



**CHATTANOOGA SYMPHONY & OPERA**

*Youth Orchestras*

**POLICY MANUAL**

*Revised: June 6, 2022*

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**WELCOME TO THE CHATTANOOGA SYMPHONY & OPERA  
YOUTH ORCHESTRAS  
(CSOYO)**

Congratulations on becoming a member of the CSOYO! Membership in the CSOYO comes with the exciting opportunity to learn and perform amazing works of music with a community of dedicated peers and professional leaders. Each individual is an important part of the CSOYO experience, and your involvement is vital both to your musical progress and to the musical progress of those around you. There are many wonderful and exciting ways to be a part of the CSOYO and I hope you take advantage of all we have to offer. We're excited that you've committed to making the CSOYO a priority in your musical life and we can't wait to start the new season.



Stephanie Pearson  
CSOYO Manager

**COMMUNICATIONS**

Phone: 423.267.9011

Email: [csoyo@chattanoogasympphony.org](mailto:csoyo@chattanoogasympphony.org)

**Remind App**

Remind is used for text communication with the CSOYO Manager and/or Conductors, last minute notifications, important information, or emergency communications concerning safety and security.

Parents Only:	2223ypo	Philharmonic Members:	2223phil
Prelude & Etude Members:	2223pret	Symphony Members:	2223symp

**CSO Offices**

736 Georgia Avenue, Suite 101  
Chattanooga, TN 37402

**Staff**

Stephanie Pearson, CSOYO Manager  
[csoyo@chattanoogasympphony.org](mailto:csoyo@chattanoogasympphony.org)

Susan Caminez, Director of Education & Community Impact  
[scaminez@chattanoogasympphony.org](mailto:scaminez@chattanoogasympphony.org)

John Kilkenny, Executive Director  
[jkilkenny@chattanoogasympphony.org](mailto:jkilkenny@chattanoogasympphony.org)

## **OUR MISSION**

### **OUR MISSION**

The mission of the Chattanooga Symphony & Opera Youth Orchestras is to provide youth with a music community that offers the finest orchestral training and performance opportunities, and cultivates lifelong professional skills and arts advocacy.

## **OUR VALUES**

The CSOYO values a culture of warmth and belonging, where everyone is welcome, and everyone contributes their very best through:

**INTEGRITY:** We act with integrity and show respect to all.

**PASSION:** We are passionate about music and learning.

**COMMUNITY:** We are individuals who work together to create and maintain our musical family, where each person is valued and held accountable.

## **OUR CODE OF CONDUCT**

Members of the CSOYO have expectations whether at rehearsals, at public performances, or in any other capacity in which they are representing the CSOYO. Upon acceptance into the CSOYO, members signed a membership agreement to abide by the following Code of Conduct:

- I contribute in making the CSOYO a great environment to learn in, grow in, and make music.
- I am accountable to myself to be prepared and to my orchestra who depends on me to be there.
- I am my best when I work together with others, respect others, and value each person's unique contributions.
- I have a responsibility to take care of my property and to respect the property of my colleagues, the property of our space(s), and the property of the CSO.
- I commit to following the policy as set forth by the CSOYO.

## REHEARSALS

Regular rehearsals take place on Monday evenings throughout the season. Please refer to the specific orchestra calendar located on the CSOYO website at [www.csoyo.chattanoogasympphony.org](http://www.csoyo.chattanoogasympphony.org) for the season's schedule and mark your calendar accordingly.

### Rehearsal Location

**First Baptist Church, Chattanooga  
401 Gateway Avenue, Chattanooga, TN 37402**

### Rehearsal Times and Room Assignments

Chamber Players	4:45-5:45 PM	Various Rooms
Prelude	4:45-5:45 PM	Parlor Room
Philharmonic	5:30-7:30 PM	Fellowship Hall
Symphony	6:00-8:30 PM	Main Sanctuary
Etude	6:15-7:45 PM	Parlor Room

### Directions to First Baptist Church

**From 1-24:** Take the US 27 N/Downtown exit. Take Exit 1B – Martin Luther King Jr. Drive. At the light at the end of the exit ramp, go straight through the traffic light onto Chestnut Street. Go three blocks and turn left onto 6<sup>th</sup> Street at the stop sign. Go under the HWY 27 underpass and turn RIGHT into the main FBC parking lot using the entrance off 6<sup>th</sup> Street/Gateway Avenue.

