INFINITY
visual and performing arts

STUDENT HANDBOOK
Infinity Visual and Performing Arts, Inc. creates and sustains an environment in which young people, based solely on their desire to participate, can grow, learn, and lead through active participation in the visual and performing arts.

Infinity empowers youth from all walks of life to maximize their potential by developing leadership, creativity, and confidence through music, arts, and performance.

Infinity is committed to equal opportunity in the administration of educational policies, scholarships, and other student activities and programs. We are committed to fair treatment for all students, free from discrimination because of race, religion, national or ethnic origin, gender identity, affectional orientation, gender expression, or status with regard to public assistance, disability, gender, or age.

"We all live with the objective of being happy; our lives are all different and yet the same." ~Anne Frank
**WELCOME!**

When students join Infinity, we see them as **musicians, artists, actors, poets, writers, and dancers**. The Infinity Team focuses on empowering students to discover and build their own unique talents and strengths. Students explore and experience the arts, stretch their minds, and benefit from a network of adult mentors eager to help them excel not only creatively, but in their future lives.

This Infinity Handbook will serve as a reference during the entire program year (September - August). Infinity opportunities vary based on student age, interest, and performance level.

Our goal is for each student to have a positive, successful, and exciting experience at Infinity. Let us know what you are interested in and we will work with you to develop a membership package that matches your goals!

Infinity Visual and Performing Arts, Inc. is a 501(c)(3) nonprofit organization that provides music and arts private and group instruction, experiences, and mentorship to promote positive, creative, youth development. We aim for consistent and continuous improvement, please freely share your questions, ideas, and comments with us!

### 1.0 WHAT HAPPENS AT INFINITY?

- In a normal program year, students at the Infinity Center experienced nearly 14,000 private lessons in music, art, dance, and theater!
- Students experience more than 1,800 Infinity group classes, student band rehearsals, and unique music and arts workshops each year.
- Week-long arts and music-based day camps are offered in spring and summer.
- More than 50 events and opportunities for students to perform and showcase artistic talents, in person and online, are scheduled locally, on our Infinity Arts Café stage, and live on our Facebook Page throughout each year.
- Students have access to instruments, equipment, art supplies, and a fully equipped recording and rehearsal studio.
- Students receive supportive mentorship from our team of instructors and staff.
- With students arriving from more than 30 different schools, there are so many chances to meet and interact with other creative young people!

### 1.1 Youth Mentorship

The match between each student and their instructor is a critical and powerful part of the Infinity experience. There is flexibility to explore any component of our program. If for any reason, at any time, a student feels they would like to add a new lesson, or try a change in instructor, instrument, or art discipline, please communicate this to the program staff. The entire Infinity Team is committed to connecting students and instructors in a positive match that will lead to a long-term, positive relationship and experience.

### 1.2 Creative Exposure and Showcasing

- **Music, dance, and theater students** have opportunities to perform at recitals and events throughout our program year.
- **Art and Literature** students submit works of art for Infinity Student Art Exhibits, our virtual art gallery “Infinite Artistry”, Infinity publications, and for public display online and/or within the Infinity Center.
- **Inspire others! Showcasing creativity** provides a safe and healthy way to communicate emotions, promote individualism, and receive positive feedback for using time in positive ways.

*To sign up for talent-showcasing opportunities, talk to your instructor, or see a program staff member!*

### 1.3 Infinity Arts Café *

Our Infinity Arts Café is a 4,000 square foot performance space with a full stage and seating for up to 200 audience members. This learning space hosts a variety of performances, recitals, presentations, workshops, and classes that vary monthly. The Infinity Arts Café provides our student performers with a safe, supportive environment to hone their skills, gain valuable stage experience, and receive positive feedback from a live audience. Please see our website calendar, call the Infinity Center, or stop in to see our current Infinity Arts Café schedule!

