

Communication Guide

2024-25 Cleveland Orchestra Youth Chorus

Email

Email is the Chorus Office's primary form of communication. You can reach Taylor at tlogan@clevelandorchestra.com and will receive at least one email from her each week during the season. Choristers and parents alike should check their email several times each week, and once a day during concert weeks.

COYC Website

Use this website to access our rehearsal schedule and Google calendar, recent announcements, study materials, and other helpful resources throughout the season. The address is <http://coyc.cochorus.com>, and the 2024-25 season password for the MEMBERS section is **2425COYC!**

Absence Request Form

These forms will be available digitally on the COYC website in the MEMBERS section, under the **FORMS** tab. Choristers are required to report **anticipated conflicts** no less than **two weeks prior** to the service in question. Conflicts with a performance or orchestra rehearsal must be communicated **as early as possible**. Please email completed forms to Taylor. Absences **must be approved by Mr. Singer before they are considered excused**. Taylor will follow up with the chorister via email, only if the absence request is denied and/or the directors have questions or concerns. Physical copies of these forms will be available at the rehearsal venue. Choristers must get the form signed by Mr. Singer *before* Taylor will accept them.

COYC Hotline: (216) 231-7384

Use this to report a day-of absence/tardiness, OR to double check our rehearsal time and venue. If reporting an absence or tardiness, please leave a voicemail with your child's name and a brief description of the circumstances. This is for **last minute situations ONLY**, such as illness, car trouble, traffic delays due to weather, etc. Please note: this is a shared line with COCC.

Taylor's Office Line: (216) 231-7374 (Please leave a voicemail message.)

This is the direct line to Taylor's office at Severance Music Center. The Chorus Office staff works in a hybrid setting, meaning, Taylor might be working from home. Therefore, **email** is currently the preferred form of communication. However, you are welcome to call this number and leave a voicemail message for Taylor. She will receive it on her email and will reply to you as soon as possible. Do NOT use this number to contact her right before rehearsal – use the Hotline for that.

"Remind" Text Messaging System

Chorus members and their families can sign up for an optional text messaging service through Remind to receive day-of reminders about rehearsal times and location and other regular reminders pertaining to the chorus schedule. Standard text message rates apply. Chorus members who would like to receive text alerts can sign up by texting **@coyc** to **81010**

It is the responsibility of each chorus member and family to maintain current contact information with the Chorus Office, and to familiarize themselves with all policies outlined in the **COYC Handbook available on the COYC website.*