**From US 27 S:** Just after crossing the TN River, take the Gateway Avenue exit to the right. At the end of the ramp, turn RIGHT onto Gateway Avenue, and immediately RIGHT into the main parking lot of FBC.

### Parking & Arrival

The CSOYO is assigned to the large main lot in front of the steeple, or the upper rear parking lot accessible up the driveway to the right of the Sanctuary. The assigned entry is the lobby entrance ONLY, marked LOBBY, to the left of the steeple. In respect of the building's request and for security reasons, please do not use any other entrance.

### Departure Procedures

Members will exit through the same assigned lobby door. No member should exit the building unless there is express approval from the conductor and/or CSOYO Manager. Members should wait inside the building for families to arrive.

**Carpools**

CSOYO members are welcome to arrange carpools to rehearsals as needed. These arrangements are administered independent of the CSOYO.

**Waiting Area**

Parents will be allowed to walk their members to the designated entrance door and check them in at the Attendance Table, but will not be allowed to enter the rehearsal rooms. A waiting area with chairs is available in the lobby next to the Attendance Table for parents. The Blue Goose Hollow Park and Trailhead for the TN Riverwalk is just three blocks from FBC at 876 W. 9<sup>th</sup> Avenue, and is an excellent place to play or get in some exercise during rehearsal.

**Restrooms**

Members of each orchestra as assigned a restroom according to their rehearsal space.

Prelude	Outside Parlor, near the Chapel entrance
Etude	Outside Parlor, near the Chapel entrance
Philharmonic	Outside the Fellowship Hall
Symphony	In Sanctuary Lobby or Main Lobby

**Building Safety & Consideration**

Members and parents are not permitted in any other areas of the First Baptist Church other than those designated for use by the CSOYO on Monday nights.

**SEATING AND ROTATIONS**

It is important for members to have the opportunity to play different parts within their section to have a more well-rounded musical education, and to have the experience of a variety of roles within each section. This is a powerful learning tool that will develop better individual members.

Section leaders (Principals) will be determined at the beginning of the season based on audition scores. These members are expected to not only play well, but to provide leadership to the rest of their sections throughout the season, relaying information from the conductor and making sure the section is united.

Principal members will remain in fixed seats throughout the season, and all other players may be rotated at the conductor’s discretion within their sections, from concert to concert or even

from one piece to the next. In all programs, Principals will be listed in each section, followed by the other members of the section in alphabetical order.

### **MEMBERS WITH NEEDS**

CSOYO wants to ensure that members of the orchestras have success at their own level and participate to their maximum potential. If your member has learning needs, please inform the CSOYO Manager to help us to devise and implement strategies to work best for your member in the CSOYO setting. Confidentiality is assured.

### **INSTRUMENT USAGE POLICY**

The CSOYO has a limited collection of instruments for use by CSOYO members only, to rehearse and perform CSOYO musical selections. Members who would like to use a CSOYO instrument during the season should see their conductor or the CSOYO Manager for a *CSOYO Instrument Loan Contract*.

#### **Instrument Usage Conditions**

1. The CSOYO member will complete a CSOYO Instrument Loan Contract and submit a \$50 deposit fee in order to receive the instrument. Upon return of the instrument in good condition, the deposit will be returned. Any damage or loss, the deposit will be non-refundable.
2. The CSOYO member is responsible to preserve the instrument in its present condition at all times, less the natural depreciation that occurs with normal use to such an instrument.
3. The CSOYO member/family may be responsible for any damages to, or loss of instrument. If loss or damage occurs by negligence, whether intentional or not, or theft by unforced entry, the full value of the instrument must be paid to the CSOYO, and rental of any further instruments to the student/family will not be provided. If the instrument is lost by theft, a copy of the police report will be required for review to determine any monetary damages owed by the member/family.
4. The CSOYO member must return the instrument and any accessories at the end of the season. If the instrument is not returned, the payment of the full value of the instrument will be due immediately. Non-payment or non-return of an instrument will result in the student losing all future membership privileges and may be subject to other penalties for non-return of instrument.

