



Kardon Center for Arts Therapy Client Handbook

These policies pertain to clients of Settlement Music School
and their parents and caregivers

Table of Contents

1.	Introduction and Mission	4
2.	Settlement Music School People and Locations	4
3.	Non-Discrimination Statement	5
4.	Calendar	5
5.	Hours of Operation	5
6.	Payment	5
A.	Group Sessions, Ensembles and Classes	5
B.	Individual Sessions	6
7.	Cancellations/Refunds	6
A.	Group Sessions, Ensembles and Classes	6
B.	Individual Sessions	6
8.	Attendance / Absences / Tardiness	6
A.	Group Sessions and Classes	6
B.	Individual Sessions	7
9.	Presence of Parent, Guardian, or Caregiver	7
A.	For Minor and Adolescent Clients	7
B.	Caretakers for Adult Therapy Clients	7
10.	Plagiarism and Fair Use	7
11.	Illness in Class	7
A.	For Minor and Adolescent Clients	7
B.	For Adult Therapy Clients	7
12.	Medications	8
13.	Closings and Delays, Inclement Weather, and Emergencies	8
A.	Pandemic Closings/Altered Schedule	8
B.	Weather Closings	8
C.	Emergencies	8
14.	Anti-Bullying Policy	8
15.	Harassment Policy	9
16.	Reporting and Review Process for Bullying and Harassment Complaints	9
17.	Complaints or Concerns by Parents, Caregiver, or Guardians	10
18.	Substance Abuse	10
A.	Tobacco	10
19.	Employee Restrictions	10
20.	Use of Musical Instruments, Equipment, and Supplies	10
21.	Social Media Policy	10
22.	Use of Mobile Phones and Personal Electronics	11
23.	Communications between Therapists and Parents/Guardians	11
24.	Distance Learning	11
25.	Communications between Therapists and Clients	11

A.	E-Mail	11
B.	Text Messaging and Telephone Communication	11
C.	Social Media	11
26.	Visitors	12
27.	Volunteers and Interns	12
28.	Client Data Collection	12
29.	Photographs and Recordings of Clients	12
30.	Field Trips/Off-Campus Performances	12
31.	Reservation of Rights	12

1. Introduction and Mission

This handbook is prepared for the clients of Settlement Music School and their parents/guardians/caregivers as a guide to Settlement rules and regulations, as well as other helpful information, concerning the guidelines and policies governing the safe, orderly, and efficient operation of our School.

The rules, regulations, and procedures described in this handbook have been established to create and maintain the best possible atmosphere for teaching and learning. No single document can answer every question or address every concern that arises throughout the school year. Every attempt has been made to address the key issues that will affect the daily lives of clients within our branches and community partner sites. Open two-way communication is very important to the successful operation of our branches. The support and encouragement of parents/guardians and members of our community are vital to the success of all clients. As members of our School family, clients and parents/guardians should become familiar with the contents of this handbook and should use it as a reference guide throughout the school year. It is our desire that your knowledge of this information will serve to answer questions and concerns, curbing many potential problems before they arise. By working together, we can effectively promote and maintain the highest standards of excellence at Settlement Music School, resulting in a quality experience for our clients.

Settlement Music School's mission is to provide the highest quality instruction in music and the related arts to children and adults, regardless of age, background, ability, or economic circumstances. The School's broad range of programs, taught by highly credentialed and dedicated therapists, help clients achieve artistic, educational and social goals.

2. Settlement Music School People and Locations

Information about members of Settlement Music School's Administration, Creative Art Therapists, the Central Board of Trustees, and the Officers and Directors of each Branch Board may be found on its website under the 'About' section at <https://www.settlementmusic.org/>.

Settlement Music School's mailing address is
P.O. Box 63966
Philadelphia, PA 19147-3966

Primary phone number is
(215) 320-2601.

