



# Parent and Student Handbook 2019-2020

Welcome to the TSSM! We are pleased that you are entrusting your child's music education to us. Please take a few moments to read the following information: it will answer many of the questions you have about our program! Please keep this handbook with your Suzuki Materials should you need to consult it throughout the year. If you have a question that is not addressed here, please ask your teacher or contact the School of Music Office.

## **ABOUT THE TOLEDO SYMPHONY SCHOOL OF MUSIC**

### ***The Suzuki Method***

Shinichi Suzuki developed the Suzuki Method of Education in the early 1900's. He began to apply the basic principles of language acquisition to the learning of music, and called his method the **mother-tongue approach**. The ideas of parent responsibility, loving encouragement and constant repetition are some of the special features of the Suzuki approach.

### ***Private Instrumental Study (ages 3+)***

Students may choose to study Suzuki lessons in violin, viola, cello, flute, harp, piano and composition. Lessons meet once each week for 30, 45 or 60 minutes. Parent attendance and participation is required. Piano students should have access to a piano for daily practice prior to beginning lessons. String students do not need to procure an instrument prior to their first lesson: your private lesson teacher will discuss instruments with you at your first lesson.

### ***Group Classes (ages 3+)***

Group classes are an integral part of your Suzuki education and the teachers of the TSSM recommend you enroll in both private lessons and Group Class to receive maximum benefit. You will find that 30 minutes with your teacher each week isn't enough! Non-TSSM students may also enroll in group class. If you would like to enroll in an instrumental group class, you need to be studying privately with a teacher. Private teachers help your child progress technically while group class explores skills such as following a leader and playing with others; basically, group class is where students become musicians!

### ***Adult Programs***

Suzuki influenced private lessons are offered for adults in violin, viola, cello, flute, harp, composition and piano. The school also offers a Chamber Music Program for adult students. Rehearsals are scheduled at the convenience of the group.

### ***Location***

The TSSM is located in the Professional Building at 1838 Parkwood Avenue in Toledo. This is across the street from the Toledo Museum of Art, at the corner of Parkwood and Monroe. Free parking is available off of Parkwood.

Select classes are held at Toledo Ballet, 5327 Monroe Street in the Hobby Lobby Plaza.

## **Faculty Members**

Many TSSM faculty members are members of the Toledo Symphony Orchestra organization and are members of the Suzuki Association of the Americas. In addition, teachers have received special training to be able to teach the Suzuki method.

Jillienne Bowers, <i>violin, viola</i> .....	jbower@tc3net.com
Claire Cho, <i>piano</i> .....	paintsilence@gmail.com
Damon Coleman, <i>cello</i> .....	cellodamon@yahoo.com
Diego Flores, <i>tuba</i> .....	diego_flores56@yahoo.com
Cheryl Freeman, <i>Musically Me</i> .....	musicallyme@yahoo.com
Amy Heritage, <i>flute</i> .....	amy.heritage@sbcglobal.net
Aaron Keaster, <i>cello, bass</i> .....	amkeaster@sbcglobal.net
Nancy Lendrim, <i>harp</i> .....	harp@bex.net
Sonsoles Llodrá, <i>violin</i> .....	slodra@artstoledo.com
Dr. Sarah Magoun, <i>violin</i> .....	sjmagoun@yahoo.com
Dr. Jeff Manchur, <i>piano</i> .....	jeffmanchur@gmail.com
Heather McVay, <i>Musically Me</i> .....	hbergemann07@gmail.com
Carly Rockenhauser, <i>viola, cello, violin</i> .....	crockenhauser@artstoledo.com
Kathleen Schnerer, <i>violin</i> .....	kschnerer@gmail.com.com
Garth Simmons, <i>trombone</i> .....	garthsim@bex.net
Cheryl Trace, <i>violin</i> .....	vlnmom1@aol.com
Rachel Zeithamel, <i>piano</i> .....	rzeithamel@artstoledo.com

## **ATTENDANCE POLICIES**

### ***Attendance and Preparedness***

An important part of your child's success is attendance at all private lessons. Please be ready for your lesson at start time: instrument unpacked and tuned (if applicable). If you are unable to make your lesson time, please notify your private teacher as soon as possible. Before you leave your house for your lesson, double check that you have at least the following materials: instrument, notebook, pen/pencil and music.

