Responsibility: *To adhere to policies and procedures, to take an active role in keeping the center clean, to listen and work with all faculty and students, and to take pride in creating positive work.*

Professionalism: *To respect the arts and uphold the values and standards of conduct in a way that characterizes the highest qualities of performing artists. This includes respecting the faculty, supporting and encouraging classmates, keeping interactions positive, and recognizing oneself as a role model at all times.*

Character: *To be a person who represents personal integrity, leadership, responsibility, and professionalism in all classes, events, and in interactions with peers and faculty.*

FACILITY INFORMATION

MCCA IS A TOBACCO & E-CIGARETTE FREE FACILITY

Studio Access: MCCA is a secured access building and remains locked at all times.

Students and Parents must have a Key Fob to access and enter the building.

Parking: MCCA offers parking in the front lot. When that lot is full, customers are to use designated city parking. Please be mindful of parking in restricted lots as owners have the right to have violators towed.

Video Surveillance: MCCA has video surveillance in all studios and on the outside perimeter of the building. This is to ensure the safety of our students, teachers, and parents.

GENERAL POLICIES & PROCEDURES

Customer Portal: Each family will have a portal to process payments, register for classes, view student lesson plans, class curriculum, skills evaluations, etc. It is your responsibility to keep all info (contact info, payment info, etc.) up to date. You can sign up or log in on the homepage of our website. Please contact Jacki Dixon, jdixon@mtncityarts.com with any questions about your portal and/or account info.

BAND APP: The Band App is now MCCA's main communication tool. All parents and students must download and use the Band App for MCCA communication. All information regarding classes, performances, cancelations, costumes, special events, calendar updates, and more will be sent via the Band App. A link will be provided upon registration to log in and sign up. MCCA Band app members must sign up with your First AND Last Name to ensure the safety of our parents, students, and staff. It is also suggested that you turn on notifications to enable you to stay up to date on all MCCA activities. If you discontinue classes at MCCA, you will be removed from the Band App.

Email: Please make sure all contact information within the customer portal is correct. Parents and students are responsible for staying up to date with emails and communication.

Registration Fees/Key Fobs: All new students must pay a non-refundable \$25 registration fee and processing fee. This fee goes towards the student's security profile, key fob, and building access. Family Fees: \$25 for the first student, \$15 for each additional family member or student. Students will be given one key fob for secure entry into the building. The key fob should only be used by the designated student and parent. Replacement key fobs can be purchased for \$15.

MCCA LIVE: MCCA will utilize virtual learning to enhance the student experience and provide a safe environment in the event of an emergency or studio shut down. MCCA will utilize ZOOM to continue classes. All students and parents will have access to a specific, secure class ZOOM link.

Contactless Tuition Payment Policies/Authorization:

Mountain City Center for the Arts, LLC 2020 Fall tuition is based on two 6-week sessions.

Session 1- Sept 14, 2020- Oct 23, 2020

Session 2- Nov 2, 2020- Dec 11th, 2020

- There is NO refund for missed classes as we provide a make-up schedule via a virtual class option.
- Parents must have a credit card or bank account on file in the customer portal. There will be no payments taken in the studio.
- You may pay the entire semester in full or divide into two installments that will be deducted from the account on the Monday of the 1st week of classes and the Monday of the 4th week of classes. The first installment includes the registration fee, and this installment is non-refundable.
- All session tuition payments and any year-end show costume payments will be auto-billed to the card or account on file. You will be emailed a receipt after your tuition is auto billed.
- Late Fee: If your card on file is declined, an alternate payment must be made within 48 hours. A \$15 Late Fee will be charged for any payments not made in full by the end of the week. This includes declined charges for cards on file for any reason.
- If your card on file is declined and an alternate payment is not given within 48 hours, then Mountain City Center for the Arts, LLC reserves the right to immediately withdraw the student from all classes for the remainder of the semester and not allow participation in any further Mountain City Center for the Arts, LLC events.
- Visa, Master Card & linked Bank Accounts are accepted.
- Returned Check Fee: \$25.

PAYMENT AUTHORIZATION

I hereby authorize Mountain City Center for the Arts, LLC to charge my credit or debit card for all services and products related to my family's enrollment in classes and activities at Mountain City Center for the Arts, including but not limited to tuition, supplemental materials, special events, costumes, concert or year-end show fees, accessories, etc. Fees are subject to change.

