

*The Singing Angels*  
2009 - 2010 SEASON

**RULES AND REGULATIONS  
HANDBOOK**  
for  
**RESERVE CHORUS**



Make Music. Make Friends. Make a Difference.

The Singing Angels  
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Cleveland, Ohio 44115  
Phone: 216-432-5555  
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[www.singingangels.org](http://www.singingangels.org)

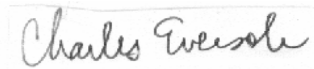
Revised 7/09

Welcome to The Singing Angels Family!

This handbook contains the Rules and Regulations for the 2009 - 2010 season. All Angels must adhere to these rules and regulations. Please read this Handbook prior to the end of the second rehearsal period, and return the signed pink Acknowledgement Form.

You may think we have a lot of Rules. This is because we are a group with an excellent reputation, and each year we try to exceed our past accomplishments. Individual actions are a reflection of the whole group - so all actions must be above reproach. Remember that each Angel represents their family, The Singing Angels, Greater Cleveland, the State of Ohio and even the United States of America.

With your support, we can continue our outstanding program and enjoy a successful season just as we have experienced in the past 45 years. Thank you for your cooperation. If you have any comments regarding this Handbook, we will be pleased to discuss your questions or concerns with you.



Michael Pappas , President and CEO

Charles Eversole, Artistic Director

### **IMPORTANT CONTACT INFORMATION**

#### ***PERFORMING CHORUS***

PC Music Director	Charles Eversole	216-432-5555 x15 charles@singingangels.org
PC Assistant Music Director	Barbara Sterbank	216-432-5555
PC Performing Chorus Administrator	Karen Harris	216-432-5555 x12 karen@singingangels.org

<b>ATTENDANCE</b>	Phone line	216-432-5555 x 3
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#### ***RESERVE CHORUS***

RC Music Director/ Music Theory Teacher	Heather Liuzzo	216-432-5555
RC Assistant Music Director/ Music Theory Teacher	Jim Fair, Jr.	216-432-5555
Reserve Chorus Administrator	Kay Eversole	216-432-5555 x17 mrse@singingangels.org

<b>ATTENDANCE</b>	Phone line	216-432-5555 x 3
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#### ***ARTISTIC***

PC Artistic Director	Charles Eversole	216-432-5555 x15
Program Administrator	Karen Harris	216-432-5555 x12

#### ***ADMINISTRATIVE***

Finance Manager	Robin Johnson	216-432-5555 x10 robin@singingangels.org
Operations Manager	Jean Mader	216-432-5555 x13 jean@singingangels.org

## **PART I**

### **GENERAL INFORMATION** **FOR BOTH PERFORMING AND RESERVE CHORUS**

#### ***TUITION***

Tuition is due on or before the last day of the month at the start of each semester (January & September). Payments should be made to The Singing Angels' office (credit cards are accepted). No refund will be made after 2 weeks after the start of each semester. Any returned checks for non-sufficient funds will be charged \$20. Please call the office if you need to make payment arrangements. If tuition is not paid in a timely fashion, in addition to any other remedies available to The Singing Angels, the applicable Angel shall be subject to immediate suspension and/or expulsion at the discretion of The Singing Angels. PLEASE PROVIDE US WITH YOUR E-MAIL ADDRESS IN ORDER TO EXPEDITE TUITION INVOICES.

#### ***ATTENDANCE***

We consider punctuality and attendance to be essential to the success of our Angels. It is expected that Angels will attend all rehearsals, performances and other events that apply to the particular Angel. Families must make every effort to ensure that the Angels can meet this requirement.

Absences from our activities fall into two categories: (i) excused absences and (ii) unexcused absences. Please see the discussion in Part II of the Handbook for further explanation of our attendance rules.

We reserve all rights in determining the number, extent and type of absence applicable to each Angel.

#### ***DRESS CODE***

Our dress code is designed to accommodate individual preferences while ensuring that all Angels wear appropriate, neat, clean and modest clothing. We recommend that the Angels' dress at all times be appropriate for the event in question. The appearance of an Angel must not disrupt the learning environment. "Run through" rehearsals for the Benefit Concerts and the day of the Benefit Concerts are examples of such events and learning environments where Performing Chorus Angels must pay particular care to their appearances.

