

Welcome to the music therapy community at the Brooklyn Conservatory of Music! We are so happy to have you in our program. In order to provide the most successful experience for your family, please take a moment to review our guidelines and policies below. We look forward to another great year together!

## **GUIDELINES FOR MUSIC TELETHERAPY\*\***

### **ATTENDANCE**

1. If you are experiencing technical difficulties and will be late or unable to attend a session, **please call the front desk at 718.622.3300 or email your child's music therapist** as soon as possible to leave a message. Please do not email Christina Sterrett Caliz about absences unless it is to cc her on communications directly to the music therapist. The Clinical Coordinator role is a part-time position, so there is no guarantee she will receive the cancellation message in a timely manner to relay it to the music therapist.
2. Please log on at least 2 minutes prior to your child's session time. Your music therapist will admit entry to the virtual session at the start time of the session..
3. Consistent attendance is the best way for your child to make progress. If circumstances arise that make this difficult, please email our Clinical Coordinator, Christina Sterrett Caliz ([christina.sterrett.caliz@bkcm.org](mailto:christina.sterrett.caliz@bkcm.org)) so we can work with you on a preferred solution.

### **TELETHERAPY DYNAMICS**

1. To whatever extent is possible, please have your child's device/camera situated in a quiet area with limited distractions, positioned in such a way that both your child and any instruments can be fully visible.
2. Please remain within earshot or available by phone to address connectivity issues that may arise during the session.
3. We understand how difficult it can be to maintain consistent routines during these unusual times. We do, however, ask that virtual sessions consistently begin and end on time; maintain the same time slot each week; and that students are fully prepared for sessions before they begin.

4. To foster the therapeutic relationship, it is best for your child and music therapist to interact exclusively with each other, unless extra support is needed. If it is necessary for a caregiver or parent to provide support, please consult with your music therapist for specific strategies on how to intervene in sessions.
5. Your music therapist can touch base with you very briefly at the end of each session if you are available to come on screen. If you have in-depth questions or concerns, please schedule a time to speak with your child's music therapist at a later date or set up an email correspondence.
6. The more information we have regarding your child's experiences throughout the week, the more holistically we can approach their music therapy. Please do not hesitate to update us at any time regarding pertinent changes in your child's circumstances or development as the year progresses.

## POLICIES

### MAKE-UPS

1. Each student is allowed one makeup session per semester for an excused absence for **individual music therapy sessions only**. Makeup sessions for groups are only offered if the music therapist cancels a session entirely. There are no makeups for student absences from group sessions.
2. An excused absence is one where BKCM has received notice ***in advance of the session start time*** that the student will be unable to attend the session.
3. No makeup sessions will be given for sessions that are missed without notice, or for notice given after a session start time.
4. Make-up sessions are scheduled during Make-Up Week, which is the week at the end of each semester dedicated for this purpose. Please refer to our academic calendar for the specific dates of each Make-Up Week.
5. If a student is absent for 4 consecutive weeks without notice, he or she will be withdrawn.
6. All missed sessions due to a music therapist's absence or unplanned BKCM closure will be made up during Make-Up Week.
7. There are two weeks allotted for Make-Ups at the end of each semester. This is to accommodate one student absence and one music therapist absence only. If the music therapist has not canceled any sessions during the semester, this second week of Make-Ups will be a week off between semesters. It cannot be used for Make-Ups for additional student absences.

## **REFUNDS/WITHDRAWALS**

### **Private Sessions Withdrawal Policy**

1. Families who wish to withdraw must submit a request in writing to both Christina Sterrett Caliz ([christina.sterrett.caliz@bkcm.org](mailto:christina.sterrett.caliz@bkcm.org)) and Fatima Jihada ([fatima.jihada@bkcm.org](mailto:fatima.jihada@bkcm.org)).
2. Every withdrawal situation is different, and BKCM will work to find an adequate and rapid solution to each case. The withdrawal approval may take up to 10 business days to process.
3. Upon approval, BKCM will withhold the cost of lessons that have already transpired (including student absences), plus the cost of 4 lessons tuition from the date the withdrawal is confirmed.
4. Payment plan, registration, and late payment fees are non-refundable.

### **Group Sessions Withdrawal and Refunds**

1. Families who wish to withdraw must submit a request in writing to both Christina Sterrett Caliz ([christina.sterrett.caliz@bkcm.org](mailto:christina.sterrett.caliz@bkcm.org)) and Fatima Jihada ([fatima.jihada@bkcm.org](mailto:fatima.jihada@bkcm.org)).
2. Students enrolled in 15 week classes have 24 hours prior to the 3rd class to request withdrawal.
3. Students withdrawing from group classes will be refunded the remaining tuition less the cost of the number of classes that have transpired including student absences.
4. Registration and Installment fees are non-refundable.

### **Medical Withdrawals**

1. The Brooklyn Conservatory of music offers medical withdrawals with refunds or credit on a case by case basis with a doctor's note.
2. Basis for withdrawals include injuries or illnesses that genuinely impede a student's abilities to successfully participate in their music therapy or adaptive lessons.
3. Families who wish to complete a medical withdrawal must submit a request in writing to both Christina Sterrett Caliz ([christina.sterrett.caliz@bkcm.org](mailto:christina.sterrett.caliz@bkcm.org)) and Fatima Jihada ([fatima.jihada@bkcm.org](mailto:fatima.jihada@bkcm.org)).

## **CONTACT US**

### **Regarding Attendance/Registration:**

Registration Desk: 718.622.3300 / [info@bkcm.org](mailto:info@bkcm.org)

### **Regarding Your Child's Music Therapy:**

Christina Sterrett Caliz, Clinical Coordinator: [christina.sterrett.caliz@bkcm.org](mailto:christina.sterrett.caliz@bkcm.org) / 718.622.3300 x212

### **Regarding Financial Aid / Insurance / Self-Direction Reimbursement:**

Melissa Harris, Administrative Coordinator: [melissa.harris@bkcm.org](mailto:melissa.harris@bkcm.org) / 718.622.3300 x212

### **Regarding Outreach Programs:**

Toby Williams, Director: [toby.williams@bkcm.org](mailto:toby.williams@bkcm.org) / 718.622.3300 x216