



POLICIES & PROCEDURES HANDBOOK

2011-2012

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VISION OF byDesign

The vision of byDesign is to train this generation to excel with integrity in all areas of the arts. Launched in September 2007, byDesign has since expanded programs, faculty and moved into state-of-the-art facilities. Entering its fifth year, byDesign currently offers group lesson and private instruction in Dance, Music, Vocals, Acting, Visual Arts and Fitness for ages 3 to adult.

As a Creative Arts Academy it is our hope that you and your family will be able to develop your skills and abilities in these areas, enjoy learning something new and experience a creative outlet like never before.

CORE VALUES

byDesign is committed to a high standard of excellence in every area of arts training. As an academy, we have Five Core Values that we operate by and put into practice in all of our lessons: Creativity, Discipline, Excellence, Integrity and Expression.

- Creativity:** We desire to stir up creativity in all of our students, helping them see the possibilities when they let themselves dream.
- Discipline:** We want to help all of our students understand the value of hard work, technique and determination.
- Excellence:** We want our students to be well trained and qualified, the best they can be.
- Integrity:** Strong morals and values, including honour and respect, are incorporated into all of our lessons.
- Expression:** We believe in performance with a purpose. We value the student's ability to positively communicate their art form.

HEALTH & SAFETY

byDesign strives to provide a safe, healthy workplace and learning environment and is committed to the protection and well-being of employees, volunteers, students and visitors. For this reason, all lessons and classes conducted by byDesign must take place on byDesign property: no in-home lessons or coaching are provided.

According to the policies set in place by Koinonia Christian Fellowship Inc., byDesign is in compliance with the Building Code and Fire Code, as well as all requirements under the Health Protection and Promotion Act.

FACULTY QUALIFICATIONS

All faculty at byDesign have received training in their area of instruction and are committed to continued development. Each faculty member strives to constantly improve their teaching methods, preparation and creativity and desires to bring out the best in each individual student. To read more about our faculty members, please visit our website.

CRIMINAL REFERENCE CHECKS

byDesign submits to the policy of Koinonia Christian Fellowship, Inc. in that all faculty members and any other individuals who come into regular contact with students are required to provide the academy with a criminal reference check and have successfully completed the child safety and prevention course before becoming active at byDesign.

ILLNESS PROTOCOL

The following is a list of regulations adopted for the control of contagious diseases. These regulations are for your protection. If any of these situations occur please notify byDesign.

- Chicken Pox:** Exclusion from class/lesson until all pox marks are dry and child is free of fever. Re-entry to class/lesson is permitted by contacting byDesign Administration and sending a note with the student to class.
- Measles:** Exclusion from class/lesson for at least six days from the onset of symptoms. Re-entry to class/lesson is permitted by contacting byDesign Administration and sending a note with the student to class.
- Mumps:** Exclusion from class/lesson for 9 days from onset of swelling. Re-entry to class/lesson is permitted by contacting byDesign Administration and sending a note with the student to class.
- Tonsillitis:** Exclusion from class/lesson and re-entry to class/lesson is permitted by contacting byDesign Administration and sending a note with the student to class.
- Pink Eye:** Exclusion from class/lesson until 24 hours after medical treatment has begun and discharge has ceased.
- Lice:** Exclusion from class/lesson until child has been treated properly and all nits are removed. Re-entry to class/lesson is permitted by contacting byDesign Administration and sending a note with the student to class.
- H1N1:** Exclusion from class/lesson until 24 hours after fever has gone. Re-entry to class/lesson is permitted by contacting byDesign Administration and sending a note with the student to class.

ADMISSION & ATTENDANCE

ADMISSION

After September 30th, 2011 no further registrations will be accepted for year-long group classes. Term-by-Term , Intensives and workshop registrations will be accepted throughout the year.

All group and private lessons offered at byDesign are open to the public. Students are placed in classes dependent upon age and where there are large classes, skill level will also be taken into consideration. Class capacities are dependent upon age and program. Notification will be given if a class has reached capacity or is unable to run.

INVOICING

All students and families are invoiced at the beginning of the year and are required to return a payment option form within 2 weeks of receipt. For registrations in terms 2 and 3 payment must be processed prior to the first class/lesson.

Payments can be made either monthly (September – May) or per term (September, January, March). Either post-dated cheques or pre-authorized credit card payments will be accepted (Note: an annual fee of \$10 will apply to your first payment, should you choose to pay by pre-authorized credit card). Cash will only be accepted if paying your account in full.