The following are some guidelines that would constitute a violation of our standards:

1. Bare feet, high heels.
2. Wearing halters, tank tops, or spaghetti straps, or anything that exposes the mid-riff (Sleeveless tops OK, but bra straps must not be seen.)
3. Wearing short or tight skirts or shorts (Cargo style shorts are acceptable).
4. Hats, headgear, hair curlers (including bandanas, wraps, scarves, do-rags, caps)
5. Excessive make-up; any visible tattoos
6. Wearing pajama bottoms
7. Costumes or specially designed t shirts require staff approval.

Questions of taste or appropriateness of attire will be determined at the sole discretion of the Staff. Should the Staff decide that an Angel's clothing violates the Dress Code, the Angel will be provided a large t-shirt to wear during the rehearsal.

All choruses must wear closed in shoes with backs at ALL rehearsals. Sandals, backless shoes, and flip flops are a safety hazard when choreography is performed, which could be at any time. This rule will be strictly enforced.

### ***CHANGES IN TELEPHONE NUMBERS, EMAIL AND ADDRESSES***

Should there be any changes regarding an Angel's contact information, including telephone, email or address changes, or medical information, the Angel and/or his/her parents shall promptly advise The Singing Angels office (216-432-5555). If this is not done, and the organization is not able to contact the Angel and/or family, missed performances and/ or rehearsals will be unexcused if unreported. Please make sure we have your current e-mail address.

### ***MONEY AND VALUABLES***

Angels should not bring large sums of money or other valuables to The Singing Angels rehearsals or other events. Angels are not permitted to carry personal belongings during concerts, and must put personal belongings to the side, and are often asked to put personal belongings to the side of the room during rehearsals. The organization is not responsible if belongings are damaged, lost or stolen.

### ***PARKING AND DRIVING***

Please do not block the street with cars when dropping off or picking up Angels from rehearsals or performances. Drivers may need to circle the block while waiting for their Angel. Double parked vehicles are often ticketed. There are likely to be many Angels entering and exiting at the same time, please drive with caution when dropping off or picking up Angels from rehearsals or performances.

### ***FAMILY MEMBERS & FRIENDS***

#### **At Concerts**

Families are invited to attend any public concert, as an audience member. (Reserve Chorus parents and car pool drivers are required to remain at all team concerts). Family attendance at private concerts is at the discretion of the client. Please come properly attired if you are remaining at a concert location. There should be no family members backstage at a concert, or in any rehearsal room, unless expressly permitted by the Staff. Family members should meet their Angel in the rehearsal room after a concert, if parking permits. When made available at an event, refreshments are available to family members only after all Angels have been served and only when authorized by a Staff member. All pick-up and drop-off procedures are regulated under the authority of the Staff, with no loitering allowed.

#### **At Rehearsals**

Rehearsals are “drop off and pick up only”. Performing Chorus family members may wait for their Angels inside the building lobby beginning ten minutes prior to dismissal time. During Tuesday and Thursday sectional rehearsals, there is room for family members to wait in the hallway of the fourth floor. We are sorry for the inconvenience but family members are not permitted to wait on the fourth floor on any Saturday or Sunday. Reserve Chorus family members may come to the fourth floor to bring their Angels at start time and to pick up their Angels at dismissal time. All adult family members are invited to contact the applicable Chorus Administrator and request to be able to stay and volunteer at a rehearsal.

#### **General**

Standards of behavior, as outlined in this Handbook, will apply to family members as they do to Angels. Behavior that is disruptive or dangerous or which might lead to a substantially adverse effect on the group will not be permitted. In the exceptionally rare case that it might be necessary, it is within the rights of the group to deny the participation of a student on the basis of family members' behavior.

### ***SCHEDULE***

Each Angel will receive a schedule by the last Saturday of the month for the following month. Schedules are also posted on our website at [www.singingangels.org](http://www.singingangels.org)

### ***PUBLICITY***

Newspaper, radio or any publicity about The Singing Angels must first be cleared with Charles Eversole, Artistic Director at the Singing Angels' office at 216-432-5555 x15. Any activity or publication using the organization's name must be approved in writing in advance through The Singing Angels' office. If at any time an Angel appears in uniform other than at a scheduled concert or appearance, the office must also approve that appearance in writing in advance. Note: Do not loan out your uniform.