### ***Make-Ups and Cancellations***

Please remember that your teachers are not only excellent teachers but professional musicians. As such, they lead active performing careers which create very busy lives with tough schedules. Your tuition money does not pay for your lesson time, but time they have reserved for you.

- With 24 hours' notice, one lesson per semester may be rescheduled at the student's request.
- In the event of an emergency or serious illness, teachers have the option, but are not required to make up missed lessons. Payment is expected for missed lessons unless the teacher agrees to reschedule.
- Teacher absences will be made up at a mutually agreeable time, or the missed lesson will be credited to your account.
- Make-ups are not given for missed group classes.

### ***Inclement Weather***

- Private Lessons: In the case of inclement weather, please contact your private teacher to determine if lessons will be held. Please note that the Toledo Symphony Office will not give out teacher's phone numbers.
- Group Classes: in the event of inclement weather, classes will be cancelled if there is a Level 2 or greater Snow Emergency declared for Lucas County as of 2:00pm on weekdays and as of 7:00 am on weekends. Monday/Tuesday Group Class: If Toledo Public Schools are closed, all Group Classes will be cancelled that day. *The outgoing message at the TSSM office will be changed to inform you that groups will not meet that day. If you are in doubt, call (419) 418-0057.* Please contact your private teacher regarding your private lessons.
- Make-ups are not given for classes/lessons missed due to weather.

## **YOUR MONTHLY TUITION INCLUDES:**

### ***Private Lesson Times***

Once you have been assigned to a private lesson teacher, you will remain with that teacher throughout your years of study. Your teacher will not change but your private lesson time may change depending on your schedule and your teacher's schedule.

### ***Group Class***

Group Classes are mostly held on Saturdays, with occasional additional choices. Group class gives your child a chance to listen to, watch and play along with other children. It is a very important component of the Suzuki Method. For more specific information about group class levels and times, please refer to the Course Listing for the current school year.

Group class will be thirty minutes to one hour in length. **Please show respect to your teacher and the other students in the class by arriving early. If you need your instrument in class, the instrument should be unpacked and tuned prior to the start of class.** Teachers have been asked to not stop class for latecomers, but welcome them in at a natural pausing point in the class.

There are no refunds for missed Group Classes

### ***Group Class Performances***

On several occasions during the school year, group classes may combine for a group class performance. Please see your calendar for dates.

### ***Musical Achievement***

All students playing "Twinkle" and beyond participate in Musical Achievement in the spring. This is a chance for the faculty and students to reflect on the progress that has been made during the year. Students will receive written comments from the faculty members. **Musical Achievement is held in place of regularly scheduled lessons.** Your teacher will discuss requirements with you as the date draws near.

### ***Toledo Symphony Orchestra Ticket Discounts***

Students enrolled in the TSSM receive many ticketing benefits for TSO concerts. Except for the Family Series, all concerts will be 1 ½-2 hours in length. Use your discretion when bringing young children to the concerts. Ticketing guidelines are below and subject to change.

- Masterworks and Mozart in the Afternoon concert series:
  - Each TSSM student receives FOUR complimentary tickets per concert (pending availability)
  - Additional tickets can be purchased for school age friends and siblings at \$5 each
  - Additional ADULT tickets can be purchased at full price
- Chamber Concerts:
  - Student rush tickets are available for \$5 the evening of the concert
- Pops Series:
  - TSSM students receive half off Pops concerts (restrictions may apply)
- Family Series:
  - A child subscription is free with an adult subscription and TSSM families receive an additional 20% off of subscriptions (not individual tickets)

For all of your ticketing needs, please call the TSO box office at (419) 246-8000. Be sure to mention you are with the TSSM!

### ***Solo Recitals***

There are several “Solo Recitals” offered throughout the year (refer to your school calendar). Students are encouraged to pick out a recital date at the beginning of the year (first come, first served), and then work towards being ready for this performance. Recital sign-ups are posted on the 4th floor near the elevators. **Please make sure that your teacher is listed as a “participating teacher”** for the recital you choose. Once you have discussed possible dates with your teacher, please sign-up on the correct sheet, filling in all pertinent information. The recitals will be kept to about 45 minutes in length.