Settlement has seven branches:

Mary Louise Curtis Branch

416 Queen Street
Philadelphia, PA
(215) 320-2601
[Mary Louise Curtis Branch website](#)

Germantown Branch

6128 Germantown Avenue
Philadelphia, PA
(215) 320-2610
[Mary Louise Curtis Branch website](#)

Kardon-Northeast Branch

3745 Clarendon Avenue
Philadelphia, PA
(215) 320-2620
[Kardon-Northeast Branch website](#)

Willow Grove Branch

318 Davisville Road
Willow Grove, PA
(215) 320-2630
[Willow Grove Branch website](#)

Wynnefield Branch

4910 Wynnefield Avenue
Philadelphia, PA
(215) 320-2640
[Wynnefield Branch website](#)

Settlement Music Online

(215) 320-2660
[Settlement Music Online website](#)

Branches may have additional rules and regulations specific to the property. Parents/guardians and clients are expected to comply with individual Branch Director's instructions.

3. Non-Discrimination Statement

Settlement Music School admits clients of any race, color, gender, sexual orientation, gender identity, religion, disability, and national and ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to clients at the School. It does not discriminate on the basis of race, color, sex, sexual orientation, gender identity, religion, disability or national and ethnic origin in administration of its educational policies, admissions policies, scholarship programs, and other school-administered programs.

4. Calendar

Events at Settlement Music School may be found at Settlement's website under Calendar at <https://settlementmusic.org/calendar/>. Branch-specific events are available on each branch's webpage (listed above, in Locations).

Individual sessions begin on Monday, August 31, 2026. Classes and ensembles begin the week of Monday, September 16, 2026. Saturday June 12, 2027 is the last day of individual sessions for the 2026-2027 school year.

Teaching does not take place on the following dates during the school year:

- Labor Day – Monday, September 7th, 2026
- Rosh Hashanah – Friday September 11, 2026 and Saturday September 12, 2026
- Yom Kippur – Sunday September 20, 2026 and Monday September 21, 2026
- Thanksgiving – Thursday November 26, 2026 – Sunday November 29, 2026 • Winter Break – Thursday December 24, 2026 – Sunday January 3, 2026**
- Martin Luther King, Jr. Day – Monday, January 18, 2026
- Spring Break – Monday March 22, 2027 – Sunday March 28, 2027**
- Memorial Day – Monday May 31, 2027
- Juneteenth – Friday June 18, 2027 – Saturday June 19, 2027

**Settlement will be closed for regular teaching (but our office remains open and make-up sessions are available): Weekdays between December 28 and December 31 as well as the Monday, Tuesday, Wednesday, and Thursday of Spring Break. There are also additional times and days available to reschedule a session. This information is posted in each branch and can be discussed with the Branch Staff.

5. Hours of Operation

School office hours vary by location and time of year. Each branch has specific hours posted on its website, listed above. Clients are not permitted to arrive more than fifteen (15) minutes before their session or remain at a branch location more than ten (10) minutes after their session. Please note that staff and therapists are strictly prohibited from transporting clients in personal vehicles. Parents/guardians must arrange timely transportation for their client to and from all classes, sessions, and events.

6. Payment

A. Group Sessions, Ensembles and Classes

At registration, 25% of the fee is due as a non-refundable deposit for ensembles and classes. For group sessions, 10% of tuition is due at registration. Payments may be made either in full or on a quarterly basis. Quarterly payments are not refundable. If paying quarterly, class payments must be completed by March 15th in order to participate in the final class concert or program.

Due dates for quarterly class payments are as follows:

- Payment 1: 25% Due at registration
- Payment 2: 25% Due November 15th
- Payment 3: 25% Due January 15th
- Payment 4: 25% Due March 15th

B. Individual Sessions

Payment is expected for all scheduled individual sessions, regardless of attendance. The default payment schedule is a per-meeting (weekly) basis. Your total fees for the entire program have been calculated to be paid in per-meeting installments. Payment is expected no later than 24 hours after each meeting, but we also offer convenient options to pay in advance (i.e., monthly, quarterly, etc.). Please contact the Director of the Kardon Center for Arts Therapy for questions regarding invoices.