## ATTENDANCE POLICY

Absence, lateness, or early departure detracts from the learning environment, disrupts the members' learning process, and impacts the performance level of not only the member but the members of the entire ensemble. Each member is expected to fully attend **all** rehearsals and concerts. **It is recommended that each CSOYO member strives to achieve perfect attendance.**

The CSOYO Season is divided into three concert cycles (*see calendar*). Members are allowed up to two (2) absences during each concert cycle for a maximum of six (6) absences total for the season. Absences are not considered excused or unexcused. Absences caused by illness or any other reason are still counted as an absence.

***Absences cannot be used for Mandatory Rehearsals which include: Last Mondays, Venue Rehearsals, and Concerts (see Mandatory Attendance below).***

If a member misses more than the two (2) allowed absences in any concert cycle the member will be dismissed from the CSOYO.

*Consideration will be made by Administration if there are extenuating circumstances such as a death in the family, extensive medically related issues, etc. Please contact the CSOYO Manager to who can help you through these circumstances. Documentation will be required.*

### **Seniors**

Senior members may miss one (1) additional rehearsal to use at their discretion as long as the absence is **academically-related** and the senior presents written documentation 1 week in advance from a school official and a parent to the CSOYO Manager, subject to approval.

### **Mandatory Attendance**

- **Last Monday Rehearsals:** Members who miss the last Monday rehearsal (the last Monday rehearsal before a concert), may be dismissed from the CSOYO with forfeiture of tuition. If not dismissed (*see Dismissal Policy*), member must submit a playing test by midnight Thursday prior to the concert (via Flipgrid). Member will be notified Friday. If not approved to play, member must attend concert and sit with orchestra. *Refer to Orchestra Calendar and mark these dates now.*
- **All Venue Rehearsals:** Members who miss a venue rehearsal may be dismissed from the CSOYO with forfeiture of tuition. If not dismissed (*see Dismissal Policy*), the member cannot play on the concert, but must attend and sit with orchestra. *Refer to Orchestra Calendar and mark these dates now.*
- **All Concerts:** Any member who misses a concert will be dismissed (see Dismissal Policy) from the CSOYO with forfeiture of tuition and will not be allowed to



audition for the CSOYO for the following season. *Refer to Orchestra Calendar and mark these dates now.*

In the event of extenuating or unplanned emergency circumstances on the day of the venue rehearsal or concert, the conductors will have final word on whether the member may perform the concert and maintain membership.

### **Attendance Check In**

Members must check in at the attendance table for each rehearsal and concert. Failure to check in will result in an absence.

### **Tardiness**

A member will be considered tardy for up to one half of the total designated rehearsal time of a rehearsal. After that time, the member will be considered absent. Three tardies result in an absence. Every effort should be made to inform the CSOYO Manager if the member is running late.

### **Early Dismissal**

Early Dismissal must be requested in advance with the CSOYO Manager and the Member must notify the Manager when leaving. A member who leaves a rehearsal early and misses one half of the total designated rehearsal time of a rehearsal will be considered absent. Leaving a rehearsal early three times will result in an absence.

### **Absence Notification**

All absences must be reported in advance using the Absence Report link on the website or by calling the voicemail at 423-267-9011 before 4:00 PM on scheduled rehearsal days. Should an *emergency* arise after 4:00 PM, text the CSOYO Manager/Conductor through the Remind App.

**It is the responsibility of the member and family to keep track of how many absences have been accumulated.**

Notification of an unplanned emergency absence for a venue rehearsal, concert, or event must be made no later than 8 hours before the scheduled rehearsal/performance. Should an emergency arise after the suggested timeframe, text via the Remind App.

## **DISMISSAL FROM CSOYO**

At CSOYO we do everything we can to advocate for our members. While perfect attendance is the expectation, we understand extenuating circumstances occur. We will do everything we can to work with you to maintain your membership.

In the event of any circumstance that puts membership in jeopardy, such as exceeding the allowed number of absences in a concert cycle, or missing a mandatory rehearsal or concert, the member's parents can request a review of the circumstances. **The parents must email a parent letter and supporting documentation within 24 hours of the absence to the CSOYO Manager.** Documentation along with all absences within the concert cycle will be reviewed by Administration and a determination regarding membership will be made.

