



Mountain City Creative Academy Manual & Studio Policies

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ACADEMY STAFF

Coty Forno – Executive Director, Instructor – coty@mymcca.com
Jacki Dixon – Leadership Team, Instructor – jacki@mymcca.com
Shelby Herbert – Leadership Team Instructor – shelby@mymcca.com
Jamie McGreevy – Leadership Team, Instructor – jamie@mymcca.com
Jessica Grapes – Leadership Team, Instructor – jessica@mymcca.com
Tom Bond – Guitar Instructor – tom@mymcca.com
Alizabeth O’Neal – Musical Theatre & Piano/Voice Instructor – liz@mymcca.com
Kenzie Pein – Operations Assistant, Instructor – kenzie@mymcca.com
Kelly Schrecengost – Piano Instructor – kelly@mymcca.com
Jelynna Horsey – Piano/Voice Instructor – jelynna@mymcca.com
Allison Kamauf – Dance Instructor – allison@mymcca.com
Kayla Hoover – Dance Instructor – kaymhoover@proton.me
Brianna Brickerd – Dance Instructor – briannabrickerd@gmail.com
Student Instructors – Emma Hughes & Isabel Turner

BOARD OF DIRECTORS

Pete Forno – President
Brian Boal
Shannon Gribble

CONTACT INFORMATION:

Telephone Number: 240-357-0699
www.beyondthestage.org

MCCA OFFICE HOURS:

Monday – Thursday: 3:30pm–8pm
Friday, Saturday, Sunday: Closed

**Staff is also available via Band & Email on weekday mornings and Fridays until 5pm.*

Open, clear, kind communication is always a priority at MCCA. Staff can be reached via email or Band Chat. Problems or concerns associated with student affairs or teacher affairs must be handled with the MCCA leadership team OUTSIDE of class time and not in between regular classes. Parents are encouraged to call during the scheduled office hours. Meetings with Jacki Dixon or individual teachers must be scheduled outside of class time.

BEYOND THE STAGE MISSION

Cultivating a future where creativity, connection, and community empower every artist to reach their full potential—both on and beyond the stage.

BEYOND THE STAGE VISION

To inspire a vibrant, interconnected community where the performing arts serve as a catalyst for personal growth, lifelong learning, and meaningful human connection.

MCCA MISSION

Mountain City Creative Academy is the educational branch of the Beyond the Stage Foundation and is an award winning, inclusive performing arts conservatory offering the highest quality art education. Our mission is to Motivate Compassionate and Courageous Artists by:

- Committing to excellence in arts education
- Creating a brave and supportive environment
- Cultivating, kindness, diversity, and inclusivity
- Empowering creativity
- Promoting positive self-expression, self acceptance, and acceptance of all people
- Focusing on individual personal growth
- Instilling the values of a growth mindset, teamwork, integrity, accountability, leadership, resilience, respect, compassion, and courage
- Guiding artists to fulfill their dreams

WHY MCCA

While attending MCCA students will:

- Receive exceptional, personalized instruction in the arts with a sensory and S.E.L approach to learning
- Create a community and build lasting relationships with peers
- Learn the importance of self-acceptance and individuality
- Develop self-awareness, self-confidence, and self-esteem
- Cultivate Social and Emotional Intelligence
- Strengthen communication, listening, and problem solving skills
- Cultivate a healthy mind and body relationship
- Engage in thought-provoking communication
- Enhance leadership skills
- Encourage personal development
- Build focus and self-motivation
- Build lasting friendships
- Have fun and make lasting memories

OUR WORK

Our team provides exceptional education, compassionate support, and has a vested interest in guiding your child on their individual creative journey. We work diligently to maintain a positive, brave space for children to freely explore creativity, individuality, and self-expression.