Sessions are payable weekly or in advance, semi-annually or annually. Payments for individual sessions and groups may be made via the Ensora platform, using the credit or debit card information provided at the time of enrollment. Ensora accepts Visa, MasterCard, American Express, Discover, Diner's Club, and JCB. This information will be kept on file through the secure Ensora platform. Fees will be charged to the card within seven (7) days after a therapy session is completed. Checks, cash, and credit cards can be accepted at the branches at the time of each session. There is a \$30 fee for returned checks. Session services are paused upon bank notification of non-payment and will resume after payment is received.

Payment is expected for ALL scheduled sessions, regardless of attendance. In the event of an absence, please notify the office as far in advance as possible. Payment for missed sessions must be presented by the next session.

7. Cancellations/Refunds

A. Group Sessions, Ensembles and Classes

Registration and group fees are not refundable. There are no refunds for missed group sessions. Clients who decide to withdraw from a group lesson or Group must notify the Director of the Kardon Center for Arts Therapy prior to the next payment due date, or they will be billed for the next payment.

Settlement reserves the right to cancel a client's assignment if the client does not attend on a regular basis, or any other reason that the Director of the Kardon Center for Arts Therapy believes presents a serious impediment. Settlement may reduce the Group length or cancel Groups based on enrollment.

B. Individual Sessions

In the event that you decide to discontinue sessions, three weeks' notice to your therapist and/or program director is required for the cancellation. Pre-paid tuition may be transferred to another client within the household, held on the account for future enrollment, or refunded via check. Settlement reserves the right to cancel a client's assignment if the client does not attend on a regular basis, or as determined by the therapist or the Director of the Kardon Center for Arts Therapy.

Settlement reserves the right to cancel a client's assignment if the client fails to attend on a regular basis, or any other reason that the Branch Director or Kardon Center for Arts Therapy Director believes presents a serious impediment.

8. Attendance / Absences / Tardiness

A. Group Sessions and Classes

Clients are expected to attend every class and be on time for every class. If a client will be late or miss a class, parents/guardians are expected to notify the office as far in advance as possible. Clients may be dropped from the class for lack of attendance or routine lateness. Groups missed by individual clients will not be made up. In the event of an absence, please notify the office as far in advance as possible. Clients may be dropped from the Group for lack of attendance. In the event a client needs an extended absence (i.e., more than two weeks) due to illness or other reason acceptable to the School, parents/guardians should contact Kardon Center for Arts Therapy Director with the request, and Kardon Center for Arts Therapy Director will facilitate their request to the extent possible. If the therapist will be absent for a class, the group may be rescheduled at a later date. If rescheduling is not practical the session will be forfeited.

B. Individual Sessions

*We require a minimum of 24 hours' notice for the client not to be charged for the session.

Explanation of Appointment Status/Time Frame for Notification of Absence

- KEPT – Appointment happened on time with therapist and client (*Client is billed for appointment)
- CANCELLED – Client gave notice to therapist or branch staff twenty-four (24) hours or more prior to start of appointment (*Client is not billed for appointment)
- LATE CANCEL – Client gave notice to therapist or branch staff less than twenty-four (24) hours prior to start of appointment (*Client is billed for appointment)
- NO SHOW – Client did not attend session and did not inform therapist or branch staff that they would not be attending (*Client is billed for appointment)
- RESCHEDULE – Client has communicated with therapist, and they have agreed on another date/time for an appointment (*Client is billed for the rescheduled Kept appointment)

In the event a client needs an extended absence (more than two weeks) due to illness, injury, or other reason considered acceptable by the School, clients may request a temporary suspension from the Director of the Kardon Center for Arts Therapy, and upon approval, will not be charged for subsequent sessions. Clients on temporary suspension are not guaranteed their previously scheduled session time/day/therapist upon their return.

9. Presence of Parent, Guardian, or Caregiver

A. For Minor and Adolescent Clients

The parent/guardian of a client under the age of 12 must remain onsite at the branch for the duration of the client's session or class. If a client under the age of 12 must use the restroom during class, then the parent/guardian who is onsite must accompany the client to and from the restroom.

B. Caretakers for Adult Therapy Clients

Caretakers of adult therapy clients who need assistance must remain on site at the branch for the duration of the client's session. Caretakers must be available to accompany the client throughout the building and escort clients to and from the restroom when necessary.