If I elect to pay annual tuition via installments, I understand that my credit or debit card will continue to be charged on monthly, session or periodic basis unless I notify the studio in writing 30 days before intent to discontinue, via email to info@mtncityarts.com and receive an acknowledged returned response from Mountain City Center for the Arts, LLC Staff.

I understand that it will not be sufficient notice to merely tell an instructor or other employee of our intent to discontinue. I have read this entire agreement and understand that I will be held fully responsible for its terms and conditions of service, including a 30 day written notice by email to Mountain City Center for the Art, LLC of any intent to discontinue.

I understand that once the monthly installments for my annual tuition have occurred there will be no refund given if I decide to discontinue. I agree to notify Mountain City Center for the Arts, LLC immediately of any change in the status of my charge account including but not limited to card expiration, name change, limitation of use, loss or theft or the card, etc. In the event that the amount charged is refused for whatever reason, I accept responsibility for full payment for the amount charged as well as an NSF fee of \$15.00.

DROPPING CLASSES OR LESSONS: We want your child to love their classes at MCCA. However, we do understand that there are times when a student is not happy in the class in which they have enrolled. If a student is unhappy within a class, MCCA instructors will make suggestions on other classes or lessons that may be better suited to the student. In the event that the student does not want to continue classes, parents must submit a written notice 30 days prior to the official withdrawal. If a student has attended more than 1/3 of the classes in that semester, no refunds of tuition will be given. Parents are responsible for all fees prior to written notification. No credit or refunds are given for missed classes. In the event of a prolonged illness or injury that prohibits participation, a doctor's statement must be presented to the manager in order to secure a partial refund. Registration fees are non-refundable. Classes missed cannot be made up after withdrawal.

CLASS ENROLLMENT CANCELLATIONS: There is a minimum enrollment of 5 students per class. If that enrollment is not met the class will be rescheduled or canceled. Students may be moved into another class.

WEATHER CANCELLATION POLICY: In the event of bad weather, a weather cancellation email will be sent immediately along with updated alerts from our MCCA Band App. Cancellations will also be posted on the MCCA Facebook Page. Teachers will utilize ZOOM and MCCA LIVE to offer virtual classes in the event of a cancellation.

GROUP MAKE UP CLASS POLICY: All classes canceled due to inclement weather will be rescheduled via virtual classes and will be made up before the end of the semester. There will be no discount or refund given for missed classes. There are no make ups for classes missed when the studio is officially closed for holidays.

PRIVATE LESSON CANCELLATION/MAKE UP POLICY: Students must give 24hr notice of a cancellation in order to receive a make-up class. Otherwise, the lesson will be forfeited and you will be charged for the lesson. We've had continuous issues with students not attending lessons with no prior notice. We have a waiting list of students eager to study with our teachers. If a student continually cancels at the last minute, the time slot will be given away. We understand that things come up, but please give as much notice as you can.

ATTENDANCE & TARDINESS

- We encourage you to stress the importance of **NOT MISSING CLASSES** and **BEING ON TIME** unless there is a real emergency or illness. Regular and consistent attendance is important as well as arriving on time.
- We expect our students to be prompt for class. Your cooperation is greatly appreciated. The first 5 minutes of class can often be the most important. Please make being on time a priority for classes.
- In the event you are late, please do not interrupt the class to give an explanation. The instructor will request an excuse if one is deemed necessary.
- Please call or email ahead of time if you know your child is going to be absent from class.

GENERAL STUDIO CLASSROOM RULES & GUIDELINES

- MCCA has a zero-tolerance policy on negativity, bullying, and harassment of any kind. Students or parents who fail to adhere to this code of ethics will be removed from the center.
- Only students, faculty, and student assistants are permitted in the classroom while classes are in session. Scheduled Parent Observation and Participation Days will be available throughout the semester via a virtual classroom link.
- Only water is permitted inside the studio.
- Chewing gum is not permitted in the classrooms.
- Food and Drink are not permitted in the studio.
- Cell phones are not permitted during class time. Please put all cellphones in bags **TURNED OFF**.
- All personal belongings may be kept in student cubbies or in the studio with the student if needed. MCCA is not responsible for items left in the studios.
- Students are not allowed in the classroom unless a faculty member is present.
- Students are expected to keep the facilities clean by picking up after themselves and throwing away all trash. No containers, empty or otherwise should be left in the studios or reception area; use the trash bins.