CORE VALUES

- Integrity
- Collaboration
- Accountability
- Compassion

MCCA VISION

- To create a brave, supportive space where people of all backgrounds can freely explore creativity, connection, and collaboration
- To provide opportunities for students and adults to receive professional quality arts instructions
- To provide a brave space for students and adults to work alongside working professionals within the industry
- To create opportunities for local artists to showcase their work and mentor young artists
- To build connections and pathways for other artists to fulfill their personal and professional artistic goals
- To create a healthier and happier community
- To expand diversity, equity and inclusion within our program and in the community

MCCA'S "YES I CAN, YES I WILL, YES I AM" CODE OF ETHICS:

- **Integrity:** *To conduct oneself with integrity through honesty, courtesy, respect, and consideration of fellow students, parents, and faculty. To showcase exemplary behavior both inside and outside of the center.*
- **Collaboration:** *To work positively with others, to strive for personal greatness, and to inspire those around you by connecting, collaborating, and creating with students, parents, and faculty members. To operate with a Team mindset working toward what is of the highest good for all.*
- **Accountability:** *To adhere to policies and procedures, to take an active role in keeping the center a brave and positive place. To listen and work with all faculty and students, and to take pride in creating positive work. To take accountability for behavior and actions. To listen, keep an open mind, and connect with clarity and compassion*
- **Compassion:** *To utilize emotional intelligence and understanding with a drive toward helpful action. To recognize our shared humanity, and create spaces where all people are valued and treated with respect.*

FACILITY INFORMATION

MCCA is a Tobacco & E- Cigarette Free Facility

Studio Access: MCCA is a secure access building and remains locked at all times. Students and Parents must have a Key Fob to access and enter the building.

Parking: MCCA offers parking in the front lot. When that lot is full, customers are to use designated city parking. Please be mindful of parking in restricted lots as owners have the right to have violators towed.

Video Surveillance: MCCA has video surveillance in all studios and on the outside perimeter of the building. This is to ensure the safety of our students, teachers, and parents.

GENERAL POLICIES & PROCEDURES

Parent Portal: Each family will have a portal to process payments, register for classes, view student lesson plans, class curriculum, skills evaluations, etc. It is the customer's responsibility to keep all info up to date. The link can be found on the Parent Resources page on our website. Please contact Jacki Dixon, jacki@mymcca.com with any questions about your portal or account info.

BAND APP: The Band App is MCCA's main communication tool. All parents and students must download and use the Band App for MCCA communication. All information regarding classes, performances, cancellations, costumes, special events, calendar updates, and more will be sent via the Band App. A link will be provided upon registration to log in and sign up. MCCA Band app members must sign up with your First AND Last Name to ensure the safety of our parents, students, and staff. It is also suggested that you turn on notifications to enable you to stay up to date on all MCCA activities. If you discontinue classes at MCCA, you will be removed from class chat rooms in the Band APP.

Email: Please make sure all contact information within the customer portal is correct. Parents and students are responsible for staying up to date with emails and communication.

Registration Fees/Key Fobs: All students must pay a non-refundable \$20 registration fee per Session. This fee goes towards the student's security profile, key fob, credit card fees, administrative costs and building access. Family Fees: \$20 for the first student, \$10 for each additional family member or student. Students will be given one key fob for secure entry into the building. The key fob should only be used by the designated student and parent.

Contactless Tuition Payment Policies/Authorization: Mountain City Creative Academy tuition payment policy is based on two 8-week sessions within each Fall and Spring semester.

There is NO refund for missed classes as we provide a make-up schedule. Parents must have a credit card or bank account on file in the customer portal, or communicate with the Director of Operations that payment will be made via cash or check.

You may pay the entire session in full or divide into two installments that will be deducted from the account on the Monday of the 1st week of classes and the Monday of the 5th week of classes. The first installment includes the registration fee, and this installment is non-refundable. All session tuition payments and any year-end show costume payments will be auto-billed to the card or account on file. You will be emailed a receipt after your tuition is processed. A 2.89% surcharge will be added for all Visa, Mastercard and Discover transactions. There is no surcharge for Debit Cards, Bank Account Withdrawals or Cash/check payments.

