

# CMC

# Student Handbook



Classical Music Conservatory

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# CMC STUDENT HANDBOOK

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# CLASSICAL MUSIC CONSERVATORY: OUR STORY

Welcome to the **Classical Music Conservatory**. Lusiana started **CMC** back in 1997 while still attending the University of Toronto for her Master's degree in Composition. After being at the first CMC location at Islington and Bloor for a decade, Lusiana and Wanda decided to open up another location together in the community they live in, at 421 Roncesvalles in 2005. They merged the 2 locations to Roncesvalles, and CMC's musical home as of September 2010 has been at 314 Roncesvalles Avenue, with online lessons being offered as of March 2020.

Wanda and Lusiana work, live and play in this amazing community, and they love it. They feel honoured to be able to provide not only high quality music education to families, but a place where community is built, where they can give back to their community through local performances at hospitals and fairs, and a place where students are not a number, but are cared for in a personal manner. Thank you for supporting this very special community created by our musical village.

## OUR CORE BELIEFS

### **1. Music enriches our lives.**

We love music! There are countless benefits to learning an instrument or learning how to sing. Whether it's giving us a way to express our emotions, teaching us discipline or making us smarter, learning music enables us to see the beauty in life, and ultimately makes us better human beings.

### **2. Every person is unique and learns differently.**

This is about you. This is why we have a customized approach to ensure every student is matched to a teacher we feel is the best fit for that person. Lessons are tailored to each student's individual goals. We want you to experience the joy that music can bring, and are here for you on your individual music learning journey.

### **3. Community is integral to who we are.**

CMC is a community where connections are made between parents, where lasting bonds are formed, and where peers support one another. CMC strives to be an inclusive and progressive music school where human rights are respected. We give back to our amazing community by donating to various organizations & local schools. CMC is about the long lasting and meaningful relationships we've built for over 25 years.

### **4. Music education can be of the highest quality AND fun!**

We make learning music fun! We also keep the bar very high in terms of the quality of music education we're offering: our teachers are extremely qualified, professional, and caring.

### **5. It takes a village.**

We offer a team based approach. Our directors, teachers and administrative team members all work together to give unparalleled support every step of the way. As a team, we will help you blossom in your musical journey and achieve your musical goals.

## WHAT WE OFFER

### Private Lessons for all ages (kids, teens & adults) in:

- Piano: classical, pop, jazz, improvisation
- Guitar: acoustic, electric and bass; ukulele
- Strings: violin, viola, cello, double bass
- Winds: recorder, clarinet, flute, saxophone & trumpet
- Drum kit
- Voice: classical, pop, jazz
- Theory: all levels

### Group Classes:

- Musical Preludes: Intro (3-4 year olds) and Junior (4-5 year olds)
- Suzuki Cello Group Class
- Music & Art Creations Summer Camp for 4 - 6 year olds (July & August only)

### RCM Exam and Audition Prep:

- RCM Exam Prep including Mock Exams (see 'Opportunities for Students' for more info)
- Audition Prep for Arts High Schools & University

### CMC Bookstore

- for all your music book needs

### Instrument Rentals

- we have a handful of violins and cellos of varying sizes to rent out to our CMC students actively taking lessons

## CMC POLICIES, TERMS & CONDITIONS

### ENROLLMENT

Enrollment in CMC private lessons or courses is subject to CMC's school policies, terms and conditions. Please ensure that you have read and understood the following before enrolling. Please be sure to contact us if you have any questions.

Enrollment is on a first-come, first-served basis. Current CMC private lesson students have priority advanced re-registration privileges to do so each spring with a deadline noted in the re-registration email that is sent to all of our current students.

Upon enrollment to any course or lesson, payment is required to secure your spot. Preferred payment is by Visa or Mastercard. Should you choose to pay by cheque, cheques must be made out to "**Classical Music Conservatory**" (with the student's name and course in the memo). No spot will be reserved for you until payment has been received at our CMC office. It is the responsibility of the registrant to ensure payment is submitted and received prior to your first class or lesson. Please note that teachers cannot accept any payments on CMC's behalf.