### ***ANGEL CONDUCT***

These rules and regulations governing the conduct of Angels reflect our belief that children prosper best in an atmosphere of trust, courtesy and freedom tempered by firm, clear limits for conduct. Our intentions are always to instruct and encourage Angels, never merely to restrict or penalize. Angels are expected to conduct themselves in such a manner that the well-being and rights of other Angels, and the well-being of The Singing Angels, is not violated. Angels should be held accountable for their decisions and actions, and an appropriate disciplinary response is meant as a necessary learning experience.

At the same time, Angels deserve reasonable opportunities to learn from their misjudgments or mistakes. Angels can expect to be listened to, to be respected as individuals and to receive feedback regarding their conduct and/or misconduct. In return, it is expected that Angels will behave responsibly and operate within our expectations.

Honesty, openness and respect constitute the fundamental principles of our program. Maintenance of these principles is the responsibility of our Staff, the families of the Angels, and, most importantly, the Angels themselves. Any incidents or repeated incidents of inappropriate conduct or violations of the items listed below, or similar incidents of inappropriate conduct, will receive prompt attention and appropriate response from the organization. This may result in a variety of consequences including but not limited to probation, suspension and/or expulsion.

1. We expect Angels to use good manners at all times and to show respect for fellow Angels, our Staff, the families that support our organization and clubs, and society.
2. Angels must follow the direction of the staff and parent volunteers at all times.
3. For safety purposes, Angels must remain in designated areas whether for a rehearsal or performance.
4. We expect respect for others in our interactions. We do not tolerate physical or verbal abuse and vulgar or improper language.
5. We insist on respect for property. Theft, vandalism, or other abuse of our property or the property of others, including all places of rehearsal and performance, is not permitted.
6. We highly value the integrity of every individual. Therefore, any form of hazing or severe peer pressure - physical, psychological or otherwise - will be treated seriously. We are committed to creating and maintaining a learning environment where all individuals are treated with respect and dignity. Each Angel and Staff member has the right to learn or work in an environment free of harassment. Accordingly, The Singing Angels will not permit harassment, and will maintain a positive and supportive environment free from harassment. We expect all persons associated with The Singing Angels to conduct themselves at all times in this spirit. In order for us to enforce this policy effectively and to take prompt, corrective measures, as appropriate, it is essential that any and all incidents of harassment be reported promptly to a Stage Manager or staff person.

7. Angels may not possess or use tobacco or possess, use, transmit, sell, distribute, conceal or be under the influence of alcohol, marijuana, or any other form of non-prescribed drug. We assume jurisdiction with respect to this rule when the Angel is attending an event sponsored or affiliated with The Singing Angels.
8. Gross misconduct of any kind that has a substantially adverse effect on The Singing Angels, another Angel or our community, will not be permitted..

Although the list is not intended to be exhaustive, it does consist of hard, non-negotiable rules and principles. Obviously, Angels are also expected to obey the laws by which all of us, as citizens of our society, are governed.

### **Disciplinary Action**

These rules and regulations apply to all The Singing Angels events, including rehearsals, performances, and day and overnight trips. When an Angel is in violation of a rule or expectation of conduct, our Staff will explain the violation to the Angel and their parents and/or guardian. Disciplinary action is designed to be appropriate for the violation, and it is designed to change behavior and uphold the integrity of our program. Violations of the standards set forth in this Handbook shall be recorded in the Angel's file and will have an impact upon our evaluation of the Angel.

The organization understands that Disciplinary Action can be stressful and upsetting for Angels and their families. Angels and their families can always discuss disciplinary problems and action taken, with Staff, and if questions or concerns persist, the matter can be brought to the attention of the Board of Directors. Once the problem has been resolved, the decision of the Singing Angels Staff and/or Board of Directors is final.

### **Suspension/Expulsion**

The Singing Angels are committed to maintaining an atmosphere conducive to learning, achievement and growth. In furtherance of that goal, The Singing Angels expects all Angels to conduct themselves in accordance with this Handbook and laws of our society. If an Angel is alleged to have violated a rule or law, or has otherwise acted in a way detrimental to the reputation and integrity of The Singing Angels, The Singing Angels reserves the right in its sole discretion to remove him/her from participation in The Singing Angels' activities. Removal may be in the form of probation, suspension and/or expulsion.

