



Welcome to the MusicSmart Handbook. Hilary and Paula are always concerned for the welfare, safety and enjoyment of all our members. This handbook is to guide us all through the practical processes of working and singing together, ensuring that everything runs smoothly, and that we have all done everything possible to create a welcoming and safe environment.

This handbook is intended to provide you with information regarding our protocols, procedures, expectations of members and policies. Please read it thoroughly as it will form a basis for your understanding and agreement to adhere to the content outlined. Any questions please contact us on info@musicmart.org.uk.

By taking part in any MusicSmart activities you acknowledge reading and agreeing to the rules, terms, guidance and conditions of this handbook.

PARKING

- There is parking at each of our choir venues, however parking is limited at the venue for Angmering Voices and Recovery Choir/Just Sing Bognor
- Please park in marked spaces only.
- Be aware of other vehicles, pedestrians and hazards that may cause an accident for you or others. There are children using the facilities in and around the Felpham Methodist Church so please be careful to look for them.
- Do not block access for emergency vehicles.
- By using the car park you accept responsibility and risk for injury, damage to yourself, your vehicles belonging both to yourself and others. MusicSmart does not accept any liability.
- Report any hazards, incidents and risks to MusicSmart immediately.

SLIP/TRIP HAZARDS

- As you enter/cross the carpark or centre please use common sense and vigilance of potential hazards in your surroundings
- Following wet, icy weather extra caution is advised.
- Doors to all our venues are heavy, please take extra care when opening them and ensure that they are clear of other pedestrians when doing so before or after you enter.

- As you enter the venue, please take extra care at thresholds, steps and any uneven surfaces. This particularly applies to the venue for Recovery Choir and Just Sing Bognor. There is a small lip to the door threshold and also inside, where the slip mat is located.
- If a light bulb has blown or an area too dark to see hazards, please assess the risk before entering the area, if you choose to do so you take full responsibility for any injury or event that occurs from entering the venue or classroom.
- Report any hazards, risks, incidents or repairs required to MusicSmart immediately.

INSURANCE

- MusicSmart Public Liability Insurance is held with AXA Insurance and a copy of the certificate is available to view at any time.

FIRST AID and EMERGENCY

- All members must have emergency contact details written on a card and placed on the inside of their folders. Members MUST update MusicSmart with any changes to phone numbers and email addresses held by MusicSmart.
- At a Singing Workshop day or event, participants will be asked to provide an emergency contact number on arrival at the workshop/event. This data will then be destroyed by MusicSmart on completion of the workshop/event.

- MusicSmart carry First Aid kits at all rehearsals concerts and events which are checked and restocked every 6 months. There are also First Aid kits at all venues. There are defibrillators at Southbourne Village Hall, Angmering Village Hall and Felpham Methodist Church. For Just Sing Bognor and Recovery Choir, the nearest public defibrillator is on the wall outside St Mary's Primary School in Lyon Street. If 999 is called, the emergency services should advise of defibrillator access and codes. Basic Emergency First Aid at Work training is undertaken by MusicSmart and updated as advised.
- Any vomit or other hazardous matter should be reported and members should remove themselves from the area until it has been disinfected in the appropriate manner.
- Members must inform MusicSmart if they are suffering from or showing symptoms of an infection during rehearsal, performance or event.
- Do not come to a rehearsal, performance or event if you or family members have been suffering or showing symptoms of any infection.

GDPR

- Members should read and understand the GDPR policy and ensure that it is adhered to.
- A copy of the GDPR policy is contained within this handbook and can also be requested from MusicSmart at any time.

PERSONAL CARE

- Members should bring water to choir contained in a sealed plastic bottle, no glass or open containers will be permitted. Ensure that you take regular water breaks to stay hydrated, particularly in hot weather. Whilst water breaks will be given in class, it is the responsibility of the individual to take or request further breaks to drink if needed, All spillages must be reported to MusicSmart and cleaned up immediately. If at a venue with a wooden/vinyl floor, a Wet Floor Hazard sign will be used.
- The temperature of all our venues can rise and fall and you are requested to monitor your own body temperature and let Hilary or Paula know if this is becoming a problem. MusicSmart ensure that rooms in all venues are well ventilated. Ensure that you have warm clothing during cold weather and light clothing in warm weather. If you feel faint, overly hot or cold at any time, then you should stop singing and SIT DOWN and alert someone to ask Hilary or Paula for assistance.
- If you feel lightheaded, ill, or low on energy, then please sit down.
- If you feel unwell at any time you should stop singing immediately.
- You are responsible for assessing your own well-being and ability to sing during rehearsal, performance or event.

Please do not continue to sing if you believe you are not able to do so.

