



PARTICIPATION POLICIES

Resident Choir Program

Mainstage Performance Series | PCC Studio | PCC Academy

Revised August 12, 2024

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ABOUT THE PENSACOLA CHILDREN'S CHORUS

1.01 HISTORY

The Pensacola Children's Chorus (PCC) was founded in 1990 by **Allen Pote**, a celebrated choral composer and local church musician, and his wife **Susan Pote**, a respected music educator in the Escambia Public Schools. Together, they formed PCC under the auspices of the Pensacola Symphony Orchestra. Then called the Pensacola Symphony Children's Chorus, the organization grew with expanding interest and led to its incorporation as an independent not-for-profit 501(c)3 organization in 1994. Throughout the next two decades, PCC amassed new choral ensembles and presented a multitude of concerts and tours throughout the United States and across the world.

In 2015, Susan and Allen Pote announced they would retire at the end of PCC's 26th season. After an extensive nationwide search, respected youth choir director **Alex Gartner** was selected to serve as PCC's next Artistic Director. Under his leadership, PCC has expanded its programs to include 14 choral ensembles, new performance opportunities, and numerous community partnerships.

Now in its **35th Anniversary Season**, PCC's choirs continue to entertain thousands of audience members through its signature blend of healthy choral singing, engaging movement, and a nurturing organizational culture.

1.02 MISSION & VISION

PCC's mission is to (1) **foster the personal and social growth of its singers** and to (2) **transform the community** through (3) **inspirational musical experiences**. These foundational principles have been a part of PCC's identity since its inception and continue to guide its programs and performances today.

Personal & Social Growth

When a family first comes in contact with PCC, the most common expectation is that participation is comprised of **singing, dancing, and performing**. While this is certainly true at first glance, the enduring impact and lasting legacy of PCC lies not in what is presented on stage, but what is learned week after week after week.

As such, each of PCC's educational programs aims to foster a child's **growth and development** beyond music and performance. While music and arts education certainly help young people hone such talents, PCC leverages these disciplines to help children equip themselves with **life skills that are necessary to excel at every stage in life**. These include **responsibility, teamwork, accountability, empathy, and confidence**.

In fact, **98% of surveyed caregivers agree that PCC has made a noticeable difference in their child's life**. Not convinced? Stick around and find out!

Transform the Community

Every musical performance represents an interaction between two groups: (1) performers and (2) audience members. As a community organization, PCC's audiences are largely comprised of local residents of Northwest Florida, the region on which PCC relies for a multitude of support. As such, PCC is invested in honoring its role as **Northwest Florida's children's chorus**. This is accomplished through a wide range of partnerships, performances, and educational programs that seek to deepen the impact of the arts, shed light on relevant social issues, and improve access and affordability of quality music education.

Inspirational Musical Experiences

What would a performing arts organization be without quality performances? Since its inception, PCC has earned a reputation for mounting dynamic, jaw-dropping performances that challenge pre-conceived notions of what children are capable of achieving. This tradition continues today through an annual series of time-tested performances. Dubbed the **Mainstage Performance Series**, this lineup features (1) *Hauntcert*, (2) *Christmas on the Coast*, (3) *One World, Many Voices*, and (4) *Showtime*. These concerts and numerous others attract an annual audience of 15,000+ patrons each year.

More information on the Mainstage Performance Series can be found in Sec 1.05.

When cultivated year after year after year, these tenets will help PCC achieve its vision of **a community where young people benefit from, thrive through, and value music**.

1.03 ORGANIZATIONAL VALUES

In addition to a unified mission and vision, all facets of PCC are defined by a set of shared values:

1. **Empathy**, or recognizing and honoring the lived experiences of others;
2. **Accountability**, or accepting the responsibility for conduct and resources;
3. **Artistry**, or achieving excellence in performance and preparation, and;
4. **Community**, or cultivating an intentionally inclusive and affirming space.

Each PCC participant, caregiver, and volunteer is asked to uphold these values throughout their participation in PCC's programs. A formal commitment is made annually through the **Code of Conduct**.

More information on the Code of Conduct can be found in Sec. 10.

1.04 EDUCATIONAL PROGRAMS

PCC operates an array of musical programs geared at children and youth ages 8-18. Program eligibility is primarily determined by a child's grade in school, though additional developmental factors may factor into a child's ability participate in certain programs or choirs.

Resident Choir Program

<i>Eligible for</i>	Children & youth in grades 1-12
<i>Timeframe</i>	2 semesters, Fall (September-December) & Spring (January-May)
<i>Frequency</i>	At least once per week, according to season calendar

The Resident Choir Program (RCP) is PCC's flagship educational offering which is comprised of 9 unique ensembles for approximately 250 singers each season. The **only membership qualification for the RCP is an interest to learn and grow as a member of PCC**. An initial "audition" is used to assess a child's current level of musical and movement literacy. The results of these auditions help instructors determine a child's most ideal voice part, seating placement, potential membership in more advanced choirs, and participation in special performance opportunities.

All members of the RCP participate in a **core choir**, or one of 6 choirs through which a child matriculates based on their age, in most cases. Singers in grades 6-12 have the opportunity to audition for **elective choirs**, or groups that learn more challenging music and participate in a greater number of performances and special events.

All RCP choirs meet at least once per week. Singers in grades 4-12 participate in at least 8 weekend choreography rehearsals each season. Singers in grades 1-3 have occasional add-on rehearsals on various weekends throughout the year.

More information on the Resident Choir Program can be found in Sec. 2.

PCC Studio

<i>Eligible for</i>	RCP members in grades 1-12
<i>Timeframe</i>	September-May
<i>Frequency</i>	Weekly or bimonthly

PCC Studio is a private music school that is only available to members of the Resident Choir Program. Tailored **one-on-one lessons** with PCC instructors can help participants develop their vocal abilities (grades 6-12 only), learn the basics of piano, and increase their musicianship skills. Spots each year are limited and based on teacher availability.

More information on PCC Studio can be found in Sec 9.

PCC Academy

<i>Eligible for</i>	RCP members in grades 1-5
<i>Timeframe</i>	2 semesters, Fall (September-December) & Spring (January-May)
<i>Frequency</i>	Weekly, prior to rehearsal

The PCC Academy is an after-school, pre-rehearsal **tutoring program** that is only available to members of Preparatory, Choristers, and Festival/Lyric. Qualified tutors provide homework assistance, academic subject area support, and musicianship lessons to help singers feel more prepared at school and at PCC.

Tri-City Children's Choir & Atmore Area Youth Choir

<i>Eligible for</i>	TCCC – singers in grades 3-8 who primarily reside in Century, Jay, and Flomaton AAYC – singers in grades 6-12 who primarily reside in Atmore and Brewton
<i>Timeframe</i>	TCCC – 2 semesters, Fall (October-December) & Spring (February-May) AAYC – 2 semesters, Fall (October-December) & Spring (March-May)
<i>Frequency</i>	Weekly

The Tri-City Children's Choir (TCCC) and the Atmore Area Youth Choir (AAYC) are PCC regional initiatives based in Century, FL, and Atmore, AL, accordingly. Located 40+ miles from downtown Pensacola, both choirs are rooted in communities that historically lack access to quality music educational offerings for youth. Each ensemble is led by local instructors and utilizes PCC's administrative resources to transform the lives of over 50 young people each year.

More information on the Tri-City Children's Choir can be found at www.TriCityChoir.org.

More information on the Atmore Area Youth Choir can be found at www.AtmoreYouthChoir.org.

Pensacola SINGS

<i>Eligible for</i>	Singers in grades 1-12
<i>Timeframe</i>	3 semesters, Fall (October-December), Spring (March-May), & Summer (June-August)
<i>Frequency</i>	Weekly

Pensacola SINGS is a network of tuition-free choral ensembles that are housed in select community centers operated by the City of Pensacola. Participants across all locations learn the same repertoire and combine at the end of each semester for a community performance. Pensacola SINGS was born of a desire to provide access to quality music programs for low income youth and is funded generously by the City of Pensacola Department of Parks & Recreation.

More information on Pensacola SINGS can be found at www.PensacolaSings.org/choirs.

1.04 EDUCATIONAL PROGRAMS (continued)

Sing in the Summer

<i>Eligible for</i>	Children & youth ages 8-18
<i>Timeframe</i>	June-August
<i>Frequency</i>	Various multi-day programs

Sing in the Summer is PCC's annual series of summer camps. With various offerings rooted in singing, movement, musicianship, and musical theatre, there are options for every eager young performer. Camp offerings vary from year-to-year, and a full schedule is promised by the first week of March each year.

More information on Sing in the Summer can be found at www.PensacolaSings.org/camps.

1.05 ANNUAL PERFORMANCES

Members of the Resident Choir Program present a lineup of 4 staple concerts each year. While PCC's performance calendar varies from year-to-year, this **Mainstage Performance Series** continues to entertain thousands of audience members each year.

Hauntcert

<i>24/25 Date</i>	October 28-29, 2024
<i>Location</i>	Jane C. Noonan Center on the campus of PCC/First Presbyterian Church
<i>Pricing</i>	\$15-\$35 (discounts for participating Triple-A and ECT families apply)
<i>Featuring</i>	Elective RCP choirs (Ensemble & Young Singers)

This newest addition to the Mainstage line-up is a family-friendly Halloween concert. Featuring spooky (but not scary) music, lavish costumes, and appearances by some iconic characters, this concert is perfect for fall fanatics and Halloween aficionados alike. With a runtime of 40 minutes or less, it's ideal for families of young children who want to wear their Halloween costume more than once!

Christmas on the Coast

<i>24/25 Date</i>	December 13-15, 2024
<i>Location</i>	Saenger Theatre
<i>Pricing</i>	\$15-\$64 (discounts for Triple-A and ECT families apply)
<i>Featuring</i>	All RCP choirs

This perennial favorite is one of the best ways to get into the holiday spirit each year. Featuring iconic holiday and winter music, the Saenger stage is transformed into a winter wonderland. This 2-act concert is hardly what you'd expect from a typical children's holiday program. Instead, get ready for a Radio City-hall style musical revue of the sights and sounds of the season.

One World, Many Voices

<i>24/25 Date</i>	February 22, 2025
<i>Location</i>	First Baptist Church of Pensacola
<i>Pricing</i>	\$15-\$35 (discounts for Triple-A and ECT families apply)
<i>Featuring</i>	All RCP choirs

This concert shines a spotlight on the beauty, power, and potential of what can be achieved when children work together. Considered the most traditional of PCC's concert lineup, this performance features choral works across the musical spectrum, from the classical genre to more modern works, to pieces written closer to home and those sourced from across the world.

Showtime

<i>24/25 Date</i>	May 9-11, 2025
<i>Location</i>	Saenger Theatre
<i>Pricing</i>	\$15-\$64 (discounts for Triple-A and ECT families apply)
<i>Featuring</i>	All RCP choirs

Any music lover will find something to enjoy at this annual revue of songs from stage, screen, and places in between. This concert features a mixture of music spanning a multitude of decades, genres, and styles. It's a fun-filled way to close out PCC's annual concert season.

Continued on next page.