### ***THE SINGING ANGELS SPONSORED CONCERTS***

All Singing Angel families are required to purchase or sell ten (10) tickets to the Spring Benefit Concert and Holiday Benefit Concert.

### ***WEB PAGE***

<http://www.singingangels.org/>

Check Reserve and Performing Chorus Schedules for upcoming events.

### ***PARENT VOLUNTEER COMMITTEES***

There are many volunteer opportunities with The Singing Angels. During the upcoming season, you will be provided with more information.

## PART II

### RULES AND REGULATIONS FOR RESERVE CHORUS

#### **REHEARSALS**

Unless otherwise notified, rehearsals are held Saturdays, beginning September 19, 2009 through June 5, 2010, from 11:30 a.m. until 2:00 p.m. at the Masonic Temple, East 36th and Euclid Avenue (use East 36th Street entrance), Cleveland, Ohio. Angels shall bring their music folder and a pencil to every rehearsal.

#### **GENERAL ATTENDANCE REQUIREMENTS 2009 - 2010**

1. All Concert and Rehearsal absences must be phoned in to the attendance line at (216) 432-5555 x3 in advance. For any other questions call Mrs. Eversole at (216) 732-8726 or (216) 432-5555 x17.
2. Four (4) excused absences for a semester are allowed. More than four (4) excused absences could prohibit an Angel from performing in concerts.
3. Unexcused absences – NOT contacting the office attendance line prior to a rehearsal or a concert when an Angel will be absent will earn an unexcused absence. Unexcused absences will result in a major deduction from the R.C. Attendance Score on Evaluations. Three (3) unexcused absences could mean dismissal from the chorus.
4. Angels shall arrive NO EARLIER than 30 minutes prior to the start of a rehearsal or a concert.
5. Once Reserve Chorus members arrive on the rehearsal floor, they may not leave that floor unless escorted by a Staff member.
6. Angels must be picked up promptly at the end of Reserve Chorus rehearsals and concerts. Members are not permitted to remain during the Performing Chorus rehearsal. (Performing Chorus rehearsal lasts longer than RC rehearsal and there is no one to supervise them.) An Angel must be picked up **within 15 minutes** after a rehearsal or concert. If an Angel is not picked up on time after a rehearsal, the Angel will be returned to the office and someone must come upstairs to get them. An Angel picked up more than 15 minutes late will be penalized ½ of an absence on their attendance score.

#### **UNIFORMS**

New Reserve Chorus members shall be measured at the Masonic Temple, Singing Angel Office, 4th floor, September 26, 2009, before rehearsal. Uniforms will be ordered through the office.

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|----|---------------|--|
| A. | <b>GIRLS:</b> | 5-Piece Tuxedo ensemble with Bowtie & Cummerbund |
| B. | <b>BOYS:</b>  | 4-Piece Tuxedo ensemble with Bowtie & Cummerbund |

C. **ADDITIONAL ITEMS FOR THE UNIFORM THAT YOU MUST ALSO PURCHASE:**

- |     |               |   |
|-----|---------------|---|
| (1) | <b>GIRLS:</b> | Skin-toned panty hose or stockings and black <u>flat</u> or <u>low-heeled</u> shoes |
| (2) | <b>BOYS:</b>  | Black shoes with black socks  |

**PART II**  
***RULES AND REGULATIONS - RESERVE CHORUS continued***

***RESERVE CHORUS ANGEL CONDUCT***

The Rules and Regulations governing the conduct of Angels are found in PART I of this Handbook on pages 5 and 6.

Minor violations will be handled in the following manner: (The degree of the infraction however may warrant further and immediate action by the Staff.)

1. Angels will be given a verbal warning redirecting them to the expected appropriate behavior.
2. If inappropriate behavior continues, the Angel may be escorted from the rehearsal hall, and will be supervised until Staff determines it is appropriate for the Angel to return to rehearsal.
3. If an Angel has been removed from rehearsal the parent/guardian will be notified by phone or in person at the end of rehearsal. A written disciplinary notice will be placed in the Angel's file, and will impact the evaluation.
4. If a second removal from rehearsal becomes necessary within a semester, in addition to the verbal notification, a written disciplinary notice will be given to the parent/guardian and placed in the Angel's file, and will impact the evaluation.