CMC does not assume any responsibility for personal property (including, but not limited to clothing, cameras, cell phones, purses, wallets, vehicles...etc) lost, damaged, or left unattended on school premises, in common areas, in our backyard or outside the building.

### CHECK-IN POLICY (IN-PERSON ONLY)

All in-person students (and teachers) are required to check in upon their arrival to CMC with an administrator at the front desk. This is to ensure we know who is in our building at all times, for attendance purposes and for fire code safety.

For children under the age of 12, please accompany your child inside and stay with them until their teacher retrieves them for their lesson.

Self assessment screening and hand sanitizing are all required upon entry to the building. Please see 'In-Person Lesson Protocols' under the Healthy Policy heading for more information.

### CHECK-OUT SAFETY POLICY (IN-PERSON ONLY)

If you are picking up your child at CMC, please ask them to **wait INSIDE the waiting area** for you, not the mudroom, and please come inside to retrieve them. This includes the main building as well as the basement.

If you have a child old enough to walk home on their own OR if you would like to give them permission to leave the building on their own to meet you outside, please complete, date and sign our '**Permission to Walk Home Alone**' form which is included in your welcome email.

### PAYMENT POLICY FOR GROUP CLASSES

Tuition fees are paid in full for our Musical Preludes courses and our summer camps.

Tuition fees are paid either (1) in full or (2) in 2 installments for our year long Suzuki Cello Group course. By registering in our Suzuki Cello Group course and choosing our 2 installments plan, you agree to have your credit card charged on Feb. 1<sup>st</sup> of the following year for the 2nd installment, or submit a post-dated cheque dated Feb. 1<sup>st</sup> at time of registration.

Payment is pro-rated for late registrants of our group classes.

There is a 10% sibling discount for our group classes.

### PAYMENT POLICY FOR PRIVATE LESSONS

Students register for 40 lessons from September to June (36 lessons for Monday students, and 39 lessons for Friday students due to Good Friday). Fees are prorated for late starts. Summer lessons in July & August are scheduled and paid for separately in the spring.

We have 3 types of Payment Plans for our students:

1. One Installment Plan
2. Two Installments Plan (available only until October 31st)
3. Monthly Equal Billing Plan

Some rules apply: (a) we require 24 hours notice of lesson cancellation, and up to 4 make up lessons per academic school year is allowed per student (1 per 10 lessons); (b) There is a yearly \$40 "financing" fee on the monthly equal billing payment option, payable at time of registration with your first month; and (c) lessons expire at the end of the summer.

**Re: 3. Paying monthly equal billing:** To keep things simple and easier for families to budget, the tuition is the SAME each month for our monthly billing contracts, ie: we don't charge you more when you have five lessons in a month, or less when you have three lessons in a month. You are scheduled for, and pay for 40 lessons for the year (36 for Monday & 39 for Friday students) with payment divided equally per month. All payments are made on the 1<sup>st</sup> of each month by CREDIT CARD recurring payment or POST-DATED CHEQUES. CASH is not accepted at CMC.

**For all payment plans:**

- 24 hours notice of lesson cancellation still applies to ALL of the above.
- Changing teachers or instruments within our school is permitted at any time, please email Lusiana at LL@cmccanada.com about it.
- Changing permanent regular scheduled time to another day and time is also allowed; again, please email Lusiana at the above address.

Payment by post-dated cheques will only be accepted for students who are committed for the full school year. All cheques should be dated the FIRST of the month and submitted at registration. All cheques must be made out to "**Classical Music Conservatory**" with the name of the student included on the memo line. In the case of NSF cheques, the full amount of the cheque **plus a \$45.00 NSF administration fee** must be paid within 24 hours of notification or you forfeit your following lessons and late penalty charges will start to be applied to the fully owed amount.

**AUTOMATED PAYMENTS**

**2 Installments Plan:** By choosing our 2 Installments Plan, you agree to have your credit card charged on Feb. 1<sup>st</sup> of the following year for Term II lessons for the appropriate amount, or submit a post-dated cheque dated Feb. 1<sup>st</sup> at time of registration.

**Monthly Equal Billing Plan:** By choosing our Monthly Equal Billing Plan, you agree to have your credit card charged on the 1<sup>st</sup> of each month until June of the following year (until May for Monday students) or until 2 weeks notice of withdrawal from lessons is given; or submit post-dated cheques dated the 1<sup>st</sup> of each month at time of registration.

