

# Communication Guide

## 2023-24 Cleveland Orchestra Children's Choruses

### Email

Email is the Chorus Office's primary form of communication. You can reach Angel Tyler at [at Tyler@clevelandorchestra.com](mailto:at Tyler@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.

### COCC 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://cocc.cochorus.com>, and the 2023-24 season password for the MEMBERS section is **coda24** (no caps, no spaces).

### Absence Request Form

These forms will be available digitally on the COCC website in the MEMBERS section, under the **FORMS** tab and copies will be available at each rehearsal. 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 complete the google form or return the form in- person. Absences **must be approved by Mrs. Rozsa or Mr. Young before they are considered excused**. Angel will follow up with the chorister via email, only if the absence request is denied or the directors have questions and/or concerns.

### COCC 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.

### Angel's Office Line: (216) 456-840 (Please leave a voicemail message.)

This is the direct line to Angel's office at Severance Hall. The Chorus staff occasionally works from home during the week. Therefore, **email** is currently the preferred form of communication. However, you are welcome to call this number and leave a voicemail message for Angel if she is not at Severance or able to answer her phone. She will receive voicemails by email and will reply to you as soon as possible. Do NOT use this number to contact her on a Tuesday evening 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 following the instructions below:

Preparatory Chorus (COCP): text @cocp to 81010

Children's Chorus (COCC): text @cocc1 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 **Children's Choruses Handbook** available on the COCC Website.