*SPECIAL Infinity Arts Café PERFORMANCE ENTRANCE is on 3rd street (the former post office main entrance). Look for the blue neon guitar, and follow the signs!*

**NOTE:** Additional “Live Streaming” performance events may also occur from the comfort of a students’ home. These events are streamed to a virtual audience Live on Infinity’s Facebook page.
2.0 INFINITY PROGRAMMING

2.1 Infinity Membership Fees
- An annual student registration fee of $20.00 is due (regardless of scholarship status) before registration forms can be processed or lessons can be scheduled.
- Infinity Membership is $65 per month. (A discounted membership of $60 per month is available for each sibling or additional student private lesson added.)
- Membership payments for the full month are due on the first of each month.
- Payments may be made at the front desk, by mail, auto pay through your bank, online, by check (made payable to Infinity), money order, cash, or credit card.
- Please include the student’s name on the memo line of the check or in the PayPal notes section to ensure proper account credit.
- Our primary role is youth development and arts education, staff time is very limited for collection actions for past due accounts. Payments received later than the 10th of any membership month will incur a late fee of $5.00.
- *Please note* we do not send monthly payment invoices and membership fees are not subject to being prorated.

2.2 Scholarship Opportunities (Ages 5-18)
Providing scholarships to students with financial need has been a cornerstone of the Infinity mission since its inception. Need-based scholarships are available for membership students ages 5-18.
- Our Scholarship Application is available at the Infinity Center or for download on our website from the Programs and Classes tab.
- Scholarships cannot be determined or awarded until the completed Infinity Scholarship Application AND the required documentation has been submitted. Incomplete forms cannot be processed.
- Due to limited scholarship availability and the large number of scholarship requests, awarded scholarships will be partial scholarships so that a greater number of students can be assisted.
- Please see a staff member should you have any questions or concerns about our scholarship process or eligibility. Please note: adult students do not qualify for scholarship.

2.3 Digital Lessons
Students have the option to take lessons on-site, digitally, or a mixture of the two.

2.4 Volunteering and Fundraising
As a nonprofit organization, approximately 10-15% of our annual operating budget relies on fundraising.
- All Infinity students donate a minimum of (2) volunteer hours to the organization annually, or complete a comparable fundraising activity.
- On the registration form there is a section of options to fulfill this volunteer commitment.
- If students are unable to volunteer (2) hours of their time, a buy-out fee of $25.00 is available as an alternative.

2.5 Infinity Attendance Policy
At Infinity, we strive to provide high quality instruction from educators who are professionals in their field. When a private lesson is scheduled, the student reserves a block of their instructor’s time each week. When cancelling a lesson, please be aware of the following guidelines:
- If a student must cancel a scheduled private lesson, the student must notify their instructor(s) at least 24 hours before the lesson to qualify for a make-up lesson.
- If less than 24-hour notice is given for a cancellation, the lesson does not qualify for a make-up lesson.
- Lessons that fall on closed dates (as designated on the inside cover of this handbook) do not qualify for a make-up lesson.
- Private lessons that are missed due to student no show/no calls, or late cancel (less than 24 hours notice) do not qualify for a make-up lesson.
- All private lessons cancelled by the instructor qualify for a make-up lesson.
- All private lessons cancelled by Infinity due to inclement weather or emergency qualify for a make-up lesson.
- It is the responsibility of the canceller (whether student or instructor) to contact the other party and schedule the make up within 30 days.
- A Skype lesson during the lesson time slot is an option depending on the student’s situation. Please inquire at the front desk about how to pre-qualify for this.

Instructor contact information will be provided when lessons are scheduled and can be recorded in this book. Please remember to notify your instructor(s) at least 24 hours before a cancelled lesson in order to qualify for a make-up lesson.

If you are unable to reach your instructor, please call the Infinity Center (716) 664-0991.
2.6 Cancelling due to Illness
Anyone (employee or student) with flu or cold symptoms (chills, muscle pain, headache, sore throat, fever, cough, congestion, shortness of breath) is prohibited from entering the Infinity Center. If a student or instructor is ill, their scheduled lessons are required to be completed digitally or scheduled for a make-up lesson when everyone is healthy again.