**For Instrument Rentals:** You agree to have your credit card charged on the 1<sup>st</sup> of each month, until 2 weeks notice of terminating your instrument rental contract is given AND your instrument is returned to CMC in good condition.

**MISSED CLASSES FOR OUR COURSES & SUMMER CAMPS**

For our group classes (Musical Preludes & Suzuki Cello Group) and summer camps, there are no make-up or substitute times for any missed classes. The classes are taught in ways that the teacher reviews often to consolidate acquired skills while introducing new ones; therefore the content of the missed class will be reviewed and integrated again in the following class.

**LESSON CANCELLATION POLICY**

For any lesson missed by a student (INCLUDING piano accompaniment rehearsals and mock exams) **a minimum of 24 hours notice, regardless of the reason of cancellation, is required for the lesson not to be forfeited.** Tuition is never prorated for missed lessons. Lessons cancelled with 24 hours notice are never credited, but can be scheduled as make-up lessons, up to one (1) lesson per ten (10) paid lessons (for more details, see 'Make-Up Lessons' below). We do realize that 24 hours notice is sometimes not possible with illness, however, CMC has this policy in place out of consideration for our teachers. They are scheduled to come and teach at CMC or online, and are unable to make any alternative plans with less than 24 hours notice. This includes any

technical issues or equipment failure for online lessons as well. Out of respect for the livelihood of our teachers, this policy stands, and lessons will be forfeited with less than 24 hours notice. If you / your child can't make your lesson with less than 24 hours notice, you do however have the option of having another family member take that lesson instead so it's not forfeited.

**NEW: Self-cancellation required: If you need to cancel a scheduled lesson, please log into your WellnessLiving account to do so: click [HERE](#).** Our office, your teacher as well as yourself will be automatically emailed a confirmation of the cancellation.

## **MAKE-UP LESSON POLICY**

In the case of cancelled private lessons with 24 hours notice, each student will receive one (1) private make-up lesson per ten (10) paid lessons, for a maximum of four (4) per academic school year.

### ***Term & Conditions of Make-Up Lessons:***

1. Make-up lessons expire at the end of our academic school year in June.
2. Make-up lessons not completed by the end of the academic school year are considered forfeited.
3. Lessons cancelled by the student after May 31st will not be guaranteed a make-up lesson.
4. Once your make up lesson is scheduled, it cannot be rescheduled again. Be sure to pick a date that you can attend as we will not refund or credit your missed make-up lesson.
5. Make-up lessons are scheduled one week in advance. We cannot schedule make-up lessons for future dates beyond one week.
6. Make-up lessons are transferable within the same family or to a friend; if you choose to do so as a gift, simply let us know so that the office can notify your teacher about who to expect.
7. Make-up lessons cannot be redeemed for credit, cash value OR combined with other offers or promotions
8. For students on our monthly plan, make-up lessons cannot be scheduled in June in lieu of your monthly fee; they are always in addition to your scheduled lessons for the school year.
9. Make-up lessons may be scheduled online rather than in-person, or with another CMC teacher, in the event that the regular teacher is not available
10. Lessons cancelled by the school due to inclement weather, or by the teacher due to illness with no substitute teacher available, will be made up without penalty to the student.

Due to the fact that our teachers are actively performing musicians, in the event that they are unable to make a lesson, or fall ill, CMC will arrange for a substitute teacher. CMC will make every effort to notify you ahead of time. If you decide not to have a lesson with a substitute teacher, 24 hours notice for cancellation is still required, and you are welcome to use one of your make-up lessons for a lesson with your regular teacher at another time.

NOTE: There are many benefits to having a substitute teacher, including having another teacher's input and perspective that complements your own teacher's.

## **ATTENDANCE KEEPING**

Our office keeps an online record of attendance for each student. In case of discrepancy arising, CMC reserves the right to follow the office's record of attendance.

## **WITHDRAWAL FROM LESSONS & GROUP CLASSES**

**LESSONS:** To discontinue lessons and charges to your account, we require two (2) weeks notice of withdrawal prior to your last lesson. If less than two weeks notice is given, you will be charged for those lessons whether or not you attend. Any paid lessons on your account after those two (2)

weeks will be credited to your account for future use. This credit can be used for any of our offerings at CMC for any family member.