10. Plagiarism and Fair Use

All clients are required to abide by all copyright laws and are forbidden to plagiarize. Clients should give credit where it is due. See www.copyright.gov for more information regarding copyright laws. Each branch has a library of materials available for client use and review. These items may be borrowed but should not be copied.

Clients and parents/guardians are responsible for identifying the creator of any photos, videos, audio files, or other copyrightable material they distribute or post online to the extent possible. Using the Settlement Music School logo or trademark on a website, blog, social media site, or blog is strictly prohibited without prior written approval from the CEO of Settlement Music School. Parents/guardians or clients may not post online any photos, videos, or audio files of any client other than themselves or their child.

11. Illness in Class

A. For Minor and Adolescent Clients

If a child under the age of twelve (12) becomes ill during a class, a parent/guardian must immediately be available to attend to the child. If a child over the age of twelve (12) becomes ill during class, and a parent/guardian is not onsite to attend to the child, the parent/guardian must be reachable by phone and make arrangements for the immediate pickup of the child.

B. For Adult Therapy Clients

If an adult therapy client who requires assistance becomes ill during a class, a guardian must immediately be available to attend to the client.

12. Medications

Settlement Music School does not have nurses or other medical professionals on site at any of its branches and is not responsible for the storage of clients' medications or the administration of any medications to clients. Parents/guardians are required to personally oversee the administration of medication to a client who is attending a

class at Settlement Music School. Parents/guardians must notify the Branch Director if a child is able to self-administer a medication and submit a signed Self-Administer Medication Permission Form for prior approval.

13. Closings and Delays, Inclement Weather, and Emergencies

A. Pandemic Closings/Altered Schedule

If Settlement Music School closes for in-person teaching, alters building schedules due to recommendations made by the CDC, State of Pennsylvania and/or the City of Philadelphia, or a faculty member has moved their studio online temporarily, we will move all of our programs to our distance learning platforms. Teachers must be given 24 hours' notice for requests made by students to move a lesson online. Settlement always provides the highest quality creative arts education for all, whether in person or through distance learning, and recognizes the importance of providing a consistent, sequential education for our students.

B. Weather Closings

Depending on the timing of the closing due to weather, Settlement will in most cases move lessons to our distance learning platforms. We make our own decisions about weather closings. Please do not assume we are closed if your child's academic school is closed. Listen for Snow Number 154 on the radio (KYW 1060 AM) or check our website at settlementmusic.org.

C. Emergencies

In the event of an emergency that involves damages to a School facility or that causes a dangerous situation to exist in a School facility, students will exit the building with faculty and/or staff pursuant to a procedure in place for fire evacuation. Students with mobility impairments, who cannot safely negotiate an exit from the School's facility will "Shelter In Place" per the School's emergency procedures. To be familiar with evacuation procedures, students may be asked to participate in periodic drills. In the event of other emergencies in which sheltering in the facility is preferable to exiting the facility, then faculty and/or students will attempt to guide students to more secure locations within the facility.

Emergency procedures and important contact information are posted and available in every classroom, Studio, and office in each branch. Students and parent/guardians should familiarize themselves with these procedures.

14. Anti-Bullying Policy

Settlement Music School is committed to providing a safe, positive learning environment for clients. The School recognizes that bullying, which includes cyberbullying, creates an atmosphere of intimidation and fear and detracts from a safe environment necessary for client learning, and may lead to violence. Therefore, Settlement Music School prohibits bullying by Settlement Music School clients.

Bullying means an intentional, electronic or written, verbal or physical act or series of acts directed at another client or clients, which occurs in a Settlement Music School setting or during any Settlement Music School-related or School-sponsored activity, that is persistent, pervasive or severe, and has the effect of doing any of the following:

- Substantial interference with a client's education.
- Creation of a threatening environment; or
- Substantial disruption to the orderly operation of the School.