Should a student fail to provide their payment option form, they will be denied access to their class(es) until it is received.

ATTENDANCE

Before class begins, students are asked to check-in at our kiosks with the receptionist. Attendance is very important at byDesign, not only for the benefit of the student, but when applicable, also for the sake of continual group learning and teacher preparation. Please be aware that consistent lateness and absence is not acceptable and we ask all parents and students to do their best to attend and arrive on time for classes.

TRANSFERRING CLASSES

The deadline to transfer classes is September 30th, 2011. This only applies to year-long group lessons.

FINANCIAL INFORMATION

Your invoice term fees are adjusted to reflect the removal of payment for holidays when classes do not run.

Note: Dance, Acting and Vocal incidental fees will be added to your invoice. Any additional Music and Visual Art fees will be arranged once term begins.

Program	Fee	Description	Program Commitment
Dance	\$30	Costume Fee	September – May
Music (private lessons)	Varied	Resources	September – May
Acting	\$30	Costume Fee	September – May
Vocals (group and private lessons)	\$10/term	Resource Fee	Junior/Intermediate: September – May Senior/Adult: Term-by-Term registration Private: September – May
Visual Arts	Varied	Art Supplies	Term-by-Term registration

CLASS DISCOUNTS

Individual or family discounts apply to year-long group classes in Dance, Acting, Vocals and Visual Arts. Please note that registering for all three terms of a Vocal or Visual Art class will be considered one class. Musical Theatre has already been discounted and will therefore not qualify for any further discounts.

Individual Discount

Total Number of Classes:	2	3	4
Discount:	10%	15%	20%

Family Discount

Total Number of Classes:	3	4	5	6
Discount:	10%	15%	20%	25%

REFUNDS & CANCELLATIONS

Both the registration fee and any incidental fees are non-refundable. Withdrawing from any of the programs at byDesign can be done by filling out the "Intent to Withdraw" form. It must be delivered to either the byDesign Director or the byDesign Administrator. No other form of communication, either written or verbal, will be accepted as an official withdrawal from any program. Tuition will continue to be charged to the student's account until an "Intent to Withdraw" form has been completed, handed in and processed.

Note: no-shows and drop-outs will continue to be charged until the proper paperwork is received. Non-attendance does not equal withdrawal from a class.

Group Classes – missed classes and withdrawals

For any student who withdraws before October 28th, they will be refunded the remaining program fees, either by their post-dated cheques being returned or their pre-authorized payments being cancelled. Any processed tuition fees will not be refunded.

For any student who withdraws after October 28th, a fee of \$75 will be charged to the account. Any excess payments will be returned to you. Special consideration is given to students moving out of the area or experiencing life-changing events (i.e. death in immediate family, divorce, etc.)

For families with multiple classes, should a withdrawal take place, accounting will continue to process payments as normal. When the account has been paid off, remaining cheques will be returned to you or credit card payments will stop being processed.

Missed lessons will not result in any form of refund and should be avoided whenever possible. We ask that students or parents contact teachers in advance if they know they will be absent. It is the student's responsibility to contact the teacher or other students for missed work. Students are expected to come prepared to the following class.

Private Lessons – missed lessons and withdrawals

For any student who withdraws from a private lesson at any time the cancellation fee will be calculated as follows:

Lesson Rate x Number of months left until May (rounded up)

Example: lesson rate is \$20/half hour and a student withdraws December 1st.

The cancellation fee would be \$120 (\$20 x 6 months remaining).

byDesign has a 24-hour cancellation policy for all private lessons students. If a lesson is cancelled by the student (or guardian) within 24 hours of a lesson, the teacher must be contacted directly (not through the byDesign office voicemail or email) and is not obligated to reschedule the lesson. With advanced notice (more than 24 hours), the lesson may be rescheduled according to teacher availability, up to one lesson per term.

CHILDREN'S FITNESS TAX CREDIT

The Canadian Government offers a non-refundable tax credit of up to \$500 for children under 16 enrolled in an eligible program of physical activity. byDesign will provide receipts at the end of February 2012 for all students enrolled in our Dance program from January 2011 – December 2011. For more details, please visit the government website: <http://www.cra-arc.gc.ca/whatsnew/fitness-e.html>

DESIGNED 2B GREAT! FUND

Part of our vision is to ensure that our programs are accessible to all students. While we attempt to offer our programs at reasonable prices, we understand that not all families can afford extracurricular activities.