Section 2
RESIDENT CHOIR PROGRAM OVERVIEW

2.01 CHOIR NAMES & DESCRIPTIONS

The Resident Choir Program (RCP) is comprised of 9 ensembles that meet at least weekly during 2 semesters: Fall, or September through December; and Spring, or January through May. As previously stated, the only membership qualification for the RCP is an interest to learn and grow as a member of PCC. An initial “audition” is used to assess a child’s current level of musical and movement literacy. The results of these auditions help instructors determine a child’s most ideal voice part, seating placement, and potential membership in more advanced choirs or special performance opportunities.

All members of the RCP participate in a **core choir**, or one of 6 choirs through which a child matriculates based on their age, in most cases. Singers in grades 6-12 have the opportunity to audition for **elective choirs**, or groups that learn more challenging music and participate in more performances and special events.

Preparatory

<i>Eligibility</i>	Grades 1-2
<i>Choir Type</i>	Core
<i>Weekly Rehearsal</i>	Thursdays, 3:45p-4:30p
<i>Wknd Rehearsal</i>	n/a
<i>Primary Instructor</i>	Juliana Child
<i>Assistants</i>	Katie Olson

Preparatory (or “Prep Choir”) is a fun-filled group that focuses on building vocal confidence through songs, games, and movement activities that reinforce one’s personal vocal development. Participants in this group routinely develop strengthened listening skills, greater bodily control, and the ability to positively contribute to group activities. Repertoire is selected to balance healthy vocal development with fun (and often humorous) subject matter for both the singer and audience member.

Choristers

<i>Eligibility</i>	Grade 3
<i>Choir Type</i>	Core
<i>Weekly Rehearsal</i>	Mondays, 3:30-4:45p
<i>Wknd Rehearsal</i>	2-3 Fridays per year, times as scheduled
<i>Primary Instructor</i>	Juliana Child
<i>Assistants</i>	Katie Olson, Lindsay Riddle

Members of Choristers learn to produce healthy vocal tone, develop introductory music literacy skills, and advance their dancing abilities. By practicing multipart singing and opposing movement, singers routinely develop greater degrees of independence whilst recognizing one’s role in contributing to the success of an entire group. Repertoire is selected to balance healthy vocal development, movability, and relatable subject matter.

Festival/Lyric

<i>Eligibility</i>	Grades 4-5
<i>Choir Type</i>	Core
<i>Weekly Rehearsal</i>	Mondays, 5:00p-6:30p
<i>Wknd Rehearsal</i>	8 Saturdays per year, 9:00a-10:30a
<i>Primary Instructor</i>	Juliana Child
<i>Assistants</i>	Katie Olson, Lindsay Riddle

As one of PCC’s largest choirs, Festival/Lyric (or simply “Festival”) is a highly engaging ensemble. Members focus on building strengthened vocal independence through multipart singing and opposing movement. Music literacy is reinforced through a more frequent use of traditional musical notation and standard choral instructional techniques. Repertoire is selected to reinforce age-appropriate vocal development, choreographic capabilities, and lighthearted subject matter.

Concert

<i>Eligibility</i>	Grades 6-8
<i>Choir Type</i>	Core
<i>Weekly Rehearsal</i>	Thursdays, 5:15p-6:45p
<i>Wknd Rehearsal</i>	8 Saturdays per year, 11:00a-1:00p
<i>Primary Instructors</i>	Juliana Child, Alex Gartner
<i>Assistants</i>	Evelyn Aguirre, Michael Dennis, Lindsay Riddle

All middle school-aged singers will find a place in Concert Choir. This special group focuses on building a team mindset by recognizing how one’s personal commitment and contribution impacts the overall success of a group. Instructors prioritize independent and group music learning through a variety of instructional techniques. Fun and engaging repertoire is carefully selected to balance the varying vocal capabilities of its members.

2.01 CHOIR NAMES & DESCRIPTIONS (continued)

Ensemble

<i>Eligibility</i>	Grades 6-8
<i>Choir Type</i>	Elective
<i>Weekly Rehearsal</i>	Thursdays, 7:00p-8:15p
<i>Wknd Rehearsal</i>	8 Saturdays per year, 1:30p-3:00p
<i>Primary Instructors</i>	Juliana Child, Alex Gartner
<i>Assistants</i>	Evelyn Aguirre, Michael Dennis, Lindsay Riddle

Ensemble provides an opportunity for singers with more advanced musical and movement aptitudes to apply their skills in a more rigorous instructional environment. Instructors employ educational strategies that empower singers to learn for themselves, relying less on their teacher and more on their peers for support. Membership in Ensemble requires a commitment to additional rehearsals and performances outside the regular Mainstage Performance Series. In addition to one's performing capabilities, a singer's personal behavior and their family's commitment to PCC's values are additional considerations for membership.

Chorale

<i>Eligibility</i>	Changing/changed voices, grades 7-12
<i>Choir Type</i>	Core
<i>Weekly Rehearsal</i>	Tuesdays, 5:15p-7:00p
<i>Wknd Rehearsal</i>	8 Sundays per year, 1:00p-3:30p
<i>Primary Instructors</i>	Juliana Child, Alex Gartner
<i>Assistants</i>	Michael Dennis, Stephany Heath, Lindsay Riddle

Chorale (pronounced core-AL) provides an opportunity for individuals with changing and changed voices to build vocal confidence in an environment of like-voiced individuals. Through rigorous and engaging instruction, teachers aim to foster a rehearsal environment that is built upon community and camaraderie. Selected repertoire prioritizes the vocal abilities of the groups' members with its ability to relate to an audience. Members of Chorale frequently collaborate with Choraliers for combined performance pieces.

Choraliers

<i>Eligibility</i>	Treble/unchanged, grades 9-12
<i>Choir Type</i>	Core
<i>Weekly Rehearsal</i>	Tuesdays, 5:15p-7:00p
<i>Wknd Rehearsal</i>	8 Sundays per year, 1:00p-3:30p
<i>Primary Instructors</i>	Juliana Child, Alex Gartner
<i>Assistants</i>	Michael Dennis, Stephany Heath, Lindsay Riddle

Choraliers (pronounced core-uh-LEERs) provides a rigorous environment for treble singers to enhance their vocal and musicianship-related capabilities. This group frequently performs repertoire at a performance caliber that is similar to university-level choirs and has earned PCC a respected reputation among the choral community of the United States. Repertoire balances messages of confidence and positive self-image with relatability and relevancy to audience members. Members of Choraliers frequently collaborate with Chorale for combined performance pieces.

Young Singers

<i>Eligibility</i>	Treble/unchanged, grades 9-12; fully changed, grades 8-12
<i>Choir Type</i>	Elective
<i>Weekly Rehearsal</i>	Thursdays, 7:15p-8:30p
<i>Wknd Rehearsal</i>	8 Saturdays per year, 3:30p-5:00p
<i>Primary Instructors</i>	Juliana Child, Alex Gartner
<i>Assistants</i>	Michael Dennis, Stephany Heath, Lindsay Riddle

Young Singers is PCC's primary performing group which provides qualifying singers with a more rigorous musical and movement learning environment. Singers are expected to employ self-directed learning strategies during rehearsals which allows a greater volume of repertoire to be mastered in a more succinct amount of time. Membership in Young Singers requires a commitment to additional rehearsals and performances outside the regular Mainstage Performance Series. In addition to one's performing capabilities, a singer's personal behavior and their family's commitment to PCC's values are additional considerations for membership.

Ambassadors

<i>Eligibility</i>	Grades 7-12
<i>Choir Type</i>	Elective
<i>Weekly Rehearsal</i>	Mondays, 7:15p-8:00p
<i>Wknd Rehearsal</i>	n/a
<i>Primary Instructors</i>	Miguel Aldahondo

The Ambassador Choir is a group for service-minded singers who seek to utilize their musical talents to serve others. Ambassadors frequently perform at events throughout the year that help nonprofit and mission-based organizations amplify their messages to the community. Membership in Ambassadors requires a commitment to additional rehearsals and performances outside the regular calendar of performances.

2.02 MEMBERSHIP EXPECTATIONS

The only requirement of membership is a willingness to learn, grow, and enjoy music within our PCC community. Once this is established, all PCC singers and their families are held to 6 expectations of membership:

Entry “Audition”

Any prospective RCP member must complete an “audition” in order to be accepted for membership. For singers in grades 1-12, this involves a one-on-one vocal assessment with one of PCC’s friendly instructors. For singers in grades 6-12, an additional movement assessment will be conducted among a small group. **No preparation is necessary any aspect of the audition.** Remember—the only requirement for membership is a willingness to learn, grow, and enjoy music within the PCC community. These auditions serve as assessments of a child’s present levels of musicianship and help instructors set each child up for success for the coming year.

Progress Check

At the conclusion of each season, all PCC singers will complete a progress check to evaluate their level of growth over the course of the year and determine next year’s choir placement. These one-on-one check-ins also allow for singers to provide feedback on their experience with PCC throughout the season, as well as an opportunity for PCC instructors to discuss a singer’s conduct throughout the year. These are typically administered annually in May, though other progress checks may be conducted at various points throughout the season.

Committed Attendance & Membership

Once a singer has accepted their invitation to join PCC, they are expected to make attendance at PCC rehearsals, performances, and events a priority in their life. Only through such a commitment can the benefits of membership in PCC take root. As such, each member is expected to commit themselves to at least **one full season** of membership.

More information on Attendance can be found in Sec. 3.

On-Time Payments

PCC is a tuition-based* program, and as such, families of PCC singers are expected to pay all fees and tuition on or before their stated due date. While it is the responsibility of a singer’s caregivers to remit payment for open invoices, any singer whose account remains in habitual bad standing may be excluded from certain opportunities until the account has been settled or a good-faith payment plan has been established.

** Qualifying singers who join PCC with the assistance of the Escambia Children’s Trust are exempt from tuition and most fees.*

More information on Payment Policies can be found in Sec. 5.

TEAM—not-Talent Mentality

In performing arts settings, it is easy to become consumed by the concept of *talent*—“that person is *more talented* than me,” or “my voice is *better* than theirs.” While this mindset may be common in certain types of arts activities, it is incompatible with membership in a choir and is contrary to the values held by PCC. At PCC, we celebrate choir as an act of true *teamwork*, where one’s personal contributions are held in trust with the contributions of others in order to create something *together*. Therefore, PCC singers will learn how their voice can be heard both as an individual and as an integral part of a group. Accordingly, PCC singers are expected to treat their peers with respect and unwavering support.

Growth Mindset

At every age and stage in life, there is always something to be learned. As such, PCC encourages the pursuit of continual learning as a path to growth and excellence. The path of growth is marked by both mountaintop milestones, valley lows, and medium vantage points in between, and each of these present an opportunity to learn something about oneself and to reshape it toward future growth and maturity.

2.03 COMMITMENT TO SCHOOL PERFORMING ARTS PROGRAMS

PCC is proud to be a part of a vibrant arts community in Northwest Florida and Southwest Alabama. PCC is equally proud of the hundreds of talented musicians and budding leaders that matriculate through the Resident Choir Program year after year. A vibrant arts community is only sustainable through active participation, both as performers and as audience members.