- Respect for the instructor and for one another is essential to a successful classroom environment.
- Performing Arts instruction is very hands-on. Teachers may need to physically adjust students to make corrections. Teachers will always ask for permission before making adjustments on a child. If this is a problem, please give Coty Forno advanced notice so that all teachers can be informed.

Attire: Students must wear appropriate attire for each class. MCCA upholds a respectful dress code. Students should wear clothing that expresses their sense of style, but always reflects the code of conduct. Students coming to class in inappropriate attire will be asked to change or leave. Please see Class Requirements.

Level Placement: At MCCA, we want each student to have the best experience possible and receive the correct training. Therefore, all new students must participate in a level placement review. This is truly for the benefit of the beginner student as it is imperative to build a solid foundation in the technical elements of performing arts. Similar to any sport requiring difficult motor skills and dexterity of movement, disciplined and regular practice will lead to quicker advancement. We hope this information will enable parents and students to better understand the actual timeline of development in a student's training and that there is nothing unusual about the gradual advancement from level to level.

DISCIPLINARY PROTOCOL

It is our goal to have each student respond to an internal sense of right and wrong rather than be motivated by the fear of externally imposed consequences. MCCA expects that all instructors, students and parents will model acceptance and kindness toward all people and will insist that the highest standard of behavior will be upheld in their presence. While we hope mutual respect and kindness will be held amongst students, staff and families, MCCA does take behavior concerns very seriously. As such, the following protocols will be followed when dealing with behavior problems.

1. Verbal Warning

- Remove the student from the classroom to have a conversation.
- Teacher documents conversation and sends to Managing Director.
- Managing Director receives report and notifies parent via email or phone call, depending upon the severity of the situation.
- *If necessary an individual meeting is set up with Parent, student, Teacher, and Managing Director

2. Written Warning and Discussion with Managing Director

- Once verbal warning is given, if issue persists, Managing Director is notified.
- Managing Director receives report and writes warning letter
Managing Director talks with student and presents student with warning letter.
- Managing Director sends letter to parent and follows up with phone call.

3. Program Suspension or Expulsion

- If issue persists after verbal and written warning, and/or if an incident is severe, parent will be notified and asked to come in to speak with student and Managing Director.
- No refund will be given if a student is suspended or expelled from the program due to breaking the Rules of Conduct

STUDENT/PARENT CONCERN FORM

At MCCA we strive to create the best environment possible. If we are not meeting that expectation or if there is an issue with a teacher or another student, please let us know immediately. Our success depends on open communication and honesty. Please fill out this Student-Parent-Teacher Concern Form and return it to the office. Once the form has been submitted, the Managing Director will set up a meeting outside of class time with the Parents, Students and teachers to resolve all issues.

STUDENT:

CLASS:

PARENT:

PHONE:

DATE:

PERSON WITH CONCERN:

CONCERN:

RECOMMENDATION:

NOTES FROM CONVERSATION WITH PARENT/STUDENT:

RESULT:

DATE:

DECISION AGREED UPON BY:

TEACHER/DIRECTOR
DATE:

PARENT/STUDENT
DATE:

SAFETY

The safety of all students is very important to us. In addition to our in-house security system at the MCCA, we are also within close proximity to the Frostburg City Police Department which is located at 37 S. Broadway Street, Frostburg MD 21532. Students are required to remain in the Performing Arts School at all times, and are not permitted to leave the building without an adult.

FIRE DRILLS: As a safety measure, fire drills may happen regularly and without warning. In such an event, please follow instructions from MCCA staff and leave the building quickly and in an orderly fashion. The meeting place will be the Frostburg Public Library. Your teachers and staff will take a headcount once everyone is at the lot. You must remain at the lot and not go back into the building until instructed to do so led by faculty/staff.

TRAFFIC ALERT! Please be aware Maple Street is a ONE-WAY street. The intersection of Maple and Mechanic can be quite busy. Please be careful crossing the street upon entering/exiting the building.

FIRST AID/MEDICAL EMERGENCIES: An MCCA staff member will be available to administer first aid and handle emergency situations. If it is something minor, our staff will address the situation. In the event of serious illness or injury, MCCA staff members will call emergency services. Please note that EMTs are required by law to call an ambulance to transport a minor child to the emergency room if a parent/guardian is unable to immediately assume responsibility for the child in person. Parents/guardians will be notified immediately. If a parent/guardian cannot answer our call, the first emergency name provided upon registration will be contacted. All incidents will be documented carefully for our records and for the records of the family.