Established in 2008, Designed 2B Great! exists to provide financial aid to families who are unable to afford extracurricular programming. This fund will assist up to 50% of the cost of a group class, private lesson or Project Destiny registration for approved applicants.

APPLY FOR ASSISTANCE

There is an application process that must be completed in order to receive any form of sponsorship from the Designed 2B Great! Fund. This application can be sent to you by e-mailing info@bydesignarts.ca.

DONATE

Designed 2B Great! is 100% funded by donors and fundraising efforts. A great way for people to get involved with the Designed 2B Great! Fund is by helping to provide assistance for those who wouldn't be able to otherwise receive training in the arts. Please contact us at info@bydesignarts.ca for more information or visit our website to download a donor form.

STUDENT LIFE @ byDesign

MEASURING STUDENT PROGRESS

At byDesign we offer the opportunity for parents to observe group classes twice a year. These are very helpful as the teacher is able to explain skills and progress of the class. We hope you take advantage of these opportunities to see your student(s) in action. We appreciate if you do not invite others to attend these days as we only have room to host parents and siblings (as necessary) in our classrooms.

Term 1: October 24 -28, 2011

Term 2: February 6-10, 2012

For our private lesson students, communication between parents and teachers is very important for the student's continued success. Parents and teachers of private lesson students may choose to communicate through writing, using the student's homework book.

HOMEWORK/ASSIGNMENTS

Regular and consistent practice is crucial to developing any skill or ability. As we work to instil discipline and excellence in all our students, they will also need to practice their skills at home and may also have specific take-home assignments, including written work or research. We would appreciate your assistance with this type of homework as it is vital for the success of your student(s).

NEW this year – we are implementing Homework books for all students, to help them track new skills they are learning and what they should be practicing at home. We encourage parents to initial on days their child has practiced.

DRESS CODE

Please refer to our updated Dress Code Policy on the website for all dance students.

All dancers need to be in full dress code by the week of October 3rd, 2011.

Comfortable loose clothing should be worn. No skirts, flip flops or jewellery.

Hair should be neatly pulled back and out of the dancer's face at all times. Ballet students' hair should be in a bun.

Dance Wear

Dancewear can also be purchased at:

The Dressing Room

55 Erb Street E., Waterloo (between King & Weber) 54 Queen Street S., Kitchener

www.thedressingroom.ca (no online store)

Inspirations

55 Erb Street E., Waterloo (between King & Weber) 54 Queen Street S., Kitchener

www.inspirationsdancewear.com (online store)

byDesign Days at the Dressing Room

byDesign partners with The Dressing Room to provide discounted dancewear for our students on specific days.

DISCIPLINE POLICY

At byDesign, we believe that discipline is an important part of success in life. Learning to submit to authority and demonstrating disciplined behaviour is vital for success when training in any art form. We desire that the classroom be a productive environment for learning and personal growth for all involved; therefore, mutual respect is highly important.

The ultimate goal of discipline is for the student to learn from their situation, rather than just be 'punished' for poor behaviour. It is also important to have open communication between students, parents and teachers so that everyone understands the standard of discipline and can help with working towards a solution.

Disclaimer: this policy gives faculty a consistent system to use. However, please know that it is hardly ever used and implemented only when other attempts to bring order to class has failed.

Minor Infraction [Yellow Card]

This includes: disruptively talking while the teacher is talking, not listening to or following directions, unsportsmanlike attitude, etc.

Result: a verbal warning. If a 2nd minor infraction is committed in the same class, a timeout will be given to the student.

Major Infraction [Red Card]

This includes: verbal abuse to students or teachers, physical violence, swearing etc.

Result: an immediate timeout

Timeouts [Sideline]

When a timeout is received, a note will be sent home with the student to inform the parent of the timeout and the behaviour for which it was given. This discipline form **must** be signed by the parent and returned the following week in order for the child to participate in class. If multiple timeouts are received, more serious action will be taken.

RECEPTION DESK

The Reception Desk exists to give students and parents information, resources and supervision. Please feel free to pick up forms here as well as ask any general questions that you may have. We are here to serve you!

Preschool, Primary and Junior students **must** have parental supervision at all times when not in class, which means they **must** be dropped off and picked up in the Waiting Room.

Students of Intermediate age and above who are waiting for siblings to finish classes, staying through after school, or who have a break in between classes are more than welcome to work on homework in the waiting room. Senior and Adult students who drive themselves to classes are asked to leave the building following their lessons.

byDesign's Reception Desk is staffed outside the waiting room during the following hours:

Monday:	3:30-7:45 pm
Tuesday:	3:30-9:00 pm
Thursday:	3:30-7:30 pm

Please note that these times are subject to change. Updated hours will be on our website.