Therefore, PCC expects its singers and families to **make every effort to participate in their school’s performing arts programs**—especially choir and theatre. A strong network of local teachers works alongside PCC to alleviate as many conflicts with major events as possible. While not everything can be avoided, PCC has established a policy that helps each PCC singer and their family navigate these conflicts when they arise (see Sec. 3.08).

Section 3 ATTENDANCE

3.01 ATTENDANCE AS AN ACT OF COMMUNITY

Each member of PCC, whether they are brand new or have been a member for years, contributes to a unique **choir community**. Unlike other group activities, there is no hierarchy of members. With no leads or star players in choral singing, there exists a unique ebb and flow that allows each members' gifts and contributions to shine. The inherent beauty of choral singing is that at the core, every singer is equally important, as the group's ability to perform is only as great as the sum of its parts. When one voice is gone, even for an hour, the group's potential changes.

Therefore, PCC encourages all singers to **make a commitment to community** by maintaining **consistent attendance**. While life's circumstances will assuredly interrupt from time-to-time, a commitment to showing up and doing the work *as a team* will contribute to collective success and lead to maximum growth.

3.02 REQUIRED EVENTS

Honoring one's commitment to community (see Sec. 3.01) and the requirements of membership (see Sec. 2.02), PCC singers are expected to make weekly rehearsals and occasional choreography rehearsals a priority in their life. While flexibility can be granted in most circumstances, attendance at certain events is vital to the success not only of the individual singer, but the entire group. The following types of events meet these criteria:

Dress Rehearsals

Unlike regular rehearsals, dress rehearsals bring together multiple elements beyond the music and dance that are vital for a successful performance. These include (but are not limited to) adjusting stage placement, moving on and off as a group, incorporating guest musicians, and utilizing lighting, sound, and costumes. Just like music and dance requires learning and practice, the incorporation of these elements also requires practice, and time to do so is often limited. Therefore, **attendance at all dress rehearsals is required**. Rare exceptions can be made with advanced communication.

More information on the Calendar can be found at www.PensacolaSings.org/Singer-Site.

More information on qualifying exceptions can be found in Sec. 3.08.

Performances

Respecting one's commitment to community (see 3.01), a choir's performance is only as good as the sum of its parts. Therefore, **attendance at all performances is required**. Extremely rare exceptions may be made, but only with advanced communication.

More information on the Calendar can be found at www.PensacolaSings.org/Singer-Site.

More information on qualifying exceptions can be found in Sec. 3.08.

2024-2025 Mainstage Performance Series

PCC's signature lineup of performances is presented by members of the Resident Choir Program. The following dates and estimated times apply only to the 2024-2025 season and are subject to change.

HAUNTCERT

<i>Dress Rehearsal</i>	10/27	<i>Ens + YS</i>	est. 4:00p-8:00p
<i>Performances</i>	10/28-29	<i>Ens + YS</i>	est. 5:15p call
<i>School Shows</i>	10/31	<i>Ens + YS</i>	TBD (exceptions apply) (school day excusal provided)

CHRISTMAS ON THE COAST

<i>Dress (Tech) Rehearsals</i>	12/9-11	<i>Gr. 1-3</i>	est. 3:30p-5:30p
		<i>Gr. 4-5</i>	est. 4:30p-7:30p
		<i>Gr. 6-8</i>	est. 5:30p-9:30p
		<i>Gr. 9-12</i>	est. 5:30p-9:30p
<i>Performances</i>	12/13	<i>All Choirs</i>	est. 6:00p call
	12/14-15	<i>All Choirs</i>	est. 1:00p call
<i>School Shows</i>	12/7	<i>Gr. 3-12</i>	est. 8:30a-4:00p (school day excusal provided)

ONE WORLD, MANY VOICES

<i>Dress Rehearsals</i>	2/21	<i>Gr. 6-12</i>	est. 5:30-9:00p
	2/22	<i>Gr. 1-5</i>	est. 9:00a-12:00p
<i>Performance</i>	2/22	<i>All Choirs</i>	est. 1:00p call

SHOWTIME

<i>Dress (Tech) Rehearsals</i>	5/5-8	<i>Gr. 1-3</i>	est. 3:30p-5:30p
		<i>Gr. 4-5</i>	est. 4:30p-7:30p
		<i>Gr. 6-8</i>	est. 5:30p-9:30p
		<i>Gr. 9-12</i>	est. 5:30p-9:30p
<i>Performances</i>	5/9-10	<i>All Choirs</i>	est. 6:00p call
	5/11	<i>All Choirs</i>	est. 12:30p call

3.03 ABSENCES

While PCC members and their families are expected to make participation in PCC events a priority, life's circumstances will undoubtedly get in the way. To help track attendance and ensure a fair and equitable experience for all members, the following absence classifications are utilized:

Excused Absences

Excused absences are defined as circumstances beyond a child's control, or if advanced notice has been communicated to the child's instructor. The following circumstances are defined as an excused absence:

- Illness*
- Death in the family
- Any circumstance that has been previously approved by a PCC instructor
- Conflict with a previously communicated and important non-PCC activity^

* Excessive illness may require a doctor's note in order to be excused.

^ More information on these types of absences and their reporting procedures can be found in Sec. 3.08.

Unexcused Absences

Any conflict that is not expressly defined as an excused absence is classified as an unexcused absence. Common examples of unexcused absences include, but are not limited to:

- Vacation (especially those planned after PCC's calendar has been released)
- Doing homework
- Studying for a test
- Inadequate transportation planning
- Any absence that is not reported, including those that would be excused
- Arriving 20+ minutes late without prior communication or explanation upon arrival

3.04 TARDIES

PCC recognizes that certain circumstances may arise that may delay on-time arrival. To ensure a fair and equitable experience for all members, the following tardy classifications are used:

Excused Tardiness

Excused tardies are defined by circumstances beyond a singer or caregiver's control. The following circumstances are classified as an excused tardy:

- Traffic*
- Car-line backup at school*
- Any circumstance that has been previously approved by a PCC instructor
- Conflict with another mandatory activity^

* Excessive tardiness due to traffic on the road or at school may require alternative transportation options, which PCC staff can arrange.

^ More information on these types of conflicts and their reporting procedures can be found in Sec. 3.08.

Unexcused Tardiness

Any lateness that is not expressly defined as an excused tardy is classified as an unexcused tardy. Generally, 3 unexcused tardies will be recorded as 1 unexcused absence. Common examples of unexcused absences include, but are not limited to:

- Miscommunication among caregivers and/or carpool drivers
- Obviously avoidable scheduling errors/conflicts
- Any tardy that is not reported, including those that would be excused

3.05 ATTENDANCE INCENTIVES

PCC singers who demonstrate a commitment to their attendance are eligible for certain special opportunities throughout the season. To ensure a fair and equitable experience for all singers, eligibility is determined by one's attendance record, with great emphasis placed on one's number of unexcused absences, or lack thereof.

Hauntcert Rehearsal Cycle (August-October)

≤ 2 unexcused absences	Eligible for small solos in large group numbers
≤ 1 unexcused absence	Eligible for featured solos in small group numbers

Christmas on the Coast & Showtime Rehearsal Cycles (September-November, March-May)

≤ 2 unexcused absences	Eligible for solos in large group numbers
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One World, Many Voices Rehearsal Cycle (January-February)

≤ 2 unexcused absences	Eligible for small solos in Showtime
≤ 1 unexcused absence	Eligible for solos in One World, Many Voices

3.06 PERFORMANCE READINESS

While PCC provides resources for at-home practice, there is no substitute for the learning that happens during rehearsal. At-home practice is meant to *reinforce* (not replace) the learning occurred as a group. Should a singer's attendance record, regardless of its nature, begins to jeopardize the singer's ability to perform successfully or negatively impact a group's ability to perform at their highest potential, the singer's participation in any given performance may be adjusted by PCC staff while using their best judgement.

3.07 EXCESSIVE & ABERRENT ATTENDANCE

Honoring a commitment to community (see Sec. 3.01) and in an effort to promote a fair and equitable experience for all singers, PCC may resort to special consequences should a singer’s attendance record be notably spotty or if their caregiver is routinely noncommunicative with regard to their child’s whereabouts. Additionally, **lying about attendance for any reason is unacceptable** and will result in consequence.

Exceptional attendance challenges are managed on a case-by-case basis by PCC’s staff. Numerous factors will be weighed in this discourse, including (but not limited to) challenging life circumstances impacting the child and/or their family, the child’s conduct during PCC activities, and their family members’ general level of cordiality and communicativeness when interacting with PCC’s staff.

Should this impasse be reached, potential consequences could include (but are not limited to) the removal of any assigned solos, the inability to participate in certain solo auditions or special performance opportunities, the removal from certain performance pieces at upcoming concerts, the exclusion from trips or tours, or the possible deferral of membership to a later semester.

3.08 MANAGING CONFLICTS WITH OTHER ACTIVITIES

PCC singers often participate in more than one non-PCC activity, whether be at school, church, or among other community organizations. PCC celebrates the diversity of opportunities available to Northwest Florida and Southwest Alabama’s youth, and as such we strive to work with families to mitigate conflicts as they arise.

Most often, any frustration incurred during these types of conflicts is due to lack of communication or lack of compromise. In honor of a PCC singer and their family’s commitment to making PCC a priority in their lives (see Sec. 2.02) **advanced communication** and the **spirit of compromise** will ensure that conflicts with other important activities can be handled swiftly and transparently.

The following chart outlines common types of conflicts incurred by PCC singers. These are listed in the left column, while PCC’s routine activities are listed in the top column. This list is non-exhaustive, and in all cases, each conflict is handled on a case-by-case basis.

PCC Activity →		Weekly Rehearsal	Weekend Choreo	Dress/Tech Rehearsal	Community Performance	Mainstage Performance
Arts	Regular rehearsal	Attend PCC	Attend PCC	Attend PCC	Attend PCC	Attend PCC
	Dress rehearsal	Likely excused from PCC*	Leave early or arrive late*	Leave early or arrive late*	Likely excused from PCC*	Possibly time with both^
	Performance	Likely excused from PCC*	Likely excused from PCC*	Split time with both*	Likely excused from PCC*	Possibly split time with both^
Sports	Regular practice	Attend PCC	Attend PCC	Attend PCC	Attend PCC	Attend PCC
	Scrimmage	Leave early or arrive late*	Leave early or arrive late*	Split time with both*	Likely excused from PCC*	Attend PCC
	Game	Likely excused from PCC*	Likely excused from PCC*	Leave early or arrive late*	Likely excused from PCC*	Possibly split time with both^
	Tournament	Likely excused from PCC*	Likely excused from PCC*	Possibly split time with both^	Likely excused from PCC*	Possibly split time with both^
Academics	Testing	Likely excused from PCC*	Leave early or arrive late*	Attend PCC	Likely excused from PCC*	Attend PCC
	School Trip	Likely excused from PCC*	Likely excused from PCC*	Possibly split time with both^	Likely excused from PCC*	Attend PCC
	Special Ceremony	Leave early or arrive late*	Leave early or arrive late*	Leave early or arrive late*	Likely excused from PCC*	Attend PCC
Religion	Holy Day	Attend PCC if allowable	Attend PCC if allowable	Attend PCC	Likely excused from PCC*	Attend PCC
	One-Day Retreat	Likely excused from PCC*	Split time with both*	Attend PCC	Likely excused from PCC*	Attend PCC
	Overnight Trip	Likely excused from PCC*	Likely excused from PCC*	Possibly split time with both^	Likely excused from PCC*	Possibly split time with both^

* This table does not guarantee that any absence of these nature will be automatically given the treatment listed above, since as previously stated, all absences of this nature must be communicated in advance with a singer’s primary instructor. A list of primary instructors can be found in Sec. 2.01, and a complete staff directory can be found in Sec. 12.

