

Dear Parents, Families, and Students of The Complex Performing and Creative Arts Centre,

As we continue to monitor the current COVID-19 crisis and continue our duties of social distancing, we will be completely transitioning The Complex to an online platform until we are safely allowed to learn and collaborate in person again. We will begin our live-streaming and pre-recorded classes on Monday March 30, 2020. We will be keeping as close to the original schedule of classes as we can. Students will receive a live-streamed class, pre-recorded classes to play whenever they like, and a constant stream of updated material on our website as well as through private email. Private music students will still get that one-on-one instruction through live-stream with their teacher that they know and love as well as a google classroom account to continue their education from.

We thank you for your support during this time. Without you, The Complex and its staff cannot continue. We humbly recognize that our ability to stay in business during this time lies in our family's hands and we are grateful to all of you. We will also not turn any student away that is unable to pay for tuition at this time. We hope that we can rise up as a village and get through this time so that the Complex will continue to serve as the premiere arts education centre in Northeast CT. I will be sending instructions for accessing the classes this week. Our staff will be working during the week of March 23 to record classes, plan for live-streaming, and get ready for this new way of learning. We will be personally calling each family to update you on all plans, give instructions for class access, and answer any questions you might have.

We will also be adding some new live-stream classes for adults and new students to help offset anyone that is unable to pay tuition at this time. We, as small business owners, are obviously terrified of the current situation. We are doing everything we can to continue to bring our students a learning environment that mimics that of being inside of our building with their friends! We will utilize zoom for our live-stream platform so they can all see their friends while taking class and we will teach the classes from inside of The Complex so they can see their familiar classrooms.

*Note: as stated in original email, we will work straight through April break and extend to June 20 to make up for these two lost weeks in March.

Thank you again for your support. None of us planned for this and none of us really know what to do. We are all in uncharted waters, trying to be as proactive and productive as possible. We are so grateful for you all and look forward to chatting with you all next week and seeing our beautiful students again very soon!

Nichola and Julie