Serious violations of the standards set forth in this Handbook will be recorded in the Angel's file and will have an impact on our evaluation of the Angel. This could result in suspension or expulsion of the Angel.

***POSITIVE REWARDS***

When a Reserve Chorus Angel is seen doing extremely well during a rehearsal they may receive a "Caught doing well" slip from a director, stage manager, choreographer or administrator. When the Angel receives five (5) slips, they can turn them in for a reward. Angels are to be responsible for keeping these slips in a safe place. Lost slips will not be replaced, slips will not be taken away for negative behavior.

***EXPECTATIONS***

**At Rehearsal:**

1. To get to the rehearsal room, use the stairway or elevator.
2. A whistle is blown for attention. At this time, all talking must stop and the Angels are required to sit quietly in their seats and give full attention to the Music Director.
3. Breaks are to be used to relax, use the rest rooms, and get a drink of water. During this break, "horse-play", such as running, pushing, and etc. is not permitted.
4. Food, beverages, candy, gum, toys, books, crayons, etc. are NOT permitted during rehearsals or breaks. Angels who are enrolled in Music Theory classes may bring a snack to eat with the Music Theory class. There is to be NO gum chewing in the building.
5. No iPods or MP3 players, radios, walkmans, tape recorders, cameras, cell phones or videos are permitted at rehearsals by Singing Angel members. Angels are prohibited from bringing skateboards, roller blades, roller skates, shoes with inset wheels, and other disruptive toys, as determined in the sole discretion of The Singing Angels, to any rehearsal.
6. Announcements are given at the end of each rehearsal. Be prepared to take notes.
7. All property of the Masonic Temple used by The Singing Angels or any Angel must be treated with care and respect. All damages must be reported to a Staff member immediately. Parents are responsible in the event of any damage at the rehearsal hall by their child. Littering or abuse of the rehearsal hall in any form will not be tolerated.

## PART II

### *RULES AND REGULATIONS – RESERVE CHORUS continued*

#### *EXPECTATIONS continued*

##### **At Concerts:**

1. Angels shall arrive at concerts no earlier than thirty (30) minutes before Call Time. The Singing Angels is not responsible if an Angel is dropped off prior to this time.
2. An Angel is required to be in performing position ready to rehearse at Call Time. If an Angel arrives later than Call Time, the Music Director will determine whether the Angel will perform or not. If they are not allowed to perform, they will be permitted to stay with a stage manager during concert with no further action taken against them, or receive an excused absence if he/she chooses to leave with parent/driver.
3. No iPods or MP3 players, radios, walkmans, tape recorders, cameras, cell phones or videos are permitted at concerts by Singing Angel members. Angels are prohibited from bringing skateboards, roller blades, roller skates, shoes with inset wheels, and other disruptive toys, as determined in the sole discretion of The Singing Angels, to any concert.
4. Singing Angels should arrive at and depart from a concert in FULL UNIFORM.
5. Grooming requirements include: ALL nail polish removed; hair neatly groomed with bangs above eyebrows (on both boys and girls) and no hair ornaments; ALL jewelry removed.
6. Once a singer reports for a concert, they are to remain with the group.
7. Families are invited to attend any public concert, as an audience member. Reserve Chorus parents or carpool drivers are required to remain at all team concerts. Family attendance at private concerts can be only at the discretion of the client and Staff.

#### **EVALUATIONS**

The primary purpose of these evaluations is to test each Angel's knowledge of his/her section's music. Promotion depends upon musical ability, accurate knowledge of the music, attendance, stage presence, personal attitude and cooperation throughout the year.

#### **NOTICE**

*By enrolling in The Singing Angels, every Angel and his/her parents and family are deemed to understand and agree to these procedures.*

*Under certain circumstances, The Singing Angels may choose a course of action that is different from the ones outlined in this Handbook. We reserve the right to make known to the other Angels and our community any disciplinary action taken by us against an Angel who has violated the Rules and Regulations set forth in this Handbook.*

*As part of our ongoing review of policies and procedures, changes to this Handbook could take place during the course of the year. In such instances, we will communicate any changes to the Angels and his/her parents and family.*