

Arts Council of Ladysmith and District Program Policies for Participants

COVID-19 Health and Safety

Stay At Home If You Are Sick

Students exhibiting symptoms of a cold, influenza, COVID-19, or any other infectious respiratory disease are not permitted to attend classes in person. If symptoms are the result of known allergies or another medical condition, notify the ACLD prior to the start of your class. To support adherence to our COVID safety plan, symptomatic students will not incur financial penalties for safely isolating at home.

Returning to Class After Falling Sick

Students may only return to class after completing the recommended isolation period of 10 days from onset of symptoms or until all symptoms resolve, whichever is longer. Students may request an earlier return date if they can provide the ACLD with a medical authorization notification (negative COVID-19 test results or doctor's note) to leave home. Requests will be considered on a case-by-case basis.

Mandatory Mask Requirement

All students are asked to wear a mask if they are able. Students 12 years and above who are able to do so are required to wear a mask at the ACLD at all times.

Program Changes

Instructors or program content may change without notice at the ACLD's discretion. Information on our online registration system should be considered the most up-to-date.

Fees

All in-person and online class fees must be paid in full at the time of registration.

Program Cancellation

Classes, Camps, Workshops (online or in-person)

The ACLD reserves the right to cancel classes that do not meet minimum enrollment requirements, and students will be offered a full refund.

In the event that an Instructor is ill or must self-isolate to comply with our COVID-19 policy, the ACLD will take one of the following actions:

1. Provide a substitute instructor
2. Reschedule the class
3. Provide a pro-rated refund to all affected students

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Facility Closure

In the event of a facility closure, online classes will continue as scheduled. In-person classes, camps and workshops will automatically transition online where possible. Any classes that cannot be transitioned online will be rescheduled. If that is not possible, the class will be cancelled and a prorated credit or refund will be offered to affected students.

Withdrawal

From Classes (online or in-person)

To receive a full refund, a student must withdraw from the class, camp or workshop, at least seven (7) days prior to the start date. Refunds will not be granted after the seven (7) day period has passed.

Exceptions for Medical Reasons or Compassionate Reasons

Exceptions may be considered on a case-by-case basis upon receipt of a written request submitted at least 24 hours prior to the class start date. A medical certificate may be required. Upon approval, a refund (less any applicable fees) will be granted. Exceptions will not include last-minute scheduling conflicts, vacation plans or technical difficulties.

Exceptions for COVID-19 (only applies to in-person classes)

Students who must miss a class in order to self-isolate upon experiencing any cold, flu, influenza, COVID-19 or other infectious respiratory diseases, should notify the ACLD right away. The student may return to class after completing the recommended isolation period or receiving a medical authorization notification to leave home. At the end of the course, the ACLD will offer a credit or refund (less any applicable fees) for the missed time.

Age

Many of our programs are age specific. Students must be of the required age by the start date of the class.

Attendance

Only pre-registered program participants can attend a class, workshop or camp at The ACLD. Instructors do not have the ability to register students.

Student Pick-up

ACLD is not responsible for students before or after class time. Please do not arrive more than 10 minutes before the start of the class, and arrange to have young students collected within 5 minutes of the class ending.

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Medical/Learning Needs

Students or their parents/guardians are required to inform the ACLD at the time of registration of any allergies, medical, physical, emotional, or learning needs their children may have.

The ACLD will not administer any medication. Parents/guardians are required to ensure that minor children can self-administer required medications.

Medical/Emotional Assistance

In the event of serious but non-urgent medical or emotional needs, the ACLD will contact parents or guardians during class with the phone number provided during registration. Please ensure that someone will be available to respond at the phone number listed during class time.

Medical Emergencies

In the event that urgent medical attention is required, the ACLD will call 9-1-1 and follow the direction provided. If required, the ACLD will send the student, including minor children, to the nearest emergency medical centre by ambulance. Any costs of ambulatory service will be the responsibility of the student or their parent/guardian.

Allergies/Medical Conditions with COVID-like Symptoms

Students or their parents/guardians are required to inform the ACLD before the class start date of any allergies or medical conditions that can cause COVID-19 like symptoms. Medical certification may be required. Such conditions are to be reported on the [student emergency and profile form](#).

Lip Reading Accommodations

Public health authorities require everyone inside our facilities to be masked. Students or their parents/guardians should inquire with the ACLD prior to registering if an accommodation can be made to assist with lip reading without compromising on instructor safety.

Irritants

While the ACLD strives to be a nut- and scent-free facility, we cannot guarantee this. Students should not bring sandwiches, granola bars or any other food items containing nuts, and students should not wear scents to the ACLD.

Behavioural Expectations and Management

The ACLD will use a combination of The 3B's (Be Kind, Be Calm, Be Safe) and the following protocols:

If a child demonstrates behaviour that compromises the safety and enjoyment of other participants, the following steps will be taken:

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1. Verbal Warning: the instructor will verbally intervene to help the child understand the impact their behavior is having on others and/or classroom safety.
2. Time Out: if the behavior continues, the child will be given a time out. The parent/guardian will be notified of the incident and will be asked to review the behavioral guidelines with their child.
3. Student dismissal - A student may be dismissed if their behavior precludes safe and effective participation in our programs. Dismissal will take effect only after consultation with the parent/guardian, instructor and education coordinator. No refunds or credits will be granted.

Consent to Use Likeness

Imagery from our classes and events help us celebrate and promote active involvement in the arts throughout our community. The Arts Council of Ladysmith and District seeks consent to collect, use and share photographs and/or video of participants on our website, digital communications, posters, and/or social media sites for promotional purposes. Consent is requested in the student emergency and profile form.