



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

ATTENDANCE

1. If you will be late or absent, **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 the Clinical Coordinator about absences unless it is to cc on communications directly to the music therapist. The Clinical Coordinator role is a part-time position, so there is no guarantee the cancellation message will be received in a timely manner to relay it to the music therapist.
2. Please arrive/log on at least 5 minutes prior to your child's session time.
3. Due to Covid Safety Precautions, all parents are asked to wait in the garden area during sessions. If you need to leave the premises for any reason, please return at least 5 minutes before the end of your child's session time so we can maintain a smooth schedule.
4. If your child requires your presence, either during the session or in order to enter/exit the building, prior permission must be obtained from the Clinical Coordinator and Covid safety clearance documentation must first be provided (see safety guidelines below).
5. In order to limit distractions and maintain a smooth flow to the music therapy session, please do not interrupt a session in progress. If you arrive late to a group session, please enter quietly for minimal interruption.
6. Consistent attendance is the best way for your child to make progress. If circumstances arise that make this difficult, please email our Clinical Coordinator so we can work with you on a preferred solution.

THERAPY DYNAMICS

1. For everyone:

- a. The music therapists will try to touch base with you very briefly after each session. If you have more in depth questions or concerns, please set up a time to speak with your child's music therapist at a later date or set up an email correspondence.
- b. To foster the therapeutic relationship, it is best for the client and music therapist to work alone in the music therapy room during individual sessions, unless extra support is needed. If it is necessary for a caregiver or parent to stay in the room for either individual or group sessions, please discuss this with the music therapist prior to the session.
- c. The more information we have regarding your child's experiences throughout the week, the more holistically we can approach his/her music therapy. Please do not hesitate to update us at any time regarding any pertinent changes in your child's circumstances or development (i.e. changes in medication, sleep/eating routines, significant events, etc) as the year progresses.

2. For in-person sessions:

- a. BKCM's current Covid Safety Guidelines require parents to wait in the garden unless prior approval is obtained to accompany your child into the building. If you are cleared to accompany your child into the building, we ask that you limit looking into the window during a session and also monitor the volume of conversations/playing in the hallways in order to avoid distracting your child or other group members.
- b. If your child is signed up for in person sessions, all sessions will be in person in order to maintain consistency.

3. For virtual sessions:

- a. 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.
- b. 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..
- c. Please remain within earshot or available by phone to address connectivity issues that may arise during the session.

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 the Conservatory has received notice ***in advance of the session start time*** that the student will be unable to attend the session.
3. No makeup sessions are given for sessions 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 on the website for specific dates of Make-Up Week: <https://bkcm.org/calendar/>
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 Conservatory closure (i.e. snow day) 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.

SAFETY GUIDELINES FOR IN PERSON SESSIONS

[Please click here](#) to view BKCM's new Covid Safety Guidelines for Fall 2022.

REFUNDS/WITHDRAWALS

Private Sessions Withdrawal Policy

1. Families who wish to withdraw must submit a request in writing to both Marie Lewis (marie.lewis@bkcm.org) and Fatima Jihada (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 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 Marie Lewis (marie.lewis@bkcm.org) and Fatima Jihada (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 Marie Lewis (marie.lewis@bkcm.org) and Fatima Jihada (fatima.jihada@bkcm.org).

CONTACT US

Regarding Attendance/Registration:

Registration Desk: 718.622.3300 / info@bkcm.org

Regarding Your Child's Music Therapy:

Marie Lewis, Clinical Coordinator: marie.lewis@bkcm.org / 718.622.3300 x212

Regarding Financial Aid / Insurance / Self-Direction Reimbursement:

Financial Aid Coordinator: Kris Mandapat: kris.mandapat@bkcm.org 718.622.3300

Regarding Outreach Programs:

Toby Williams, Music Therapy Program Director:

toby.williams@bkcm.org / 718.622.3300 x216

Dannyele Crawford Music Therapy Outreach Program Coordinator/

dannyele.crawford@bkcm.org / 718-622-3300 ext. 245