The following are specific infractions that will result in immediate dismissal of a CSOYO student musician:

- Repeated incidences of rudeness to or harassment of fellow members, conductors, coaches, staff, and/or venue personnel.
- The use of tobacco products and/or any illegal substance including, but not limited to, alcohol.
- The use of profane language or the possession of objectionable printed or recorded material.
- The possession of a weapon.
- Theft or vandalism of property including, but not limited to, CSOYO members, CSO, CSOYO, First Baptist Church, City of Chattanooga, and all venues where the CSOYO rehearses and performs.
- Flagrant abuse of the Attendance Policy.
- Repeated and intentional violation of the Dress Code.
- Expulsion from school.

A member on suspension from school may not participate in CSOYO rehearsals or concerts. If a member misses rehearsals due to school suspension is it considered an absence per the *Attendance Policy*. If a member misses a concert due to suspension, s/he will be dismissed from the CSOYO.

### **CLOSINGS/REHEARSAL CANCELLATION**

In the event of inclement weather or other emergencies resulting in closure, the CSOYO *may or may not* follow the HCDE closure schedule. The following procedures will be in effect:

#### **If a weather-related closing takes place:**

- Notice will be texted to parents via Remind, and a message will be sent via email. We also will post the information on the CSOYO Facebook page.
- In the event of a sudden late-breaking weather situation that results in a call for an unforeseen early dismissal, parents will be notified by Remind, email, and Facebook and staff will stay on premises until all members have been picked up.

#### **If a health-related closing takes place:**

- Notice will be texted to parents via Remind, and a message will be sent via email. We also will post the information on the CSOYO Facebook page.

- CSOYO will continue remotely until able to safely reopen following CDC Guidelines.

## **PARENT VOLUNTEERS**

The CSOYO relies heavily on parental involvement in order to meet our programming goals and provide a safe environment for our members. Parent volunteers are much appreciated and the CSOYO requests that **each member's family volunteer a minimum of 2 hours per season**. Families are of course welcome to volunteer regularly.

Parent Volunteers are needed to assist with attendance at Monday Night Rehearsals at First Baptist Church, to help backstage at concerts, and to help with auditions. Parents will be emailed when sign-ups are available and links will be available on the CSOYO website.

### **Volunteer Opportunities**

- **Attendance:** On Monday night rehearsals, parents are needed to check in members at the attendance table.
- **Hall Monitors:** On Monday night rehearsals, parents are needed to be hall monitors to ensure the safety of our members.
- **Tuners:** Parents who are string players are needed to help with tuning in all orchestras a few minutes prior to their weekly rehearsals.
- **Concerts:** Parents are needed to assist with check-in, warm-up room monitoring, sitting with orchestra members during the concert, and other duties at the concert venues. These volunteers receive free admission to the concert once their volunteer duties are completed. Families are limited to one concert volunteer shift per season to provide opportunities to all families.
- **Auditions:** Parents are needed to assist during the annual audition process.
- **Special Events:** Throughout the season, special YO events such as masterclasses, workshops, social events or fundraisers are held for Members, and parents are needed to assist with these events.
- **CSO Volunteering:** Occasionally, office help is needed at the CSO Office during the day to assemble promotional materials or mailings. CSOYO Members and parents as also welcome to usher at CSO Concerts.

Parents who volunteer should be completely focused on maintaining the safety and security of all CSOYO members at a YO event. For this reason, parent volunteers should not have other children/non-YO Members with them when they volunteer.

## **EQUITY, DIVERSITY & INCLUSION**

CSOYO subscribes to the philosophy and practices of the CSO. Music continues to be a vehicle to bring our communities together in the ongoing effort to end systemic racism, discrimination, and injustice. We believe that our staff, musicians, and patrons deserve respect and

representation inclusive of race, religion, socio-economic status, sexuality, and gender identity. We pledge to center the discussion of diversity, equity, and inclusion throughout our operations and activities.

### **ANTI-HARASSMENT & ANTI-DISCRIMINATION POLICY**

The CSOYO does not tolerate any inappropriate behavior or contact by or towards its members, conductors, staff, or any other individuals associated with the organization. Inappropriate behavior or contact includes, but is not limited to, physical, mental, verbal or sexual, or discriminatory harassment of any kind.