Bullying includes cyberbullying, which takes place over digital devices like computers, tablets, and mobile phones. Cyberbullying can occur through text messages, instant messages, e-mail, apps, social media (such as Facebook, Instagram, Snapchat, TikTok, and Twitter), or other online places where people can share content. It includes sending, posting, or sharing negative, harmful, false, or cruel content about someone else, or sharing personal or private information about someone else causing embarrassment or humiliation. It also may constitute unlawful behavior. The School prohibits all forms of bullying by its clients. Settlement Music School will not tolerate known acts of bullying. Each client is required to respect the rights of others and to ensure an atmosphere free from bullying.

The Settlement Music School setting refers to each of the School's branches, the School's network or computer equipment, and/or at any activity that is sponsored or supervised by Settlement Music School.

Settlement Music School encourages clients who have been bullied or who witnesses bullying to promptly report the incident(s) to the Branch Director or Program Director where the client attends classes, sessions, or ensemble rehearsals. Settlement Music School will investigate any complaints of bullying and corrective action will be taken when allegations are verified. The School will endeavor to protect the confidentiality of clients. This policy also prohibits any reprisals or retaliation as a result of good faith reports of bullying and/or for participation in an investigation into an allegation of bullying.

Consequences for a client who violates this policy may include one or more of the following outcomes in the Branch Director's or Program Director's sole discretion: (1) conference(s) with parent(s) or guardian(s); (2) suspension; (3) a requirement to receive and complete therapy; (4) expulsion; and/or (5) a referral to law enforcement officials.

15. Harassment Policy

Settlement Music School is committed to providing all clients with a safe and nurturing environment for clients, and a pleasant and professional environment for employees. Members of the Settlement Music School community are expected to treat each other with respect.

Harassment of a client by another client or by a therapist or other staff member is a violation of School policy. This includes (but is not limited to) harassment based on race, national origin, family status, sexual orientation, gender identity, income, political belief, religion, disability, or appearance. Punishable harassment is conduct, including verbal conduct, (1) that creates (or will create) a hostile environment by substantially interfering with a client's educational benefits, opportunities, or performance, or with a client's physical or psychological well-being; or (2) that is threatening or intimidating.

Sexual harassment is a form of harassment that also violates School policy. Punishable sexual harassment is an unwelcome sexual advance or sexual conduct, including verbal conduct, (1) that is tied to a client's educational benefits, opportunities, or performance, or to a client's physical or psychological well-being; (2) that creates (or will create) a hostile environment by substantially interfering with a client's educational benefits, opportunities, or performance, or with a client's physical or psychological well-being; or (3) that is threatening or intimidating.

Settlement Music School encourages students and employees to report any instances of harassment to a member of Branch Leadership. Branch Leadership consists of Branch Directors, Branch Coordinators, Program Directors, Chief Academic Officer, or the Chief Executive Officer. A student reporting an incident of harassment is known as the Complainant, and the person against whom the complaint has been lodged is known as the Respondent. In the following procedure for reporting and resolving harassment complaints, if the complaint is against the CEO, then the Chair of the Central Board (or a designee of the Chair) will take the actions normally taken by the CEO.

16. Reporting and Review Process for Bullying and Harassment Complaints

Parents/guardians on behalf of their child/ren should report harassment and/or bullying to a designated staff member at their branch location. Designated Staff will meet with the Complainant along with their parent/guardian to discuss the incident alleged. The Complainant and the Designated Staff will decide if the incident is of sufficient severity to justify formal action.

If the Complainant and the Designated Staff agree that the incident is not of sufficient severity to justify formal action, then the Designated Staff will notify the Branch Director of the complaint. The Branch Director will discuss the incident with the Complainant and the Respondent. After discussion with the Complainant and the Respondent, the Branch Director may decide to pursue formal action or may resolve the complaint as the Branch Director sees fit.

If either the Complainant or the Designated Staff believes the incident warrants formal action, then the Complainant or the Designated will complete a written incident report that will include a narrative account of the incident, the time, place, date and circumstances of the incident, and any other pertinent facts related to the incident. The Designated Staff will forward the incident report to the Branch Director for further action.

Upon reviewing the incident report and discussing it with the Complainant, the Branch Director will notify the Respondent of the complaint and furnish the Respondent with a copy of the written incident report. The Branch Director will meet with the Respondent to discuss the complaint. If the Respondent disputes the complaint in whole or in part, then the Respondent will be asked to submit the Respondent's version of the incident in writing. If the Respondent does not dispute the complaint, then the Branch Director will determine what, if any disciplinary action is appropriate.