^ In all instances, PCC will work with a singer, their family, and any other involved parties to create a mutually beneficial schedule to satisfy both activities. If such a compromise cannot be reached, it is likely that the singer’s participation in immediate upcoming opportunities may be altered due to their absence. These issues can always be worked out in advance by contacting a singer’s primary instructor. A list of primary instructors can be found in Sec. 2.01, and a complete staff directory can be found in Sec. 12.

Above all, when conflict arises, do not assume that picking one activity over the other is the best solution. Often, advanced planning and communication can lead to positive results.

Continued on next page.

3.09 **REPORTING A REHEARSAL CONFLICT**

Any and all absences or tardies with weekly rehearsals and weekend choreography rehearsals must be reported, preferably in advance. Each choir is assigned a volunteer Choir Representative (see Sec. 9.08) who will keep initial records of each singer's attendance. Such attendance matters should be reported through the following procedures:

Required Information

The following information is required to be supplied for all reported attendance conflicts:

- Singer's name
- Singer's choir (or grade level)
- Name of the person who is reporting the conflict
- The aforementioned person's relationship to the singer
- Date of the absence/tardy
- Reason of absence/tardy
- Best number to call in case of any questions

Reporting MORE than 24 Hours in Advance

If a singer's conflict is known more than 24 hours (including weeks or months) in advance, please email attendance@pensacolasings.org. Please note that if you do not receive an immediate reply, the message has been received and recorded. Follow-up will only occur if questions arise.

Reporting LESS than 24 Hours in Advance

If the singer's conflict is known less than 24 hours in advance (the day before or sooner), please call the dedicated attendance line at (850) 434-7760 ext. 345. This will direct you to a voice mailbox where you can leave a message with the information requested in the previous section.

Failure to Report

If a child or a child's caregiver fails to report their absence or tardy, a PCC volunteer will initiate communication via phone call or text to ascertain the child's whereabouts. If a caregiver is unable to be reached, the child being marked as unexcused.

More information on Excused and Unexcused Absences can be found in Sec. 3.03.

3.10 **REPORTING A DRESS/TECH REHEARSAL OR PERFORMANCE CONFLICT**

Any excusals from dress rehearsals, tech rehearsals, or any performance must first be reviewed and approved by a singer's primary instructor (see Sec. 2.01). To initiate the conversation, please contact Juliana Child, Assistant Artistic Director, by phone at (850) 434-7760 or by email at jchild@pensacolasings.org.

WHAT TO EXPECT AT REHEARSALS & CONCERTS

4.01 REHEARSAL EXPECTATIONS & PROCEDURES

Nearly all rehearsals of PCC's Resident Choirs are held on the campus of First Presbyterian Church in the Margaret Moore Nickelsen Center (46 E. Chase St. 32502). The following expectations and procedures help each one run smoothly, safely, and effectively:

Attire

Singers should come to each rehearsal wearing their rehearsal uniform after it has been distributed. Any out-of-uniform pieces will be assessed a fee of 25¢ per item, and all proceeds will support PCC's tuition assistance fund which helps singers who come from families with significant financial need.

More information on Uniforms can be found in Sec 7.

Drop-Off & Check-In

The following procedure should be followed prior to each weekly rehearsal and weekend choreography rehearsal:

1. Enter the PCC building no earlier than 15 minutes prior to the scheduled rehearsal time.
Caregivers are not required to enter the building to drop-off their child.
2. Deposit all coats, backpacks, silenced cell phones and personal belongings (other than a water bottle) on the hooks in the hallway adjacent to the rehearsal hall (to the right of the building entrance).
3. Use the restroom and fill water bottle no later than 2 minutes before the scheduled start of rehearsal.
4. Enter the rehearsal hall and take assigned seat no later than 2 minutes before the scheduled start of rehearsal.
Singers in grades 4-12 should retrieve their music and place any small handheld belongings in their assigned rehearsal cubby and take their assigned seats. Meanwhile, singers in grades 1-5 should move immediately find their assigned seat and sit.

Requesting Assistance

Pre-rehearsal time is an excellent opportunity to seek assistance with any and all things PCC. A singer's Choir Representative is a wealth of knowledge and can answer most questions pertaining to the Resident Choir Program without prior appointment. Certain administrative staff may be on-hand to assist as well, though this is not always possible. Teaching staff are not available to assist with walk-up inquiries that occur less than 30 minutes prior to the start of rehearsal.

For the best experience, please contact the PCC staff by phone or email in advance to schedule an appointment.

Remitting Payment & Paperwork

Pre-rehearsal time is a good opportunity to turn in payments for upcoming invoices or dropping required paperwork. These can be deposited in a lock box located inside the main entrance directly to the left of the doors or handed to a Choir Representative. Teaching staff are not able to accept payments or paperwork that are submitted less than 30 minutes prior to the start of rehearsal.

Scented Sprays

To be respectful of those with allergies and sensitivities to smell, perfumes, cologne, and scented after shave are not permitted to be worn. Body spray may not be used inside PCC's facility, nor should it be worn as an alternative to deodorant.

Pick-Up

At the conclusion of rehearsal, singers should return their music to its proper home, gather their belongings, and exit the PCC building at the earliest possible opportunity, but no greater than 10 minutes after the actual conclusion of rehearsal. Because each PCC rehearsal night involves multiple choirs schedule one after the other, it is crucial to keep the lobby clear of unneeded traffic jams.

Late Pick-Up / Babysitting

Caregivers and carpool drivers who are more than 10 minutes late for pickup after 3 instances will be billed \$1/minute for the remaining minutes until their arrival. All babysitting funds support PCC's tuition assistance fund which helps singers who come from families with significant financial need.

Car Line

Singers who do not drive themselves must rely on a caregiver or a carpool to provide transportation to and from rehearsal. The drivers in these instances must adhere to the following protocol:

- Approach the PCC building from eastbound Chase Street. Please follow the most left-hand lane as you approach PCC's parking lot.
- The driveway in front of PCC's main entrance becomes a 1-way street beginning 15 minutes prior to the first rehearsal of the evening until 10 minutes past the conclusion of the last rehearsal of the evening. Do not approach the main entrance from Gregory Street.
If you need to approach from Gregory, please park in the nearest available space and walk.
- Do not queue in front of the PCC entrance until 15 minutes prior to the scheduled dismissal time of any given rehearsal.
If you arrive early, please park in the nearest available spot. If you queue too early, you may be asked to move.
- Do not exit your vehicle at any time during the carline queue unless your child needs assistance getting in or out of the vehicle.
- Obey all traffic laws and do not sit idly on Chase St.
PCC bears no financial or legal responsibility for fines or citations issued by local law enforcement.

4.02 OFF-SITE EVENT EXPECTATIONS & PROCEDURES

Performances are nearly always held at a rented or appointed performance space that is not owned or operated by PCC. Because these events occur away from PCC's rehearsal facilities, certain procedures exist to ensure families have the information they require to ensure their child is performance-ready.

Event Detail Sheet

The details for any offsite event are published in an [Event Detail Sheet](#) which can be found on the Singer Resource page of the PCC website (www.PensacolaSings.org/singer-site). These documents include the location address, the drop-off/pick-up time, uniform requirements, ticket information, and any other details that are relevant to the event. These sheets serve as a one-stop-shop for event-related information and should be referenced first before contacting a Choir Representative or staff member for questions.

For Mainstage Performances, these bear the title 'Tech Week.' More information on Tech Week schedules can be found in Sec. 3.02.

What to Bring

Due to space constraints, it's not recommended that singers bring excessive belongings. A small bag or backpack that contains required uniform pieces, homework, or an electronic device to pass the time is appropriate.

Drop-Off

Singers should arrive no earlier than 10 minutes prior to the scheduled call time. Until this time, staff and volunteers will be finalizing performance logistics and are not available to supervise unattended singers.

Pick-Up

Caregivers and carpool leaders should plan to arrive for pick-up at or before the anticipated ending time published in the event detail sheet. Certain ticketed events (such as collaborations with the Opera or Symphony) may end later than PCC's scheduled pickup time. In such instances, PCC staff will communicate appropriate pick-up procedures for ticketholders on the Event Detail Sheet.

What to Wear/Bring

Singers and caregivers should refer to the Event Detail Sheet for information on what uniform is required. Singers may bring a small bag to hold personal items.

4.03 SAENGER-SPECIFIC EXPECTATIONS & PROCEDURES

Several of PCC's Mainstage Performances occur at the Saenger Theatre. The following expectations and procedures ensure a smooth and enjoyable experience both on- and off-stage:

Tech Week Schedule

The daily details of each rehearsal and performance held at the Saenger are published through a [Tech Week Schedule](#) that can be found on the Detail Sheet section of the Singer Resource page of PCC's website (www.PensacolaSings.org/singer-site). This includes drop-off/pick-up times, uniform requirements, *what to eat prior to arrival*, and considerable information about what to bring to the theatre. This schedule is typically published 2 weeks in advance of the first rehearsal at the Saenger. This schedule is mildly organic and is typically revised from day-to-day during Tech Week.

For an example of a typical Saenger rehearsal schedule, refer to Sec. 3.02.

Drop Off & Check-In

The following procedures/policies should be followed prior to each event held at the Saenger Theatre:

- Drop singers at the [Backstage Entrance](#) (located at the corner of Jefferson and Intendencia Streets) no earlier than 15 minutes prior to call time.
- Do not queue on public roads at any time.
PCC bears no financial or legal responsibility for fines or citations issued by local law enforcement.
- Upon arrival, singers should check-in with their volunteer Choir Representative.
Do not leave a child alone if there is no badged PCC representative on the loading dock.
- In general, singers are not permitted to enter the building until their scheduled call time.

Security Screening

All occupants of the Saenger are required to go through a security screening. This may include a bag and metal detector scan. Singers and volunteers are expected to follow the instructions of security personnel at all times.

Prohibited Items

The Saenger has a list of items which are prohibited in the building. Among these include large umbrellas and glass items (including glass water bottles). While backpacks and large bags are published as prohibited, these items are generally permissible for performers and volunteers.

Holding Area

Each singer is assigned a space in a dressing room that is their own throughout their time at the Saenger. Singers are not permitted to freely roam the Saenger at any time and should remain in their assigned area until directed to move by a Choir Representative, appointed volunteer, or staff member.