**NOTE: No refunds are given for students withdrawing from lessons, only credit.** For students transferring teachers, 2 weeks notice is not required.

**GROUP CLASSES:** For our group classes and summer camps, tuition fees will be credited with at least 48 hours notice. This credit can be used for any of our offerings at CMC for any family member.

**NOTE: No refunds are given for students withdrawing from lessons, only credit.**

CMC reserves the right to reschedule a group class under circumstances of teacher's illness or emergency situations. CMC reserves the right to cancel any courses without notice due to lack of sufficient enrollment. CMC reserves the right to cancel any student enrollment for negligence of tuition payment, poor attendance and inappropriate behaviour or misconduct by the student, parent or guardian, without refund.

## **BEHAVIOUR & GOOD CONDUCT**

CMC is a very inclusive, nurturing and encouraging school, where we expect everyone to respect each other and behave in good conduct. CMC does not tolerate any discrimination based on race, gender, sexuality, religion or otherwise.

CMC teachers and administrators will not tolerate any verbal or physical abuse of any kind at any time, or any disruptive behaviour that interferes with the lesson or other in-person lessons at the school.

CMC reserves the right to cancel an enrollment or class at any time due to inappropriate behaviour of a student, parent or caregiver after one (1) warning. CMC reserves the right to cancel an enrollment or class for any reason it sees fit without refund. Any of the above mentioned incidents will be reprimanded, will not be tolerated and can be grounds for disenrollment of a student.

For in-person lessons, CMC has a NO SHOES/BOOTS policy. We ask that you kindly remove your shoes / boots before entering the building. We want to keep our musical home as clean as possible out of respect for everyone's health.

## **SCHEDULING CHANGES**

If permanent changes need to be made to a private lesson time please contact Lusiana at [LL@cmccanada.com](mailto:LL@cmccanada.com) for assistance.

## **IN-PERSON LESSONS PIVOTING TO ONLINE**

For our in-person students, you have the option to pivot to online for a particular week if needed - for example, if you're feeling under the weather but feel well enough for an online lesson, or if you're away at the cottage but would like the lesson to still happen but virtually. Simply contact our office and they'll ensure this happens for you.

Similarly, if your teacher is feeling under the weather but able to still teach, your lesson may be pivoted to online just for that week.

Note that CMC has the right to pivot in-person lessons to online in the case of inclement weather.

## **HOLIDAYS**



As per CMC's academic calendar, lessons and group classes are not scheduled during or on a holiday. These holidays have been accounted for in your tuition fees - i.e. you only pay for scheduled lessons. Please refer to our CMC academic calendar for dates that we are closed.

### **SICKNESS / HEALTH POLICY**

We do realize that 24 hours notice is sometimes not possible with illness, however, CMC has this policy in place out of consideration for our teachers. They are scheduled to come and teach at CMC and are unable to make any alternative plans with less than 24 hours notice. Out of respect for the livelihood of our teachers, this policy stands, and lessons will be forfeited with less than 24 hours notice. If you / your child can't make your lesson with less than 24 hours notice, you do however have the option of having another family member take that lesson instead so it's not forfeited.

**NOTE:** If a student is exhibiting symptoms but feels well enough for their lesson, there is the option to move an in-person lesson to online just for that week.

### **In-Person Lessons & Classes Protocols**

The health and safety of our CMC community is of utmost importance to us. Here's what to expect for in-person lessons and classes:

- self-assessment symptom screening is required prior to entering the building. Symptoms include **fever, cough, sore throat, nausea, vomiting or diarrhea, pink eye or lice** (there is the option of switching to online just for that week if you're feeling well enough)
- hand sanitizing is required prior to your lesson
- air purifiers with a HEPA filter are in each of our studios, and common areas such as the waiting areas
- please take off your outdoor footwear; slippers are available for your use

**NOTE:** We reserve the right to refuse entry to CMC without exception if a student arrives exhibiting any symptoms above, and the lesson will be forfeited.