Individuals may return after they have been 72 hours fever-free without the use of fever-reducing medication. Thank you for your cooperation in our efforts to keep everyone healthy!

3.0 SAFETY POLICIES

3.1 Student Safety
Student safety is a top priority for all of us at Infinity. Our facility has a locked door/buzzer system and the entrance is monitored at all times. On the registration form, parents are given the option of having their child wait within the Infinity Center until one of the listed guardians arrives to pick them up OR to give permission for their child to leave the Infinity Center independently, wait outside, etc. Please discuss your choice with your child. All visitors to the Infinity Center are to check in at the front desk. Thank you for your cooperation!

3.2 Background Checks
All members of the Infinity program staff and instructional team are background checked locally through the Chautauqua County Sheriff’s Department, and nationally through an independent professional background check company.

3.3 Infinity Weapons Policy
Weapons of any kind are strictly prohibited in or around the Infinity Center or at any Infinity events regardless of the location. This prohibition applies to all students, employees, and visitors. The term “weapon” includes any object or substance, which is designed to, or traditionally used to, inflict harm and shall also include any weapon defined by New York State penal law article 265. This policy includes, but is not limited to, all firearms, pellet/BB/paintball guns, tasers, pepper spray, dangerous chemicals, martial arts devices, knives of any design, and clubs. Toy guns and other simulated weapons are also covered by this policy. A violation of this policy will result in immediate confiscation of the weapon, the parent being contacted, and police involvement if the weapon violates the New York State Penal Law. Thank you for your cooperation.

3.4 Inclement Weather Policy
Infinity will close when the weather is predicted to be very bad in Jamestown during our program hours. Please note: Infinity’s weather-related closing is NOT influenced by school closings.

Closings will be posted on our website, Facebook page, and called in to local radio stations (Media One Group [WWSE, WJTN, WJUG, WQFX], and WRFA), and TV stations (WGRZ and WIVB). Unless you opted out on the registration form, Infinity parents are also added to our text alert system.

When in doubt, please call the Infinity Center after 12 noon and the voice mail message will indicate if we are closed for weather related reasons. Even if Infinity is not closed, use your own judgment to decide if it is safe to travel in your area. If you decide it is unsafe to travel, be sure to follow proper cancellation procedure and call your instructor.

3.5 No Smoking Policy
Smoking is prohibited throughout the Infinity Center, within 25 feet of each entrance (2nd and 3rd St.), along the Prendergast side of the building, and in close proximity to any off-site Infinity activities. This policy applies to students, parents, staff, instructors, and visitors.

3.6 Preventing Noise-induced hearing loss (NIHL)
NIHL is caused by exposure to loud sounds. It affects millions of people and is preventable. Infinity wants our music students to learn how to prevent NIHL and protect their hearing. Infinity Staff will periodically monitor rehearsals and lessons with a decibel meter.

- Infinity music students must wear ear protection if their band or lesson exceeds 94dB.
- While any ear protection is acceptable, Etymotic Musician’s Ear Plugs (ER20 Etymotic) are ideal and are available for purchase at the front desk.

"Hearing loss is a terrible thing. Because it cannot be repaired" ~ Pete Townshend
EXPLORE! EXPEIENCE! EXCEL!

FREQUENTLY ASKED QUESTIONS (FAQ)

Q1. What if I want to try a new instrument or instructor?
A: No problem! Trying new things is great, and we encourage curiosity and exploration of music and the arts here at Infinity. Speak to a staff member at the front desk to review your options.

Q2. Does Infinity loan instruments to students?
A: Infinity’s instrument loan inventory is sustained by grants and private donations and is generally designed to provide loaner instruments for students who cannot afford to purchase one, or who would like to try an instrument prior to purchasing. We are limited in instrument availability, but ask an Infinity program staff member if you have any questions about borrowing instruments. All loaned instruments are returned at the end of each program year (August) for maintenance and inventory purposes.