Late Fee: If your card on file is declined, an alternate payment must be made within 48 hours. A \$15 Late Fee will be charged for any payments not made in full by the end of the week. This includes declined charges for cards on file for any reason. If your card on file is declined and an alternate payment is not given within 48 hours, then Mountain City Creative Academy reserves the right to immediately withdraw the student from all classes for the remainder of the semester and not allow participation in any further Mountain City Creative Academy events. Returned Check Fee: \$35.

Dropping Classes or Lessons: If a student wants to drop an MCCA class, MCCA instructors will make suggestions on alternative classes or lessons. Parents/Guardians must provide written notification to drop a class. If a student has attended more than 1/3 of the classes in that semester, no refunds of tuition will be given. Parents/Guardians are responsible for all fees prior to written notification. No credit or refunds are given for missed classes. In the event of a prolonged illness or injury that prohibits participation, a doctor's statement must be presented to the manager in order to secure a partial refund. Registration fees are non-refundable. Classes missed cannot be made up after withdrawal.

Class Enrollment Cancellations: There is a minimum enrollment of 5 students per class. If that enrollment is not met the class will be rescheduled or canceled. Students may be moved into another class.

Weather Cancellation Policy: In the event of inclement weather, MCCA classes will be canceled. Emails and BAND messages will be sent immediately. Class Cancellations will also be posted on the MCCA Facebook Page.

Private lesson Cancellation/Make-Up Policy: Students must give 24 hr notice of a cancellation in order to receive a make-up class. Otherwise, the lesson will be forfeited and the student will be charged for the missed lesson. Exceptions will be made for illness and emergencies. If a student continually cancels at the last minute, the private lesson time slot will be terminated. We understand that things come up, but please give as much notice as you can.

GENERAL STUDIO/CLASSROOM RULES & GUIDELINES

- Only students, faculty, and student assistants are permitted in the classroom while classes are in session. Scheduled Parent Observation and Participation Days will be available throughout the semester via a virtual classroom link.
- Only water is permitted inside the studio.
- Chewing gum is not permitted in the classrooms.
- Food or Drink is not permitted in the studio.
- Cell phones are not permitted during class time. Please keep all cell phones turned off and in bags or designated cell phone areas.
- All student belongings should be kept in student cubbies, unless they are necessary for class.
- Students are not permitted in the studios unless a faculty member is present.
- Students are expected to keep the facilities clean by picking up after themselves and throwing away all trash. No containers, empty or otherwise should be left in the studios or reception area; use the trash bins.
- Respect for the instructor and for one another is essential to a successful classroom environment.
- Performing Arts instruction is very hands-on. Teachers may need to physically adjust students to make corrections. Teachers will ask for permission before making adjustments on a child. If this is a problem, please give Coty Forno advance notice so that all teachers can be informed.
- Please call or email ahead of time if you know your child is going to be absent from class

SOCIAL MEDIA POLICY

- When using ALL forms of Social Media (including but not limited to Facebook, Instagram, Snapchat, Twitter, TikTok, etc.) all students, parents/guardians, staff members, volunteers, and instructors must adhere to this MCCA Social Media Policy.
- Please remember that your anonymity on social media is never guaranteed and to exercise particular caution when posts, images, or videos identify children in your care. Any comments or posts perceived to be obscene, defamatory, threatening, harassing, discriminatory or hateful towards MCCA students, parents/guardians, staff members, volunteers, and instructors may subject the poster to disciplinary action.
- Bullying/harassment of any kind over social media will not be tolerated and may result in termination of students' enrollment. While affiliated with our studio, (for example, images of your child inside MCCA or wearing MCCA clothing) we will not tolerate any posts that are racially, sexually, physically or religiously offensive.
- Should you wish to engage on Social Media while identifying as a studio dancer, parent volunteer, or employee, for example, you may only do so with integrity, respect, and adhere to privacy and confidentiality policy. Any content revealing or referring to sensitive studio information is not allowed to be shared online. Students, parents/guardians, staff, and teachers are not to post any content that may bring MCCA into disrepute.
- Students and parents may not photograph, video or record any material in classes without the teacher's permission. Where permission has been given to record a class/routine for rehearsal purposes, use of that recording has been authorized for that purpose only and under no circumstances must it be posted on any SocialMedia platform.
- Any and all choreography for solos, performance group dances, annual performances, competitions, etc., taught by MCCA staff and guest teachers, remains the property of MCCA. Should any material be posted to Social Media (in agreement with this policy) credit must be given to MCCA.
- Social Media is not to be used to communicate attendance, queries, or any other administrative information. This must be done through the administration team at MCCA via Band App or email.

