

Star City Music Studios
COVID-19 Policies
March 2020

Dear Students and Parents,

To ensure the health of our students and instructors while maintaining as normal a lesson schedule as is prudent, we have updated our studio policies regarding illness and make-up lessons. Please read the following information carefully, and feel free to contact your instructor or the studio office if you have any questions or concerns.

What We Are Doing Already

Lessons are operating on a normal schedule as long as students and their instructor are well. Students will be asked to clean their hands with disinfectant gel at the beginning of their lesson*. Individual studios and the common areas of the building are disinfected regularly. During lessons, instructors will maintain appropriate physical distance from students.

*Since teachers cannot monitor soap-and-water hand washing, alcohol-based sanitizer is the most effective way for us to ensure that germs are not spread.

Out of an abundance of caution: for the duration of the COVID-19 outbreak, students or their accompanying adults, who cough, sneeze, or show any other signs of illness will be asked to leave the studio immediately.

Illness Policies

If your instructor is sick...

Lessons will be postponed until the instructor is well again. All lessons missed by an instructor will be made up.

If your child, or someone in your household, is sick...

- 1) Contact your teacher (or the studio, if you don't reach them) immediately.
- 2) Please DO NOT come to the studio for lessons.
- 3) If your child has a fever or is considered contagious but otherwise feels okay, or if they are well but a member of your household is ill, the instructor will hold a

remote lesson using the Zoom app during the student's regularly scheduled lesson time. Your instructor will email you a meeting invitation.

- 4) If your child is so sick that a remote lesson is not an option, instructors have been asked to reschedule lessons to a later date as much as practicable. *Please note: while we do try to be as understanding as possible, we cannot guarantee make-up lessons, especially with less than 24 hours notice. However, your prompt communication will allow us to be the most flexible.*
- 5) Missed lessons without communication to the teacher and/or studio cannot be made up for any reason.

In any case, it is the studio's position that lessons will continue, either remotely or by scheduling make-up lessons later this spring. Please note that the use of the remote lessons is a workable, but not ideal, back-up option, and is offered for cases of illness only.

Extraordinary Cases

In certain extreme cases, the studio may offer a suspension of lessons until it is practicable for the student to return. Arrangements will be made on a case-by-case basis, and a student's lesson time cannot not be reserved during the duration of the suspension. Examples of extreme cases include, but are not limited to, an immunocompromised student, a student whose vision is impaired, or a student who is so young that remote lessons are not a practical option. Students who have suspended lessons will be considered active students for three months and will be given scheduling priority over new students when they return to regular lessons within that time period.

Star City Music Studios is committed to maintaining student and instructor health, and we believe that these measures are the responsible answer to this developing health situation. While it is necessary to be cautious, we also believe that it is necessary to maintain a positive outlook and a "normal life" as much as possible, for the physical, mental, and emotional well-being of our students and their families. Please feel free to contact us with any questions or concerns that you have.

The Star City Music Studios Staff