- We recommend that you attend practices regularly to get the best out of them.
- We do ask choir members to stand for parts of every rehearsal, but again, if you do not feel able to do this, you are more than welcome to stay seated.
- At Angmering Voices and SingSing choirs, most singers mainly stand at practices while they are singing.
- In all other MusicSmart choirs, we do ask choir members to stand for parts of every rehearsal, but again, if you do not feel able to do this, you are more than welcome to stay seated.

MEDICAL CONDITIONS

- All pre-existing medical conditions must to be included on a card placed in the FRONT of your choir rehearsal folder. This must include any medications that you are taking. This is so if you should be taken ill, we will need this information to pass to the Emergency services should it be required. This information must also include Emergency Contact details.

PLEASE NOTE: MusicSmart is not responsible for holding this information.

- Please do not come to rehearsals/performances/workshops if you are suffering from any infectious conditions.
- It is the member's responsibility to keep these medical information cards updated. MusicSmart reserves the right to request that a member should sit down when singing if they have been ill or have been feeling unwell in rehearsal. This is for the safety of the member. MusicSmart reserves the right to cancel any member's choir membership if these conditions are not adhered to.
- MusicSmart staff have basic First Aid Training.

FIRE

- All members should familiarise themselves with the location of fire exits and fire equipment which are located throughout venues. This will be reiterated by MusicSmart at the beginning of each term at rehearsals.
- In the event of discovery of a fire, activate the fire alarm.
- Should you need to activate a Fire Extinguisher, please ensure that you are comfortable and competent with using them before proceeding to do so.
- Fire extinguishers are located as follows: Felpham Methodist Church in the entrance hall, church and kitchen, Southbourne Village Hall in the entrance hall, main hall and kitchen, Angmering Village Hall in the main hall and kitchen, Regis School of Music by the front door and in the main hall on left, behind the curtain.

- All venues are responsible for regular inspection and maintenance of fire alarm systems and emergency lighting. Please report any noticeable defects to the MusicSmart so that we inform the venue immediately.
- In the event of an emergency evacuation please exit by the nearest fire exit. Do not stop to gather your belongings. Walk, do not run and head to the designated assembly point. Any missing persons must be reported immediately.
- ASSEMBLY POINTS:
 Felpham Community Singers/SingSing Choir – The field adjacent to the Church.
 Coda Community Choir – Southbourne Village Hall – the Hall car park
 The Recovery Choir/Just Sing Bognor – The car park next to the Regis School of Music, which can be accessed through the fire back door of the venue and turning right and walking down the path and out of the gate.
 Angmering Village Hall – The car park adjacent to the hall.
- Members must NOT leave until all members have been accounted for in the register which is taken on arrival to every rehearsal.
- MusicSmart will contact the fire brigade.
- Do not re-enter the building unless instructed it is safe to do so by the Fire Officer.

VENUE EQUIPMENT

- MusicSmart's equipment is checked regularly for defects. All electrical equipment is PAT tested on a yearly basis.
- Only MusicSmart staff are permitted to move the chairs and tables before and after rehearsals and will be vigilant of members at all times whilst moving equipment.
- Please do not walk around the vicinity of the keyboard and music stands. MusicSmart do not accept any responsibility for members risking injury and fall if they do not adhere to these rules.

GAS AND ELECTRICAL SAFETY

- Be aware of your surroundings for any loose or exposed cables.
- Do not switch off lights, sockets or heating with wet hands.
- Please report any defects or hazards to MusicSmart or the venue immediately. Do not touch or try to fix anything that you identify as defective.
- The venue is responsible for the maintenance of gas systems. Please advise immediately if you identify any defects or hazards. If you smell Gas please inform MusicSmart and the venue so that persons may be evacuated if necessary.

PERMISSIONS

- Photographs may be taken by MusicSmart, and videos and recordings made by MusicSmart may be used for promotion including use on social media. No unauthorised filming or photography is to occur at any time during rehearsal, workshop or performance.
- For reasons of copyright, members are not permitted to video, audio record or take photos during rehearsals at any time.
- MusicSmart staff may take photos and recordings of the rehearsals and display them on the MusicSmart Website or Facebook page or other promotional advertising. Anyone who does not wish their photograph taken should inform MusicSmart and their wishes will be respected.
- By becoming a MusicSmart member you give your permission to be included in the group photos, videos and recordings made by MusicSmart staff. If you should not wish to be included in any photos, videos or recordings it is the member's responsibility to inform MusicSmart in writing by email and to receive a reply from MusicSmart as acknowledgement of your decision to opt out.

TERMS AND CONDITIONS

By taking part in any MusicSmart activities you acknowledge reading and agreeing to the rules, terms, guidance and conditions of this handbook.