CLASS ATTIRE

CENTER-WIDE DRESS CODES

In an effort to promote racial, gender, and body inclusivity, and to promote self-confidence and self-expression in our students, MCCA has shifted our dress code attire requirements for all group classes:

- Students should wear form-fitting attire that supports the technical focus of classes and makes them feel confident.
- Students in the Luminary Pre-Professional Program must follow the appropriate color guidance for each assigned level. This can be found in the Luminary Dance Program Manual and the Luminary Musical Theater Manual accordingly.
- Musical Theatre and Acting classes attire should wear comfortable clothing that they are able to move freely and feel confident.
- Students must have hair secured out of the face and off of the neck for class.
- Students must wear appropriate supportive undergarments.
- Students must wear required shoes as specified for each class.

If you have questions or concerns regarding the dress code for your class please do not hesitate to connect with the instructor or any MCCA staff member.

MEDICAL FORM

A Medical Form is part of the registration application, and must be completed in order to register. Please make sure staff members are aware of any allergies, student health concerns, etc prior to the start of the semester. MCCA staff members are ready and available to deal with minor first aid issues. We have first aid kits at the front desk and in classrooms. In the case of major sickness or injury, parents will be notified.

MEDICATION

Students are not allowed to carry any prescription or over-the-counter medication in the school. If a student requires medication, a parent/guardian must inform MCCA staff via email.

INJURY REPORTING

In case of an injury, please adhere to the following protocol:

1. Immediately notify an MCCA staff member
2. The MCCA staff member will help the student, administering proper first aid as needed, and will write an injury report.
3. The MCCA staff member will stay with the student, call/bring in a parent if needed, etc

PHYSICAL ADJUSTMENT POLICY

Physical adjustment is an essential and typical component of instruction in dance, theater, and music. Though use of physical contact in performing arts instruction is common, instructors in our programs will remain mindful of the students' needs and expectations. MCCA faculty have been instructed to adhere to the following guidelines to help maintain comfort:

1. Limit adjustments to what is necessary and appropriate for the instructional point.
2. Always explain the purpose before using hands on in instruction.
3. Always ask first if a student is comfortable with hands-on instruction.
4. If a student seems uncomfortable or expresses any concerns about physical contact, acknowledge the matter and immediately stop.

DISCIPLINARY GUIDELINES

MCCA encourages all instructors, students, and parents to model acceptance and kindness toward all people. While we hope mutual respect and kindness will be held amongst all people at MCCA, we understand that this may not always be the case. As an establishment built on community, we encourage all students, staff, parents, and families to share an active role in keeping MCCA a kind, supportive, and brave space. We encourage students, staff, parents, and families to all share responsibility for communicating and reporting behavior concerns as they happen so we can work together to maintain MCCA's Mission.

It is our goal to have each student respond to an internal sense of right and wrong, rather than be motivated by the fear of externally imposed consequences. We believe that all students have the right to learn and celebrate their passion for the performing arts in a brave and open environment. Humans are fallible and we believe in allowing room for mistakes, so as a community, we can learn and grow from those mistakes. It is our goal to provide access to the arts for all who may benefit from it. Therefore, exclusionary consequences will be reserved as a last resort. Except in exceptional circumstances, MCCA will rely on verbal and written conversations and problem-solving measures as a first attempt to rectify the situation.

