



The Music Settlement
OHIO CITY · UNIVERSITY CIRCLE

CENTER FOR music therapy

COVID-19 FREQUENTLY ASKED QUESTIONS

UPDATED: Wednesday, April 29, 2020

THERAPY SESSIONS:

1. Are therapy sessions cancelled?

All on-site music therapy sessions at The Music Settlement campuses are currently suspended through May 17, 2020. Remote sessions will remain available through the month of May. We will continue to monitor the situation and any decisions will be communicated via TMS email and our website, www.TheMusicSettlement.org/Coronavirus. Please contact Britteny Cyphers, Center for Music Therapy Registrar, at BCyphers@TheMusicSettlement.org for more information.

2. When will we know when on-campus sessions will resume?

At this time, we are unable to provide an exact date for when on-campus sessions will resume, nor can we confirm when we will have further information regarding when a decision will be made. We will, however, communicate prior to or by May 17th if the suspension period needs to be extended beyond the current May 17th date. We will keep you updated on all current information via TMS email and our website, www.TheMusicSettlement.org/Coronavirus.

3. Can my TMS therapist come to my home?

All in-home music therapy sessions have been suspended through May 31, 2020. For more information, please contact Britteny Cyphers, Center for Music Therapy Registrar, at BCyphers@TheMusicSettlement.org.

4. Will therapy sessions be made -p?

We will be offering an extended make-up period through August 30, 2020. You can schedule make-ups directly with your assigned therapist.

5. What happens if my session(s) cannot be made-up?

We will offer you a credit to be used for future enrollment, or clients may request a refund.

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6. What if I want to withdraw?

All Center for Music Therapy withdrawal policies remain in effect, as provided in your “welcome folder.” Please contact Britteny Cyphers, Center for Music Therapy Registrar, at BCyphers@TheMusicSettlement.org to complete a withdrawal request form, or to request the withdrawal policy.

7. How will my Third Party Funds be affected?

For all Third Party Funding questions, please contact Britteny Cyphers, Center for Music Therapy Registrar, at BCyphers@TheMusicSettlement.org.