#### **Complaint Procedure**

If you believe you have been subjected to conduct that violates this policy or witnessed any such conduct, or otherwise have reason to believe any such conduct has occurred, you must, as soon as possible:

- Report the incident(s) to the Executive Director of the CSO and/or the CSOYO Manager.
- The CSO will promptly conduct an investigation of all allegations of harassment and take appropriate corrective action where warranted. To the extent possible, the CSO will maintain the confidentiality of all information related to the complaint and investigation.
- If a complaint is found to have merit, appropriate corrective action will be taken. Such action may include immediate discipline, up to and including termination of employment or removal of the individual from all CSOYO programs. If warranted, including where required by law, information will be turned over to the appropriate authorities.

### **ANTI-RETALIATION POLICY**

No one will be subjected to any form of adverse action for good faith reporting of incidents of harassment, discrimination, or otherwise inappropriate behavior that may violate this policy, or for pursuing any claim in connections with a musician or conductor, or for cooperating in any related investigation.

### **MANDATED REPORTING**

Additionally, any person having cause to believe that a member's physical or mental health or welfare has been adversely affected by abuse or neglect by any person must immediately make a report of such conduct to appropriate law enforcement and other governmental agencies of the State of Tennessee.

## EMERGENCY SAFETY PROCEDURES

Member safety is our first concern and responsibility. If we need to respond to an emergency, there are formal plans in place. Our conductors, staff, and volunteers have been trained and instructed on how to respond in the event of an evacuation or a lockdown situation. In the unlikely event of a CSOYO emergency, our protocol is to immediately text and email parents of the emergency to inform them of the situation.

## ELECTRONIC DEVICE POLICY

Recreational electronic device usage is not permitted during the rehearsal time. Members may use electronic devices for tuning and other rehearsal related needs. Repeated recreational use in rehearsal may result in dismissal from the rehearsal, resulting in an absence. Emergency cell phone usage may be approved by the conductor only in the case of family illness or emergency.

## CONCERT DRESS CODE POLICY

The Concert Dress Code is in place to create consistency in the appearance of all orchestra members so that each orchestra can perform cohesively as a unit, focused on the musical presentation. Individual members should visually blend in, not stand out. The CSOYO Concert Dress Code is modeled after professional symphony orchestras across the United States, while keeping cost and comfort in mind.

**All members are responsible for obtaining their own concert attire, subject to approval. Concert Attire is ALL BLACK, with the following options:**

- **Shirts:** Black button-down shirt, black blouse, or black sweater with elbow-length or longer sleeves with a relatively close-fitting neckline. Black tie and/or jacket/blazer acceptable but not required. No t-shirts.
- **Pants:** Black dress pants, black tuxedo pants. Black socks or black hose that are calf-high must be worn with pants.
- **Skirts:** Black below knee-length or ankle-length skirt that must cover knees when seated. Black tights or hose must be worn with skirts. No denim or leggings. Black leggings may NOT be substituted for black tights or hose.
- **Dresses:** Black dress that has elbow-length or longer sleeves with a relatively close-fitting neckline, below-knee length or ankle-length, must cover knees when seated. Black tights or hose must be worn with dresses.
- **Shoes:** Black dress shoes with black soles, black socks, tights, or hose. No athletic shoes, no open-toed shoes, no boots of any kind, no colored laces, no logos on socks.

NO jewels, sparkles, patterns, lace, cut-outs, sheer fabrics, color other than black, or distracting embellishments on any clothing item. No large jewelry pieces or anything that will reflect light.

These companies offer some products that will comply with the CSOYO Dress Code standards. If you need any assistance in ordering the correct item, please contact the CSOYO Manager.

[www.concertattire.com](http://www.concertattire.com)

[www.concertblack.com](http://www.concertblack.com) (*long sleeves*)

[www.formalfashionsinc.com](http://www.formalfashionsinc.com)

### **Concert Dress Checks**

A Concert Dress Check will be held for all orchestras at a scheduled Monday Rehearsal. Concert Dress Checks Will Take Place On:

Prelude & Etude	<b>October 3, 2022</b>
Philharmonic & Symphony	<b>October 10, 2022</b>

Members must come early and dressed in their full concert attire (including socks and shoes), for inspection prior to the start of rehearsal. Members can change into street clothes after inspection.