To contact the receptionist during these hours you may call 519-744-7447 ext 311.

OFFICE HOURS

The main office hours of byDesign are Monday – Friday, 8:00 am – 4:00 pm. You are more than welcome to call or drop by during this time.

Outside of the main office hours a message can be left by calling 519-744-7447 ext 287 or by e-mailing us at info@bydesignarts.ca.

EMERGENCY SCHOOL CLOSING/SEVERE WEATHER

During inclement weather, if a decision is made to cancel classes, notification will be made on our website, as well as NewsTalk 570 and 96.7 CHYM FM.

If classes at Koinonia Christian Academy are cancelled, byDesign will most likely cancel their programs that day. Group lessons will not be rescheduled for closures due to inclement weather. A decision regarding school closing will be made by 12 noon. If classes need to be cancelled after 12 noon, due to power failures or increasing weather conditions students will be contacted by phone.

For private lessons, teachers will do their best to reschedule classes. This, however, cannot be guaranteed and is dependent upon the teacher's schedule.

RECOGNITION & AWARDS

It is our objective at byDesign to train students to be excellent and disciplined at their art. It is our focus to maintain positive reinforcement in our classes and promote character and moral values. Words of encouragement are used throughout classes.

We also aim to encourage all of our students by providing recognition of their hard work at the end of the year. We give a "Most Improved" and an "Excellence" award to a student in each class at their last lesson. All students are recognized with a participation medal.

At our Year End Show we present our "Rising Star" award and scholarship to a student who participates in more than one program at byDesign, who shows improvement throughout the year, has excellent attendance and has maintained a positive attitude as well as a willingness to work hard and learn new things. The scholarship is for two free group classes for the following year.

At our Year End Concert we present the, "Award of Excellence." This will be awarded to a current private lesson student who shows excellence in their musical study and skill. This \$250 award can be used towards their private lessons the following year.

PARENTS' ROLE

PARENT VOLUNTEERS

Having children participate in extracurricular activities is an investment for parents. We understand the financial and time commitments required to make it possible for children to be trained in the arts.

We do ask that you assist the faculty at byDesign by making sure your students have regular attendance and are punctual for their class/lesson, as these are both important to the growth of your student and the rest of the class. Please ensure that your student visits the washroom, changes into their required clothes/shoes and/or finishes any snack *before* class starts so that they may be in the waiting room and ready to go on time.

This year we are asking that one parent from each family to volunteer for one of the following opportunities during the year. This is a great way to invest into your child's arts experience here at byDesign. The time commitment for each opportunity will be approximately 2 hours. On the registration form, we ask you to select any of the following areas that interest you:

- Fundraising
- Marketing
- Administration
- Christmas Open House
- Year End Show
- Costumes
- Hair & Makeup

PARENT COMMUNICATION

Our desire is to make sure that all communication between byDesign and parents/students is clear. We achieve this through the website, e-mails and student homework books.

Our primary communication source is via e-mail. Please ensure that your family/student e-mail is checked regularly. E-mails will include information on our events and may require you to act on time sensitive events.

Please do not hesitate to contact your child's teacher by e-mailing them. All of the faculty e-mails can be found on the faculty page of the website.

FACILITIES

FACILITY OVERVIEW

byDesign is proud to offer its students state-of-the-art facilities for all their creative needs: a theatre for dramatic performances, classrooms with sinks for visual arts, soundproof rehearsal studios for private and group instrumental and vocal use and mirrored dance studios with barres and sprung floors for our dance and fitness programs.

Washrooms, change rooms and a waiting room are also available for our students and their families. byDesign rents facilities from Koinonia Christian Fellowship, located on the corner of Sawmill Road and St. Charles Street in Bloomingdale, Ontario.

ENTRANCE

byDesign uses what is known as the 'school' entrance on the far right of the new class room wing when approaching from the main parking lot off of St. Charles Street.

PARKING

A large paved parking lot is available for byDesign use off of St. Charles Street.

FOOTWEAR

The facilities which byDesign rents include state-of-the-art sprung floors in the dance studios. To help protect these floors, we ask that all outdoor footwear is removed in the coat room before entering the Creative Arts basement wing. You are more than welcome to bring a 2nd pair of shoes or slippers with you to wear inside. Your cooperation is appreciated!

MAPS