### **ANNUAL RE-REGISTRATION FOR THE FALL**

Every year, student re-registration for private lessons takes place during the spring. It is important to re-register prior to the date noted in the Re-Registration email that is sent out each spring, in order to reserve your lesson time for the fall. New Student Registration starts immediately after that date. If you haven't re-registered by said date, we cannot guarantee your same lesson time for the fall, as it may be given to a new student.

### **PHOTOGRAPHING/VIDEOTAPING OF CMC STUDENTS**

CMC occasionally videotapes and photographs our students. In our newsletter we feature students, and we occasionally videotape student performances and classes for our website and youtube channel. By enrolling at CMC, you automatically consent to the above. If you do not consent to the above, please send an email to our office at [cmc@cmccanada.com](mailto:cmc@cmccanada.com).

#### ***By registering at CMC:***

1. *You agree with all the policies, terms & conditions stated above*
2. *You acknowledge and understand that you will forfeit any lesson in the event that lesson than 24 hours notice is provided for any change or cancellation*
3. *You acknowledge and understand that all communication must go through the CMC office via email: [cmc@cmccanada.com](mailto:cmc@cmccanada.com)*

4. *You acknowledge and understand that privately hiring a CMC teacher or admin personnel outside CMC is against company policy and their signed contract with CMC*

## COMMUNICATION

### AUTOMATED COURTESY LESSON REMINDERS

Our system automatically sends out a weekly lesson reminder via email. Please note that these are simply courtesy reminder emails; if you don't receive one and you or the office have not cancelled your lesson, please assume your lesson is still on as scheduled, and please DO check your spam mail and contact the office to confirm. If you need to cancel a lesson, you are required to cancel the lesson by logging into your account: please see 'Lesson Cancellation Policy' under Policies, Terms and Conditions.

### ACCESSING YOUR CMC ACCOUNT ONLINE

At CMC we use an online program called WellnessLiving. You can log into your account (click [HERE](#)) to check your upcoming schedule, update credit card information, and cancel your lessons. If you are unsure of your login information, please contact the office.

### WEEKLY COMMUNICATION WITH TEACHERS

For in-person private lesson students, each student will receive a free dictation book for their teachers to write in what needs to be worked on for that week. Please ensure that you/your child reads what your teacher has written each week. Extra dictation books are available for purchase in the office at the cost of \$5.00.

For online lessons, teachers will email lesson notes to you through our CMC office if they weren't written down during the lesson.

Outside of lesson time, our teachers are always open to conversation whether by phone or by email so that the lines of communication are kept open to make this musical experience a positive one for you / your kids. If you would like to contact your teacher please email [cmc@cmccanada.com](mailto:cmc@cmccanada.com) or call 416-537-5995. We will ensure your teacher gets your message.

Please note that due to privacy issues, we do not give out our teachers' personal contact information. All communication goes through our office at [cmc@cmccanada.com](mailto:cmc@cmccanada.com) / 416-537-5995.

### CMC NOTES

CMC Notes is our monthly e-newsletter, which is emailed to all of our CMC families. Please ensure we have your correct email address. If you would like to write a short article about your musical experience at CMC that you think may be relevant & helpful to our musical community, please submit it to us by contacting CMC at: [cmc@cmccanada.com](mailto:cmc@cmccanada.com)

## OPPORTUNITIES FOR STUDENTS

### BIANNUAL RECITALS

All of our private lesson students, young and young at heart, have the opportunity to perform at two CMC recitals per year: winter and spring. Our recitals are FREE, and will be held both online and in-person.

In consideration of our many families with younger siblings, we currently divide both the winter and spring student recitals into many smaller ones, as we realize that sitting through one long recital with young children is both trying and unrealistic. Each recital is less than one hour in length. Our recitals provide our students with the opportunity to perform and showcase their hard work over the past semester in a very supportive, nurturing and positive atmosphere.

Families are notified via email to sign up one (1) month prior to each recital. We encourage families who are not participating to attend in support of those who are performing and to see what it's like to share music with others.

## **MUSIC FESTIVALS**

There are several music festivals that take place in Toronto such as the Davenport Music Festival and the Canadian Contemporary Showcase. If your child is interested in participating in a festival, please speak with your teacher or email Lusiana at [LL@cmccanada.com](mailto:LL@cmccanada.com).