- Fees are paid block by block in advance every half term. Fees are non-refundable and students will not be reimbursed for absence.
- The Members of MusicSmart recovery choir pay weekly in cash.
- Full payment of fees for the forthcoming block is required within the first week of that half term.
- MusicSmart reserves the right to change fees without prior notice. However, we will endeavour to do our best to inform you of any changes as soon as possible.
- As our costs are fixed, fees remain payable in cases of absence. There are no credits, transfers or reductions for sickness, holidays, or any other outside commitments.
- If MusicSmart must cancel a session, credits will be given in the next half term's payment.
- The half term's dates are sent within the week prior to starting with all rehearsals dates and payment information.
- All members should check that have all their possessions before leaving, it is understood and agreed that no liability under any circumstances shall be undertaken by MusicSmart for loss of personal belongings.

- If any possessions are left behind after practices they will be placed in the lost property area at that venue.
- MusicSmart reserves the right to end a member's attendance at one of our choirs for reasons such as but not limited to non-payment of fees or unacceptable behaviour.
- Although Hilary and Paula have basic First Aid in the Workplace Training, MusicSmart are unable to act as carers and can only give emergency first aid assistance. We reserve the right to refuse entry to any person who we deem to be not well or able enough to participate in and meet the demands of attending any MusicSmart choir.
- Singers are welcome to bring a carer to our Recovery Choir, where carers are free of charge. The carer must then be responsible for the well-being of that person.
- This responsibility also applies to any carer in any MusicSmart choir.

MUSICSMART GDPR POLICY

- We will not sell or pass on your data to other individuals or organizations
- We will only use the data you have provided us with.
- Data will be stored securely on laptops and computers with secure passwords and all GDPR consent forms will be stored in a locked cupboard.
- A person has the right to ask for their data and we will reply within 30 days. This service is free and must be in writing. Email MusicSmart on info@musicsmart.org.uk

- We will only use your email address and/or phone number to inform you about our events, choirs and our other musical activities.

MUSICSMART CHOIR CODE OF CONDUCT

No performances or rehearsals to be held of a MusicSmart Choir other than under the direction of Hilary or Paula.

At Choir Practices:

- MusicSmart choirs are Community Choirs and are open to all people. Our values of kindness, respect and patience should be always followed.
- All choir members must read our Safeguarding Policy in the MusicSmart Handbook
- Choir members should have placed a card with details of any medical conditions, medication and an emergency contact on the inside of their music folder.
- Please do not attend if you are feeling unwell.
- If you are feeling unwell at any time, please sit down and ask for help immediately.
- A register is taken as you arrive. If you have to leave the class before the end of the session, please inform Hilary or Paula so that the register may be updated.
- Bring water to drink.
- Bring a pencil.
- Mobile phones must be on silent or switched off.
- Practices start promptly.
- There is a warmup to encourage healthy singing.
- Please do not chat at inappropriate times, for example if another section of the choir is rehearsing. We want you to

enjoy your singing, socialise and make connections but we ask that you keep socialisation to an appropriate level to ensure that the rehearsal runs smoothly and all members can participate and hear instruction from the teacher.

- Choir members are not allowed in the kitchen at any time or at any venue.
- Be aware of health and safety directions, fire exits, muster points.
- MusicSmart reserves the right to refuse entry to any person or to ask anyone to leave. Inappropriate behaviour, comments and bullying will not be tolerated. The MusicSmart email is for matters relating solely to MusicSmart business and should not be used for personal contact with any of the MusicSmart team.
- MusicSmart does not accept any responsibility for any valuables or belongs at rehearsals, workshops and performances so please make sure that you keep them safe at all times.
- Please DO NOT stack the chairs at the end of the rehearsals unless specifically asked to do so.
- MusicSmart will monitor the ventilation at each venue as appropriate.

At Performances:

Our appearance and behaviour at performances are important for creating a good impression and for ensuring everyone's enjoyment and safety.

- Please do not attend if you are feeling unwell.

- You will need to be aware of health and safety issues at the venue. MusicSmart will inform you of the Fire Exits at the start of any performance rehearsal or workshop that is not at your choir's usual venue.
- If you are feeling unwell at any point in the rehearsal or the performance, sit down at once, and ask for help immediately.
- A designated First Aider will be in attendance at all performances.
- Please ensure your medical information and your emergency contact are in your folder.
- Bring water to drink.
- Arrive in good time and wait where directed. Allow time for parking.
- Please do not enter the performance venue before the given time. This is due to health and safety concerns while we are setting up the venue.
- A register is taken as you arrive.
- All MusicSmart Choirs have a dress code, explained at choir practices, in advance, before the performance. It includes smart black trousers or skirt and smart black shoes.
- Word sheets for the songs will need to be in the correct folder in the correct order.
- Do not rearrange any seating. Chairs will be set out and put away by MusicSmart delegated staff only.
- Entry into the kitchen area of any venue is not allowed.
- Ensure your mobile phone is switched off.
- If refreshments are being served, please allow the audience to be served first.

- Recording and videoing are strictly prohibited at all times when we are in the venue.

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