If the Branch Director deems it necessary in their sole discretion, then they may elect to review additional materials, interview witnesses, or take other action. If the Complainant or Respondent is dissatisfied with the Branch Director's resolution of the matter, the Branch Director will refer the matter to the Chief Academic Officer or CEO.

17. Complaints or Concerns by Parents, Caregiver, or Guardians

If a parent/guardian has a complaint or concern about something that has occurred in the classroom or involves a classroom practice or procedure, other than as addressed in Section 17, then the parent/guardian should contact Branch Leadership to address the complaint or concern. If the Branch Director cannot resolve the issue, a written statement of the problem should be submitted to the Settlement Music School Chief Academic Officer at Karin.Orenstein@settlementmusic.org.

18. Substance Abuse

It is the School's desire to provide a drug-free, healthful, and safe workplace. Clients are prohibited from participating in any Settlement Music School activities under the influence of any illegal drugs and/or alcohol. While on the School premises, and while conducting business-related activities off School premises, no client, parent, or guardian may use, possess, distribute, sell, or be under the influence of alcohol or any illegal drugs. The legal use of prescribed drugs is permitted under proper supervision only if it does not impair a client's ability to perform the essential functions in a safe manner that does not endanger others. In addition, while adults are permitted to partake in alcoholic beverages at School events where alcohol is served, adults are reminded that they must remain professional at all times. Violations of this policy may lead to disciplinary actions, up to and including termination. Such violations may also have legal consequences.

A. Tobacco

Settlement Music School is a Tobacco Free Zone. The use of any tobacco product or non-tobacco "E-cigarettes" is prohibited within the branch building, at the branch location, and at Settlement-sponsored activities.

19. Employee Restrictions

Settlement Music School therapist members are prohibited from engaging a client of Settlement Music School as a private client or transferring a client to a course taught by that therapist member at another institution. Employees are prohibited from selling teaching materials, methods, textbooks, supplies, equipment, instruments, or services to Settlement Music School clients. Parents/guardians should report any violation of this policy to their Branch Director.

20. Use of Musical Instruments, Equipment, and Supplies

Settlement Music School often provides musical instruments and equipment to clients for use in class. If a client deliberately damages a musical instrument or equipment, then the client and the client's parent/guardian will be financially responsible for replacing the instrument or equipment. Settlement Music School will provide the client's parent/guardian with an invoice for the cost of the damaged instrument and equipment and payment must be made within thirty (30) days.

21. Social Media Policy

To the extent that clients and/or parents/guardians represent Settlement Music School to each other and to the wider community through the use of social media, participation should be done responsibly, bearing in mind that the content of the post reflects the person individually as well as Settlement Music School. Any issues concerning the privacy of Settlement Music School clients, confidentiality of sensitive information, and respect for others' intellectual property, are all important to understand before participating in social media.

Social media includes all means of communicating or posting information or content on the internet, including to your own or someone else's web pages, social media site, chat room, or other similar online locations, whether or not affiliated with Settlement Music School. Social media also may encompass electronic communications.

You are solely responsible for what you post online. Be aware that all existing Settlement Music School policies, including school policies pertaining to copyrights, bullying, harassment, and discrimination, extend to Settlement Music School-related activities in the online environment as well as on the premises of branch locations.

Clients should be cautious in the names and visual images that are selected for association with their online profile, bio, avatar, etc. Clients also should take steps to ensure that they do not reveal personal information, such as their full name, address, or phone number on websites or social media sites.

If you identify yourself online on any websites or social media sites as a client, parent/guardian affiliated with Settlement Music School, then you must include disclaimers with any posting to those sites that the views and opinions expressed are your own and do not reflect those of Settlement Music School. An example of a disclaimer states, "The postings on this site are my own and do not necessarily represent Settlement Music School's viewpoints, positions, or opinions." Posting a disclaimer will not, by itself, exempt clients and/or parents/guardians from personal responsibility when posting online.