Q3. How can I sign up my other children?
A: Since you have already completed an intake process, simply fill out a registration form for each child that would like lessons and turn in the registration form and $20 student registration fee at the front desk. There is also a reduced sibling program fee rate! We will process the form and a program staff member will contact you to schedule lessons.

Q4. When is our monthly payment due?
A: Monthly program fee payments are due on the first of each month, and no later than the 10th of the month. A $5.00 late fee is applied to payments made after the 10th of the month. We accept cash, check, credit card, money order, bank autopay, and online PayPal payments, you can even call us to pay over the phone! As most staff time involves working directly with students, we do appreciate your timely payment of program fees.

Q5. Will group classes resume in 2020-2021?
A: Group Class opportunities have always been provided at no additional cost to our students. We work hard to secure grant funding to cover the cost of these classes. These grants have suffered cut due to COVID. Group classes will be resumed as soon as it is safe to do so.

Q6. Will we still have lessons during the summer?
A: Yes! Infinity is open for regular programming in our new program year September 2020 - August 2021. We will close for the month of September in 2021 as normal. Depending on the instructor, July and August may include daytime lesson options. If you decide to discontinue for the summer, be sure to inform your instructor and a staff member at the front desk by the 15th of the month prior to the discontinuation date.

Q7. What COVID-related health regulations are in place?
A: Cleanliness and hygiene have always been an important part of Infinity’s upkeep. High-touch surfaces, restrooms, and areas where people congregate are treated with Microban daily. Infinity employees and Infinity students with cold or flu symptoms, or elevated temperature are asked to stay home, and reschedule or hold any lessons digitally.

will be asked to make arrangements to leave the Infinity center, and continually wear a mask while waiting in a designated isolation room (where others do not frequently pass through) to be picked up. If a positive COVID-19 case is confirmed, the Infinity Center will contact the Health Department and follow their guidance and protocol, including transitioning to digital lessons for a period of time to conduct intensive cleaning at the Infinity Center. Students and instructors will wear masks upon arrival to Infinity, and in common areas where 6’ physical distancing cannot be maintained (hallways, restrooms, waiting room, entry and exit to the facility). Once students are in their lesson rooms and seated 6’ apart from their instructor they may remove their mask if they wish.

Q8. How can I sign up to perform at a recital or café night or share my artwork?
A: Performing in front of an audience or sharing your creative work is a very important part of being an artist or musician! To perform or share art, speak to your instructor or any Infinity staff member. Doors for performances in our Infinity Arts Café open 30 minutes before the event and the special performance entrance is on the 3rd Street side of the Lynn Building (look for the neon guitar and follow the signs)! Virtual performances and an online art gallery, Infinite Artistry, are also available as talent showcasing options!

Q9. I want to join an Infinity band. How do I do that?
A: If you are interested in participating in an ensemble or band, communicate this interest to your private lesson instructor. Check our class schedule and register for our performance classes and workshops. Sign up for Performance Workshops, and sign up to perform at a Kaleidoscope night or a recital. These performance events and classes are the gateways to becoming involved in an Infinity band!

Q10. What if I need to cancel a lesson?
A: In order to cancel a lesson and qualify for a makeup, you must contact your instructor directly at least 24 hours before your regularly scheduled lesson time. (Reminder: If less than 24-hour notice is given for a cancellation, the lesson does not qualify for a make-up lesson.) We appreciate it very much when you call the main Infinity office to inform us of a cancellation, but the most important thing is to let your instructor know!
Q11. How do I schedule a make-up lesson?
A: Make-up lessons are scheduled directly with your instructor. If you have cancelled a lesson and qualify for a make-up lesson, contact your instructor to arrange a time that works for both of your schedules. If your instructor cancelled a lesson, they will contact you to reschedule the lesson. Digital makeup lessons are also available.

Q12. What is the extra check box and line on the registration form for?
A: The extra line represents an invitation to those students who identify in any way other than traditional male and female definitions. The Infinity philosophy that drives all of our program development and decisions has a firm foundation of inclusiveness for all students, free from judgment, so that all students feel safe, welcome, respected and may joyfully explore, experience, and excel in their chosen creative pursuit. If this line is not applicable to you, simply leave it blank.