## **RCM EXAMS**

For those students wishing to work towards an RCM exam, please let your teacher know, and they can gear you towards your goal. Please also email Lusiana at [LL@cmccanada.com](mailto:LL@cmccanada.com) who will help you register, answer any questions you may have, and eventually help get you set up for a couple of mock exams with CMC teachers in preparation. Please visit [rcmusic.com/learning/examinations](http://rcmusic.com/learning/examinations) or ask Lusiana regarding exam registration deadlines.

**Piano Accompaniment:** For our strings, woodwinds and voice students, piano accompaniment is available for recitals, RCM exams, music festivals and other performance events. Students are required to pay the accompanist through CMC for one or two practice sessions beforehand, or may use make-up lessons owed to them in lieu of the fee. If you are interested in recital piano accompaniment, please sign up with our office administrator for a rehearsal time. For other accompaniment needs, please contact Lusiana at [LL@cmccanada.com](mailto:LL@cmccanada.com) for assistance .

## **RECEIVE EXTRA LESSON CREDITS!**

Did you know that you can receive a 30 minute lesson credit each time you refer someone to CMC who registers for lessons? (with no limit!)

We truly appreciate our amazing CMC community referring us to friends and family, so each time you do, and that person registers, we will gift you with one 30 minute lesson. The lesson can be used by any family member for any type of lesson offered.

### 3 rules only:

1. The referring person needs to be a current, active student/parent at CMC
2. The referred student cannot be a direct family member of the referring person
3. The referred student needs to name you in their free trial lesson questionnaire in the space at the bottom where it asked for the referral name

## **COMMUNITY & COURTESY**

Please note that there are no food or drinks allowed in any of our CMC studios. If you use any mugs or glasses in the kitchen / waiting area, please put them in the dishwasher, thank you!

## STROLLERS AND BIKES

We have a backyard where you are welcome to park your stroller and a bike rack where you can lock your bike. Feel free to sit on our swing or picnic table while you wait. Please note that the backyard swing is for gentle swinging only for your children's safety. Please do not leave your children unsupervised in the backyard.

CMC does not assume any responsibility for personal property (including, but not limited to clothing, cameras, cell phones, purses, wallets, vehicles...etc) lost, damaged, or left unattended on school premises, in common areas, in our backyard or outside the building.

## PROMPTNESS

**Please be on time** to pick up your child! We do not have the staff to look after your children once their lesson or class is finished; if a situation arises where you are going to be late, please call the office as soon as you know, and our administrator will have your child wait in the office until you arrive.

## OUTREACH

Pre-pandemic times, we would occasionally have our students perform for patients at St. Joseph's Health Centre, our local hospital, or residents at Copernicus Lodge, a local retirement home. We were also involved with the annual Roncy Rocks Festival and the annual Polish Festival, giving our more advanced students extra performance opportunities. We hope to eventually offer these performance opportunities once again to our students when it is safe to do so.

CMC supports our community by donating gift certificates for silent auctions for local public schools and various causes. Please reach out to Wanda at [wanda@cmccanada.com](mailto:wanda@cmccanada.com) for any inquiries regarding this.

Every April (aside from 2020 onwards due to the pandemic) CMC sponsored our **Music For A Cause Benefit Concert** for various causes each year that were close to our hearts. In the past we've fundraised for the Canadian Cancer Society, the Red Cross, for the Princess Margaret Hospital, Heart & Stroke Foundation, Sick Kids and youth mental health at CAMH. Our teachers donate their time and talent to put on a 2 hour concert with an eclectic mix of music: classical, jazz, contemporary, indie rock...etc. This is currently on hold, and we hope to organize this concert once again in the near future.

## ACADEMIC MUSIC COUNSELING

Lusiana is available to meet with you for academic music advice or counseling. She can also discuss with you your RCM exam goals & repertoire, and assist in registering you for those exams, as well as music festivals such as Davenport Festival of Music, Peel Music Festival and Kiwanis Music Festival. Please contact Lusiana at [LL@cmccanada.com](mailto:LL@cmccanada.com) to make an appointment or to simply discuss via email or phone.