22. Use of Mobile Phones and Personal Electronics

Clients may use mobile phones or personal electronic devices during non-instructional times. Use of these devices is permitted during session or class time given that it is for instructional use only. Otherwise, a client's mobile phone or personal electronic device should be silenced or turned off and stored away.

23. Communications between Therapists and Parents/Guardians

Communication may be through the therapist's Settlement e-mail account or by telephone. Communications should be confined to homework, instrument selection, course schedules, performance schedules, and class attendance.

24. Distance Learning

Only approved platforms through Settlement-owned accounts should be utilized for Distance Learning. Exceptions must be approved by Settlement administration.

25. Communications between Therapists and Clients

A. E-Mail

Therapists may communicate with clients through the therapist's Settlement e-mail account with a parent/guardian copied on every e-mail for minor clients. In the event a parent/guardian is unable to communicate in English or does not have an e-mail account, a secondary e-mail address of an adult should be communicated to the Branch Director and the therapist.

B. Text Messaging and Telephone Communication

Communication by telephone should be between the therapist and a minor client's parent/guardian/caregiver. Text messaging, communicating through social media channels (i.e., Snapchat, Instagram, etc.), and the use of instant messaging applications (e.g., Facebook Messenger) between therapists and minor clients are expressly forbidden without including parents/guardians on the communication. Parents/guardians who become aware of any such communications between therapists and clients should report it immediately to their Branch Director.

C. Social Media

Therapists and minor clients are not permitted to 'friend' or follow each other's personal social media accounts on any platform. Clients may follow a therapist's professional page or website given that no direct communication occurs. This policy does not apply to adult clients; however, both parties should use caution when using social media while in a therapist-client relationship.

26. Visitors

In order to maintain safety for all clients, visitors must report directly to the front desk of each branch, check in with the administrator at the front desk, and provide photo identification. The administrator at the front desk and/or the Branch Director has the right to refuse admission to the school for any reason. All visitors must sign in and sign out of the building.

Visitors are strictly prohibited from possessing weapons and illegal substances at any Settlement Music School branch location.

If the branch is in a lockdown procedure or a drill, parents, guardians, and visitors will not be permitted in the branch location and communication may be conducted through text messages and/or e-mail alerts, as well as website posting.

27. Volunteers and Interns

Volunteers are an important part of the Settlement Music School community. All volunteers must be approved by the Branch Director and may be asked to obtain and produce the legally required background checks prior to volunteering.

28. Client Data Collection

As part of its mission to provide the highest quality instruction to its clients, Settlement Music School may record the following information about clients, including but not limited to the client's full name; parent/guardian's name; contact information; instrument played; grade school attended; grade level; age and birth date; summer activities; aspects of Personalized Learning Plans (PLPs); Client Progress Reports; dates of instruction and notes from therapists; links to online recordings and/or recorded media of the client's auditions, performances, and/or recitals; memberships in music classes, groups and/or organizations; and other information determined to be related to a client's participation in music instruction.

29. Photographs and Recordings of Clients

Settlement Music School may take photographs, audio recordings, video recordings, and/or other digital images or recordings ("Photos and Recordings") of clients during auditions, performances, and/or at other events, and may use, edit, alter, copy, publish, and/or distribute those Photos and Recordings in any and all of its publications, including social media and web-based publications, and/or for any other lawful purpose, without payment, compensation, royalties, or other consideration. Parents and/or guardians may be asked to execute a consent and release form acknowledging their understanding and agreement that Settlement Music School may use and take the Photos and Recordings, which will become the property of Settlement Music School and will not be returned.

30. Field Trips/Off-Campus Performances

Settlement Music School may offer School field trips to clients or hold performances at locations other than School branches. In the event bussing is provided by the School, a permission slip will be required for every participating client. Otherwise, parents/guardians will be responsible for arranging transportation to and from these events for their children. Settlement Music School staff or therapist will not be permitted to transport clients in their personal vehicles under any circumstances.

31. Reservation of Rights

The Board of Directors of Settlement Music School reserves the right to amend and update these School policies at any time. Updates will be posted on the School's website. All parents/guardians and clients are responsible for regularly reviewing the school website for any changes.