



Memo

To: Executive Administrators, Program Directors, Managers, Family Members and Stakeholders
From: Roman Music Therapy Services

Date: December 2020

Thank you to all our clients, staff, caregivers and stakeholders who have continued to engage in music whether they are at home, in our center, or in our virtual space! Now more than ever, we need music to help keep us connected, decrease stress and bring some much needed respite into our lives.

As the number of positive COVID-19 cases increase, we have encouraged our clients to transition to or continue with virtual services to keep clients and staff safe. We are confident that if we all do our part, we can continue to engage in music in a safe and responsible way. That being said, we want to offer a few reminders regarding your virtual music therapy session:

- Any appointment missed or cancelled without 24-hours' notice will result in a same day cancellation charge as specified in our service contract. If a cancellation is due to circumstances out of our control, such as power outages or technology issues, we will reschedule your existing session and no charges will apply
- Make-ups are not offered for a scheduled session that is cancelled with less than 24-hours' notice.
- Sessions can only be provided within the scheduled time slot. If you are late to a session, the therapist will provide the session for the remaining time but will not be able to extend the end time of the session. If you are more than 15 minutes late to a virtual session, it will be considered a same day cancellation. Please contact your music therapist in the event you will be late or need to cancel.

We will continue to collaborate on ways to make virtual sessions engaging, fun and beneficial to all the clients we serve. Please reach out to your music therapist at any time to figure out ways you can best support virtual music therapy for your clients or loved ones. Although we continue to adapt and change, we are consistent with our mission and values to create community, build bridges, and most importantly, make music!

A handwritten signature in blue ink that reads "Meredith R. Pizzi, MT-BC".

Meredith R. Pizzi, MPA, MT-BC
Executive Director
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