**Students may sign up for two recitals throughout the year.** However, if there is space on a recital two weeks before the date, you may sign up even if you have already played on two recitals.

## **ADDITIONAL RECITAL INFORMATION**

### ***Reception***

There is a reception following each recital. When you sign up for the recital, please note what item you have signed up to bring. More information regarding recital responsibilities is listed near the recital sign-up sheets.

### ***Recital Attendance***

Recital attendance is only required for students participating on the recital. All other students are encouraged to attend and support their colleagues.

### ***Recital Attire***

Students performing in the solo recitals should wear their “Sunday Best”. No jeans, shorts, athletic pants or shoes. Please show respect to your fellow performers by treating the recitals as the special occasion that they are.

### ***Recital Etiquette***

Students are expected to stay for the entire recital on which they are performing. If you need to sneak out to the restroom, please do so in-between pieces. If you have a fussy child with you, please sit near the exit so you can slip out easily without disturbing the performers.

## **PAYMENT INFORMATION**

### ***Tuition***

Parents may choose to pay for lessons monthly or yearly. Monthly tuition is due the first of the month. After the 10<sup>th</sup> of the month, a \$5 late fee will be assessed to your account.

You can choose to have your tuition automatically charged to your credit card each month. The debit will be posted on the 5<sup>th</sup>, unless you notify us otherwise. Declined cards (even if due to expiration) will be assessed a \$5 fee.

### ***Payment Box***

There is a payment drop box located outside of the elevator on the third floor of the Professional Building. Payments may be left there or mailed to the TSSM at the address below.

## **ADDITIONAL INFORMATION**

### ***Musical Community***

A beautiful component of the Suzuki Method is standardized literature. This allows students from all over the world to play music together. Unfortunately, this lends itself very easily to competition between students and parents. Please refrain from asking parents what piece their student is playing. Remember, we are in this to help and support each other.

### ***Physical Community***

Your teachers spent a large amount of time painting the fourth floor of the Professional Building. Please do not allow your children to draw on the walls or tables or stick pins in the walls. We have removed the crayons from the waiting room to assist in our efforts to keep the walls clean. Feel free to bring in your own crayons or pencils if you will be waiting in the School for an extended period of time but do supervise your child.

### ***TSSM Harassment and Bullying Policy***

The Toledo Alliance for the Performing Arts (“TAPA”) and the Toledo Symphony School of Music (“TSSM”) are committed to maintaining a positive learning environment in which all individuals are treated with respect and dignity. Discrimination, harassment, and bullying, like other disruptive or violent behaviors, are types of conduct that disrupt students’ ability to learn and TSSM’s ability to educate its students in a safe environment, and such conduct will not be tolerated.

For purposes of this policy, harassment and bullying are defined as any unwelcome or unwanted conduct of an offensive nature, whether verbal, physical, or environmental, that is intended to or actually causes mental or physical harm to the individual at which it is directed or that creates an intimidating, abusive, hostile, or offensive environment. Harassment and bullying also includes misconduct that occurs using electronic equipment and media, such as through email, text, or social media. This policy also applies to misconduct that occurs outside of TSSM hours but that is directed towards TSSM students or staff or that substantially disrupts the TSSM’s learning environment.

Examples of prohibited conduct include, but are not limited to:

- Physical violence, damage to an individual’s property, or threats
- Sexual assault or unwelcome touching
- Unwanted or unwelcome flirtations or sexual advances or propositions, or comments about an individual’s body, sexual prowess, or sexual deficiencies
- Verbal abuse, slurs, taunts, name-calling, or other attempts to ridicule, insult, humiliate, or intimidate
- Repeated jokes that include offensive references, particularly those that reference race, religion, sex, sexual orientation, gender identity, or disability, or that are lewd or obscene
- Public exclusion from the peer group
- Spreading gossip or rumors about others
- Taking and/or disseminating unwanted or embarrassing photographs

The TSSM encourages all individuals who believe they are being harassed or bullied to firmly or promptly notify the offender that his or her behavior is unwelcome, if possible. All TSSM staff and students are required to report misconduct under this policy to the Education Director, or any other member of the TSSM or TAPA staff. Anonymous complaints can be sent to the Education Director. Retaliation against any victim or person who makes a good faith report of harassment or bullying will not be tolerated and will also be considered misconduct under this policy. Deliberate or knowingly false reports, however, will not be tolerated and are considered misconduct under this policy.