Dressing Area Cleanliness

Singers of all ages are personally responsible for maintaining a clean and orderly dressing area. This includes cleaning up trash, keeping personal contents organized, and correctly storing costume pieces. Singers will not be dismissed until all occupants of an assigned dressing area have appropriately tidied their space.

4.03 SAENGER-SPECIFIC EXPECTATIONS & PROCEDURES (continued)

Respecting the Venue

The Saenger Theatre is a rented space. Singers are expected to take care of this borrowed resource and to leave the space as they found it. Any costs associated with repair or cleaning due to a singer's act of vandalism or damage resulting from negligence will be passed on to their family.

Footwear

Close-toed shoes are required to be worn by all occupants in the backstage area. For your safety, sandals, open-toed/open-back shoes, and Croc-like shoes are not permitted.

Pick-Up

Caregivers and carpool leaders should plan to arrive at the estimated dismissal time published in the Tech Week schedule. It is best to park the vehicle and walk to the Saenger loading dock to wait for singers to be dismissed. Do not queue on Jefferson or Intendencia Streets.

PCC bears no financial or legal responsibility for fines or citations issued by local law enforcement.

Continued on next page.

Section 5 TUITION & FEES

5.01 TUITION & FEE DESCRIPTIONS

PCC's choral programs utilize a sliding-scale tuition model along with some additional fees*. All tuition and fees are based on a child's choir membership. An explanation of these types of fees is as follows:

* Qualifying singers who join PCC with the assistance of the Escambia Children's Trust are exempt from tuition and most fees.

Registration Fee

Each member of the Resident Choir Program is assessed a registration fee once per season that is due no later than a singer's first rehearsal. Singers who participate in multiple choirs will not be assessed multiple registration fees. There is no prorated registration fee for singers who join in January.

Tuition

Tuition is due monthly and is due on the 1st or 15th of each month, depending on a family's stated payment preferences.

Activity Fees

Some activities require an additional cost. Examples include cast parties, weekend retreats (Gr. 6-12 only), and the high school banquet. While certain events are required, such as retreat, others are not. Any additional fees will be communicated in advance.

5.02 SLIDING-SCALE TUITION RATES

PCC's sliding-scale model of tuition provides a range of pricing that empowers a family to pay a monthly amount that best suits their household finances. The rate structure is established annual by PCC's Board of Directors. The minimums and maximums for registration fees and monthly tuition for the 2024-2025 season can be found below:

Choir	Grades	Registration Fee		Monthly Tuition	
		Minimum	Maximum	Min	Max
Preparatory	1-2	\$85	\$245	\$25	\$65
Choristers	3	\$85	\$385	\$25	\$75
Festival/Lyric	4-5	\$85	\$385	\$25	\$95
Concert	6-8	\$85	\$385	\$25	\$95
Ensemble	6-8	-	-	\$25	\$55
Chorale	8-12	\$85	\$385	\$25	\$95
Choraliers	9-12	\$85	\$385	\$25	\$95
Young Singers	9-12	-	-	\$25	\$55
Ambassadors	7-12	-	-	\$25	\$35

5.03 TUITION ASSISTANCE / TRIPLE-A COMMITMENT

PCC believes that music education should an opportunity provided to all eager youth of Northwest Florida and Southwest Alabama, regardless of their family's household finances. This belief is codified in PCC's tuition assistance initiative, **Triple-A** which stands for **affordable, accessible arts**. The Triple-A Commitment is the manifestation of PCC's sliding scale model of tuition where families can elect to pay monthly tuition based on their financial ability.* The gap between a family's financial commitment and full-priced tuition is filled by donors.

Families who wish to take advantage of Triple-A are required to complete a brief information form. Applications are processed in the order they are received. The application deadlines are as follows and are strictly enforced:

Fall Semester (August/September)	August 29, 2024
Spring Semester (January)	January 9, 2025

A family's reduction[^] in full-priced tuition (or Triple-A award) is verified against their household size and adjusted gross income. The same criteria inform the Triple-A thresholds which are established by PCC's Board of Directors annually. Families joining for the 2024-2025 season can estimate their Triple-A through the following chart:

Household Size	Income Thresholds					
	2	≤ \$35,000	\$44,000	\$53,000	\$62,000	\$71,000
3	≤ \$40,500	\$51,500	\$58,500	\$67,500	\$76,500	≥ \$85,500
4	≤ \$46,000	\$57,000	\$64,000	\$73,000	\$82,000	≥ \$91,000
5	≤ \$51,500	\$62,500	\$69,500	\$78,500	\$87,500	≥ \$96,500
6	≤ \$57,000	\$68,000	\$75,000	\$84,000	\$93,000	≥ \$102,000
7	≤ \$62,500	\$73,500	\$80,500	\$89,500	\$98,500	≥ \$107,500
≥ 8	≤ \$68,000	\$79,000	\$86,000	\$95,000	\$104,000	≥ \$113,000
% Reduction	70%	60%	50%	40%	30%	20%

* Any reduction provided through Triple-A will not exceed the minimum thresholds required for tuition and registration fees.

[^] Triple-A reductions may not be coupled with any other discount.

5.04 PAYMENT POLICIES

To aid PCC families with their commitment to remit on-time payments (see Sec. 2.02), PCC has implemented the following payment procedures:

Billing

Families will self-select their billing preferences through a [Payment Form](#) that is completed alongside registration paperwork. The following billing options are available:

<i>Electronic invoice</i>	Click-to-pay, cash, check, money order
<i>Credit card</i>	Auto-draft, phone, in-person
<i>Bank account</i>	Auto-draft

Due Dates

<i>Registration Fee</i>	Date of child's first rehearsal
<i>Monthly Tuition</i>	1 st or 15 th of the month, depending on payment method
	<i>Electronic invoices are due the 1st of each month</i>
	<i>Auto-drafts via credit card or bank account can be paid the 1st or 15th of each month</i>

Electronic Payment Processing Fees

For a family's billing convenience, PCC utilizes the services of electronic payment processors to make paying easy. The following fees are paid to the processor in addition to your invoice total:

<i>Bank account</i>	0.00 % per transaction*
<i>Credit card</i>	3.49 % per transaction
<i>* Bank account auto-draft is the preferred method of payment</i>	

Declined Auto-Draft Transactions

Any auto-drafts that are declined will be assessed a \$30.00 chargeback penalty.

Late Fees

On-time payments are required as a condition of members (see Sec. 2.02). After 30 days, unpaid invoices will be automatically assessed a 10% late fee. An additional 10% will be added automatically for every additional 30 days the invoice is unpaid.

Refunds

Generally, tuition and fees are not refundable. Any prospective refund must be approved by the Finance Committee of the Board of Directors.

Continued on next page.

Section 6

COMMUNICATION

6.01 STAYING INFORMED

PCC employs a robust system of communications to keep its families informed of PCC-related activities, announcements, and opportunities. Most systems have the ability to track the receipt of messages, whether they have been opened, and if any clicks have occurred. However, with hundreds of families on the roster, it is an impossible task for PCC's small staff to ensure that each family's communications are being correctly delivered.

6.02 CHOIR-SPECIFIC COMMUNICATIONS

For communications specifically related to a particular choir, PCC utilizes *SchoolCast*, a cloud-based email, text, and voice communication service. SchoolCast communications are similar to a standard email and will typically contain information regarding upcoming performances, choir-specific announcements, and calendar changes. This system requires the following:

E-Mail

All PCC caregivers are required to have a valid email address that will be used for PCC communications. Up to 3 email accounts can be added per member. While all email accounts are compatible with PCC's communication services, Yahoo and AOL accounts sometimes filter communications to junk mail. To ensure that emails are being received, please add the @pensacolasings.org domain to your safe senders list, in addition to the following addresses:

- admin@pensacolasings.org
- finance@pensacolasings.org
- membership@pensacolasings.org
- noreply@pensacolasings.org

Cell Phone

All PCC caregivers are encouraged to have a valid cell phone number capable of receiving text messages. Up to 3 phone numbers can be added per member. Texts may be sent for last minute reminders. Standard text messaging rates apply based on your carrier.

6.03 ALL CHOIR & OUTWARD-FACING COMMUNICATIONS

For communications that pertain to nearly all PCC families or are of interest to the community at-large, PCC utilizes *Constant Contact*, a cloud-based email marketing system. The following communications are pushed through this platform:

Weekly Update

On Friday of each week, PCC sends a *Weekly Update* that contains information on all the current PCC happenings that pertain to all or most choirs. This regularly scheduled digest helps cut down the number of email communications that PCC could send and puts information in an easy-to-find place. PCC families are expected to review this information when it is received.

Outward Facing Notices

All emails associated with each PCC singer will also be added to a mailing list for PCC's outward facing communications. These are typically sent no more than twice per month and contain exciting information that is to be shared with the community at-large.

6.04 SOCIAL MEDIA

On par with today's digital age, PCC maintains robust social media accounts which allow PCC families and the community at-large to engage with PCC online. Social media is used to facilitate the following:

Family-to-Family Support

It's no surprise that participating in PCC can be overwhelming at first, especially close to Mainstage Performances. To help newer families, PCC maintains a closed online Facebook group for caregivers of current PCC singers. This digital space provides a forum for caregivers to pose questions and receive the assistance of other caregivers who have been involved with PCC for a longer period. To join, search *Families of Pensacola Children's Chorus* or visit www.Facebook.com/PCCFamily.

Storytelling & Marketing

PCC maintains Facebook, Instagram, and TikTok accounts to share content that promotes events, celebrates the accomplishments of PCC singers, and spread PCC's mission among the community. Social media users are encouraged to "like" or "follow" these accounts on respective platforms by searching [@PensacolaChildrensChorus](https://www.facebook.com/PensacolaChildrensChorus).

Spreading the Word

PCC appreciates the help of social media users to help promote PCC's programs, activities, and performances. Best of all—it's incredibly easy. Simply click the share button when PCC shares a post and PCC's message spreads further than ever before. (Thank you for your support!)

6.05 WEBSITE

PCC's robust website—www.PensacolaSings.org—is a hub of information on all things PCC. One vital resource housed on this site is the **Singer Site** which houses information specific to the Resident Choir Program. Be sure to bookmark www.PensacolaSings.org/Singer-Site to have easy access to the calendar, practice materials, online stores, and more.

Section 7

UNIFORMS & PERFORMANCE APPEARANCE

7.01 REHEARSAL UNIFORM

PCC requires a uniform look for all rehearsals. Not only does this visibly represent the value of teamwork and community, it welcomes the opportunity for a singer to be viewed for who they are, not what they wear. Rehearsal uniform requirements can be found below. *Qualifying singers who join PCC with the assistance of the Escambia Children's Trust will be provided all required rehearsal uniform items.*

Choir	Top	Bottom	Socks	Shoes
Preparatory Choristers Festival/Lyric	Blue PCC t-shirt*	Solid black skort, chino shorts, pants, or leggings	No-show or ankle-length	Tennis or gym shoes with ties
Concert Ensemble	Blue PCC t-shirt**	Solid shorts, pants, or chino shorts	No-show or ankle-length	Tennis or gym shoes with ties
Chorale Choraliers Young Singers	Black PCC t-shirt*	Solid black athletic leggings (no cotton) or joggers	Appropriate for shoes	Black jazz, character, or ballroom shoes
Ambassadors	Same as core choir	Same as core choir	Same as core choir	Same as core choir

* Provided by PCC once-per-season. Additional shirts are available for purchase.