SAFETY (CONT.)

MEDICAL FORM: A Medical Form is part of the registration application, and must be completed in order to register. Please make sure staff members are aware of any allergies, student health concerns, etc prior to the start of the semester. MCCA staff members are ready and available to deal with minor first aid issues. We have first aid kits at the front desk. In the case of major sickness or injury, parents will be notified and the student will be taken to the Emergency Room with a MCCA employee.

MEDICATION: Students are not allowed to carry any prescription or over-the-counter medication in the school. If a student requires medication, a parent/guardian must inform MCCA staff via email.

INJURY REPORTING: In case of an injury, please adhere to the following protocol: Immediately notify a MCCA staff member and provide as much details as possible. The MCCA staff member will help the student, and will administer proper first aid as needed, and will write an injury report. The MCCA staff member will stay with the student, call/bring in a parent if needed, etc.

PHYSICAL ADJUSTMENT POLICY

Physical Adjustment is an essential and typical component of instruction in dance, theater, and music. Illustrating a point about breath control, a voice professor presses on a student's diaphragm. A dance teacher's hand on a student's body can be used to demonstrate correct dance posture and form. Though use of physical contact in performing arts instruction is common, some students may be more or less comfortable than others. Instructors in our programs will remain mindful of the students' needs and expectations. Teaching minor students, for example, a MCCA instructor cannot use physical contact in the same way that the instructor experiences it in his or her own professional training. MCCA faculty have been instructed to adhere to the following guidelines to help maintain comfort:

- Limit adjustments to what is necessary and appropriate for the instructional point.
- Always ask first if a student is comfortable.
- Always explain the purpose before using hands on in instruction.
- If a student seems uncomfortable or expresses any concerns about physical contact, acknowledge the matter and immediately stop. Notify a MCCA staff member.

SHOWCASE

Students have the opportunity to participate in an end of semester showcase. It is not required, but encouraged as it provides students with a sense of completion. It is a very exciting program for all involved. Training for performance is equally as important as recreational class work. Students must notify the teacher within the first 6 weeks of the semester if they are or are not participating in the showcase. Students who regularly miss class or who exhibit poor in-class behavior will not be permitted to perform. Each teacher reserves the right to remove the student from the performance piece based on the criteria above.

PERFORMANCES:

MCCA holds two showcase events- 1 in the Fall Semester and 1 in the Spring. Dates are announced at the beginning of each semester. Group classes and private lessons are divided up between five shows. We do our best to put families/siblings together in one show, however, we cannot guarantee the same show slots as we plan shows according to class style. MCCA will also utilize ZOOM for a Virtual Performance should an in person performance not be permitted due to healthy or safety concerns.

SHOWCASE REHEARSALS:

Students are required to participate in Showcase Dress rehearsal the week prior to the performance. Students are to come to rehearsal on time and in full costume. This technical rehearsal is extremely important as it not only helps prepare students for the full performance, but it also allows for the technical elements (lighting, sound, etc) to be finalized.

SHOWCASE (CONT.)

COSTUMING:

At MCCA, we believe in encouraging artistic expression when it comes to costuming. Each class will be assigned a class color or basic costume requirements for performance. Students are then able to create their own costume adding personal style and flair while still adhering to the costume requirements. Students are able to purchase costume pieces on their own, or order pieces through the MCCA Store. Costume Requirements are sent home via email in the first 6 weeks of the semester. Pre-professional programs will be required to have specific costuming.

SHOWCASE PROGRAM ADVERTISING:

Parents, Family Members, and local businesses have the opportunity to advertise in our MCCA showcase program. Our program reaches well over 1,000 views for each show. Advertising forms will be emailed to all parents and students within the first 6 weeks of class

MCCA ONLINE STORE

MCCA will now utilize an online store for merchandise purchases. There will be no purchases made in the studio. Parents can opt for curbside pick up or have items shipped directly to their homes.

<https://mccastore.square.site/>

MANUAL DISCLAIMER

The content in this manual serves only as a guideline and supersedes any prior handbook. Enrollment at MCCA is not guaranteed. Violation of policies, code of ethics, and guidelines may result in dismissal from MCCA. Changes in manual may be made at the discretion of the director and written notice will be given via email to all active members of Mountain City Center for the Arts, LLC

MANUAL VERSION 2. DATED 8/13/2020

**MOUNTAIN
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MANUAL & HANDBOOK

UPDATED 8.13.2020