

## DRAMA SCHOOL – POLICIES AND PROCEDURES

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Welcome to Theatre Direct's Drama School!

Your child's health and safety is our prime concern. Please understand that our policies and procedures have been created with your child's safety and well-being in mind.

### Nut Policy

- Theatre Direct strives to be a nut-free environment.

### Illness

- Please do not send your child to program if they have a contagious illness or a high fever.
- If your child will be absent from program on any given day, please let us know in advance by calling our office at 416-537-4191 or emailing [imagine@theatredirect.on.ca](mailto:imagine@theatredirect.on.ca)
- Immediate care will be provided if your child becomes ill or injured while in class. We will contact you or your designated emergency contact as soon as possible and will make every effort to keep your child comfortable until your arrival.

### Medication

- Please let us know if your child requires any prescribed or over the counter medications during program sessions. If so, please specify the following on your registration form: medication name, dosage amount, time(s) of dose, quantity of dose, and how the medication is to be taken.

### Immunization

- The health and safety of our students and community is very important to us. In order to participate in Theatre Direct programs, we require that your child be immunized. On the first day of your child's program, we will ask you to sign a record of immunization confirming that your child has been immunized according to Toronto Public Health standards OR that your child has received official permission from their school board to be fully or partially exempt from immunization. More information from Toronto Public Health can be found [here](#).
- If your child is not immunized please inform us at [imagine@theatredirect.on.ca](mailto:imagine@theatredirect.on.ca) as soon as possible.

### Head Lice (pediculosis)

- If your child has head lice, you are required to keep them at home until the problem is cleared.
- If a child or children are found to have head lice in a Theatre Direct program, all parents of children in that program will be sent a memo to inform them.

### Behaviour Expectations

- We build ensemble by promoting the following core values in our programs:
  - ❖ Cooperation/Collaboration
  - ❖ Participation
  - ❖ Listening
  - ❖ Safety/Respect with our voices and bodies
  
- All participants are encouraged to create and play in an inclusive, cooperative, respectful, and safe environment. When difficulties or challenges with a participant's behaviour arise, we will take the following steps:
  - First provide a verbal warning to the child and refer them back to our four program values.
  - Communicate to the child what behaviour is inappropriate/unacceptable and why, and have them reflect on the impact that their behaviour has on other program participants, on the group's creative process, and on their own experience in program.
  - Engage the child in collaborative problem-solving around the issue.
  - If the behaviour continues, we will ask the child to take a break, and discuss again why the behaviour is not acceptable.
  - Depending on whether or not the behaviour continues or worsens, we will follow up with the child's parent/caregiver about the challenges from the day and discuss strategies.
  - If a participant's behaviour challenges persist and prevent them from participating in program, or unduly disrupt the rest of the group, they may be asked to leave program.
  - Theatre Direct has a zero tolerance for aggressive/violent behaviour in program. If a participant's behaviour causes harm to themselves or others, they will be removed from program immediately and a parent/caregiver will be called to pick them up.

### Inclement Weather

- All programming will continue during inclement weather conditions. If your child is registered in a Theatre Direct program that includes outdoor time (eg. summer camp), appropriate dress is required for all weather conditions. If it is unsafe to be outside, we have access to indoor facilities for the full duration of the program.
- Should we need to cancel a class due to extreme weather, we will make every effort to contact families in a timely manner.

### **Parent Visits to Program**

- Theatre Direct does not recommend parent “drop-in” visits to class in order to minimize distractions or interruptions to children and programming.
- Most of our programs include an end-of-program sharing, where participants’ families are invited into the studio to watch what the group has been working on.

### **Office**

- The Theatre Direct Office is open from Monday to Friday, from 9:00 am to 5:00 pm, daily. You can contact the office by calling 416-537-4191. Should the phones be busy, please leave a detailed message and office staff will return your call as soon as possible.

### **Lost and Found**

- Please label your child’s belongings.
- We will collect any items left behind by participants during program. Please contact us if you have specific items that have gone missing.
- Any unclaimed items will be donated or discarded at the end of program.

### **Refund / Cancellation Policy**

- Refund requests must be made in writing two weeks prior to the first day of program to [imagine@theatredirect.on.ca](mailto:imagine@theatredirect.on.ca). Requests are eligible for a full refund, minus a \$50 non-refundable deposit. After this time, fees are non-refundable, except for medical reasons (a doctor’s note will be required).

### **Comments and Feedback**

- We value your feedback and comments! Please feel free to phone in or e-mail us with your feedback. We constantly strive to improve our programs and to incorporate participant and parent suggestions into future programming.