IN-CLASS Behavior Protocol:

In the event that a student's behavior in class interferes with a positive learning environment and is directly witnessed by a staff member.

1. Verbal Warning

- a. Remove the student from the classroom to have a conversation
- b. Teacher documents conversation and sends to Managing Director
- c. Managing Director receives report and notifies parents via email or phone call

2. Written Warning and Discussion with Managing Director

- a. If the issue persists after a Verbal Warning is given, the Managing Director is notified
- b. Managing Director will discuss the issue with the student, present them with a Written Warning letter and send the letter to parents via email
- c. Depending on the severity of the situation, the Managing Director reserves the right to follow up with a phone call or in-person meeting

3. Program Suspension or Expulsion

- a. If a student's behavior continues to disrupt the classroom and violates the MCCA code of conduct, then program suspension or expulsion may be considered.
- b. No refunds will be given if a student is suspended or expelled from the program.

Student/Parent Concern Form: <https://forms.gle/hVIXEAAEGfEnXNgVA>
(Hard copy available in the MCCA Manual and at the Front Desk)

HARASSMENT, BULLYING, AND INTIMIDATION

MCCA's goal is to maintain a learning environment that is free from any type of harassment, bullying, violence, or hate crimes based on an individual's religion, race, ethnicity, region, language, gender, national origin, disability, socioeconomic status, sexual orientation, or age. MCCA will investigate all complaints – verbal or written. This policy is enforced on MCCA property, and at MCCA sponsored events and productions.

Harassment, bullying, intimidation, and violence refer to any conduct, including verbal conduct and/or electronic communications, that creates a hostile educational environment that substantially interferes with a student's educational benefits, opportunities, or performance, or with a student's physical or psychological well-being. If any student believes that comments, gestures, or actions from any other individual violates the harassment, bullying, violence, and hate crime policy, the student should report the alleged act to an MCCA staff member immediately. Any student who is found to be responsible for harassment, bullying, violence, or a hate crime will be subject to disciplinary action. MCCA pledges to investigate all accusations of bullying, harassment or intimidation in a timely manner (within 7 days of receiving the report) and to keep written documentation of all conversations, meetings or communication that relate to the alleged incident.

The Bullying, Harassment or Intimidation Reporting Form should be used to report alleged incidents (within 7 days of occurrence) of bullying, harassment, or intimidation that occurred on MCCA property, or at an MCCA-sponsored event or production. If you are a student, the parent/guardian or caregiver of a student, a close adult relative of a student, a staff member, or a bystander and wish to report an incident of alleged bullying, harassment, or intimidation, please complete this form and return it to the Managing Director.

Bullying, Harassment & Intimidation Reporting Form: <https://forms.gle/QnTr9TaEg6V3d17J8>
(Hard Copy available in the MCCA Manual and at the Front Desk)

DEFINITIONS

Bullying – is unwanted, demeaning behavior among students that involves a real or perceived power imbalance. The behavior is repeated, or is highly likely to be repeated, over time. In order to be considered bullying, the behavior must be intentional and include: 1) An imbalance of power (students who bully use their physical, emotional, social, or academic power to control, exclude, or harm others), and 2) Repetition (bullying behaviors happen more than once or are highly likely to be repeated based on evidence gathered).

Harassment – includes actual or perceived negative actions that offend, ridicule, or demean another student with regard to race, ethnicity, national origin, immigration status, family/parental or marital status, sex, sexual orientation, gender identity, gender expression, religion, ancestry, physical attributes, socioeconomic status, physical or mental ability, or disability.

Intimidation – is any communication or action directed against another student that threatens or induces a sense of fear and/or inferiority. Retaliation may be considered a form of intimidation.