The TSSM will respond promptly and investigate all good faith complaints of misconduct. If the TSSM determines that misconduct has occurred, the parent or guardian for the student(s) involved in the misconduct shall be notified. The TSSM reserves the right to take appropriate corrective action based on the severity of the misconduct, up to and including removal from the Program.

### ***Suzuki Etiquette***

As Suzuki parents, you play a very active role in your child's musical study. Parents should be actively taking notes during lessons. Group classes are a place for your child to learn, not for parents to socialize. Parent discussion is encouraged and can be very helpful, but please, take the conversations out into the hallway.

### ***TSSM Honor Roll***

The Honor Roll will begin in October. In order to make it onto the TSSM Honor Roll you need to practice 25 days each month. Notify **your teacher**, in writing, by the 10th of the following month that you have completed your 25 days. Students that are on the Honor Roll each month from October through April will receive a special prize. This is done on the honor system. You do not need to turn in any paperwork, however, a template to help you keep track of your 25 days is available to download from the website.

### ***Rettig Music***

Early on in your lessons, your teacher will discuss instrument rental and sizes. We have now partnered with Rettig Music to provide our string students with instruments. Rettig is located at 5950 Airport Highway in Toledo. You can visit their store or website for more information. Please mention you are with the Symphony School and they will help you with set up!

### ***Calendar***

All TSSM students and teachers will be given a copy of the School Calendar. This is also available at [www.toledosymphony.com](http://www.toledosymphony.com) and on our Facebook page. Please keep your calendar in a place where you can refer to it often throughout the year.

All TSSM events are listed on this calendar. You may find it helpful to highlight the events that affect your child(ren).

### ***Teacher Grievances***

The teacher-child-parent triangle is a very important and unique aspect to the Suzuki Method. Your private teacher will serve as a guide to help you educate your child. Your teacher will encourage your questions and your suggestions. If you have questions about your child's education, please ask your teacher. If an issue has not been resolved with your teacher, then please bring it to the attention of the Director.

### ***Transferring Studios***

Just like every child is unique so is each of our teachers. Consistency is very important in the beginning years. Most problems can be solved by the parent and teacher discussing what is working and what is not working at home and at lessons. Due to our small faculty and the family-like nature we must maintain working closely together in a Symphony, we have set a few guidelines in place:

- Step 1: Teacher and Parent discuss options for continuation of study
- Step 2: Parent meets with Director
- Step 3: Parent, teacher and director meet
- After this point, all parties may discuss the possibility of transferring to another teacher

TEACHERS HAVE BEEN INSTRUCTED THAT THEY CANNOT ACCEPT ANY TRANSFER STUDENTS WITHOUT PERMISSION FROM THE DIRECTOR OF THE PROGRAM, so please don't ask them!

### ***Discontinuation of Lessons***

Should you wish to discontinue lessons during the school year, please follow these steps:

- Notify your teacher(s) of your situation.
- Notify the office to fill out necessary paperwork.
- You can withdraw at the end of the month if you give all affected parties two weeks' notice

***Termination of Lessons***

The private lesson teacher and/or the School reserve the right to dismiss any student who is persistently tardy, absent, or unprepared. All remaining tuition will be reimbursed.

***TSSM Contact Information and Office Hours***

The Toledo Symphony School of Music Office is located on the third floor of the Professional Building (exact address below). Office Hours will be posted and made known to parents shortly after each semester begins.

E-mail and phone messages will be answered outside of office hours. Please allow a maximum of 24-48 hours for a response to your message. The best method of contact is via e-mail.

If you have questions or concerns, please contact:

**Sonsoles Llodrá**

Toledo Symphony School of Music Coordinator  
sllodra@artstoledo.com  
419-418-0057

**Rachel Zeithamel Schultz**

Director of Education and Community Engagement, Toledo Alliance for the Performing Arts  
rzeithamel@artstoledo.com  
419-418-0022