Q13. What happens when a holiday falls on my scheduled private lesson day?
A: Infinity closes during all of the holidays listed on the inside cover. Holiday lessons are not rescheduled. For simplicity, a monthly program fee of $60.00 is assigned for each month of membership enrollment. Although specific months may contain three, four, or five private lessons (depending on holidays, calendar structure, and lesson day of the week), the membership fee also supports all group classes, performance opportunities, and experiences each student chooses to participate in.

Q14. I have to stop taking lessons at Infinity, whom do I talk to?
A: If there is something we can do to help make your Infinity experience a better fit, please share with us what isn’t working and we will always work with you to find a solution! We are creative problem-solvers and good listeners. Our goal is for you to have a positive experience during your time with us.
If you plan to discontinue before the end of the program year (August), please connect with a staff member at the front desk by the 15th of the month prior to the discontinuation date and we will walk you through the steps.
Prior to exiting, Infinity-loaned equipment must be returned in good repair, and all membership fee payments must be up-to-date. We always encourage students to complete the scheduled lessons of their final month with us, as monthly membership fee payments are non-refundable. Before you leave, ask us about joining our Infinity Alumni group!

Q15. My child has special needs, whom should I talk to about their needs at Infinity?
A: Our team is ready to work with you to develop a supportive system that ensures the best mentoring match and experiences for your child. Please indicate on your Infinity registration form any information you would like for us to be aware of. Communicate directly with your instructor or any program staff member, we are all ready to help!

Q16. Where do we park?
A: On-street parking meters are 25¢ per 30 minutes 9:00am to 5:00pm. Metered spots are FREE after 5:00pm and free all day Saturday. Parking in designated postal service parking areas is not permitted. Please be aware that one parking spot in front of the building is reserved for use ONLY by drivers with a handicap permit. We have families and students with permits who require use of that space. Blocking or using this parking spot for waiting/standing not only makes their trips to Infinity much more difficult, but it is also an illegal and ticketable offense. Please be sure to reserve the handicap parking space for vehicles with a valid handicap permit only. Thank you for your help with this.

Q17. Do you offer adult private lessons?
A: Yes, we do! Adults are welcome to register for any private lesson. Please inquire at any time about fees and scheduling at the front desk.

If you have any other questions, please call the office or connect with a team member at the front desk, and we will be happy to help with any inquiries.
Stay up-to-date with all Infinity news:

- Visit our website! www.infinityperformingarts.org
- Find us on Facebook or Instagram.
- Check out our monthly calendar online or our bulletin board postings at the Infinity Center.
- Sign up for our automated text message system by indicating you'd like to receive updates and reminders on your registration form.

Other ways to help support Infinity:

- Check out our Wish List of needed items in our email newsletter.
- Join our annual fund-raiser membership drive!
- Return empty cans and bottles to local redemption centers and ask that the proceeds go to Infinity's account.
- Like and share our Facebook updates!
- Purchase a wall tile for our, “Friends of Infinity” sponsor wall! Choices include student-designed art tiles and larger, professionally engraved tiles.
- Inquire about stage sign or lesson room sponsorship.

"I am only one, but I am one. I cannot do everything, but I can do something. And because I cannot do everything, I will not refuse to do the something that I can do.” ~ Edward Everett Hale

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info@infinityperformingarts.org
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Meet the Infinity Team!
Please see our website and choose from the “Infinity Team” menu to see photos, biographies, and learn more about each of our program staff, instructors, and board of directors!

*Reminder*
If you need to cancel a lesson, give 24-hour notice to your instructor(s). If you are unable to reach your instructor(s), please call the Infinity front desk: 716-664-0991

Instructor's name: _______________________________
Instructor's ph#: ______________________________
Instructor email: ______________________________
Lesson day and time: ___________________________

Instructor's name: ______________________________
Instructor's ph#: ______________________________
Instructor email: ______________________________
Lesson day and time: ___________________________

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