7.02 INFORMAL PERFORMANCE UNIFORM

Certain performances and other events require a more professional look of PCC singers. Specific details will always be communicated via the Event Detail Sheet (see Sec. 4.02). General informal performance uniform requirements can be found below. *Qualifying singers who join PCC with the assistance of the Escambia Children's Trust will be provided all required informal uniform items.*

Choir	Top	Bottom	Socks	Shoes
Preparatory Choristers Festival/Lyric	See detail sheet*	See detail sheet*	See detail sheet*	See detail sheet*
Concert Ensemble	Blue PCC polo^	See detail sheet^	Plain black (if wearing Oxford shoe)	Plain black flat/Oxford
Chorale Choraliers Young Singers	Blue PCC polo^	See detail sheet^	Plain black (if wearing Oxford shoe)	Plain black flats, black character shoes, or black Oxfords
Ambassadors	Blue PCC polo^	See detail sheet^	Plain black (if wearing Oxford shoe)	Plain black flat/Oxford

* Singers in these group will typically wear their rehearsal/ formal uniform for these events. Any deviations will be announced in advance.

^ Provided by PCC at time of initial membership. Size swaps are available year-round. Additional polos can be purchased.

+ Typically black dress slacks, but can vary by event.

7.03 FORMAL PERFORMANCE UNIFORM

Formal uniforms are utilized in nearly every Mainstage Performance and at various community events. These uniform looks vary by choir and can be selected based on a singer's personal style preferences. Items not provided by PCC must be purchased separately. *Qualifying singers who join PCC with the assistance of the Escambia Children's Trust will be provided all required formal uniform items.*

Preparatory, Choristers, Festival/Lyric

Style	Top	Bottom	Socks	Shoes	Accessories
Option 1 Blouse/Jumper	Peter Pan-collar white blouse	Black jumper	White microfiber tights	Plain black flats	Stole* Hairbow*
Option 2 Vest/Pants	White dress shirt Black sweater vest	Black dress slacks	Solid black dress socks	Solid black oxfords	Black tie* Black belt

* Provided by PCC at performance events.

7.03 FORMAL PERFORMANCE UNIFORM (continued)

Concert, Ensemble

Style	Top	Bottom	Socks	Shoes	Accessories
Option 1 Blouse/Jumper	Peter Pan-collar white blouse Blue vest*	Black skirt	Skin tone tights/body tight	Plain black dress flats	Black crosstie*
Option 2 Vest/Pants	Oxford-collar white shirt Blue vest*	Black dress slacks	Solid black dress socks	Solid black oxfords	Black tie* Black belt

* Provided by PCC at performance events.

Choraliers, Chorale, Young Singers

Style	Top	Bottom	Socks	Shoes	Accessories
Option 1 Dress	Black dress*	n/a	Skin tone body tight with clear straps	Black character shoes	Pearl necklace*
Option 2 Blouse/Pants	Black sheen blouse*	Solid black dress pants	Skin tone body tight with clear straps	Black character shoes	Pearl necklace*
Option 3 Tuxedo	White tuxedo shirt* White v-neck t-shirt Tuxedo jacket*	Tuxedo pants*	Solid black dress socks	Black ballroom shoes	Black bowtie* Cummerbund*

* Provided by PCC at performance events.

7.04 ADDITIONAL BACKSTAGE GARMENTS

To preserve and effectively utilize costume pieces and to ensure singers feel comfortable changing in and out of costume at *Christmas on the Coast* and *Showtime*, additional garments are required.

Qualifying singers who join PCC with the assistance of the Escambia Children's Trust will be provided all required formal uniform items.

Preparatory, Choristers, Festival/Lyric, Concert, Ensemble

- Plain white skin-tone t-shirt or camisole

Choraliers, Chorale, Young Singers

- Nude character shoes (dress/blouse options only)
- Skin-tone convertible bra (if applicable)
- Black volleyball/bike shorts (dress option only)
- Solid white v-neck t-shirt with sleeves (tuxedo option only)

7.05 ALTERATIONS

To ensure uniformity among all singers, no uniform piece, whether issued by PCC or purchased by a singer's caregiver, may be altered without the approval of the Costume Designer. Any unapproved alterations may require the purchase of unaltered garments at the family's expense.

7.06 USED UNIFORM PIECES

Donations of outgrown, well-kempt uniform pieces is always appreciated. These items can help alleviate mid-season sizing emergencies and last minute loaners for performance.

Continued on next page.

7.07 PERFORMANCE APPEARANCE

A performance truly begins not when the music starts, but from the minute the first singer steps foot on stage. In addition to uniforms, one's personal appearance also contributes to the overall look and professionalism of an ensemble. Specific appearance requirements will be included in the Event Detail Sheet (see Sec. 4.02). The following guidelines are generally accepted and expected at all performances, but especially at Mainstage Performances.

Hair

Hair must be of a natural color. It should be clean, styled, and secured away from the face. Bangs should be trimmed and must not cover a singer's eyes. Long hair should be pulled back into a "half-up, half-down" look where the hair framing the face is pulled back and secured behind the ears. Curling is not required. Short hair should be well-groomed, free of frizz, and secured out of the face. Modest hair accessories are acceptable provided that they match or blend in with a singer's natural hair color.

Facial Hair

Facial must be kept trimmed and tidy. Patches, stubble, and spotty growth are not permitted on stage.

Tattoos

Prominently visible tattoos may need to be covered if they detract from a unified look. Consult the Costume Designer for final determination.

Jewelry

Personal jewelry is not allowed at any performance. This includes necklaces, bracelets, silicone bands, watches, rings, ankle bracelets, any visible piercings, or wrist-worn watches/smart devices. Emergency medical accessories are always permitted.

Nail Polish & Fake Nails

In general, only clear nail polish (gel acrylic or otherwise) is preferred for all performances. Clear is the only acceptable polish for Mainstage Performances. Fake nails should be removed by Wednesday of Tech Week for *Christmas on the Coast* and *Showtime* and are not permitted during any Mainstage Performance.

Make-Up

Theatrical lights shine so brightly that they wash out facial features which often makes it difficult for audiences to easily identify a specific child on stage. Stage makeup* is strongly recommended for all singers participating in *Hauntcert*, *Christmas on the Coast*, and *Showtime*.

* Ready-made kits can be purchased online. Bill Nye is a respected brand.

Singers are encouraged to wear as much or as little make up as they are comfortable. The following guidelines outline the most a singer should wear:

<i>Foundation/Powder</i>	Match skin-tone
<i>Blush</i>	2-3 shades darker than natural blush color, according to skin-tone
<i>Lip Color</i>	2-3 shades darker than natural lip (use matte balms, stains, long-wearing colors)
<i>Eye Shadow</i>	2-3 shades darker than skin-tone
<i>Eye Liner</i>	Black or brown
<i>Mascara</i>	Black or brown

Scented Sprays

To be respectful of those with allergies and sensitivity to smell, perfumes, cologne, and scented after shave are not allowed during rehearsals or performances.

Personal Hygiene

Hygiene is an important to maintain in everyday life. Add stage lights and choreography, it is essential! Singers are expected to arrive at performances clean and fresh to the best of their ability. Deodorant is always required. Body spray is not a substitute for deodorant and is not permitted.

Continued on next page.

SPECIAL OPPORTUNITIES FOR SINGERS

8.01 COMMUNITY BUILDING

While rehearsals and performances provide ample opportunity for singers to connect with one another in meaningful ways, there are several events outside of these routine activities that can deepen the social experience that PCC has to offer. These activities are not required but are encouraged, especially for those singers who are looking to expand their social circle and participate in PCC more fully.

Y'All Come Day

Y'all Come Day is an activity in team-building that fosters connections across PCC's Resident Choirs. Combining all singers in grades 1-12 in the same room, this event features a roulette of games and social activities that are meant to forge bonds across age lines. Led by PCC staff and high school-aged counselors, this event is typically held in January/February.

Cast Parties

After the closing of the final performance of *Christmas on the Coast* and *Showtime*, PCC singers are invited to celebrate their accomplishments and let loose at a cast party. These are typically held in the evening after the Sunday concert and locations vary. Details will be announced prior to Tech Week.

SAS Events

SAS events are led and planned by PCC's Student Activities Squad (SAS). These are typically thematic based on the season and can take many forms. Past events have included karaoke, movie screenings, spaghetti dinners, and talent shows. Details are announced during rehearsals and in the Weekly Update.

8.02 SERVICE

Middle- and high school-aged singers who enjoy giving back to their community will find many opportunities at PCC. Service-related activities and certain performances qualify as service hours for the Bright Futures Scholarship and many schools' community service requirements. Opportunities include:

Internships

High school-aged singers have the opportunity to apply to be an intern for Preparatory, Choristers, Festival/Lyric, Concert, and Ensemble. Interns are expected to attend each rehearsal for their assigned choir in order to serve as vocal and movement models. A short interview process is required. Ultimately, interns are selected by virtue of their commitment to PCC's programs, demonstrated leadership qualities, level of maturity, and content of their character.

Singer Activities Squad

Resident Choir members in grades 7-12 can opt to run for an elected position on the Singer Activities Squad (SAS). As PCC's student council, members of SAS meet routinely to plan singer engagement events, offer feedback to staff on current program activities, and discuss challenges facing the singer community. The chair of SAS is appointed by the Board of Directors and sits on the Board as a non-voting member.

Ambassador Choir

Singers who are selected to join the Ambassador Choir qualify for many community service hours. Qualifying hours vary from performance-to-performance, and singers will be notified as to whether their participation in a specific event may be counted as service hours.

Community Performances

Certain community performances may qualify for community service hours. Specific examples include singing for military groups, at assisted livings, at sporting events, and at religious services. Generally, PCC's Mainstage Performances and collaborations with other arts organizations do not qualify for community service hours. Similarly, rehearsals do not typically count either.

Summer Programs

Resident Choir singers entering grades 9-12 are encouraged to volunteer at PCC's summer programs. As counselors, singers will help campers engage in camp activities, assist teachers with instruction and classroom management, and move children from place to place. All time spent as a counselor during these activities qualifies for community service hours.

Office & Production Assistance

From time-to-time, PCC staff will put out a call for volunteers to assist with tasks around the PCC office or in support of upcoming Mainstage Performances. Previous tasks have included organizing the choral library, stuffing mailers, organizing the warehouse, or moving production-related items from place to place. While these events are sporadic in nature, they always qualify for community service hours.

In order for PCC's staff to sign off on accrued community service hours, singers are expected to maintain an accurate, personal log throughout the season. Staff members are not expected to assist singers in creating a calendar of accrued service hours, as rehearsal schedules and the performance calendar are widely available.

8.03 TOURS & TRIPS

Traveling with PCC is an incomparable opportunity to strengthen friendships, develop independence, and broaden one's view of the world. Members of Festival/Lyric, Concert, Ensemble, Choraliers, Chorale, and Young Singers have opportunities to travel each year. While most tours are not required, participating in them is strongly encouraged.