**Approval:** Once a member passes the Concert Dress Check, they must wear the same concert attire for the rest of the season. Any changes must be approved by the CSOYO Manager prior to the next concert.

**Recheck:** Members who do not pass the Concert Dress Check will receive an email to make a correction. These members will then need to be rechecked prior to the Fall Concert.

### **Recheck Dates**

Prelude & Etude	<b>October 10, 2022</b>
Philharmonic & Symphony	<b>October 17, 2022</b>

Members who attend a concert and are not properly attired will be asked to contact their parents for the necessary change of clothing. If the issue is not corrected in time for the performance, the member may not be allowed to perform – possibly resulting in dismissal. Questionable infractions of the dress code are subject to the discretion of the CSOYO Manager and/or the CSOYO Conductors.

### **When to Wear Concert Dress**

Members wear concert dress whenever they perform such as concerts or chamber performances. For Venue Rehearsals (the day before a concert), members do not need to wear Concert Dress. CSOYO Member T-shirts are usually worn to venue rehearsals (optional).

## IMPORTANT REHEARSALS & CONCERTS

### Last Monday Rehearsal

The Last Monday Rehearsal prior to a concert is the last opportunity for members to thoroughly work on repertoire with their conductors. These rehearsals are **mandatory**. Members who are absent will be required to submit a playing test and may not be allowed to play on the concert. *Refer to the Season Calendar and notate these accordingly.*

### Venue Rehearsal

Venue Rehearsals are **mandatory** and take place the Sunday before the concert at the concert venue. Members who miss a venue rehearsal may not be allowed to play on the concert and may be dismissed from the CSOYO with forfeiture of tuition. In the event of an unplanned, emergency or other extenuating circumstance, conductors will have the final word. **Concert Dress is not required.** *Refer to the Season Calendar and notate these dates accordingly.*

### Concerts

Concerts are **mandatory**. Any member who misses a concert will be dismissed from the CSOYO with forfeiture of the complete amount of tuition. Any member who misses the Spring Concert will not be allowed to audition for the CSOYO for the following season. **Concert Dress is required.**

Members alternate as performers and audience members during CSOYO concerts. They will sit together in designated sections and are required to remain through the duration of the concert. Members who leave early will receive an absence and may be dismissed from the CSOYO immediately.

## THERE'S MORE TO THE CSOYO

**Section Leaders** in all orchestras are encouraged to connect with each member of their section and provide leadership and information to their section throughout the season. Section leaders act as a liaison between the conductor and the section. Each YO member should be on a first-name basis with their section leader.

**Chamber Players** are assigned to ensembles coached by professional musicians. This is a small group setting that allows for challenging repertoire. Ensembles perform at a variety of venues and on concerts at the end of each semester.

**Member Advisory Council (MAC)** members collaboratively share feedback about the CSOYO member experience with the staff of CSOYO and CSO and help plan YO events.

**Seniors** are requested to complete a questionnaire and submit a Senior Portrait headshot, formal or informal. This information will be used to create Senior Biographies in the Spring Concert Program and in the Senior Gallery. *Complete the questionnaire by April 1, 2023.*

**Music Mentors Program** allows members who are interested in teaching an opportunity to give back to their community by giving lessons to beginning string students in local schools.

**YO Mixers** are held throughout the season to build community within and between orchestras.

**YO Wednesdays** are special nights where members get to observe the CSO in rehearsal, have dinner, and meet n' greet with Guest Artists. Mark your calendars for Oct 19 & Apr 26.

**Youth Ambassadors Program** allows all members to explore arts advocacy skills through acts of services that will encourage the development of lifelong habits of arts support in their adult lives.

**YO Buddies** connects new and returning members together for mentorship opportunities and community building.

**Side By Side Concert** allows Symphony members to play a concert with the CSO.

**Concerto Competition** gives members an opportunity to compete for solo opportunities with the CSOYO and the CSO.

**CSO Benefits** include free Masterwork Concerts, Open Rehearsals, and sectional coachings with CSO members.

**Alumni** are encouraged to stay connected by attending Alumni events, concerts, and receive a quarterly newsletter.