Fundraisers are administered throughout the year to offset the cost of the trip. Information on upcoming trips can be viewed online at www.PensacolaSings.org/Tours.

8.04 FINANCIAL AWARDS

Each year, PCC's Board of Directors offers 8 financial awards valued at \$500 each to select members of PCC's Resident Choir Program who have been enrolled for at least 1 season. Recipients are chosen based on a successful application and review process. Criteria for selection varies by award, and specific information is typically announced in March of each season. Winners are featured in the playbills of the Mainstage Performance Series for the duration of the season.

8.05 COLLEGIATE SCHOLARSHIPS

PCC's Board of Directors provide collegiate scholarship opportunities for graduating seniors who enroll in a qualifying higher education institution. These scholarships are typically \$1,500 each, and the number to be distributed varies from year-to-year.

Continued on next page.

Section 9
PCC STUDIO

9.01 PARTICIPATION

PCC Studio hosts a maximum of 25 spots for singers to experience private lessons in voice, piano, and musicianship. Interested singers will be assigned to an instructor and curriculum of study that best suits their needs and interests. PCC Studio participants must be members of the Resident Choir Program to participate.

9.02 LESSON TYPES

PCC Studio participants may focus on any of the following disciplines in their lessons:

- Vocal technique
- Vocal repertoire
- Piano skills
- Music theory / aural skill development
- A combined approach to voice and piano
- Audition / performance preparation

Lessons may be conducted in-person at PCC’s building, virtually via videoconference, or a combination of in-person and virtual. Instructors will be able to provide guidance as to what discipline and focus is most ideal for each participant.

9.03 INSTRUCTORS

PCC Studio instructors include Juliana Child, Assistant Artistic Director; Miguel Aldahondo, Director of Community Programs; and Isabelle Schrack, Musicianship Instructor.

9.04 MONTHLY TUITION

PCC Studio participants can opt for weekly (approx. once per week) or bimonthly (twice per month) lessons, for a period of 30- or 45-minutes. The rates are as follows:

Frequency	Monthly Tuition	
	30-minutes	45-minutes
Weekly	\$135	\$205
Bimonthly	\$75	\$110

Triple-A awards do not apply to PCC Studio tuition.

9.05 SCHEDULING

Instructors will communicate with individual participants to build a schedule of lessons. Biweekly students are guaranteed at least 2 lessons per month which will be carefully scheduled to avoid conflicts with the PCC calendar. Weekly students will receive as many as 5 or as few as 2 lessons per month, based on the PCC calendar. Instructors will contact participants at appropriate intervals throughout the season to schedule lessons.

Coinciding with the Resident Choir rehearsal schedule, the following periods represent blackout dates during which no lessons will be offered, nor will make-up lessons be scheduled.

October 28-29	<i>Hauntcert</i>
November 25-29	<i>Fall Break</i>
December 9-13	<i>Tech Week, Christmas on the Coast</i>
December 23-January 10	<i>Winter Break</i>
March 17-21	<i>Spring Break</i>
May 5-9	<i>Tech Week, Showtime</i>

Continued on next page.

9.06 ATTENDANCE

A number of scenarios could prevent a student from arriving on time for their lesson. While private lessons allow for more flexibility in scheduling than large-group choral rehearsals, PCC Studio participants are asked to make every effort to honor their scheduled lesson times. In the event that a conflict arises, please refer to the following guidelines:

- If you are **running late**, please contact your instructor directly (provided that it is possible and safe to do so). Regardless of the reason for tardiness, the lesson will conclude at its scheduled end-time (e.g., if you arrive 15 minutes late for a 30-minute lesson, you will receive a 15-minute lesson). Habitual tardiness will require a conversation between the instructor, student, and the student's caregiver to discuss alternate lesson formats, schedule changes, or possible discontinuation of lessons for a period of time.
- If you need to **cancel a lesson**, please contact your instructor 24 hours in advance to reschedule. If a mutually agreeable time cannot be found, a lesson credit will be issued to be used between September 1, 2024, and May 30, 2025. Unused credits do not carry over from season-to-season. Cancellations that are received with less than 24 hours of notice may not be issued a lesson credit at the instructor's discretion. (Be mindful that virtual lessons are always an option!)
- If you **do not arrive for your lesson with no contact**, the instructor will wait up to 10 minutes past the scheduled start time before making contact. If no contact can be made within 15 minutes of the scheduled start time, the lesson is considered canceled and no lesson credit will be issued. Habitual absenteeism will require a conversation between the instructor, student, and the student's caregiver to discuss alternate lesson formats, schedule changes, or possible discontinuation of lessons for a period of time.

Like the Resident Choir Program, participation in PCC Studio is for **one entire season**. Occasional breaks or an indefinite hiatus will not be honored.

9.07 PERFORMANCE OPPORTUNITIES

PCC Studio participants will be invited to perform 2-3 pieces they have studied throughout the season at an informal recital held in May 2025. Instructors will also notify students of additional performance opportunities (e.g., local cabarets, adjudicated events, masterclasses, honor choirs) as they arise and will encourage participation based on a student's age, ability level, and demonstrated work ethic. Please note that participation in PCC Studio does equate to special preference for solo opportunities among PCC's Resident Choirs.

Continued on next page.

Section 10

SUPPORTING YOUR SINGER

10.01 PERFORMANCE TICKETS

Family and friends of PCC members are strongly encouraged to cheer them on as audience members for all PCC performances. All concerts in the Mainstage Performance Series require a separate ticket purchase* and range from \$15-\$64 depending on the concert and seating tier. Look for specific instructions in the Weekly Update and on PCC's website on how to obtain tickets. PCC families always have the ability to purchase tickets 1 week prior than the general public.

** Discounts for participating Triple-A and ECT families apply.*

10.02 SEASON SUBSCRIPTIONS

Family and friends are encouraged to secure their seats through a season subscription. These packages include tickets to each of PCC's Mainstage Performance and are available for purchase between July and September of each season. Subscribers receive guaranteed seating and concierge service from PCC's staff.

For more information, contact Courtney Johnson at cjohnson@pensacolasings.org.

10.03 STREAMING

Certain concerts in the Mainstage Performance Series are livestreamed, meaning family and friends near and far can support their PCC singer. Access starts as little as \$15. Content is typically accessible starting at the time of the purchased performance until the following Tuesday after the concert concludes. Streaming subscriptions are also available for the season.

For more information, contact Courtney Johnson at cjohnson@pensacolasings.org.

10.04 CELEBRATION ADS

Family members can let their PCC singer know how proud they are of their growth by purchasing a Celebration Ad in the Mainstage Performance Series playbills. These feature a photo, custom message, and specialized design. Pricing varies by size and can be viewed on the Singer Site. Purchase and design deadlines vary from concert to concert.

For more information, contact Garrett Hallbauer at ghallbauer@pensacolasings.org.

10.05 BUSINESS ADVERTISING

PCC families who own businesses have the opportunity to promote their business through PCC's Mainstage Performance Series and on PCC's social media account. Considering PCC's annual in-person audience of 15,000 and online community of nearly 5,000 followers, the opportunities in marketing are promising! Pricing varies by size and design requirements.

For more information, contact Garrett Hallbauer at ghallbauer@pensacolasings.org.

10.06 SPONSORSHIPS

Sponsoring PCC as a business or a family provides critical financial support to PCC's Mainstage Performance Series and Tuition Assistance Fund. Sponsors receive a variety of benefits, including considerable marketing and tickets to each concert. Certain tiers also receive an on-stage shoutout from a singer of their choice. Most contributions are tax deductible.

For more information, contact Cheyenne Farley at cfarley@pensacolasings.org.

10.07 DONATIONS

While not all families have the ability to contribute beyond tuition, others may be so inclined through a personal donation. Donors can designate their gift toward Tuition Assistance or Greatest Need. Contributions are tax deductible and are recognized by name in the Mainstage Series playbill.

For more information, contact Cheyenne Farley at cfarley@pensacolasings.org.

10.08 VOLUNTEERING

Abundant volunteer opportunities are available among PCC's choirs and performances.

To inquire about volunteering, contact Brooke Dykes at bdykes@pensacolasings.org.

Choir Representative

Choir Representatives, or "Choir Reps" for short, assist PCC staff in managing the Resident Choir. These individuals are assigned a specific choir and attend weekly and weekend rehearsals as well as provide support during performances. By far the largest volunteer role at PCC, Choir Reps play a critical role in shaping the PCC experience for each singer. This role is best filled by an individual with a passion for youth and for PCC's mission who also has the ability to easily navigate between their role as parent of their own child and the needs of all singers in their assigned choir.

Costume Representative

Costume Representatives, or "Costume Reps" for short, assist in the Costume Room during PCC rehearsals. Carrying out tasks as assigned by the Costume Designer, these individuals help sort, craft, and assign costume pieces for each singer in advance of *Christmas on the Coast* and *Showtime*. They also assist with PCC-issued formal uniform pieces. This role is best filled by an individual who has an eye for detail. Sewing skills are not required, but certainly desired.

10.08 **VOLUNTEERING** (continued)

Backstage Crew

Crew volunteers serve on one of 4 teams: props, microphones, sound, and cues. Props volunteers help organize props used by singers for the performance as well as managing on-stage decorations. Microphone volunteers affix and detach microphones from soloists. Sound volunteers aid the sound crew with calling cues for solo microphones and special audio moments within the context of a performance. Cues volunteers assist the Stage Manager in relaying information to choirs before they get on stage. These roles serve during the Tech Weeks of *Christmas on the Coast* and *Showtime*. These roles are best filled by individuals who easily take direction, thrive in routines, and have free evenings during concert weeks.

Dressing Room Support

Dressing room volunteers assist Choir Representatives and PCC staff in the supervision of singers in their backstage holding areas. Additional responsibilities include assisting with costume changes, distributing snacks, and assisting with behavioral management. This role is best filled by individuals who have a passion for youth, remain calm under pressure, are patient, and have free evenings during concert weeks.

Project Assistance

From time-to-time, the PCC staff will put out a call for support for one-off projects. Past examples include moving equipment to and from PCC's warehouse, organizing files, stuffing mailers, and distributing marketing materials around town. These roles are best filled by individuals who are passionate about PCC's mission whose skills, interests, and resources intersect with the help requested.

Continued on next page.

Section 11

CODE OF CONDUCT

11.01 APPLICABILITY

The Code of Conduct (COC) applies to all persons who participate in any of PCC's activities, enter a PCC activity, or attend a PCC-sponsored or affiliated event. It pertains to singers, parents, caregivers, family members, volunteers, staff, and board members alike (who may be referred to herein as "the Applicable Parties") These behavioral standards have applications beyond PCC in many aspects of daily life and work.

11.02 SAFE SPACE & INCLUSIVE PLACE

The cornerstone of the COC is the policy for Safe Space and Inclusive Place. Aligned with PCC's organizational values (see Sec. 1.03), this dual policy serves as the foundation for all of PCC activities. It is taken quite seriously.

Safe Space

The Pensacola Children's Chorus intentionally strives to cultivate a **respectful environment that is a safe space for its singers, staff, and volunteers.** A respectful environment is a mental and physical space where an individual feels affirmed, welcomed, and respected. A safe space is a physical environment where one's expression of self and the expressions of others are protected from ridicule, prejudice, and physical harm.

Inclusive Place

The Pensacola Children's Chorus welcomes individuals from a menagerie of backgrounds, beliefs, and walks of life. These individuals might define their identity by race, color, ethnicity, nationality, religion, gender identity, sexuality, physical characteristic, ability, disability, among any number of other identifying factors.

PCC's Inclusive Place policy aims to celebrate not only what makes each person unique, but also to cultivate mutual respect and deeper understanding that can be built among community. Repertoire, rehearsal structure, and social experiences are critical tools that are used to foster this among PCC singers.

Unwelcomed Behaviors

While individuals of diverse backgrounds, beliefs, and identities are always welcomed, certain behaviors that are inherently contrarian to PCC's values (see Sec. 1.03) are not. These include, but are certainly not limited to, harassment, discrimination, gossip, and bullying, especially when motivated by prejudice rooted in race, gender, sexuality, religion, socioeconomic status, or disability.

Violations

Any observed or reported violations of PCC's Safe Space & Inclusive Place Policy will be promptly addressed. An individual who severely violates or undermines this policy may be immediately removed from the premises and possibly barred from future participation in PCC activities. Any singer who violates this policy, no matter how severe, will face consequences that match the severity of the violation, including suspension, temporary expulsion, or permanent termination of membership.

11.03 SOCIAL MEDIA CONDUCT

PCC encourages the use of social media to promote its performances, programs, and events. Still, in today's online society, great care must be taken to ensure online interactions are safe and responsible. As such, PCC has established standards that outline how Applicable Parties are expected to interact online with PCC's brand, activities, and stakeholders.

Brand-Appropriate Engagement

Any PCC participant through their affiliation with the organization shares responsibility for tastefully and respectfully portraying PCC's name, likeness, brand, and image. As the purveyor of the organization's reputation in the broader community, PCC reserves the right to request the removal of any social media content that PCC determines is derogatory, slanderous, misrepresentative, or inconsistent with the policies, brand, and values of the organization.

Consent-Based Content

While PCC obtains permission to post names, images, and likenesses of its singers through enrollment paperwork, that privilege is not automatically granted for singers, caregivers, and volunteers. To respectfully share content that involves the name, image, or likeness of others, Applicable Parties must agree to the following:

- Obtain posting permission from any person who is named or who may be represented in a post before publicly publishing its content;
- Refrain from using social media platforms to privately or publicly share images or information that portrays another individual in a negative manner, or in such a manner that violates their privacy;
- Refrain from circulating or engaging with offensive, derogatory, slanderous, or misrepresentative content involving another individual or PCC as an organization, and;
- Report any perceived violation of these aforementioned policies to a PCC staff member.

11.04 USE OF PERSONAL PROPERTY

To ensure the safety of for all program participants, individual property is subject to search by a PCC staff member and/or its appointed representative if reasonable suspicion exists that a prohibited or illegally possessed item is contained therein.

A singer's electronic device is also subject to search. A staff member and/or its appointed representative shall have the authority to review the content of a singer's phone if reasonable suspicion exists that a singer is using their cell phone and/or social media accounts to violate the Code of Conduct. Should such an instance occur, singers are required to provide necessary passwords to access the phone and its contents. Wherever possible, such a search will be conducted in the presence of the child's caregiver.

11.05 EXPECTATIONS FOR SINGERS

In addition to the aforementioned policies, PCC singers are also expected to abide by the following guidelines:

- Maintain a high degree of self-control and personal responsibility;
- Heed the directions of PCC staff and volunteers;
- Be supportive and respectful of their peers;
- Take care of one's personal property, the property of PCC, and property owned by fellow students, volunteers, and staff, and;
- Refrain from possessing, using, or distributing any drugs, alcohol, vape pens, tobacco, or other forms of contraband at any time, including during time spent away from PCC activities.

11.06 EXPECTATIONS FOR CAREGIVERS

A singer's success at PCC is magnified through supportive caregivers. As the primary receiver of information, great responsibility is placed on caregivers to reinforce PCC's values and to remain organized and informed in order to nurture and maximize their child's experience with PCC. In addition to the applicable policies listed in previous sections, caregivers are also expected to abide by the following guidelines:

- Thoroughly review all paper and electronic communications distributed by PCC;
- Maintain a respectful and patient demeanor when interacting with PCC staff and volunteers;
- Promptly notify the PCC office of any change in address, phone number, email, or payment information;
- Attempt to seek answers to questions through PCC's extensive informational resources before reaching out to staff for assistance;
- Check the online calendar to keep up-to-date with the latest rehearsal, performance, and event information;
- Deliver singers safely to rehearsals and performances in accordance with PCC's drop-off policies (see Sec. 4);
- Promptly retrieve singers from rehearsals and performances at the posted time;
- Respect PCC's closed-rehearsal policy that exists to ensure singers stay focused on the learning at hand;
- Appropriately and promptly report all attendance issues via appropriate procedures (see Sec. 3.09);
- Notify a singer's Choir Representative if someone other than the singer's regular carpool/pick-up person is retrieving them from an event;
- Volunteer when and where appropriate, and;
- Complete and acknowledge all acknowledgments, waivers, and permissions required for a singer's participation in PCC programs through enrollment paperwork.

11.07 EXPECTATIONS FOR VOLUNTEERS

Volunteers play a critical role in shaping the PCC experience for every child. In many ways, volunteers are viewed as an extension of PCC's leadership. As such, volunteers expected to conduct their work in such a way that benefits all PCC members. Showing favoritism toward one's child while in a leadership role does not honor PCC's community values.

Volunteers derive their leadership and direction from the PCC staff. Choir Representatives and certain crew area heads will serve as leaders of their specific areas of responsibility. Challenges among volunteers or within volunteer roles should be reported to Program Manager to be addressed.

To report a volunteer issue, contact Brooke Dykes at bdykes@pensacolasing.org.

Assignment Expectations

When an assignment is scheduled, volunteers are expected to:

- Promptly report to scheduled assignment and communicate any unforeseen circumstances to the PCC staff in a timely manner;
- Wear a PCC-provided credential while occupying backstage areas and wherever appropriate;
- Refrain from bringing other children who do not participate in PCC activities to volunteer assignments, and;
- Avoid wearing perfume and fragrance of any kind.

11.07 EXPECTATIONS FOR VOLUNTEERS (continued)

Volunteer Code of Conduct

As Applicable Partners in PCC's Safe Space & Inclusive Place policies, volunteers are expected to maintain the following standards of conduct:

- Work amicably alongside other volunteers to maintain a suitable climate for enhanced learning and growth;
- Accommodate the needs of singers with disabilities and behavioral challenges without question, reaction, or hesitation;
- Deliver any corrective action with an aim to elicit a positive response and an attitude for improvement within a singer;
- Refrain from shouting, yelling, or attempting to talk over a group of loud singers to get their attention or to give instruction;
- Avoid angry or overly emotional tones when interacting with or in the presence of singers;
- Strictly refrain from slapping, punching, hitting, pushing, or using any other form of aggressive physical or corporal punishment to discipline a child, *including one's own*;
- Monitor and correct singer behavior to ensure that all singers are being treated with kindness, fairness, and respect;
- Avoid gossiping or speaking poorly of a singer, volunteer, or caregiver with other volunteers;
- Submit themselves to an FBI/BCI Level 2 background check;
- Notify a PCC staff member of any singer or adult who is suspected of engaging in gossip, unsafe behaviors, and behaviors that contradict this Code of Conduct, and;
- Acknowledge to abide by these policies in writing.

11.08 ENFORCEMENT

The Code of Conduct is enforced by PCC staff under the supervision of the Artistic & Executive Director as prescribed by PCC's Board of Directors and codified in the organization's Bylaws. In all matters relating to the Code of Conduct, the determination of the Artistic & Executive Director shall be final and will equally pose as the official ruling of the Pensacola Children's Chorus.

11.09 VIOLATIONS

Violations of the Code of Conduct are addressed on a case-by-case basis. Consequences and/or disciplinary action will match the severity of the violation. Anyone who wishes to challenge any consequence or disciplinary action may do so by submitting a request in writing to the Artistic & Executive Director. Changes in determination will be thoroughly reviewed but not necessarily guaranteed.

To report a Code of Conduct violation, contact Alex Gartner at agartner@pensacolasings.org.

Any individual who witnesses a staff member exhibit behavior that is in violation of the Code of Conduct should immediately notify the Artistic & Executive Director in writing. As an alternative, notification can be sent to the chairperson of the Personnel Committee of the Board of Directors.

To contact the Personnel Committee, send a message to board@pensacolasings.org.

11.10 RETALIATION

PCC expressly prohibits individuals from engaging in negative or harmful actions directed at any individual who has reported a potential Code of Conduct violation or participated in a related investigation. Any person who retaliates against another for seeking to uphold and share responsibility for this Code of Conduct will be subject to disciplinary action.

11.11 ACKNOWLEDGEMENT

All singers, caregivers, and volunteers must acknowledge that these policies have been reviewed and accepted upon enrollment or prior to the start of a volunteer assignment. Those who do not agree with these policies may not participate in the activities of the Pensacola Children's Chorus.

Section 12
LEADERSHIP DIRECTORY

FULL-TIME STAFF

Alex Gartner
Artistic & Executive Director
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Juliana Child
Assistant Artistic Director
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Cheyenne Farley
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Courtney Johnson
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PROGRAM STAFF

Evelyn Aguirre
Megan Andzulis
Michael Dennis
Holley Driver
Stephany Heath
Dominic Krippes
Ashley Leigh
Xochilt Linza
Lindsay Riddle
Isabelle Schrack
Heidi Siren

Asst. Dir., Middle School Choirs
Principal Accompanist
Choreographer
Director, Tri-City Children's Choir
Assoc. Dir., High School Choirs
Technical Director
Associate Accompanist
Asst. Dir., Pensacola SINGS
Choreographer
Musicianship Instructor
Costume Designer

INQUIRIES

Attendance	attendance@pensacolasings.org
Board of Directors	board@pensacolasings.org
Finance/Billing	finance@pensacolasings.org
General Inquiries	admin@pensacolasings.org
Membership	membership@pensacolasings.org

BOARD OF DIRECTORS

Sheila Dunn
Professor of Voice
University of West Florida

Jessica Hyche
President & Founder
Sound Services Corporation

Noelle Poole
Chairman & Chief Marketing Officer
Four Point HR

Karla Ent
Professional Photographer
Community Volunteer

Rita Miller
Executive Director
STARBASE Pensacola, Dept. of Defense

Andrea Rosenbaum
Director of Advancement
YMCA of Northwest Florida

Lusharon Wiley
Executive Director
Equity Project Alliance

Sri Gupta
Senior Litigation Consultant
International Litigation Services

Deborah Moss
Curriculum Consultant
Mr. Robbins Neighborhood

Jimmy Stapleton
Commercial Banking Relationship Manager
Southstate Bank